



BALDWIN COUNTY CALLED MEETING

Monday, March 24, 2025

Government Building, Suite 220, 1601 N Columbia St

2:00 PM

AGENDA

CALL TO ORDER

EXECUTIVE SESSION

1. Executive Session to discuss personnel matter.

ADMINISTRATIVE / FISCAL MATTERS

2. Aquatic Park

ADJOURNMENT

BALDWIN COUNTY AQUATIC FACILITY STANDARD OPERATING PROCEDURES (SOP)

General Facility Operations

1. Hours of Operation
2. Opening and Closing Building
3. Communication
4. Emergency Response and Action Plans
5. Facility Rules
6. Restroom/Changing Area Use
7. Lost and Found

General Team Member Operations

1. Basic Job descriptions, responsibilities, certification, and trainings
2. Organizational Chart
3. Manager on Duty Responsibilities
4. Volunteers
5. Uniforms
6. Expectations
7. Cell Phone Use
8. Time and Pay (Includes Leave Requests)
9. Breaks

Ticket Booth Operations

1. Ticket Booth Team Members
2. Types of Payment Methods Accepted
3. Definition of Users and Fees
4. Patron Entry/Re-entry
5. Daily Admissions
6. POS Sale
7. Pass sales
8. Program Sales
9. Program Check-in
10. Aerobics Pass Sales
11. Aerobics Check-in
12. Computer Issues and Continuity of Operations
13. Rain Checks
14. Refunds
15. Till Amounts
16. Safe Operations
17. Cash Handling Policy
18. Front Desk Team Operations
19. Maintenance and Cleaning Responsibilities

Lane and Facility Rentals

1. After Hour Rentals
2. Short Term
3. Long Term
4. Swim Meet Rentals

Party and Group Rentals

1. Party Packages
2. Group Reservations
3. Party Prep and Notification

Vending

1. Vending Machines

Lifeguard Operations

1. Rotations and Positions (indoor and outdoor)
2. Whistle Code/Hand signals

3. Proper Chair Etiquette
4. Equipment and Maintenance

Pool Operations, & Pool Maintenance and Cleaning

1. Pool Cleaning and Schedule
2. Head Guard Weekly Walk-through
3. Pool Readings and Logs
4. Pool Chemicals and Storage
5. Pool Equipment and Cleaning/Maintenance Schedule
6. Pool Temps
7. Backwash Procedures
8. UV System
9. Chemical Control System
10. Contamination Procedures for Pool

Facility Maintenance and Cleaning

1. Restrooms
2. Locker rooms
3. Open Areas
4. Janitor Closets
5. Cleaning Chemicals and Equipment
6. Daily Walkthrough-Cleanliness, Safety/Security
7. Work Orders

General Facility Operations

1. Operating Hours and Annual Schedule

Purpose: To provide information to Team Member and guests regarding the operating hours of the Aquatic Center, in addition to facility usage hours and annual maintenance closures. In general, the Aquatic Facility will be open every day during its Standard Operating Hours, except as indicated for Scheduled Holiday Closures, Partial Holiday Closures, and unforeseen circumstances.

Process: Daily hours of operation for the Aquatic Facility will be posted, and the public will be advised at least 2 weeks in advance of full-day and partial-day closures, or for scheduled facility closures ASAP (i.e., annual or other pool maintenance).

Scheduled Holiday Closures:

None at this time

Annual Scheduled Building Maintenance:

A decision will be made by Management in the building as to the needs of the building for shutdown this will determine the length of the shutdown. The actual dates will also be determined by the programs and needs of the community. The pool(s) may be closed or have limited access dependent upon maintenance schedule requirements. Public notification shall be made 4 weeks in advance. Shutdown will traditionally be on the first week of school for Milledgeville City/Laurens County School Districts.

Hours of Operation

| | Pool |
|--------------------|------------|
| Monday to Saturday | 8am to 6pm |
| Sunday | 8am to 6pm |

Facilities closes 30 minutes after pool

2. Opening and Closing Facility

Opening Process: Manager on Duty (MOD) will arrive 30 minutes to facility opening. Unlock front gate, concession stand door, and rollup door in the back. MOD will also make sure tablet for clocking in, is up and running so that all staff can clock in that morning. As staff arrives lifeguards should start on their morning duties or be prepared for training with the Head Life Guard. Concession and front gate workers should start setting up and cleaning picnic area and front bathrooms for the start of the day. Money will only be taken out of the safe and placed into cash draws upon request of cashiers. No money will be placed in cash drawers without cashier's knowledge, as they are responsible for their drawer count once money is placed in drawer.

Closing Process: Manager on Duty let's front gate close down 30 minutes prior to closing. Cashier brings cash drawer into concession stand for finally count down. Cash from drawer will be placed into safe until deposit is done. The same will be done for the concession stand cash drawer. Concessions and front gate will need to clean picnic area, concession stand, restrooms and empty trash cans. Lifeguards will blow whistles and clear pool at 6 pm. Upon closing all employees will clean and/or train. Manager on Duty and concession/front desk cashiers will lock themselves in concession stand alone to complete the night deposit. Once deposit is complete, Manager will leave and go directly to the bank to make the night drop. Head guard and front-end supervisor will let staff know when they are able to leave after all closing duties have been completed.

3. Communication

Purpose: To provide information regarding the appropriate way to communicate between Team Member members at the Aquatic Facility as well as how to handle incoming phone calls.

Process: Our main communication between service areas will be through cell phones.

Telephone Procedures

Answering the phone:

- “Thank you for calling the Baldwin County Aquatic Facility this is _____ (name), how may I help you?”
- If they request to speak to a specific person ask “May I ask who is calling?” Try to forward call to cell phone.

Place a call on hold:

- “May I place you on hold?”
- Then touch the “HOLD” button.
- To answer the call again, pick up and hit the button on the phone under Resume call.

4. Emergency Response and Action Plans

Purpose: To provide Team Member with guidelines for responding to all hazards and emergencies.

Process: Manager On Duty (MOD) must be intimately familiar with the policies, actions and guidelines contained within this plan. All other Aquatic Facility Team Members must have knowledge of the contents, understand and be willing and able to assist the MOD to secure the safety of our guests during any emergency.

Important Phone Numbers and Emergency Information:

Fire, Police, Emergency Medical Service: 911

Baldwin County Sheriff: 478-445-5102

Milledgeville City Police: 478-414-4090

Emergency Kit location: First Aid Office/Lifeguard room

Evacuation Assembly Area: Adult Complex (across from parking lot)

Severe Weather Shelter Area:

Both sets of building restrooms

Leadership Tree in an Emergency:

Manager on Duty is the lead in all Emergencies at the Aquatic Center. All other supervisors are to help and follow the lead of the MOD.

Manager On-Duty Responsibilities during and Emergency

Manager on Duty (MOD)

The MOD is responsible for continuous monitoring of the safety and security of all persons in the Aquatic Center. S/He (or designee) will coordinate and supervise emergency management activities. MOD responsibilities include:

- A. Maintaining a current Emergency Plan (includes Appendix).
- B. Designating Aquatic Facility Team Member to perform emergency responsibilities.
- C. Monitoring weather conditions or incidents in the community which may impact the Aquatic Center.

Baldwin County Aquatic Facility Team Members Responsibilities during an Emergency

The Aquatic Center Team Member is responsible for assisting the MOD to continuously monitor the safety and security of all persons at the Aquatic Center. S/He (or designee) will coordinate and supervise emergency management activities. Aquatic Center Team Member responsibilities include:

- A. Follow duties as outlined in EAP
- B. Maintaining order by supervising evacuation to a designated safe area. Driveways and Aquatic Centering lanes should be kept clear of vehicles so that emergency vehicles can access the building.
- C. Alleviating fears by creating a calming atmosphere.

Aquatic Facility Evacuations: The MOD is in charge of clearing the Aquatic Facility and should be the last person out of the Aquatic Center. MOD primary duties is to evacuate the facility, to notify the evacuees, authorities and to assess the situation. Use the branch cell phone for notifications.

The AQUATIC CENTER Team Member is in charge of traffic management, ensuring that Team Member and customers move to the designated assembly area (Girls Softball Complex Outfields of Field 3 & 4) safely and are not endangered by arriving emergency vehicles. The AQUATIC CENTER Team Member (including life guards) should make sure that all emergency exits are monitored and safely evacuated.

Evacuation Process:

- The MOD announces the evacuation of the facility in a clear manner. The MOD should carry a radio during the emergency. The MOD should ensure that the Aquatic Facility is fully evacuated before leaving.
- The AQUATIC CENTER Team Member stands outside the emergency exits and directs people to the assembly area (Adult Fields across from parking lot) The AQUATIC CENTER Team Member should ensure that people and traffic/emergency vehicles are kept separate.

- The MOD follows the last person out and checks with AQUATIC CENTER Team Member to ensure persons have gone to the assembly area. The MOD consults with authorities during the emergency.
- After the emergency, the MOD should inform customers/Team Member that the Aquatic Facility is ready to be reoccupied OR that the Aquatic Facility will be closed. If necessary, the MOD could suggest that customers call the Aquatic Center's hotline in a few hours to ascertain if the Aquatic Facility will reopen. Give them the number listed at the front of this document.
- If the building can be reoccupied, the AQUATIC CENTER Team Member should continue traffic control duties until all customers/Team Member have returned to the facility.

Evacuation Route:

- The Primary exit for guests using the Splashpad, slides, lesson area, lazy river and concessions is through the main entrance/exit gate.
- The primary exit for guests using the showers and restrooms at the bathhouse is through the main entrance/exit gate.
- Once the guests have proceeded to the front of the Aquatic Facility they will meet an Aquatic Facility Team Member adjacent to the adult fields until it is safe to return to the Aquatic Center.

Emergency Action Plans-For Situational Emergencies:

1. Bomb Threats

- All bomb threats must be taken seriously. Never assume a bomb threat is false.
- **Do not disturb the physical state of any electrical equipment.** Changes in currents, etc. could cause the detonation.
 - **Do not turn on/off lights or cell phone.**
 - **Do not use a cellular phone.**
- The MOD will:
 - Evacuate the Aquatic Center. Tell Guests "Due to unforeseen circumstances we are evacuating the Aquatic Center"
 - Do not give customers/Team Member full details...i.e.; there is a bomb threat. That might invoke panic. Be firm and confident in your role.
 - Call 911.
 - State the exact location of the emergency.
 - Stay on the line! The dispatcher may need to ask additional questions.
 - Defer to emergency personnel instructions.
 - Contact Aquatics Division Director to inform him/her of the situation.

- Fill out an Accident-Incident Report and send it to Aquatics Division Director.
- The person on the phone with the caller will:
 - Remain on the line and provide information to the MOD.
 - Use the Pre-made sign on the emergency clipboard to make another Team Member aware.
 - Speak to the person making the threat in a calm and respectful manner to try to gain as much information as possible about the threat.

2. Break-in or Robbery

If upon entering the Aquatic Center, there is evidence of unauthorized activity, the MOD will:

- Leave Aquatic Center
- Call 911 immediately.
- Defer to the emergency personnel instructions.
- Keep Team Member and the public away from affected areas.
- Call Aquatics Division Director to inform them of the situation.
- Fill out an Accident-Incident Report

Write down what was seen upon entering.

- Were doors or windows ajar, fence broken, locks cut?
- Were there any strange cars in the Aquatic Centering lot?
- Any cigarettes/garbage in the Aquatic Centering lot, in Team Member areas, etc?
- After law enforcement officers have checked affected areas, determine what items are missing.
- Give this information to the officers.
- If necessary, call RECREATION DEPARTMENT main office and request needed repairs for broken locks, rollup doors, gates, fencing etc.

3. Fire, Explosion or Toxic Gas Leak

- Evacuate the Aquatic Center
- If the fire alarm did not go off, call 911.
- When the Fire Department arrives, consult with the Incident Commander to assess the situation.
 - Determine if the Aquatic Facility is accessible
 - Determine if the Aquatic Facility should remain closed.
- Contact Aquatics Division Director to inform them of the situation and the status of the Aquatic Center.
- Provide available information to the public and Team Member as soon as possible.
- Fill out an Accident-Incident Report.

4. Power Outage

- The MOD will:
 - Call the local power company to find out any information. The phone numbers are at the front of this document.
 - Check the Security Alarm panel to reset any alarms that may be activated by the power outage.
 - Contact Aquatics Division Director to inform them of the situation.
 - If the power outage occurs during the evening or on weekends and a decision needs to be made regarding the closing of the Aquatic Center, contact the Aquatics Division Director or Recreation Department Head. The phone numbers are at the front of this document.
 - Fill out an Accident-Incident Report.

5. Severe Weather

Terms to Know

Tornado/Hurricane Watch: issued when conditions are favorable over a large area for severe thunderstorms and tornados to develop. Listen to NOAA Weather Radio and your local media for weather updates.

Tornado/Hurricane Warning: issued when a tornado has been detected or seen, is on the ground and moving and is expected to move through your area soon. **Remember: If you can hear thunder, you are close enough to the storm to be struck by lightning.**

- The MOD will decide whether to move customers and Team Member into a previously determined shelter area, based on the best and most timely information available.
- If conditions warrant, issue warnings to the entire Aquatic Facility to take shelter. Announce to customers: “Due to a Tornado Warning, please move into the nearest restrooms. Please follow Team Member to our shelter locations.”
- Announce to customers when the storm has passed and escort them out of the shelter area. If the Aquatic Facility has sustained heavy damage, escort customers to the Aquatic Facility Exit.
- The MOD should contact Aquatics Division Director and inform them of the situation.
- Fill out an Accident-Incident Report.

6. Aquatic Facility Lock-Down. The purpose of these procedures is to provide information for read to possible hazardous materials incidents OR in the event that there is a dangerous situation near the Aquatic Center.

