



2016 Pool Staff Manual



“Do what you do so well that they will want to see it again and bring their friends.”

-Walt Disney



**Green Bay Parks, Recreation
and Forestry Department**

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SUMMER 2016

WELCOME!



The Green Bay Parks, Recreation & Forestry Department is committed to enriching the quality of life for its citizens through well-maintained and organized programs and facilities. ***It is our #1 goal to create a safe, clean, and fun swimming environment for our patrons.***

The pools offer our community affordable, family-focused recreation to thousands of people each year. They are among some of the most visible operations in the department.

Our staff is an important part of this operation. We feel that people like visiting the pools because they like the friendly, courteous, and well-trained staff.

This manual is provided to educate and inform you of policies, rules, and regulations governing the City of Green Bay pool operations. Also included is necessary information pertaining to your job responsibilities. It is a mandatory requirement for every employee to read this manual.

If you have any questions or concerns, please feel free to contact me.

Ann Moeller
Recreation Supervisor

COMPENSATION & BENEFITS

Required Employee Records

1. Completed and signed job application.
2. W-4 form.
3. I-9 Employment Eligibility Verification form including providing documents meeting listed requirements.
4. FICA Alternative Program Form.
5. Direct Deposit Authorization Form.
6. Completed work permit if required (under 18 years of age).

SITES TO OBTAIN WORK PERMITS:

City of Green Bay Parks, Recreation, & Forestry Office, 448-3365, 8 a.m. – 4:30 p.m., Monday – Friday, 100 N. Jefferson St., Rm. 510, Green Bay

Brown County Clerk's Office, 448-4016, 8:00 a.m. – 4:00 p.m., Monday – Friday, 305 E. Walnut St., Room 120, Green Bay

East High School – Student Services, 448-2090, 7:15 a.m. – 3:15 p.m., Monday – Friday any school day, 1415 E. Walnut St., Green Bay

Southwest High School – Career Center, 492-2650, 7:15 a.m. – 3:00 p.m., Monday – Friday any school day, 1331 Packerland Dr., Green Bay

West High School – Career Center, 492-2600, 7:15 – 11:30 a.m. and 12:30 – 3:15 p.m., Monday – Friday any school day, 966 Shawano Ave., Green Bay

Bay Port High School, 662-7000, 8:00 a.m. – 2:00 p.m., Monday – Friday, 2710 Lineville Road, Howard (for Howard-Suamico School District residents only)

The following information must be furnished:

- A. Proof of age (birth record, baptismal certificate)
 - B. Social Security card
 - C. Letter from employer stating intention to employ minor
 - D. Letter of consent from parent or guardian. Employer's letter may be co-signed by parent or guardian.
 - E. Fee of \$10 paid.
7. Any changes in name, address and/or phone number, must be given to supervisor or manager as soon as change is made.

COMPENSATION & BENEFITS

PAYROLL

DIRECT DEPOSIT

All City employees are subject to mandatory direct deposit of their entire paycheck. You may

have turned in direct deposit information in the past. If you have not been paid from the City of Green Bay in the past 60 days, your direct deposit information is deleted from the payroll software. You will need to turn in direct deposit information before we can schedule you to work. Forms are available through your supervisor or the Payroll Department. Forms are also available on the City's website under Quick Links/Forms/Employment/Direct Deposit Authorization Form. If you are depositing into a checking account, a voided check must accompany your direct deposit form.

PAYROLL CALENDAR

Your first paycheck is delayed by two weeks.

Pay dates: See payroll calendar in appendix.

W-2 MAILINGS

W-2s (tax information) will be mailed to your home address no later than January 31.

HOURS OF WORK

Work schedules will vary by division and position. Refer to your division's section for more specific information.

OVERTIME EXEMPTION

The Fair Labor Standard Act provides overtime exemption for amusement and recreational employees. Exemption applies for any adult employee who is employed by an establishment, which is an amusement or recreational establishment, organized camp, or religious or non-profit educational conference center, if it does not operate for more than seven months in any calendar year. Adult employees are defined as anyone who is 18 years old or a high school graduate.

COMPENSATION & BENEFITS

CHILD LABOR LAWS - EFFECTIVE 6/97 (FAIR LABOR STANDARD ACT)

16 & 17 year olds	No hour restrictions	
14 & 15 year olds	School days	3 hours
	School week	18 hours
	Non-school day	8 hours
	Non-school week	40 hours
	Time of day	7 a.m. - 7 p.m. (Labor Day to May 31)
	Time of day	7 a.m. - 9 p.m. (June 1 to Labor Day)

CLASSIFICATION PLAN

The City of Green Bay Parks, Recreation, & Forestry Department and the Department of Public Works have a payroll classification plan which is reviewed annually. All seasonal positions are classified by A, B, C, D, E, F, or G. Within each classification, there is a step plan, 1-4 with step 1 being the lowest. For each progressive year of employment, the employee moves up one step in the pay plan.

FICA ALTERNATIVE RETIREMENT PLAN

Employee Benefits:

- As an employee, you will contribute 7.5% pre-tax dollars into the group annuity underwritten by the Life Insurance Company of the Southwest (rated "A" Excellent by A.M. Best) versus a 6.2% after-tax dollar contribution to FICA (the 1.45% contribution to Medicare will not change).
- Each employee is 100% vested in their own pre-tax account and earns a market rate of return.
- Once per calendar year, you will receive a statement indicating all deposits and interest earned.
- When you terminate or separate from employment, the account balance will be available for distribution.
- There are two options for distribution:
 - (1) Direct payment to participant or beneficiary
 - (2) Direct rollover to IRA account or other qualified plan. Distributions are subject to mandatory federal and state income tax withholding if applicable.

If you have specific questions regarding program features, please contact Jim Hintz or Bruce Nelson of Precision Retirement Group (PRG) at 1-800-238-9101 or access their website at www.prginfo.com. You may also contact the plan administrator, Pelion Benefits, Inc. at 1-888-532-7526. If you have general questions, please call the Human Resources office at 448-3147.

WISCONSIN RETIREMENT SYSTEM

Permanent employees working in excess of twelve hundred (1,200) hours per year qualify for participation in the Wisconsin Retirement System. Seasonal employees will not be scheduled for more than 1,200 hours in a calendar year.

COMPENSATION & BENEFITS

EMPLOYEE BENEFITS

As a part-time employee, you are not eligible for benefits. You do not accumulate vacation time or sick leave. **DAYS OFF WITHOUT PAY ARE LIMITED AND MUST BE APPROVED BY YOUR IMMEDIATE SUPERVISOR.**

EMPLOYMENT STATUS

Employment with the City of Green Bay is an “at will” relationship, which means that either party can terminate the employment relationship at any time. Policies and procedures outlining terms and conditions of employment are merely guidelines which are subject to change at the sole option of the City of Green Bay and do not constitute and should not be relied upon by employees as contracts of employment.

EMPLOYEE GUIDELINES

UNIFORM POLICY

Purpose

To ensure all employees create a clean, crisp, professional, personal appearance to each other and our customers by maintaining uniformity, consistency, and professionalism in our dress and grooming standards. These are considered minimum standards but are not all-inclusive. Additional standards may be designed based on departmental needs. Please refer to your division guidelines for specific requirements.

General Rules of Wear

1. Uniforms will be selected and distributed by management staff of the Department who has the responsibility for ensuring that proper grooming and dress standards are adhered to and has the authority to determine what is appropriate.
2. Uniforms are to be purchased at the Green Bay Parks, Recreation & Forestry Office or through your immediate supervisor. Employees will receive 1 free staff shirt when they purchase their first staff shirt (first 2 shirts only = total of 1 free shirt). Staff sweatshirts are excluded. Money received from purchase of staff shirts is credited to clothing line item in each respected budget (WLS, Bay Beach, Pools and Recreation). Pool employees will purchase swimsuits. Check with your supervisor for swimsuit guidelines.
 - Staff uniforms should not be worn in public during non-working hours to avoid confusion to the public on whether or not you are on duty. At no time should staff uniforms be worn in taverns or at other non-working activities.
 - Uniforms are not to be altered in any way (slashing, cropping, dying, rolling up the sleeves, etc.).
3. Shorts and pants need to be in good public taste. Faded or ragged cutoffs, chopped shorts, or pants with holes are not acceptable. Please refer to the rule of wear requirements for your specific division.
4. Hats are permitted as long as they are clean, brim forward, and in good public taste. No hats are permitted that display alcohol, cigarettes, distasteful language or symbols, drugs, or any profane comments as determined by management staff. Please refer to rules of wear for your specific division.
5. On cold days staff is permitted to wear a staff sweatshirt or a jacket in good public taste.
6. Garments worn under staff uniforms should not be visible. Staff needs to maintain a professional appearance at all times as determined by Administrative staff.
7. Any department staff wearing a staff shirt at Bay Beach Amusement Park must have it tucked in to comply with facility rules.
8. Uniform colors must match that of the current stock. If uniforms are faded, ripped, altered, or discolored, you will be required to purchase new uniforms.
9. Two earrings per ear are acceptable. More than two per ear is not acceptable. Earrings should be conservative in style and color to complement employee's appearance. Oversized earrings are not acceptable.

EMPLOYEE GUIDELINES

10. Body/nose and other visible piercings other than earrings may not be worn by any employee while working.
11. Jewelry and accessories should be moderate and businesslike and not interfere with work.
12. Hair must be clean and neatly trimmed and be styled in a natural manner. Hair color must be a natural shade.
13. Excessive or offensive tattoos must be covered while working.
14. Employees failing to report to work in the proper uniform may be subject to disciplinary action. Employees may be sent home without pay to get their uniforms.
15. Rings, other than plain bands, are not allowed in food prep and service areas (health department regulations).
16. Acrylic/fake fingernails are not allowed in food preparation and service areas (health department regulations).

EMPLOYEE GUIDELINES

SICK LEAVE/TIME OFF

- 1) Requests for time off will be made through your Supervisor or the Recreation Supervisor.
- 2) Scheduled time off requests should be given in writing at least two weeks in advance to the day of leave and must be approved.
- 3) Excused absences include illness and funeral leave; however supervisors must be notified. All other business will need approval through your Supervisor.
- 4) Staff members are responsible for notifying management of their absence themselves. Notification via another staff member is not acceptable.
- 5) Refer to your division's section regarding specifics for calling in sick.

DRUG AND ALCOHOL POLICY

It is the policy of the City of Green Bay to maintain a drug-free workplace for all of its employees. Drug use both on and off the job can have a significant impact on an employee's job performance and can threaten an employee's own personal well-being and safety, as well as the safety of other City employees.

Employees are expected to report to work free from any substances that could inhibit their ability to perform their duties. The unlawful use, possession, distribution, dispensing, or manufacture of an illegal drug while on duty, on or off City property, is absolutely prohibited.

Failure to comply with this policy will lead to disciplinary action up to and including discharge.

Prescription and Over the Counter Drugs

City employees are to notify their supervisor when taking any medications, which may interfere with the safe and effective performance of their duties or operation of City equipment.

CONFLICT OF INTEREST

Employees shall not use their position or City facilities for personal financial gain during their scheduled work shift or on their own personal time.

SEXUAL HARASSMENT

What is sexual harassment?

Law defines as sexual harassment:

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

- Submission to such conduct by an individual is made explicitly or implicitly a term or condition of employment;
- Submission to or rejection of such conduct by an individual is used as the basis for an employment decision; or such conduct has the purpose or effect to interfere with an individual's work performance, or creates a hostile, intimidating, or offensive working environment."

EMPLOYEE GUIDELINES

What is the City of Green Bay's position on sexual harassment?

The City of Green Bay does not tolerate sexual harassment in any form within the workplace.

- 1) Sexual harassment is impermissible and unprofessional conduct, which impairs the ability of a City employee to perform his/her job. Such conduct will be subject to disciplinary action in accordance with applicable due process requirements up to and including discharge. The following are examples which constitute sexual harassment in the workplace (it is not an all-inclusive list):
 - a) Any attempt to engage a non-consenting person in sexual activities or physical contact of sexual nature; or any unsolicited physical contact of a sexual nature; or
 - b) Unsolicited and/or repeated sexually derogatory epithets, sexually derogatory statements or gestures concerning an individual's body, or sexual derogatory statements or gestures concerning the anatomical parts specific to one's gender; or
 - c) Jokes, pictures, or comments of a sexual nature, sexual remarks, or other sexual conduct that interferes with job performance or creates a hostile, intimidating or offensive environment; or
 - d) Use of voicemail, email, the internet or other such sources as a means to express or obtain sexual material, comments, etc; or
 - e) Any unwanted, unwelcome or unsolicited sexual conduct imposed on a person who regards it as offensive or undesirable; or
 - f) Any attempt to penalize or punish a person for either rejecting or objecting to the actions described above.

- 2) Any acts committed by employees or agents acting on behalf of the City which may constitute sexual harassment should be reported to one of the following:
 - a) Your Supervisor;
 - b) Superintendent of Recreation, Superintendent of Parks, City Forester, Special Facilities Manager, WLS Director;
 - c) Director of Parks, Recreation and Forestry; or
 - d) City Human Resource Analyst or management member

WHAT YOU NEED TO KNOW...

How to prevent harassment:

- Conduct yourself in a business-like manner.
- Dress appropriately for the job.
- Be familiar with your right to work in an environment free from sexual discrimination.
- Be prepared to assert these rights.
- Become acquainted with the City's procedures for reporting sexual harassment.

What to do if you are sexually harassed:

- Be direct and candid with the person right away. Let the person know you find the conduct unwelcome and offensive.
- When reporting the harassment, be prepared to give the specific facts surrounding the incident. Give the who, what, when, where, and how.

EMPLOYEE GUIDELINES

PERSONAL CONDUCT

The nature of our work places us in the public eye daily. Reputation and image of the Parks, Recreation, and Forestry Department depends on the quality of work we accomplish and our actions in public.

You are expected to carry out your duties courteously and efficiently, always being aware that what you say and do in public reflects on yourself and the Department.

In addition, the following behavior may subject you to immediate dismissal:

- Threatening, attempting to do, or doing bodily harm to another person.
- Intimidating, interfering with, or using abusive language toward others.
- Making false or malicious statements concerning the department or others.

This policy also applies to other forms of harassment, which will be thoroughly investigated and handled accordingly.

