ANSWERING THE CALL
Aquatics Operations Handbook
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Welcome to the YMCA of Florida’s First Coast Aquatics Team. We hope you find your time with us both enjoyable and productive. The staff orientation manual has been designed to provide you with the basic knowledge needed while working in the Aquatics Department at your facility.

Prior to the start of your first shift, you will have an orientation of the facility, complete with specific policies and procedures as required by our Risk Management Department. By this time, you should have completely read through this manual. Please ask any questions pertaining to this manual and your facility’s policies during this orientation. Prior to your first shift, you will be responsible for the information presented.

As a member of our team, you are expected to portray the mission, policies and procedures of the YMCA of Florida’s First Coast as explained on the following pages. These statements outline the philosophy you will be working under while employed with the YMCA of Florida’s First Coast.

The YMCA is an exciting family and community-oriented organization that provides its members, program participants and staff the opportunity to grow, learn and thrive.

We look forward to working with you.
10 COMMANDMENTS OF HUMAN RELATIONS

1. **Speak to people.**
   There is nothing as nice as a cheerful word or greeting.

2. **Smile at people.**
   It takes 72 muscles to frown and only 14 to smile.

3. **Call people by name.**
   The sweetest music to anyone’s ears is the sound of his/her own name.

4. **Be friendly and helpful.**
   If you would like to have friends, be a friend.

5. **Be cordial.**
   Speak and act as if everything you do is a genuine pleasure.

6. **Be genuinely interested in people.**
   You can like almost everybody if you try.

7. **Be generous with praise, cautious with criticism.**

8. **Be considerate of others’ feelings.**
   There are usually three sides to a controversy: your’s, the other person’s and the right side.

9. **Be alert to give service.**
   What counts most in life is what we do for others.

10. **Add to this a good sense of humor, a big dose of patience and a dash of humility, and you will be rewarded many–fold.**
Every person who enters the YMCA should be treated as a valued guest. As a member of the YMCA of Florida’s First Coast team, you are responsible to ensure that each individual feels welcomed and important. To support this vision, the following operating principles will be exhibited:

- Members are vital to our business.
- Members are not dependent on us; we are dependent on them.
- Members do not interrupt our work; they are the purpose of our work.
- Members do us a favor when they call; we are not doing them a favor by serving them.
- Members are not cold statistics; they are flesh and blood. They have feelings and emotions, just like us.
- Members are not people to argue or match wits with.
- Members are people who bring us their wants, desires and leisure needs. It is our purpose to fulfill these needs.
- Members are deserving of the most courteous and attentive treatment we can give them.
- Members are the reason we have a job.
- Support the staff T.E.A.M. (Together Everyone Accomplishes More).

**Things to remember:**

- Smile – it goes a long way!
- Treat the members and other staff the way you expect to be treated.
- Use words that highlight the positive.
- Speak clearly.
- Educate the members; explain the reasons “why.”
- Handle questions and/or concerns both quickly and courteously.
- Recognize and solve problems before they become critical.
- If you do not know the answer to a question/concern, explain, “Let me find the answer you need,” and contact the appropriate person to find the answer and respond appropriately.
- Project a professional image that builds the members’ trust.
- Take time to LISTEN.
- Greet members by name whenever possible.
- Members come here to relax and have fun. Never keep them waiting for answers.
- Members needing further help should be directed to a supervisor.

**Things to avoid:**

- Making promises that cannot be kept or met
- Pointing the blame or giving inappropriate information
- Embarrassing yourself, the facility, or other staff
- Arguing
- Negativity
The YMCA is involved in helping people improve the quality of their lives through programs and services that provide opportunities for them to reach their highest potential, develop positive attitudes toward themselves and others, appreciate good health and fitness, and build a healthy mind, body and spirit.

Our mission statement defines what we are, the scope of our programs and services, and whom we serve. The YMCA is open to men, women and children of all ages, incomes, abilities, races and religions.