- The MOD should call 911, unless the City of Milledgeville Police Dept. has contacted the Aquatic Center.
- In a calm manner, advise customers and Team Member of the situation, and direct them to the restrooms.
- If the situation warrants or if directed by authorities, close and lock all exterior doors and gates.
- The MOD should inform Aquatics Division Director of the situation.
- Do not open any exterior doors until directed to do so by public safety officials, responding officials, or Aquatics Division Director.
- Fill out an Accident-Incident Report.

7. Structure or Utility Failure

- If a structural failure occurs, block off the area and prevent entry.
- The MOD will:
 - Evaluate the situation and act to ensure the safety of Team Member and customers.
 - Call 911 or, if non-life threatening, call the Aquatics Division Director.
 - State the exact location of the emergency.
 - Stay on the line! The dispatcher may need to ask additional questions.
 - Defer to emergency personnel instructions.
 - Contact RECREATION DEPARTMENT Main office and inform them of the situation. If on a weekend contact RECREATION DEPARTMENT DIRECTOR at the number listed at the front of this document.
 - Fill out an Accident-Incident Report and send it to the Aquatics Division Director.
 - If necessary, follow Property Management instructions for shutting off utilities.

8. Threatening Acts or Violence

- When confronted by an angry person threatening acts of violence (real or perceived), be attentive to his concerns and speak as calmly as possible.
 - Avoid a confrontational tone
 - Refer the patron to the MOD
- Do not take unnecessary risks.
- Do not be alone with the angry person.
- The MOD will:
 - Decide whether to call 911.
 - State the exact location of the emergency.
 - Stay on the line! The dispatcher may need to ask additional questions.
 - Defer to emergency personnel instructions.
 - If necessary, have the general area of the Aquatic Facility evacuated; in extreme cases, consider the entire evacuation of the Aquatic Facility until emergency personnel arrive. The MOD will make an “on the spot” decision based on information at hand.
 - Contact Aquatics Division Director and inform them of the incident.
 - Fill out an Accident-incident report and send it to Aquatics Division Director.

Action Required: Adhere to the Emergency Response Plan, communicate with other responsible parties during an emergency, and use good judgment during occasions when deviation from the plan is necessitated.

9. Code Adam (Missing Child)

Purpose: To provide Team Member with guidelines on handling children separated from their parent/guardian or group.

Process: Instances may occur when a child becomes separated from their parent/guardian or group; or a parent/guardian departs the Aquatic Center, leaving their under-aged child unsupervised. If one of these instances were to occur, then the following policies must be followed to re-unite the child with their parent/guardian:

10. Missing Child:

- a) Upon receiving a report of a child separated from their parent/guardian or group get the CODE ADAM check sheet, obtain a description of the child (name, height, hair color, clothes, etc.) and last known location.
- b) Make an immediate "CODE ADAM" alert on the radio – as an immediate signal to Team Member to watch all exits.
- c) Follow the "CODE ADAM" alert with an announcement on the Aquatic Centers radios after Team Member have had time to reach the exits; advising "attention Team Member; we are looking for a child by the name of John Doe ,and provide a further description"
- d) After the announcement is made, a Team Member will go to each of the possible exits to watch for children matching the description and to question others if they have seen a child matching the description.
- e) The Manager on Duty and additional Team Member will search the Aquatic Center.
- f) If a child who has been reported lost has not been found after the Aquatic Facility is searched, then call the City of Milledgeville Police Department. If a child does not recognize or want to go with the individual making the report, or if someone was seen leaving the facility with a child matching the description, then also call the City of Milledgeville Police Department immediately.
- g) Fill out an incident report and make a note in the logbook. If the Police Department is called, notify the Aquatic Division Director.

11. Missing Parent:

- a) Upon finding a lost child (or an under-aged child who appears to be alone), get the names of the child and their parent/guardian, and description of the parent/guardian and whether or not they are at the Aquatic Center/ Southern Pines Regional Aquatic Center.
- b) The child is to sit at the lifeguard/1st Aid Station while we attempt to find their parent.
- c) If the parent left the under-aged child (13 and under) without a chaperone at the Aquatic Center, the MOD shall advise them of the policies for Aquatic Center's use and that future instances of the child being dropped off at the Aquatic Facility unaccompanied may result in the City of Milledgeville Police Department being called. If the parent is unreachable via the phone or has not returned within 30 minutes of discovering the child the non-emergency police number will be called and police asked to respond.

12. Emergency Action Plans-For Injuries

When general first aid care is being given to include:

- Minor Cuts, scrapes, bruises
- Minor falls
- Stings (if not allergic)
- Knocked out tooth/teeth
- Nosebleed

You do not have to notify the MOD immediately. Otherwise the following Codes should be called over the phone:

Code Yellow- Non-Life threatening injuries which includes:

- Sprain, strain, dislocation, or fracture
- Asthma Attack
- Diabetic emergency
- Head injury or fall
- Seizure

Code Red- Life-Threatening emergencies which includes:

- Heart Attack
- Stroke
- Active drowning
- Near drowning
- Drowning
- Spinal Injury
- Unconscious victim

13. Precautions that you must take to prevent transmission of Blood Borne Pathogens.

- a) Use protective equipment which include aprons, mouthpieces, mask, gloves, and towelettes when caring for a victim and a risk of exposure is present.
- b) Use protective equipment when disposing of or cleaning the exposed area following an incident involving a bio-hazard.
- c) Thoroughly wash hands and other exposed areas with antiseptic cleaner following the incident.
- d) Properly dispose of all equipment, supplies and clothing exposed during the incident.

14. Basic First Aid Protocols/Universal Precautions

- a) Obtain consent from patient prior to beginning treatment. If unconscious, consent is implied. When treating minors, ask parent or guardian for consent if they are available.
- b) Put on Personal Protective Equipment (non-latex gloves, pocket mask) prior to conducting the primary survey (Airway, Breathing, Circulation) or administering first-aid.
- c) If patient is breathing, conduct secondary assessment.
- d) Control severe or excessive bleeding by applying sterile gauze with direct pressure, elevating the body part (if no pain results) and, if necessary, using pressure points.
- e) Use soap and water to cleanse open wounds that are not bleeding profusely.
- f) DO NOT apply ointments, creams or peroxide to wounds.
- g) Find out as much information as possible from the injured party or bystanders. Use this information in our accident report and pass on this information to EMS personnel.
- h) Properly dispose of contaminated waste (i.e. items that are soaked with blood and/or bodily fluids). Double bag all contaminated items. Place the contaminated items into the red/orange biohazard bags and place them in the receptacle in the Filter Room. Contaminated clothing must be placed in biohazard bags.

- i) Prohibit access to contaminated areas until they can be cleaned and disinfected. Properly wash and disinfect soiled surfaces and reusable items (1/4 cup bleach/1 gallon water or disinfectant spray).
- j) If you are exposed to blood or bodily fluids, wash area thoroughly with soap for at least 15 minutes, scrubbing vigorously. Report incident immediately to Aquatics MOD/Director to initiate post-exposure procedures.
- k) Document all first aid actions on an Accident Report.

15. Bleeding

Activate EAP only if bleeding is severe or life threatening otherwise proceed as follows:

- a) Cover the wound with a dressing, such as a sterile gauze pad.
- b) Apply direct pressure firmly against the wound until bleeding stops.
- c) Cover the dressing with a roller bandage and secure it directly over the wound.
- d) Check for circulation beyond the injury (check for pulse, skin temperature and feeling).
- e) If the bleeding does not stop: Apply additional dressings and bandages on top of the first ones and continue to apply direct pressure.
 - a. Take steps to minimize shock.
 - b. Summon EMS personnel.
- f) Once bleeding has stopped bandage arm with roller gauze and then tape.

16. Nosebleed

- a) Have the victim sit leaning slightly forward to prevent swallowing or choking on the blood.
- b) Pinch the nostrils together for about 5 to 10 minutes or until the bleeding stops.
- c) After the bleeding stops, have the victim avoid rubbing, blowing or picking the nose.
- d) Medical attention is needed if the bleeding persists or recurs or if the victim says the nosebleed was a result of high blood pressure.
- e) If the victim loses consciousness, place the victim on his or her side to allow blood to drain from the nose. Summon EMS personnel immediately.

17. Knocked out tooth

- a) Rinse the victim's mouth with cold tap water, if available.
- b) Have the victim bite down on a rolled sterile dressing in the space left by the tooth (or teeth).
- c) Save any displaced teeth.
- d) Carefully pick up the tooth by the crown (white part), not the root.
- e) Rinse off the root of the tooth in water if it is dirty. Do not scrub it or remove any attached tissue fragments.
- f) Place the tooth in milk. If milk is not available, place the tooth in clean water and keep it with the victim.
- g) Advise the victim to get to a dentist with the tooth as soon as possible.

18. Burns

- a) Stop the burning by removing the person from the source of the burn.
- b) Cool the burned area with large amounts of cold tap water at least until pain is relieved.
- c) Cover the burned area loosely with a sterile dressing.
- d) Take steps to minimize shock, such as by keeping the victim from getting chilled or overheated.
- e) Comfort and reassure the victim.

19. Heat Stroke

- a) Activate EAP
- b) Summon EMS personnel.
- c) Move the victim to a cool place.
- d) Loosen tight clothing and remove perspiration-soaked clothing.
- e) Cool the victim by spraying with cool water or applying cool, wet towels to the skin. Fan the victim.
- f) Encourage the victim to drink small amounts of a commercial sports drink, milk or water if the victim is conscious and able to swallow.

20. Stings

- a) Examine the sting site to see if the stinger is in the skin. If it is still present, remove the stinger by scraping it away with the edge of a plastic card, such as a credit card.
- b) Wash the wound with soap and water.
- c) Cover the site with a dressing and keep the wound clean.
- d) Apply a cold pack to the site to reduce pain and swelling.
- e) Watch the victim for signals of an allergic reaction.
- f) Monitor the victim's condition and look for changes in LOC. Keep the victim comfortable.
- g) Summon EMS personnel for any life-threatening conditions, such as a breathing emergency.

21. Poisoning

To care for a victim of an inhaled poison:

- a) Size-up the scene to be sure it is safe for you to help the victim.
- b) Summon EMS personnel.
- c) Move the victim to fresh air.
- d) Care for life-threatening conditions.
- e) Monitor the victim's condition and watch for changes in the LOC.
- f) If conscious, keep the victim comfortable.

To care for a victim of an absorbed poison:

- a) Remove exposed clothing and jewelry and immediately rinse the exposed area thoroughly with water for 20 minutes, using a shower or garden hose if possible.
- b) If a rash or wet blisters develop, advise the victim to see his or her Health care provider.
- c) If the condition spreads to large areas of the body or face, have the Victim seek medical attention.

22. Diabetic Emergency

1. Activate EAP
2. If the person is conscious and can safely swallow fluids or food, give him sugar. Give glucose paste, tablets or sugar in liquid form (e.g., 12 oz. of orange juice), milk or non-diet soft drink, or table sugar, either dry or dissolved in a glass of water.
3. Summon EMS personnel if:
 - 1) The person is unconscious or about to lose consciousness.
 - 2) The person is conscious but unable to swallow.
 - 3) The person does not feel better within about 5 minutes after taking the sugar.
4. A sugar source cannot be found immediately. Do not spend time looking for it.

23. Seizure

- a) Activate EAP
- b) Summon EMS Personnel
- c) Protect the person from injury by moving nearby objects away from the person.
- d) Position the person on his or her side, if possible, after the seizure passes so that fluids (saliva, blood, vomit) can drain from the mouth.
- e) Check to see if the person was injured during the seizure.

24. Stroke

- a) Activate EAP
- b) Summon EMS personnel immediately.
- c) Think FAST:
 - 1) Face—Ask the person to smile. This will show if there is drooping or weakness in the muscles on one side of the face. Does one side of the face droop?
 - 2) Arm—Ask the person to raise both arms to find out if there is weakness in the limbs. Does one arm drift downward?
 - 3) Speech—Ask the person to speak a simple sentence to listen for slurred or distorted speech. Example: “The sky is blue.” Can the victim repeat the sentence correctly?
 - 4) Time—Note the time that the signs and symptoms began and summon EMS personnel immediately.
- d) Administer oxygen if available and trained to do so.
- e) Comfort and reassure the person until EMS personnel arrive.
- f) Collect any of the person’s belongings and give to EMS.

25. Heart Attack

- a) Activate EAP
- b) Summon EMS personnel immediately.
- c) Have the person sit down in a chair and if possible lay down with feet elevated.
- d) Administer oxygen if available and trained to do so.
- e) Comfort and reassure the person until EMS personnel arrive.
- f) Collect any of the person’s belongings and give to EMS.

26. Bone or Joint injuries

Fracture—A complete break, a chip or a crack in a bone. Fractures can be open or closed.
 Dislocation—Displacement of a bone away from its normal position at a joint.
 Sprain—Tearing of ligaments at a joint.
 Strain—Stretching and tearing of muscles or tendons.