INCLEMENT WEATHER

- 1) When storm conditions develop, all staff should be alert for thunder and/or lightning. Staff should take proper precautions with patrons by instructing them to return to their home or enter a building. Direct patrons to a safe area until severe weather has passed (20 minutes from last thunder and/or lightning).
- 2) In most cases, our facilities will not be closed due to inclement weather. Employees will assist in updating inventories, cleaning, and general maintenance routines.
- 3) During severe weather conditions, staff should listen to their radio for instructions and/or communications.
- 4) In case of inclement weather, you may be sent home early.

****Park Shop & Forestry employees:** If it is raining hard at 6:30 a.m., you can call the Park Shop at 448-3389 or 448-3390 to see if you should report for work.

****All other employees shall report for assigned shift unless notified by supervisors or managers.**

BREAKS

All employees are allowed breaks during their shifts - a supervisor will assign all break periods. Refer to your division section regarding specific guidelines.

EMPLOYEE THEFT

Taking **ANYTHING** (food and drink, clothing, tickets, money) that you haven't paid for or that doesn't belong to you or helping someone to do this is stealing. Any employee caught stealing will be terminated immediately and may be prosecuted by the City Attorney's Office as well. Stealing is illegal and violates the trust and confidence that is placed in you as an employee of the City of Green Bay. If you are aware of any violations, please report them to your supervisor immediately.

EMPLOYEE GUIDELINES

CASH HANDLING ACCOUNTABILITY

All employees responsible for cash handling (from the concessionaire selling tickets and candy to the supervisor responsible for the daily bank deposit) will be held accountable for all funds collected. Discipline up to and including dismissal and prosecution may result from dishonesty and/or theft.

TRAINING

Each division will conduct training for its specific employees. One resource for this training is this Employee Manual. Employees are responsible for reading their manual, signing and completing the form inside indicating they have done so, then returning that form to their supervisor.

STAFF LIABILITY

Know your job responsibilities. Don't overstep authority levels. If you deviate from the written policies and procedures, be prepared to accept the consequences of that action.

ADA

The Green Bay City pools, parks, and facilities are in compliance with the Americans with Disabilities Act. Please make every effort to accommodate individuals with special needs in the use of our facilities. Safety is our utmost concern. Should you have any questions, concerns, or situations you are unsure of, please contact your supervisor. Also, refer to your division's section for any specific ADA guidelines.

GENERAL GUIDELINES

Absences or tardiness from work or staff meetings without permission from your immediate supervisor will result in disciplinary action up to and including dismissal.

Do not allow friends to distract you at work. They are not to visit, text, or call you during work hours.

Know your duties at all times. Keep informed of your work schedule. Employees are expected to attend all scheduled staff meetings.

The use of tobacco products is not allowed while you are on duty.

Drinking of alcoholic beverages and/or use or possession of illegal drugs on the premises is not allowed. Disregard for this rule may lead to immediate dismissal.

Always present a favorable public image.

Do not congregate during slack periods. These periods of time will be utilized for maintenance and clean-up tasks or other duties as assigned.

EMPLOYEE GUIDELINES

Radio – phone usage is meant for emergency use and staff communication only and not for personal conversation. If applicable, carry a radio/phone with you when you are performing security duties.

Staff will not hold patron personal belongings or valuables under any circumstances. Doing so could make the individual personally responsible for any alleged losses.

Personal belongings such as eyeglasses, watches, clothes, etc., if damaged, are termed occupational hazards. The City is not liable for damages and will not reimburse the employee.

LANGUAGE BARRIERS

There may be occasions when patrons do not speak English and require assistance in order to participate in or register for a program. Staff is requested to make every effort to accommodate these individuals. If no one is available on site, please contact your supervisor.

DIVERSE POPULATIONS

The City of Green Bay's population is continually becoming more diversified. As a Parks, Recreation, and Forestry Department employee, it is your responsibility to be accommodating and sensitive to all populations. The department will not tolerate use of racial slurs, favoritism, or bigotry based on race, creed, or color. Should any employee have questions, concerns, or situations in working with barriers between populations, you should contact your supervisor immediately.

EVALUATIONS

Performance evaluations will be conducted for most summer seasonal employees and ski hill employees. Evaluations will be reviewed with the employee near the end of the season or prior to the employee's last day. These evaluations are to aid in communication between the staff and supervisors and will determine return status for employment. Both the employee and supervisor will sign this form. Evaluations will also become a part of the part-time employee's permanent record. See sample form in appendix.

EMPLOYEE GUIDELINES

SOCIAL MEDIA/NETWORKING WEBSITES

Be cautious when using Social Media/Networking Websites (i.e. Facebook, MySpace, etc.). You represent the City of Green Bay. Do not denigrate the City, our facilities, or your own character.

It is generally recommended that employees use social media/networking sites responsibly. Misuse of social media and/or networking sites can be grounds for discipline up to and including termination. Social media/networking sites may include but are not limited to: MySpace, Facebook, Twitter, personal blogs, LinkedIn, etc.

Misuse of social media/networking sites may include but is not limited to the following:

- Taking and posting pictures of participants on social media sites without parent and supervisor permission.
- Any disclosure of private confidential information of the City, department, and/or its programs/services.
- Posting or use of City logos, staff uniforms, etc.
- Posting of false or disparaging information about the City, employer(s), fellow employees, program participants, etc.
- Information that is openly viewable to the public that represents or reflects poorly upon the City, department, or its programs/services.

For further details, see City of Green Bay Policies and Procedures Manual.

SAFETY & SECURITY

EMPLOYEES

Each City employee is responsible for performing their job with every possible regard for their own safety and the safety of others. All employees shall be expected to abide by all federal, state, and City safety standards that apply to the performance of their job. This shall include but not be limited to: reading and following City safety rules, wearing required personnel protective equipment, immediately reporting all accidents and injuries and watching out for and reporting all unsafe conditions they observe.

BLOODBORNE PATHOGENS

As an employee, you may be presented with situations that require you to deal with Bloodborne Pathogens (blood and other body fluids). For your protection and safety, it is **MANDATORY** that you adhere to the following information and procedures.

When dealing with an “at risk” situation:

- Wear latex gloves. If you are allergic to latex, please ask for non-latex gloves.
- After removing gloves, wash hands thoroughly, including any other skin surfaces or clothing that unexpectedly came in contact with bodily fluids. Changes in clothing should occur as soon as possible.
- Should you in any circumstance have a blood-to-blood contact (ex. a drop of blood from an injured participant drops on an open wound of yours), you are to notify your supervisor **immediately**.
- Cleanup of an area where an “At Risk” situation occurred should involve disinfecting of that area and disposal of contaminated materials into the biohazard disposal container. Any sharps must be disposed of in sharps container, not just contaminated items. These containers are found in all work areas. Notify your supervisor immediately when the biohazard or sharps container is in need of being emptied, or in what area disinfecting needs to take place.
- Annual training is mandatory for most divisions.

POST-EXPOSURE EVALUATION AND FOLLOW-UP PROCEDURE AFTER EXPOSURE TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS

- Any employee exposed to blood or other potentially infectious materials will report the incident to their supervisor immediately or as soon as possible. **Prompt reporting is essential because in some cases post-exposure treatment may be recommended, and it should be started as soon as possible.**
- Administer First Aid immediately or as soon as possible, post exposure.
 - If exposure is on non-intact skin, wash the area thoroughly with soap and water.
 - If the exposure is a splash to the eyes or mouth, flush with copious amounts of water.
- If the exposure occurs between the hours of 7:00 a.m.-3:00 p.m., Monday-Friday, contact the City Occupational Nurse at 448-3127, and she will determine if it is a Significant Exposure and initiate the proper medical evaluation.
- During “off” hours, proceed to the nearest ER. They will determine if it is a Significant Exposure and initiate the Significant Exposure protocols.
- **If possible, document who the source person is and how to contact them. Depending on the risk of the exposure, they may be contacted to have the necessary labs drawn. If possible, this person should be directed to the same ER you have chosen for your initial follow-up.**

SAFETY & SECURITY

- Contact the City Occupational Nurse at 448-3127 to inform her of the exposure by leaving a message on her confidential voicemail. This will ensure timely post-exposure follow-up labs and counseling if needed.
- You must complete an Occupational Injury Form along with an Occupational Exposure form.
- **All follow-up is confidential including lab results and counseling that is needed. This will be kept in the City Occupational Nurse Medical files.**

OCCUPATIONAL EXPOSURE EVALUATION AND FOLLOW-UP PROCEDURE

- Any employee having a Chemical Exposure via skin/eye contact or inhalation must seek First Aid immediately.
 1. Skin/eye contact
 - a. Wash exposed area immediately with copious amounts of water for at least 10 minutes.
 - b. Flush eyes using eye wash solution or eye wash station for 15 minutes.
 - c. Refer to MSDS sheet for further medical treatment.
 - d. Seek medical treatment immediately for continued pain, skin blistering, eye irritation or visual problems.
 2. Inhalation exposure
 - a. Leave the area immediately.
 - b. Refer to MSDS sheet for further medical treatment.
 - c. Seek medical attention immediately if any respiratory symptoms develop.
- Report incident to Supervisor.
- Complete Report of Occupational Injury Form AND the Report of Occupational Exposure Form.

EMPLOYEE INJURY

- 1) **Immediately report all injuries to your supervisor.** All City employees are covered by the City's insurance while on duty. For any emergencies requiring immediate treatment, call 911. Emergency room staff must be informed this is a Workman's Compensation case. For any non-emergency injuries, the injured person will be referred to Prevea Health Services. Your supervisor will call ahead and inform the receptionist that you are a City employee and the type of injury that occurred. It is the responsibility of your supervisor to fill out the employee injury report within a 24-hour period. This report is not the same as an incident report for patron injuries.
- 2) Employee responsibilities include:
 - a) Employee must call 448-3125 or stop in at the Risk Management Department, Room 500, City Hall, as soon as possible after treatment.
 - b) Submit any bills you may receive to Risk Management.

PATRON INJURY REPORT

Incident Reports

- 1) An incident report must be completed any time you give first aid or a serious situation has presented itself. No matter how serious or slight the incident may seem, we need to have a record of it for insurance purposes.
- 2) Staff must refrain from stating personal comments, opinions, or judgments when completing the reports.

SAFETY & SECURITY

EMERGENCY PROCEDURES

- 1) Life threatening or serious situations, employees should:
 - a) Call Green Bay Police Department immediately on the radio. (Use Channel 2 if your radio has it.)
 1. Your first statement on the radio should be **your location, calling Green Bay Police.**
 2. After you get a response, state your name and which park or facility you are at again and be able to give them an address.
 3. State the situation and any type of injuries involved.
 4. Follow all directions given by the police dispatcher.
 5. Keep the radio with you until the situation is resolved.
 - b) Notify parents if an injured participant is less than 18 years of age.
 - c) Fill out incident report thoroughly.
 - d) Call your immediate Supervisor.

***In a serious situation, it will be very important for you to keep calm and think rationally.** You may be dealing with some very nervous and frantic people.
- 2) Non-life threatening situations:
 - a) Analyze the situation.
 1. You should use your best judgment in determining a life threatening injury versus a non-life threatening injury. If in doubt, err on the safe side.
 - b) If incident is a serious yet not a life threatening situation, do not call the Green Bay Police without first attempting to get a parent's okay, if the parents are on site. Parents may prefer to transport a child to the hospital themselves. If parents are not on site, contact a supervisor immediately for instructions.
 - c) Fill out incident report.
- 3) **DO NOT** transport an injured participant to a hospital yourself. An emergency vehicle, parent, spouse, or other relative should do this.
- 4) The City of Green Bay does **not** provide accident or hospital insurance for people participating in Department-sponsored activities. *Please do not tell a participant that the Parks, Recreation, and Forestry Department will pay the bill for their injury or emergency transport.* Never imply fault in an incident.
- 5) Please refer all questions to the Risk Management or City Attorney's Office.
- 6) Do not discuss the incident to media, parents, kids, park patrons, or attorneys. Refer these individuals to your Supervisor.

RIGHT TO KNOW

Wisconsin's Right to Know Law requires all employers to inform workers about toxic substances, infectious agents, and pesticides in the workplace. Specific chemical questions should be directed to the Parks Superintendent.

KEYS

Your department keys should be kept with you at all times. **NEVER** give or loan your keys to a child, park patron, or any other individual for any reason.

SAFETY & SECURITY

SAFETY AND HEALTH REGULATIONS

- 1) Are there safety and health regulations that cover the public entity employees?
 - ❖ The Wisconsin Department of Commerce oversees Safety and Health Regulations pertaining to public employees.
 - ❖ Chapter Comm 32 spells out the Safety and Health Regulations.
 - ❖ To find out more about the Department of Commerce, visit their website at:

<http://commerce.wi.gov/SB/SB-HomePage.html>

- 2) Are public entity employees covered by the Federal Occupational Safety and Health Administration's (OSHA) regulations?
 - ❖ In Wisconsin public entities/employers are not covered by OSHA, nor are they subject to inspection by OSHA.

 - ❖ The Department of Commerce has adopted the July 1, 2003 version of OSHA's regulations and enforces these for public sector employees.

Where else can I get help?

- 1) Employees are always encouraged to seek the assistance of their direct supervisor first, but in the event that you need additional help concerning Occupational Safety and Health issues, you can contact:

City of Green Bay-Risk Management Department

- ❖ Coleen Hinz, Safety Manager, 448-3091
- ❖ Jan Johnson, City Nurse, 448-3127

City of Green Bay Safety Manual

The Safety & Security section of the employee manual is designed to provide you with guidelines to make you safer and more effective in your position. A more in-depth City of Green Bay Safety Manual is available. Please contact your supervisor or the Parks, Recreation, & Forestry Department Executive Secretary to obtain a copy.

SAFETY & SECURITY

CITY OF GREEN BAY MOTOR VEHICLE POLICY

All City of Green Bay employees who drive City-owned vehicles should familiarize themselves with the following rules governing the use of City motor vehicles.

