

City of Lawrence

Parks and Recreation Aquatics Division

Employee Manual

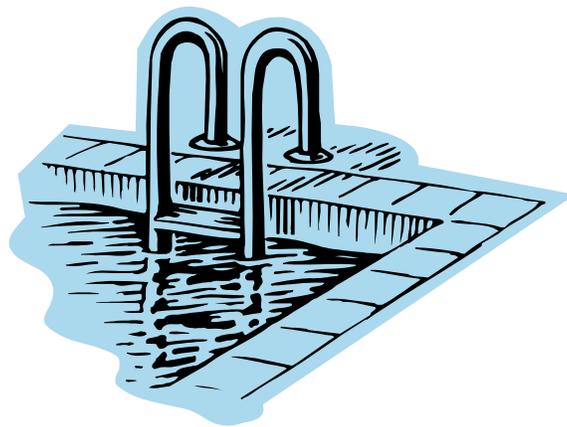


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WELCOME!

On behalf of the City of Lawrence and the Parks & Recreation Department, I would like to welcome you as a member of our Aquatics staff! You will be joining a very important team that will be responsible for the care and safety of many Lawrence area citizens who visit our swimming pools. We have selected you for this position because we believe you have the skills and abilities along with the maturity and the good judgment to handle this job.

Your job is an extremely important one in our community - providing our pool patrons, and particularly our youth, with a quality program of leisure swimming and instruction at safe and well-maintained facilities. In order to perform that job well, you must familiarize yourself completely with this operations manual and attend all required training sessions. The policies and procedures outlined within are designed to cover situations you are likely to encounter as a part of your work with our aquatic facilities.

With your help we can make the City of Lawrence Parks and Recreation Aquatics Division one of the best ever! Once again, let me say "Welcome Aboard", and may you have an enjoyable and rewarding experience as a member of our Professional Aquatics Staff.

Sincerely,

Jimmy Gibbs
Recreation Operations Manager
Lawrence Parks & Recreation

CITY OF LAWRENCE MISSION STATEMENT

MISSION

We are committed to providing excellent City services that enhance the quality of life for the Lawrence community.

VALUES

In order to fulfill our mission, we have established several guidelines:

We are committed to these basic principles:

Integrity
Courtesy
Fairness
Honesty

How we get the job done is as important as getting the job done.

Our interaction with the community will be professional, responsive, direct, personal, caring and appropriate.

We will promote teamwork, employee satisfaction and professional development in order to provide innovative, cost effective, efficient service.

We want our citizens, clients and customers to have high expectations of government service, and will do our best to meet and exceed those expectations.

LAWRENCE PARKS AND RECREATION

Statements of Shared Values

VISION

Lawrence Parks and Recreation will provide essential, high quality, cost effective parks, facilities and programs. The department will seek innovative partnerships to support and add value and equity to core programs and facilities. The department will enhance existing parks and facilities while continuing to develop new sites and services to support a growing community. Services provided will be exceptional and effectively communicated to citizens to increase their awareness and accessibility. The department will be environmentally sensitive in managing parks and open spaces throughout the community.

MISSION

We are committed to providing excellent city services that enhance the quality of life for the Lawrence Community.

OBJECTIVES

Provide citizens of all ages the opportunity to participate in a suitable program of recreation and leisure activities.

Provide well designed, maintained and efficiently operated parks and recreation areas for the pursuit of leisure activities.

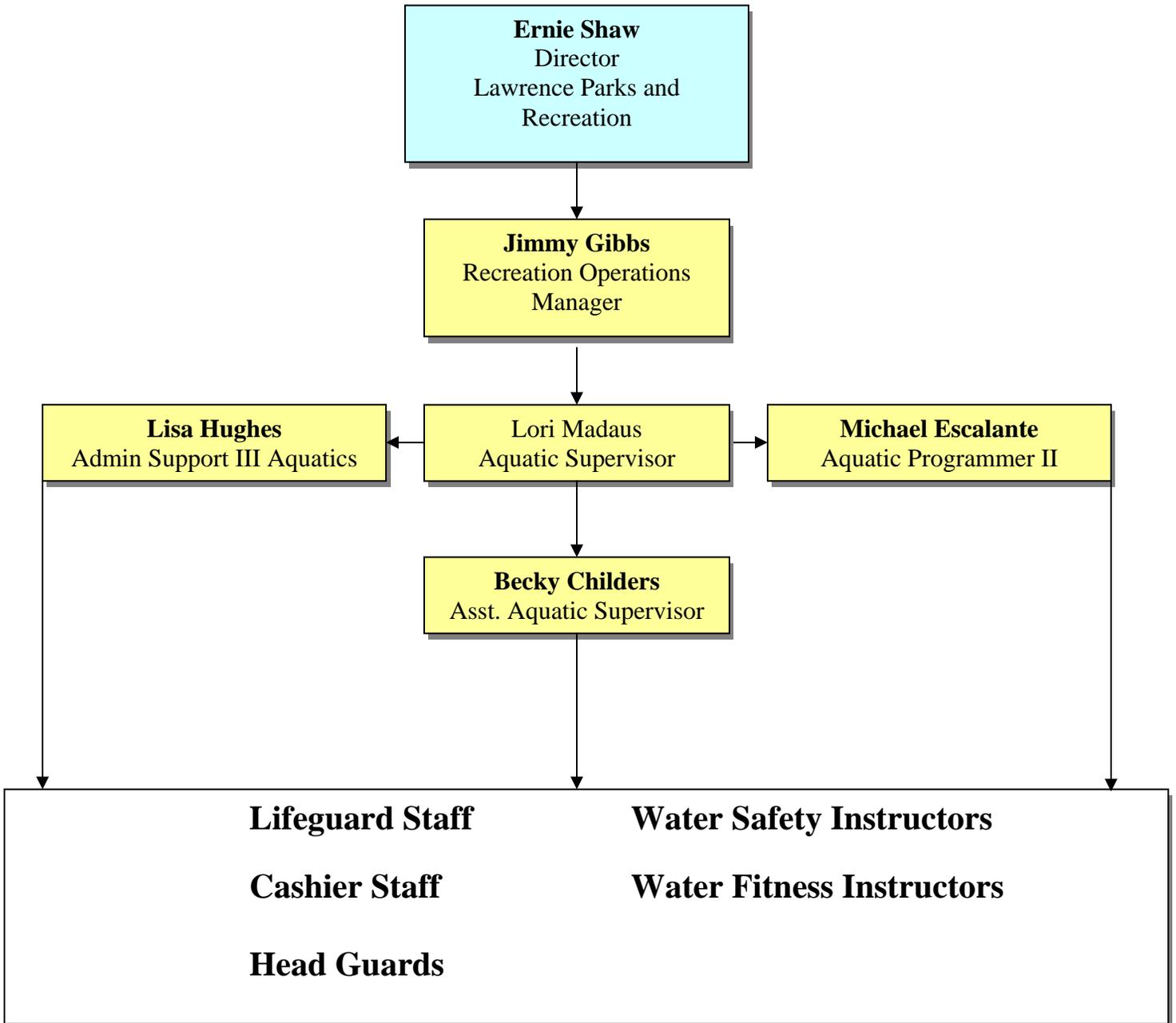
AQUATIC DIVISION MISSION STATEMENT

Lawrence Parks and Recreation Aquatics will provide a safe and inviting environment that is accessible to the community and staff.

Through responsible use of public and private dollars, we will strive for the utmost professional staff that is dedicated to providing excellent customer service while maintaining the highest quality of aquatic programming and facilities available.

Aquatics Division

Chain of Command Flowchart



EMPLOYMENT POLICIES

I. EMPLOYMENT POLICIES

A. AT-WILL EMPLOYER

The City of Lawrence is an “at-will” employer. Nothing in this handbook or other materials distributed by any representative of the City is to be interpreted as a contract of employment. Employees may be terminated at any time for any legal reason. Employees may resign employment at any time.

B. EMPLOYEE PRIVACY

Employees should not expect greater personal privacy protections in their use of City property such as computers, telephones, desks, vehicles, lockers, etc. than is granted by law. City management may search, review and/or inspect without prior notice any personal property brought onto City grounds or property assigned to the employee at any time to the extent allowed by law.

C. AFFIRMATIVE ACTION PROGRAM

The City adopted an Affirmative Action Program as Chapter X, Article 1, Section 10-112 and its subsections of the City Code. It guides all personnel actions to ensure no employee is discriminated against because of race, sex, religion, color, national origin, age, ancestry, sexual orientation or disability. For specific questions relating to Affirmative Action that cannot be handled by supervisors or the Department Director, contact the Human Relations/Human Resources Department.

D. EQUAL EMPLOYMENT OPPORTUNITY POLICY

In accordance with equal employment opportunity laws, executive orders and/or rules and regulations at the local, state and federal levels, it is the policy of the City of Lawrence to provide equal employment opportunity to all. Chapter X, Article 1 of the City Code prohibits discrimination because of race, sex, religion, color, national origin, age, ancestry, sexual orientation or disability. The City’s law and policy apply, but are not limited to: hiring, placement, promotion, demotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Failure of any employee to cooperate or perform in a manner consistent with the law and policy will constitute grounds for disciplinary action, including termination.

E.

City of Lawrence, Kansas



STATEMENT OF INDIVIDUAL RESPECT

The City believes that each employee is an important member of the organization who deserves to be treated with respect and dignity. Discrimination, or different treatment, because of an employee's race, sex, religion, color, national origin, age, ancestry, sexual orientation or disability is forbidden by local, state and federal laws and will not be tolerated.

Sexual harassment is a form of discrimination on the basis of sex and will not be tolerated. Sexual harassment is defined as followed:

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or;
- (c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexually harassing behavior includes, but is not limited to, offensive comments, jokes, innuendoes, and other sexually-oriented statements, regardless of the audience.

Where employment opportunities or benefits are granted because of an individual's submission to employer's sexual advances or requests for sexual favors, the employer may be held liable for unlawful sex discrimination against other persons who were qualified for but denied that employment opportunity or benefits.

All City employees are responsible for creation of an atmosphere free from discrimination and harassment, sexual or otherwise. Further, employees are responsible for respecting the rights of their co-workers. If the City determines that an employee is guilty of harassing another employee, appropriate disciplinary action will be taken against the offending employee.

Employees who feel they may have been treated differently because of race, sex, religion, color, national origin, age, ancestry, sexual orientation or disability, should report the incident promptly to their immediate supervisor, who will investigate the matter and take appropriate action. If it would be inappropriate to discuss the matter with the supervisor, report it directly to the Department Director and the Administrative Services director. It is also the right of any employee to discuss the matter with the supervisor, report it directly to the Department Director or the Administrative Services Director. It is also the right of any employee to discuss such matters with the staff of the Human Relations/Human Resources Department and if appropriate, file a formal complaint alleging unlawful discrimination. All complaints will remain confidential to the maximum extent possible.

The City will not tolerate any form of retaliation against any employee for filing a complaint under this policy, or for participating in its investigation, in accordance with local, state, and federal laws.

F. SEXUAL HARASSMENT

The LPRD Aquatics Division recognizes that investigation requires factual determination. All employees of the City of Lawrence have a right to work in a discrimination-free environment. This encompasses freedom from sexual harassment. Each employee shares the responsibility with other employees to maintain the highest standard of conduct and ethics. All employees of the LPRD Aquatics Division are urged to continue to act responsibly to establish a pleasant working environment, free of discrimination.

As part of the LPRD Aquatics Division's continuing affirmative action efforts and pursuant to Equal Employment Opportunity Commission guidelines, the LPRD Aquatics Division endorses the following policy:

1. It is illegal and against policy for any employee, male or female, to sexually harass another employee. Sexual harassment is defined as any unsolicited behavior that creates an intimidating, hostile or offensive working environment or inappropriately places sexuality as a condition of employment.
2. Any employee who believes he or she has been the subject of sexual harassment should immediately report the alleged act to the Aquatic Manager. An investigation will be undertaken immediately. Any employee found, after appropriate investigation, to have sexually harassed another employee would be subject to prompt disciplinary action.
3. Based on the unique attributes of each claim and given the nature of this type of discrimination, the LPRD Aquatics Division also recognizes that false accusations of sexual harassment can have serious effects on innocent men and women.

No Retaliation and Confidentiality Policy

- The LPRD Aquatics Division will not retaliate against complainant for a complaint made in good faith, which would also include an employee who files the complaint on behalf of the victim.
- The manager who receives the complaint will only notify those who have a "need to know" of the complaint.
- All claims of harassment will be investigated by the management team of the LPRD Aquatics Division or outside investigators if necessary.

If you are unclear about the LPRD Aquatics Division Sexual Harassment Policy, please consult your manager.

A few examples of Sexual Harassment include:

- Any action implied or otherwise that is severe enough to alter an employee's working environment or experience.
- Any action implied or otherwise that is pervasive enough to be more than merely an accidental or isolated event.
- Any conduct that is found to be bothersome to a reasonable person.

G. EMPLOYEE CONDUCT

Employees of the City of Lawrence are expected to conduct themselves in a professional manner during work hours or while representing the City at outside functions. Employees are expected to adhere to the City mission statement by providing excellent service to the Lawrence Community using the values listed as a guideline. Employees are expected to treat customers and co-workers with dignity and respect, follow City, department and division (from which they are supervised) policies, procedures and work rules to include safety regulations. Failure to do so will be grounds for disciplinary action.

H. CUSTOMER SERVICE

Staff is responsible to provide high levels of effective customer service to all members of the general public. Our facilities depend on our ability to provide quality leisure experiences for individuals of all ages, races and nationalities. It is vital that all members of the general public that come in contact with the LPRD Aquatics Division in any way leave with a positive image of our agency and of the services we provide.

COMPENSATION POLICIES

II. COMPENSATION POLICIES

A. EMPLOYEE CLASSIFICATION: TEMPORARY/SEASONAL EMPLOYEE

One who is engaged to work full-time or part-time on the City's payroll with the understanding that their employment will be terminated no later than completion of a specific assignment. A temporary employee may be offered and may accept a new temporary assignment with the City and thus still retain temporary status. Employees are not eligible for benefits.

B. PAY PROCEDURES

All City employees are required to have direct deposit of their paycheck into the bank account of their choice or sign up for a debit pay card. A Direct Deposit Voucher with details of earnings will be mailed or emailed to the employee on each payday. Only the Director of Administrative Services can authorize any exceptions to this policy. Please direct any changes to your account to the Aquatic Administrative Office.

All City employees are paid on a bi-weekly (every other Friday) basis. The normal payday is Friday. If a scheduled payday falls on an observed holiday, employees will be paid on the day preceding the holiday.

Pay checks for new employees will be available for pick up in the Aquatics Administrative Office after 1:00pm on paydays. Verify hours worked and pay as soon as you get your voucher. Direct any discrepancies to a member of the aquatic administrative team.

C. WORK SCHEDULES

Scheduling of all lifeguard, cashier and water safety instructor staff, as well as time off requests and posting of shifts is processed through www.whentowork.com. A printed work schedule will be available for viewing in the guard room. Staff members will receive their own user name and password during their facility orientation. It is the responsibility of the employee to check the website for schedules, notices, messages, etc. Staff will be informed during in-service when their availability and time-off requests are due. Every effort will be made to accommodate staff requests for time off. Short-notice changes in work schedules inconvenience several people and can result in late opening or closing of the pool because of insufficient staff. Please be considerate of others. Employees are not allowed to work over 40 hours per week. This limit includes hours acquired through lifeguarding, instructing, cashiering, etc. Authorization to work over 40 hours must be approved in advance from a member of the aquatic administrative team. Staff is required to be scheduled one shift per week.

- Please call in ASAP if you are going to be late.
- The schedule already states your 15 minute buffer time, please do not time in prior to the time you are scheduled.
- All staff is expected to report to work on time, in the proper uniform and prepared to work.
- If you are unable to report for work it is your responsibility to find a substitute and call a member of management immediately.