- a) Activate EAP
- b) Observe injured area for discoloration, abnormal look to joint, or open wounds.
If an open fracture summon EMS personnel right away
- c) Speak with the victim and ask how they injured themselves
- d) If EMS personnel has not been summoned ask victim (if of age or parent if under age) if they wish to have them called, and be transported
- e) If they do not wish to be transported by EMS
 - 1) Splint the body part using the cardboard splints

- 2) Tie above and below the injured area with triangular bandages
- 3) If they have a lower body injury assist them to their vehicle using the water wheel chairs

27. Suspected Head, Neck, Back injury of standing victim

- a) Lifeguard 1 approaches the victim from the front and performs manual stabilization of the victim's head and neck by placing one hand on each side of the head.
- b) Lifeguard 2 retrieves a backboard and places it against the victim's back, being careful not to disturb stabilization of the victim's head. Lifeguard 3 helps to position the backboard so that it is centered behind the victim.
- c) While Lifeguard 3 holds the backboard, Lifeguard 2 secures the victim to the backboard by placing and securing straps across the victim's chest, under the armpits, and across the hips and thighs.
- d) Lifeguard 2 rechecks the straps to be sure that they are secure, then secures the victim's head to the backboard using a head immobilizer and strap across the victim's forehead.
- e) The lifeguards at the victim's side each place their inside hands underneath the victim's armpit, in between the victim's arm and torso, and grasp the backboard at a handhold at the victim's armpit level or higher.
- f) When the victim is secured to the board, the other lifeguard grasps the top. Lifeguard 1 informs the victim that they will lower him or her to the ground.
- g) When ready, signal to the other two lifeguards to begin. While lowering the victim, the lifeguards at the victim's sides should walk forward and bend at the knees to avoid back injury.
- h) If the position of head immobilizer cannot be adjusted to the height of a victim, consider one of the following options:
 - 1) Place the blocks on either side of the victim's head flush against the backboard. Place an additional strap across the victim's forehead.
 - 2) If this is not possible, have another lifeguard provide manual stabilization from the head of the board. At the beginning, this lifeguard stands behind the board and reaches around to provide stabilization. As the board is lowered, this lifeguard steps back, while maintaining stabilization, until the board is on the ground.
 - 3) If the victim is taller than the backboard, place an object, such as a folded blanket or towel, under the foot of the backboard so that the victim's head does not extend beyond the end of the board.

28. Manual In-Line stabilization of non-standing victim

- a) Minimize movement by placing your hands on both sides of the victim's head.
- b) Support the head in the position found. Do not align the head and neck with the spine if the head is sharply turned to one side, there is pain on movement or if you feel any resistance when attempting to align the head and neck with the spine.
- c) Maintain an open airway.
- d) Keep the victim from getting chilled or overheated.

Note: Gently position the victim's head in line with the body if you cannot maintain an open airway.

29. In water rescue procedures

- a) Rescue guard should signal with three (3) short whistle blasts. Remove victim to safe area. ALL guards should stand and continue to observe all pool areas. Relief guard should take place of rescue guard as soon as possible unless needed to assist with rescue. When rescue, first aid and report(s) are complete, guards may resume normal activity.
- b) Administer emergency first aid as necessary. Senior Guard should stay with victim to insure proper treatment is being given. Only Team Member members certified in CPR and First Aid should administer treatment. Do not let bystanders participate; no matter how qualified they say they are.
- c) If EMS is needed, radio "ALL TEAM MEMBER, CODE RED (LOCATION)" repeat twice.
- d) Assign a Team Member to meet EMS at the front door. Direct EMS to the accident site.
- e) Clear pool (or portions of pool) ONLY when Team Member is needed to assist with rescue/first aid.
- f) If a victim is transported to the hospital by ambulance, find out where they are being taken. Do not allow anyone except Rescue Squad (or parent/guardian) to transport victims. Have the Aquatics Coordinator, MOD, or other managerial Team Member contact parents/guardians/relatives if that information is available.
- g) Fill out Accident Form. In case of serious accident, take signed and dated witness statements as soon as possible (including Team Member members). Do not make judgments about the cause of the accident--state facts and observations only.
- h) Initiate exposure control procedures for all Team Member and bystanders who come in contact with bodily fluid.
- i) Immediately notify Aquatics Coordinator/ MOD of all accidents where EMS responds.

Note: Do not discuss accident information with ANYONE except supervisors unless directed to do so by a supervisor. Refer all inquiries to the Aquatics Coordinator/MOD.

30. Unconscious Adult/Child/Infant Victim

- a) Blow three whistles to activate EAP, all guards on the pool will stand in their guard chair.
- b) Rescuer 3 notifies MOD of situation via radio and calls 9-1-1. When done calling 9-1-1 if red bag and AED have not been taken to the scene they will take.
- c) Rescuer 1 will extricate victim from water.
- d) Rescuer 1 and 2 will use the backboard to remove the victim from the water.
- e) Universal precautions (gloves on, rescue breathing mask ready).
- f) The initial rescuers begin two-rescuer CPR.
 - 1) Rescuers 1 and 2 perform two-rescuer CPR.
 - 2) Rescuer 1 gives ventilations while Rescuer 2 gives chest compressions.
- g) An additional rescuer/bystander arrives with the AED and Red Bag. CPR continues until the AED pads are placed on the victim and it is ready to begin analyzing. Rescuer 2 (if brought by bystander) or Rescuer 3:
 - 1) Turns on the AED and follows the prompts.
 - 2) Wipe the victim's bare chest dry.

Tip: Remove any medication patches with a gloved hand

- 3) Attaches the pads to the victim's bare chest.
- 4) Plugs in the connector, if necessary.
- 5) Says, "Everyone, stand clear!"
- 6) Pushes the "Analyze" button, if necessary.
- 7) If a shock is advised, delivers the shock by pressing the "Shock" button, if necessary.
- h) After the shock or if no shock is advised, Rescuers 1, 2 and 3 perform about 2 minutes of CPR.
- i) Rescuer 2/3 assembles the BVM, if necessary. Administer emergency oxygen if trained to do so.
 - 1) Rescuer 1 places and seals the mask of the BVM and maintains an open airway.
 - 2) Rescuer 3 provides ventilations by squeezing the bag.
 - 3) Rescuer 2 performs compressions.
- j) If the victim vomits:
 - 1) Rescuers quickly roll the victim onto the side.
 - 2) After vomiting stops, a rescuer on the side of the victim clears the victim's mouth using a finger sweep and suction, if necessary.
 - 3) Turn the victim onto the back and continue providing care.
- k) If ventilations do not make the chest clearly rise:
 - 1) Rescuer 1 re-tilts the head.
 - 2) Rescuer 3 attempts 1 ventilation.
- l) If ventilation attempt still does not make the chest clearly rise:
 - 1) Rescuer 2 gives 30 chest compressions.
 - 2) Rescuer 3 looks inside the mouth and removes any visible large debris from the mouth using a finger sweep and suction, if necessary.
 - 3) Rescuer 1 places the mask, opens the airway, and seals the mask.
 - 4) Rescuer 3 provides ventilations.
 - 5) Rescuer 2 performs compressions.

31. Removing unconscious victim from pool

1. Rescuer 1 Swim or quickly walk to the victim's side. Let go of the rescue tube but keep the strap around your shoulders. If you have determined that the victim is unconscious then you will call for a backboard.
2. Rescuer 2 will get the backboard and bring to the edge of the pool.
3. Rescuer 1 will bring the victim to the side of the pool and turn so the victim is facing rescuer 2.
4. Rescuer 2 will cross their arms and then grab the hands of the victim, and pull so their face is out of the water.
5. Rescuer 1 will get out of the water and grab the back board, they will submerge it along the wall on the side of rescuer 2 (use the side that rescuer 2's arm is on top)
6. Rescuer 2 will uncross their arms by rolling the victim on to the board.
7. Rescuer 1 and 2 will each grab the arm in front of them and the corner of the board in front of them.
8. Together the rescuers will pull the board out of the water.
9. The board should be pulled as far as it can from the pool edge.

Passive Submerged shallow

1. Swim or quickly walk to the victim's side. Let go of the rescue tube but keep the strap around your shoulders.
2. Submerge and reach down to grab the victim under the armpits.
3. Simultaneously, pick up the victim, move forward and roll the victim face-up upon surfacing.
4. Grab the rescue tube and position it under the victim's shoulders. The victim's head should naturally fall back into an open-airway position. If an assisting lifeguard is there with the backboard, skip this step and proceed to remove the victim from the water.
5. Move the victim to a safe exit point, remove the victim from the water, assess the victim's condition and provide appropriate care.

Passive submerged Deep

1. Release the rescue tube, perform a feet-first surface dive and position yourself behind the victim.
2. Reach one of your arms under the victim's arm (your right arm under their right arm or your left arm under their left arm) and across the victim's chest. Hold firmly onto the victim's opposite side.
3. Once you have hold of the victim, reach up with your free hand and grasp the towline. Pull it down and feed the line to the hand that is holding the victim. Keep feeding the towline this way until nearing the surface.
4. As you surface, tilt the victim back so he or she is face-up. Grasp and position the rescue tube so it is squeezed between your chest and the victim's back. For a passive victim, place the tube below the victim's shoulders so the victim's head naturally falls back into an open-airway position. A victim may begin to struggle, requiring you to grasp tighter.
5. Reach under the victim's armpits and grasp the shoulders.
6. Tow the victim to a safe exit point. Remove the victim from the water, assess the victim's condition and provide appropriate care.

Spinal Injury

Head or spinal injury is suspected due to nature of activity leading to the accident (like shallow water diving) or evidence of injury (deformity of neck or back). If victim is not breathing, follow Unconscious Victim protocols (above).

1. Stabilize victim in water. Guards should work as a team to secure victim to backboard. Continue to talk to victim to help reassure them and check to for Level Of Consciousness (LOC).
2. Remove victim from the water.
3. Keep victim warm and continue to monitor for breathing difficulties and signs of shock. Continue to talk to victim to determine LOC.
4. Provide first aid for secondary injuries without disturbing in-line stabilization.

NOTE: If at any time the victim becomes unconscious or unresponsive remove them from the water immediately and perform Primary Survey (ABC's).

Injury to Multiple Victims

1. Remove victims and guests to nearest exit away from danger. The
2. Senior Lifeguard will be responsible for directing activity.

3. Team Member should ensure that all spaces are cleared if they can safely do so.
4. Provide First Aid to all victims with priority given to those who are unconscious or have severe bleeding.
5. Assist Fire/Rescue if needed.
6. As soon as possible, ensure that all Team Member members and guests are accounted for.

In case of serious accident/injury, make sure that Team Member member(s) involved are physically and mentally okay before letting them leave work for the day. Debriefing should take place before they leave for the day. Do not expect them to resume guarding after a serious accident. If they do get back in the stand, monitor them closely. Sometimes reactions are delayed. Notify Aquatics Coordinator/ MOD about any serious accident or injury ASAP.

AED

AED's will be available for Team Member to use in case of cardiac emergencies. If during a primary survey it is determined that there is no pulse a Team Member (or bystander if no Team Member available) should be sent to retrieve the AED. Any Team Member using an AED must be certified to do so. The center's AED's will be able to be used on adult, child, and infant. There are different pads for each infant, child, and adult.

The following certifications would be acceptable for AED training:

- American Red Cross CPR-PR with AED
- American Red Cross Lay Responder with AED
- American Heart Association BLS
- American Heart Association Heartsaver with AED

The AED's will be checked daily using the self-test feature by a the MOD documenting it on the daily walkthrough sheet. They will make sure that every AED is stocked with all pads needed. Extra pads will be kept on site by the Aquatics Supervisor. The Red Emergency bags will have the AED prep kits stored in them. An extra AED prep kit will be kept in the lifeguard office.

If the AED is being used on the pool deck every attempt should be made to assure that the victim is dried off, as well as, the deck surrounding their body. If when using the AED it advises "no shock" and no pulse is detected, CPR will always be continued until advanced medical personnel arrives.

5. Facility Rules

- ALL guests must shower before entering the pool
- No Solo Swimming
- No outside food or drinks are allowed
- Guests known or suspected of having diarrhea, a communicable or skin disease, open wounds, inflamed eyes, nasal or ear discharge, are not allowed in the pool
- Appropriate swim attire is required; athletic shorts, or street clothing are not permitted
- Children 3 and under as well as Non-toilet trained children, or incontinent individuals must wear tight fitting plastic/rubber pants and swim diaper
- Children under the age of 5, a non-swimmer, or child in a lifejacket who are not proficient swimmers must be accompanied by a supervising adult within arm's reach in the pool

- Only US coast guard approved flotation devices or non-inflatable lifejackets that attach to the are allowed
- No spitting, spouting, or blowing nose
- Non-swimmers should stay in shallow area
- Open swim is allowed in designated areas
- Pushing, back dives, flips and spins from the side of pool are prohibited
- Swim training equipment is authorized for aquatic exercise and training only. Swim lesson equipment is for the use of programs only.
- Please report any injuries, incidents or equipment problems immediately to Team Member
- The Lifeguard Team Member may enforce any safety rule or policy approved by management
- Sitting or hanging on lane lines or safety ropes is prohibited
- Pool toys are not allowed
- Guests may not be on the top of the island in the river
- Aquatic Facility does have a lightning detection system. If light is strobing and horn has sounded. Aquatic Facility will be cleared until all clear, 3 horns and light turns off, to open Aquatic Center.
- If lightning and thunder are in the area and detection system has not sounded it is at the discretion of lifeguards and Aquatic Facility management to clear and close Aquatic Center.

Water Slide Rules and Guidelines

- Guests under 48 inches tall and over 300 lbs. are not permitted on the water slide
- Guests who are determined to be non-swimmers may not use the closed tube slide
- Only one patron is permitted on the slide at a time
- Guests using slides must ride feet first, either sitting down, or lying down on their backs if using the open slide, on your back only on the enclosed slide.
- After sliding, guests must exit the landing area immediately; catching guests at the bottom of the slide is not permitted
- Each patron must wait for authorization before entering the slide
- Stopping or stalling on the water slide and other conduct that may endanger another patron is not permitted
- Guests may not take any objects with them while on the slide
- Swimsuits with rivets or metal fasteners are not permitted
- No lifejackets allowed on slide
- Aquatic Facility does have a lightning detection system. If light is strobing and horn has sounded. Aquatic Facility will be cleared until all clear, 3 horns and light turns off, to open Aquatic Center.
- If lightning and thunder are in the area and detection system has not sounded it is at the discretion of lifeguards and Aquatic Facility management to clear and close Aquatic Center.