1. All employees who use City vehicles must have a current and valid driver's license and an acceptable driving record as determined by the Parks, Recreation, & Forestry Department. It is the employee's responsibility to notify your Supervisor if the employee's driving record and/or license validity has changed. Failure to notify your Supervisor could result in disciplinary action up to and/or including termination from City employment.
2. Only City of Green Bay employees may drive motor vehicles owned by the City of Green Bay.
3. No passengers other than on-duty City of Green Bay employees, interns, and volunteers with completed application may ride in or on any motor vehicle unless the person(s) are authorized to do so by the Department Head to which the vehicle is assigned.
4. All employees who drive City of Green Bay motor vehicles shall do so in a safe and courteous manner as suggested by the approved City of Green Bay Safety Manual.
5. Since City vehicles are easily recognized by citizens and therefore become, with the drivers, a public relations factor, personal use of City vehicles is prohibited.
6. Any change of status regarding an employee's motor vehicle operator's license, permanent suspension, revocation, or restriction code must be reported to an employee's Department Head immediately.
7. Prior to driving any City of Green Bay motor vehicle and every 6 months thereafter, employees shall show their immediate Supervisor their operator's license. The Supervisor shall maintain a written record of each employee's operator license number.
8. Use of City vehicles for travel outside the City limits - it's important to give advance notice of **one week** whenever possible to the Director.
9. **Any accident** involving a City vehicle requires that police come and complete a report (including when out of the City). All accidents must be reported to the Director of Parks, Recreation, & Forestry. See City-owned "Vehicular Accident" form.
10. Check with your Supervisor to see if the truck you may be asked to use requires a commercial driver's license (CDL). Only employees with a valid CDL will be allowed to drive such vehicles.
11. DRIVER will maintain a custom to preserve the inside/outside vehicle appearance after each day's use – sweep and bag loose dirt and garbage from cab.
12. Free windows and mirrors of dirt for clear visibility.
13. Keep loose objects secured to vehicle bed.
14. Driver must turn off engine and keep key in switch at the end of the workday (Park Shop).

VEHICLE MAINTENANCE SCHEDULES

Vehicles will be checked once per week by a Park Maintenance Specialist to ensure no problems are developing: oil, water level, gas, tires, battery level, and overall general condition.

GENERAL RULES OF VEHICLE USE

CITY OF GREEN BAY – SEATBELT LAW POLICY

For all employees driving City vehicles

1. If vehicle has belts installed, you are to wear them.
2. If you are stopped by police and not wearing them and fined – you pay the fine.
3. City vehicles without belts or vehicles with belts on front seat only will not be fitted with restraints as this has been "grandfathered" in.

SAFETY & SECURITY

SUSPICIOUS PACKAGES/BOMB THREATS

Be alert for suspicious packages at your location – something that is out of place. Don't move or open it. Instead, call your Supervisor.

TAKE ALL THREATS SERIOUSLY!

Always call the police for bomb threats.

Person receiving call should attempt the following:

- keep them on the line as long as possible
- Ask them where the bomb is located, when it will go off, etc.
- identify if caller is male or female
- Any distinguishing characteristics of caller: accent, age, etc.
- listen for background noises

NO TOLERANCE FOR VIOLENCE IN THE WORKPLACE

Employees threatened by co-workers, patrons, or park participants are to report the incident immediately to a supervisor - this includes suspicion of being stalked. In an emergency situation, when an individual is in the position of being harmed, the employee must use their radio to call the police. Keep the radio in your possession until the situation is resolved.

All threats are taken seriously and referred to the Police Department for further evaluation.

FROM THE CITY ATTORNEY

In reviewing claim files, it has come to our attention that some accident reports are not listing the correct name of the City's insurance administrators. The City's insurance administrators are as follows:

- **All City Vehicles, Except Transit Vehicles – Cities & Villages Mutual Insurance Company**

I would also ask that any City employees not admit to any fault on their part in any accident or state that the City will pay for any damages.

ACCIDENT/INJURY PROPERTY DAMAGE NOTICE

If someone approaches you (as a City Employee) and asks that "the City" pay for their injury/property damage, you must tell them the following:

Please be advised that although you were injured/had property damage while recreating at a City of Green Bay park site, the City of Green Bay may be immune from liability for your damages by virtue of the Recreational Immunity Statute (sec.895.52, Wis. Stats.). If the Recreational Immunity Statute applies, the City of Green Bay will not pay for your damages.

If you still wish to file a claim with the City, a claim form can be obtained through the City Attorney's Office by calling (920) 448-3080.

DISCIPLINE

The Site Supervisor will complete an Employee Disciplinary Notice whenever it is felt that discipline action is necessary. This notice is a suggestion to the Administrative Supervisor that discipline action is recommended. Both the employee and Site Supervisor will sign this document. An employee signature does not mean that the employee agrees with the notice; it simply indicates they have read and received a copy of it. This notice will then be forwarded to the Administrative Supervisor for review. The Administrative Supervisor will confirm that the recommended disciplinary action is appropriate: oral, written, or other. The Administrative Supervisor has the right to upgrade or downgrade the original recommended action based on the seriousness of the problem and/or previous employee history. The employee will be advised of the final disciplinary action by written and/or verbal notification. The completed forms will become part of the employee's personnel file.

**CITY OF GREEN BAY
PARKS AND RECREATION DEPARTMENT**

EMPLOYEE DISCIPLINARY NOTICE

Employee Name: _____

Position Title: _____

Date of Occurrence: _____ Time of Occurrence: _____

Disciplinary action has been initiated against you for the following:

- | | |
|---|---|
| <input type="checkbox"/> Tardiness | <input type="checkbox"/> Use of profanity |
| <input type="checkbox"/> Unexcused absenteeism | <input type="checkbox"/> Failure to perform assigned responsibilities |
| <input type="checkbox"/> Failure to follow instructions | <input type="checkbox"/> Poor performance |
| <input type="checkbox"/> Other - State Reason _____ | |

Give a statement of the facts causing this action. Statement should include dates, times, a description of the misconduct, and names of persons involved or witnesses.

Employee Signature: _____ Date: _____

Site Supervisor Signature: _____ Date: _____

NOTE: Employee signature required. Employee signature merely indicates that they have read and received a copy of the notice, not that they necessarily agree with it. Employees can appeal to the Parks, Recreation, & Forestry Department Director or his/her designee. If employee indicates he/she will not sign this form, the supervisor should inform the employee that failure to do so will result in further disciplinary action up to and including discharge. Employees may be terminated for a single occurrence. Any questions should be referred to your Administrative Supervisor.

FOR ADMINISTRATIVE OFFICE USE ONLY

The above discipline is considered a:

<input type="checkbox"/> Oral Reprimand
<input type="checkbox"/> Written Reprimand
<input type="checkbox"/> Other (e.g. Suspension/Termination)

Administrative Supervisor _____ Date _____

RECRUITMENT & SELECTION

EEO STATEMENT

The City of Green Bay is committed to the equality of opportunity for all people. It is the policy of the City of Green Bay to provide equal employment opportunities for all individuals on the basis of their skills, abilities, and qualifications without regard to race, color, national origin, religion, political affiliation, sex, age, disability, marital status, arrest or conviction record, sexual orientation, disabled veteran or covered veteran status, membership in the National Guard or any other reserve component of the United States, State or Military Forces, use or non-use of lawful products off the employer's premises during non-working hours, or any other non-merit factors, except where such factors constitute a bona fide occupational qualification.

PROMOTIONS

Not every division has promotional opportunities; however, there is room for advancement. Some examples include Pool Directors and Bay Beach Supervisors. Generally these positions are filled by experienced employees who possess the skills and abilities to lead others.

WINTER EMPLOYMENT

The Parks, Recreation, & Forestry Department has numerous opportunities for winter employment. Some positions are for a limited length of time or weather-dependent such as: Triangle Hill Facility Attendant or Hockey Rink Supervisor. Other programs run throughout the fall and winter season such as: Lifeguard, Water Aerobics Instructor, Dance Attendant or Instructor, Basketball and Football Officials, Scorer/Timers, Open Gym Supervisors, and so on. Please contact the Administrative Office at 448-3365 for more information regarding winter employment opportunities.

SUMMER EMPLOYMENT

The Parks, Recreation, & Forestry Department also has numerous opportunities for spring/summer employment. These positions include Bay Beach Ride Operators and Cashiers, Pool Lifeguards, Swim Instructors and Attendants, Seasonal Maintenance Employees, Playground Leaders, Wading Pool Attendants, and Softball Supervisors. Please contact the Administrative Office at 448-3365 for more information regarding summer employment opportunities.

RETURNING NEXT SEASON

Most summer seasonal employees and ski hill employees will receive end of season evaluations. In those evaluations, a recommendation is made as to whether the employee will be asked back for the next year. All employees eligible for rehire will receive offer letters and information from the department in March the following year. We do not notify employees who are ineligible for rehire. Fall/winter employees will receive offer letters in July or September, depending on when their program starts. If you have any questions regarding this process, feel free to contact the office at 448-3365.

JOB

DESCRIPTIONS

POOL DIRECTOR JOB DESCRIPTION

Primary responsibility is to establish a safe and orderly pool atmosphere, oversee all aspects of pool operations and maintenance, supervision of pool personnel, and maintain accurate records. Pool Directors report directly to Recreation Supervisor.

POOL SAFETY

1. **Number One responsibility is to maintain a strong pool discipline and a well-trained staff ready to respond to any pool emergency.**
2. Be knowledgeable of proper policies and procedures regarding bloodborne pathogens in the following areas:
 - Correct procedures in performing job duties using proper universal precautions.
 - Proper storage and disposal of biohazard waste and contaminated sharps.
 - Hepatitis B Vaccine availability and declination forms.
 - Proper steps to take in the event of an exposure.
3. Be knowledgeable of proper policies and procedures regarding employee incidents and accident forms documentation.
4. Proper documentation of emergencies and incidents.

SUPERVISING POOL PERSONNEL

1. Coordinate pool personnel work schedules.
2. Oversee normal pool maintenance (cleaning) by your staff.
3. Enforce staff dress code and oversee rule enforcement.
4. Maintain businesslike staff during working hours.
5. Work with Recreation Supervisor in enforcing staff discipline (improper behaviors, reprimands, hiring/firing) and proper documentation.
6. Make **frequent** pool checks to verify cleaning duties are being performed.
7. Oversee areas immediately adjacent to the pool and ensure adequate litter control.
8. Coordinate scheduling of monthly staff meetings with Recreation Supervisor as needed.
9. Respond to public concerns and complaints in a mature, timely, and friendly manner.

RECORD KEEPING

1. Maintain daily operations sheet. Record chemical use, water temperature, attendance for each session, daily attendance totals, running attendance total for season, and water sample results (chlorine count, pH, alkalinity, calcium hardness, etc.).
2. File Health Department Pool Operations Reports on a monthly basis. **COMPLETE AND SIGN FRONT AND BACK SIDES OF THIS REPORT.** Submit Parks and Recreation Monthly Attendance figures with Health Department form. Collect pool maintenance forms from pool maintenance staff person and submit with operations report for filing with Health Department.
3. Assist Recreation Supervisor in monitoring time sheets, payroll discrepancies, and corrections as needed.
4. Verify and audit daily revenue reports. Deposit revenue as required.
5. Prepare list of necessary repairs for winter maintenance crew.
6. Complete and conduct pool staff performance evaluations at the season's mid-point and again at end-of-season.
7. Maintain adequate pool supplies and monitor concession inventories.
8. Monitor Swim Lesson instructors, record keeping, and submit completed forms to the Recreation Supervisor on the Tuesday following class completion.
9. Fill out closing checklist sheet on a nightly basis.

POOL MAINTENANCE

1. Maintain pool complex, monitor equipment functions as needed, and maintain clean and orderly facility.
2. Perform minor repairs as needed. Report major malfunctions or electrical concerns for repair.
3. Perform necessary backwashes, changing of baskets, and chemical work as needed to maintain sanitary swimming facility. Health Department will make periodic inspections to monitor chemical levels. Maintain a minimum of 1.0 chlorine count. Record Health Department test results on daily operations sheet.

QUALIFICATIONS

- High School Graduate, with at least one year of college complete.
- Current certifications in CPR for the Professional Rescuer and Lifeguard Training, Water Safety Instructor, and Lifeguard Training Instructor preferred. Pool Directors are responsible for ensuring that current certifications are on file prior to their first working shift. Staff is also responsible for ensuring these certifications remain current throughout the summer season.
- Previous concession and cash handling experience.
- Previous supervisory experience preferred.
- Have knowledge and experience of aquatics facilities.
- Have ability to work with and supervise varied age groups.

LIFEGUARD JOB DESCRIPTION

Primary responsibility is to ensure a safe and comfortable environment for swimmers and to enact any lifesaving measures should a situation warrant. Lifeguards report directly to Pool Director.

GENERAL JOB RESPONSIBILITIES

- Be alert at all times.
- Make requests and issue orders to patrons in a courteous and determined manner.
- Participate in emergency procedure drills.
- Maintain familiarity with and consistently enforce all rules of the pool.
- Maintain good communication with other staff members.
- Be alert to hazardous situations and take necessary action to prevent accidents. Keep all safety equipment in good repair, and keep pool area free of debris. Inspect safety equipment on a daily basis.
- Perform rescues when needed, further, to administer emergency first aid, if necessary, to sustain life and maintain life support until qualified medical personnel arrive. Provide proper first aid for minor accidents. Follow all procedures of bloodborne pathogens when administering any first aid. Wear rubber gloves (and mask if necessary) that are provided.
- Maintain a high level of personal fitness by completing mandatory weekly swim requirements to perform rescue maneuvers and procedures.
- Follow all documentation procedures by completing proper forms and reports for incidents as needed.
- Assist with building maintenance and assigned clean-up responsibilities.
- Perform other duties as may be assigned by Pool Director.
- Follow all policies, procedures, and the philosophy that is set forth by the City of Green Bay Parks, Recreation, and Forestry Department.

QUALIFICATIONS

- To be at least 16 years old.
- Have current certifications in CPR for the Professional Rescuer, First Aid, and Lifeguard Training. Lifeguards are responsible for ensuring that current certifications are on file prior to their first working shift. Staff is also responsible for ensuring these certifications remain current throughout the summer season.
- Have knowledge and experience of aquatics facilities.
- Have ability to work with varied age groups.
- Have high level of physical fitness (minimum Red Cross Lifeguard Training Standards).

SWIM INSTRUCTOR JOB DESCRIPTION

Primarily responsible for instruction of swim classes according to Red Cross guidelines in the latest Water Safety Instructor (WSI) methods. Instructors report directly to Pool Director.

