

Definitions

Pool Manager - Senior member of the guarding staff and location supervisor on site at the pool. Typically has most seniority of the all the guards (particularly experience at Hidden Harbor) or some background in management. Selection of the Pool Manager is done by the board member in charge of the pool or by the Board as a whole. The Pool Manager is in charge if he/she is at the pool.

Head Guard - Second in line after the Pool Manager. Typically the person with the second most seniority at the pool or general guarding experience. Selection of the Head Guard is done by the board member over the pool with input from the Pool Manager. If the Pool Manager is absent or unavailable then the Head Guard is in charge of the pool.

Guard - Any other member of the guarding staff Selected and hired by the board member and Pool Manager. Seniority and experience may dictate in unspoken chain of command for the Guards. There is typically an unspoken third in line in the absence of both the Pool Manager and Head Guard.

Water Care manager - The individual hired by Hidden Harbor to maintain proper water chemistry for the pool, who will supply chemicals and will work with the Guards to keep the pool open.

Duties

Pool Manager - as manager of the pool, most duties fall on the Pool Manager. Chief among these is that of making the work schedule for the other Guards (see Scheduling). Also any needed purchases (pool supplies, bathroom supplies, etc) should go through the other Guards to the Pool Manager and then to the Business Manager for approval and purchase. As Pool Manager, he/she should be notified of any major event at the pool as soon as possible (see Events). With the Water Care manager, the Pool Manager is responsible for the opening and closing of the pool in the Spring and Fall and should coordinate the schedule of who and when workers will be there to help (Guards or otherwise) (see Opening and Closing). The Pool Manager should also plan meeting with all the Guards during the Summer to discuss and problems, concerns etc. Also at least two (2) in-services should be planned during the Summer in the morning where the Guards will practice rescues in the water and the like. Typically, the Pool Manager works from 30 to 35 hours a week and may be paid "office" hours for time spent making the schedule or other such work like phone calls to the Business Manager or Water Care manager.

Head Guard - In the absence or unavailability of the Pool Manager, all duties described above become the responsibility of the Head Guard. The Pool Manager and the Head Guard should work well together and communicate what should or needs to be done for the pool to keep it running smoothly. Either one may be involved in maintenance of the pool or purchases for the pool if one is not available. Traditionally the Head Guard is scheduled to work 35 to 40 hours a week and should not be scheduled to work at the same as the Pool Manager on a regular basis.

Guards - Any other members of the guarding staff share the responsibility of keeping to pool running smoothly. Daily job requirements such as watching bathers, testing the water's chemistry etc are shared by all the Guards as well as the Pool Manager and Head Guard. Lists of these duties for opening and closing the pool each day are available at the pool or from the Business Manager.

Scheduling

The schedule is made by the Pool Manager and should be posted three (3) to four (4) days ahead of the first day of the schedule. The other Guards should notify the Pool Manager at least one (1) week ahead of time for any work requests. Typically two (2) guards are scheduled to be at the pool at all times that it is open during regular business hours, exceptions are holidays, parties and opening duties each morning.

Work - As stated before, the Pool Manager usually works from 30 to 35 hours a week, the Head Guard 35 to 40 and other Guards anywhere from 20 to 40. Seniority and experience are important when making the schedule. To insure the safety to the patrons of Hidden Harbor two new Guards should not be scheduled to work together alone if at all possible. Also the Pool Manager and Head Guard should not be scheduled together if it can be avoided. When the Spring begins or as Summer ends and Guards may be unavailable to work due to schooling, modification of this plan may be necessary.

Depending on the hours of the pool, one (1) guard should be scheduled to come in one (1) hour or thirty (30) minutes early before the opening of the pool (referred to as the 'opener') to prepare for the day and do the opening duties such as putting out the rescue equipment and opening the umbrellas etc. At the end of the day, all closing duties (i.e. taking out trash, putting away rescue equipment) should be done by both guards and neither should leave until all duties are done.

If a problem should arise from an already posted schedule, substitutions may be made. The Pool Manager should approve substitutions, especially if a higher-ranking Guard wishes to change with a lower ranking Guard. If no usual Guards are available to work then other Guards (i.e. those not on the Hidden Harbor payroll) maybe used but only with the approval of the Pool Manager and board member. Scheduling and payment in a situation like this should be done on a case-by-case basis.

Parties

After-hours and before-hours parties may be scheduled and should be accounted for each week. Ideally each Guard should be able to work some parties and the Pool Manager should make the schedule so that no one is continually left out of this opportunity. If the host of the party has requested a particular Guard then every effort to let that Guard work the party should be made.

During-hours parties maybe bring an influx of swimmers to the pool and if the possible number will exceed that recommended number for bathers in the pool including non-party swimmers at the pool additional guards must be scheduled to work during the party to insure the safety of the swimmers, (see Events - Holidays)

Swim team swim meets and parties must also be noted in the schedule and accounted for as these events bring many more swimmers to the pool than usual (see Other - Swim Team).

Events

Minor rule infractions by patrons - Minor rule infractions can be a daily occurrence at the pool and it is up to the individual Guard to decide what is to be done about it. Punishment options from a verbal warning to time out to physical labor such as checking trash cans may be used. The Guard must however be aware of the appropriateness of the punishment and not overstep his/her bounds. Repeat offenders may be sent home or given stronger punishments.

Major rule infractions by patrons - Major rule infractions by patrons are few and far between but have occurred. Banning an individual from the pool for more than the rest of the day, such as a week, month or even the rest of the Summer has been done but the board member in charge of the pool and the Pool Manager should be consulted and the parents of any offending child should be notified.

Rescues or major accidents at the pool - Rescues are an unpleasant part of the job of lifeguarding but that is why we are there. Anything traumatic, from a rescue in the water to CPR to major first aid, should be written down and recorded as well as made known to the board member and the Pool Manager.

