



AQUATICS

UPDATED Aug. 2020

POOLS

Battery Creek Indoor Pool:

1 Blue Dolphin Drive
Burton, SC 29906
(843) 255-6760

Bluffton Indoor Pool:

55 Pritchard Street
Bluffton, SC 255-6792

Beaufort Indoor Pool:

35 Youmans Drive
Beaufort, SC 29907
(843) 255-6794

Lind Brown Outdoor Pool:

1710 Green Street
Beaufort, SC 29902
(843) 255-6796



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EMPLOYMENT

Aquatic Employment Expectations

Employees must:

- Conduct themselves in a professional manner at all times, while maintaining a positive attitude.
- Maintain a cordial work place.
- Work all their assigned work hours.
- Arrive to work well rested and on time.
- Focus on being a team player.
- Take responsibility for their actions.
- Be dedicated to the safety of all patrons and fellow employees, being attentive to the pool at all times.
- Be well groomed and maintain proper hygiene.
- Provide an original copy of any and all certificates for which they are certified.
- Be responsible for maintaining and keeping certifications up to date.
- Be trained upon hire, on Parks and Recreation standard operating procedures (SOP's) in relationship to the pool maintenance and chemistry, DHEC regulations, OSHA standards, fire regulations and all licensing requirements. All initial training must be completed within the first 10 (ten) days of an employee's start date.
- Be responsible for the pool where they are assigned; this includes pool chemistry, pool maintenance, cleaning, etc. If you have not been trained in a certain area of the pools main operations, it's the employee's responsibility to report this to your supervisor so that you may be properly trained.
- Be responsible for maintaining the daily DHEC log while on duty. This requires Bi-hourly chemical test readings and documentation, and reporting any readings that are not ideal to the pool manager.
- Be available to participate in mandatory monthly in-service training.
- Report to work prepared, this includes being dressed in your County approved proper swimsuit, clothing, and towel.
- Fill out appropriate forms for any incident that takes place at the pool. Incident Report Forms can be provided by the pool manager.
- Responsibly report any noncompliance of rules or regulations. (See: Corrective Action Request)

Employees are never allowed to:

- Have cell phones on the deck or while sitting at the desk. Cell phones may only be used during breaks.
- Allow customers in the office area. Only employees are allowed in the office.



- Leave the cash register unattended.
- Sit together on the pool deck. If two employees are assigned to the deck they must be on opposite sides of the pool.
- Sleep anywhere at the pool, including the office.
- Engage in physical or verbal confrontations with anyone. All serious matters must be reported, verbally and in writing, to the pool manager.
- Eat at the front desk or on the pool deck.

Uniforms

Uniforms: Will be worn at arrival to work and at ALL times while on duty. Failure to wear proper attire will result in possible disciplinary action as appropriate. **There are NO EXCEPTIONS!**

1. Shirts: Issued by Parks and Recreation only. There is no exception as several shirts and styles have been given.
2. Suits:
 - a. Female: One or two piece swim suits. Colors must be RED, NAVY BLUE, or BLACK. Make sure they are true in color, no variations, and no faded garments. The only exception is if the word Lifeguard is screen-printed on them by the manufacturer. The females may wear solid black yoga pants or nylon shorts in place of swimsuit bottoms.
 - b. Male: Swim trunks. Solid colors must be RED, NAVY BLUE, or BLACK. Make sure they are true in color, no variations, and no faded garments. The only exception is if the word Lifeguard is screen-printed on them by the manufacturer.
 - c. The suit must be worn at all times. This may mean having several suits at the pool to change into after swim lessons.
 - d. If a lifeguard is cold they may only wear black athletic pants, sweat pants or Parks and Recreation issued sweatshirt. (Pajama pants are not allowed)
3. Shoes:
 - a. Shoes should be easily removable for an immediate aquatic emergency.
 - b. Barefoot, flip flops, water shoes, or tennis shoes may be worn. (No boots allowed)

Scheduling

Scheduling:

1. Expectations:

All aquatic staff are expected to work all assigned hours at any designated facility and be on time to work. Work schedules will be issued in advance in a timely manner. Any conflict or problem with the schedule must be addressed with the manager within 24 hours of the publication of the work schedule. In-service trainings outside of normal business hours are likely required.
2. Leave: Paid or Unpaid



Personal leave time, per department policy, must be requested, at minimum, two weeks in advance.

3. Substitutions:

If the schedule causes hardship to a member of the aquatic staff, two employees may switch day(s) and/or location(s), provided the switch adheres to the following criteria:

- a. The switch is approved by the manager
- b. The switch does not create a volatile work environment for anyone on the team
- c. The switch does not cause either employee to exceed the assigned hours
- d. The switch does not interfere with swim lessons or other assigned duties

4. Illness:

Notify your manager as soon as possible. More than one day of illness requires a doctor's note to return to work. An honest attempt to find a member of the aquatics team to cover your shift is required.

5. Emergencies:

Notify your manager as soon as possible. An honest attempt to find a member of the aquatics team to cover your shift is required.

6. Consequences:

Disciplinary action, up to termination of employment, will be taken for the following:

- a. Tardiness
- b. Habitual Tardiness
- c. Leaving work early without permission from the manager
- d. Not showing up for work as assigned

Aquatic Manager

JOB SUMMARY

Supervises all uses of their assigned pools on the behalf of the Director. Schedules and directs all recreational activities requiring use of the assigned pools operated by Beaufort County Parks and Recreation. Schedules and directs the lifeguarding staff and ensures coverage during pool hours. Ensures that staff maintains necessary certifications and oversees training and in-service sessions. Recommends and implements new programs and appropriate fees. Enforces pool rules and regulations. Ensures participants have the opportunity to learn skills and have fun in a safe environment.

ESSENTIAL DUTIES



This is a full supervisory class with responsibility for the direction, planning, scheduling of programs required for the pools lifeguarding staff and supervision of the aquatics department. Incumbent is responsible for:

- Ensuring the cleanliness of all agency facilities and property
- Creating an inspiring experience for all patrons
- Hiring, supervising, training, and evaluating employees in the performance of department functions including Water Safety Instructors, Lifeguards, Water Aerobics Instructors and Water Team Coaches
- Ensuring the current certification of all aquatic employees
- Establishing department goals
- Overseeing all learn-to-swim programs
- Acting to ensure the safety and well-being of participants using the pool facility
- Determining what types of aquatic activities meet the needs of the community
- Assigning shifts to lifeguards to ensure the pool is monitored at all times
- Assist WSI in scheduling and coordinating learn-to-swim lessons
- Scheduling pool for special activities such as team practice or birthday parties
- Coordinating summer aquatic day camps and use of the pool by participants of other agency day camps
- Coordinating Red Cross swimming and lifesaving classes
- Monitoring the pool for appropriate chemical and temperature levels
- Maintaining inspection and pool operation reports and permits in compliance with DHEC, OSHA, fire marshal and any other governing agencies
- Completing pool maintenance or repairs; request assistance from the building maintenance department on large projects or tasks
- Maintaining records of aquatic activities conducted, participation levels and other relevant items
- Handling correspondence and communications regarding the aquatic department and programs
- Enforcing Parks and Recreation policies and procedures
- Coordinating with the marketing director to ensure program information is available to the community
- Arranging for the pool facility to be secured when not open
- Stimulating community interest in aquatic programs
- Keep current on site staff files and maintains current records of in-service training and current certificates per DHEC and OSHA standards
- Substituting for absent lifeguards and other staff as necessary
- Other duties as assigned