GENERAL JOB RESPONSIBILITIES

- Teach swimming lessons on a daily basis (Monday - Thursday unless otherwise noted).
- Take and record lesson attendance.
- Fill out skill sheets properly and punctually.
- Test swimmers and make advancement recommendations.
- Complete other necessary daily forms in a neat and legible manner.
- Guard while instructing and administer proper first aid, CPR, etc. as needed.
- Provide proper first aid for minor accidents. Follow all procedures of bloodborne pathogens when administering any first aid. Wear rubber gloves (and masks if necessary) that are provided. Follow all documentation procedures.
- Use instruction equipment that is in a safe and acceptable condition.
- Be available to communicate with parents regarding student in a mature, friendly, and timely manner.
- Enforce pool rules and safety procedures.
- Perform other duties as assigned by Pool Director.
- Follow all policies, procedures, and the philosophy that is set forth by the City of Green Bay Parks, Recreation & Forestry Department.

QUALIFICATIONS

- To be at least 16 years old.
- Have current certifications in CPR for the Professional Rescuer, First Aid, and Lifeguard Training; WSI preferred.
- Have knowledge and experience in an aquatic facility.
- Have ability to work with and maintain a group setting.

POOL ATTENDANT/CONCESSIONAIRE/CASHIER

Primary responsibilities are to make money transactions in the operation of a municipal swimming pool; maintain and clean concession areas, lobby, dressing areas, shower rooms, storerooms, pool deck, counter areas, and lavatories; and supervise top of each flume slide (aquatic centers). Attendants/Concessionaires report directly to Pool Director.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Collect admission/concession fees from patrons using proper transaction procedures; record additional transactions as needed.
- Perform maintenance/cleaning duties in lobby and all dressing areas, concession areas, shower rooms, storerooms, lavatories, deck, and turf.
- Enforce swimming regulations and policies with pool patrons.
- Sell and stock concession products. Serve concessions and maintain concession area cleanliness in accordance to Health Department guidelines.
- Receive deliveries of concession products.
- Maintain discipline and order in assigned areas.
- Count monies, passes, and coupons at end of day and complete necessary forms. Secure bank bag, coinage, money, and concession products.
- Supervise top of flume slide. Enforce slide rules (aquatic centers).
- Assist in emergency situations.
- Be courteous, cheerful, and helpful to all patrons.
- Be knowledgeable of the general pool operation.
- Provide proper first aid for minor accidents. Follow bloodborne pathogen procedures when administering any first aid.
- Work as Lifeguard and/or Instructor (if 16 and qualified) when requested.
- Perform other duties as assigned by Pool Director.
- Follow all policies, procedures, and the philosophy that is set forth by the City of Green Bay Parks, Recreation & Forestry Department.

EDUCATION AND EXPERIENCE

- Minimum of 15 years of age.
- Have experience and/or ability in working with money.
- Have a positive work ethic and attitude for a busy public facility.
- Possess the ability to work with and be friendly to the general public.
- Have an interest in becoming a Lifeguard/Instructor in Green Bay Parks, Recreation & Forestry Department (desirable but not a requirement).

**EMPLOYEE RULES,
REGULATIONS,
POLICIES &
PROCEDURES**

CONDITIONS OF EMPLOYMENT

General Conduct

1. Employees shall report for work alert and in ready condition.
2. Be on time for work. Employees are expected to be in uniform and ready to work at their scheduled time. (Actual time will vary according to position, facility, and scheduled shift). If, because of an emergency, you cannot make your assigned shift start time, notify the Pool Director as soon as possible.
3. Be businesslike at all times when on duty. Courtesy, an eagerness to help, and a pleasant manner should be displayed to all pool patrons and fellow staff members.
4. About your friends:
 - a. Do not allow them to stand around your workstation and visit. If they bother or harass you, inform them about your responsibilities to your job.
 - b. No employee will allow friends or relatives free admission or permit them to come into the pool before opening time.
 - c. Do not allow friends in the concession or office area. Have them wait in the lobby area.
5. Address adults as "ma'am" or "sir", and children as "young man" or "young lady." Do not use derogatory names. Remove sunglasses when talking with patrons.
6. Gum chewing and/or eating while on guard duty is prohibited.
7. Swearing/Offensive language will not be tolerated.
8. Tobacco products are not allowed while you are working and are prohibited at all City swimming pools.
9. Drinking of alcoholic beverages and/or use or possession of illegal drugs on the premises is not allowed at any time. Disregard for this rule is grounds for immediate dismissal.
10. Always present a favorable public image.
11. After-hours staff swimming or loitering is not allowed. Special swims or building use must be approved by the Recreation Supervisor. After-hours swimming will not extend past park closing hours of 10:30 p.m.
12. Only managers and concession staff are allowed in the concession stands. All food must be paid for (this includes popcorn). NO credits are allowed. Receipt of purchase must be shown to supervisor.
13. Televisions are not allowed at any time in the facility for use other than City business.
14. Cell phones must be stored and locked up in your locker during your scheduled shift. Cell phone usage is allowed ONLY during your break. (Lifeguards are NOT allowed to use cell phones while they are Whistle Guard.)

TELEPHONE AND COURTESY

1. City telephones are intended for City business.
2. Incoming calls to pool staff should be kept to a minimum. Messages will be taken, except in an emergency.
3. Employees should answer promptly in a friendly and courteous manner. **People calling in may judge the entire City by an employee's telephone personality.**

Employees should answer with:

- "Good morning/afternoon/evening", pool name, your name.

- Answer a question to the best of your ability.

DO NOT GUESS IF YOU DON'T KNOW! If you don't have the requested information, take a message, find out, and return their call.

-Keep all calls as brief as possible. The line should remain open for emergencies and incoming calls.

-Be courteous, friendly, and helpful.

4. Pools will allow patrons to use phone on a limited basis. NEVER refuse a patron access to the phone to call for a ride home or to call an adult/guardian. Remind a child that next time they visit, they should bring money to use a phone. Patrons should use the "extra" phone. The main phone line should be kept open whenever possible.

BREAKS

All staff shall have scheduled unpaid lunch and supper breaks. Lifeguards shall have breaks from guard duty according to the rotation system. **Staff members are not allowed to use the diving boards while on the clock.**

REVENUE PROCEDURES

- The Pool Director on duty will be responsible with assigned staff member to fill out money deposit slip and forms at the conclusion of the day.
- All revenue, according to the register tape, should be accounted for. Cash overages and shorts will be recorded on the revenue sheets.
- All income, except for each facility's change fund, must be included in the nightly deposit. This includes any overages. Overages/slush funds are not to be withheld and accumulated.
- The Pool Director must approve all bills over \$20. If any questionable looking bills (counterfeit) are presented to you, find your Pool Director immediately. Do not complete transaction. Get a description of the customer before they leave. There will be a counterfeit pen available to use at all pools. Use the counterfeit pen on all bills \$20 and over.

POOL CASH HANDLING PROCEDURES

When closing out the register at the end of a swim session, employees are expected to follow the following procedures:

1. All Pool Directors will receive directions on the RecTrac closeout procedures.
2. The Pool Director is responsible for closing down each register and counting the money. Cashier may be responsible for laying out change in an orderly manner. Pennies, nickels, and dimes shall be in rows of 10, quarters in rows of 4. Cashiers may then complete their end-of-evening cleaning duties.

3. Bills shall then be counted. All bills should be face up in the same direction. \$1 bills shall be grouped into bundles of 50 and then rubber banded or paper clipped. ***Money should never be left unattended.
4. Pool Director shall then double count/verify cashier's count of bills and change.
5. Pool Director shall remove "change fund amount" from total, and enter \$ totals on paper worksheets, then enters into RecTrac End-of-Day Closeout, and determines cash over or short.
6. When forms are completed, deposit \$ and forms into cash bag. Lock bag.

Depositing Daily Receipts for Pool

1. Your safety is always the #1 priority. **BE AWARE** of people in the lot/front of pool area when locking the facility!
2. When bringing the deposit bags to your car, it would be wise to "disguise" it. Put it in a paper bag, put it in a duffel bag, etc... so as not to attract attention to what you have.
3. If the Pool Director will be staying later than the rest of the staff to count money, it is acceptable to leave with the staff to the parking lot and bring your vehicle to the front door of the facility. Remember, money should never be left out in an unlocked/unsupervised facility.
4. Drop off for **Colburn** deposits will be located at the drive through Associated Bank downtown at the corner of Jefferson and Pine (across the street from the YMCA). Drive up in the lane closest to the building. The deposit box is located on the east side of the building wall (you may need to take a step or two out of your car to actually "drop" the deposit). Each set of Colburn Pool Director keys has a deposit key, which will open the drop box door. Simply place the bag(s) in the drop box and shut the door. If you feel you're being watched or if there are people in the lot that make you uncomfortable, do not deposit the money. Contact a supervisor for further instructions. If a supervisor cannot be reached, make your deposit the following morning by 8:30 a.m.
5. **Joannes and Resch** deposits will be put into the safe at night. Pool Directors will make sure safe is locked and all interior doors (staff room and safe room) are secure upon exiting. The next day's opening Pool Director will pick up deposit bags and bring them into Associated Bank, handing them to a teller.
6. If you are ever threatened or "held-up", surrender the deposit. When safe, immediately call 911 and then notify a supervisor of the situation.

REFUNDS

Refunds may be issued **ONLY** when approved by the Pool Director.

MAINTENANCE ISSUES

Routine rest room, bathhouse cleaning, and grounds maintenance will be done by assigned staff. However, it is the responsibility of everyone to help with the maintenance of this facility. Everyone should do basic tasks such as picking up litter or cleaning up spilled concessions. Concessionaires, attendants, and lifeguards may be assigned restroom clean-up on busy afternoons or weekends. More specialized tasks, such as equipment repair, will be assigned to trained park crew staff when needed. Staff should be prepared to remain following last open swim of the day for cleaning, etc. and schedule their rides accordingly.

Damage or vandalism anywhere in the facility or immediate area should be reported to the Pool Director immediately. Deck attendants and concessionaires should monitor the tables located in the concession area and clean them when possible.

Routine pool maintenance shall be assigned to Pool Directors, lifeguards (while not on duty to guard), attendants, cashiers, and concessionaires on a regular basis including but not limited to:

- Taking water samples
- Cleaning pool deck and surrounding area
- Cleaning and disinfecting shower rooms and bathrooms
- Cleaning and disinfecting dressing areas
- General cleaning of bathhouse and concession area
- Emptying garbage containers
- Raking and weeding sand areas

Generally, backwashing will be handled by the pool maintenance worker. Any work on pumps, filters, etc., will be handled by the park or maintenance person assigned to the pool. Maintenance of grass, trees, and shrubs will be performed by park maintenance personnel. Damage or repairs to equipment will usually be handled by the park maintenance division.

Chemicals for the pool are ordered by bulk delivery. Generally, part-time employees should not have to work with the chemicals for the pool. However, employees may be trained in handling chemicals at the pool in case it would become necessary to do so. Only designated staff is allowed in the chlorine rooms.

EQUIPMENT AND SUPPLIES

All purchases must be approved by the Recreation Supervisor prior to purchase. Unauthorized purchases made by staff without prior approval will be at that individual's expense with no reimbursement. Suggestions for equipment/supply purchase should be made to your Pool Director or the Recreation Supervisor.

RECORDS, REPORTS, CHARTS

Green Bay City pool staff will be responsible for completing a variety of paperwork, including County Health Monthly Reports, Incident Reports (for patron accidents), Save Reports, etc. Forms should be filled out completely. Staff should refrain from stating any personal judgments or opinions when completing the reports.

Incident Reports (copy in appendix) will be completed every time that first aid is applied to a patron. Employee injuries are documented through the Recreation Supervisor.

Employee Disciplinary Notices (copy in appendix) will be completed by the Recreation Supervisor or Pool Director whenever it is felt that discipline action is necessary. These forms will become a permanent part of the employee's personnel file.

Any time a swimmer in trouble is assisted by a lifeguard, a save report (copy in appendix) should be completed by the lifeguard performing the assist. Please fill in all information.

Pool Directors will be involved in taking water tests and chemical readings. These readings must be charted on the Daily Operating Record and transferred to the County Health Monthly Report (copies in appendix).

- Notify the Recreation Supervisor when any form is low/close to being out of stock.

SICK LEAVE/TIME OFF

1. Requests for time off shall be made through the Pool Director. Please be aware that the City Pools are a seasonal operation and are open 7 days a week. A request for time off is a request. It does not guarantee you time off.
2. Each employee will be allowed a maximum 5 days off all summer.
3. Each site will only be allowed 3 lifeguard subs and 2 concessionaire/facility attendant subs each day.
4. Once the daily maximum quota of subs has been reached, no sub requests will be approved for that day.
5. Employees will be required to work their scheduled shift if that day is closed. Failure to show up for a scheduled shift may result in termination.
6. Shift trades are acceptable and will not be counted towards the maximum number. All trades must be requested 48 hours in advance and approved by the Pool Director.
7. Excused absences include illness and funeral leave. All other business must be cleared through the Recreation Supervisor.
8. If you are ill, staff members are responsible for notifying management personally. Notification via another staff member or a parent is not acceptable.
9. An Employee Leave Request Form MUST be completed. The form must be filled out and turned in to the Pool Director at least 48 hours in advance. Leave requests are not approved until signed by the Pool Director and returned to the employees.

IMPORTANT NOTE: While we recognize that you will likely rely on sub lifeguards to fill some of your shifts, please keep in mind that the number of hours you trade or “give away” are logged. It is expected that staff will work the majority of their assigned shifts.