6. Restroom/Changing Rules and Guidelines

- Baldwin County is not responsible for lost or stolen articles.
- Personal belongings should be secured in a vehicle or monitored.
- Items left at Aquatic Facility will be placed in Lost and Found
- ALL guests must shower before entering pool facilities
- A family/accessible dressing room is available to anyone who may need assistance changing or has a child who is 5 years of age or older

- Children 5 years of age and older are required to use the locker room/restroom of their gender if the Family Changing Room is not utilized
- No Loitering

Pavilion Rules and Guidelines

- Pavilions are first come, first serve unless otherwise rented.
- Rental dates and times are posted.
- Lessee has exclusive rights to the pavilion including all tables.
- The sale of any item is prohibited.
- Alcoholic beverages are prohibited by City ordinance.
- Owners and management are not responsible for accidents or injury.
- Remove all decorations and place all trash in the appropriate receptacles.

7. Lost and Found

Purpose: To provide Team Member with guidelines in reporting, securing, claiming, and discarding lost and found items.

Process: Items will be turned in or found by Team Member and guests; these items must be secured in the chance that the rightful owner comes forward and makes a claim on the item(s).

Action Required: An accountable logging system (containing a running list of the item found, date found, where found. See appendix) will be maintained at the ticket booth for tracking items of value that are lost and found, to include wallets, keys, watches, purses, cash, items redeemable for cash (ATM and Credit Cards), small electronic equipment and jewelry. These items will be stored and locked in the safe in the Aquatic Manager's office. Items that may contain an identification card or phone number (to include cell phones, etc.) shall be accessed by a Manager on Duty (MOD) to determine the owner, with the owner's name run against our membership list to acquire immediate contact information. If not a member, then their name shall be entered via internet options for addresses, phone numbers, etc. If claimed, the person claiming ownership shall sign for the item in the log book. If an item is not claimed by the end of the season, then it will be transferred to Goodwill for further disposition.

Found or turned in items with no explicit value, to include clothes, towels, pool gear, umbrellas, gloves, outerwear, etc., will be stored in plastic bins in the pool storage area. The following policy will be followed by the Team Member of the Aquatic Facility for turning in, securing, returning and discarding items with no explicit value:

1. After closing each day, collect all items left or turned in by guests, noting where the item was found. If wet, hang the item in the locker rooms at the close of business to dry before storing. Items hung to dry overnight must be secured and stored by the morning shift Team Member prior to the Aquatic Center's opening. Personal hygiene and undergarments should be disposed of immediately.
2. Items of value should be turned into the MOD and stored as specified above. All other items shall be stored in 3 bins in the storage room (on storage shelves marked #1, #2 and #3). As items are found, they are put into the bin on the storage shelf marked "#1." On Sunday of each week, the bin at #1 and #2 are moved to the right and become #2 and #3 respectively. The bin that was formerly at #3 is emptied and placed at #1. The contents of the bin formerly at #3 will be put into

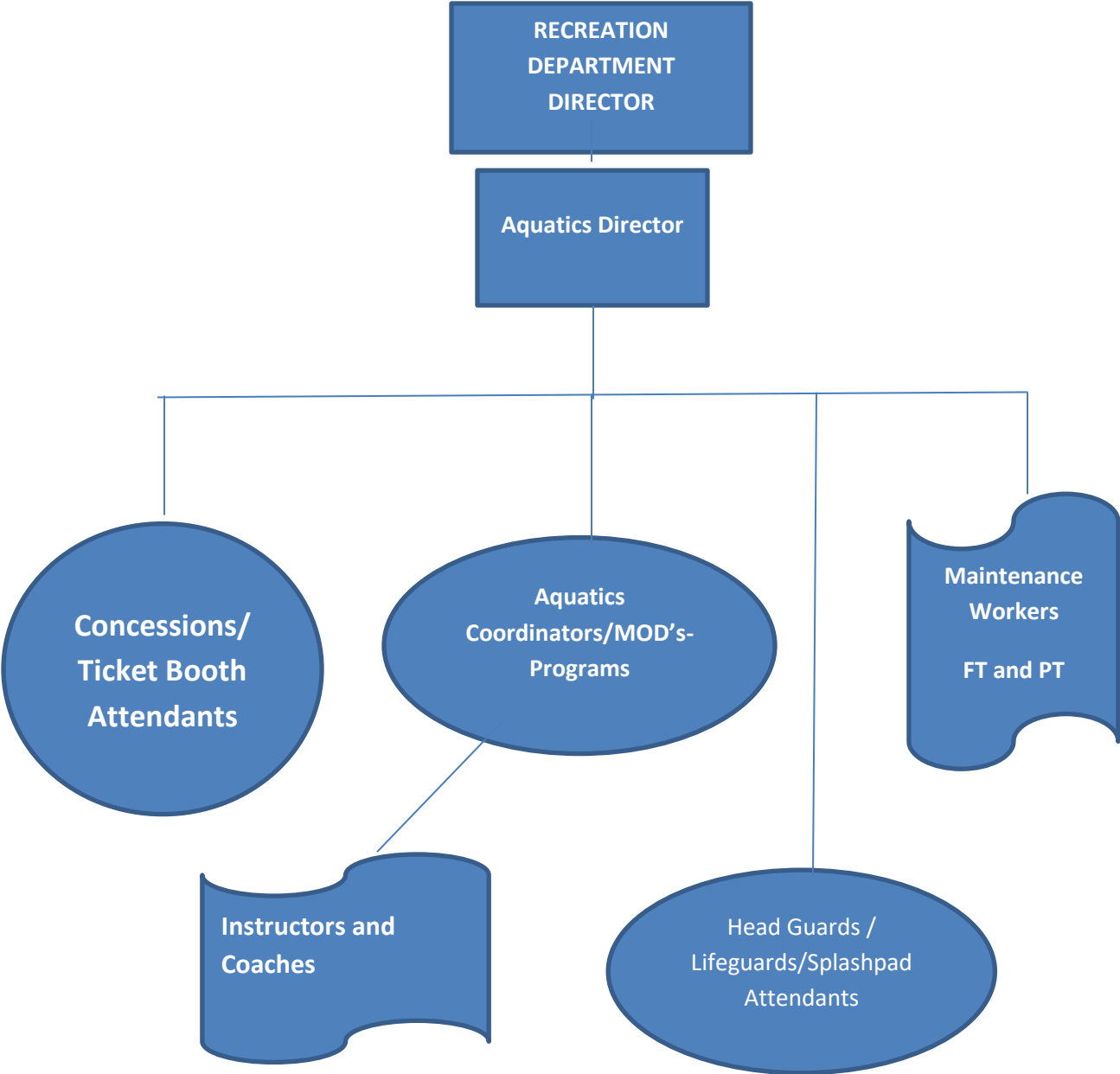
a plastic bag to take to a charitable organization; towels may be cleaned and stored for patrons during emergencies.

Item 2.

3. The Front Counter Team Member shall solicit the assistance of the lifeguard Team Member to accompany a patron to the lost and found bins. A full description of any lost item must be given before accessing the contents of the bin(s).
4. If a guest is calling by phone to check on a lost item we will not confirm the item is at the center. We will relay to them that they will need to come in person to Aquatic Facility to check on the status of their item.

General Team Member Operations

BALDWIN COUNTY AQUATIC CENTER ORGANIZATION CHART



Purpose: To provide Team Member with the policy for use of volunteer assistance at the Aquatic Center.

Process: Volunteers are an important force-multiplier within any organization; especially to certain aspects of the Aquatic Center. Due to the nature of certain positions, however, volunteers are prevented from assisting with the following:

- Lifeguard duties
- Machinery, pumps & electrical systems and any equipment under warranty

The following duties performed by volunteers, however, are an integral part of our ability to provide the utmost in customer service:

- Clerical and customer service (Office, if needed)
- Maintenance (as per the Aquatic Facility Mechanic)
- Policing (bringing rules and regulations violations to the attention of Team Member)
- Special events (monitor &/or assist)
- To conduct customer service surveys
- Assist with programs
- Provide input into programs
- Assist with marketing

In accordance with Department processes, the Aquatic Facility will maintain a check-in/check-out log (noting and recording hours of assistance) for all volunteers.

Desirable Volunteer Attributes: Interested volunteers must submit an application. Volunteers should have the following attributes:

- Credentialed by management (and provided a “volunteer” name tag)
- At least 18 years of age
- Responsible, dependable
- Skills commensurate with assigned tasks
- Ability to assist when needed
- Personable

Dress Code for Full Time Aquatics Aquatic Facility Team Member

Purpose: To provide information regarding the dress code expected for Aquatics Aquatic Facility Team Member. The physical appearance of the Aquatics Aquatic Facility Team Member strengthens the public's view of our professionalism and the image we are striving to meet.

Process: "AQUATIC CENTER" or "RECREATION DEPARTMENT " shirts and other items (as indicated) are provided free of charge. Other requirements are considered a "reasonable" part of everyone's wardrobe, and should be procured by the Aquatics Aquatic Facility Team Member and worn as indicated.

- MOD for Aquatic Facility will be required to wear Aquatic Facility Polo or other logo shirt/pullover with khaki shorts or pants dependent upon the weather. Shorts must be at least mid-thigh.
- If normal business then Team Member may wear business casual attire. Jeans may not have holes, rips, or tears.

Purpose: To provide specific expectations of Team Member and to highlight some rules and regulations to all Team Member members and our collective responsibility to enforce them, in addition to Department policies.

Process: All Team Member members must be intimately familiar with the following rules and regulations:

1. The entire Team Member is expected to serve as a **customer service representative**. The Aquatics Aquatic Facility depends on guests to continually support us if we are to succeed, and everyone on Team Member must make them feel acknowledged & welcomed...we want their experience at the Aquatic Facility to be the best part of their day. Smile, be positive and helpful, and become familiar with all policies, hours of operation and facility amenities. If you don't know the answer to a query, please find out, and then get back to our customer in a prompt manner.
2. Every member of the Team Member's is assigned the collateral assignment as the **Aquatic Facility Safety Manager** and is authorized to stop any procedure or action that appears unsafe or to initiate a response to prevent an incident...even if it requires delving into someone else's responsibility or questioning another Team Member who may be in a more senior position. Safety is everyone's responsibility; never walk away from a situation thinking someone else has it covered.
3. As per the "Dress Code," all Team Members are required to wear the appropriate uniform at all times during their scheduled shifts. Those Team Member members who come to work without their uniforms will be sent home to retrieve them and will not be paid for the time missed.
4. All Team Members must report to their specific work area no later than 5 minutes prior to their shift start time.
5. All Team Members will be required to fill out a time sheet to clock in and out for their day of work. All employees working more than 6 hours are permitted a ½ hour break without pay.
6. No loitering or socializing is permitted at duty stations at any time; our positions require us to be vigilant and alert...at all times. Team Member members are not permitted in the work areas when off duty.
7. All food consumed in the facility should be done in designated areas only, and never while assisting customers.
8. Smoking is prohibited at all times inside and outside of the Aquatic Center.
9. For the benefit of our guests, employees must park their vehicles near the adult fields.
10. Desirable behaviors and good work habits are appreciated and, should be acknowledged by all members of the team and management alike, through the use of formal and informal rewards, a pat on the back, or simply saying "good job!" and "thank you!"
11. Undesirable behaviors will not be tolerated (stealing, disorderly conduct, bad/offensive language, absenteeism, poor work habits/customer service, lapses in judgment regarding safety, etc.,) and will be dealt with in accordance with Department policies.

Team Member Cell Phone Usage

Item 2.

If Baldwin County Recreation Department has determined your position requires a cell phone device, then you are permitted to carry it at all times.

The policy regarding personal cell phone use is as follows:

While on duty, your cell phone may not be in public view and must be silenced. You are not to answer your phone while on duty and in front of the public. If someone needs to contact you, you may give them the phone number to the Aquatic Center. If you need to contact someone, you are allowed to use your cell phone to do so, but you need to keep your phone usage to break times only, IF you are not in the public's view. In addition, texting or playing games on your phone are prohibited while on duty.

Your first violation of this policy will result in a verbal warning with a notation in your file. Your second violation of this policy will result in a written warning and possible disciplinary action. Any further violations will result in disciplinary action up to and including termination.

All employees at the Aquatic Facility will fill out a time sheet with their hours. Any employee late for a shift must have a MOD initial time sheet showing the late time. A binder will be available in each area for the employees to access to the forms. Any employee taking a lunch break must also clock in and out for those breaks. Employees are paid for 5 minutes before their shift to the end of their shift unless they have an initialed time with a reason for their leaving later.

Any employee holding two positions must fill out a second timesheet for their second position and assure that it is signed off by their supervisor on the Monday before payroll is due. This is for Lifeguards who may also teach swim lessons or lifeguard classes.

When submitting 2 timesheets for 2 positions please make sure both are clearly marked with your job title at the top of each sheet. This helps with payroll!

Leave Requests

Leave requests are to be submitted to your supervisor prior to the 15th of the current month. (If you want a day off in July you would need to submit it by June 15th) In the event of the schedule being posted before you know of your prior commitment it is **your responsibility to find a substitute**. This is a request and is not guaranteed; we will do our best to honour your requests and still operate our department.

Schedules

Schedules will be made one month at a time and will be posted no later than the 18th of each month

Substitutes

Finding a substitute is the responsibility of the employee. When a substitute has been secured both people need to fill out the "Shift Change Request" (See Appendix) and turn it in to the Yellow folder in the Coordinator's office. If this is a last-minute exchange the Manager on Duty or Supervisor must be made aware. An employee who is subbing for another employee may not take the shift if it will put them into overtime hours.