QUALIFICATIONS

EDUCATION and EXPERIENCE



- A bachelor's degree in physical education or a related field is preferred
- Two years of experience in the aquatic field is required
- Two years of supervisory experience is required
- Equivalent combination of education, training and experience sufficient to produce needed knowledge and skills is acceptable

KNOWLEDGE

- Aquatic skills
- Teaching methods
- Technical vocabulary associated with the aquatic field
- Personnel practices and procedures
- Aquatic equipment
- Chemical balances in pool water
- Effective office management and administration procedures
- Windows computer programs including word processing and spreadsheet software

SKILLS

- Lifesaving
- Swimming
- Communications
- Organization
- Direction
- Evaluation
- Budgeting
- Motivation
- Creativity
- Event and program planning
- Ability to meet deadlines
- Ability to work as a member of a team

PHYSICAL DEMANDS

Accommodations may be made for some of these physical demands for otherwise qualifies individuals who require and request such accommodations.

- Mobility to work in a typical office setting and use standard office equipment such as computers, filing cabinets, fax machines
- Mobility to inspect the pool and pool maintenance room
- Mobility to stand, swim, instruct and save others in the pool depths of zero entry to eight feet and lengths of up to 37 yards



- Mobility, strength, and eye/hand/foot coordination sufficient to offer medical assistance up to and including water rescue and CPR if needed
- Strength to lift equipment or materials weighing up to 50 pounds
- Strength to pull a person of up to 300 pounds in water
- Manual dexterity to handle a variety of items such as pool vacuum, pressure washer, control knobs, switches
- Close range vision to read printed materials and far range vision to accurately see participants across the entire pool area
- Lack of allergy to pool chemicals
- Hearing and speech sufficient to communicate in person or over the telephone

CERTIFICATIONS and LICENSING

- CPO (Certified Pool / Spa Operator) certification is required (Within 6 months)
- CPR, First Aid and AED certification is required
- CPR, First Aid and AED Instructor certification is preferred
- Lifeguarding certification is required
- Lifeguarding Instructor is required
- Lifeguarding Instructor Trainer is preferred
- Water Safety Instructor is required
- Water Safety Instructor Trainer is preferred
- A valid driver's license is required

PRE-EMPLOYMENT CHECKS

- Employment is contingent upon the results of a pre-employment drug examination
- Employment is contingent upon the results of a pre-employment criminal background check

This job description lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have or obtain job-related knowledge and skills

Water Safety Instructor (WSI)

POLICIES and PROCEDURES

Full time (40 hours): Must be available during the School Swim Lesson Program (9:00-12:00) and flexible during the pool hours. Must be able to teach when needed during the assigned hours that are given.

Part time (up to 29 hours): Must be able to teach when needed during the assigned hours that are given.



The general function of swim instructor is to conduct swimming instructions according to the National Safety Council Learn-to-Swim program as well as American Red Cross Standards to ensure the safety of the students at all times.

1. Everyone is expected to follow and teach according to his or her specific lesson plans. Creativity and different styles of teaching are permitted and encouraged as long as the plan is followed and appropriate skills are taught.
2. Circle time is required for each lesson time. Get the group together before getting in the pool. Review what has been taught, practice dry land drills and most importantly get to know your class by playing name games or with adults discussing what they did over the weekend. This time builds trust and a relationship between the class and the instructor.
3. Classes are to START and DISMISS at the scheduled times. This means that you need to be at work and dressed at least 15 minutes prior to class starting. This allows for any set-up and speaking with the parents.
4. All equipment is to be out and ready before class and returned to its proper storage location after class. If equipment does not meet proper safety standards, write it up and make sure a supervisor is aware of the facility equipment.
5. Be willing to talk about the child's progress with parents. Parents feel more secure when instructors talk to them about their child. On the first day of class, make the initial contact and introduce yourself. Also, be aware that all parents, are to be back beyond the gray line of the bleachers.
6. All instructors must wear suitable attire when teaching.
7. All instructors must have lifeguard and instructor level certifications (WSI). This is the instructor's responsibility to keep the certifications up to date.
8. Instruct all lessons with safety first and the student's self-esteem foremost in mind. Skills and endurance are also extremely important.
9. Know all emergency procedures and locations of all emergency equipment.
10. Co-instructors or assistants can help decrease risks by giving more supervision and reducing the instructor-participant ratio. Remember the lead instructor has the ultimate responsibility for the participant's safety.
11. Participants greatly affect how you manage risks in the class. Be sure your participants know and follow the facility rules and regulations. Explain and enforce all rules and regulations constantly and consistently.
12. Instructors need to be able to schedule classes to fit the needs of the facility and participants.
13. Awarding certificates: Certificates can be awarded during the last class. Have certificates prepared and completed before the final class.
14. Course evaluations on the instructors will be done randomly by the Managers.

Lifeguards – All Staff

(Year Round must obtain WSI certification within 60 days of hire)



POLICIES and PROCEDURES

To ensure the safety of our patrons and quality of our pool.

QUALIFICATIONS

- Current certifications in Lifeguarding, Standard First Aid, CPR and AED for the Professional Rescuer is required. Blood Borne Pathogens is also recommended.
- One year experience as a lifeguard is preferred, but not required.
- Must have a phone number where you can be contacted.
- Must be able to work flexible hours.
- Must be at least 16 years of age.
- Must work well with others, including patrons and other employees.
- Must have basic communication, comprehension and math skills.
- Must possess and maintain a valid driver's license.
- Must be able to pass a drug test upon hire.
- Must obtain WSI certification within 60 days of hire.

SPECIFIC REQUIREMENTS

Certifications: Know how to rescue.

- Lifeguard, First Aid, CPR & AED (Also Blood Borne Pathogens)
- Must be able to perform the current pre-requisite for lifeguarding at any given time. (You never know when you will need to use it.)
 - 300 Swim (Front crawl & Breast stroke)
 - Brick (1:40)
 - Treading Water (2:00) (No hands)
- Know how to perform the rescues for different victims (Water and Land)

Water Testing: Must be taken and recorded at open, 12:00pm and at the end of the night.