POOL PERSONNEL GUIDELINES

1. Your #1 goal is for the patron to have an enjoyable stay at our pools and for them to want to return another day. It is your priority to not only ensure a safe pool environment, but also to create a friendly and pleasant atmosphere. Our business relies on repeat customers. Being polite and helpful is part of your work personality.
2. You are a trained professional. You have given many hours to the training necessary for your position. Conduct yourself in a professional manner, representing yourself, the community, and your co-workers with a positive image.
3. Patrons are to be treated with respect and not yelled at. Again, **be positive** when informing patrons of the rules. **Remove your sunglasses when speaking with a patron.**
4. Be alert at all times. Lifeguards should remain in the “ready” position. Attendants and cashiers should have good posture and greet customers in a pleasant manner. There should be no slouching, crossed legs, or looking too relaxed on duty.
5. Report to work in a ready condition. Guards are to be on the deck and in the chairs when the pool opens. Tardiness will not be tolerated. If an emergency occurs, notify the Director you are going to be late.
6. One lifeguard per station. Do not visit with your co-workers while they are performing their lifeguard duties. Legs should not be draped over the guard chair railings. When rotating, walk along the water's edge. Sandals/Thongs are permissible for your rotations, but must be removed and kept under your guard chair while you are on duty. Do not “visit” with the swimmers. Inattentiveness will not be tolerated. Rescue tubes must be held in the ready position across your body while in the guard chairs – they are not to be used as footrests.
7. A pool uniform is worn at all times while on duty. A uniform consists of a whistle; conservative, red one-piece swimsuit (boxer suit for men); and a staff shirt. Females may wear red solid color boxer shorts over their suit. Red, black, or navy wind pants are acceptable on cool days (no cotton/sweat pants). Sunglasses, sunscreen, and hats are the employee's responsibility.
8. Lifeguards are not allowed to wear any jewelry while at work. This includes but is not limited to necklaces, earrings, or any kind of piercing.
9. During the times you aren't busy, tidy up the pool deck, the shower, and dressing room. Only “fitness” swimming is permissible while "on the clock" unless otherwise approved by the Pool Director. **Absolutely no diving board use during working hours!**
10. Do not allow patrons to loiter around guard chairs, office, or dressing room areas.
11. Pool personnel may not stay at the pool unless the Director is present. After-hours swimming is not permitted unless special permission is granted by the Recreation Supervisor.
12. Concessionaires (Colburn) and Deck Attendants (Joannes and Resch): Periodic dressing room checks are to be made on a regular basis to monitor patron behavior, paper supplies, and to perform clean-up as needed.
13. Chewing gum, eating, or use of tobacco products while on duty is not allowed.

14. Guards shall be stationed in guard chairs whenever there are swimmers in the pool. At no time will staff sit in office-type chairs on the pool deck when supervising pool.
15. Pool staff shall not hold a patron's personal belongings or valuables under any circumstances. Doing so could make the staff individual personally responsible for any alleged losses.
16. Provide a positive example to other employees, as well as our patrons, by adhering to all departmental policies.
17. Personal belongings such as eyeglasses, watches, clothes, etc., if damaged are termed occupational hazards; the City is not liable for damages and will not reimburse the employee.
18. When additional rules are deemed necessary for the proper conduct of persons in the pool, the management is authorized to issue and put into effect additional rules, either written or verbal.

PRIVATE PARTIES/PRIVATE SWIM LESSONS

On occasion, the general public may ask us to post information regarding a lifeguard needed for a private event or private swim lessons. City policy is to NOT post private offers, nor can an employee be solicited during their scheduled work hours.

1. You may not represent yourself as a "City Employee", nor are you covered under the City's insurance policy for "private" work.
2. No City equipment, rescue devices, or City property may be used outside of City of Green Bay facilities. The City of Green Bay will not authorize Green Bay equipment or supplies for use at any private function.
3. If someone asks you to guard a private party or teach private lessons, it may be prudent of you to inquire as to what rescue equipment they have and if they have liability insurance. If they do not have equipment for you to use as you were trained to use by the Red Cross, or insurance, you should ask yourself if the risk is worth the potential liability put directly on you.

OPENING &

CLOSING

OF

POOLS

OPENING AND CLOSING OF POOLS

Opening

1. Pool Directors are to report 30 minutes prior to the scheduled opening. All staff are expected to be ready and at their assigned stations when the pool is opened. The pool should always open ON TIME; never late. Guards should be in their chairs (instructors should be on the deck) before the swimmers are allowed into the locker room.
2. Prior to opening:
 - Be in proper uniform.
 - Set out safety and guarding equipment and chair umbrellas.
 - Inspect facilities for safety (Joannes and Resch: WALK THE SLIDES).
 - Check with Pool Director for any special assignments.

Closing

1. Make announcement to alert swimmers to pool closing.
2. Guards will remain in position and on deck until **all** swimmers have left the pool.
3. Directors of all pools and staff at Joannes and Resch can remain up to 15 minutes after the scheduled closing. This time is allotted in order that all maintenance and closing tasks are completed. If the full time is not needed, the Director will dismiss the staff.
4. Store all safety and guarding equipment in its proper place. Make any recommendations for repair to Director.
5. Perform all maintenance duties, including general cleaning of locker rooms, shower, lobby, and pool area. Staff will work as a team to perform any cleaning/maintenance duties as assigned.
6. Check locker rooms for patrons - do not leave until facility is clear.
7. The Director will lock and secure the building.

**SPECIAL
GUARDING
AREAS/
POTENTIAL
DANGER**

POOL DANGER AREAS

1. Swimmer's Entrance

A desire to get into the water as quickly as possible leads patrons to run from the locker rooms to the pool. This running must be stopped and strictly enforced at all times.

2. Pool Deck

Again, the prime danger on the deck space surrounding the water area is most obvious; RUNNING. Falls resulting in injuries can occur - runners not only endanger themselves, but others they might bump into. Remember to keep the pool deck in your scanning zone.

3. Pool Ladders

Pool ladders should not be used as horizontal bars or parallel bars - they are usually wet and slippery so that such stunts are extremely dangerous. "Novice" swimmers often use the ladders to play on or walk down to the bottom where they are liable to be shoved off and unable to handle themselves in deep water. The ladders must be used only to climb in and out of the water, and user should always face the ladder. Do not permit diving from the ladders.

4. Shallow to Semi-Deep Water (Five feet or less)

This area is dangerous because it is where non-swimmers, expert swimmers, small children, and adults choose to play. "Horseplay", dunking, or unrestrained play has a tendency to get out of hand as time goes by. It can easily result in a non-swimmer or novice swimmer being knocked off their feet, held under, or otherwise losing control of their stability. Judgment of the guards must be used in determining how dangerous the play is to the participant and those around the immediate area. Never let friendships or personal dislikes sway the decision on health and safety issues. Always consider the welfare of all patrons.

5. Pool Gutter and Lifeline (buoyed rope)

The danger is to non-swimmers who have gained confidence in their ability in the water. They attempt to circle their way around the pool hand-over-hand while hanging on the pool gutter (and possibly across the lifeline). If accidentally pushed or shoved, they may lose their handhold in deep water. Playing (i.e. sitting, standing, lying, bouncing) on the lifeline will not only shorten the life of the lifeline, but will submerge it to the point that it will not visibly mark the drop off or be available to the tired swimmer. The guard must use discretion in determining whether a person is abusing or hindering the use of the lifeline and act accordingly.

6. Guard Stands

The guard stands are for the exclusive use of the lifeguards. Guards must be scanning at all times, including while being relieved. Be aware of activity directly below the chairs.

7. Diving Boards

- Ladders must be used to access the board. No "side-mounting".
- One person on the board at a time.
- Only one bounce is allowed-NO double bouncing.
- Running on the board is prohibited.
- Area in front of board should be free of swimmers before diving.
- When a person has entered the water, they should swim to the nearest side. Do not allow swimmer to cross in front of another board or "entry-point".

SIGNS OF POTENTIAL TROUBLE IN THE WATER

1. The poor swimmer who has a weak or ineffective stroke and who stands up frequently.
2. The bobber who seems to enjoy jumping around in the water as long as they don't get water in their face.
3. Young children either swimming alone or being ignored by parents.
4. Older people who lack confidence in the water.
5. Persons influenced by drugs or alcohol.
6. The helper who is assisting someone else. The other person may require lifeguard assistance.
7. Confident swimmers with a weak swimmer. Sometimes good swimmers encourage poor swimmers to go farther than they should.
8. People gathering in a group should prompt the lifeguard to check the reason for the gathering.
9. "Help me look" which may be identified by a facial expression of fear and breath holding. The eyes appear WIDE OPEN.
10. Swimmer who hyperventilates before entering the water.
11. Swimmers engaged in rough play may injure one another unintentionally. They may choke themselves or others due to accidental inhalation of water.
12. Gutter grabbers who hang onto the pool gutter and move into deeper water or who stay close enough to keep one hand on the wall (such non-swimmers should not be allowed in the deep!).
13. Parent instructors who encourage their children to attempt feats of which the youngsters are not yet capable.
14. Daredevils who perform flips and show off various skills from the diving board or pool side.
15. Dunkers who push others under the water.

SPECIAL GUARDING AREAS

WATERSLIDE GUARDING

One lifeguard will work in the plunge pool at the bottom of the slides whenever it is open. One deck attendant will work at the top of each waterslide whenever it is open. Deck attendants at the top of the slides will give patrons instructions and tell them when to begin their slide. The lifeguard will be stationed in the plunge pool. (If attendance is extremely low, lifeguard may work from the deck only if previous approval has been given by the Pool Director). This guard will assist disoriented sliders, direct sliders to the side of the pool, and indicate to the deck attendants on top when to send the next rider down. The lifeguard will stand in the water with a whistle holding a rescue tube at all times. Rider speed will differ according to body weight, type of swimsuits, and rider position. The speed at which sliders descend will also be affected by the

water flow. Reducing the flow of water generally will increase the rider speed. This is because the rider will skim over the water surface due to the slower water flow. If the lifeguard or attendant notices a **CHANGE IN THE WATER FLOW**, they should immediately close the slide and contact the Pool Director. The slide should not be re-opened until the flow has been adjusted and the slide tested by staff.

It is good practice for lifeguards to slide down the flume several times a day to check for problems in the slide surface. The slide should be inspected each day before turning on the water flow. If a foreign object is suspected at any point in the day, the lifeguard should remove it manually and not depend on the water flow to wash it into the pool.

*See specific slide procedure on Page 48.

DIVING WELL GUARDING

At least one lifeguard will be stationed at the diving well whenever the facility is open.

The guard(s) on duty at the well will frequently need to remind patrons of pool rules. These guards carry a large responsibility as they must stay alert to the activities on all boards, drop slides, as well as the remainder of the diving well.

If the guard questions an individual's swimming ability, they should request that they swim across the sloped side of the pool next to the wall. If the patron refuses, or if they have considerable problems performing the swim, the swimmer will be limited to the main pool. The guard should stop diving activity during the swim ability test.

ZONES

Zone Coverage - Lifeguards will be assigned a specific zone to cover from each station. As staffing levels change, the zones will change. Guards are expected to be aware of what staffing level the pool is at and what zones should be covered. If you are not familiar with the pool at which you are working, **ASK YOUR POOL DIRECTOR WHAT AREAS YOU COVER!**

Charts indicating zone coverage are available for viewing in the Pool Office. If there is a problem with covering a zone or for some reason a guard needs to deviate from the zones that are posted, the Pool Director must be notified. Guards are expected to know the zones they should be covering.

At Colburn when we are at lower patron levels, there will be 3 guards on tower - each guard chair must be occupied. **GUARD CHAIRS WILL ALWAYS BE OCCUPIED WHEN THE FACILITY IS OPEN.** Guards should never forget that the areas below their chair, below the diving boards, and under the waterslide (where appropriate) are part of their zones.

PROCEDURES

EMERGENCY PROCEDURES

1. Swimming rescue:
 - a. Upon seeing a swimmer in trouble in the water, guard in area will make 3 quick blasts on whistle, leave chair, and make appropriate rescue.
2. Duties of other guards:
 - a. Joannes and Resch only – Shallow water standing guard will immediately relay 3-whistle blast towards office area.
 - b. Guards in other chairs will immediately stand to alert personnel to visually include unguarded area in their scan.
 - c. Whistle guard on duty or guard on break immediately goes to unguarded area and assumes chair until emergency is over.
 - d. Deck attendants will go to area to offer appropriate assistance as needed.
3. Emergency procedures - Injuries. Follow same procedures as in swimming rescue.
4. Emergency procedures for severe swimming problems or injuries.
 - a. Guard in area stands and gives 3 quick blasts on whistle and gives initial help to victim(s). (Joannes and Resch only – Standing shallow guard relays whistle to office.)
 - b. Upon seeing empty guard chair, other guards stand up to alert inside personnel and to provide better visual contact with unguarded area (this area must be guarded by guards not directly involved in emergency).
 - c. Whistle guard and deck attendants go to emergency area to provide assistance.
 - d. If a spine board is needed, rescuing guard shall yell spinal to other guards on duty. Spinal is relayed to office. Pool Director or assisting guard shall immediately retrieve spine board and enact a Red Cross spinal rescue procedure.
5. In case of severe injury requiring transport of victim or services of Rescue Squad:
 - a. Guards clear pool. Move patrons away from pool area. Attendant reports emergency to personnel inside, then reports back to deck to help with crowd control. Guards initiate clearing of pool using one long whistle blast.
 - b. Non-rescuing staff or attendants keep crowd away from emergency area and with assistance of another guard, keep deck area clear leading to emergency area*.
 - c. One concessionaire to call Rescue Squad (9-911), then assist in keeping lobby and front deck clear. One staff member (preferably the concessionaire) should be ready to lead emergency personnel to injured person.

**ANY TIME THERE IS A SUSPECTED HEAD AND/OR NECK INJURY,
THE RESCUE SQUAD MUST BE CALLED. NO EXCEPTIONS!!**

- d. As much of the rescue procedure as possible should be supervised by the Pool Director.

- e. Pool Director must thoroughly document and complete a written report with the Recreation Supervisor pertaining to any emergency procedures performed.

*If spinal management situation occurs at Joannes or Resch, concession staff should immediately cease concession operation, close concession windows, and assist with crowd control. One person should stay in concessions area to monitor security.

**DO NOT TALK WITH ANYONE ABOUT THE INCIDENT EXCEPT POOL
DIRECTOR OR RECREATION SUPERVISOR!**

In life threatening situations, employees should:

1. Call 9-911 immediately.
2. Notify parents if the injured participant is under 18 years of age.
3. Call your immediate supervisor.

For serious emergencies that will require additional medical treatment, such as broken limb, sprain, animal bite, cut that will need stitches, etc., call the parents first if the participant is under 18 years of age. If it is not a life-threatening situation, do not call an ambulance without first attempting to get a parent's OK. Parents may prefer to transport a child to the hospital themselves. Do not send an injured child home unsupervised. If a responsible family member cannot be located, notify the police.