Specific programs and services of the YMCA focus on accomplishing the following objectives:

• To strengthen and enrich family, interpersonal and inter-group relationships
• To cultivate values, skills and relationships that lead to positive behaviors, better health and educational achievement
• To promote health and physical fitness as essential to well being
• To help persons develop self-confidence, self-respect and to value their own worth as individuals
• To improve the “quality of life” in the communities we serve by giving special emphasis to programs that meet the changing community needs
• To acknowledge responsibility in the international community
POOL RULES

• NO DIVING
• No food or beverages in pool or on pool wet deck.
• No glass or animals in the fenced pool area.
• All swimmers must shower before entering pool.
• Do not swallow the pool water.
• All swimmers ages 15 years and younger must be swim tested and follow YMCA swim test policy.
• No breath-holding or underwater lap swimming.
• Only Coast Guard-approved PFDs are permitted.
• No inflatable devices of any kind.
• No horseplay, running, playing on ladders, throwing objects/swimmers or riding on shoulders.
• Enter the pool from the wet step feet first or use ladders or stairs.
• No hanging on or swimming across occupied lap lanes.
• Swimmers must wear appropriate swim attire.
• As a courtesy to others, do not use the pool when sick.
• Anyone experiencing incontinence must wear approved swim diapers. Diapers must be changed in the locker area.
• Two rescue-ready lifeguards are required for the pool to open.
• Pool will close when the air temperature is less than 40 degrees.
• Pool will close for 30 minutes after thunder and/or lightning occur.

As a reminder, the lifeguard is always in charge. It is the primary responsibility of the lifeguard to scan the pool area, deal with emergency situations and enforce rules for your safety. Please support the guards by supervising the children in your party.

FAILURE TO FOLLOW THESE RULES MAY RESULT IN SERIOUS INJURY OR DEATH.
SWIM TESTING POLICY

1. Each patron tested will be given a colored safety band to wear at the pool.

2. The “Green Band” deep water test consists of the following:
   • Patron is asked to swim across the shallow end of pool. If successful, he/she will move to the deep end.
   • Swimmer must jump into water that is over his/her head and return to the surface.
   • Swimmer must swim one pool length (25 yards) unassisted and without rest. He/She must maintain a positive body position (legs should not drop past 45 degree angle) for the entire distance. Swimmer will start at the deep end and travel to the shallow end (if swimmer tires, he/she may be able to stand).
   • Swimmer must tread water for one minute, turn on his/her back, float briefly, then swim (either on front or back) to the side and exit the pool.
   “Green Band” swimmers are allowed in all pool areas.

3. If a swimmer cannot complete each of the objectives listed above, he/she may take the “Yellow Band” shallow water competency test:
   • Swimmer is placed in a horizontal position on his/her back by the testing guard.
   • Swimmer must then stand up (regain a vertical position).
   • Swimmer is then placed in a horizontal position on his/her front by the testing guard.
   • Swimmer must again stand up (regain a vertical position).
   “Yellow Band” swimmers must stay in water that is armpit deep or less.

4. Those who do not pass the shallow water competency test are considered “Red Band” or “non-swimmers.” Those who decline to take the test are also considered “non-swimmers.”
   “Red Band” swimmers must stay in water that is armpit deep or less and require active adult supervision. Active supervision means the adult must be in the water within arm’s reach at all times (1 adult per 2 children ratio). Some facilities may also require “Red Band” swimmers to wear a U.S. Coast Guard-approved personal flotation device.

NOTES:
• At no time may a child with a red band or yellow band swim in the deep end of the pool.
• Intentionally wearing the wrong color safety band results in immediate removal from the pool.
• Remember, shallow water is in relationship to the swimmer. For small children, the shallow end of the pool still may be deep water to them.
• Final competency includes having the swimmer or parent read all pool rules.
**AQUATICS YOUTH AGE GUIDELINES**

The level of parent supervision on the pool deck depends on the color of your child’s swim band and his or her age. All children must be swim tested to receive a swim band. Please see below for guidelines.

**RED SWIM BAND | Non-swimmer**

- **Children under 12 years of age**
  - Parent/Guardian must be within arms length of child while swimming.
  - Children age five and older may wear a United States Coast Guard Certified Personal Floatation Device and parent/Guardian must be on pool deck.

- **Children 12–14 years of age**
  - Parent/Guardian must be within arms length of child while swimming or child must wear a United States Coast Guard Certified Personal Floatation Device.

**YELLOW SWIM BAND | Child has passed shallow water swim test**

- **Children under 12 years of age**
  - Parent/Guardian must remain on pool deck and child may swim in a zone that is armpit deep or less.

- **Children 12–14 years of age**
  - Parent must remain on pool deck and child must swim in a zone that is armpit deep or less or child must wear a United States Coast Guard Certified Personal Floatation Device.

**GREEN SWIM BAND | Child has passed deep water swim test**

- **Children under 11 years of age**
  - Parent must remain on pool deck.

- **Children 11 years of age**
  - Parent must be at the facility.
  - Child may swim without parent supervision as long as conduct does not warrant otherwise.