It is important that these tests be as accurate as possible. If you are not sure a reading is correct, do the test again or have another guard double check you. If the readings are still not where they should be let the Manager or supervisor know as soon as possible.

- Chlorine: 1.0 – 8.0 (Notify manager if it goes under a 2.0 or over a 7.0)
- pH: 7.0 – 7.8 (Notify manager if it goes under a 7.2 or over a 7.6)
- Water temperature: Average is 84 degrees
- Air temperature: Average is 86 degrees

Chemical Assistant

- Total Alkalinity: 80 – 120 (Notify if it is over or under) (Tested every Monday)
- Cyanuric Acid: 30 – 50 (Notify if it is over or under) (Outdoor Pool, Tested every Sunday)



- Calcium Hardness: 200 – 400 (Notify if it is over or under) (Tested one time a month)

Guarding procedures: Must be covered at all times.

Rotations:

- Indoor pool 30 minutes
 - Outdoor pool 20 minutes
 - Big events (Meets, parties, etc.) 20 minutes
1. One Guard: Will be at the lifeguard station when any patrons are on the pool deck. (Indoor Pool: the furthest lane needs to be closed. With the CLOSE sign; DHEC rules.)
 2. Two Guards: One guard will be at the lifeguard station at all times. The second guard will be roving or at the second lifeguard station.
 3. Three or more Guards: One guard will be at the lifeguard station at all times. The second guard will be at the second lifeguard station. The other guards will be at a new station or roving. (The Manager will assign rotation chart.)
- Failure to adhere to these procedures will result in written reprimand or possible termination.
 - Leaving the pool area unsupervised is NOT permitted, and is terms of immediate termination.
 - Sleeping at the guard station is NOT tolerated and is terms of immediate termination.
 - Bathing Load: When the bathing load does not warrant three guards on the deck, follow the two-guard rotation. The extra guard will be responsible for operating the office. Including but not limited to answering the phones, signing in patrons and collecting fees.

Breaks are given when you are not at the lifeguard station and there are no other tasks assigned. At this time you are free to leave the pool area, but not the facility. If there is an emergency you need to be close by. (Permission to leave the building during your shift must be granted only by the Manager or supervisor at that given time. Failure to adhere to break time policies will result in written reprimand.

Equipment to have:

- Whistles
- CPR Masks: At the lifeguard stand
- Rescue tube (with strap): Given by Parks and Recreation for each station. Must be on one's person when guarding.

Primary Responsibility of lifeguarding:

1. Safety
2. Security
3. Public Relations



These are the areas that are utmost important in fulfilling your position. All lifeguards are responsible to the Manager.

Safety:

- Prevent incidents as much as possible
- If an incident occurs; Report, Advise, Release, Document
- Supervise the pool facility
- Clear and secure the pool at closing
- Notify any inappropriate actions to the Manager
- Check that the safety equipment is in the correct places and is in good working order on a daily basis
- Enforce pool rules and follow them (Lifeguards are on display. Everyone is watching YOU.)
- Use phones for emergencies only, not for personal use
- Always look and act professional
- Do not leave the lifeguard station unless an emergency is occurring (You are still in charge of the other lives that are in the water. Another guard needs to help out if needed.)
- Arrive on time for you shift(s)

Security:

- Check equipment and supplies every day (Opening shift and throughout the day) Make sure equipment is in the same location at all times
- Testing pool chemicals
- Keep all areas secure during and after normal operating hours
- Keep all areas clean
 - A Weekly chore sheet will need to be completed and turned in every week.
 - If for any reason a task cannot be completed, you must inform the superior or Manager. (There might be a safety concern that needs to be addressed)

Public Relations:

- The participants are our customers. We need to be as accommodating as possible without creating additional risk.
- If participants look as if they need assistance, HELP them.
- Politely inforce misunderstanding in an appropriate manner.
- Relay needed information to the Manager
- Do not hesitate to point the participant to the Manager if situations arise.
- Talking back to a patron, no matter how rude they are is not tolerated and will result in a written reprimand. (Safety is our number one concern. If a situation gets out of control 911 may be called, but go to the supervisor or Manager first)



Be friendly and courteous to patrons. Talk to them even if it is just a pleasant “Hello” or “How was your swim?” It makes all the difference in the world in how they perceive us and the Parks and Recreation Department. If you do not know how to assist a patron in need, direct them to someone who does. If there is a problem or complaint that needs attention, let the Manager or supervisor on duty know as soon as possible.

Protection from Airborne and Blood-borne Pathogens

The one time you stop being careful may be the very time that you become infected by someone who does not fit into your notion of people who are likely to be infected.

Each time you prepare to give care, you **MUST** follow basic precautions. These precautions include the following four areas:

1. **Protective Equipment:** Includes all equipment and supplies that keep you from direct contact with infected materials. These include disposable gloves, gowns, masks and shields, protective eyewear, mouthpieces and resuscitation devices.
2. **Personal Hygiene:** Habits, such as frequent hand washing, are as important in preventing infection as any equipment you might use. These habits and practices can prevent any materials that might have gotten through the protective equipment from staying in contact with your body.
3. **Engineering & Work Practice Controls:** These are established to ensure good personal hygiene and cut down your risk of getting or transmitting an infectious disease. Examples of this would be: Remove soiled protective clothing as soon as possible. Wash hands thoroughly with warm soap and water immediately after providing care. Use a utility sink or restroom sink.
4. **Equipment Cleaning & Disinfecting:** It is important to clean and disinfect equipment to prevent diseases. Handle all soiled equipment, supplies or other materials with great care until they are properly cleaned and disinfected. To disinfect equipment soiled with blood or body fluids: wash thoroughly with a solution of common household chlorine bleach and water. Approximately 1 cup of bleach per gallon of water is enough. Surface (floor, countertops, etc.) must be cleaned of any soil you can see before using a bleach solution.

OSHA Requirements:

OSHA standards require that the employer keep the work area in a clean and sanitary condition. The employer is required to develop and put into action a written schedule for cleaning and decontamination at the work site. In addition, the employer has a responsibility to have a plan in place to deal with any spill that might occur. The steps for spill management are as followed:

- Wear gloves and other personal protective equipment when cleaning spills.
- Clean up spills immediately or as soon as possible after the spill occurs.
- If the spill is mixed with sharp objects, such as broken glass, **DO NOT** pick these up with your hands. Use tongs, broom and dust pan, or two pieces of cardboard.
- Dispose of the absorbent material used to collect the spill in a labeled biohazard container.



- Flood the area with disinfectant solution and allow it to stand for at least 20 minutes.
- Use paper towels to absorb the solution and put towels in the biohazard container.
 - If a biohazard container is not provided, throw it in the black gallon trash bags and dispose.