D. SUBSTITUTES

In the event a staff member cannot work a scheduled shift, it is the responsibility of the scheduled staff member to find a substitute. You will need to post your hours or check availability of staff to contact to cover needed shifts on the “whentowork” website. A confirmation will be sent via e-mail when a staff member has picked up your shift. In the event of an immediate emergency you will need to contact the Aquatic Supervisor or Assistant Aquatic Supervisor.

E. TIMECLOCK/TIMESHEETS

Aquatic employees are required to use a time clock system to record hours worked. Time and attendance are tracked through ExecuTime software. Time clocks are located in the front lobby at the Indoor Aquatic Center and in the guard room at the Outdoor Aquatic Center. Employees are issued proximity card(s) and a computer username and password during the orientation process. Employees should be ready to work when they clock in. Employees will need to authorize their time worked on a weekly basis. This can be done through the time clock or designated computers. It is the responsibility of the employee to notify their supervisor if their card is lost or stolen. Proximity cards are property of the City of Lawrence and must be returned to the aquatics department upon termination of their employment.

Employees working at the South Park Wading Pool, Carl Knox Natatorium or WSI’s conducting private lessons will record time on a paper timesheet. Paper timesheets are kept in a binder with alphabetical tabs. Blank timesheets are located in the front of the binder. Your timesheet should be neat and accurate. Sign in when you arrive at work; sign out when you leave for the day. Fill in the exact time you work. DO NOT project your time. Falsification of a time sheet is a breach of City policy and is grounds for disciplinary action, including termination. All time sheets must be signed by the employee. Remember to fill in job performed (example: lifeguard, WSI, WFI, head guard, etc.) Time is calculated on the quarter hour. (12:00; 12:15; 12:30; 12:45) EXAMPLE:

Work Date	Job Function	Time In	Time Out	Total of Today’s Hours	Total Accumulative Hours	Notes
1/2/12	Guard	5:00am	8:00am	3.0	3.0	
1/3/12	Private	7:00pm	7:30pm	.5	3.5	John Doe
1/4/12	WSI	6:30am	7:45am	1.25	4.75	

At the end of your shift, time sheets are to be placed in the binder under the appropriate letter tab of employee’s last name. Hours should be tallied and time sheets signed by the Saturday prior to when time is due. If an employee is not scheduled to work on Saturday, the time sheet should be ready for payroll on your last working day. Part time temporary seasonal employees are not eligible for sick leave, vacation leave, holiday pay or other benefits.

F. PERFORMANCE REVIEWS

The primary purpose of employee performance review is to inform employees concerning how well they are performing duties and meeting their job responsibilities and to offer suggestions, assistance and support to improve job performance. Performance reviews for all part time staff will be completed once a month by head guards, swim lesson coordinator or aquatic management. Performance reviews are kept on file in the aquatic administrative office.

G.



City of Lawrence
PARKS AND RECREATION

Aquatic Division Mission Statement

Lawrence Parks and Recreation Aquatics will provide a safe and inviting environment that is accessible to the community and staff.

Through responsible use of public and private dollars, we will strive for the utmost professional staff that is dedicated to providing excellent customer service while maintaining the highest quality of aquatic programming and facilities available.

PERFORMANCE REPORT

Name _____

Position _____

Notified: Date _____ By _____

2pts _____ 1pt _____

Description:

Response:

Action taken:

3pts: written warning/conference

4 pts: suspension period: _____

6pts : separation

I have received and understand this action.

Name: _____ Date: _____

Supervisor: _____ Date: _____

Performance Report Deferment:

Deferment policy- At the time of the performance report is issued; the previous 365 days will determine the action taken (suspension, separation, etc.)

H.
2pts

- Not showing up for work (No Call/ No Show for shift)
- Not Attending In-service
- Disrespecting another person/sexual harassment
- Leaving money sitting out (start up cash/shift deposit)
- Giving out staff members phone numbers

1pts

- Lack of Professionalism
- Not enforcing rules
- Not scanning effectively
- Insubordination
- Destruction of property
- Leaving the grounds (driving away) while still on duty
- Leaving the front desk unattended
- Unauthorized personnel behind the front desk or guard room
- Not following cash handling policy
- Depositing incorrect start up cash
- Incorrect amount in deposit without a note
- Cashing checks
- Late without calling in (15 minutes or more)
- Texting in for shift
- Calling in for shift without finding a sub
- Calling in late or sick to someone other than head guards or management
- Not signing time sheet or illegible time sheet
- Not in uniform
- Not performing duties
- Not checking Restrooms/concession area on break
- Giving out false information
- Using personal cell phone/electronics while on duty

Immediate termination

- Falsification of timesheet
- Sleeping on duty
- Taking cash or goods

Accrue 3 points- Conference

Accrue 4 points- Suspended/ 3 scheduled days

Accrue 6 points- Separation

Deferment policy- At the time of the performance report is issued; the previous 365 days will determine the action taken (suspension, separation, etc.)

I.

Head Lifeguard Performance Report

All categories are critical, try to avoid any of the following:

Category A:

- Not showing up for work; no call
- Not finding a sub; no call
- Not attending in-service (no ticket)
- Unprofessional behavior
- Disrespecting another person/sexual harassment
- Not enforcing or following rules
- Facility not secure
- Leaving the facility
- Late without calling in (30 + minutes)
- Clocking out more than 15 minutes after excusing staff
- Falsifying time sheet
- Leaving front desk unattended
- Not completing opening and/or closing duties

Category BB

- Going over 40 hours per week without approval
- Not in uniform
- Not writing performance reports for staff
- Texting in for a shift

1 A: written warning/conference

2 A: suspension

3 A: separation

Deferment Policy:

At the time the performance report is issued, the previous 60 days will determine the action taken (suspension, separation, etc.).

J. MERIT INCREASES

Once a part time aquatic staff member works 1040 hours, the staff member has the opportunity to receive up to a 5% raise. The raise is based on (but not limited to) performance reviews, attitude, cooperation and performance reports.

K. INCENTIVE PROGRAMS

WAY TO GO / HIGH FIVES: Way to Go and High Fives will be given out at each in-service for good ideas, good work, and for going beyond the call of duty. Way to Go and High Fives can be given to full and part time staff members, management and maintenance personnel.

GUARD OF THE MONTH: Any staff member may nominate a lifeguard for Guard of the Month. Nominations are for lifeguards that have shown professional qualities throughout the month. Guard of the Month is awarded at the monthly in-service. Nomination forms are located on the bulletin board in the guard room, at the front desk and in the administrative offices.

SMOOTH OPERATOR: Any staff member may nominate a cashier for Smooth Operator. Nominations are for cashiers that have shown professional qualities throughout the month. Smooth Operator is awarded at the monthly in-service. Nomination forms are located on the bulletin board in the guard room, at the front desk and in the administrative offices.

HIGH FIVE DRAWING: For every High Five a staff member receives, their name will be entered in a drawing for fun prizes. Names will be drawn at the monthly in-service.

500 YARD SWIM DRAWING: For every 500 yards a staff member swims, their name will be entered in a drawing for fun prizes. Names will be drawn at the monthly in-service.

L. IN-SERVICE

In-services are a good way to keep skills sharp, find out concerns, sign up for hours and find subs. All staff in-services are **mandatory** and you are expected to attend with questions, ideas, suggestions and concerns. In-services will be held on a monthly basis and conducted by aquatic management. The Aquatic Management Team will provide required and suggested in-service training skills to be reviewed. All training will be documented on an “In-service Training Form” and must indicate the day, date, time, attendance (employee’s name) and training topics completed.

M. PAY RANGES

Head guard:	\$9.00-\$12.88 per hour
Lifeguard:	\$8.25-\$11.76 per hour
Water Safety Instructor:	\$9.00-\$12.88 per hour
Water Fitness Instructor:	\$9.00-\$12.88 per hour
Cashier:	\$8.25-\$11.76 per hour

N. EMPLOYEE CERTIFICATIONS

Employees are required to keep all certifications up to date. Copies of current certifications need to be on file in the Aquatic Supervisors office. Employees with expired certifications will be removed from the work schedule until expired certifications are renewed.

O. DISCIPLINE/PERFORMANCE REPORTS

The objectives of good discipline are to correct the behavior and maintain the integrity and standards of the organization. Discipline should therefore be corrective and educational rather than merely punitive. Effective discipline condemns the employee's wrongful act – not the employee as a person.

Disciplinary action shall be appropriate to the infraction committed and generally progressive in nature. However, some conduct may be serious enough to warrant more severe discipline including immediate termination without progression.

Types of behavior and conduct that the City considers inappropriate which may be cause for disciplinary action include, but are not limited to, the following:

1. Falsifying employment or other City records.
2. Violating the City's nondiscrimination and/or sexual harassment policy.
3. Soliciting or accepting gratuities from vendors for personal gain.
4. Excessive absenteeism, tardiness or unexcused absence.
5. Unauthorized use of City supplies and/or equipment for personal purposes.
6. Reporting to work intoxicated or under the influence of illegal drugs or being involved in the illegal manufacture, possession, use, sale distribution or transportation of drugs.
7. Bringing or using alcoholic beverages on City property or using alcoholic beverages while engaged in City business off premises, except where authorized.
8. Fighting or using obscene, abusive, or threatening language or gestures or other offensive conduct toward the public or other employees.
9. Theft of property.
10. Unauthorized possession of weapons on City premises or while on City business.
11. Disregarding safety or security regulations
12. Failing to maintain the confidentiality of City, employee or client information.
13. Incompetence or inefficiency.
14. Insubordination.
15. Conviction of a felony or misdemeanor.
16. Negligent or willful damage to or waste of City property.
17. Violation of City or departmental rules, orders, policies or regulations.

Should the employee's performance, work habits, overall attitude, conduct or demeanor become unsatisfactory in the judgment of the City, based on violations either of the above or of any other city policies, rules, or regulations, the employee will be subject to disciplinary action, up to and including termination.

Disciplinary actions that do not affect the employee's current pay, status or tenure and are administered to correct and improve the employee's job performance include the following:

- Oral warnings/written warnings
- Suspension
- Separation

FACILITY POLICIES

III. FACILITIES AND POLICIES

A. AQUATIC FACILITY INFORMATION

Lawrence Indoor Aquatic Center (LIAC)

Aquatics Administrative Center
4706 Overland Drive
Lawrence KS 66047
785-832-SWIM (7946)

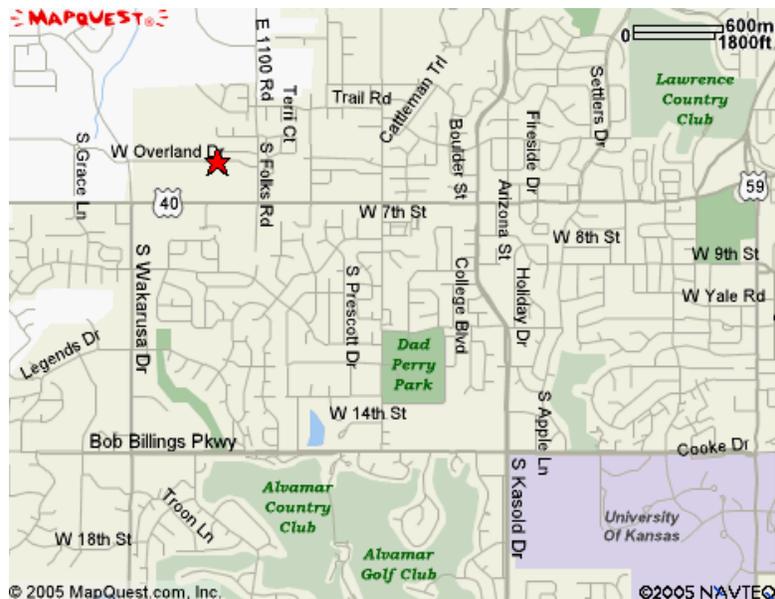
Hours of operation: Winter; Spring; Fall

Competition Pool: Mon-Fri, 5:15am-7:45pm
Saturday, 9:00am-7:45pm
Sunday, 1:00pm-5:45pm

Summer:

Mon-Fri, 5:15am-8:45pm
Saturday, 9:00am-8:45pm
Sunday, 1:00pm-5:45pm

Recreation Pool: Mon, Tue, Thur, Fri 3:30pm-7:45pm Mon-Fri, 1:00pm-8:45pm
Wednesday, 2:30pm-7:45pm Saturday, 1:00pm-8:45pm
Saturday, 1:00-7:45pm Sunday, 1:00pm-5:45pm
Sunday, 1:00pm-5:45pm



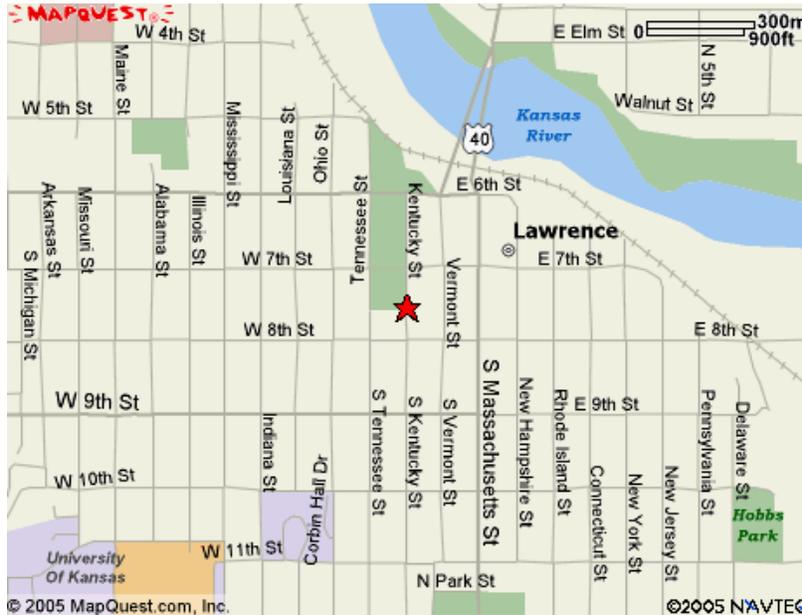
Lawrence Outdoor Aquatic Center (LOAC)

727 Kentucky Street

Lawrence KS 66044

785-832-7990

Hours of operation: Memorial Day thru Labor Day 1:00pm-8:45pm



Carl Knox Natatorium

1901 Louisiana Street

Lawrence KS 66046

789-832-7946

Hours of operation: Monday – Thursday 6:15pm-8:30pm (while school is in session)



ADMISSION FEES:

Daily

- 4 years and under free with an adult admission
- 5-12 years \$3.00
- 13-17 years \$3.00
- 18-59 years \$4.00
- 60 and older \$3.00 (Seniors free on Wednesday)

Passes

- Annual Pass: \$186.00 per person
- Monthly Pass: \$24.00 per person

Punch Cards

\$30.00 per card. Each card contains 36 punches. Valid for the current calendar year.