- **Children 12–14 years of age**
  - Child may swim without parent supervision as long as conduct does not warrant otherwise.
Any water is potentially hazardous if swimmers are not careful. Close supervision of all non-swimmers is the key in maintaining a safe swimming environment for everyone. Therefore, it is the policy of the YMCA of Florida’s First Coast that all non-swimmers must be in the direct supervision of a legal parent or guardian at all times when in water managed by the YMCA. Direct supervision means a parent or guardian must be within arm’s length of the non-swimmer at all times when in the water.

Flotation devices are designed to assist swimmers and non-swimmers in staying afloat. Only U.S. Coast Guard-approved personal flotation devices are allowed in YMCA managed pools.

YMCA Lifeguards are employed to provide all aquatics participants with the utmost level of safety while in and around the water. If lifeguards determine that a flotation device is unsafe or being used in an unsafe manner, they will be expected to ask the patron(s) to immediately discontinue this type of behavior or exit the pool.
If you hear thunder or see lightning, clear the pool.

Resume activities 30 minutes after the last observed lightning or thunder.
WEATHER GUIDELINES

RESEARCH REGARDING POOL CLOSURE FOR THUNDER/LIGHTNING

Redwoods Management Topic – Lightning Safety – 3/7/05
The average thunderstorm is six to ten miles wide and moves 25 mph. The average lightning strike is five to six miles long, but can be twice that distance. Thunder is usually heard up to 12 miles from a lightning strike. Given the right terrain, humidity and background noise, that distance might be significantly less or slightly more. Generally, if you can hear thunder, you are in danger of lightning. Lightning strikes can reach up to ten miles beyond the leading edge of a storm. This is why many lightning deaths and injuries occur under cloudless skies.

Aquatics Activities – When lightning is within 10 miles (this is more conservative than the 30/30 rule) suspend all activity in the pool area and evacuate people to the established safe area(s). Guards should clear the pool area and lock the entrance. Resume activities in the pool 30 minutes after the last observed incident of lightning or thunder.

1. If you can hear thunder, account for all staff and participants and find safe shelter immediately. You are close enough to the storm to be struck by lightning.

2. Lightning can actually strike more than 10 miles away from a thunderstorm. The easiest rule to follow is: If you hear it, clear it; if you see, it flee it. Thirty minutes after the last thunder or lightning, it is safe to go back outside again.

Once severe weather is sighted or detected by the lifeguards, everyone must evacuate the pool immediately. The pool should be checked every 30 minutes for appropriate weather conditions before opening.

RAIN AND WIND
The pool should be closed if the bottom of the pool is not visible or if it is hard for the lifeguards to see.

CRITERIA
Guards should clear the entire pool area, lock the entrances and inform the front office. Resume activities only when it is safe. With typical storm speeds being 20 to 25 mph, you may resume activities in the pool 30 minutes after the last observed incident of lightning or thunder. Lifeguards must be in appropriate position for surveillance before activities resume. Continue to monitor for additional severe weather.

It is prudent to have a cancellation notification protocol that informs of program suspension or cancellation via radio, television, Internet, or telephone call-in and gives the site to which participants will be transported when there is no safe haven at the program location.

TEMPERATURE
Outdoor facilities will close if air temperatures are 39 degrees or below. Indoor and outdoor facilities will close if water temperatures are less than 72 degrees.
GENERAL POLICIES & PROCEDURES

UNIFORMS
You will need certain equipment to carry out your job and be comfortable while on duty. Some of this may be provided by your facility, and most is inexpensive. You must have the appropriate lifeguard equipment with you at all times when you are on duty.

ALL LIFEGUARDS
• Certifications must be kept current. It is the aquatics personnel responsibility to keep certifications updated. See the Aquatics Director to schedule any classes.
• All aquatics staff are required to properly wear the YMCA issued uniform while on duty: swimsuit, shirt, shorts, lanyard with ID, whistle and proper foot attire.
• Staff must be prepared with a rescue tube with strap across the chest, tube held in a rescue ready position, excess strap gathered up in hands or across lap, SCANNING 10/10 at ALL times.
• Staff must have a rescue pack, complete with assembled pocket mask and rubber gloves.
• Staff must have hair pulled back.
• Staff must wear sunglasses that are UV protected and polarized.
• Staff must use sunscreen (at least SPF 15).
• Staff must have a water bottle.