Breaks

If an employee works a 6 hour or more shift they are entitled to a 30-minute un-paid break. The employee may not leave the Aquatic Facility to take the break and must eat in the lifeguard office, unless they are getting food from the concession stand and then they may eat on the outdoor tables if they choose.

Performance/Behavior Issues

Item 2.

An employee who has an attendance issue will have a Late/Absent report filled out by the on-duty supervisor. This form will be turned in to the appropriate direct supervisor for the employee. These forms will be signed by the employee when reviewed with them. (See appendix for Late/Absent form)

Any individual not performing to expectations will receive an Employee Performance Report (EPR) from the on-duty MOD, Head Guard, or other Full Time Team Member. These will be reviewed with the employee by the supervisor. If needed an Employee Performance action plan (EPAP) will be made for an individual who is not receiving a verbal warning. (See appendix for EPR and EPAP)

Ticket Booth Operations

Manager on Duty (MOD) Duties and Responsibilities

Process: The MOD (for all shifts) will be designated as indicated on the Team Member schedule, and will:

- Provide opening and closing input on the Communication Log; read and acknowledge input left by preceding MODs
- Ensure opening inspections are conducted in accordance with the Facility Inspection Guidelines
- Secure an area as required due to unsafe conditions, or due to lack of qualified Team Member to man the area; and to notify the Aquatics Aquatic Facility Manager or appropriate manager for area.
- Be available to the Team Member and the public during their shift; supervising Team Members to ensure they are working as a team to exceed customer expectations and to maintain a safe and healthy environment
- Ensure that hourly inspections and “rounds” are conducted to identify safety hazards, cleanliness deficiencies, to monitor Team Member performance and sufficient numbers of Team Member per work area (to include performing periodic “lifeguard audits,” and to ensure area checklists are completed by:
 - Walking into all active and mechanical areas
 - Periodically checking grounds and Aquatic Centering lots
 - Securing areas not in use
- Prioritize and correct noted discrepancies using available resources and to note uncorrectable discrepancies in the MOD Communications Log
- Provide Team Member feedback on their performance including praise, counseling and other follow-up actions
- Enforce all Aquatic Center-specific SOPs (and their applicable appendices) and all applicable Baldwin County Recreation Department Aquatic Facility rules, regulations, and guidelines
- Use policies and procedures coupled with best on-scene judgment to resolve customer concerns and requests for assistance
- Direct Team Member and guests during an emergency (real event or a drill)
- Account for all safe transactions and ensure deposits are made in accordance with Aquatic Facility policy
- Ensure the duties of others are conducted in accordance with RECREATION DEPARTMENT and Aquatic Center-specific policies and guidelines
- Coordinating last minute changes to the work schedule when the appropriate supervisor is not present; ensuring appropriate coverage
- Contact AQUATIC CENTER Team Member, as needed, for assistance, supplies or equipment
- Safeguard all equipment and supplies
- Obtain training (on-the-job, formal, distance learning, etc.) as needed to perform their duties
- Provide notifications, when required, to the Aquatic Facility Manger, Division Manager and/or the RECREATION DEPARTMENT Director
- Ensure closing and securing of the facility in accordance with the Closing Checklist (see Appendix 1)

Manager on Duty

REPORTS TO: Aquatics Director

SALARY: Full Time Staff? \$10.00-\$12.00/ Hour

Purpose of Job

Responsible for the safety and security of all Team Member, guests, and aquatic facility functions in the absence of Aquatics Director or Coordinator. Perform supervisory duties for lifeguards and Aquatic Center.

Essential Duties and Responsibilities The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Provide supervision of the pool and programs and act as Manager on Duty (M.O.D.) during morning, evening and weekend operation hours. Open and close pools accordingly when full-time Team Member is not present. Enforce the operating schedule. Make recommendations to Manager and Coordinator changes in operating hours, Team Member hours, etc. Perform duties of lifeguard and swim lesson instructor. Set the example in personal appearance and uniforms and enforce the same of all pool Team Member. When acting as M.O.D. and Coordinator and/or Manager are not present, handle all public relations at the pools. Patron problems will be the responsibility of the PT Supervisor to address and resolve. Report all incidents to the Manager and/or Coordinator immediately following a major problem or accident. Responsible for completing daily cash reports, locking up all monies and closing down the facility when acting as M.O.D. Inspects facilities for cleanliness; completes general pool cleaning and maintenance duties. PT Supervisor has the authority to relieve Team Member of duty due to noncompliance with policy or responsibility.

Ticket Booth Attendant

Item 2.

REPORTS TO: Aquatics Director/MOD

SALARY RANGE: \$7.00- \$9.00/ hour

Purpose of Job: The Ticket Booth Attendant is responsible for providing a point of contact for walk in traffic, incoming telephone calls, granting access to the Aquatic Facility and supporting the highest levels of customer service for participants, Team Member and visitors. Performs ticket sales and facility reservations; handles routine complaints, inquiries and requests while performing reception responsibilities for incoming guests. Maintains Aquatic Facility security.

Essential Duties and Responsibilities: The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Answers the telephone and gives specific or general information in response to public or official inquiries; handles requests for services, complaints and other public contact work. Operates multi-line telephone and transfers calls accordingly. Receives receipts and deposits money from citizens and maintains accurate records of transactions. Assists the public by providing information regarding the agency's services and providing direction regarding the completion of agency applications and forms. Performs registrations for programs, classes, camps, etc. to ensure the right customers are entered into the correct activity. Opens and/or closes Aquatic Facility according to standard procedures, assists in cleaning duties to include Aquatic Centering lot and picnic shelter. Maintains a safe environment by monitoring Aquatic Center; uses good judgment in contacting appropriate personnel as needed. Maintain a professional and personable demeanor while working with participants, Team Member and visitors. Must be available on weekdays, nights and weekends during the summer months.

Types of payments accepted

We will accept payment in the form of the following at the Ticket Booth:

- Personal or Business Check
- Cash
- Credit Cards: Visa, Master card, Discover

Definitions of User and Age Groups

Purpose: To provide Team Member with the definitions and policy regarding fees for Aquatic Facility users.

Process: Team Member shall adhere to the following when determining the correct fees to charge a patron for membership, or daily pass use, instructional programs and facility rentals. Fees are evaluated yearly during the budget process to assure proper cost recovery.

Definition of Users:

Pass holder: Full access and entry/re-entry at any time.

Daily admission user: Full access upon paid entry.

Program user: Program users may patronize the Aquatic Facility to take part in a RECREATION DEPARTMENT or team-sponsored event or facility rental usage, and have already paid a fee for their use

Chaperone: A chaperone is parent/guardian/responsible individual 16 years of age or older who accompanies an underage child (13 and younger) when using the facilities of the Aquatic Center; or who accompanies a group of children who are in attendance for a program offered by the Aquatic Facility (i.e., birthday party).

Definitions for Age groups:

Under 2 years of age- is Free for all facility usage

Youth- ages 2-13

Adult- ages 14- 54

Senior- ages 55 and over

Family pass- up to 4 members of the same household

Guest Entry/Re-Entry

Item 2.

Purpose: To provide information to Team Member and guests regarding the policies for entering and/or re-entering the Aquatic Center.

Process: Entry into the Aquatic Facility is dependent upon a patron's status; to include member, daily pass user, program participant, and chaperone. Each level of status will determine their eligibility to use the facilities of the Aquatic Center, as follows:

Pass holder: Full access and entry/re-entry at any time. If a parent/guardian departs the Aquatic Center, to re-enter later, the child must accompany them.

Daily Admissions user: Full access upon paid entry. If a parent/guardian departs the Aquatic Center, for whatever reason, then any child in their care must accompany them unless they are left with a program that has this arrangement. If a daily pass user pays for entry (with cash or a discount coupon) and departs with the intention of returning later in the day, then the ticket booth will provide them with a handstamp.

Program user: Program users may patronize the Aquatic Facility to take part in a RECREATION DEPARTMENT or sponsored event or facility rental usage and have already paid a fee for their use. Guests who are signed up for a program may only use the facility within the Aquatic Facility where the program is being held, during the day and time it's being offered. The programmer will submit a list of names of those attending their program, and guests will be checked off upon their entry. A program user who is found to be using the other amenities of the Aquatic Facility will be asked to pay the daily admission fee; if they refuse, they will be asked to leave. Special events will require notification to Team Member of the restrictions of entry.

Chaperone: A chaperone is parent/guardian/responsible individual 16 years of age or older who accompanies an underage child (11 and younger) when using the facilities of the Aquatic Center; or who accompanies a group of children who are in attendance for a program offered by the Aquatic Center/RECREATION DEPARTMENT (i.e., birthday party). Those guests who are 12 years of age and older do not require a chaperone to use the facilities of the Aquatic Center. It is expected that the purpose of a chaperone is to maintain good order among those they are looking over, and to assist as necessary. If a chaperone is also a participant (adult accompanying children in the Leisure Pool), then they will be charged the daily pass entry rate (unless already a member). If they are a non-participant, they may enter the Aquatic Facility at no charge. A non-paying chaperone that is found to be using the amenities of the Aquatic Facility will be asked to pay the daily admission fee.

Daily Admission Fees

Item 2.

Aquatic Center

Children and Adults \$10/Each

| Group | General Admission | |
|----------|-------------------|--|
| Under 2 | Free | |
| Children | \$10 | |
| Adults | \$10 | |
| | | |

These fees will cover use of the facility for the date of purchase. A receipt and handstamp will be given to allow re-entry as needed for that day.

Process Daily Admissions POS

Purpose: To sell a pass to a guest for admission to the Southern Pines Aquatic Center

Process: Team members should adhere to the following process when selling a daily pass for General Admission.

Pass Sales

Passes will be sold in seasonal increments. The date that the pass begins is opening day of the season (Memorial Weekend). Pass prices include general admission for use of the facility and does not allow access to classes or programs. If for any reason a person who has purchased a pass becomes unable to use the pass for medical reasons they may apply for a hold on their pass (see appendix for form). A written notice from the doctor must accompany the hold form for approval. All holds will be approved by the Aquatics Director/RECREATION DEPARTMENT DIRECTOR and processed by the Ticket Booth Attendant.

Pricing

| <i>Type of Pass</i> | <i>3 months</i> |
|---------------------------------|-----------------|
| <i>Single Annual Pass</i> | <i>\$60</i> |
| Family Pass (4 people included) | \$175 |
| Family add-on | \$25 |

*Family Add-on is only available with the purchase of a Family Pass

Sales

All memberships are sold through the RECREATION DEPARTMENT through the membership option which can be done in person at the Aquatics Center or online.

“Rain Check” Policy

Purpose: To provide Team Member and guests the policies and procedures for the issuance of a “rain check,” to allow guests a free pass to return to the Aquatic Facility in instances where the facility is or has to be closed. To minimize this potential, notification of closure of a portion of the facility shall be prominently posted that guests have knowledge on the availability of services prior to paying the daily fee and entering the facility.

Process: “Rain checks” will only be provided to those who have paid the daily rate. Pass Holders, program users, chaperones and spectators will not be offered a “rain check.” The following instances (among others) are those where a “rain check” may be offered:

1. Aquatic Facility emergency; i.e., loss of power
2. Pool closure due to a sanitation accident – if we will not reopen for the day
3. Aquatic Facility closure due to inclement weather- if we will not reopen the pool for the day

Rain checks will be issued at the discretion of the MOD on a case by case basis unless we will remain closed for the day after the incident.

It is up to the discretion of the MOD when blanket rain checks will be issued; meaning that everyone at the Aquatic Facility is entitled to one. Upon redemption of the rain check, the front desk Team Member should process it as a rain check admission and place the pass in the cash drawer.

Rain checks will only be given if the amount of time spent using the facility totals less than two hours. All attempts to make guests aware of impending inclement weather will be made to reduce the need for rain checks.

Refund Policy

Purpose: To provide Team Member with guidelines to follow when a guest requests a refund

Refunds for passes

Refunds will be considered on a case by case basis. All refunds are subject to a \$5 administrative fee and may be prorated depending on date requested.

Refund/Credit Policy for Programs

If you decide to cancel class that you have registered for and it is 11 or more days from the start of the class you can receive a refund less the \$5 administrative fee for processing or you can move the fees to the next session of your choice.

If you decide to cancel class that you have registered for and it is 10 or less days before the start of the actual class than you will be offered a 50% refund. (If the class has already began you will also be prorated for any classes that have occurred)

Refund/Credit Policy for rentals

A refund less the \$5 administrative fee can be granted 2 weeks prior to the rental date. After the 2 weeks refund requests will be considered on a case by case basis for medical or family emergencies.

Till amounts

Ticket Booth/Concession tills

Total of 2 tills

Each Till should have a total of \$250 each

During the summer each till should have a minimum of 2 rolls of quarters.

Safe and Operations

Safes will only be accessible by MOD/Aquatics Coordinator or Aquatics Division Director. The safe in the Aquatics Division Director's office is for lost and found high value items, daily drops, bank tills, and the building till. Anyone outside of the management team should never be given the access code to the safe. The safe have a back-up key system if the keypad was to fail. Keys can be found in the key box in the Aquatics Division Director's office. Every entry in to the safe must be logged on the Safe log. (See appendix for form)

Purpose: The following outlines responsibilities and guidelines for the conduct and operation of cash handling activities. *These guidelines shall be implemented to the maximum degree practical.*

Process: The Aquatics Director is directly responsible for the conduct of all Aquatic Facility business activities, including but not limited to, money collection, storage, deposits, cash flow reporting, accountability and Team Member training.

The Aquatics Director may assign other Team Member to assist in these duties, but must ensure that all such personnel fully understand are trained in and accurately execute the Cash Security Guidelines, Procedural Memorandums, Standard Operating Procedures (SOP), and Ticket/Concession POS.