DO NOT transport an injured participant to a hospital yourself; this should be done by an emergency vehicle, parent, spouse, or other relative.

An accident report must be completed any time you give first aid. No matter how serious or slight the accident may seem, we need to have a record of it for insurance purposes. Staff should refrain from stating any personal comments, opinions, or judgments when completing the reports.

The City of Green Bay does **not** provide accident or hospital insurance for people participating in department sponsored activities. Please, do not tell a participant that the Parks and Recreation Department will pay the bill for their injury.

WEATHER CONDITIONS

When storm conditions develop, all personnel should be alert for thunder and/or lightning. If staff see lightning or hear thunder, the pool and diving well should be cleared. Patrons should go in the bathhouse for protection.

Patrons should not be allowed back in the water until **20 minutes after the last lightning** has been seen and/or the last thunder has been heard.

In most cases, the facility will not be closed due to inclement weather. When conditions are threatening, admissions personnel shall remind patrons as they enter that rain checks are not given. If patrons arrive and facility closes within minutes of their arrival, Pool Director has the authority to refund admissions. This should only be done in extreme cases. Again, use common sense.

EVACUATION PROCEDURES

Emergency evacuation of the facility may be required for the following situations but is not limited to:

- Chemical leak
- Fire
- Bomb threat

Pool Directors shall initiate emergency procedures, notifying fire, police, rescue squad, etc., as the situation dictates. Upon exiting facility, Pool Director will be responsible for taking portable phone **and** two-way radio with them as they exit. Recreation Supervisor shall be notified as soon as possible - media listen to police calls on scanners and will be quick to respond. **DO NOT COMMENT TO MEDIA REGARDING INCIDENT.**

When it is apparent that an evacuation is necessary, staff should clear pool immediately. Patrons shall exit directly and not access locker rooms for personal belongings on the way out. Attendants and Concessionaires should assist as needed and aid in supervision of patrons in evacuation area. Cash registers should be secured.

In the event of a chemical room emergency (i.e., chlorine leak), staff should direct evacuees **UPWIND** of the facility.

Staff shall direct patrons to an area located a reasonable distance from the facility to prevent injury and to remain out of the way of emergency personnel. Do not leave patrons unattended.

When emergency personnel give the "all clear", patrons may return to facility.

Bomb Threat Concerns - **TAKE ALL THREATS SERIOUSLY!** Always call the police for bomb threats.

Person receiving call should attempt the following:

- Keep them on the line as long as possible.
- Ask them where the bomb is located, when it will go off, etc.
- Identify if caller is male or female.
- Any distinguishing characteristics of caller: accent, age, etc.
- Listen for background noises.

Joannes Family Aquatic Center Slide Procedure

PROCEDURES FOR SLIDES

Tube Slide Attendant:

- ❖ The attendant will be responsible for having two flags at the top of the tube slides.
- ❖ Attendant will indicate how many slides are being occupied by waving the flags (one or two).
- ❖ The attendant should watch the patrons approach the slide and their initial entrance onto the slide. Once the patrons have cleared the starting area, then the attendant should watch down the slides for the lifeguard's signal.

Plunge Lifeguard:

- ❖ The lifeguard will be responsible for having one flag while in the water.
- ❖ After the attendant indicates how many slides are being used, the lifeguard will look for the patrons to enter the water.
- ❖ Once the patrons have made it safely to the side, the lifeguard will wave his/her flag so the attendant knows it is safe to send more patrons down.

Drop Slide Attendant:

- ❖ After each individual proceeds down the slide, the attendant should stand in front of the slide entrance to ensure that patrons do not approach and proceed without being permitted by the attendant.

Resch Aquatic Center Slide Procedure

PROCEDURES FOR SLIDES

Tube Slide Attendant:

- ❖ The attendant will be responsible for raising one or two arms at the top of the tube slides to indicate how many slides are being occupied.
- ❖ The attendant should watch the patrons approach the slide and their initial entrance onto the slide. Once the patrons have cleared the starting area, then the attendant should watch down the slides for the lifeguard's signal.

Position 7 Lifeguard:

- ❖ The lifeguard will be responsible for having one flag.
- ❖ After the attendant indicates how many slides are being used, the lifeguard will look for the patrons to come down the slide.
- ❖ Once the patrons have exited the slide safely, the lifeguard will wave his/her flag so the attendant knows it is safe to send more patrons down.

Drop Slide Attendant:

- ❖ After each individual proceeds down the slide, the attendant should stand in front of the slide entrance to ensure that patrons do not approach and proceed without being permitted by the attendant.

IMPORTANT:

- ❖ The attendant's flags should not be used to indicate which slide is being utilized, just the number of slides being used.
- ❖ If only one slide is being used, the attendant should not allow another patron to go down the unused slide until the lifeguard indicates that it is safe to send patrons down.
- ❖ Both the attendant and lifeguard are responsible for communicating to each other by giving a head nod indicating they have seen and understood the flag signal.

SLIDE EMERGENCY PROCEDURES

- ❖ If there is an emergency on top of the slide-deck or on the step area leading to the deck, the attendant will implement the facility rescue procedure – three loud blasts of the whistle plus a fully extended raised hand.
 - If there are no patrons going down the slide, the slide lifeguard will climb out of the pool and go to the top deck area.
 - If there are patrons going down the slide before the emergency signal blows, the slide lifeguard must clear those patrons from the water before responding to the deck/stair area. If the break guard responding to the whistle arrives before the slide lifeguard clears the slide pool; then the break lifeguard will immediately respond to the emergency by proceeding to the deck/stair area.
- ❖ If the emergency is on top of the slide or stairs, the attendant and responding lifeguards will clear patrons from the deck and stair area, requesting the patrons to back down the stairs. Patrons should not be allowed to go down the slide unless, due to the emergency, stair access back down is blocked. If access is blocked, the Pool Director shall assign a non-responding lifeguard to the slide pool area to safeguard the patrons needing to exit the deck/pool.

If Non-Spinal Injury:

- ❖ Slide pool guard triple whistles
- ❖ Takes victim(s) to side
- ❖ Relief guard takes place in water if additional patrons are in water or still coming down slide (the attendant should stop all slide activity to prevent additional distractions at the bottom of the slide).

If Possible Spinal or Head Injury:

- ❖ Slide pool guard triple whistles
- ❖ Proper mobilization should be enacted. If spine board may be needed, spine board should be called for.
- ❖ The slide attendant should immediately clear the tower and instruct patrons to go back down the steps. When the attendant clears the tower, he/she should close the gate and help with crowd control.
- ❖ Break/relief guard will be responsible to bring spine board (if needed) to area.
- ❖ Pool Director should immediately proceed to mechanical/pump room to turn off water features. (If a staff member who is trained to shut these features off is available, the Pool Director may assign the key and duties to that individual).

- ❖ Pool Director will designate an employee to call 911.
- ❖ Rescuing guard and break/relief guard will work on/with victim, with Pool Director assisting when available.
- ❖ Pool Director will open emergency gate or assign a staff person this duty after giving them the proper key.
- ❖ Standard emergency forms to be completed at end of incident.

Emergency Spinal/Neck Procedure in Joannes and Resch Diving Well:

- ❖ Rescuing guard triple whistles and properly enters water.
- ❖ If rescue is on the diving board, the backup guard will be the drop slide guard (H).
- ❖ If rescue is on the drop slide, the backup guard will be the diving board guard (I).
- ❖ Patrons are to be firmly instructed by the backup guard to not use the diving board. Drop slide patrons are to be instructed by the drop slide attendant to go back down the stairs, clearing the tower.
- ❖ Rescuing guard should call for a spine board (There shall be a spine board located between the drop slide and the diving board).
- ❖ The backup guard shall assist the rescuing guard in the water and be responsible for taking down the safety line if the victim needs to be spine boarded.
- ❖ Victim shall be brought to the shallow water on the east side of the pool for proper spine boarding procedure.
- ❖ Other guards shall clear the pool and assist in the spine board/crowd control procedures when the water has been cleared of swimmers. The break/relief guard may help immediately.

SPECIFIC

JOB

RESPONSIBILITIES/

PROCEDURES

LIFEGUARD

SPECIFIC JOB RESPONSIBILITIES

1. The primary responsibility of the lifeguard is to ensure a safe and comfortable environment for swimmers and to enact any lifesaving measures should a situation occur. The Pool Director is the supervisor.
2. Lifeguard is a highly regarded position and should be carried out in a professional manner. Lifeguards are expected to:
 - a. Be alert at all times.
 - b. Refrain from unnecessary talk while guarding.
 - c. Make requests and issue orders in a determined but courteous manner - be positive when enforcing the rules; say, "Walk please," not "Don't run."
 - d. Participate in emergency procedure drills.
 - e. Keep familiar with and consistently enforce all rules of the pool.
 - f. Hold rescue tubes in the ready position across lap when in guard chair.
3. Be on the lookout for hazardous situations and take necessary action to prevent accidents. Keep all safety equipment in good repair, and keep the pool area free of debris.
4. Perform rescues when needed.
5. Provide proper first aid for minor accidents. Follow all procedures of bloodborne pathogens when administering any first aid. Wear rubber gloves (and masks if necessary) that are provided. Follow all documentation procedures.
6. Maintain a high level of fitness. Three (3) 500-yard swims are required weekly.
7. Lifeguards are required to wear the authorized uniform on the chairs and when working. Whistle must be worn at all times.
8. All lifeguards are to be currently certified in Red Cross Lifeguard Training and CPR for Professional Rescuer.
9. Swimming by staff (except for laps) is not permitted during guard hours unless cleared with the Pool Director. **Diving board use is not permitted.**
10. When in pool office during break time, lifeguards shall make themselves available to patrons requiring assistance.

LIFEGUARD TECHNIQUES

1. SCANNING

Primary scans used are the circle scan and the back and forth scan. A proper scan should cover the entire section, while also overlapping into other areas. It should always include other guard chairs and the deck area behind you. There are danger areas and hazards common to all swimming facilities. Preventive lifeguarding requires identification of these areas. Examples of common danger areas of the particular area a guard is working are mentioned below:

a. ENTRANCE AREAS

Swimmers' enthusiasm to get into the water at the shallow depths may result in swimmers diving or jumping into water of insufficient depth. Also those in a hurry to get into the water may slip or push someone else causing an accident.

- b. **LADDERS AND EDGE OF POOL**
Scan should include ladders and the edge of the pool. Ladders become a gathering place for swimmers. Non-swimmers may be dunked at ladders or pushed into deep water. Scan the edge of the pool closely. Watch for swimmers entering or pushing unsafely.
- c. **BLIND SPOTS**
One frequently neglected area is directly under lifeguard chairs.
- d. **NON-SWIMMERS**
Anticipate problems such as non-swimmers wandering into deep-water areas and non/poor swimmers playing at the edge of deep-water depths. Be alert for swimmers carrying non-swimmers into deep water.

2. **CHAIR TECHNIQUES**

Proper chair techniques are an important part of lifeguarding. A lifeguard that looks alert is alert. Guards should be sitting straight up with both feet on the lifeguard stand, whether there are two or two hundred people in the pool. Improper chair techniques may include slouching, crossing legs, propping legs up on a chair railing, or using the rescue tube as a footrest.

3. **CHANGING CHAIRS**

- a. The guard rotating into duty goes up to the first guard chair and stands next to it. Starts to scan. After one complete scan is made, the rotating guard tells the chair guard "OK". ****Important**** When both guards are standing on deck next to chair, they should both be scanning, when chair guard tells rotating guard "OK", the rotating guard climbs into the chair, while other guard continues watching the pool.
- b. When rotating guard is situated on the chair, they make one complete scan, then the chair guard tells other guard "OK, I've got the zone". Guard on deck then proceeds to next chair and process starts over.

4. **WHISTLES**

A loud, sharp, clear whistle is used. The necessary whistle signals are: one short blast to gain attention of a swimmer, 3-4 short blasts to signal a rescue to be made. The whistle should be used sparingly. A whistle blown too often and for little purpose will soon be ignored. Use the mega phones when giving directions to patrons in the pool when possible.

LIFEGUARD TRAINING

The Department of Health & Family Services requires aquatic facilities to provide ongoing training to lifeguards. **Three all-staff in-service training sessions will be held throughout the summer (one each month), and lifeguards are required to attend.** In addition, Pool Directors will schedule group training sessions and skill reviews. Missing all-staff in-service training sessions, group trainings, or skill review sessions will result in disciplinary action and a reduction of hours. Missed in-services are never "excused", and they are impossible to "make up". In-service and skill review dates will be included in pre-season paperwork. Please plan accordingly.

INSTRUCTOR

SPECIFIC JOB RESPONSIBILITIES

1. The instructor will be responsible for the safety, conduct, and instruction of all students under their supervision. The instructor reports to Pool Director.
2. Instructors are to be dressed in red swimming suits ("Guard" must be written on your suit) and on the pool deck ready to receive their class prior to class time. Remain in the pool area at all times while students are in the pool area. If it becomes necessary to leave class for any reason, alert another instructor of temporary absence.
3. Conduct swimming classes as assigned:
 - a. Classes are taught according to Red Cross guidelines.
 - b. Keep attendance records, as well as accurate class lists.
 - c. Develop lesson plans for classes to be taught.
 - d. Submit Red Cross forms if WSI certified.
 - e. Rescue tubes shall be kept on pool deck near instruction area.
 - f. Instructors are expected to be in the water with their students, particularly the younger and beginner classes. Taking non-swimmers off the diving boards is not allowed. Students shall not jump from guard chairs into water.
 - g. Students are to be instructed for the entire lesson time. Free swim time is not to be given during lesson time, and classes are not to be dismissed early. Warm up exercises should be kept to a minimum as they do not count as actual teaching time. An organized game is a good way to end the class, using the lesson skills that have been taught.
 - h. Be available to talk with parents of the students before or after class.
4. Enforce pool rules and safety procedures. Submit any accident reports, as well as any needed repairs to safety equipment, to Pool Director.
5. In case of an absence, notify your Pool Director as soon as possible. Class lists and lesson plans must be given to the substitute instructor.