****Always refer to the most recent American Red Cross Lifeguarding Manual for detailed information****



EMERGENCIES – Avoiding and Handling

Emergency Situations

AQUATIC EMERGENCIES

Conditions to watch for during aquatic activities:

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

Behaviors, which may lead to a life endangering situation or a serious injury:

- Children pulling themselves along the gutter into deep water or along a rope
- Underwater breath holding for distance swimming contests
- A poor swimmer who is obviously tired
- Pushing beneath the surface, particularly in deep water
- Headfirst dives into shallow water

When scanning, watch for these signs of Distress:

- Excessive thrashing of the arms in a frantic manner
- The body may be stiff or tense
- The head may be tilted back with the mouth open trying to breath
- A complete disregard of or failure to acknowledge a whistle or call
- Frantic efforts to proceed in one direction, but the body remains in a stationary position
- Someone attempting to grab an object for support
- Swimmers whose face remains on the surface who cannot level themselves off or stand up. The body may remain in a horizontal or vertical position
- Guards should keep their eyes on the pool area at all times. Their eyes should always be moving, looking for anyone in need of assistance

A Lifeguard may be judged as failing to properly perform their duties if they do not:

- Enforce all policies and procedures
- Give safety instructions to participants



- Inspect the pool facility and equipment
- Foresee the possibility of an accident
- Act promptly in an attempt to rescue a victim
- Stop activities that are dangerous to others (ex: dunking others beneath the water)

IN AN EMERGENCY SITUATION

There are specific procedures, which should be followed to clear the pool and treat the emergency. Each lifeguard has the responsibility to know and understand the proper procedures of the pool to be prepared for an emergency.

Below is one example of how a guard team would respond to an accident:

Guard 1: Gets the attention of another guard on duty by blowing their whistle, simultaneously they will immediately take care of the victim according to proper lifesaving procedures and training.

Guard 2: Clears the pool. Contacts EMS. Then, assists the rescuer in providing care for the victim.

Essential Procedures:

- Lifeguard indicates a rescue by blowing their whistle
 - 1 long whistle blast to indicate active drowning rescue
 - 2 long whistle blasts to indicate passive drowning or spinal injury rescue (Get patrons out of the pool)
 - The safety of other swimmers must be maintained
 - Clearing the pool will depend on the type of emergency
- Back up staff responds in the following...
 - Call 9-911
 - Get the equipment as needed
 - Backboard, AED, First Aid Supplies & anything else that may be needed for the situation.
 - Control the crowd
 - Meet Paramedics (EMS)
- Most Important: STAY CALM

After Accident Procedures:

- An incident report must be written explaining the accident. If there were witnesses, have them verify events and have them sign an incident form. In the event of a serious accident, ask witnesses to prepare written statements.
- Contact your Pool Manager and / or Supervisor on duty as soon as possible.
- DO NOT discuss the situation or circumstances surrounding the accident until you have contacted the Pool Manager.
- Write up a more detailed explanation of accident and measures taken.



- NEVER talk with the media or lawyers unless first cleared by the Director of Parks and Recreation.

Department Report Forms:

All forms should be completed with as much detail and information as is available. These forms contribute to running a smooth operation and are vital to the department. If you do not know how to fill out a particular form or section of a form, LEARN to do it. Directions are included with each incident form.

Emergency Action Plan Procedures

PROCEDURES FOR TREATMENT OF ACCIDENTS AND INJURIES

The following are guidelines as to how all employees should respond to various types of accidents and injuries. At all times employees will follow OSHA standards when dealing with blood borne pathogens and handling contaminated materials.

For a list of standards, refer to the OSHA training guide located within the PALS Aquatic Department SOPs.

The lifeguards most important responsibility is patron safety and to help prevent any accidents occurring throughout the pool and deck area. Within each coverage zone, the lifeguard must be conscious of all patron's activities and enforce all safety rules to avoid situations that may cause injury. This is easily done by always keeping your eyes on the water and being aware of your surroundings in your zone, and staying alert. All lifeguards must be prepared (mentally and physically) to act in an emergency situation at any moment. All lifeguards must be familiar with the procedures for treatment of accidents and injuries. All lifeguards must be ready to respond if a situation should occur. General procedure information is documented below.

Life Threatening Emergency: *Unconsciousness, head/neck injuries, no breathing, no pulse, uncontrollable bleeding, etc.*

1. Respond to the victim: Ask the patient if they need assistance and if so assess the nature of the injury. (If the patient is unable to answer due to unconsciousness, then permission is implied)
2. Activate Emergency Action Plan. Call EMS (CALL 9-911): Emergency numbers are posted by the phone. Report incident giving name, location, phone number and the nature of injury. Request immediate emergency medical assistance.
3. Make sure that there is no continued threat of danger to the patient, yourself or others.
4. Treat the injury while maintaining universal safety precautions. (Only within what you have been trained to do)
5. Provide appropriate care and keep the patient as comfortable as possible until medical personnel arrive.
6. DO NOT leave the victim until relieved by emergency personnel.



7. Complete incident form. Obtain all required information and signatures. (1 copy needs to remain at the pool facility to be filed and 1 copy needs to be sent to the Director (by the Manager) as soon as possible)
8. Contact the Pool Manager as soon as possible.
9. Pool Manager will contact the Director.

Major Injury: *Possible broken bone, serious skin trauma such as lacerations, punctures, contusions, etc.*

1. Respond to the victim: Ask the patient if they need assistance. If so assess the nature of the injury.
2. Activate EMS (CALL 9-911): Report incident giving name, location, phone number and the nature of injury. Request immediate emergency medical assistance.
3. Make sure that there is no continued threat of danger to the patient, yourself or others.
4. Control situation through appropriate first aid methods, while using universal safety precautions. (Only within what you have been trained to do)
5. Keep the victim from moving as much as possible and reassure them while waiting for advanced medical personnel to arrive. (EMS)
6. DO NOT leave the victim until relieved by emergency personnel.
7. Complete incident form. Obtain all required information and signatures. (1 copy needs to remain at the pool facility to be filed and 1 copy needs to be sent to the Director (by the Manager) as soon as possible)
8. Contact the Pool Manager as soon as possible.
9. Pool Manager will contact the Director.

Minor Injury: *Small abrasion, lacerations, contusions, sprains, strains, muscle pulls, bloody nose, etc.*

1. Respond to the victim: Ask the patient if they need assistance. If so assess the nature of the injury.
2. Treat the injury using universal safety precautions. (Only within what you have been trained to do)
3. Advise the victim to have the injury checked by a physician or offer emergency personnel (EMS)
4. Let the victim request assistance (Ice, Band-Aids, etc.) Provide them what you can and document all supplies used on the incident form.
5. If the victim refuses any first aid assistance, have them sign the "Refused Attention" block on the incident form.
6. Complete incident form. Obtain all required information and signatures. (1 copy needs to remain at the pool facility to be filed and 1 copy needs to be sent to the Director (by the Manager) as soon as possible)
7. Contact the Pool Manager or Supervisor on duty.

