

Zelienople Community Park

Lifeguard Duties and Expectations

Welcome as a new or returning employee for the Zelienople Community Park Association. You are an integral part of our organization and your commitment will be crucial to the success of this years' summer swim season.

A lifeguard supervises the safety and rescue of swimmers, surfers, and other water sports participants such as in a swimming pool, water park, or beach. Lifeguards are strong swimmers and trained in first aid, certified in water rescue using a variety of aids and equipment depending on requirements of their particular venue. A lifeguard is responsible for the safety of people in an area of water; in our case, our community swimming pool. The priority is to ensure no harm comes to users of the pool.

Duties:

Your key duties are as follows:

- Enforce rules in order to diminish problems/injuries.
- Maintain concentrated observation of the duty area and its users in order to anticipate problems (this will enable the lifeguard to intervene with one of the drowning prevention measures) and to identify an emergency quickly.
- Supervise the use of other equipment when allocated to that duty (such as water slides or any other activities taking place.)
- Carry out rescues and initiate other emergency actions as necessary.
- Give immediate first aid in the event of injury to a bather or other incident.
- Communicate with bathers and other users to help fulfill the above tasks.

Other duties will include secondary duties such as acting as a general information point in the Guardhouse or deck area, cleaning various areas of the facility including, but not limited to, restroom areas, deck areas, lounge chairs and other seating, concession areas, eating areas, and the grass hill seating area. It is important that lifeguards never allow their secondary responsibilities to interfere with their primary responsibilities.

Managers will initiate a guard rotation based on daily usage of the pool. If the pool has to close early due to weather conditions, junior guards will be required to clock-out first followed by senior guards, then head guards.

Lifeguards may also be required to attend occasional in-service meetings to strengthen their lifeguarding skills.

As a park employee, please "like" the Zelienople Community Park on Facebook and twitter. Thank you for your support.

Attire:

Guards are required to wear red lifeguard bathing suits. Lifeguard tubes must be worn properly during rotations in guard chairs and on deck. Guards must wear their red lifeguard fanny pack with their CPR mask which the guard supplies along with their whistle. Lifeguard suits must be in good condition as determined by the Pool Manager. A guard may either purchase a new suit or a new suit will be purchased by the Pool Manager and the cost of the suit will be deducted from their paycheck. Your CPR mask should be kept in your fanny pack along with basic first aid supplies. First aid supplies are available in the Guardhouse.

Attitudinal Expectations:

- You are an integral part of our lifeguard staff and your participation and professionalism while at your job is a direct reflection on our pool and the Zelenople community.
- We expect all staff to remain positive and professional with patrons and fellow staff members.
- Negative comments or actions toward patrons, staff or management are not acceptable.
- Your assistance to each other and management is EXPECTED.
- Please follow all rules as posted on the “Community Pool Rules” Board.
- Please refrain from having conversations with “friends” while in your chair. KEEP YOUR EYES ON THE POOL! MAINTAIN ACTIVE SCANNING!
- You may swim before and after your shift. You may also use the pool on your days off without charge. During your shift, please limit your swimming times to just cooling off between duties, stations and areas.

Signals (Whistle):

The following signals are used by our lifeguards using a whistle.

- 1 short blast - used to gain the attention of a swimmer.
- 2 short blasts - used to gain the attention of a fellow lifeguard.
- 3 short blasts - used to signal to a fellow lifeguard that an emergency is taking place, action must be taken. (Initiate the Emergency Action Plan.)
- 1 long blow - used to signal to swimmers that they must clear the pool; this could be because the pool is closed or an emergency is taking place significant enough for the lifeguards to clear the pool.

Lifeguard duties are tentative and based on the safety and needs of our patrons and pool environment. That having been said, duties shall not be changed without management approval. If a conflict arises between what is listed in this document and what may be needed, the guard involved should first speak to the head guard on duty during that particular shift. Additionally, if a conflict cannot be resolved in the matter, please speak to the manager on duty that day. Please follow this chain of command.