South Park Wading Pool

1141 Massachusetts Street
Lawrence KS 66044
785-832-7946

Children ages 6 and under

Hours of operation: June – August

Reservations: Mon-Fri, 9:00am-1:00

Saturday, 9:00am-1:00pm

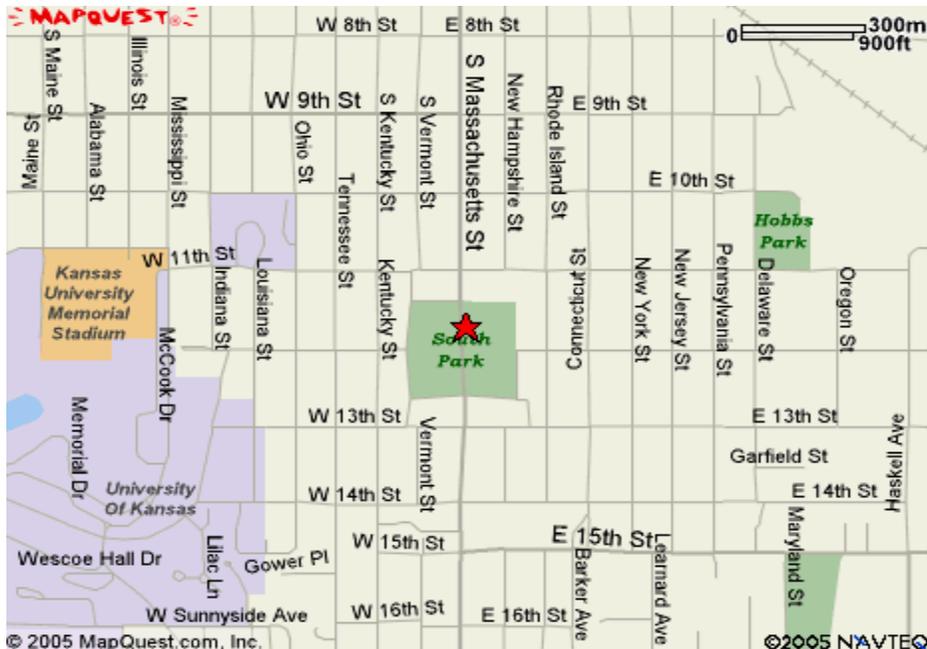
Rental fee: \$30.00/hour

Open Swim:

Mon-Fri 1:30pm-7:00pm

Saturday, 1:00pm-6:00pm

No Charge



B. FACILITIES AND EQUIPMENT

Care of Equipment: Please exercise extreme care in handling all equipment and gear that has been issued to you or that you are working with. You are personally responsible for all items issued to you and should report any damage or loss to the Aquatics Manager as soon as possible after it occurs. Replacements and repairs will be made as soon as possible.

Negligence on the part of a staff member that results in damage to or loss of City property or equipment will result in a performance report.

Care of Facilities: You are responsible for the care and condition of the facilities at which you are working. Here are some important points to remember:

1. If you are issued keys to any facilities, do not have them duplicated. If you lose any keys, report the loss to a member of the aquatics administrative team and Parks & Recreation office immediately. Do not give keys to anyone else for any purpose. Be sure that all keys are secured and are kept on your person or in a designated place at all times. Do not leave facilities open and unattended.
2. Make certain all facilities are secure when you leave for the day. Turn off utilities, check restrooms and other areas; be sure doors and windows are securely locked.
3. Make an inspection of your facilities at least twice a day, once when you arrive and when you leave. Make notations of any damage, broken glass, graffiti, etc., and report such occurrences to a member of the aquatics administrative team.
4. All employees are expected to help in keeping the building and grounds clean. This includes being sure that everything is in order in your work areas and that all equipment, gear and personal belongings are kept neat and clean.

Maintenance and Repairs: Depending on the nature of the maintenance and/or repairs that are needed, pool personnel should follow the procedures listed below:

1. **Emergency Calls:** In case of breakdowns of a serious nature, such as plumbing or electrical, mechanical equipment, broken doors or windows, etc., contact a member of the aquatics administrative team.
2. **Routine Work Orders:** In cases where the work to be done is not of a serious and pressing nature, submit a written work order to the Aquatics Maintenance department. This should be done on a separate work order form. Describe in detail the nature and location of the damages and/or repairs needed.

C. GENERAL GUIDELINES

The management team member, when on duty, is in complete charge and is responsible for the safe and efficient management of the pool facility.

All employees must follow the policies as established in the City of Lawrence Manual of Aquatic Procedures. Failure to comply with these policies can result in suspension or termination.

1. The City of Lawrence is not responsible for lost or damaged personal items.
2. Report all problems beyond your control to the Aquatic Manager or Head Guard.
3. Report all lost and found articles to the Aquatic Manager or Head Guard. All articles will be kept in lost and found for 2 weeks. The City of Lawrence and its employees are not responsible for patrons' valuables.
4. Work as a team with co-workers; perform all duties as directed. Set an example for others to follow. Remember: **YOU ARE A PROFESSIONAL.**
5. Always present a professional, courteous and tactful attitude when interacting with pool patrons and co-workers.
6. Employees will maintain the immediate area outside the pool fence at all times. Debris will be picked up during down rotations.
7. Locker rooms will be inspected during down rotations. This area will be disinfected and squeegeed down to remove excess water.
8. Each staff person will know the Emergency Action Plan and Procedures at all facilities.
9. All City facilities are smoke and drug free (includes chewing tobacco).
10. Any employee under the influence of alcohol or drugs while on duty is subject to immediate termination.
11. Employees will wear their appropriate uniform while on duty. Excessive jewelry is not permitted. Cutting off sleeves of t-shirts is not permitted. Twirling of whistles is not permitted.
12. Employees will not engage in any unnecessary talk with patrons and/or friends while on duty. Tactfully inform friends that you cannot talk while you are on duty.
13. Abusive or profane language by staff or patrons will not be tolerated.
14. Conducting personal business on City time is prohibited.
15. Keep personal equipment and clothing secured.
16. Inform the Aquatic Manager or Head Guard of supply shortages or material deficiencies.
17. Only the Aquatic Manager or Head Guard has the authority to direct a patron to leave because of health or disciplinary reasons.
18. The cashier and front counter areas are important areas and need to be kept neat and clean. This is the first area noticed by the general public. Staff is not to congregate in these areas or sit on the counters. This area is for business.
19. Employees will be evaluated on a monthly basis. Evaluations will be reviewed and acknowledged by the employee's signature. All evaluations will be completed and forwarded to the Aquatic Manager. Employees should remember that evaluations are included in their employment record.
20. If you are required to wear corrective lenses to drive, or your doctor prescribes corrective lenses, you must wear these lenses while you are on the job.

D. AQUATIC CENTER GENERAL FACILITY RULES

- All persons entering the swimming deck will be charged full admission.
- Talking to or distracting the lifeguards while on duty is not allowed.
- Smoking, controlled substances, alcohol, weapons, glass or food is prohibited in the pool areas.
- Only US Coast Guard approved personal flotation devices are allowed.
- Please leave all rafts, rings and water wings at home.
- If you need an accommodation to safely and enjoyably participate in any of our programs, please see the pool manager.
- Swimsuits must be worn in the pool area. Cutoffs, shirts and street clothing are not allowed.
- T-Shirts are not to be worn unless authorized by the pool manager.
- The use of regular diapers and/or plastic pants **ARE NOT ALLOWED**. Only approved swim diapers are allowed.
- Minimum height requirements are posted for users of the water slides and other features.
- Goggles are prohibited when using the diving board or slides.
- Snorkels are not allowed.
- All swimmers are required to shower before entering water.
- Patrons are required to supply own lock when using lockers. Locks must be removed at the end of the day, or will be removed by staff.
- The City of Lawrence is not responsible for loss or theft of personal belongings.
- Do not bring valuables to the pool.
- Anyone caught vandalizing or breaking and entering will be subject to prosecution.
- Please walk everywhere. Floors in facility may be wet. Please watch your step and walk gently.
- Diving from the poolside is prohibited.
- Profanity or abusive language is prohibited.
- Only one person is allowed on the ladder or diving board at a time.
- Baby carrier support must have seat and leg holes and be in reach of an adult.
- A complete set of facility rules is posted inside the Indoor Aquatic Center.

The following items are not allowed:

- Arm band floats
- Inner tubes
- Animal floats
- Strap on front/back floats
- Sewn in tubes or floats
- Rafts or floating play stations
- Glass containers
- Outside food or beverage
- Chewing gum or hard candy

- Balloons
- Water torpedoes
- Snorkels
- Hard throwing balls
- T-Shirts in water

Contact a member of management if you have questions of what is allowed and not allowed in the pool. Toys must be kept in their designated areas.

E. SUGGESTIONS AND CONCERNS

Suggestion boxes are located at the front desk and also in the guardroom. Both employees and patrons are encouraged to fill out a form to voice a concern or suggestion (i.e. wants a policy changed, suggestions for new equipment, disagree with a particular procedure). All aquatic staff members are responsible for filling out a form if a patron has a concern and does not want to take the time to fill one out.

Suggestion/concern forms are a very important device for monitoring patron and employee input. Documentation is the most effective way to implement change; therefore employees are encouraged to write down every suggestion or concern in a positive manner. Facility suggestions and concerns from staff members will be addressed at monthly in-services.

F. AMERICANS WITH DISABILITIES ACCOMODATIONS

Our Pledge for Accessible Facilities and Programs

- Lawrence Parks & Recreation is dedicated to providing accessible facilities and programs to the patrons of our services.

Modifications for Persons with Disabilities

- If any pool patron requires the assistance of accessibility lifts, specialized equipment including water wheelchairs, ramps or other adapted mechanisms, that patron should notify the Aquatic Manager or Head Lifeguard and advise them as such. If a patron needs instruction on any piece of adaptive resource available at the, that patron should notify the pool manager on duty.
- If a pool patron requires the assistance of a flotation device as a modification for a qualified disability, that patron will notify the Aquatic Manager or Head Lifeguard of the need for such a modification on each visit upon entering the Lawrence Indoor Aquatic Center. Any floatation device permitted as a reasonable modification to these patrons should be a Coast Guard Approved Personal Flotation Device.
- The Lawrence Parks & Recreation Department will make reasonable modifications to the Pool Rules and Regulations for any person with a qualified disability. Anyone who requests modifications to these rules and regulations must identify the individual with a qualified disability to the Aquatics Manager and request such modification on each visit upon entering the Lawrence Indoor Aquatic Center.

ADMINISTRATIVE POLICIES

IV. ADMINISTRATIVE POLICIES

A. OPENING AND CLOSING POLICIES

All pools will open at their designated time. Pools will not close due to low attendance without the authorization from a member of the aquatic administrative team. A member of the aquatic administrative team is authorized to close pools based on the following criteria:

Early Pool Closure The Aquatic Supervisor, Assistant Aquatic Supervisor or the Recreation Operations Manager has the legal responsibility to close the pool if any of the following health or safety hazards exist:

- Inadequate number of lifeguards on duty
- No telephone or telephone out of order
- Severe weather conditions (electrical storms, tornadoes, etc.)
- pH of pool water not in the recommended range of 7.2 – 7.8
- Disinfectant residual below the accepted minimum (free residual chlorine 1.0)
- Inoperative Pump or Filter
- Fecal contamination
- Cloudy or turbid water
- Inadequate amount of safety equipment e.g. backboards, rescue tubes, first aid kit, etc.

The Aquatic Supervisor, Assistant Aquatic Supervisor, or Head Lifeguard will immediately clear the pool for any of the conditions listed above. In some cases, these problems can be corrected within several minutes. The Aquatic Supervisor will evaluate the seriousness of the problem and confer with the Assistant Aquatic Supervisor to determine if the pool should be closed. Re-opening times will be determined by the Aquatic Supervisor and/or Assistant Aquatic Supervisor. **REMEMBER TO INDICATE CLOSURE ON THE SWIMMING POOL LOG SHEET**

Delayed Openings In cases where a pool opening is questionable because of unpredictable weather or maintenance problems, staff members will call the Aquatic Supervisor or Assistant Aquatic Supervisor to confirm work-reporting times. It may be necessary to delay opening the pool until the weather conditions improve or the repairs are completed. This delayed opening will require staff to report to work at a later time. In all cases, employees will coordinate work schedules with the Aquatic Supervisor or Assistant Aquatic Supervisor.

B. SEVERE WEATHER

In the event that a storm threatens the immediate area, management is responsible for the safety of all personnel and patrons. The following is the procedure that will be used in a storm situation. Be familiar with warning signals for the Lawrence area.

Severe Weather Threat or Watch:

If a rainstorm occurs and no threat of an electrical storm exists, allow the patrons to continue swimming. However, if an electrical storm is threatening, clear the pool immediately. You are not forcing the customers to leave the pool, merely to get out of the water. In case the pool is cleared for a threatening electrical storm, guard assignments will be the same as for a tornado warning. (See Below) Some minor adjustments may have to be made.

Use the SKYSCAN© lightning detection system and/or the Internet to detect unseen lightning. **When lightning has been detected within 0-3 miles, immediately clear the pool and advise patrons to take shelter.** After a 0-3 mile strike, keep the pool clear for 30 minutes. Restart the clock after each 0-3 mile strike. For accurate detection of lightning, the SKYSCAN should be used away from telephone and computer equipment, preferably outside the building for most accurate readings.

Tornado Watch:

The pool manager will inform the patrons of the tornado watch. The manager will instruct the patrons what will be required of them if a warning is sounded. This warning will be repeated every 10 minutes by reading the following statement in a calm, clear and pleasant voice:

This swimming facility is now in a tornado watch area. If a tornado warning alert is sounded, all persons remaining in the facility will go immediately to either dressing room and follow directions of the lifeguards and management staff. Those desiring to leave are free to do so. (Repeat)

Tornado Warning:

All personnel will direct bathers to the dressing rooms. The pool manager will station him/herself at the front door to assist any adults calling for children. Two guards will be stationed at the poolside door of each dressing room. One guard will remain in the first aid room. One guard will go to the women's dressing room; one guard will go to the men's dressing room. Guards on break will handle crowd behavior. The cashier will secure his/her cash drawer then assist the manager at the front door. All remaining guards will make sure patrons get out of the water and go to the dressing rooms. If the dressing rooms become full, the inner most hallways and corridors may be used for shelter. All patrons must sit or kneel on the floor and protect their heads from flying/falling debris.

***OUTDOOR POOL ONLY...**In the event all areas become full, two of the guards will walk patrons to the Public Library at the south entrance. Concessions deck will be cleared; all concessions staff will close concessions and follow staff to the dressing rooms.

C. EMERGENCY PROCEDURES

The Lifeguards' most important responsibility is the safety and prevention of accidents throughout their area or zone of coverage. Within his/her work area, the Lifeguard must be conscious of safety precautions and must restrict any actions that may cause injury. This can be easily done by keeping your **eyes on the water**. All Lifeguards should be familiar with the procedures for treatment of accidents and injuries, and for evacuation during tornado and fire emergencies as documented below.

Procedures for Treatment of Accidents and Injuries

The following are guidelines as to how our employees/safety officers should respond to various types of accidents and injuries:

1. **Life-Threatening Emergency** – (e.g.: unconsciousness, head/neck injuries, no breathing, no pulse, uncontrollable bleeding)
 - a. Respond to the victim and assess the nature of the injury.
 - b. Activate EMS (Call 911 or appropriate number) if necessary. It is posted by the phone.
 - Report incident, giving name, phone number and nature of injury, and request immediate emergency medical assistance.
 - c. Treat the injury as approved licensing or certification organization of specific facility.
 - d. Provide appropriate care until medical personnel arrive.
 - e. Do not leave the victim until relieved by emergency personnel.
 - f. Complete the accident report form.
 - g. Contact the Aquatic Manager as soon as possible.
2. **Major Injury** - (e.g.: possible broken bones, serious skin trauma such as lacerations, punctures, contusions, etc.)
 - a. Respond to the victim and assess the nature of the injury.
 - b. Activate EMS (Call 911 or appropriate number). It is posted by the phone.
 - Report incident, giving name, phone number and nature of injury, and request emergency medical assistance.
 - c. Control situation through appropriate first aid methods until emergency personnel arrive.
 - d. Keep the victim from moving and reassure them while waiting for advanced medical personnel to arrive.
 - e. Complete the accident report form.
 - f. Do not leave the victim until relieved by emergency personnel.
3. **Minor Injury** - (e.g.: small abrasions, lacerations, contusions, sprains, strains, muscle pulls, bloody nose)
 - a. Respond to the victim and assess the nature of the injury.
 - b. Advise the victim to have the injury checked by a physician—offer to call emergency personnel.
 - c. If the victim refuses any attention, then have the victim sign the “Refused Attention” block on the accident report form.