COLD WEATHER GEAR
Staff may wear the following:
• Parkas over the shoulders
• Beanies
• Rash guard shirts
• Tear-away pants with only 3 snaps done (waist, hip, knee)
• Blanket as long as it falls away when standing
• Slip-on crocs with wool inside or water socks
• Hand and foot heat packs (available through Metro Purchasing Department)

All items must be tested and practiced prior to use by a guard. Gear may not delay a guard’s rescue time.

CELL PHONES, PAGERS AND RADIO DEVICES
These items, which include mp3 players, are not permitted and should be left in a secure location away from the pool deck and aquatics office. Personal calls should be made on your break and away from the pool area and aquatics office.

Q-1-2
As a lifeguard, you are always watching for potential problems in order to act on them before they become emergencies. The Q-1-2 system works well with children and adults. It helps you be consistent and fair, reduces the stress and emotions of enforcing rules, and it allows you to stay focused on your area of responsibility.
Q = QUESTION
This takes place prior to any rules violation. You will often notice people who appear to be preparing to do something that might put them or someone else in danger. At this point, have the patron come stand beside you and ask him/her a question. The question should not accuse the person; rather it should give the patron enough information about the situation he/she is in. The question should get the message across, but make sure you listen to the answer. The patron may not be aware of the danger he/she is about to get himself/herself into. Educate the patron.

1 = WARNING
This step is used when you see someone do something unsafe or against pool rules. First, call the person to your side. Next, tell the person what you saw. Make the statements simple and direct using this format:
I saw ... (exactly what the patron did)
That is ... (dangerous because...)
Please ... (change your behavior in this way because...)

2 = TAKE A BREAK
If an adult repeats the behavior you have warned about, inform your supervisor so he/she can ask the patron to leave the pool area. Children may be sent to time-out. The child should think about his/her behavior and what he/she can do better the next time. Follow up with the child after time-out period has ended.

RULE ENFORCEMENT
Be polite, positive and professional.
Be consistent and fair.
All employees must take an active role in enforcing pool rules and educating members.

   Minor Infraction
   • One short whistle blast (if necessary).
   • Point to the guest, gain his/her attention.
   • Politely ask the guest to stop.
   • Explain why.
   • Keep individual’s age in mind when disciplining.
   • If you see a potential escalation, inform the Aquatics Director/Coordinator.

All lifeguards must enforce all rules consistently. Time-outs must be handled fairly and professionally. Do not allow your emotions to control your reactions.

During rotation, always inform incoming lifeguard of potential problems. Let him/her know about any previous time-outs or any being served at the current time.

SCANNING
Scanning is several visual techniques and patterns used for surveying and monitoring guests through repeated sweeps. Scanning includes a variety of strategies which may change with conditions.
• Scan your area every 10 seconds. You should be able to spot anyone having a problem within this time period and help them within 10 seconds.
• Limit your scanning to your defined area of responsibility.
• Scan thoroughly and repeatedly; do not neglect any part of your zone.
• Scan from point to point, glancing at all the movements of the people in your area.
• Scan for potential problems; body position, arm movements, and facial expressions.
• Scan from the bottom of the pool to the surface.
• Scan crowded areas carefully.

REPORTS
The Redwoods Group Incident Reporting Form for YMCA’s is to be completed by the lifeguard on duty immediately when a patron of your branch is injured on-site. The Aquatics Director/Coordinator or Manager On Duty (MOD) should be notified and sign the document.

Other Reports – Your branch may have site-specific reports that are required for you to fill out. Refer to your branch’s staff manual.

WHISTLE SIGNALS
Communication is very important to your success as a lifeguard. Patterns of whistle blows can be used to signal particular situations. The following patterns are commonly used in facilities across the United States:

- One Short Blast: used to get a swimmer’s attention
- Two Shorts Blasts: used to get another lifeguard’s attention
- One Long Blast: used to initiate emergency response procedures
- Three Short Blasts: used to CLEAR the pool

ROTATIONS
When there are two or more lifeguards, it is a good idea to rotate periodically. Rotation relieves the boredom of watching the same area, which keeps lifeguards alert. It also distributes the most and least enjoyable areas among all the lifeguards. Most rotation systems are set up on a time schedule. You will need to know your branch’s rotation systems. When rotating, keep these important points in mind:

• Do not delay; remember the 10/10 rule must be observed at all times.
• If there is a life-threatening emergency, the lifeguard on break will be required to respond.
• At various times during the rotation, lifeguards may be rotating out to perform extra duties to be determined by the supervisor.
• If your facility uses elevated lifeguard stands, one lifeguard replacing another on a stand must scan the area of responsibility as the second lifeguard climbs down. Once on the ground, that lifeguard must scan the area until the new lifeguard is in position on the elevated stand.
• The outgoing lifeguard informs the incoming lifeguard of any problems with patrons, etc.
• Rotate regularly, systematically keeping alert to potential problems and patron needs.