Employee Evaluations:

Evaluations of employee performance will be performed periodically by the Pool Manager and/or Park Director. Scores will be provided for lifeguard skills and overall employee performance. This will include concession stand employees. Scores, comments and recommendations will be discussed with the employee for implementation and improvement.

Swim Lessons:

The Zelianople Pool typically provides 4 sessions of group swim lessons for children and/or adults. Private lessons are also available. All guards will be expected to perform swim lessons. Guards will be assigned lessons and skill levels by the Pool Manager. Junior guards will have an opportunity to “shadow” these lessons before beginning their own group or private lessons. (Senior guards will have preference for all lessons.)

Guards for “private” lessons can be requested by the student or will be assigned based on the guard’s availability.

Group lessons are typically Monday through Thursday, 10:30 – 11:00 pm or 5:30 – 6:00 pm. The swim lesson session is for two weeks. (8 – half-hour sessions. Guards stay “on-the-clock” for these lessons and are compensated at their regular hourly rate.)

Private lessons are compensated at \$10.00/half hour. Guards should be at the pool and ready to teach their lesson/s 10 minutes prior to the lesson start time. All lessons should end promptly at their stated time.

Use of Technology:

Failure to use technology as requested may result in the loss of such privileges. During times where you have direct responsibility of supervision of patrons or a pool area, personal use of technology is not acceptable.

Appropriate Electronic Communication Inappropriate Electronic Communication

- Sending and replying to emails and text messages from consumers ONLY when copying in a supervisor or the consumer’s parent/guardian
- Communicating through “organization group pages” on Facebook or other approved public forums
- “Private” profiles for staff and volunteers which consumers cannot access

Inappropriate Electronic Communication

- Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating comments
- Sexually oriented conversations

- Posting pictures of organization participants on social media sites
- Posting inappropriate comments on pictures

In addition, provide this information to your participant's parents/guardians so that they know what is appropriate and inappropriate from your staff.

Cell Phone Use:

The use of cell phones must be limited to personal breaks. Please use cell phones, computers, IPADS etc. within the confines of the guardhouse. Use of such technology should be limited to a few moments to check messages

While assigned to work with consumers, staff are not permitted to use electronic communications device except during approved breaks and emergency situations. Internet use, text messaging and/or emailing pictures while assigned to work with consumers is strictly prohibited regardless of the type of device used and whether for business or personal reasons. Employees need to ensure that friends and family members are aware of this policy. Use of personal electronic communication devices to contact (via voice, text, or pictures/video) organization members and/or program participants for personal and/ or inappropriate reasons shall be grounds for discipline up to and including termination of employment.

Acceptable Use of Cell Phones during Program Hours: There are occasions in which staff will need to use personal or organization issued electronic communication devices. In these cases, staff will have explicit direction from supervisors governing use. Situations which may require use of organization issued or personal electronic communication devices include: a. Field Trips b. Off-site Programs c. Emergencies

Food and Beverage:

Guards may purchase food from the concession during their break. Please refrain from placing an order if the concession stand is very busy. A refrigerator and microwave are located in the Guardhouse for employee use. Please take care to keep these appliances clean and orderly. Water refills are free for guards at the concession stand during their shift. Guards should refrain from entering the concession stand. Only concession stand workers and Pool Managers are permitted to enter the concession stand.

Compensation:

Paydays are biweekly, beginning in June. All employees are required to have their paychecks direct deposited into their bank account.

If pool attendance is unusually low, a guard may be asked to “leave” early. Junior guards may be asked to “clock-out” first followed by the least senior guard/guards on duty. This determination is at the sole discretion of the Pool Manager.

In-Service Training:

Regular trainings will occur throughout the season. Dates and times will be assigned by the Pool Manager based on weather and guard availability. Guards are expected to attend all trainings.