For the purpose of this and related SOP's the term "Manager on Duty" may be applied to Team Member who has been assigned immediate responsibility for the operation of the facility. All persons involved in the conduct of Aquatic Facility business/cash security are expected to perform in accordance with these policies and procedures. When a guideline or SOP cannot be fully implemented, approval of a variance shall be requested through the Aquatics Director.

Also, for the purpose of this document and related SOP's the term "cash" includes checks, currency, coins, credit cards, travelers checks, money orders and on-line account balances. All cash transactions are to be recorded in the a cash register, except as specified in the SOP's.

SAFEGUARDING CASH

- *Cash must at all times* be kept in a locked safe, drawer or non-portable cash box. All attempts to secure credit card information must be made.
- *Never leave cash unattended* on counter or desktops, or at any other non-secured location.
- Whenever possible P.O.S. stations shall be opened for business and closed at the end of operational hours *in the presence of a second person* to observe the general area for safety reasons.
- Separation of Duties:
Internal control is the primary tool for safeguarding cash. Separation of Duties is preventative control. Simply stated, certain steps in a process must be performed by different people. It is not a matter of trustworthiness of any individual. By assuring separation of duties, there is reduced opportunity for error, non-performance, poor performance, theft and fraud. This control protects both RECREATION DEPARTMENT and the individuals with assignments involving financial transactions. The following table should be used in determining if adequate separation of duties exists:

| • <i>The Individual Who...</i> | • <i>Should Not Also...</i> |
|---------------------------------------|---|
| • Receives customer payments | <ul style="list-style-type: none"> • Update/edit batches. • Be the only Team Member to verify revenue received/make deposits. • Maintain the balance on customers. |
| • Processes an individual deposit | <ul style="list-style-type: none"> • Have had any transactions in that drawer • Handle the overall deposit for the day |

- A single on-duty cashier *is to be responsible* for each Batch opened using their cashier ID on register. Cashier ID User identifications are not to be shared.
- The cashier *will verify* the cash drawer prior to opening a batch.
- All related cash transactions *at the P.O.S. station will be entered* into a cash register depending on the position assigned.
- A receipt *must be issued for each transaction* and offered to the patron for a sale.
- The P.O.S. Unit drawer *will be closed promptly* at the end of each sale/transaction.
- Anytime a drawer collection is made, a collection receipt is *to be signed by both parties, indicating the amount and time* of the collection.
- All cash drawer activity not performed by the assigned cashier shall be documented.
- Whenever possible, at the end of the shift, the cashier, under the direct supervision of a Manager-On-Duty, *will count* the cash drawer and complete the Cash Drawer Activity Sheet (see appendix). The Cash Drawer Activity Sheet *compares* the cash record from the to the cash receipts collected. Any overage/shortage *is documented*. The cashier will submit the completed Cash Drawer Activity Sheet and/or deposit, depending on Team Member assignment, to the Manager on Duty for verification prior to leaving. The Manager on Duty *will secure* the funds and report any discrepancies to the appropriate supervisor.
- Cashiers reconciling their drawers in Cash Accounting area *will not be* left alone. When at all possible drawer counts should be made with two (2) persons present at all times.
- Batch closing *must be* done at each change of a cashier and at closing.
- Cash Drawer Activity sheets will *be* verified by the designated Manager-On-Duty for each batch closing, and deposit secured.
- All cash collections reported *shall be* reconcilable to the Point-of-Sale Detail Journal.
- Return receipts *shall be* reviewed by the Manager-On-Duty at the end of each cashier's shift for acceptability. Complete supporting documentation will be forwarded to the appropriate supervisor and action taken if needed.

SAFES

- Funds for the deposits will be kept in the floor safe behind the front desk. Individual tills and building till will be kept in safe in Aquatics Division Director office.
- CCAC change banks, petty cash, vending/locker money and deposits, except as necessary to store or withdraw money, *must always* be secured in the safe when not used during a facility's operation.
- Doors to safes *must remain closed at all times*. To the maximum extent practical, a safe shall be locked between deposits during business hours and overnight.
- The safe combination and Accounting Area door lock *shall be given only to authorized personnel who shall, whenever possible, commit the combination to memory*. The Aquatics *will be* responsible for maintaining a log of authorized individuals with access to the safe.
- A safe shall be opened so that other persons *do not see* the combination.
- All access to the safe *is to be logged* in the Safe Journal (See appendix) at the time of the activity.
- A safe combination *shall be* changed whenever a person having the combination leaves or is no longer charged with that responsibility. Minimally, a safe combination *shall be* changed annually. For audit

purposes an entry *shall be* made into the Safe Log indicating the date and reason the safe combination was changed.

DEPOSITING

- Accurate management of cash receipts and deposits *will be* maintained at all times.
- Deposits will be made weekly except on Saturday and Sundays unless the Aquatics Division Director is available.
- Deposits *will be* transported in daylight hours.
- When deposits are unable to be made due to unusual circumstances such as a threat of personal safety or unforeseen environmental situations, the Manager-On-Duty will inform the Aquatics Director.
- Transported money must *be* transported in a locked security bag to the bank.
- All deposits *will be* verified by a second party, usually the Manager-On-Duty or Aquatics Director, prior to going to the bank.

REPORTING OF LOSSES

- Any known or suspected misappropriation or mysterious disappearances of cash securities or inventory *shall be* reported promptly to the Aquatics Director. Losses from robbery and burglary *shall be* reported to the Aquatics Director, or in their absence, to the RECREATION DEPARTMENT DIRECTOR, *immediately* following acknowledgment of the incident. A RECREATION DEPARTMENT Incident Form will be completed and scanned to the Aquatics Director within two (2) hours of the incident.
- Employees should do *nothing that may jeopardize their personal safety* in cases of armed robbery, burglary or illegal entry. From a safe location, Call 911 in any of these instances for immediate assistance.
- A police investigation *is required in all instances* of grand larceny (theft of goods or money valued over \$100), robbery or burglary (illegal entries to Aquatic Facility resulting in damage to Aquatic Facility property, and threats to employees or property associated with handling of Aquatic Facility money). Depending upon the situation, a police investigation may also be required for thefts valued at less than \$100.
- Employees proven to have stolen from the RECREATION DEPARTMENT, its Team Member, or its guests *will be dismissed* and may be prosecuted to the full extent of the law.

PRECAUTIONS AGAINST LOSS

- *Place all* keys for Concessions, P.O.S. Units and other equipment/rooms in which money is stored in a locked safe or drawer only accessible to authorized Team Member.
- *Check* for large quantities of money in cash drawers and remove cash as necessary to the center safe.
- *Monitor* Cash Drawer Activity Sheets carefully, monitor individual cashier performance and confront possible problems immediately.
- *Train* the Team Member regarding business procedures, separation of duties, and accountability, informing them as to the consequences of employee theft.
- *Ensure* cash collection stations are secured and out of the reach of guests.
- *Be careful and pay close attention* in dealing with custodial/routine change fund maintenance. Do them prudently. Double Check.

- Ensure correct documentation and funds are received from the bank promptly.

Short-Term Programmable and Rental Space Guidelines

Purpose: To provide guidelines for Team Member on the policies & procedures for the short-term use of programmable rental space, to include the following facilities:

Recreational Pool Lesson Area

Process: The Aquatic Facility Team Member will adhere to the Priority Usage Guidelines and Appendix 1 (Short-Term Rental/Programming Space Agreement and Guidelines) when scheduling the use of rental space within the Aquatics Center.

The **Aquatics Director** or designee must personally approve the use of programmable/rental space in all instances.

Those wishing to request space at the Aquatic Facility will complete a Rental Request Form (See Appendix). Once completed the form will go to the Aquatics Director for review. Application will be reviewed and decided upon within 48 hours of receipt, and the applicant will be notified within two business days of the receipt of the application.

Once a rental is agreed upon and proper documentation of instructor certifications and Certificates of Insurance have been verified the short-term rental contract will be completed (See Appendix).

Depending on type of rental and length payment arrangements will be made in the contract agreement for rental space.

Priority Usage Guidelines: For planning purposes, programming and rental activities will be addressed on a first come, first serve basis.

Fees and charges: Fees are assessed as approved for a requested space. Space/facility usage is rented in hourly increments only.

In some circumstances, an event may require the use of additional Team Member. In these instances, the numbers of Team Member (and hours required) will be determined, with the entire cost borne by the rental applicant. Team Member is charged at a rate of \$15 per hour.

Pavilions \$25 per hour
Lesson Area \$50 per hour
Lap Pool \$100 per hour

Renter expectations

All programmable/rental space is expected to be left by the renter in a clean and orderly condition; meaning trash and debris is picked up and put into a trash receptacle; tables, chairs and other surfaces are wiped down. The renter of a programmable/rental space will be assessed a surcharge of \$30 if the space is not left in a clean and orderly condition.

Renter Liability Insurance

- a. The Team/User shall furnish to the RECREATION DEPARTMENT evidence of current policy of comprehensive general liability insurance in an amount not less than \$1,000,000 per person and \$1,000,000 per incident and property damage limits not less than \$1,000,000 which shall name Baldwin County as additional insured for those periods of time that Club is conducting its program at the AQUATIC CENTER.
- b. The Team/User is liable for any injuries sustained by its members, staff or other program personnel (including but limited to, time keepers, coaches and trainers), visitors, spectators, etc. for those periods of time that the Club/User is conducting its program at the AQUATIC CENTER. Club/User activities are not RECREATION DEPARTMENT sponsored events and RECREATION DEPARTMENT is not liable for any bodily injuries and/or property damage while the Club/User has use of the AQUATIC CENTER.
- c. The Policy shall list Baldwin County as the additionally insured. Their address for the certificate is: 1601 N. Columbia St, Suite 230, Milledgeville, GA 31061.

Renter's Certifications/Licenses

All Instructors or coaches must have a nationally recognized coaching certification (USA Swimming, ASCA, Safety Training for Coaches with Lifeguard certification, USA Water Polo), Instructors (BSA Lifeguard, American Red Cross Lifeguard or Water Safety Instructor, StarGuard, Ellis, YMCA, or specific instructors' certification for Scuba, Kayaking, Etc), Licenses (PT/OT). Certifications/Licenses must be turned in before a short-term agreement will be executed.

Party Rentals and Group Visits

Party Packages

Item 2.

Requesting/Scheduling

Packages are scheduled on a first come first serve basis, and no holds may be placed without full payment. To make a request for a party package must be done at the ticket booth and a Party form (see appendix) must be completed. A schedule of all parties will be kept in a calender book so that any ticket booth attendant can schedule a party package. A party form must be completed and signed, and payment received for the package to be booked. Each party is scheduled for a 3 hour block 2 hours in the pool and 2 hours at 2 picnic tables, and there is one hour of overlap between the two. Below are the available scheduled party times for the pool:

| Pool Times | 1 | 2 | 3 |
|-----------------|-----------|--------------|---------------|
| Pool | 10am-12pm | 1230pm-230pm | 300pm-500pm |
| 2 Picnic Tables | 11am-1pm | 130pm-330pm | 4:00pm-6:00pm |

Cost and Types of packages

| | Rental Packages | Base Cost | Additional people |
|---------------|--|-----------|-------------------|
| Splash | Just admissions for 20 people | \$150 | \$5.00 |
| Splash Plus | Admissions for 20 people and use of 2 reserved picnic tables | \$250 | \$5.00 |
| Paradise | Admission for 20, 2 reserved picnic tables, 4 Pizzas with 15 small drinks | \$350 | \$5.00 |
| Paradise Plus | Admission of 20, 2 reserved picnic tables and 4 Pizzas with 15 small drinks, Ice Cream Treats for 15 | \$400 | \$5.00 |

Party Attendant Role

Party attendants are there to assure that parties run smoothly and that each party is set up prior to their party time. Party attendants are to assure that each item for parties are prepared with each department: concessions, and picnic tables. Party Attendants will keep the clock for the parties and make sure that they are aware of pool time running up, tables being ready, and party end time. They will clean up after the party and set-up for the following party or set for the following day.

Party Attendant

REPORTS TO: Aquatics Director/MOD

SALARY RANGE: \$7.00 - \$9.00/hour

Purpose of Job The purpose of this job is the responsibility for all aspects of concession operations to include preparation and sales of concession items to guests, cleaning, and collection of monies. Provide positive customer service and Team Member relations.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Greet and serve customers as they enter the pool facilities in prompt, friendly and courteous manner. Assure customer satisfaction. Make changes precisely. Set up and clean up party area or pavilions. Clean all equipment. Assure party items are delivered in a timely manner and that all supplies are given to each party. Assure parties are beginning and ending on time to allow for next party to begin on time. Assure that pool is prepared for party by checking in with supervisor. Restock items as necessary for opening of following day. Take inventory and stock concessions/supplies. Report to supervisor inventory needs, any incident, accident or unsafe conditions. Other duties as assigned.

Party Attendant Uniform

- Will be required to wear Grey Center Polo with khaki, black, or grey shorts or pants dependent upon the season. Shorts must be at least mid-thigh.
- Name tag must be on at all times and visible on the left or right side of chest
- Sneakers or closed to shoes
-

Group Reservations for Camps and Daycares

Purpose: To provide guidelines for Team Member on the policies & procedures for the group reservation system for summer, school holidays, and breaks.

Process: The Aquatic Facility Team Member will consider the camp and day care groups to use the aquatics facilities but through a reservation system to allow for general community use at all times, as well as limited disruption of aquatic programs.

The **Aquatic Facility Manager** or designee must personally approve the reservations of for the groups. Groups will only be allowed to reserve up to 50% of our maximum capacity for the Aquatic Center, as long as the number of non-swimmers is within a manageable range for the beach area. If programs are running, decisions will be made based on the pool space available as well as the interest of use from the group.