- d. If the victim requests assistance (ice, Band-Aids, etc.) provide them with what you can, and document on the accident report form.
- e. Complete the accident report form.

4. Restrictions to Treatment - Lifeguards shall not attempt to do something they have not been trained to perform, unless so directed by EMS personnel on-site.

Additional Emergency Response Information

1. When to call an ambulance - At times you may be unsure if EMS personnel are needed. Your first aid training and employee training should help you make that decision. An ambulance should be called in the following situations:

- The injured party requests one. In this situation, have the injured party sign (if possible) the accident report form indicating that they consented to an ambulance.
- A police officer requests an ambulance.
- You think the injury could be categorized as “life-threatening” or “major”.
- You are unsure if the victim needs further medical attention. When in doubt, call!

NOTE: Participants shall be informed of the responsibility to pay for the ambulance service if transported. However, if an ambulance is called, and the participant does not use the service, they do not have to pay. If the participant is not capable of responding or the accident is life threatening, do not hesitate to utilize the ambulance service.

2. Ice - Ice can be administered to injured participants only upon their request. Please have them sign the appropriate form indicating that medical attention was not asked for or received. The bag of ice was simply a request of the participant.

3. Blood on Clothing - The risk of one participant infecting another with a bloodborne infectious pathogen because of an injury during an activity is remote. However, the Department recognizes the concerns of its participants. As a result, the following policy has been implemented:

When a participant is bleeding, has an open wound, or has an excessive amount of blood on his/her clothing, stop the activity. The bloody participant must leave the activity, and may not re-enter the activity until all of the following occurs:

- a. The bleeding has stopped.
- b. The open wound is covered.
- c. Clothing with blood on it is changed.

Aquatic Emergencies

Conditions to watch for during Aquatic Activities

- Any obstacles on the deck area that would affect participant safety.
- Participants that are not comfortable in the water or seem as if they are not experienced swimmers.
- Be alert to the accumulation of equipment on deck that may be unsafe.
- All Lifeguards should be familiar with the Tornado and Accident Reporting procedures that appear in the Department Playbook.

Water Safety

1. Behaviors which may lead to a life-endangering situation or a serious injury:
 - Children pulling themselves along the gutter into deep water or along a rope.
 - Underwater breath holding for distance swimming contests.
 - A poor swimmer who is obviously tired.
 - Pushing beneath the surface, particularly in deep water.
 - Headfirst dives into shallow water.
2. When scanning watch for these signs of distress:
 - Excessive thrashing of the arms in a frantic manner.
 - The body may be stiff or tense.
 - The head may be tilted back with the mouth open trying to breathe.
 - A complete disregard of or failure to acknowledge a whistle or a call.
 - Frantic efforts to proceed in one direction but body remains in a stationary position.
 - Someone attempting to grab an object for support.
 - Watch for swimmers whose face remains on the surface who cannot level themselves off or stand up. The body may remain in a horizontal or vertical position.
 - Guards should keep their eyes on the pool area at all times. Their eyes should always be moving, looking for anyone in need of assistance
3. A Lifeguard may be judged as failing to properly perform his/her duties if he/she does not:
 - Restrict swimmers from the diving area, water slides or other high involvement area.
 - Enforce all policies and procedures, rules and regulations.
 - Give safety instruction to participants.
 - Inspect the pool facility and equipment and report hazards.
 - Foresee the possibility of an accident.
 - Act promptly in an attempt to rescue a victim
 - Stop activities that are dangerous to others (i.e. dunking others beneath the water).

D.



INCIDENT REPORT FORM

- Indoor Aquatic Center South Park Wading Pool
- Outdoor Aquatic Center Carl Knox Natatorium

<u>DATE OF INCIDENT:</u>	<u>TIME OF INCIDENT:</u>	<u>A.M./P.M.</u>	<u>DATE OF REPORT:</u> 20__
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Personal Data - Injured Party			
Name: _____	Age: _____	Gender: <i>Male</i> or <i>Female</i>	
(First)	(Last)	(If Known)	(Circle One)
Address: _____		City: _____	State: ____ Zip: _____
Phone Number:	Home () _____	Work () _____	
Family Contact/Guardian:	Name: _____	Phone: () _____	

Incident Data
Location of Incident: _____
Description of Incident: _____
Was an injury sustained? <i>YES</i> or <i>NO</i>
If yes, describe the injury sustained in detail: _____

Witnesses			
1. Name: _____	Phone: () _____		
Address: _____	City: _____ State: ____ Zip: _____		
2. Name: _____	Phone: () _____		
Address: _____	City: _____ State: ____ Zip: _____		

Care Provided

Did the victim refuse medical attention by staff? *YES* or *NO*

Was care provided by city staff? *YES* or *NO*

Name of person(s) who provided care: _____

Describe in detail what care was given. If necessary, attach additional sheets. _____

Was EMS called? *YES* or *NO* If *YES*, who called? _____

What time was EMS called? _____ Was victim taken to an emergency care facility? *YES* or *NO*

Where was victim taken? (if known) _____

Victim's signature (if under 18, signature of parent/guardian) _____

Facility Data

Number of lifeguards on duty at time of incident: _____ Number of patrons present during incident: _____

Weather conditions at time of incident: (include temp.) _____

Water conditions at time of incident: _____

Deck conditions at time of incident: _____

Name(s) of staff involved in incident: _____

Report Prepared By:

Name (please print): _____ Position: _____

Signature: _____ Date: _____

Head Guard On Duty Signature Date

Aquatic Administrative Staff Signature Date

Print Head Guard Name

E. SAMPLE



INCIDENT REPORT FORM

- Indoor Aquatic Center South Park Wading Pool
 Outdoor Aquatic Center Carl Knox Natatorium

Date of Incident: 4/16/04 Time of Incident: 3:30 A.M./P.M. Date of Report: 4/16/04

Personal Data - Injured Party

Name: Mark L. Johnson Age: 15 Gender: Male or Female
(First) (Middle) (Last) (If Known) (Circle One)

Address: 3001 11th Circle City: Lawrence State: KS Zip: 66604

Phone Number: Home (785) 413-2183 Work () _____
(Mother)

Family Contact/Guardian: Name: Jenny Johnson Phone: (785) 413-2183

Incident Data

Location of Incident: Lap pool - Southeast corner of diving well - on deck

Description of Incident: Victim appears to have had seizure. Fell to deck – hit head on edge of tile. Victim remained unconscious for approximately 3-4 minutes.

Was an injury sustained? YES or NO

If yes, describe the injury sustained in detail: Victim received approximate 2 inch Cut above right eyebrow; scraped elbow (right); scrape on right cheek. Loss of consciousness.

Witnesses

1. Name: Julie Martow Phone: (785) 351-8143
Address: 704 Morrison City: Salina State: KS Zip: 66213

2. Name: Marcus Alexander Phone: (785) 441-7145
Address: 1008 NW 3rd City: Lawrence State: KS Zip: 66021

Care Provided

Did the victim refuse medical attention by staff? YES or NO

Was care provided by city staff? YES or NO

Name of person(s) who provided care: Justin Marcum, Sara Thompson

Describe in detail what care was given. If necessary, attach additional sheets. _____

Guard Marcum & Thompson made contact with victim. Guard Marcum applied direct pressure to cut on forehead. Guard Thompson assessed other wounds then called for EMS. Guard Marcum maintained direct pressure while guard Thompson monitored vital signs. EMS arrived 3:37pm. Victim regained consciousness @ 3:35pm

Was EMS called? YES or NO If YES, who called? Brike Smith – (bystander)

What time was EMS called? 3:31pm Was victim taken to an emergency care facility? YES or NO

Where was victim taken? (if known) LMH

Victim's signature (if under 18, signature of parent/guardian) Released to EMS

Facility Data

Number of lifeguards on duty at time of incident: 14 Number of patrons present during incident: 205

Weather conditions at time of incident: (include temp.) Cloudy, rain, 72

Water conditions at time of incident: Clear

Deck conditions at time of incident: Clear, wet

Name(s) of staff involved in incident: Chris Johnson, Mark Rogers, Sara Jacobs

Susan Crowley, Justin Smith, Julie Matteson

Report Prepared By:

Name (please print): Jimmy Gibbs Position: AQ Sup

Signature: (sign name here) Date: 04/16/2004

(sign name here) 4/16/04

Pool Manger's Signature

Date

City Administrator's Signature

Date

F. EAP (Emergency Action Plan)

In the event there is an emergency:

Activate the EAP: 1 LONG WHISTLE.

*Rescue guard enters the water and makes a rescue.

*All other guards in the pool area will also blow 1 long whistle and begin clearing the pool area. (Clear patrons to other pool or entryway, or sundeck if weather permits).

*The lifeguard closest to the doors between the pools will alert the other pool guards of an emergency and turn off the slide (leisure pool).

*First aid or a member of the management team will make sure 9-911 is called. When calling 911, tell them what pool the emergency is in (i.e. lap or leisure pool).

*Lifeguards on break will bring in first aid kit/board and assist rescue guard.

*The lifeguards who have cleared the pool will assist in crowd control, help guard the other pool or assist in the rescue.

*Fill out appropriate incident reports.

Stop dispatching:

- Lifeguards are rotating
- During an EAP

G. CODE ADAM

Indoor Aquatic Center:

When a child is reported missing, a detailed description of the child and what they are wearing is obtained.

- Front doors are locked. Patrons are not allowed in or out.
- Head guard is notified.
- Clear the water with 4 whistles.
- Head guard will give description to lifeguards who will assist with search including the locker rooms/family changing rooms.

If a child is not found within 10 minutes, law enforcement will be called.

If a child is found and appears to have been lost and unharmed, the child is reunited with the searching family member.

If a child is found accompanied by someone other than a parent or legal guardian, reasonable efforts to delay their departure will be used without putting the child, staff or patrons at risk. Law enforcement will be notified and given details about the person accompanying the child.

Code Adam will be cancelled after the child is found or law enforcement arrives.

Outdoor Aquatic Center:

When a child is reported missing, a detailed description of the child and what they are wearing is obtained.

- Gate is closed. Patrons are not allowed in or out.
- Announce Code Adam with description.
- Clear the water with 4 whistles.
- Head guard will give description to lifeguards who will assist with search including the locker rooms/family changing rooms.

If a child is not found within 10 minutes, law enforcement will be called.

If a child is found and appears to have been lost and unharmed, the child is reunited with the searching family member.

If a child is found accompanied by someone other than a parent or legal guardian, reasonable efforts to delay their departure will be used without putting the child, staff or patrons at risk. Law enforcement will be notified and given details about the person accompanying the child.

Code Adam will be cancelled after the child is found or law enforcement arrives.

H. FECAL CONTAMINATION & CRYPTOSPORIDIOSIS rev. 04/04

Cryptosporidiosis is a disease that can be spread in swimming pools through fecal contamination. Symptoms of Cryptosporidiosis are profuse, watery diarrhea, which may be accompanied by abdominal cramping, malaise, fever, loss of appetite and vomiting. The infection can be serious, especially in individuals whose immune system is not fully functional.

To prevent the spread of Cryptosporidiosis, the City of Lawrence Aquatic Facilities will do the following:

- Provide training for all persons responsible for the maintenance and operation of an aquatic facility.
- Maintain the re-circulation and filtration equipment to provide maximum filtration.
- Maintain chemical levels at optimal range, including disinfectant and chlorine levels, optimal pH, total alkalinity, water hardness and temperature. UV exposure will be maintained in pools so equipped.
- Maintain documentation on Swimming Pool Log Sheet as required.
- Maintain documentation of fecal accidents.

The following recommended disinfecting procedures will be followed whenever fecal accidents occur involving an UNFORMED stool or diarrhea:

- Close the pool and notify the Aquatic Manager. The Aquatic Manager will contact appropriate authorities.
- Remove any traces of fecal waste from the pool with pole and skimmer
- Superchlorinate the pool and stabilize the pH from 7.2 to 7.8 or allow for volume turnover for pools equipped with a UV disinfection system.
- Backwash the filter thoroughly before re-opening

- Clean and disinfect skimmer housings and skimmer baskets
- Balance the water chemicals to recommended level requirements
- Re-open

POLICY AND INTERPRETATION MANUAL

FECAL ACCIDENTS/PROTOCOL/POOLS & SPAS

QUESTION:

What should I do to handle fecal and vomiting accidents in the swimming pool or spa?

BACKGROUND:

Swimming pools have been the subject of much public attention in recent years. *E. Coli* O157 H7, *Cryptosporidia*, *Giardia* and other organisms have been making the news as people become ill from the organisms after swimming.

Swimming and bathing in swimming pools has become increasingly popular. Unfortunately, in addition to providing fun, the water also washes away dirt, oils, bacteria, perspiration, dead skin, and fecal material from our bodies. These contaminants can accumulate to dangerous levels in the absence of corrective measures. We have tried to reduce the risks by first providing better dilution by constantly flushing water through the pool and, in more recent years, by filtration and disinfection as clean water resources have become scarcer.

Over time, public pools have come under stricter and more stringent rules regarding pool water quality. We have reached the point where the public expects pool water to be as clean and safe as their tap water. We can do a lot to keep the water clean and healthy, but no one can totally eliminate the risks associated with swimming.

Most organisms found in a pool are killed very quickly. Usually a few seconds of disinfection is enough time to kill 99.9 % of the organisms. Recently, however, we have begun to see organisms such as *Cryptosporidia* which are very resistant to disinfection. Unfortunately, *Crypto* causes very watery diarrhea, so these accidents are seldom noticed or reported. When contamination does occur, it can only be identified after people start becoming ill, a week or more after the contamination of the pool. Anyone entering the water can contribute harmful organisms which could cause an infection. High-risk groups, diaper-age children and immuno-compromised persons (cancer patients, persons with transplants and persons with active HIV infections) are of special concern. Diaper-age children are a greater problem because they are most likely to have an accident, and they also ingest the pool water. Immuno-compromised persons are more at risk because they cannot fight off the organisms.

This policy calls for a two-pronged approach. First, educate the public that there are risks involved in swimming and what they can do to reduce the risks involved. Secondly, treat identified fecal accidents as if they contain the more easily killed organisms, because accidents containing *Cryptosporidia* are not often noticed nor reported before people begin to get sick.

HANDLING THE FECAL ACCIDENT:

****IN THE EVENT OF A FECAL/VOMIT, STAFF WILL REMAIN AT THEIR STATIONS. THE HEAD GUARD AND LIFEGUARDS ON BREAK WILL CLEAN THE AREA AFFECTED.****

The development of these guidelines was a cooperative effort of information researched from pool operators, sanitarians, state swimming-pool program staff and state epidemiologists.

The general feeling that over-treatment of the pool, in an effort to deal with every accident as if it involved Crypto, was unrealistic. Reviewing reported outbreaks indicate that the Crypto fecal accidents are not evident until people become ill.

All fecal and vomiting accidents are handled basically the same way,

Well-formed Stools / Vomit	To	Diarrhea
<ol style="list-style-type: none"> 1. Clear the area. Suspend swimming in particular pool until disinfection procedure is complete. 2. Check and record current chemical levels. 3. Apply personal protective equipment. 4. Remove as much of the material as possible using a net or scoop. *Vacuuming is not recommended unless it discharges to waste. (If the material is sent back to the filter, we may only be spreading the problem.) Remove and replace vacuum filter. 5. Add additional disinfectant (liquid bleach) as necessary to raise chlorine level to 2.0 ppm. Add chlorine to pool not surge pit. 6. Thoroughly wash hands and any unprotected skin with soap and water. 7. Record incident in Fecal Accident Log 8. Re-open area after a minimum of 30 minutes of exposure. 		<ol style="list-style-type: none"> 1. Clear and CLOSE the affected pool. 2. Check and record current chemical levels. Insure minimum of 20 ppm. Add liquid bleach as necessary to bring to minimum. 3. Apply personal protective equipment. 4. Remove any chunks or pieces. 5. Thoroughly wash hands and any unprotected skin with soap and water. 6. Record incident in Fecal Accident Log. 7. Allow for full volume turnover of water for pools equipped with a UV system, or a minimum of 8 hours. See table for contact times for facilities not UV equipped. 8. Recheck for adequate chlorine. 9. Reopen pool after minimum contact time has been achieved.