Restrictions to Treatment: Lifeguards shall not attempt to do something they have not been trained to perform, unless directed by EMS personnel on-site. If directed by any EMS personal to assist in an emergency situation, you need to include any action that you were directed to perform in your report along with the signature of the EMS personnel.



Additional Emergency Response Information: When to call an Ambulance

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

NOTE: Participants shall be informed of the responsibility to pay for the ambulance service if transported. However, if an ambulance is called and the participant does not use the service, they do not have to pay. If the participant is not capable of responding or the accident is life threatening, do not hesitate to utilize the ambulance service. In Beaufort, the fire department is dispatched to all emergency situations and is trained in emergency medical procedures, generally at this time is when the patient is informed if they should be transported by ambulance or not. There is NO fee for the fire department to be called.

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

Clean up: What to do when an emergency situation is under control

The gathering of information and the basic clean up can be done by either the primary lifeguard in the situation or from other staff present members, depending on the situation. The pool should remain closed (or cleared) until all emergency situations have concluded including clean up and the disinfecting of contaminated surfaces.

- Wash your hands and arms with soap and water.
- Obtain all necessary information from patient to complete the “Incident Report”. (If patient is unable to give information seek any family member present and then from any witnesses.)
- Make a list of any first aid materials used and include this information in your “Incident Report”.
- Dispose of any used first aid materials. Make sure you use all safety measures and that all soiled items are disposed of in a “Bio-Hazard Bag” and labeled. (Black trash bag, if a Bio-Hazard Bag is not available)
- Disinfect all contaminated surfaces with diluted bleach per OSHA guidelines.
- Check and replace all safety equipment to make sure it is in good working order and that it has not been contaminated by any body fluids. (Note any problems to the Pool Manager and in your report)
- Identify if there were any contributing factors to this injury that could have been prevented. (Ex: Broken parts, trip hazards, inappropriate behavior by patrons, etc.)

Immediately correct any important problems before the pool reopens. Report any contributing factors of this injury to the Pool Manager or Supervisor on duty.



Any material removed from the pool should be disposed of. Clean the equipment and wash your hands

Vomit:

- Clear the Pool
- Remove as much of the material as possible using a net or scoop
 - Vacuum ONLY if the material is NOT sent back to the filter.
- Check for adequate disinfection levels in the area (Check chlorine levels)
 - Add X amount of Disinfectant if necessary (Granular or Shock)
 - Pool Closed for **30 Min**
 - Recheck the chemical reading before reopening (Chemicals should be within DHEC levels)

Well-Formed Stools:

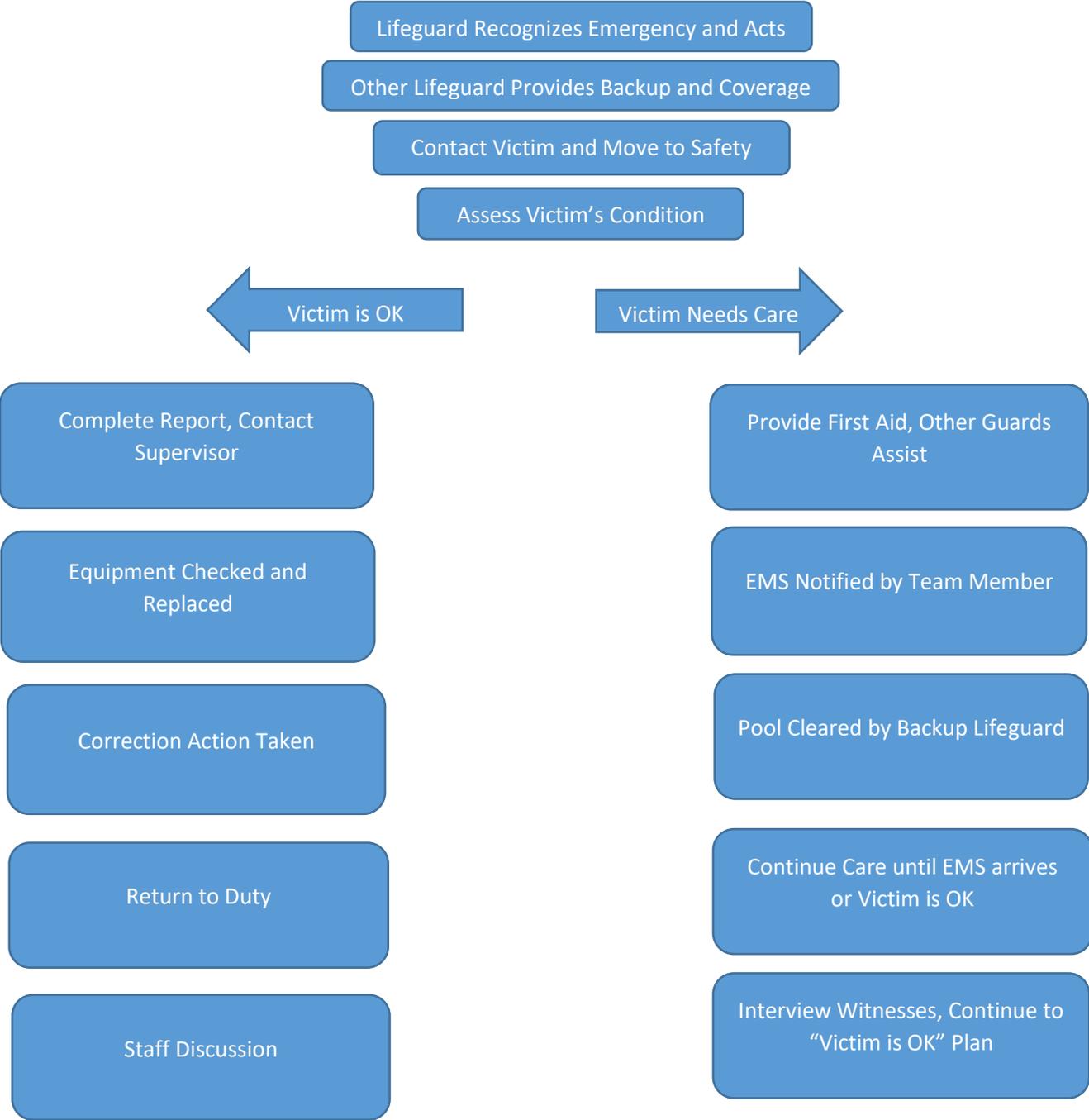
- Clear the Pool
- Remove as much of the material as possible using a net or scoop
 - Vacuum ONLY if the material is NOT sent back to the filter.
- Check for adequate disinfection levels in the area (Check chlorine levels)
 - Add X amount of Disinfectant (Granular or Shock)
 - Raise the CH level to **2ppm**
 - Have PH level below a 7.5
 - Pool Closed for **30 Min**
 - Recheck the chemical reading before reopening (Chemicals should be within DHEC levels)