During the month of February of each year a mailing will go out to existing groups as well as any designated new groups a letter with our group procedures, a timeline for reservations, and our reservation form (see

appendix). This will serve as notice for the groups to begin their requests for the summer pool usage. Our pool request may only be accepted beginning the 3rd week of February.

Item 2.

Group Procedures

1. All requests are on a first come first serve basis and a request form must be submitted.
2. Request will be considered based on time of day, # of participants, and impact on programs.
3. There are a limited # of spaces per 2-hour session for groups during our operational hours and once filled we will not accept further requests. If you want to stay more than the 2-hour session you will have to pay full admission for the second session at \$5 per person rate.
4. You can request for request in your reservation for multiple days through the summer as well as weekly reoccurring visits.
5. Reservations must be submitted on our Aquatic Center form by email or mail.
6. Once request has been received we will process and return to you a confirmation of date and time.
7. You will need to return this confirmation signed just stating that we have the dates and times correct.
8. When you arrive the day of your visit you may only arrive 10 minutes prior to enter the facility.
9. You must have at least 1 counselor for every 10 kids. If you have children who cannot swim or are in lifejackets you must have at least 1 per 4 kids and they must be within arm's reach of the children in the water.
10. Counselors need to supervise children in the restrooms/changing areas at all times.
11. We encourage that counselors aide the lifeguards in enforcing rules. All lifeguards will make counselors aware of any persistent issues. If your group is determined to be unruly and are given warning by management your contact person will be notified.
 - a. 1st offense- Warning to counselors and email to contact person
 - b. 2nd offense-Warning to counselors and phone call to contact person
 - c. 3rd offense- Speak to counselors on deck, and phone call to remove group from being able to visit
12. Groups of 10 or more will not be admitted if reservations have not been made prior to visit. You can call the day of to inquire about space available in our sessions for the day.
13. Groups will be required to make payment for visits at least 7 days in advance. If payment is not received your reservation will be cancelled. Any of the payment not used can be credited towards another visit or if no future visits are planned then a refund will be issued.
14. No outside food is allowed. Our concession stand will offer package lunch options if you choose to select that option on your reservation form or you may purchase items at full price on your day of visit.
15. All requests will be handled as soon as we are able to attend to them if you need immediate response please put that on your request.
16. Cost is \$4 per camper/counselor and 1 counselor per every 10 kids is free.
17. Time blocks for entry are 7 am-9 am and 9 am-11 am. The Aquatic Center gates open at 11 am to the public.
18. USCG approved Lifejackets are not available and should be brought with anyone needing them. Other flotation devices will not be allowed in the Aquatic Center.
19. With your confirmation you will receive a copy of our pool rules. Please be sure to review with your Team Member and campers so that we can assure a safe and fun time at our pools.

Lifeguard Operations

Head Lifeguard

REPORTS TO: Aquatics Director

SALARY: \$8.50-9.00/hour

Purpose of Job The purpose of the job is to assist the Aquatics Coordinator in overseeing lifeguard Team Member, pool operations, safety and facility cleanliness. Ensure that all regulations and policies are enforced.

Essential Duties and Responsibilities The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. _Assist Aquatics Coordinator and PT Supervisor in overseeing lifeguard Team Member including scheduling, evaluating work performance, onsite monitoring._Monitors activities at the pool to prevent accidents. Practice preventative lifeguard measures and perform water rescues. _Administers First Aid/CPR/AED as necessary. Cautions swimmers regarding unsafe practices and safety hazards; enforces and adheres to pool rules and regulations. Follows emergency action plan and procedures established in the event of an emergency. Maintains order in the pool and adjoining areas. Inspects facilities for cleanliness; completes general pool cleaning and maintenance duties. Responsible for the availability and safekeeping of emergency equipment (rescue tubes, backboard, signs and other equipment). Determines chlorine content and pH value of water, using water testing kit, and record readings. Provides general information on pool operation to guests. Completes required paperwork.

Knowledge of lifesaving methods and procedures, including first aid and standard resuscitation measures. Knowledge of rules and regulations governing conduct of the public at pools. Knowledge of swimming pool sanitation and chlorination systems.

Lifeguard

REPORTS TO: Head Lifeguard/MOD and/or Aquatics Director

SALARY: \$8.00-\$8.50/hour

Purpose of Job The purpose of this job is to maintain the safety and health of all guests and enforce all facility and agency regulations and policies.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Monitors activities at the pool to prevent accidents. Practice preventative lifeguard measures and perform water rescues. Administers First Aid/CPR/AED as necessary. Cautions swimmers regarding unsafe practices and safety hazards; enforces and adheres to pool rules and regulations. Follows emergency action plan and procedures established in the event of an emergency. Maintains order in the pool and adjoining areas. Inspects facilities for cleanliness; completes general pool cleaning and maintenance duties. Responsible for the availability and safekeeping of emergency equipment (rescue tubes, backboard, signs and other equipment). Provides general information on pool operation to guests. Completes required paperwork.

REPORTS TO: Head Lifeguard/MOD and/or Aquatics Director

SALARY: \$8.00-\$8.50/hour

Purpose of Job The purpose of this job is to maintain the safety and health of all guests and enforce all facility and agency regulations and policies.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Monitors activities at the pool to prevent accidents. Practice preventative lifeguard measures and perform water rescues. Administers First Aid/CPR/AED as necessary. Cautions swimmers regarding unsafe practices and safety hazards; enforces and adheres to pool rules and regulations. Follows emergency action plan and procedures established in the event of an emergency. Maintains order in the pool and adjoining areas. Inspects facilities for cleanliness; completes general pool cleaning and maintenance duties. Responsible for the availability and safekeeping of emergency equipment (rescue tubes, backboard, signs and other equipment). Provides general information on pool operation to guests. Completes required paperwork.

Uniforms for Lifeguard Team Members

Head Lifeguards

- Will be required to wear Red Guard shirt with khaki, or navy shorts dependent upon the season. Shorts must be at least mid thigh.
- Name tag must be on at all times and visible on the left or right side of chest
- Head Lifeguards may wear Flip-flops, sandals, or water shoes during season

Lifeguards

- One Piece or 2-piece suit for females (worn under guard shirt/ shorts)
- Lifeguard Shirt
- Lifeguard short for females and Guard trunk for males
- Whistle
- Flip-flops, sandals, or water shoes
- Hip pack
- Guard Baseball/Boonie Hat (if desired)

Slide Attendant

- Center T-Shirt
- Khaki shorts for both male and females, no shorter than mid-thigh on length
- Whistle
- Flip-flops, sandals, or water shoes
- Hip pack

Guarding Practices

Guards will be in the chair on any pool that has guests in it. Guards will be required to maintain 10/20 while in the lifeguard stands on their zone of responsibility. This includes when they are rotating from their chairs. Lifeguard positions will be determined on the number of people using the pool as well as the areas that are being used. At no time will a person be in the water without a lifeguard in the chair or roving.

Guard Rotations

Guards will rotate every fifteen minutes to a new position. As lifeguards move from one chair to the next or from one station to the next, they should be enforcing rules and checking the bottom of the pool/lazy river. When they are in the guard room they will be responsible for doing a restroom check and responding to emergencies in the Aquatic Facility and administering basic 1st aid.

Guard chair positions and set rotations

There will be 14 guards on duty, 10 guarding/roving, 2 at the first aid station and the pool and lazy river decks. Of those 13 guarding positions, 5 are seated and 5 are roving.

Rotation 1 7 guards- 5 roving the lazy river, 1 at the 1st aid station, 1 constantly roving

Rotation 2 7 guards- 4 seated around pool/ lesson area, 1 at bottom of the slides, at 1st aid station and 1 constantly roving

Equipment

All lifeguards should have a rescue tube with them in the stand at all times. They should be in a Rescue ready position and the tube should not be through the arms of the chair. They should also have a hip pack with a pocket mask and gloves.

Whistle System

Lifeguard whistle communication is as follows:

- One Short Whistle--to get patron's attention;
- Two Short Whistles--to get another Lifeguard's attention;
- Three Short Whistles--emergency, rescue;
- One Long Whistle--to clear pool (emergency, pool closing).

Pool Operations, Cleaning and Maintenance

Pool Cleaning and Schedule

Vacuuming-

Summer- Vacuuming manually by pool mechanic prior to opening, as needed.

Brushing-

Summer- pool/river/lesson area to be brushed daily

Spring- Weekly or as needed

Scum line-

Summer- twice a week

Spring- Monitored and scrubbed if needed before we open

Outdoor closing-

- Orange umbrellas in storage room
- Rescue Tubes in Storage room
- First Aid/AED to LG office
- Lounge chairs hosed and wiped down
- Green tables foam and scrubbed
- Pool furniture stacked to store

Slide stairs

- Pressure washed
- Soft scrubbed and hosed off

Pool- All pool feature pumps closed and drained.

*only main filter stays on throughout the winter

Restrooms

- Pressure washed
- Foamed
- Scrubbed
- Hosed
- Squeegeed
- All toilets/sinks/benches cleaned

Water Quality Standards

Item 2.

All pools and splash pad will have a range of acceptable readings; anything outside of these standards will need immediate action and may result in pool closure depending on severity.

Pool Area -

Chlorine: 3.0-5.0

Ph: 7.2-7.6

River Area -

Chlorine: 3.0-5.0

Ph: 7.2-7.6

Lesson Area -

Chlorine: 3.0-5.0

Ph: 7.2-7.6

Splash Pad -

Chlorine: 3.0-5.0

Ph: 7.2-7.6

All readings will be taken at least every other hour and recorded on the readings chart.

-How to test for Free Chlorine (CL2)-

1. Rinse and fill large comparator tube to 25ml line and Add 2 dippers R-0870. Swirl until dissolved. If free chlorine is present, sample will turn pink
2. Add R-0871 drop wise (one drop at a time) Swirling and counting after each drop, until color changes from pink to colorless
3. Multiply # of drops added by .2 ppm and record as Free chlorine
4. Record # as free chlorine (CL2) reading on water quality sheet

-How to test for Ph-

1. Fill large tube on test block to 44ml line
2. Add five drops of R-004
3. Put cap on tube and shake
4. Compare with color scale to the left of the tube
5. Record # as Ph reading on water quality sheet

-How to test for Total Alkalinity-

1. Rinse and fill large tube to 25ml line with water to be tested
2. Add 2 drops of R-007 and swirl to mix
3. Add 5 drops of R-008 and swirl to mix and sample should turn green in color
4. Add one drop of R-009 and swirl to mix
5. Repeat step four until sample changes from green to red.
6. Multiply # of drops of R-009 added to sample by 10
7. Record as ppm of TA on Water Quality sheet

-How to test for combined chlorine-

1. Rinse and fill large comparator tube to 25ml line and Add 2 dippers R-0870. Swirl until dissolved. If free chlorine is present, sample will turn pink
2. Add R-0871 dropwise (one drop at a time) Swirling and counting after each drop, until color changes from pink to colorless
3. Multiply # of drops added by .2 ppm and record as Free chlorine
4. Add 5 drops of R-0003. Swirl to mix. If combined chlorine present, sample will turn pink.
5. Add R-0871 dropwise, swirling and counting after each drop, until color changes from pink to colorless
6. Multiply drops in #6 by .2ppm Record as ppm of combined chlorine

-How to test for Calcium Hardness-

1. Rinse and fill the large compartment to 25 ml line with water to be tested
2. Add 20 drops of R-0010 and swirl to mix
3. Add 5 drops of R-0011L and swirl to mix sample should turn red.
4. Add one drop of R-0012 and swirl to mix
5. Continue with step four until the sample turns blue.
6. Multiply the number of R-0012 drops added by 10.
7. Record as ppm of Calcium Hardness

Pool cleaning equipment/maintenance schedule

- **Automatic vacuums** are used daily and vacuum bags are to be rinsed with clean water and washed in washer machine with not detergent.
- **Media changes** are to be performed when differential on defenders are at no more than 20 psi.
- **Pulsars** are to be acid cleaned and rinsed once a month.

Lint baskets/strainers are to be checked and changed every two weeks. All dirty lint baskets are to be cleaned on Wednesdays.

Backwash Procedures

A Cycle bump acts as backwashing for Defenders and is to be performed daily on each filter, should be bumped multiple times in season.

UV System

Fault- is UV system shows fault, open panel door and reset 3 breaker switches located inside. Allow 5 minutes for UV system to reset and start back up.

Contamination procedures for all pools

Fecal Incident Response Recommendations for Pool and Spray Ground Staff

Fact Sheet - March 2010

This Fact Sheet is consistent with CDC's Healthy Swimming Recommendations. For more information go to www.cdc.gov/healthywater/swimming/.

What Do You Do When You Find Poop in the Pool?

- These recommendations are for responding to fecal incidents in chlorinated/brominated recreational water venues.
- Improper handling of chlorine-based disinfectants can cause injury. Follow proper occupational safety and health requirements when following these recommendations.
- Pool/Spray Ground Closures: Fecal incidents are a concern and an inconvenience to both pool/spray ground operators and patrons. Operators should carefully explain to patrons why the pool/spray ground needs to be closed in response to a fecal incident. Understanding that closure is necessary for proper disinfection and protection of the health and safety of patrons is likely to promote support rather than frustration. Pool/spray ground closures allow chlorine to do its job — to kill germs and help prevent recreational water illnesses (RWIs).

Important Background Info...

What are Recreational Water Illnesses (RWIs)?

What is the first thing that pops into your head when you think about water safety? Drowning? Slipping? Lightning? All good answers, and all are very important. But, did you know that germs can contaminate swimming water? These germs cause RWIs that have made many people sick.

RWIs are caused by germs such as "Crypto", short for *Cryptosporidium*, *Giardia*, *E. coli* O157:H7, and *Shigella*.