Any material removed from the pool should be disposed of in a biohazard waste bag. Clean your equipment and wash your hands and any unprotected skin that may have come in contact with materials.

As the stool becomes less formed, the procedure would transition from the well-formed procedure to the procedure for diarrhea.

WHAT ELSE:

In addition to the above, it is also important that the pool and pool area be kept clean and disinfected; this includes the dressing, toilet and shower areas.

Maintaining your pool recirculation rates and proper functioning of filtration systems, while frequently checking and maintaining proper disinfectant levels, will also provide significant levels of protection from the risk of spreading a disease-causing organism.

What if someone tells you he or she currently has an ongoing Cryptosporidia infection and just had an accident in your pool?

In this unlikely event:

1. Clear and close the pool.
2. Inform patrons and staff of the situation. Ask them to contact the local health department and their doctor if they become ill. It will usually take 7 to 10 days before anyone becomes ill. Young children should not attend daycare if they develop a diarrheal infection.
3. Check and record chemical levels. Record information on Fecal Accident Log. Apply personal protective equipment. Remove any pieces of stool and place them in a biohazard bag. Avoid handling the stool, and wash well afterwards. Disinfect the net or other equipment. (The net can just be thrown into the pool.)
4. Notify the Lawrence Douglas County Health Department of the situation.
5. Maintain appropriate contact time (see Table) for chemical and/or UV disinfection.
6. Backwash the filters thoroughly.
7. Rebalance the water chemistry and adjust the disinfectant.
8. Open the pool.
9. Monitor staff for illness and restrict ill staff from the water until they obtain a negative stool sample for Cryptosporidia, or for two weeks after the diarrhea ends.
10. Emphasize public education (especially for high-risk populations) and increase your fecal-accident monitoring vigilance.

Table 1 Disinfection Contact Times for Fecal Contaminations

Pool	UV Exposure Formed Stool	UV Exposure Unformed Stool	Cl ₂ PPM Formed/Not formed 30 minutes/8 hours	pH Level
LOAC	N/A	N/A	2.0ppm /20ppm	7.5
LIAC-Family	30 minutes	8 hours	2.0ppm/ 20ppm	7.5
LIAC- Competition	30 minutes	8 hours	2.0ppm/ 20ppm	7.5
CKN	N/A	N/A	2.0ppm/ 20ppm	7.5

I. VANDALISM, PROPERTY DAMAGE, THEFT

Vandalism reports must be completed for any kind of vandalism, property damage or theft to the facility.

Minor Vandalism includes tables overturned, objects in the pool, etc. A report will be completed and submitted to a member of aquatic administrative team.

Major Vandalism includes broken lights, smashed windows, forced entry, theft, etc. Contact a member of aquatic administrative team immediately and call the Police Dispatch Line: 832-7509. Do not clean up or touch anything until police arrive.

Patron Theft: The patron may wish to file a report with the police. It will be necessary to remain at the facility until the police arrive or a telephone report is filed. Neither the management nor the City of Lawrence is responsible for lost or stolen items.

J. RADIOS / P.A. SYSTEM / TWO-WAY RADIOS

Staff may play an appropriate radio station over the P.A. System. Remember the station will be appropriate for all age groups at an appropriate sound level. No personal CD's or tapes will be played over the P.A. System. The radio station is not intended for "entertainment" for staff.

Two-Way Radios will be used to communicate between staff. These communication devices are to be used for professional use only. Staff assigned these communication devices are responsible for their protection.

K. MEDIA INTERACTION

Dealing with questions

Attorneys, media people such as local TV or newspaper reporters, insurance company representatives, or people who are simply curious may ask you questions immediately after an emergency or at some later time. ***Do not give them information.*** Giving any information about a victim is a *breach of confidentiality*. Always respect the victim's privacy. Discussing any aspect of what happened could lead to legal action. Only the Department spokesperson will talk to the media or others about the incident. If people ask you questions, say "I would like to make sure you receive accurate information. The best person for this is our Department Spokesperson".

Make no statements yourself

The City of Lawrence Parks and Recreation spokesperson is ERNIE SHAW.

Should an individual contact you regarding an incident/accident that has occurred at your facility and states they are with the City of Lawrence, politely request their name, title and phone number where they can be reached. Let this individual know you need to get approval from your supervisor to discuss this situation. State that you will return their call upon approval.

Call your immediate supervisor and follow the directions given to you by the Aquatics Supervisor.

Non-Emergency Media Contacts

You cannot stop the media from taking pictures from outside of your facility. This should be reported to the Aquatics Supervisor or Assistant Aquatics Supervisor.

If the media requests to come in your facility to take pictures or interview participants you must receive permission from the Aquatics Supervisor or Aquatics Assistant Supervisor.

Staff will make no statements to the media without approval from the Aquatics Supervisor or Aquatics Assistant Supervisor. If permission is granted to make a statement to the media, staff should immediately, following the interview, notify the Aquatics Supervisor or Aquatics Assistant Supervisor if content of the interview might be viewed negatively.

L. DRUG FREE WORKPLACE

It is the policy of the City of Lawrence to create a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. The use of controlled substances is inconsistent with the behavior expected of employees, subjects all employees and visitors to our facilities to unacceptable safety risks and undermines the City's ability to operate effectively and efficiently. The unlawful manufacture, distribution, dispensation, possession, sale or use of a controlled substance in the workplace or while engaged in City business off the City's premises is strictly prohibited.

M. SMOKING

In accordance with City ordinance, smoking is prohibited in all public places and enclosed facilities within the City of Lawrence. This includes vehicles, common work areas, auditoriums, classrooms, conference and meeting rooms, private offices, elevators, hallways, employee break areas, stairs and restrooms. Smoking is prohibited in City-owned or leased vehicles. Department Directors are responsible for ensuring "No-Smoking" signs are displayed at entrances to buildings as well as designating an exterior location as the designated smoking area for all buildings in the department. Smoking is permitted by aquatic staff members during their break times under the following conditions:

- Staff members must smoke only in the designated smoking area away from the entrance to the facility.
- Staff members who wish to smoke must disassociate themselves from LPRD-Aquatics by removing or covering any branding symbols that identifies them as a staff member: "LPRD", "Lifeguard", "City of Lawrence", "Aquatics", etc.
- Staff members who smoke must place all smoking materials in appropriate containers.
- Designated areas: Indoor Aquatic Center: north side of the building on the loading dock; Outdoor Aquatic Center: north area of the pool by the concession stand.

N. TELEPHONE LOCATIONS AND CELL PHONE POLICY

Telephones are located at the front desk and in the First Aid Room. You will need to press "9" in order to get an outside line. Personal calls will be permitted only in those situations approved by the manager on duty. Instructors/lifeguards will not be pulled from their classes or while on the stand to receive a phone call. Messages will be taken at the front desk and given to a manager to pass on.

Department policy prohibits the use of personal cell phone and pagers during working hours. It is understood that there will be occasions that employees may have the need to carry a personal phone or pager (family sickness, anticipated birth of a child, etc.) The employee needs to get permission from their supervisor in these situations. **Do not bring your cell phone into the facility.**

O. GANG AWARENESS

Understanding and Dealing with Gangs in LPRD Facilities

Myths about Gangs

- There are no gang members in Lawrence.
- Gang members are only ethnic minorities.
- Gang members are poor kids.
- Gang members are only male.
- All gang members wear 'colors'.
- All gang members sell drugs.

What Is A Gang?

A street gang is a group of people who unite for a common purpose and engage in violent, unlawful, criminal and antisocial behavior. They often claim control over certain territory in a community.

How Did Gangs Begin In Lawrence?

Gangs in Lawrence have been influenced by established gangs in other mid-western cities. Visitors and youth relocating from major urban areas have also influenced the development of gang affiliation. Some of today's popular music and artists glorify gang culture. Gang members have been observed in most areas where juveniles like to gather.

Gangs in Lawrence have rarely exhibited the violent behaviors associated with gang activity in larger communities. Because of the infrequent use of weapons to date, many people do not believe that gangs are present or a problem in our community.

Over time, without prevention and intervention activities, gang involvement can be expected to increase.

Currently, illegal drug dealing, theft, burglary, physical assaults, racial harassment, underage drinking, and in some instances the carrying of weapons are the major activities of Lawrence gangs.

How Is A Gang Structured?

Leadership roles in street gangs are usually not formally recognized positions. Leadership is most often assumed by one or more members who exhibit exceptional antisocial and/or criminal behavior or long-term affiliation.

Gangs are usually made up of males ranging in age from 12 to 22 years old. Members represent all racial and ethnic groups. Females play an important role. They have been known to carry weapons and to transport and hold drugs for male gang members. Young members are often used to carry, hide, or sell drugs, or weapons. They are used because of the less severe legal punishment if they are caught.

Why Do Young People Join Gangs?

Youth join gangs for a variety of reasons including the excitement of gang activity, peer pressure, status, attention, protection, family benefit, family tradition, and lack of realization about the hazards involved. In many cases, young people are not discouraged from gang involvement by their parents. Often, parents do not realize that their children are engaged in gang activity. Although a number of factors add to the chance of gang involvement, statistics show the typical youth gang member comes from a single parent family with a mother as the head of the household or a family with a history of gang or criminal activity. While a parent is attempting to provide for the family, often working second jobs or high-paying second and third shift jobs, there is a great amount of freedom and unsupervised time available to some young people.

How Are Gangs Identified?

Most gang members are proud of their gang and freely admit to their membership, even to law enforcement officers. Many openly display tattoos and brands and adopt a style of dress that identifies their gang. Their personal belongings are frequently covered with the gang's name.

Gang members often use hand signs to identify the gang to which they belong, and often use nicknames when they are among other gang members. Many individuals on the border of gang involvement are reluctant to identify themselves as members. They often claim that their friends are members, while denying membership themselves. Borderline gang involvement can be dangerous, because retaliation and violence involving rival gangs may be directed either toward gang members or toward their associates. Distinctions are not made between the two.

Why Is Graffiti Used?

Graffiti is the advertisement of gangs. It is used as a means of communicating, marking territories, identifying sources of illegal drugs and claiming responsibility for violent acts. It is also used to intimidate and to provide individual gang members with a means of showing gang association and allegiance.

What Do Gangs Do?

It is not practical to examine everything a gang does. In fact, many gang activities are frequently shared by a large portion of society. But when a gang is involved, the potential for violence and criminal activity is far greater. Gang members seek confrontation with rivals. Sometimes the incidents take place in parks, near schools, entertainment areas and

other public places. Gang criminal activity can be seen in increased robberies, burglaries, assaults, batteries, vandalism, and shoplifting. Intimidation is the hallmark of gang activity.

Do We Have Gangs In Lawrence?

It is well documented that gang members live in Lawrence. In addition, gang members from along the I-70, K-10, US-59 corridor between Kansas City and Topeka often come to Lawrence to recruit, socialize, and commit criminal acts. Lawrence is only one city, among thousands nation wide (rural and urban), witnessing the emergence of gangs. Fortunately our community, in cooperation with other agencies and organizations, has been active for quite some time sharing information and acting together to confront this rise. An action plan to include parents and the general public is being developed.

How Are Gang Problems Being Addressed?

A multi-agency task force on gang-related activities, called Project Phoenix, has been created to proactively confront this issue. The mission of the task force is to reduce and/or eliminate existing and future threats to our community that are imposed by the existence and presence of gangs, gang related activities, and serious habitual offenders.

This task force is composed of representatives from the Police Department, Juvenile Court System, Sheriff's Office, Community Corrections Office, Douglas County Court Services, City of Lawrence, School District, Social Service Agencies, Lawrence Housing Authority, SRS, Kansas University and DCCCA.

Prevention

Strategies are being developed to formally educate and inform young people, and to assist them in recognizing the hazards involved in gang and drug-related activities. As young people experience greater peer pressure and financial tension, they are being forced to make adult decisions that may have adult consequences. These decisions are often made before the skills to make meaningful life choices have been developed. Several programs are currently in place to develop decision-making skills for our youth. In Lawrence, the D.A.R.E. (Drug Abuse Resistance Education) programs have been added to the elementary school curriculum.

Lawrence police officers and court services personnel provide presentations to the community. These presentations are designed to make gang activity and violence even more identifiable, as well as to help reduce criminal activity.

Suppression

Suppression strategies involve programs used by law enforcement agencies and prosecutors to deal with offenders. Strong suppression has removed many youth from the community. Recent sentencing decisions have sent a clear signal that violent activity will not be treated lightly. The Douglas County District Attorney's office has pledged to seek maximum incarceration terms for gang members.

Public Awareness

Immediate action must be taken to eliminate graffiti. If graffiti is observed, please notify Community Corrections at (785) 842-8414.

We must exercise the "three R's" with respect to this most visible sign of gang presence. We must report it, record it, and remove it.

What Should I Look For While At Work?

Here is a list of things to look for while at work that may tip you off to possible gang activity.

- Large or small groups, 12 to 22 years old, wearing similar clothing or like colors. Bandannas either worn or hanging out of a pocket, one pant leg rolled up, hat turned to one side.
- Flashing hand signals. This is one way that gang members communicate to fellow or rival gang members.
- Frequent trips to the restroom or other remote location of the facility. Especially if one person goes each time with someone different.
- Pagers and or cell phones. With so many people having these items this is not always a dead give away that someone is in a gang but still worth keeping an eye on.
- Gang names or gang lingo written on personal items, such as notebooks or clothing.

What Should I Do If I Suspect Gang Activity?

Confronting a suspected gang member or a group of gang members can be intimidating and dangerous. This does not mean that we can look the other way and hope it goes away. As an employee of this department you are expected to provide the citizens of Lawrence a safe environment to enjoy themselves. Here are a few tips that should make this task easier for you.

- Make eye contact and say hello to people coming into the facility. This lets them know that you know they are there and that you are in charge.
- Enforce existing rules and regulations. Persons involved in gang activity have a hard time following the rules. If they know that facility rules will be consistently enforced, they will eventually follow them or quit coming. If you have trouble getting them to follow the rules and they won't listen or leave the facility ... **CALL THE POLICE!**
- Do not allow groups of people to loiter inside or outside a facility. If they are not involved in some type of activity such as basketball, swimming, etc. they need to leave. Never allow them to hang around outside the building. If they won't leave... **CALL THE POLICE!**

CALL THE POLICE anytime you are faced with a situation in which you feel your safety is being threatened; do not hesitate to call 911. The Police are aware of our policy on gang activity and are happy to assist when needed.

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P. DISCIPLINE-PATRONS

The level of control needed to offer an effective recreation program may be maintained if the discipline used meets the following criteria:

- Rules are clearly stated.
- Rules are evenly and consistently enforced.
- Consequences are clearly stated.
- Consequences are evenly and consistently enforced.

Discipline is only effective if it follows an infraction of the rules without fail. It need not be severe. If a patron misbehaves, issue a direct command. Say, "Please stop it." Follow-up by asking them "What did you do?" You might have to answer that question for them, in which case you state, "I saw you..." You should then refer to the posted rules and say, "The rule is..." The patron is then warned to stop the disruptive behavior. The number of warnings a child is given depends upon a variety of things, including the size of the group, the severity of the infraction and whether it involves other patrons. At a point when the staff feels the patron is disrupting the activity and/or the program, ask them to take a "time out." This means they stay in a designated area seated and silent. Time outs should usually be no longer than 5-10 minutes.