Shift Scheduling and Requesting Time Off:

The pool season is short, usually less than 100 days. This job is seasonal employment and because of this, employees should be able and willing to work regularly throughout the season. Employees should limit their requests for time off to no more than 14 days. Requests in excess of 14 days may be denied.

Time-off requests must be submitted a minimum of 3 days in advance using the APP “WhenIWork.”

The work schedule/shifts are created using an APP called “WhenIWork.” Employees with smart phones will be able to use the APP to request time off, swap shifts, ask for preferred shifts and see the work schedule. Those employees without smartphone technology will be able to access the “WhenIWork” website from their personal/family computer/tablet and be able to perform the above tasks.

If the employee is unable to achieve a “swap” of shift with another employee it is still their responsibility to work the shift. If an emergency situation arises, the employee must speak with the manager on duty to clarify their particular situation. **Failure to work your assigned shift will result in disciplinary action*.**

The schedule may be printed and available for view in the guardhouse. If the written schedule is posted, changes to shifts (ie: swapping etc.) must be changed on the written schedule. It is the employee’s responsibility to make such changes and updates to the written schedule. Time-off requests must be submitted a minimum of 3 days in advance to the pool manager.

Emergency call-offs must be made to the manager on duty at the time of the request. Do not request other employees to remove you from the schedule. Other employees are not responsible for relaying information concerning your ability to work.

If you are frequently changing shifts with another employee, you will need to speak with Pool Manager to discuss your particular situation. At this time, please switch with another guard who has not worked during the day on which you need to switch. In other words, guards should not be working 10:30 - 7:00 unless directed by the Pool Manager. This may change as the summer season continues. If the opening of the pool is delayed or the pool is closed for the day due to weather or any other reason, you are responsible for communicating the delay or closing with the guard with whom you changed shifts. Pool Managers will attempt to contact those employees that are scheduled to work and inform them of the change to hours, but it is the employee who is expected to communicate with each other.

If an employee “swaps” a shift with another employee and that employee does not “show up” for the shift/change, the employee that accepted the shift will face disciplinary action.

If you are assigned swim lessons, it is your responsibility to conduct those lessons. Do not request time-off when you are assigned swim lessons.

4TH OF JULY/LABOR DAY (Last Day) All employees will be “On-Call” and must be available to work on these holidays. Individual requests for travel issues will be reviewed.

Tardiness/Late:

The accumulation of three “tardies” (punching in late without manager approval) will become the equivalent of a missed shift. Disciplinary action will be implemented.

Tattoos and Body Piercings:

Body piercing and body art in the form of tattoos and other skin pigment alterations is a personal choice. Body piercings and body art must be appropriate to the Community Park employment setting. Management reserves the right to ask an associate to remove or cover any tattoos or body piercings that they deem to be inappropriate for viewing by the general public, patrons, and other employees or do not conform to employment expectations that may interfere with job performance. Further clarification on what is acceptable for body piercings, body art, tattoos, and skin pigmentation:

- Earrings, body piercing jewelry, and tattoos are permitted provided they are not considered offensive or excessive, as deemed by management. Piercings must not interfere with the required job responsibilities or they will have to be removed during work hours.
- Tattoos that may violate employee expectations or work-place standards, as deemed by management, may be asked to be covered. If covering of such tattoos interferes with the employee’s ability to perform lifeguard duties, the employee will be asked to leave the workplace and forfeit their work shift. Examples are (but not limited to), tattoos that cover a large area of the body that are visible, that contain content that is profane or contain offensive language, are derogatory, sexual in nature, or display depiction of acts generally considered to be in poor taste, or facial tattoos.

Music:

Occasionally, guards use music apps to play music over the sound system for patrons. Please choose songs and playlists carefully. Refrain from playing songs with questionable words, content or explicit ratings.

Disciplinary Action:

Failure to adhere to the expectations and directions listed in this document may result in disciplinary action; the determination of such action is at the sole discretion of the Pool Manager/Managers and/or Park Manager. Failure to make and sustain corrections derived from disciplinary verbal and/or written warnings discussions will constitute further disciplinary action, up to and including employee termination.