How are RWIs Spread?

RWIs are spread by swallowing pool or spray ground water that has been contaminated with fecal matter. How? If someone has diarrhea, that person can easily contaminate the pool/spray ground. Think about it. Pool/spray ground water is shared by every swimmer. Really, it's communal bathing water. It's not sterile. It's not drinking water.

The good news is that germs causing RWIs are killed by chlorine. However, chlorine doesn't work right away. It takes time to kill germs and some germs like Crypto can live in pools for days. Even the best maintained pools can spread illness.

| Germ Inactivation Time for Chlorinated Water ¹ | |
|---|--------------------|
| Germ | Time |
| <i>E. coli</i> O157:H7 Bacterium | Less than 1 minute |
| Hepatitis A Virus | About 16 minutes |
| <i>Giardia</i> Parasite | About 45 minutes |

| | | |
|--|--|---------|
| Crypto Parasite | About 15,300 minutes or 10.6 days ² | Item 2. |
| ¹ 1 parts per million (ppm) or mg/L free chlorine at pH 7.5 or less and a temperature of 77°F (25°C) or higher. ² Shields JM, Hill VR, Arrowood MJ, Beach MJ. Inactivation of <i>Cryptosporidium parvum</i> under chlorinated recreational water conditions. J Water Health 2008;6(3):513-20. | | |

Should all Fecal Incidents be Treated the Same?

No. A diarrheal fecal incident is a higher-risk event than a formed-stool incident. With most diarrheal illnesses, the number of infectious germs found in each bowel movement decreases as the diarrhea stops and the person's bowel movements return to normal. Therefore, a formed stool is probably less of a risk than a diarrheal incident that you may not see.

A formed stool may contain no germs, a few, or many that can cause illness. You won't know. The germs that may be present are less likely to be released into the pool/spray ground because they are mostly contained within the stool. However, formed stool also protects germs inside from being exposed to the chlorine in the pool/spray ground, so prompt removal is necessary.

Should you Treat a Formed Fecal Incident as if it Contains Crypto?

No. In 1999, pool staff volunteers from across the country collected almost 300 samples from fecal incidents that occurred at water parks and pools¹. CDC then tested these samples for Crypto and Giardia. None of the sampled feces tested positive for Crypto, but Giardia was found in 4.4% of the samples collected. These results suggest that formed fecal incidents pose only a very small Crypto threat but should be treated as a risk for spreading other germs (such as Giardia). Remember a diarrheal fecal incident is considered to be a higher-risk event than a formed-stool fecal incident.

What Do I Do about Formed Stool in the Pool or Spray Ground?

Formed stools can act as a container for germs. If the fecal matter is solid, removing the feces from the pool/spray ground without breaking it apart will limit the degree of pool/spray ground contamination. In addition, RWIs are more likely to be spread when someone who is ill with diarrhea has a fecal incident in the pool or spray ground.

1. Close the pool/spray ground to swimmers. If you have multiple pools/spray grounds that use the same filtration system — all pools/spray grounds will have to be closed to swimmers. Do not allow anyone to enter the pool(s)/spray ground(s) until the disinfection process is completed.
2. Remove as much of the fecal material as possible (for example, using a net or bucket) and dispose of it in a sanitary manner. Clean and disinfect the item used to remove the fecal material (for example, after cleaning, leave the net or bucket immersed in the pool during disinfection). Vacuuming Stool from the Pool or Spray Ground is NOT Recommended
3. At facilities that use bromine disinfection, chlorine-based disinfectant must be used to treat contamination. Bromine cannot be distinguished from chlorine in water by most test kits. When responding to contamination in brominated systems, the minimum disinfection level needed will be a combination of the current bromine level plus the minimum chlorine level specified for the type of contamination.
4. Raise the free chlorine to 2 parts per million (ppm) if less than 2 ppm, and ensure pH 7.5 or less and a temperature of 77°F (25°C) or higher. This chlorine concentration was selected to keep the pool/spray ground closure time to approximately 30 minutes. Other concentrations or closure times can be used as long as the contact time (CT) inactivation value² is achieved.

5. Maintain free chlorine concentration at 2 ppm and pH 7.5 or less for at least 25 minutes before reopening pool/spray ground. In the presence of chlorine stabilizers,³ which are known to slow disinfection, double the disinfection contact time. Ensure that the filtration system is operating while the pool/spray ground reaches and maintains the proper free chlorine concentration during the disinfection process.

Establish a fecal incident log. Document each fecal incident by recording date and time of event, whether it involved formed stool or diarrhea, and the free chlorine and pH levels at the time of observation of the event. Before reopening the pool/spray ground, record the free chlorine and pH levels, the procedures followed in response to the fecal incident (including the process used to increase chlorine levels if necessary), and the contact time.

What Do I Do about Diarrhea in the Pool or Spray Ground?

Those who swim when ill with diarrhea place other swimmers at significant risk for getting sick. Diarrheal incidents are much more likely than formed stool to contain germs. Therefore, it is important that all pool and spray ground managers stress to patrons that swimming when ill with diarrhea is an unhealthy swimming behavior.

1. Close the pool/spray ground to swimmers. If you have multiple pools/spray grounds that use the same filtration system — all pools/spray grounds will have to be closed to swimmers. Do not allow anyone to enter the pool(s)/spray ground(s) until the disinfection process is completed.
2. Remove as much of the fecal material as possible (for example, using a net or bucket) and dispose of it in a sanitary manner. Clean and disinfect the item used to remove the fecal material (for example, after cleaning, leave the net or bucket immersed in the pool during disinfection). Vacuuming Stool from the Pool or Spray Ground is NOT Recommended
3. At facilities that use bromine disinfection, chlorine-based disinfectant must be used to treat contamination. Bromine cannot be distinguished from chlorine in water by most test kits. When responding to contamination in brominated systems, the minimum disinfection level needed will be a combination of the current bromine level plus the minimum chlorine level specified for the type of contamination.
4. If necessary, before attempting the hyperchlorination of any pool/spray ground, consult an aquatics professional to determine the feasibility, the most optimal and practical methods, and needed safety considerations.
5. Raise the free chlorine concentration to 20 ppm^{4,5} and maintain pH 7.5 or less and a temperature at 77°F (25°C) or higher. The free chlorine and pH should remain at these levels for at least 12.75 hours to achieve the CT inactivation value of 15,3006. Crypto CT inactivation values are based on killing 99.9% of Crypto. This level of Crypto inactivation cannot be reached in the presence of 50 ppm chlorine stabilizer, even after 24 hours at 40 ppm free chlorine, pH 6.5, and a temperature of 77°F (25°C)⁷. Extrapolation of these data suggest it would take approximately 30 hours to kill 99.9% of Crypto in the presence of 50 ppm or less cyanuric acid, 40 ppm free chlorine, pH 6.5, and a temperature of 77°F (25°C) or higher.
6. Confirm that the filtration system is operating while the water reaches, and is maintained, at the proper chlorine level for disinfection.
7. Backwash the filter or replace cartridge or DE media after reaching the CT inactivation value. Be sure the effluent is discharged directly to waste and in accordance with state or local regulations. Do not return the backwash through the filter.
8. Allow patrons back into the water only after the required CT inactivation value has been achieved and the free chlorine and pH levels have been returned to the normal operating range (0.6–5.0 ppm when pH is 7.2–7.8).

Establish a fecal incident log. Document each fecal incident by recording date and time of event, whether it involved formed stool or diarrhea, and the free chlorine and pH levels at the time of observation of the event. Before reopening the pool/spray ground, record the free chlorine and pH levels, the procedures followed in response to the fecal incident (including the process used to increase chlorine levels if necessary), and the contact time.

Pool and Spray Ground Disinfection Time...

How long does it take to disinfect a pool or spray ground after a fecal incident? This depends on what type of fecal incident has occurred and at which free chlorine levels you choose to disinfect the pool or spray ground. If the fecal incident is formed stool, follow Figure 1, which displays the specific time and free chlorine levels needed to inactivate *Giardia*. If the fecal incident is diarrhea, follow Figure 2, which displays the specific time and free chlorine levels needed to inactivate *Crypto*.

| Figure 1. <i>Giardia</i> Inactivation Time for a Formed-Stool Fecal Incident | |
|---|--------------------------------|
| Free Chlorine Level (ppm) | Disinfection Time ¹ |
| 1.0 | 45 minutes |
| 2.0 | 25 minutes |
| 3.0 | 19 minutes |
| ¹ These closure times are based on 99.9% inactivation of <i>Giardia</i> cysts by chlorine at pH 7.5 or less and a temperature of 77°F (25°C) or higher. The closure times were derived from the U.S. Environmental Protection Agency (EPA) Disinfection Profiling and Benchmarking Guidance Manual. These closure times do not take into account "dead spots" and other areas of poor pool water mixing. | |

| Figure 2. <i>Crypto</i> Inactivation Time for a Diarrheal Fecal Incident | |
|--|----------------------------------|
| Free Chlorine Level (ppm) | Disinfection Time ^{1,2} |
| 10 | 1,530 minutes (25.5 hours) |
| 20 | 765 minutes (12.75 hours) |
| 40 | 383 minutes (6.5 hours) |
| ¹ Shields JM, Hill VR, Arrowood MJ, Beach MJ. Inactivation of <i>Cryptosporidium parvum</i> under chlorinated recreational water conditions. J Water Health 2008;6(3):513-20. ² At pH 7.5 or less and a temperature of 77°F (25°C) or higher. | |

The CT inactivation value is the concentration (C) of free chlorine in ppm multiplied by time (T) in minutes (CT inactivation value = C x T). The CT inactivation value for *Giardia* is 45 and the CT inactivation value for *Crypto* is 15,300 (pH 7.5 or less and a temperature of 77°F [25°C] or higher). If you choose to use a different free chlorine concentration or inactivation time, you must ensure that the CT inactivation values remain the same.

For example, to determine the length of time needed to disinfect a pool after a diarrheal incident at 15 ppm, use the following formula: C x T = 15,300.

Solve for time: T = 15,300 ÷ 15 ppm = 1020 minutes or 17 hours. It would take 17 hours to inactivate *Crypto* at 15 ppm.

Footnotes

1. CDC. Prevalence of Parasites in Fecal Material from Chlorinated Swimming Pools — United States, 1999. MMWR 2001;50(20):410-2.
2. CT inactivation value refers to concentration (C) of free chlorine in ppm (or mg/L) multiplied by time (T) in minutes at a specific pH and temperature.
3. Chlorine stabilizers include compounds such as cyanuric acid, dichlor, and trichlor.

4. Many conventional test kits cannot measure free chlorine levels this high. Use chlorine test strips that can measure free chlorine in a range that includes 20–40 ppm (such as those used in the food industry) or make dilutions with chlorine-free water when using a standard DPD test kit.
5. If pool operators want to use a different free chlorine concentration or inactivation time, they need to ensure that CT inactivation values always remain the same (see next page for examples of how to accomplish this).
6. Shields JM, Hill VR, Arrowood MJ, Beach MJ. Inactivation of *Cryptosporidium parvum* under chlorinated recreational water conditions. *J Water Health* 2008;6(3):513–20.
7. Shields JM, Arrowood MJ, Hill VR, Beach MJ. The effect of cyanuric acid on the chlorine inactivation of *Cryptosporidium parvum*. *J Water Health* 2008; in press.

Building Maintenance and Cleaning

Part Time Maintenance Team Members

Maintenance Worker 1

REPORTS TO: Maintenance Coordinator

SALARY: \$7/HR

Purpose of Job

The purpose of this job is to assist with the daily maintenance and cleaning of the Southern Pines Aquatic Center. Essential Job duties and Responsibilities: The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Performs work in the internal and external maintenance, grounds upkeep and cleaning of the aquatic center. Maintains equipment in good working order; performs minor repair such as painting, plumbing, carpentry, etc. Performs other related duties as assigned

Uniform

- Will be required to wear navy maintenance team shirts with khaki or Jean shorts or pants dependent upon the season. Shorts must be at least mid-thigh.
- Sneakers or closed to shoes

Restrooms

Deep clean- (Weekly)

- Foam or kaivac all surfaces
- Toilets cleaned and wiped down
- Sinks and counter cleaned
- Mirrors cleaned
- Stainless steel cleaned
- All drains cleared of hair
- Trash taken out including female bags
- All paper and soap products stocked

Spot clean- (Daily/As Needed)

- Clean toilets
- Restock soap/paper products
- Wipe downs sinks and counters
- Clean out showers and drains
- Wipe down mirrors
- Take out trash
- Drains and floor clear of any hair

Restroom/Changing Areas

Bathroom check-

A bathroom check is to be done periodically, throughout the day, by the life guard Team Member. A bathroom check consist of:

- Floors, showers, drains, sinks and counters clear of hair
- Trash checked
- Toilet checked and cleaned

Open areas

Pavilion, all concrete walkways

- Sweep (daily)
- Pressure Washed (End of every day)
- Kaivac (Monday and Friday)

Storage closet

Pavilion closet, in the facility, is to be equipped with all necessary products and tools (excluding water hose) to clean and stock all restrooms.

All tools include:

- Mop bucket
- Mop
- Extra mop heads
- Squeegees
- Plunger
- Toilet brush
- Scrub brushes

Cleaning chemicals and equipment

- Toilet paper
- GoJo Soapfoam
- GoJo Showerfoam
- Toilet seat covers
- Brown Wax bags
- Baby wipe towels
- Af79 Disinfectant
- Stainless steel cleaner
- Plastic trash bags (16 gallons)
- Plastic trash bags (45 Gallons)
- Black trash bags (60 gallons)
- Gloves (M,L, XL)
- Glass Cleaner
- Urinal screens
- Micro fiber wipes
- Box of rags