NOTE: A patron may be suspended for refusing to take a time out.

When the patron's time out is over, you should talk with them again before they re-enter the activity to make sure they understand what they did wrong.

Standard Discipline Procedure

1. The procedures that staff is to follow when handling a discipline problem at the pool are outlined below. Staff must closely follow these standard procedures.

First incident of continued disruptive behavior:

- When there is disruptive behavior, issue a warning and encourage patron to continue playing or have them take a time out (no longer than 5-10 minutes) then resume play when the behavior is corrected.

If disruptive behavior continues after one time out:

- The child is given a second time out then can resume play when the behavior is corrected.

If disruptive behavior continues after two time outs (or child refuses to take a time out):

- The patron is suspended for the balance of the day or the following day.

NOTE: Managers are the only personnel authorized to suspend ANYONE.

2. If there is a 2nd incident of continued disruptive behavior:

- The response is the same as above, a one-day suspension.

3. If there is a 3rd incident of continued disruptive behavior:

- Same as above – but suspension is for 1 week

4. If there is a 4th incident of continued disruptive behavior:
 - Same as above, a one-month suspension.
5. If there is a 5th incident of continued disruptive behavior:
 - Possible suspension through end of program.

NOTE: If there are continual or more severe problems with a patron, the Pool Manager/Head Guard may feel it is necessary to move through the time out and suspension steps more quickly than outlined. This can be done after discussion with and approval of your Aquatics Manager in advance.

HEAD GUARD

V. HEAD GUARD

A. UNIFORM

- LPRD Aquatics Management Shirt and name tag
- Solid color shorts (no writing)
- Appropriate footwear
- Whistle
- Fanny Pack (with pocket mask and gloves)
- Water bottle

Do not wear

- Jeans, yoga pants, sweatpants

B. HEAD LIFEGUARD GENERAL RESPONSIBILITIES

Operate all swimming pools according to the City of Lawrence, State of Kansas, Department of Health Guidelines.

The head lifeguard team will comply with the City of Lawrence Parks and Recreation Water Safety Procedure Manual.

1. A member of the head lifeguard team must be on duty during open swim hours and other scheduled activities such as rentals, swim team practices, etc. The team member is responsible for the safe and efficient management of the facility.
2. Current employee certifications are to be on file in the aquatic administrative office at the LIAC. (CPR, First Aid, Lifeguard, Pool Operators Permit, etc).
3. Report any changes in personal information as soon as possible. (address, phone, etc)
4. The team will ensure employees comply with all responsibilities and procedures.
5. Report to work on time prepared, clean and well-groomed.
6. Employees will be responsible and accountable for all issued equipment at the pool including keys, access codes, etc.
7. It is the responsibility of each team member to stay within their authorized work schedule. Permission to change or exceed scheduled hours must be authorized through When2Work scheduling software.
8. Head guards are responsible for writing performance reports on any staff not following policies and procedures. The performance report will remain in the head guard notebook and a member of the Aquatics Administrative Team will talk to the staff member.
9. The Aquatics Administrative Team must approve requests for days off or switching of schedules.
10. Perform additional duties and tasks as designated by the Aquatics Administrative Team.

C. ADMINISTRATIVE DUTIES

Prepare and complete all required pool records for the City of Lawrence Parks and Recreation and State of Kansas Department of Health. These include, but are not limited to, Accident Reports, Incident Reports, Swimming Pool Log Sheets, etc. Chlorine and pH readings must be recorded a minimum of 3 times per day and annotated on the Swimming Pool Log Sheet. Swimming Pool Log Sheets must be posted and available to

Inspectors from the Kansas Department of Health, Area Supervisors and the Douglas County Department of Health & Environment.

1. Properly complete financial records, reports and receipts.
2. Only the head guard or a member of aquatic management can eject a patron. An ejection report must be completed by the head guard or management staff on duty.
3. Create a positive image for the public and co-workers.
4. Actively support the City of Lawrence Parks and Recreation in programming special swimming activities at your pool.
5. Immediately report break-ins or vandalism to a member of the aquatics administrative team. In serious cases, notify the police. A written report of the incident must be submitted to a member of the aquatics administrative team within 24 hours of the occurrence.

D. SUPERVISORY DUTIES

Ensure all staff members present a professional image, positive attitude and conduct themselves as professionals.

1. Supervise and evaluate the lifeguard's performance.
2. Provide corrective guidance when necessary.
3. Maintain a good working relationship with employees and good relations with pool patrons.
4. Oversee daily activities at your pool, including open swim, swim lessons, swim/diving teams and other special classes and events as assigned.
5. Handle public disciplinary problems efficiently, tactfully and professionally.
6. Enforce all policies, regulations and dress codes.
7. Ensure daily sanitation and clean up of all pool areas are accomplished. This includes pool, pool deck, locker rooms, entryways, outside areas and first aid stations, etc.

E. HEALTH & SAFETY

1. Ensure facilities are in compliance with the Lawrence Douglas County Health Department.
2. Record all fecal and vomit incidents in the Fecal/Vomit Log. Contact a member of the aquatics administrative team and advise of incidents.
3. Ensure all rescue and first aid equipment is serviceable and available at all times.
4. Ensure proper staff rotation, allow down rotation for lifeguards to replenish body fluids and re-apply sunscreen and protective gear while in the sun.
5. Assist in the In-Service Training for staff.
6. Establish, test and evaluate the lifeguards in First Aid, CPR and Lifeguarding skills as required.
7. Train employees on the Emergency Action Plan. Every employee must know the plan and know how to execute it. This plan is to be reviewed and practiced with the staff regularly.
8. Keep the first aid station clean, neat and properly serviced with supplies. Re-stock emergency items as needed according to facility requirements. First Aid Fanny Packs will be worn while on duty.
9. Carefully observe the pool areas, including the deck and swimming pool.
10. Observe lifeguard performance and patrons' behavior.

11. Immediately remove trash on and around the pool area.
12. Look for blind spots that may promote hazards or affect water clarity. Hazardous conditions MUST be corrected immediately.
13. The Management Team may refuse admittance to the pool for the following reasons:
 - Persons with skin diseases, skin rashes, or infectious disease
 - Persons under the influence of drugs or alcohol
 - Person(s) suspended from the pool

F. MAINTENANCE RESPONSIBILITIES

Operate the pool filtration system safely and efficiently.

1. Maintain the water chlorine and pH levels, and other chemical levels and readings to comply with the State of Kansas Department of Health and Environment and Douglas County Health Department requirements.
2. Know the procedures and properly test and correct water chemicals to maintain proper water balance and clarity.
3. Know the procedures and properly perform pool water vacuuming as needed.
4. Keep the filter room clean, neat and safely arranged. Store chemicals and equipment in the proper place. Ensure all safety equipment for handling chemicals is serviceable and available. Refer to Material Safety Data Sheets (MSDS), Hazardous Communication Manual or Haz/Com Manual.
5. Frequently check all equipment and areas to ensure safety requirements and standards are in compliance and maintained. Notify Aquatics Administrative Team for necessary repairs.
6. Ensure the office and front counter areas are clean and organized. This is the first area noticed by the general public. If these areas are littered or unclean, we have hindered the Department and the Pool by giving the public the impression that we are unprofessional and disorganized.
7. Ensure all equipment is returned in good condition and put in the proper place .

G.

LOAC Supervisor Shift Checklist

Name: _____ Date: ____/____/____ Shift Time: _____
 Name: _____ Date: ____/____/____ Shift Time: _____
 Name: _____ Date: ____/____/____ Shift Time: _____

Opening Duties

HG initials

Start up cash to cashier _____
 Safety equipment out _____
 Check Pool Chemicals _____
 Umbrellas out _____
 Check locker rooms _____
 Staff have walkie talkies (cashier, LG, HG) _____
 Unlock all doors _____
 Family changing keys at FA _____
 Music _____
 Turn features on _____
 Morning Chores assigned/completed _____
 Water plants _____

Closing Duties

Lock Doors-shut gate _____
 Monitor/Check Cleaning Duties _____
 Walkie Talkies on Chargers _____
 Umbrellas put away _____
 AED in office _____
 Secure Facility- (lock doors-shut gate) _____
 Turn off lights _____
 Turn off Music _____
 Place deposit and blue bags in safe _____
 Facility clear of Patrons _____
 Verify that Trash has been taken to the dumpster _____

Water plants _____

Final Door Check- _____
walk around facility, make sure doors are locked and latched.

Were there any problems with the facility or equipment? (Please initial comments)

Were there any incidents that needed immediate action? (Please initial comments)

Please list all injuries that occurred today

Name: _____	Report: Yes	No	Initial _____
Name: _____	Report: Yes	No	Initial _____
Name: _____	Report: Yes	No	Initial _____

Please list all incidents that occurred today

Name: _____	Report: Yes	No	Initial _____
Name: _____	Report: Yes	No	Initial _____

Please list all patron ejections that occurred today

Name: _____	Report: Yes	No	Initial _____
Name: _____	Report: Yes	No	Initial _____

Please list all Theft Reports that occurred today

Name: _____	Report: Yes	No	Initial _____
Name: _____	Report: Yes	No	Initial _____

Please list any outside groups that used our facility today

Name of Group _____	Time In _____	Time Out _____	Initial _____
Name of Group _____	Time In _____	Time Out _____	Initial _____
Name of Group _____	Time In _____	Time Out _____	Initial _____

Are there any Performance Reports for today? (Circle one) Yes No

Did you complete any staff evaluations today? (Circle one) Yes No

Additional Comments/ Suggestions (please initial comments)

H.

LIAC Supervisor Shift Checklist

Name: _____ Date: ____/____/____ Shift Time: _____
Name: _____ Date: ____/____/____ Shift Time: _____
Name: _____ Date: ____/____/____ Shift Time: _____

Opening Duties

HG initials

Disarm the Alarm _____

Turn on Lights _____

Check Pool Chemicals _____

Start-up cash to cashier _____

Staff have walkie talkies (cashier, LG, HG) _____

Unlock Free State Doors _____

Music _____

Morning Chores assigned/completed _____

Closing Duties

Lock Front Doors _____

Monitor/Check Cleaning Duties _____

Remove Dragon (if necessary) _____

Walkie Talkies on Chargers _____

Change Short course to long course (if necessary) _____

Secure Facility- doors locked (FS gym, sundeck) _____

Turn off Music and lock music door _____

Place deposit and start up cash in the appropriate places _____

Facility clear of Patrons _____

Verify that Trash has been taken to the dumpster _____

Final Door Check- _____

walk around facility, push all doors to make sure they are locked and latched.

Set alarm (with your number) _____

Were there any problems with the facility or equipment? (Please initial comments)

Were there any incidents that needed immediate action? (Please initial comments)

Please list all injuries that occurred today

Name: _____ Report: Yes No Initial _____
Name: _____ Report: Yes No Initial _____
Name: _____ Report: Yes No Initial _____

Please list all incidents that occurred today

Name: _____ Report: Yes No Initial _____
Name: _____ Report: Yes No Initial _____

Please list all patron ejections that occurred today

Name: _____ Report: Yes No Initial _____
Name: _____ Report: Yes No Initial _____

Please list all Theft Reports that occurred today

Name: _____ Report: Yes No Initial _____
Name: _____ Report: Yes No Initial _____

Please list any outside groups that used our facility today

Name of Group _____ Time In _____ Time Out _____ Initial _____
Name of Group _____ Time In _____ Time Out _____ Initial _____
Name of Group _____ Time In _____ Time Out _____ Initial _____

Are there any Performance Reports for today? (Circle one) Yes No

Did you complete any staff evaluations today? (Circle one) Yes No

Additional Comments/ Suggestions (please initial comments)

LIFEGUARD

VI LIFEGUARD

A. UNIFORM

- Lifeguards must be in a LPRD Aquatic swim suit
- May wear a LPRD logo aquatic shirt or tank top only
- Name tag
- Fanny pack (with pocket mask and gloves)
- Whistle
- Shorts (no writing)
- Appropriate footwear (flip-flops, no sneakers)
- Water bottle

Do not wear

- Jeans, yoga pants, sweatpants

B. LIFEGUARD GENERAL RESPONSIBILITIES

Primary responsibilities are:

- To protect and maintain customer safety
- To know and execute the Emergency Action Plan
- To know and perform First Aid, CPR and Lifeguarding Skills
- To have current certifications on file (Lifeguard Training, CPR-PR, First Aid, AED, O2, waterpark)
- To know and enforce policies and guidelines as specified by the City of Lawrence Parks and Recreation Water Safety Procedure Manual

You must maintain physical conditioning relative to the effective performance of various first aid and emergency rescue skills. Your conditioning will include lap swimming and In-Service Training Drills.

1. **Professionalism is very important.** Set the example for others to follow!
2. Lifeguards are required to have a whistle while on duty. Use the whistle in a professional manner to draw attention to a swimmer and/or to draw the attention of the Management Team.

WHISTLE SYSTEM

1 SHORT BLAST – GAIN ATTENTION OF A PATRON

2 SHORT BLASTS – GAIN ATTENTION OF ANOTHER GUARD

2 SHORT BLASTS AND RAISED RESCUE TUBE – GAIN ATTENTION

OF 1ST AID

3 SHORT BLASTS – GAIN ATTENTION OF THE HEAD GUARD

5 SHORT BLASTS – CLEAR POOL

4 SHORT BLASTS - CODE ADAM

1 LONG BLAST – RESCUE

3. While on surveillance in the guard chair, sit upright in an alert manner, in proper uniform, with proper equipment. Do not use the handrails or rescue tubes as leg and foot rests.
4. Lifeguards have the authority to correct violations of Pool Rules and the policy and guidelines specified in the City of Lawrence Parks and Recreation Water Safety Procedure Manual.
5. Be courteous and tactful. If the patron continues to violate a rule, remove the patron to a safe area and notify the head guard.
 - Only the head guard may eject a patron from the pool facility
 - Do not spend more than a few seconds correcting patron's infractions. If the patron argues with you, call a management team member for help. The management team member will handle the situation.
6. Continuously scan your area of responsibility and pay particular attention to swimmers under water and directly under your chair.
7. Use your down rotation time in a correct manner. During your down rotation time, replenish body with fluids/food, check locker rooms, police the deck and outside areas, etc.
8. When it is time to resume guarding after a break, return to your guard station with all required rescue equipment.
9. Occasionally you will need to perform surveillance as a walking or roving guard. Your responsibilities include the following:
 - Scan your area and watch the swimmers' behavior
 - Pay particular attention to potential blind spot areas, e.g. under the guard chair and water areas blinded by sun glare
 - Look for potential safety hazards or infractions of the Pool Rules
10. Perform daily clean up and sanitation.
11. Condition swim 1500 yards/meters per week.

Perform other responsibilities and tasks as designated by the head guard or aquatic manager that may not be noted elsewhere in this manual.

LIAC Rotation:

- Zero depth
- Leisure
- Bottom
- Break

- Top
- Logs/Frog
- Break

- C-laps
- Diving
- Break

LOAC Rotation:

- 1
- 2
- 3
- Break

- 6
- 7
- 8
- Break

- 10
- 11
- 12
- Break

All positions are standing unless a lifeguard chair is present.