First Incident Report: Verbal discussion and/or written warning concerning incident. Written documentation placed in the employee file. Possible termination.

Second Incident Report: Verbal discussion concerning incident and written documentation placed in employee file. Possible termination.

Third Incident Report: Employee termination.

CLEARANCE INFORMATION: Act 153 of 2014 recently amended the Child Protective Services Law mandating new regulations for any employee providing “the care, supervision, guidance or control of children or routine interaction with children.” to obtain and/or update clearances every 36 months. Under the new legislation, all current employees are required to submit the following: Act 34 Criminal Background History, Act 114 Federal (FBI) Criminal History, and Act 151 Child Abuse Clearance prior to the first day of operation for the public. **This will apply to employees age 18 and over.** Thereafter, your clearances will be need to be renewed every 36 months (3 years). It will be the employee’s responsibility to renew and submit their clearances as required.

Instructions for obtaining these clearances are listed below or you may use the independent company for obtaining your clearances. Please provide copies (stapled together) of these clearances to the Pool Manager prior to the first day of the pool facility’s operation.

EMPLOYEES OF ZELIENOPE COMMUNITY PARK: Beginning June 2015, employees will only need to provide two clearances. Act 34 Criminal Background History and Act 151 Child Abuse Clearance.

Clearance Application Directions

Act 34 Criminal Background Check Criminal reports may be obtained electronically from the Pennsylvania State Police at <https://epatch.state.pa.us/>

- Click on “Submit a New Record Check”
- You will be required to enter a valid credit card, which will be charged \$8.00
- At the bottom of the page click to accept the terms and conditions
- Complete the fields Reason: other
- Click next • Verify the information by clicking proceed
- Complete the fields and click on enter the request
- Click finished
- Click submit and enter the credit card information
- Once the search results page appears, click on the Control Number to open the details page
- Click Certification Page to access your official clearance and print Act 151 Child Abuse Clearance – if experiencing issues with Internet Explorer, please try a different web browser.

The Child Abuse report application may be obtained electronically at <https://www.compass.state.pa.us/CWIS>

- Create a new account – you will need an email address
- Click on next
- Keystone ID: create a username
- Complete the fields and click on finish
- Follow the prompts for creating a password
- Log in
- You will be required to enter a valid credit card, which will be charged \$10.00
- Click through the continue and next prompts
- Click on “Create a Clearance Application”
- Read through and click “Begin” at the bottom of the page o Application Purpose: Employment
- Click Next
- Enter in your name, birthday, gender, “yes” for Social Security Number, email address
- Complete the remaining sheets by clicking on the “+” to add and then complete the fields
- Click on next at the bottom of each page
- You will be walked through the payment process

Amended: February 21, 2016

Zelienople Community Pool Emergency Action Plan

Guard 1:

- Recognize emergency
- Blow whistle 3 times
- Make appropriate entry and rescue
- Primary survey to tell Guard 2

Guard 2:

- Observes victim’s status

- 1 long blasé to clear pool if necessary
- Call 911
- Gets keys to open pool gate for easier access for EMS
- Wait for EMS

Guard 3:

- Immediately move to assist Guard 1 Guard 4 and 5 (Front Desk)
- Proceed to pool deck
- Clear pool and instruct patrons to move to an area where they are not in danger or in the way
- Assist with victim if necessary Manager and Guard 6:
- Assist with victim if necessary

Amended: February 21, 2016

PLEASE SIGN THIS COPY OF RECEIPT/UNDERSTANDING OF LIFEGUARD DUTIES/EXPECATIONS AND EMERGENCY ACTION PLAN.

Disclosure of employment materials: (2016) _____

I have read and understand the Zelianople Community Park Lifeguard Duties and Expectations.

I have read and understand the Zelianople Community Pool Emergency Action Plan (EAP)

Employee Name _____ Date _____

Amended March 28, 2019