Blood or other such bodily fluids on the pool deck should be cleaned up immediately and first aid rendered as well. Guidelines for bodily fluids should be followed by the Guard (i.e. use of gloves, use of bleach to clean up the spill etc.).

Contamination of the pool water - Contamination of the pool water has been known to occur from time to time. Should this happen, the water should be cleared immediately. The board member in charge of the pool and the Pool Manager should be notified and the Water Care manager should be consulted as to how long to close the pool and any clean up procedures.

A minimum of six (6) hours is needed to circulate the volume of water in the pool through the filters and should at least be the minimum amount of time to close the pool. If closing the pool will affect the next day's work schedule, other Guards should be notified.

Equipment failure - Electrical problems have been the bane of the Hidden Harbor pool, particularly the fuses to the pumps. Since this is a pool where water is easily found, any electrical problem poses more of a threat. Caution should be exercised at all times if something electrical goes wrong. Changing the fuses to the pumps is not difficult but must be undertaken cautiously if any Guard attempts it.

Plumbing problems - Plumbing problems may also occur and the board member over the pool, Pool Manager and Water Care manager should be consulted as to what to do.

If the pumps are inoperable for more than one (1) hour then the pool must be closed until such time that the problem is corrected plus six (6) hours to allow the water to circulate.

Rain and Thunderstorms - Rules for rain and storms cannot be set in stone and must be looked upon as only guidelines. Traditionally, if the rain is light enough that the Guard can see the bottom of the deep end clearly and that water's surface is not so disturbed as to interfere, then swimmers may remain in the water. If the strength of the rain increases to a point where the Guard cannot see the bottom or feels uncomfortable then they may clear the pool.

Claps of thunder and gathering dark clouds may cause concern for the Guard. If the thunder is loud and near by then clearing the pool for ten (10) to fifteen (15) minutes is recommended. On any

sequential thunder clap the count is started over.

Lightning is handled the same way as thunder except the duration is increased to 15 to 20 minutes. If either Guard clears the pool, the senior Guard makes the decision when to allow swimmers back in the water or when to close the pool. If the pool is closed, both Guards may leave but should return immediately upon the weather improving and open the pool.

If the pool is not closed and the water cleared, all patrons and Guards should remain under cover of the pavilion and not be allowed to roam the pool deck.

Holidays - Special days such as the opening of the pool, the Fourth of July and Labor Day may bring many more people to the pool as well as special circumstances. Circumstance may include entrance fees and food provided by patrons or by the neighborhood. The Pool Manager should be cognizant of such circumstances and make the schedule accordingly.

Opening and Closing of the pool;

Opening - During the Spring, the Pool Manager should work with the Water Care manager to prepare the pool to open. Ideally the Pool Manager would be able to be there if any odd unforeseen circumstances occurred that might prevent the pool from opening. The Head Guard and other Guards might also be involved if the job is unmanageable by the Pool Manager alone.

Approximately one (1) week before the pool is to open, all furniture and equipment should be taken out of storage and washed and cleaned for use that Summer. The pool water should be ready by this time and any other general maintenance and cleaning should be done at this time, including but not limited to cleaning the bathrooms.

cleaning the pump room, pressure washing areas of the deck that may need it, cleaning the grills and filling the propane tanks, stocking the Pepsi machine etc...

The removal of the pool cover is always a large task that must include the Water Care manager and should be carried out as soon as possible.

Closing - As the Summer ends, preparations will be made to close the pool for the Fall. As some of the Guards may be beginning to start school, scheduling may become difficult and the pool may be open shorter hours than normal.

Closing duties for the Fall include storing all the pool furniture and equipment in the bathrooms and under the pavilion and any general cleaning that may be necessary to close the pool.

Treatment of the water and putting the cover on the pool is traditional done by the Water Care manager.

Maintenance

Any routine maintenance at the pool should be done by the Guards, e.g. fixing broken ladder steps or umbrellas and so on. Equipment failure in the pump room should be referred to the Water Care manager or other board members as to how to proceed.

Upkeep of the pool deck and water is the duty of all the Guards. Maintaining proper water chemistry should be a daily thought for all of them as well as picking up trash on the pool deck. Pressure washing the deck may be needed from time to time if it becomes dirty (especially under the pavilion) or mildewed. The use of bleach on mildewed or high traffic areas is recommended but precautions must be taken that bare footed patrons do not walk into these areas.

The operability of all guarding equipment (rescue tubes, back board and first aid kit) should be maintained at all times and replaced or restocked as needed.

Other

Trash - Trash cans should be checked at least once a day and any full can should be emptied into the larger cans outside. On the evening before the trash is to be picked up, all trash cans should be checked and be emptied. The large cans in the 'trash hut' should be moved out into the parking lot for the truck to come empty in the morning. The 'opener' in the morning should put the cans back in the 'hut' if they are empty or as soon as they are.

Bathrooms - Bathrooms should also be checked each day, more than once. Any needed utilities should be replaced immediately such as light bulbs or toilet paper. Toilets and floors should be cleaned at least every night if not during the day as well.

Swim Lessons - Swim lessons are to be held at the discretion of the board member in charge of the pool, the board and the Pool Manager, whether it be by an employee of Hidden Harbor or otherwise.

Swim Team - The swim team has long been a part of the Hidden Harbor pool and continues to be. The coach or team board members should inform the Pool Manager of all meets that occur at Hidden Harbor as well as any events such as a Final Meet Party or Mini-meet that may affect the scheduling concerns for that week. Conflicts between Guards on swim team should be reminded that Guarding is their job and simply because they are at the pool does not mean they should be taken away from their duties.

Original by Thomas David Owen, 3/1/2002

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