Zero Depth Area:

- No standing on floatable / no flipping them over
- Patrons are allowed to spin floatable
- No plugging fountains/climbing on wall
- No jumping or standing on fountain wall
- Patrons must be under the max height requirement for the dragon slide
- Patrons can wait for the child to come down the slide at the bottom
- Patrons do have to go down feet first on back

Dragon slide:

- Guard must rove the entire zero-depth area on both sides of the dragon
- Patrons must slide down on their bottom feet first
- Patrons are not allowed to crawl on the head of the dragon
- Patrons may enter the flat area in the tail of the dragon, but may not climb on or over the actual tail or scales
- Adult and teens are not allowed on the dragon
- The slide exit area must be kept clear of patrons
- Patrons may not play on the stainless steel rails

Platform-Leisure pool:

- Patrons are allowed to wear t-shirts in the leisure area as long as they are wading (not swimming)
- No patrons allowed on platform
- No patrons allowed on wall by the slide and under the slide
- No jumping off the platform
- No kickboards allowed in the leisure area unless it is in the lap area and they are using them for their intended purpose
- Patrons can sit on the bench on the wall, however they cannot stand on the bench

Leisure laps:

- No dunking or hanging on rim of basketball net
- Patrons have to be in the water to play basketball
- No hanging on volleyball net (must play volleyball in the water)
- Head guard or down guard raises or lowers the basketball net if necessary

Competitive lap lanes:

- Lap lanes are for lap swimming only
- Do not cross over or under lap lanes
- No dive-in entry allowed
- No snorkels are allowed
- Masks and fins are permitted
- LPRD kickboards are for lap swimming only (no horseplay or using them as floatation devices allowed)
- Patrons are not allowed on the platform on the competitive side (both ends)
- Deep-end aqua aerobics are allowed with permission

- No t-shirts are allowed on the competitive side (some exceptions may apply)
- No toys are allowed in competitive lap lanes
- Wet suits/tops are allowed

Diving boards:

(use of boards will stop while rotating or when EAP is activated in the area)

- Before leaving the diving board, divers must make sure the water area is clear of all swimmers
- All dives and jumps are to be made from the front of the board
- Only one bounce is allowed
- Catching in diving area is not allowed
- Patrons are allowed to change the fulcrum on the board
- Listen and watch for safety prompts from lifeguard on duty
- Exit diving area using the closest wall
- Swinging on the diving board rails is prohibited
- Hanging on diving board is prohibited
- Patrons must meet the height requirement that is posted
- Diving water area should be free of all swimmers except those diving off the boards (no leisure swimming is allowed)
- Lifeguards have the authority to stop any activity in the diving well that they do not feel comfortable with due to safety concerns.
- Climbing down the HIGH ladder ONLY WHEN SOMEONE NEEDS HELP
 - Activate EAP (1 long whistle)
 - Stop all board activity
 - Assist patron down ladder
 - Resume diving activity when guard is ready

Waterslide rules:

(dispatching will stop when rotating or EAP is activated in area)

- The waterslide is an individual ride. No trains or catching allowed
- Patrons must follow verbal and hand prompts from the lifeguard
- Patrons must form a line on the bottom platform and wait for a command from the lifeguard to walk up
- Patrons must ride the slide feet first on their backs
- Patrons are not allowed to spin, stop or turn over while on the slide
- Patrons must meet the minimum height requirement and must be able to swim in 3'6" water depth
- No goggles or personal flotation devices are allowed
- No jewelry (anything metal that could scratch the slide like silver or metal rivets on suits)
- No t-shirts or aquatic shoes allowed on the slide (some exceptions may apply)
- Hand signals may be used to alert the bottom guard of spinning and head first entry

Catch pool:

- Patrons exit from stairs or under safety rope only

- Patrons cannot sit on gutter, stairs or inside the catch pool
- Lifeguards are not allowed to sit on gutter or stairs
- The catch pool is intended for the patron using the waterslide only
- The lifeguard and the patron using the slide are the only people allowed in the catch pool (no parents/guardians catching children is allowed)

Log walk:

- Only one person may use the log walk at a time
- Patrons must use rope while using the log walk
- No skipping logs allowed
- No running allowed
- Exit log walk by using the ladder, blue pads or swimming under life line
- Patrons are not allowed in the water assisting children

Dragon/Shark/Frog:

- No rocking or turning over
- No hanging or sitting on the dragon head
- If lifeguard is unable to see under the floatable due to high usage, clear area for 5 minutes
- No pushing or standing on floatable
- Patrons are not allowed to dive off or on to floatable
- Feet first entry on back or seat only
- No swimming under floatable
- No lifejackets on floatable

C. RULES ON BREAK

- Talking to staff (lifeguards, cashiers, instructors) who are on duty is prohibited.
- Only one staff member is allowed to leave the facility at a time, and the head guard must be notified. (go to car, smoke, etc).
- Leaving the building grounds is prohibited and will result in a performance report.
- Act professionally at all times.
- Go through locker rooms, concessions and other areas for cleanliness and other problems before going on break.

D. Cash Handling Policies for Carl Knox Natatorium

1. It is your responsibility to count money in the cash box at the beginning of your shift and verify there is \$25.00. Contact the Aquatics Supervisor (Lori) immediately if there is a discrepancy.
2. Cash and punch cards are to be kept in the cash box at all times.
3. Record all admissions, punch visits, pass visits and pass renewal transactions on the daily cash sheet. Make sure the cash sheet is dated and signed by staff. A daily cash sheet needs to be filled out daily. If there are no patrons, please make note. **There needs to be a daily cash sheet for every day whether you enter the transactions or not. NO EXCEPTIONS**
4. Check the “pass expires” sheet to verify active passes. Not all passes are listed on there, so please call the Indoor Aquatic Center at any time to verify if a pass is active. Write the information in the blank spaces and we will update as needed. (We have a couple of patrons that come to the CKN sporadically with an expired pass.)
5. If a patron renews a pass, please call Lisa at 832-7946 ext. 200 and leave a message so the pass can be recorded.
6. Cash or checks may be used for payment. We do not accept credit card payments at this location.
7. Checks are to be made payable to “LPRD” All checks must be imprinted with patron’s name, address and a phone number and are to be written for the exact amount only. NO CASH MONEY REFUNDED.
8. All cash/check transactions need to have a written receipt. The white copy goes to the customer; the yellow copy goes in your deposit; the pink copy stays in the receipt book.
9. Staff may not write checks for cash at any time.
10. You are responsible for the money in the cash box and the transactions processed during your shift.
11. Do not leave the cash box unattended for any reason.
12. **At the end of your shift, count the cash to \$25.00 and put all transactions and the daily cash sheet in a plastic bank bag and seal. Write the date and sign your name on the front of the bag.**
13. Put the sealed bag in the safe located on the wall in the closet.
14. Put the cash box in the closet. Make sure padlock is secured.
15. Please call Lori/Lisa if you ever have any questions or need supplies/change.
16. Lori or Lisa will pick up the deposit envelopes and other paperwork on Tuesdays and Fridays.

This cash handling review should be read and understood by all affected employees handling cash and a signed copy of this review will be placed in each employees personnel file. Questions regarding this information should be directed to the Aquatics Manager.

I have read and understand the cash handling review.

Employee Signature

8/27/2013

Date

***WATER SAFETY AND FITNESS
INSTRUCTORS***

VII. WATER SAFETY AND FITNESS INSTRUCTORS

A. UNIFORM:

- Instructors must wear the appropriate uniform of a one-piece suit for females and swimming trunks for males.
- Two-piece swimsuits and bikinis are not allowed.
- You do not have to teach in your lifeguard suit, however you may do this if you choose. It is important to promote an appearance of neatness and appropriateness of dress to the children and adults.
- Remember, you are a role model to your students.

B. WATER SAFETY AND FITNESS INSTRUCTOR RESPONSIBILITIES

As an instructor, you must be comfortable teaching all levels. It is important that you teach with enthusiasm and maintain a positive attitude to create a trusting environment with your class participants, no matter what the level or age group. Skilled instructors will interact with their class participants and establish trust through repeated positive experiences in the learning cycle.

As an instructor, it is imperative that you:

- **Are committed to your class.**
Your students depend on you to be committed to them. Commit to be on time, be prepared and to enjoy yourself. You are a role model.
- **Are in the water every day with your class.**
You must be an example that the water is a fun place to be as the students will copy your actions. If you are not in the water, you are saying that you do not like the water and will probably get negative feedback as a result. The amount of time you spend in the water will vary with each class.
- **Maintain a sincere, enthusiastic attitude while teaching.**
Your students will copy you. If you are smiling and expressing happiness to be at the lesson, it is more likely that your participants will reflect that attitude too.
- **Must arrive at the facility 15 minutes prior to the start of class, be on deck with all needed equipment 5 minutes before the start of class and be getting in the water promptly at the starting time.**
This allows your participants the benefit of a full class time and helps send the message that you care enough about the students that you are eager to begin. Even if you only have one student present at the starting time, start the lesson. Your other students will probably filter in late, but you still have a student who was there on time, expecting to receive the full lesson.
- **Have a lesson plan prepared for each class. Block plans for each of your classes are required and must be turned in to Becky or Lori on or before the first day of class.**
If an emergency occurs and you are unable to make your class, a substitute has an idea of the skills sequence you have been implementing. Of course, the block plans are not set in stone; you may alter your sequence to be ahead or behind your original proposed plan as you see fit. If you know that you have to be absent from class, you are responsible for leaving detailed instructions on what you wish to be done.

- **Full attendance is required.**
You are the instructor and your students depend on you to be there to teach them. Full attendance, barring unexpected sickness and/or emergencies is expected. Any anticipated absence must be approved by Becky or Lori and it is your responsibility to find a substitute. Leave lesson folders at the facility in case someone needs to take over for your class.
- **Never leave your class for any reason.**
Always watch your students and make sure that they are safe. If, for some unexpected reason, it becomes necessary to leave class, have another instructor step in until your return. If you leave your class with another instructor, be sure that there are not too many children for that instructor to safely monitor.
- **Follow the facility's rules at all times.**
Accommodations will be made to allow you to teach your students all of the required skills. The diving boards and diving in the deep end will be allowed according to the American Red Cross guidelines of required skills.
- **If an emergency and/or injury toward you, your student or another patron arises, follow the facility Emergency Action Plan and notify the Swim Lesson Coordinator immediately.**
You will need to fill out an incident report form which must be turned into management within 24 hours. Please remember to never diagnose an injury. Encourage the victim to see a doctor if necessary.
- **Learn the names of your students.**
This helps project the message that you care about your class and that you want to know who your participants are.
- **Record class attendance and skills checklist every day.**
- **Conduct periodic skills tests as you go along.**
Do not label the last day a "test day" because this makes the learning situation stressful for the student and makes it more difficult for you to complete the necessary paperwork on time. You may have the last day be a review and final checking day, but you should already have a good idea of who may advance to the next level/class.
- **Speak to the parents and/or students about their skill progression between class times.**
Always be polite, understanding and tactful. If a problem arises, avoid being defensive and contact Becky, Lori or the Swim Lesson Coordinator immediately.
- **Put away your equipment and toys at the conclusion of each lesson.**
Please be courteous of others and pick up after your class. Others should not have to pick up after you.
- **Turn in paperwork on time.**
All paperwork (course records, attendance sheets, skill checklists) are to be turned into Lori or Becky one week upon completing the class.
- **Folders/file box.**
Please do not leave folders or the file box lying around.
- **Please remember that you represent the City of Lawrence and act professional!**

C. PRIVATE SWIM LESSONS

Private lessons are available during times that LPRD swim lessons are not being held. The cost is \$25.00 per 30 minute session. (\$12.00 will go to the instructor).

All lessons will be paid through RecTrac, and receipts will be given to the participant to show to the instructor to confirm payment(s) made.

Each instructor will have a folder that will be kept in the aquatics administrative office. All information pertaining to private swim lesson participants will be kept in these folders.

If the instructor needs to cancel or change dates/times it is **their responsibility** to contact the participant. In the case of an EXTREME emergency, the instructor will need to notify Lori, Becky, or Lisa who will then contact the participant.

Payment must be made in full prior to the lesson. If payment has not been received and the instructor gives the lesson, the instructor will not be paid until payment is received by the participant. Lori and Becky will be notified that payment was not made and the instructor will be notified by phone or email of the unpaid lesson. It is up to the instructor to contact the participant and get the payment as soon as possible.

D. PARENT AREA

Parents are asked to sit on the bleachers, in the concession area or in the chairs against the wall to view the lesson. Lower level instructors or the Swim Lesson Coordinator may approve a child's parent to accompany him or her on the first day of class if the child is frightened or upset and the parent's presence helps the class move more smoothly. If a parent is not in one of the designated parental areas, the Swim Lesson Coordinator will quietly, and without drawing attention to the parent, ask the instructor if the parent's presence is wanted. If it is not, the Swim Lesson Coordinator will speak to the parent and politely ask him or her to move to one of the designated parent areas.

E. LIGHTNING POLICY

The head guard monitors the weather conditions while classes are in progress. If lightning is seen or if the lightning detector registers lightning within three miles, the pool will be cleared for 30 minutes, and the instructors will go over the safety skills required for each level. If the pool must be cleared while a Parent/Child class is in session, the session will be re-scheduled.

F. HEALTH RULES

Due to health reasons, the only diapers allowed in the pool are approved swim diapers. If a parent does not have a swim diaper for his or her child, a diaper may be purchased at the front desk. If you are unsure if a diaper is allowed or not, please contact the Swim Lesson Coordinator. If a student appears to have an infectious disease including (but not limited to) ringworm, poison ivy, pink eye, or ear discharge, please contact the Swim Lesson Coordinator immediately. Those persons having contagious or infectious diseases will not be allowed in the pool.

G. AGE PROCEDURE

The LPRD activity guide lists age qualifications for the lower class levels and these are to be strictly enforced. A child needs to be at least four or five years old to be enrolled in Level 1 and at least five years old to be enrolled in Level 2. Exceptions are made on a case by case basis by Lori and Becky only. If a parent wishes to know if their child can be an exception, please direct them to Lori or Becky.

CASHIER

VIII. CASHIER

A. UNIFORM:

All staff shall report to work well groomed including appropriately shaven and showered.

- Cashiers are required to be in a Lawrence Parks and Recreation Aquatics logo shirt
- Shirts must be purchased from the Aquatic Center
- Individual name tags should be worn while on duty
- Shoes must be worn at all times; sandals are acceptable during spring and summer months
- Appropriate hats may be worn

Do not wear

- Jeans, yoga pants, sweatpants

B. CASHIER GENERAL RESPONSIBILITIES:

Cashiers serve as the primary contact for customers on the phone and in person concerning aquatic center admissions and reservations. It is the cashier's responsibility to answer questions, provide appropriate information, forms and documentation to the public and various agencies and individuals involved with the aquatics division.

C. OPENING AND CLOSING DUTIES

Opening Duties:

- Cashiers will report to work no later than 15 minutes prior to the facility opening to the general public.
- Start up all necessary computer equipment, including printers and main PC used in front desk or main booth area.
- A complete walk through on all main entrances and lobby areas will be completed, paying special attention to anything that may cause the facility to be considered unsafe or unprepared to open to the general public. Cashiers will report any problems to the manager on duty immediately.
- Check to make sure there are enough brochures, fliers, pamphlets, etc. to last throughout the day. Notify administrative staff of supplies needed.
- Receive the day's start up cash from the manager and re-count the drawer to ensure the correct amount of start up cash is available.

Closing Duties

- Clean front sets of doors
- Wipe off concession tables
- Sweep the lobby floor
- Clean the area between the front doors (pick up trash, vacuum, etc.)
- Mop lobby floor
- Empty trash behind front desk
- Empty lobby trash and take to dumpster located on loading dock near maintenance offices
- Tidy up the front counter
- Turn off all computers, printers, TV, lightning detector, etc.

- Put money into two bags:
 - Exactly \$200 goes into the start up bag; try to include only 10's, 5's, 1's and quarters. Fill out start up cash slip indicating the money you've counted and have a management staff member or head guard verify it.
 - All remaining cash, checks, credit card receipts, punch cards, swim lesson forms, coupons, etc. go into a zippered deposit bag with appropriate cash out sheet.
 - Give both money bags to management staff member or head guard.
- Make sure that all notes and messages are put in the appropriate message slots.
- Check with the head guard to see if you need to do anything else before leaving.