Diarrhea:

- Clear the Pool
- Remove as much of the material as possible using a net or scoop
 - Vacuum ONLY if the material is NOT sent back to the filter.
- Check for adequate disinfection levels in the area (Check chlorine levels)
 - Add X amount of Disinfectant (Granular or Shock)
 - Raise the CH level to **20ppm**
 - Have PH level below a 7.5
 - Pool Closed for **13 Hours**
 - Recheck the chemical reading before reopening (Chemicals should be within DHEC levels)



EMERGENCY ACTION PLAN – Chart





CORRECTIVE ACTION REQUEST FORM

Any issues that are noncompliance with any regulatory agencies or Parks and Recreation SOPs manual needs to be reported.

- Every employee has a responsibility to report any violation, no matter how minor without fear of punishment or reprimand
- The employee reporting a “Corrective Action” needs to give the designated form with the Pool Manager. The Pool Manager then will take it up the chain of command. Each employee will sign and date the form to insure immediate action is taken. Appropriate action to correct the problem must be noted and dated when completed.
- All corrections must be made within 72 hours. Health hazards must be corrected immediately or the pool must be CLOSED until the problem is corrected.
- Each pool must maintain their completed corrective action request forms for a minimum of 18 months. (Files must be put into ones folder in the computer) No files may be destroyed without the written permission from the Director of Parks and Recreation.
- The Director will also maintain a copy of each pools corrected action request forms.
- The purpose of this request is to protect all patrons and employees from any potential hazard and / or citation violation.
- Any rules or regulations not being followed must be reported immediately to your supervisor or Pool Manager. This includes Parks and Recreation SOPs, DHEC, Labor & Licensing and OSHA requirements. All requests should be corrected within 48 hours of notice.

Action being requested:

Sign:

Date:

Action being taken:

Pool Manager:

Date:



OPEN / CLOSE PROCEDURES

INDOOR POOLS

OPEN: All done before the pool opens to the patrons

- Turn alarm off using unique code assigned
- Turn all lights on
- Clock in using biometric (Nova time - fingerprint) scanner
- Turn the computer on
- Check the chemicals
 - Chlorine & pH using Taylor test (DPD) or Palin test (Colorimeter)
 - Record levels (in daily log book), adjust chemicals as needed
 - Check the Influence and Effluence ranges. (Normal 20 / 10)
- Turn on the Computer
- Open up Max Galaxy. Put the proper amount of petty cash into the register and open the correct tabs (Refer to the Max Galaxy Binder) (See money directions)
- Make sure the on-deck phone works
- Ensure second guard is now present
- Remove pool covers if covers are on
- Take the vacuum out if needed and properly stow away
- Ensure all facility is presentable to the public by using the log book check list
- (Wednesday at the Beaufort pool make sure the trash is put out)
- Unlock the front doors to the pool
- Check the liquid drums for Chlorine and pH. If necessary, make adjustments and document in the log book.
- Check digital readings on chemical feeders and adjust / calibrate properly.

CLOSE: All done within the last hour of the pool closing

- Clean the bathrooms (See bathroom cleaning directions)
- Collect the trash / replace can liners
- Check the chemicals
 - Chlorine & pH using Taylor test (DPD) or Palin test (Colorimeter)
 - Record levels (in daily log book), adjust chemicals as needed once all patrons are out of the pool
- Put the vacuum in if needed
 - If chemicals need to be added directly into the pool, DO NOT vacuum
- Put the pool covers on the pool if needed
- Check all the pool deck doors & pump room door to ensure they are locked



- Close the Max Galaxy shift and put the money in the safe. Print report or email report. Log out of Max Galaxy and turn the screen off (Read the binder)
- Turn all lights off (Don't forget cleaning room light)
- Take the trash to the dumpster (Only BC & BLF pool)
- Clock out
- Turn alarm on and lock the front doors

*****If things do not go as planned, notify pool manager / supervisor immediately by phone*****

OUTDOOR POOL

Open: All done within the 45min before pool opens to patrons

- Unlock the pump room door
- Turn lights on
- Clock in
- Turn the computer on
- Check the chemicals: *This needs to be done first thing every morning. The pool cannot open until 30 minutes after the last chemical is put in*
 - Chlorine & pH using Taylor test (DPD) or Palin test (Colorimeter)
 - Record levels (in daily log book), adjust chemicals as needed
- Make sure the office phone and on-deck phone work
 - Deck phone needs to be checked once the pool opens for the summer. After that, check it once a week. There is no dial tone. Once it is picked up, it will go straight to dispatch. Watch for the police.
- Open up Max Galaxy. Put the proper amount of petty cash into the register and open the correct tabs (Refer to the Max Galaxy Binder) (See money directions)
- Open window grates
- Put umbrellas and tubes out on the stands
- Put back board and first aid box in place
- Ensure all facility is presentable to the public by using the log book check list
- Write out the rotation chart (Look at the schedule for lunches, swim lessons, & who will be on the register)
- Determine which bracelets will be used for the day
- Scoop out all leaves in the pool
- Unlock the front (Gate) doors and the side exit (Gate) for patrons

Close: All done within the last hour of the pool closing

- Clean the bathrooms (See bathroom cleaning directions)
- Collect the trash. Take to the trash street.
- Check the chemicals
 - Chlorine & pH using Taylor test (DPD) or Palin test (Colorimeter)



- Record levels (in daily log book), adjust chemicals if absolutely needed, once patrons are out of the pool. (Be aware that the weather can definitely change the chemicals overnight)
- Spray down the deck and lobby
- Put lifejackets and toys away
- Bring all umbrellas, tubes and backboard to the lifeguard station
- Lock all gate doors: the front and side (Gate) doors
- Put the vacuum in if needed
 - If chemicals need to be added directly into the pool, DO NOT vacuum
- Shut the window grates (Make sure the locks are used)
- Close the Max Galaxy shift and put the money in the safe. Print report or email report. Log out of Max Galaxy and turn the screen off (Read the binder)
- Turn all lights off (Don't forget cleaning room and bathroom lights)
- Clock out
- Lock the pump room doors

Money Procedures

Money:

- Start with appropriate amount of Petty Cash: Indoor Pools \$30 / Outdoor Pool \$100
- Make sure that each shift is reconciled correctly at the end of the night and the money is correct
 - If an issue arises contact the Pool Manager
 - Make sure everything adds up correctly with each shift (In the event of an incorrect total, state why total is incorrect in the "Shift Note's Section".
 - Take the money to the bank:
 - Money is over \$200
 - There is a check
 - It is Friday and nothing has been deposited all week
 - Papers need to be given to the main office:
 - Yellow deposit slip
 - Receipt GL Distribution (Shift)
 - Credit Card Receipts
 - Shift papers need to be in order with the credit card for that shift behind each one

Petty Cash:

The Petty Cash Policies and Procedures have been created to provide guidelines for the appropriate establishment, use and accountability of such funds. Procedures have been established to encourage effective administration and internal control of cash handling operations throughout Beaufort County Government. (See Beaufort County Petty Cash Policies and Procedures section)

*****If things do not go as planned, notify pool manager / supervisor immediately by phone*****



CLEANING

INDOOR POOL

Items can change depending on the manager and pool needs

- Bathroom lockers
- Clean the pool skimmers
- Clean the pool tiles
- Chrome (Bathrooms, deck, office)
- Equipment
- Fridge / Microwave
- Pool drains
- Pump room
- Spray down the lobby
- Spray the pool deck
- Sweep / Mop the lobby and office
- Vacuum
- Window lobby

Mon: Decks, Drains, Office, Lobby

Tues: Chrome, Vacuum

Wed: Tiles, Skimmers, Vents/ Fans

Thurs: Decks, Drains, Office, Lobby

Fri: Bleach Showers & Curtains, Vacuum

Sat: Microwave, Fridge, Equipment

- Every Night
 - Bathrooms
 - Office needs to be cleaned up
- 1x a month
 - Deck needs to be scrubbed
 - Pool drains need to be cleaned out (Gray line)
 - Deck windows need to be cleaned

Bathrooms:

- Spray the bathrooms with bleach (The walls in the showers need to have bleach on them as well, to prevent mildew and mold)



- Spray with water
- Squeegee the water to the drains (Don't forget to clean the drains once you are done)
- Clean the toilets (Seats need to be up so that the water drains off the seat)
- Check the toilet paper
- Clean the sinks and mirrors
- Take out the trash

Office:

- Make sure the office looks clean from the patrons view
- No clutter on the front desk
- Make sure the money is done and put in the register or safe
 - Proper petty cash to start the register (\$30.00)
 - Every night the petty cash needs to be placed in a specially marked envelope so it is not mixed with the money that was made for each specific day
 - Refer to money procedure section for more clarity

OUTDOOR POOL

Deck:

- Spread down the deck by the canopies every night because of food and ants
- Pick up trash from the deck
- Pick up toys from the deck
- Straighten up the chairs and tables
- Clean vents in the pool under the slides
- Turn the water slides off from up top of the slides
- Bring all lifeguard equipment into the office area

Bathrooms:

- Spray the bathrooms with bleach (The walls in the showers need to have bleach on them as well, to prevent mildew and mold)
- Spray with water
- Squeegee the water to the drains (Don't forget to clean the drains once you are done)
- Clean the toilets (Seats need to be up so that the water drains off the seat)
- Check the toilet paper
- Clean the sinks and mirrors
- Take out the trash

Office:

- Spray down the lobby
- Make sure the office looks clean from the patrons view



- No clutter on the front desk
- Make sure the money is done and put in the register or safe
 - Proper petty cash to start the register (\$100.00)
 - Every night the petty cash needs to be placed in a specially marked envelope so it is not mixed with the money that was made for each specific day
 - Refer to money procedure section for more clarity



POOL MAINTENANCE

Make sure all guidelines are followed by DHEC rules. Talk to the certified pool operator (CPO) for more information. DO NOT adjust chemicals to the pool unless told to by the CPO.

DO NOT SPLASH YOURSELF WITH ANY CHEMICALS. (See SDS book)

CHEMICALS to be TESTED

Chlorine:

- Range: 1ppm – 8ppm
- Checked 3x a day

PH:

- Range: 7.0ppm – 7.8ppm
- Checked 3x a day

Total Alkalinity:

- Range: 80ppm – 120ppm
- Checked 1x a week

Calcium Hardness:

- Range: 200ppm – 400ppm
- Checked 1x a month

Additional tests for the Outdoor Pool

Cyanuric Acid: Out Door Pool

- Range: 30ppm – 50ppm
- Checked 1x a week

Algae Kill: (To prevent algae) No test just add 1 bottle 1x a week. Make sure to brush the sides of the pool

There are 2 ways to check the chemicals, PALINTEST or TAYLOR. Read the labels on them to understand the proper way to check each chemical. **DO NOT adjust chemicals to the pool unless told to by the CPO.**

- Sample the water once a month from year round pool (Pool Manager)
- Shock the pool once a week; preferably on Saturdays at closing time

VACUUM



Vacuum should be in the pool at least 2x a week. (More if needed.) Outdoor pool: The vents need to be cleaned under the slides; by hand.

Dolphin Machine: (It picks up littler items such as dirt)

- Putting it in:
 - Make sure the bag(s) are clean and properly placed in the machine (Don't forget the black clamps before putting the top on)
 - Plug the vacuum in and place it in the pool (The cord can be in the pool)
 - Turn it on. It will move on its own
 - Read the book to adjust to your needs. (It has been programmed to run on its own)
- Taking it out:
 - Wrap up the cord. Once the machine has reached you by the wall, then turn the machine off.
 - Pull the machine out.
 - Clean the machine. The bag(s) need to be white inside and out. Hang to dry. Keep the black clamps in the machine so you do not misplace them.

Hammer Head: 1 bag (It picks up bigger items such as leaves)

- Make sure the battery is charged
- Bag
- Pole
- Make sure the bag is tight on the machine. (It will come off in the water if it is not tight)
- Put it into the water and turn on the machine. (It does not need to be plugged in.) Do not let the bag come out of the water while the machine is on.
- When you are done make sure to not drop any items back into the pool.
- Clean bag once you are done

USING THE PUMP

Indoor:

- Turn it ON
 - Make sure the skimmer basket is cleaned out and water is in the basket (Clean the skimmer basket about 1x a month)
 - Put on the lid
 - Slowly turn the main drain to open, as you flip the power switch on
 - Slowly turn the pool skimmer drain to open
 - Watch your Influence and Effluence ranges. (Normal 20 / 10)
- Turn it OFF
 - Slowly turn the main drain to close, as you flip the power switch to off
 - Slowly turn the pool skimmer drain to close



Skimmer Basket: Clean the skimmer basket out at least 1x a month (If not the motor will blow, due to the materials making air pockets.)