LESSONS

PREPARATION

1. Classes are 30 minutes long. Each session (4 offered) is two weeks in length (8 lessons; M-Th).
2. Instructor must be familiar with the course content. Know the requirements for all the courses. Skill sheets for all levels are available at the pools.
3. Instructors will provide their own manuals.
4. Lesson plans are required. Lessons should be prepared weekly. Lesson plan should be prepared for each class taught using skill sheets provided.
5. Know lesson plan so that it is not necessary to refer to it while teaching.
6. Prepare class list. Keep an accurate roll.
7. Be creative.
8. Kick boards and other necessary equipment should be on deck **before** class begins.
9. Instructors are to be in uniform and prepared to teach **before** students arrive.

PRESENTATION

1. Put kids at ease - smile, show concern, be genuine. Many will be scared and nervous.
2. Take roll - learn the names of the students in your class!
3. Introduce the lesson.

4. Be enthusiastic, considerate, and tolerant.
5. Maintain control. Be sure you have their attention.
6. Keep kids involved. Work with problem students only to a point - they should not disrupt entire class.
7. Keep verbal instructions to a minimum. Demonstrate on deck and then in the water.
8. Break difficult skills into small parts.
9. Group for instructions when appropriate.
10. Use the entire 30 minutes. There is no playtime during lessons.
11. **Think safety - stress safety.**
12. Encourage class to practice during open swim times.
13. Provide sufficient practice time.
14. Reviewing previous day's material helps them remember. REPETITION, REPETITION, REPETITION!
15. Set high standards. Make sure skills have been mastered before passing them on to next level.
16. Provide lots of positive reinforcement!
Note: Instructors are expected to be in the water during their classes. Even upper level classes require instructors to be in the water giving encouragement and correcting skill deficiencies.

EVALUATION AND COMMUNICATION

1. Constantly communicate to students areas for improvement.
2. Students should know weaknesses before they take a water test.
3. Be sure parents get the skill check-off forms.
4. Make comments clear and concise. Use good grammar - write neatly.
5. Be sympathetic to concerns of parents. Be a good listener.

**FACILITY ATTENDANT
(Colburn)**

SPECIFIC JOB RESPONSIBILITIES

1. Maintain and clean dressing areas, shower rooms, storerooms, counter areas, and lavatories. Specific duties as follows (may be altered due to weather, etc.):
 - A. Morning: entire area of responsibility to be cleaned.
 1. M-W-F: dressing areas to be hosed down including floors, walls, and ceilings. T-Th: areas to be swept.
 2. Lavatories to be hosed down daily, fixtures to be cleaned with cleanser. Check and maintain paper supplies at adequate level. Soap dispensers to be kept at adequate levels.
 3. T-Th: shower walls to be washed. Clean gutters daily.
 4. Other duties as assigned.
 - B. Afternoon & evening: assigned areas to be picked up and cleaned.
 1. Lavatories to be checked every half hour. Flush toilets, pick up papers, and monitor paper supply levels, clean as needed.
 2. Periodically pick up dressing areas, sweep in late afternoon.
 3. Check locker room every ½ hour; more frequently during busy periods. Use daily check off sheet and initial every ½ hour.
2. Maintain discipline and order in your assigned area. Know and enforce pool rules to all patrons, adults, and children. Don't embarrass or be condescending to patrons, be positive - inform and educate. Also be positive when enforcing the rules: for example, say "walk please," instead of "don't run". Do not refuse second showers.
3. Be alert for swimmers with communicable skin diseases or skin disorders (athlete's foot, warts, open/infected sores, etc.). These individuals are not allowed in pool.
4. Hang and take down flag daily.

DECK ATTENDANTS
(Joannes Family Aquatic Center and
Resch Aquatic Center)

This position will have its own 30-minute rotation (similar to the Lifeguards) and work in a variety of areas on the pool deck.

SPECIFIC JOB RESPONSIBILITIES

1. Maintain and clean dressing areas (includes unisex changing rooms), shower rooms, storerooms, and lavatories. Specific duties as follows (may be altered due to weather, attendance, etc.):
 - A. Morning: entire area of responsibility to be cleaned.
 - 1) M-W-F: dressing areas to be hosed down including floors, walls, and ceilings. T-Th: areas to be swept.
 - 2) Lavatories to be hosed down daily, fixtures to be cleaned with cleanser. Check and maintain paper supplies at adequate level. Soap dispenser to be kept at adequate levels.
 - 3) T-Th: shower walls to be washed. Clean drains daily.
 - 4) Other duties as assigned.
2. **Flume Slide Attendant.** Work on the top of each slide assisting patrons as needed and sending them down each slide on the signal of the Lifeguard at the bottom of slides. Enforce slide rules.
3. **Deck area.** Pick up deck area as needed, straighten chairs, empty trash containers, assist patrons (including minor first aid), and enforce rules.
4. **Concession area.** Clear tables; pick up trash; empty trash containers; clean as needed.
5. **Perform checks every ½ hour of bathhouse and unisex changing rooms.** Re-stock paper products (toilet tissue, towels), maintenance duties (toilets, sinks, empty trash containers) as needed. Floor must be squeegeed and drain cleaned as necessary. There will be a sign-off sheet in the office for you to initial indicating that checks have been done.
6. **Maintain discipline and order in your assigned area.** Know and enforce pool rules to all patrons, adults, and children. Discourage long showers to conserve water. Do not refuse post-swim showers to patrons if they so desire.
7. Be alert for swimmers with communicable skin diseases or diseases (athlete's foot, warts, open/infected sores, etc.). These individuals are not allowed in pool.
8. Assist as lifeguard (if 16 years of age and certified).
9. Hang and take down flag daily.

CONCESSIONAIRE/CASHIER

SPECIFIC JOB RESPONSIBILITIES AND POLICIES

1. Concession Hours
Colburn
 - a. M-Th: 9:00-11:00 AM; 12:30-4:15 PM, 6:00-7:15 PM
 - b. Fr/Sa/Sun: 12:00-5:45 PM**Joannes Family Aquatic Center and Resch Aquatic Center**
 - a. M-Th: 11:30-6:45 PM
 - b. Fr/Sa/Sun: 12:00-5:45 PM
2. Pool pass holders should scan their key fobs. Pictures will confirm identity. If no picture, please take one.
3. Complete Daily Receipt Sheet.
4. Process Daily Deposits.
5. Receive deliveries. Invoices are not to be signed for the delivery driver until the Pool Director has checked quantities. Delivery shortages are easiest to prove when delivery person is still there.
6. Concessionaires at Joannes and Resch must wear a hat (hairnets available if you forget a hat).
7. Eating is not allowed in the Joannes or Resch staff concessions area. Staff must eat in break room.
8. Maintain lobby, first aid room, and front deck areas. After closing afternoon register, pickup outside pool area, i.e. paper and garbage pickup as needed.
9. Colburn:
 - a. Monitor locker room as needed.
 - b. Assist patrons with lockers as requested.
 - c. Perform maintenance duties in locker rooms as assigned.
10. Maintain discipline of patrons in assigned areas.
11. Provide proper first aid for minor accidents. Follow all procedures of bloodborne pathogens when administering any first aid. Wear rubber gloves (and masks if necessary) that are provided. Follow all documentation procedures.
12. Emergency responsibility as directed.

Helpful hints: (Do's and Don'ts)

1. Smile and greet customers as they approach the window.
2. Write down all voids on void sheets immediately!
3. Do not accept any personal checks! Any exceptions must be cleared through Pool Director. Bills over \$20 must be approved by the P.D. Counterfeit pens must be used on all bills over \$20. Credit cards are accepted with a minimum \$10.00 purchase.
4. Each pool register has a change fund - do not include this in the daily deposit.
5. Prepare Concessions for opening. Do not open more than one case of a particular product unless needed.
6. Rotate stock when new supplies come in (i.e., make sure product on hand is used before the product that just came in). Date all boxes as they come in.

7. Only Concessionaires are allowed behind the counter. These are the **only** individuals who should operate the cash register.
8. Never extend credit to anyone - even those on staff. Never give away any items for free or for less than sale price. All staff purchases must be accompanied by a receipt. Any items given for free may result in immediate dismissal.
9. All money and concession goods are to be locked in concession storeroom each night. (Colburn)
11. Don't eat or "snack" in your work area. Use the break room if possible. Do not sit on the counters.
12. Prepare food in amounts that will reflect the crowd for the day. For example, if it is a cold day, only thaw small batches of pretzels and hot dogs for an expected small crowd.

FOOD HANDLING INFORMATION

- Cleaning supplies must be stored away from food products.
- Use the bar towels to clean counters. Bar towels should be stored in sanitizing solution (1½ tbsp. bleach to 1 gallon of water). Replace solution nightly.
- Wash your hands thoroughly and regularly!
- Use the utensils to reach for food. You **never** "touch" a customer's food.
- Be familiar with food serving temperatures posted in the concessions area. Use thermometers to check serving temperatures.
- Use the 4-sink system when washing items at the end of the night. Pre-wash (scrape, soak), wash in hot soapy water, rinse in hot clean water, and sanitize (3/4 tbsp. bleach per gallon of water). Air dry.

POOL DIRECTOR

SPECIFIC JOB RESPONSIBILITIES

Night deposit procedures:

- a. Place in deposit envelope:
 - Daily Pool Report
 - Consolidated EOS Report
 - Accident reports
 - Save reports
- b. Complete bank deposit slip.
- c. Packing bank bag for nightly deposit:
 - All coins are placed in blue bag.
 - Stack all currency (bills) so that each bill is such that the President's head is facing you and in an upright position. Stack so that lowest denomination is on top to the highest on the bottom (1s, 5s, 10s, etc.). Do not separate currency by concessions, ticket money, etc.
 - Place all three copies of the bank deposit slip loosely in the bag. Pink slip will be returned with notations of any errors, bank will get white copy, and Recreation Department gets yellow copy. All cash received in that day's transactions must be deposited. Do not set aside any amount for slush fund accumulation.
 - Lock bank bag (keep key at pool).

FACILITY

INFORMATION

OUTDOOR POOLS

OPEN JUNE 11

**COLBURN POOL AND
JOANNES AQUATIC CENTER**

CLOSES SUNDAY, AUGUST 21

RESCH AQUATIC CENTER

CLOSES THURSDAY, AUGUST 25

*Colburn
Joannes Family Aquatic Center
Resch Aquatic Center*

*1025 S. Fisk Street
1430 E. Walnut Street
1058 Reed Street*

COLBURN OPEN SWIMMING

JOANNES & RESCH OPEN SWIMMING

- M-TH: 12:30-4:30 PM; 6:00-7:30 PM
- FRI-SUN: 12:00-6:00 PM

- M-TH: 12:00-7:00 PM*
- FRI-SUN: 12:00-6:00 PM
- *Week of August 22-25 12:00-6:00 PM

SUNDAY FLOAT DAY: Soft inflatables will be allowed with parental supervision every Sunday. Water wings are excluded. Life jackets are permitted as long as they are U.S. Coast Guard Approved (Type II or III).

	<u>Individual Admission</u>	<u>Resident Discount Admission</u>
Children (under 2 yrs)	Free	Free
Student (2-17 yrs)	\$4.00	\$2.90*
Adult (18 yrs +)	\$5.50	\$4.00*
Sr. Citizen (60 yrs +)	\$5.50	\$2.90*

*Residency verification required to receive resident discount.

Tax will be added to all admission and concession prices.

SUMMER SWIM PASSES

Available at the Parks, Recreation & Forestry Office (or on a mail order basis) - Room 510, City Hall, between the hours of 8:00 – 4:30 PM. Passes can also be purchased online at www.greenbaywi.gov/parks (valid at all City pools).

	<u>Non-Resident Pass</u>	<u>Resident Discount Pass</u>
Student (2-17 yrs)	\$ 76.00	\$ 45.00*
Adult (18 yrs +)	\$ 87.00	\$ 50.00*
Sr. Citizen (60 yrs +)	\$ 87.00	\$ 45.00*
**Family	**\$174.00	**\$100.00

**Family is defined as up to 2 adults and 3 minor children (17 yrs. and under) living at the same address. Every additional family member is \$6.00 each, non-residents \$11.00 each.

*Residency verification required to receive discount.

POOL POLICIES

1. All patrons must show appropriate pool pass or pay daily admission to enter facility.
2. Pool admission is granted on a first come, first serve basis according to the capacities of each pool. For this reason purchase of a pool pass does not guarantee admission to a municipal pool.
3. Admission to the pool is refused to all persons having any disease or any condition, which has the appearance of an infection (open sores, rashes, etc.). Persons with pads, adhesive tape, or any kind of bandage will not be admitted. Jewelry should be removed.
4. No one is allowed in the pool area unless a lifeguard is present. If an instructor or guard is not present, swimmers must wait in the dressing rooms.
5. Pool admission and pass purchases are **NON-REFUNDABLE**.
6. Passes will be confiscated and not returned if the buyer allows the pass to be used by anyone else. Passes are **NON-TRANSFERABLE** and will be checked. Refer patrons to the Recreation Supervisor if they have a concern.
7. All passes must have a picture attached to the key fob holder. As passes are scanned, cashier should look at picture to confirm identity. If there isn't a picture, cashier or pool director should take the picture.
8. Management reserves the right to revoke passes if rules and policies are not being adhered to.

8. Telephone is for emergency use only. For safety reasons, **NO TELEPHONE CALLS** for patrons are accepted at the pool.
9. Soap and water shower is **required** of all patrons.
10. Clean **SWIMMING SUITS** must be worn. Any exceptions to this are made by Pool Director **ONLY**. Children who are not toilet-trained are required to wear swim diapers OR diapers worn with rubber pants. Removing diaper for swimming is not allowed.
11. Teasing or horseplay (running, pushing, dunking, chicken fights, loud vulgar language) will not be tolerated.
12. **NO SMOKING** or use of mind-altering substances is allowed within any pool location.
13. Swim fins, beach balls, inflatable mattresses, radios, etc., may not be brought into the pool area. The exception to this is soft inflatables are allowed during Sunday Float Day (offered weekly at each pool) with adult supervision. Strollers are allowed but must be put up against a fence with deck clearance available.
14. Food, gum, beverages, pets, and glass containers are not permitted in the pool area. No food or drink carry-ins allowed.
15. No "rain checks" will be given. Exceptions to this are made only by Pool Director.
16. Pool staff will not hold patron personal belongings or valuables under any circumstances. Doing so could make the individual personally responsible for any alleged losses.
17. Sitting or pulling on lane markers, except in an emergency, is not allowed.
18. In accordance with the Federal Video Voyeurism Prevention Act of 2004, the use of camera phones or video recording devices in the locker rooms is prohibited.
19. U.S. Coast Guard Approved life jackets are allowed (Type II or III only). Life jackets will not be allowed on the slide or diving board. Non-swimmers need to be accompanied by an adult.