D. CUSTOMER SERVICE

The most important responsibility of the cashiers is to provide a high level of effective customer service to all members of the general public. Our facilities depend on our ability to provide quality leisure experiences for individuals of all ages, races and nationalities. It is vital that all who enter our facilities leave with a positive image of our agency and to the services we provide. Staff should:

- Positively greet all persons who enter our facilities.
- Any time that an individual is requesting information you do not feel comfortable giving an answer to, direct them to someone who does, or find out the answer and contact them as soon as possible with the correct information.
- Answer the phone in a professional and courteous manner at all times. Identify the business name and name of person answering the phone.

E. FRONT DESK AND LOBBY AREA

Cashiers are responsible for the front desk area.

- Do not leave the front desk area unattended unless there is another staff member present.
- Direct all staff related messages to a head guard or a member of management.
- Cashiers are responsible for the cleanliness of the front desk and lobby area. Keep the counter clear of clutter. Nightly cleaning duties are to be done before the head guard dismisses the cashier.
- Outside work (homework and other forms) will be allowed in moderation as long as it does not interrupt cashier duties and/or customer service.
- Computer, hand held games and cell phones are prohibited.

F. CONDUCT WHILE ON DUTY

As a highly visible representative of the LPRD Aquatics Division, it is the cashier's responsibility to present a professional and approachable appearance at all times.

- Cashiers will present and conduct themselves in a professional manner at all times while on duty.
- Present a kind and approachable demeanor at all times while on duty.
- All remarks and gestures shall be designed to show members of the general public that you are concerned and dedicated to providing a quality service.
- Show courtesy towards patrons and staff at all times, be polite and helpful in any and all interactions with members of the general public.

- Take responsibility in helping individuals. If a person has a problem or question, go the extra mile to help them or contact a person who can help.
- Feet are to be kept on the floor, not on the desk, counter or chairs.
- Excessive use of the facility phones for personal use is not allowed.
- Friends, relatives, and lifeguard staff are not allowed in the cashier areas.
- Visually and verbally greet every individual that enters.
- Clean front desk area, front windows and concession tables and chairs at least once per shift.
- Write comments and concerns in the daily log.

G. EATING WHILE ON DUTY

Eating at the front desk is not allowed. If you need to take a break to eat after finding someone to cover the front desk, you may eat in the following areas:

- Upper conference room
- Tom Wilkerson multipurpose room
- Guard room

H. PHONE NUMBER POLICY

Do not give out personal or cell phone numbers to anyone. If someone needs to speak to a staff member who is not in the facility, take their name and number and call that staff member and have the staff member return the call.

I. CASHIER SHIFTS

- Cashiers are to report to work no later than the time they are scheduled to report unless other arrangements have been made.
- Begin working immediately upon arrival unless you arrive before your scheduled time.
- Cashiers are responsible for finding a replacement if they are unable to work when scheduled.
- Any substitutions to the schedule need to be submitted through When to Work. Once you have signed up for an open shift, it is your responsibility to see that the shift is worked.
- End of shift cash out procedure:
 - Cashier coming on duty (along with the existing cashier) will count the cash drawer down to \$200.00.
 - Cashier going off duty will total all cash (excluding start up cash), checks and credit card receipts for their shift and record on cash out sheet.
 - The cash out sheet, cash, checks, credit card receipts and notes pertaining to their shift will be put in a zipper bag. A peel-off label showing transactions date, cashier name and total amount of receipts will be attached to the outside of the zippered bag.
 - The cashier will contact an administrative staff person or head guard to put the deposit in the safe.
 - Administrative staff or head guard will fill out log book with deposit information (the log book will be kept in the storage room on top of the safe) then drop money in safe.
 - All discrepancies or inconsistencies will be reported to the Aquatics Manager immediately for review.

J. HANDLING PATRON COMPLAINTS

It is perfectly acceptable for cashiers to handle any complaints that they feel comfortable handling. It is vital that the correct information is given, so always consult a manager when a question arises regarding the correct response to a question or complaint.

As we are a public facility, our patrons are very much within their rights to ask for explanations of rules, to ask to speak to a manager or to request information. Cashiers should feel comfortable giving out names of managers and supervisors so the public can be more informed on whom to talk with about issues that concern them.

As a cashier, you should not hesitate to involve a manager or supervisor. A manager will not fault you for involving them in a situation dealing with an irate customer. Managers prefer to be involved rather than to hear about problems second-hand.

It is important that complaints be handled professionally and consistently to ensure the effectiveness of our agency.

Handling complaints

- Listen attentively to the individual's complaint and try to understand their point of view.
- If you feel comfortable, answer the question, explain the purpose of the policy in question or attempt to make the policy more clear.
- If they continue to be upset, have them fill out a suggestion form and place in the comment box.
- Contact the manager on duty; allow them to take control of the situation.

Whom to contact when dealing with an irate customer:

- Direct Supervisor
- Head Guard
- Police (in extreme cases)

K. DIRECTING CALLS

- Questions concerning swim lessons: Becky, Lisa or Lori
- Questions concerning special events: Mike, Lisa or Lori
- Questions concerning LPRD programs, Rec Trac or Web Trac: Lisa or Mike
- Questions concerning lifeguard, WSI classes: Lori or Becky, Lisa
- Questions concerning cashier positions: Mike, Lori
- Questions concerning lifeguard or WSI positions: Lori or Becky
- Questions concerning general cashier procedures: Lisa, Mike, or Lori
- Employee calling in sick: Lori, Becky, Mike, or Headguard

L. SLIDE DISPATCH

Communication

--Whistle

1 short blast gains attention of patron

2 short blasts for another guard (especially at the catch pool)

3 short blasts gets a head guard

1 long is a rescue and the water is cleared

4 short blasts Code Adam

--Be in constant contact with the catch pool guard. Hand signals may be used to alert the bottom guard of spinning or head first entry. Help them keep an eye on the catch pool and making sure the water is cleared before signaling the next rider up the stairs.

--A good tip to keep track of kids is to remember their swimsuit color.

Slide/Catch Pool Rules

--The slide is an individual ride only. No partners or trains. No catching at the bottom allowed.

--Patrons must form a line on the stairs and wait for your command.

Note: When the child on the slide is down at the bottom curve, the next child in line can come up the stairs. Do not let them sit down into the slide until the other child is exiting the catch pool.

--Patrons must ride feet first on their backs. They are not allowed to spin, stop or turn over while on the slide. If they do, feel free to give them a warning or don't allow them to go again.

--No stopping in the middle of the slide.

--Height requirement MUST be met.

--No goggles or personal flotation devices are allowed.

--No jewelry or metal can be worn.

--No t-shirts or aquatic shoes are allowed.

--Patrons should exit safely from the stairs or under the rope.

--If the patron meets the height requirement but still isn't able to swim in the 3'6" water of the catch pool, the guard may make a recommendation that they take or break or not be allowed to go again. (Let them decide or discuss it.)

Measuring

--45"

--Use the provided measuring stick.

--Make sure they are standing flat-footed.

Rotation

--Every 30 minutes. Stop dispatching until the cashier replacing you is at the top of the slide.

--Take this time to discuss any issues or concerns. Communication is the key to consistency.

--Keep cash bags separate and place under tray in cash drawer

--When guards go on rotation (every 20 minutes), don't allow patrons to go down (dispatching stops during EAP also)

Your Appearance

--Remember, you are on display up there. No leaning or sitting on the railings, steps, water bucket or measuring stick. You must be alert and constantly looking at the line and the catch pool.

--It is best to wear shorts and your uniform t-shirt or tank top.

--Wear your whistle. If you need a new one, a manager or head guard will be happy to check another one out for you at the rate of \$5.

Note: When working at the Outdoor Aquatic Center, we encourage you to wear a hat and you must wear sunglasses and sunscreen to protect yourself from the sun. We do provide sunscreen. And don't forget your water.

BE CONSISTENT AND FAIR!

M. CASH HANDLING

Aquatic Facilities

Policy

All cash, checks and charge card receipts that are collected by LPRD Aquatics must be processed in such a manner to ensure that they are accurately recorded, safeguarded against loss or theft, and promptly deposited into the appropriate bank account.

In order to achieve these goals, the following policies are to be followed:

1. Approved equipment and forms must be used in any area which has a large daily intake of cash.
2. Approved cash handling procedures must be adhered to by all personnel handling cash.
3. Duties must be adequately segregated between cash handling and recording.
4. All persons handling and recording cash must be adequately trained in their duties and responsibilities. It is the supervisor's responsibility to ensure all persons are adequately trained.

Supervisors of each cash handling area must be familiar with the policy and related procedures and must ensure that all staff involved in the process understand their responsibility for maintaining accuracy and security of the cash collected and deposited.

Procedures

Cashiering and Balancing

1. Access to the cash register should be limited to the cashier on duty. Unauthorized persons are not permitted in areas where cash is handled.
2. No disbursements are to be made from the cash register. Refunds are to be approved by the supervisor. Cash refunds are not allowed.
3. Incoming cash and checks received by mail are to be processed through the cash register during the same day as they are received. The daily receipts should remain intact and processed as a batch. Any items that cannot be processed as part of the original batch must be documented as to the reason for the delay.
4. Checks must be reviewed to make sure they are not post-dated.
5. Starter checks are not allowed. Checks must be imprinted with current address and telephone number.
6. Second party checks are not to be accepted. No cashing payroll or other checks for cash or services.
7. Checks should not be made payable for an amount greater than the service or goods being paid for and upon receipt be immediately endorsed "For Deposit Only". Change is not to be disbursed for payments made by check.

8. Voids, over-rings, etc. should be approved by someone other than the cashier operating the cash register. Voided items should be attached to the daily cash report.
9. At the end of each day, the cashier is to pull all cash and checks received, remove starting cash to the startup bag, add all forms of admission (tokens, tickets, gift certificate, punch cards, etc), credit card receipts, voids and refunds and place in a locking cash bag. After the bag is locked, it should be deposited into the locked, onsite safe.
10. A designated staff member must balance and reconcile the daily cash pull to the system (Rec Trac) totals. Whenever possible, cash should be reconciled with a minimum of two people. Before a reconciled bank bag is locked, monies enclosed should be verified by a second person.
11. The reconciliation reports and monies should be deposited directly to the bank or delivered to the Finance department on a daily basis (except cash received Friday, Saturday and Sunday nights). Weekend cash pulls will be reconciled on Monday morning and deposited at the bank.
12. If the bank is closed, all reconciled cash pulls will be secured in a locked bank bag in a locked safe until the appropriate deposit can be made.
13. The number of people with access to the onsite safe will be kept to a minimum.

Recording and Depositing

1. All cash received by LPRD Aquatics is to be deposited in the appropriate bank account on a daily basis.
2. The reconciliation process is to be adequately documented (either in an electronic format or a paper copy) in order to allow for future review and verification. Reconciling items should be resolved in a timely manner.
3. Individuals assigned responsibility for performing reconciliation should be independent of the revenue transaction process. Where complete separation of duties and responsibilities is not feasible, the reconciliation should be reviewed and approved. The review and approval of the reconciliation will be the responsibility of the division head or their documented designee.

Miscellaneous Collections

For the instances that transactions occur outside the use of a cash register, all money should be reconciled and deposited as soon as possible. All money collected in this manner must be adequately documented as to the nature of the funds.

Receipts must be issued for cash collected that is not processed through a cash register or other electric point of sale system.

Training of Staff

A current procedure manual should be available to all staff that are involved in the cash collection. Staff shall be trained on cash handling and collection prior to actually handling any funds. Staff shall review the procedure manual at a minimum of once annually.

Cash Handling and End of Shift Cash-Out Procedure

1. Opening cashier will receive start up cash from head guard or aquatic administrative staff member.
2. Opening cashier will count start up cash and verify \$200.00. Report any discrepancies immediately to aquatic administrative staff member.
3. Cashier staff going off duty will total all cash (excluding start up cash), checks and credit card receipts and all other forms of payment (tokens, tickets, gift certificates, punch cards, etc.) for their shift and record on cash out sheet.
4. Cashier staff coming on duty along with the existing cashier will count the cash drawer and verify there is \$200.00.
5. The cash out sheet, cash, checks, credit card receipts, notes pertaining to their shift and all other forms of payment (tokens, tickets, gift certificates, punch cards, etc.) will be put in a zipper bag. A peel-off label showing transaction date, cashier name and total amount of receipts will be attached to the outside of the zippered bag.
6. The cashier going off duty will contact administrative staff member or head guard to secure their deposit in the safe.
7. Administrative staff or head guard will fill out log book with deposit information (the log book will be kept in the storage room on top of the safe) and then drop money into safe.
8. Closing cashier will count drawer and put \$200.00 in start up bag with "Start Up Cash Sheet" showing total cash denomination. The remaining will be deposited per #5 above.
9. Head guard will verify \$200.00 start up cash and secure deposit in safe and start up cash in locked cabinet in administrative office.
10. All discrepancies or inconsistencies will be reported to the Aquatics Manager immediately for review.

Recording and Depositing Money

1. Daily deposits will be retrieved from the safe by authorized administrative staff. All deposits taken from the safe will be logged out in the cash book showing the date, bag number and person retrieving the deposit from the safe.
2. A Cash Journal and GL Distribution Report will be printed from Rec-Trac. Individual reports for each day and for each facility will need to be printed.
3. All cash, checks and credit card receipts will be totaled for the day. Other forms of payment will be used to reconcile and then discarded (tickets, tokens, gift certificates, punch cards, etc.).
4. A deposit ticket will be filled out with the date of the transactions and listing of all cash, checks and credit card amounts for the day.
5. A second person must verify cash deposit.
6. The GL Distribution Report will be faxed to LPRD main office (3459) on a daily basis. The report should be initialed by two staff members verifying correct cash count.
7. Credit card receipts will be kept in a daily binder for the calendar month and taken to LPRD office at the beginning of the next month and swapped out for a new binder.

8. The Cash Journal, GL Distribution Report and a copy of the deposit ticket will be kept on file at the Aquatic Administrative Office.
9. Both copies of the deposit ticket, cash and checks will be put in a tamper resistant bag issued by finance and taken to US Bank by authorized personnel.
10. All discrepancies or inconsistencies will be reported to the Aquatics Manager immediately for review.



End of Shift Cash-Out

Date: _____

Cashier: _____

Shift Worked: _____

Location: IAC OAC CKN

Cash: \$ _____

Checks: ___ = \$ _____

Credit Cards: ___ = \$ _____

Total: \$ _____

Bag Number: _____

Cashier Signature: _____

Manager/Head Guard Initials: _____

Notes: _____



IAC/OAC START UP CASH \$200.00

Date: _____		
No.	Denomination	Total
_____	\$20.00	_____
_____	\$10.00	_____
_____	\$5.00	_____
_____	\$1.00	_____
_____	Quarters	_____
_____	Other	_____
Total		_____
(needs to equal \$200)		
Closing Cashier: _____		
Manager/Head Guard: _____		

LPRD AQUATIC DIVISION

Please sign and date this reading. Any questions or information you do not fully understand must be resolved with your Supervisor prior to signing.

The statements, descriptions or explanations of personnel practices contained in this document are informational only. The City of Lawrence does not intend any of the contents of this document to constitute an express or implied contract between the City and its employees. No statements or representations made in this document shall be construed to constitute legally binding policy directives or legally enforceable personnel practices.

By signing this form, I am certifying that I have thoroughly read and completely understand all aspects of the information given. Furthermore, I understand that I am required to enforce, obey and implement these procedures as stated. Any change, modification, or departure from these procedures is prohibited without written permission from the Aquatics Manager.

Signature of Employee: _____

Printed Name: _____

Date: _____