CLOCKING IN / OUT
It is MANDATORY that all staff members clock in and out at the beginning and end of each shift. Please ensure that your time card reflects scheduled breaks and meals.
You may clock in/out no more than 15 minutes before/after your scheduled shift, unless otherwise authorized by your Aquatics Director.

**OVERTIME**
The schedule and number of working hours will be outlined at the time of employment. All overtime worked by non-exempt employees must be approved in advance by your supervisor. Overtime hours worked without supervisory approval may be regarded as a violation of YMCA policy and, therefore, may be subject to disciplinary measures.

**BREAK TIME**
All employees 18 years of age and older are allowed a 30-minute unpaid break for every six hours consecutively worked.
All employees less than 18 years of age are REQUIRED to take a 30-minute unpaid break for every four hours consecutively worked.

- Do not talk to work-stationed employees while on break.
- Staff on break must leave pool area.
- After your break, please be on time for your shift.
- Maintain professionalism while on break.

**CONFIDENTIALITY**
Rumors, misunderstandings and gossip can destroy the health of any group. It is the responsibility of the staff to maintain open communication in emergency and stressful situations and to do so with the highest degree of confidentiality to protect all concerned.

Salaries, discipline, tardiness, various forms of abuse, racial/ethnic slurs and actions that might jeopardize safety are sensitive issues to be dealt with on an individual basis and in the company of another adult.

**REQUESTED TIME OFF**
Please provide at least two weeks notice for requesting time off. Time-off requests are just requests. PLEASE KEEP IN MIND TIME OFF IS NOT GUARANTEED. REQUESTS MAY BE BASED ON FIRST COME FIRST SERVED BASIS. Requested time off will be honored to the best of management’s ability.

If you are already scheduled to work, you are responsible for covering your shift or finding a replacement. A shift change request form must be filled out and turned in to the Aquatics Director or immediate supervisor prior to switching shifts. The Aquatics Director or immediate supervisor must approve all shift change requests in order to ensure that employees are not working overtime or are permitted to work.

**IN-SERVICE TRAINING REQUIREMENTS**
All of our staff receives initial training that provides the basic information and skills required for them to perform their jobs. That, however, is just the beginning. In-service training is necessary to retain, improve and employ skills and knowledge so that performance is maximized.

Where action or inaction may be critical to life, such as with your aquatics staff, it is critical that skills and judgment are immediate and precise. This requires regular practice and review of both normal (i.e., scanning,
rule enforcement, conflict recognition/resolution, conditioning, and other responsibilities) and emergency (i.e., CPR, first aid, water rescue, spinal injury management, etc.) skills.

All guards are required to participate in in-service training on a monthly basis. The purpose of the training is to improve the lifeguard’s skills and to better prepare for emergency situations. Trainings are mandatory. The YMCA of Florida’s First Coast requires ALL facilities to have an in-service each month.

In-service training is four hours per month for all staff. All in-services must be documented and have a CPR component. Guards who do not attend in-service training should be removed from the schedule until training has been completed. This ensures consistency in staff and helps to promote a safer environment for our members. Guards will participate in Drop Drills every seven shifts. Failure to meet the standard will result in additional training or removal. Unscheduled quarterly drills will be conducted at each location during open sessions.

All Swim Instructors are required to attend two hours of in-service a month during the months of April through August. If your branch has year-round lessons, you must attend two hours of in-service per month for every month.

MAINTENANCE
All employees are responsible for the cleanliness of their facilities. To keep our facilities safe and clean, each branch has a maintenance checklist plus opening and closing procedures that all lifeguards are responsible for following. Please check with your Aquatics Director for branch specific procedures.
I ______________________________ acknowledge that I have read the YMCA of Florida’s First Coast Aquatics Operations Handbook and understand all of the rules, procedures and responsibilities and agree to fulfill the duties in its provisions.

I further acknowledge that failure to comply with these policies and procedures may result in my employment termination.

I understand that I will be periodically tested on the information contained in this manual. Failure to pass these periodic tests will be grounds for disciplinary action.

I agree to keep all my needed certifications current throughout this employment period and to notify the Aquatics Director/Coordinator in advance should any expire before my employment termination.