DIVING WELL RULES

1. One bounce only on diving boards.
2. Participants must dive straight off the boards.
3. Area in front of board must be clear before dive. After dive, swimmers must leave area as quickly as possible. Assistance off the diving boards will be done by guards only. **NO ONE**, parents included, will tread water and catch or assist a person off the board or to the edge. If the person cannot make it to the edge or go off the board alone, they do not belong in this area.
4. No free swimming in diving well. Area restricted to diving.
5. Only one person allowed at a time on the diving boards.
6. Diving area must be clear before the next dive is allowed.
7. Swim quickly toward the side after completing each dive.

8. No inward dives, reverses, twists, or backflips allowed.

WATERSLIDE RULES

1. A Deck Attendant must be at the top of the slide tower and a Lifeguard at the bottom whenever the slides are open.
2. Patrons using the waterslide should be able to swim or must be able to stand up safely in 44" of water.
3. Riders must go one at a time unless they are under 44" tall. Non-swimmers under 44" in height must be accompanied on the slide by an adult.
Double sliding is by permission only
4. People sliding must be seated or lying on their back in the flume. No stopping-Drop slide users in diving well **MUST ENTER SLIDE IN LYING POSITION**.
5. Sliding may occur in forward position only-feet first.
6. Hands must be kept inside flume.
7. Upon exiting the slide, swimmers should move out of the splash area immediately.
8. No horseplay or running on the stairs, landings, or waterslide is allowed.
9. Jewelry, metal decorations and belt buckles must be removed before using the slide.
10. Sunglasses cannot be worn on the slide.
11. Patrons under the influence of alcohol or drugs may not use the waterslide.
12. Parents/adults may not take infants on slides.
13. Absolutely no triple sliding.

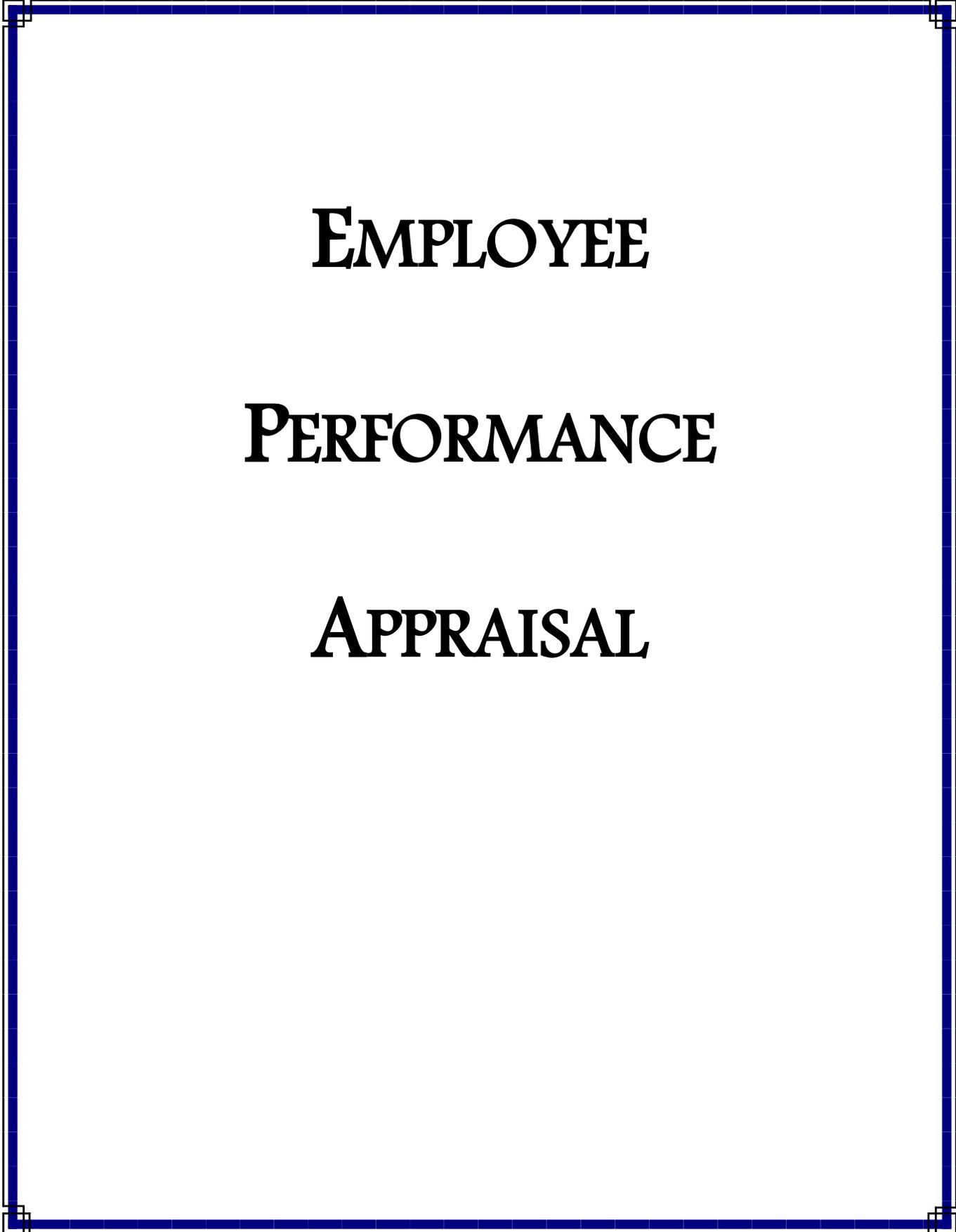
ENFORCING RULES

It is important that staff be consistent, fair, and equal when enforcing rules. When a patron disobeys one of the facility rules, they should be politely corrected and reminded what the rule is. Try to keep this reminder positive.

1. Pool Director must be notified if you are requesting a patron be ejected for the day.
2. Disciplinary action may include:
 - a. Sit out at a specified spot for a specific time.
 - b. Report to the office for a talk with the Director.
 - c. Ejection from facility for remainder of day.
 - d. Ejection from facility for more than one day. Don't get carried away at the beginning of the season and eject someone for the entire summer for a minor infraction. Be reasonable.
 - e. If a patron is caught stealing, the police must be called.
3. Recreation Supervisor must be notified if a patron is ejected for longer than one day.

It is very important that the facility staff remembers that they are representing the City of Green Bay Parks & Recreation Department at all times. Patrons need to know that you are there for their safety, yet they need to respect your authority. The most successful lifeguards are those who maintain a safe but fun area. Many patrons will test your authority, especially at the start of the summer. Be firm but friendly, and you will have minimal problems.

If a patron questions the reason for a rule while you are guarding, try to briefly explain. If they are not satisfied, refer them to the Director. Your responsibility is to watch the swimmers and discussions with patrons will only distract you.



EMPLOYEE

PERFORMANCE

APPRAISAL

**GREEN BAY PARKS, RECREATION & FORESTRY DEPARTMENT
SEASONAL AND SUMMER EMPLOYEE
PERFORMANCE APPRAISAL FORM**

Employee Name: _____
(Last) (First) (Initial)

Position Title and Work Site: Pool Concessionaire/Facility Attendant

*Additional job elements, characteristics or supervisor's comments may be listed on back or attached.

OUTSTANDING: Performance is exceptional and recognized as being far superior.

EXCEEDS JOB REQUIREMENTS: Performance clearly exceeds most position standards and is generally of high quality.

MEETS JOB REQUIREMENTS: Competent and dependable level of performance. Accomplishes set job expectations.

NEEDS IMPROVEMENT: Performance is deficient in certain areas and improvement is necessary.

UNACCEPTABLE: Performance is below expected standards. Immediate corrective actions are required.

PART I: MAJOR JOB ELEMENT	Outstand- ing	Exceeds Job Require- ments	Meets Job Require- ments	Needs Improve- ment	Unaccept- -able
1. Keeps accurate records on registers & forms					
2. Maintains thorough facility cleanliness, including work areas					
3. Maintains a well-disciplined area; enforces appropriate rules					
4. Maintains good public relations					
5. Uses slow time effectively					
6. Doesn't leave until all work is satisfactorily completed					
PART II: GENERAL CHARACTERISTICS					
1. Attendance					
2. Punctuality					
3. Reliability					
4. Initiative					
5. Relation with co-workers					
6. Relation with supervisors					
7. Accepts criticism					
8. Willing to assist others in their work					
PART III: OVERALL					
Overall, how would you rate this employee's performance?					

COMMENTS (If additional space is needed, use back of this form): _____

Supervisor

Employee

Dated: _____

SWIM INSTRUCTOR EVALUATION

	Excellent	Above Average	Average	Below Average
Begins and ends class on time				
Knowledge of material				
Ability to demonstrate skills				
Uses class time effectively				
Maintains safety/discipline during lessons				
Shows enthusiasm to motivate students				
Communication/Interaction:				
<ul style="list-style-type: none"> • Uses language that is socially and developmentally appropriate 				
<ul style="list-style-type: none"> • Shows patience with all students 				
<ul style="list-style-type: none"> • Praises all students 				
Teaching style:				
<ul style="list-style-type: none"> • Provides individualized and corrective instruction 				
<ul style="list-style-type: none"> • Maintains interest of all students 				
<ul style="list-style-type: none"> • Keeps students actively involved 				
<ul style="list-style-type: none"> • Provides a mixture of explanation, demonstration and practice 				
Overall				

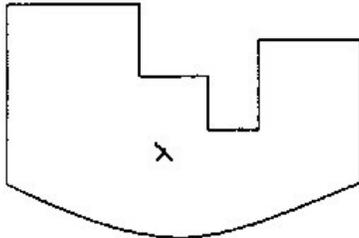
1	2	3	4	5	AVERAGE

1. SCAN TIMES

2. CHECK LIST

- A. Does guard use a circle scan? YES__ NO
- B. Does guard use a back and forth scan? YES__ NO
- C. Does guard vary scanning? YES__ NO

APPENDIX



Joannes

SAVE REPORT

Date: 7-13-05 Time: 1:00pm

Victim: John Black Age: 5

Address: 100 N Main st. Green Bay

Phone #: 445-3365

Location: Chair 5 (mark map) Save Guard: Shawn Brady

Other Guards On Duty: Nicole, Victor, Marlana, Rex, Cassie, Mimi, Belle, Brady, Jennifer.

Explain the actions of the victim and the guard during the save. (Ex. active/passive drowning victim, reaching assist or water rescue...) I was on chair #5 the victim went in and came up arms flailing. I whistled 3 times and jumped in and brought victim to the side.

Explain the actions taken to ensure the future safety of the patron. (Ex. fix a problem, stay in shallow water...)

I told John (victim) to stay in shallow water below his chest. I notified the Pool Director, Kate, about the victims age. She kept John in the bathhouse until his mother arrived to pick him up.

Was parent or guardian found? NO Relationship to the victim? ---

What information was given to the parent or guardian? ---

Victim rode bike to pool. We got telephone # from victim and reported incident to mom at home. Also asked her to pick up John since he does not meet the age requirements of the facility.

Signature: _____ Date: _____

GREEN BAY PARKS, RECREATION & FORESTRY DEPARTMENT
INCIDENT REPORT FORM

Date of Incident: 8-03-05 Time: 3:13 A.M. P.M.

Place of Incident: Colburn Pool Shallow end Steps

Name of Person Involved: Joey Smith

Address of Person Involved: 100 N. Jefferson st. GB

Telephone Number: 448-3365 Age: 10

How Did Incident Occur? Joey stated he ran from locker room to pool steps and slipped on the step

Description of Injury (if any): Scraped knee (right side in front) about 2" x 2" in size

Was EMT Transport Required? Yes No

Witnesses (Names, Addresses, Telephone Numbers):
1) L6 name
2) L6 name

Remarks: I told Joey not to run on the pool deck. Also told Joey if the scrape kept hurting to report back to office. Cleaned wound and applied a band-aid.

Employee Signature: Shawn Brady Date: 8-03-05

**GREEN BAY PARKS, RECREATION, & FORESTRY DEPARTMENT
2016 PAYROLL DATES**

PAYROLL NUMBER	PAY PERIOD	DATE DUE	CHECK DATE
#1	December 13 – December 26, 2015	December 28	January 7, 2016
#2	December 27 - January 9, 2016	January 11	January 21
#3	January 10 – January 23	January 25	February 4
#4	January 24 - February 6	February 8	February 18
#5	February 7– February 20	February 22	March 3
#6	February 21 – March 5	March 7	March 17
#7	March 6 – March 19	March 21	March 31
#8	March 20 - April 2	April 4	April 14
#9	April 3 – April 16	April 18	April 28
#10	April 17 – April 30	May 2	May 12
#11	May 1 – May 14	May 16	May 26
#12	May 15 – May 28	May 30	June 9
#13	May 29 - June 11	June 13	June 23
#14	June 12 – June 25	June 27	July 7
#15	June 26 - July 9	July 11	July 21
#16	July 10 – July 23	July 25	August 4
#17	July 24 - August 6	August 8	August 18
#18	August 7 – August 20	August 22	September 1
#19	August 21 - September 3	September 5	September 15
#20	September 4 – September 17	September 19	September 29
#21	September 18 - October 1	October 3	October 13
#22	October 2 – October 15	October 17	October 27
#23	October 16 – October 29	October 31	November 10
#24	October 30 – November 12	November 14	November 24
#25	November 13 – November 26	November 28	December 8
#26	November 27– December 10	December 12	December 22
#1 (2017)	December 11 – December 24	December 26	January 5, 2017

The Parks, Recreation, & Forestry Department is in the B1 cycle.

I, _____, have read this manual and agree to
(*PRINT NAME*)

follow the rules and procedures contained within it. I also understand that I must follow all City of Green Bay Parks, Recreation, and Forestry Department rules and regulations while I'm on duty.

Signed Date

Please complete this form and return it to your Supervisor.