- Turn pump off
- Open the lid and pull out the basket (Will need rubber mallet)
- With a sharp object (Scissors) scrape / pull off all the material that is not needed. The basket needs to be clean before it is put back into place
- Put the basket back in and fill it with water with the pump room hose to the top with no air
- Put the lid back on (With a rubber mallet)
- Turn pump on
- If the pipes shake that means, air is in the pipes. A little shake is fine, but a lot means you might have to do it again.
- Back Wash (Depending on the bather load. Normally 2x a week) **(Battery Creek & Beaufort)**
 - It is set at HOME
 - Turn it to 1 (Water will start to come out)
 - The clear cup on top will fill up. Once it is clear then you are done backwashing. (3 to 5 minutes)
 - Slowly follow the arrows 1-6 all the way back to HOME. (Count to 3 between each notch, Counter-clockwise)
 - DONE
 - Fill the pool if needed. (Red knob on the back wall. (Blue at BC pool) Turn handle to the vertical position to turn off. POOL FILL) (Water level should be at the top of the second horizontal bar of the letter "F" on the pool tile)
 - Note: Back wash first then fill
- Back Wash (Depending on the bather load. Normally 1x a week) **(Bluffton)**
 - Slowly turn the pool skimmer to close, as you flip the power switch off
 - Slowly turn the main drain to close
 - Go to the **first** sand filter and turn the red knobs to open. (Numbered 1, 2, 3, 4)
 - Slowly turn the main drain to open, as you flip the power switch to on
 - Slowly turn the pool skimmer to open
 - Let it backwash for at least 5 minutes
 - Slowly turn the pool skimmer to close, as you flip the power switch off
 - Slowly turn the main drain to close
 - Go to the **last** sand filter and turn the red knobs to close. (Numbered 4, 3, 2, 1)
 - Slowly turn the main drain to open, as you flip the power switch to on
 - Slowly turn the pool skimmer to open
- CAT Controller
 - Check the flow of the chemicals and water presser through the tubing and pipe
 - If the tubing is not clear and it cannot be unclogged, then it might have to be replaced. (We can do this) (Buy clear tubing from Home Depot)
 - Check the large yellow tubing in the controller (Size 5)



- Clean the sensors once a month. Make sure to not damage them because they are VERY EXPENSIVE. Use a toothbrush and clean mint toothpaste.
- Cat controllers need to be looked at and adjusted every other day, depending on the chemicals.
- Drums
 - 5 CH drums (Blue) & 1 PH drum (White)
 - Order 4 chlorine drums and 4 cases of acid boxes at a time from year round pool.
 - CH
 - Change blue drum out when it is low
 - Make sure the tubing is all the way to the bottom of the drum (Make sure it is not calcified)
 - PH
 - First, fill at least ¼ way with water in the white drum
 - Then, put 2 Gallons of Muriatic Acids in (DO NOT get it on your skin)
 - Fill the rest of the drum with water
 - Throw away empty jugs and boxes

Outdoor:

- Turn it ON
 - Put the bolts into all baskets (4 baskets)
 - 2 in each basket (make sure the baskets are clean)
 - Put water in baskets
 - Put the lids on
 - Stick tub (Tall white tub)
 - Turn black knob at the bottom to a close position
 - Fill tub with water
 - Close with a rubber mallet, twist black top on
 - Make sure sand filter knob is closed (Big Blue)
 - Turn on Filter pump, and then all other pumps
- Turn OFF (For the summer)
 - Turn off all pumps. Make sure Filter pump is last.
 - If it is at the end of the summer open all baskets so the water drains out.

Skimmer Basket: Clean the main skimmer basket out after you back wash; before you turn the system back on. (If not the motor will blow, due to the materials making air pockets)

- Turn pump off
- Open lid and pull out basket (Will need rubber mallet)
- With a sharp object (Scissors) scrape / pull off all the material that is not needed
- The basket needs to be clean before it is put back into place
- Put the basket back in



- Put the lid back on (With a rubber mallet)
- Turn the fill on (There needs to be water in the basket)
- Turn pump on
- Turn fill off once it is to the level needed
- If the pipes shake that means, air is in the pipes. A little shake is fine, but a lot means you might have to do it again.
- Back Wash: (Depending on the bather load. Normally 1x every other day)
 - **Turn Filter Pump OFF**
 - High Red to open
 - Orange to close
 - Blue to open
 - Orange to close
 - **Turn Filter Pump ON**
 - Big White needs to fill up
 - **Then turn Filter Pump OFF**
 - Reverse the process
 - Orange to open
 - Blue to close
 - Orange to open
 - Red to close
 - Check the skimmer basket (MAIN); empty it out if needed. Close it.
 - **Turn Filter Pump ON**
 - Fill pool up if needed (In the corner coming from the black pipe from the ceiling, turn red handle slowly to open.
- Adding Chemicals
 - The Outdoor Pool does not have a CAT controller or Drums.
 - All chemicals need to be hand feed added first thing in the morning.
 - One guard (CPO) needs to get to the pool 45 minutes before it opens to put chemicals into the pool.

POOL COVERS

Indoor:

- Covers go on every night and are taken off every morning during winter time
- Store on the cover holdings
- 2 people need to assist

Outdoor:

- Cover comes off at the end of April, and goes back on after Labor Day
- Store in the back storage room (Make sure to let it dry before stored away)



- Needs all indoor staff to assist

OPENING UP OUTDOOR POOL for the SEASON

In-service

- Take the pool cover off by the Last weekend of APRIL (all indoor staff needs to assist)
- Take all chairs and lane lines out of the bathrooms
- Clean bathrooms out
- Clean office out
- Reorganize storage room (Get order ready for more cleaning supplies)
- Make sure all equipment is in good working order

Once the Cover is off

- Drain the pool water (Use a trash pump)
 - As pool is being drained another guard can start **Power Washing** the pool walls and ground
 - Don't forget Gas for the power washer
 - This will take 2 LONG days (NO MORE)
 - Needs 4 people
 - Needs to be done fast, but GOOD (If the algae is not taken off all of the way the pool will be harder to clean once it is filled)

POOL CANNOT BE EMPTY FOR LONGER THEN 5 DAYS. IT WILL POP OUT. IF THAT OCCURS THE POOL IS DONE.

- Fill the Pool
 - This will take about a day
- Add Chemicals
 - This will take a few days to adjust
- Make sure all electronics and supplies are at the facility and are up and running
 - Electronics (Computer register with all attachments, Register paper, etc.)
 - Supplies (Logbook, Certification book, Wristbands, Office supplies, etc.)

CLOSING the OUTDOOR POOL for the SEASON

- On the last day start putting toys and loose supplies in the storage room
- If possible put chairs and lane lines into the bathrooms (Wait till everyone is gone)
 - If not possible you will have to do the next day
- The next day. Pool Cover needs to come out and put onto the pool (Pool water needs to be clear and nothing can be in the water before the cover goes on)
 - 4 guards need to assist