If I do not adhere to this agreement, I may be dismissed immediately or jeopardize my position.

EMPLOYEE NAME (PRINT)

______________________________
EMPLOYEE SIGNATURE

DATE

SUPERVISOR

______________________________
DATE
LIFEGUARD SHIFT CHANGE FORM

BRANCH

NAME _______________________________ TODAY’S DATE ____________________________

SHIFT INFORMATION

DAY ___________________ DATE ____________________________

TIME ___________________ POOL ____________________________

SIGNATURE ____________________________________________

LIFEGUARD COVERING THE SHIFT

NAME _______________________________ TODAY’S DATE ____________________________

SHIFT INFORMATION

DAY ___________________ DATE ____________________________

TIME ___________________ POOL ____________________________

SIGNATURE ____________________________________________

SUPERVISOR’S APPROVAL

SUPERVISOR’S SIGNATURE ___________________ DATE APPROVED __________________

DIRECTOR’S SIGNATURE ___________________ DATE FILED __________________

This should be completed within 48 hours of the scheduled shift. It is understood that emergencies arise; however, you are responsible for covering your shift once the schedule has been approved.

Once this form has been completed, present to the supervisor for the pool affected by the change for approval. Once the supervisor has approved or disapproved the form, submit to Pool Supervisor for filing. The supervisor will contact you if there is a problem with the change.
TIME OFF REQUEST FORM

BRANCH

EMPLOYEE NAME

I would like to request time off on the following dates/times/shifts:
(Please list day, date and times in the comments section)

BEGINNING ON: ___________________________ ENDING ON: ___________________________

COMMENTS:_________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

This completed form MUST be submitted to your supervisor two weeks prior to the requested time off. Please list multiple requests on separate forms (i.e. only list time off requests per week).

ALL time off requests are due by Tuesday each week for scheduling purposes.

EMPLOYEE’S SIGNATURE ___________________________ DATE ____________
1. Lifeguards will never guard from standard height chairs. All standard height chairs should be removed from pool deck.

2. Lifeguards will actively scan from elevated chair or platform or standing patrolling at the edge of the pool.

3. Lifeguards should be easily identifiable, wearing only the issued uniform and bathing suit/shorts. The guards will wear a rescue tube with strap across the chest and have a whistle, pocket mask and gloves with them at all times.

4. Lifeguards will swim test and identify all children and will be conducted in accordance with association protocols.

5. Lifeguards will attend scheduled in-service training: 4 hours per month. CPR skills will be tested regularly during in-service training.

6. Audits will be conducted during a regular basis at all of the pools managed or owned by the YMCA. Lifeguards will be held accountable for their performance.

7. Any pool/waterfront that has people in it, on its deck, or is not locked and secured will be actively guarded by at least two qualified YMCA staff lifeguards.

8. Lifeguards will actively and continuously scan their entire area of responsibility every 10 seconds, even if swimmers are only in a portion of it. The scanning should produce a constant awareness of presence and activity on and below the water’s surface, on the pool bottom, and the pool deck.

9. Lifeguards will not compromise their scanning activity by ancillary (assigned) duties or extraneous (elective) activities. This includes eating, talking, texting and socializing while on active duty.

10. Lifeguards should be aware of the swimming capabilities and/or physical challenges of everyone in the pool and will ensure that individuals are not allowed in areas that place them at undue risk.

11. Lifeguards will position themselves so that their view of the pool bottom, middle and surface of their entire area of responsibility is not compromised by glare, building components, or floating play structures.

12. Lifeguards will position themselves so they can reach any area of their responsibility within 10 seconds.

13. Lifeguards will limit conversations while on active duty. If conversation is necessary, lifeguards should ask the other person to stand behind the lifeguard stand so they can keep their eyes on their zone of coverage. Lifeguards should not make eye contact with the other person they are talking to while on duty.

14. Rotate lifeguards every 20 to 30 minutes. Provide lifeguards a minimum of one 10-minute break from lifeguarding every hour. As the temperature and humidity rise, increase the frequency of lifeguard rotations and breaks regardless of whether or not the aquatic facility is indoor or outdoor.

15. When using elevated lifeguard stands, the replacement lifeguard should scan as the seated lifeguard climbs down. Once on the ground, that lifeguard should scan the assigned area until the replacement lifeguard is in position on the elevated stand. At this time, the lifeguard being replaced shares any special issues or concerns about patrons with the incoming lifeguard. The incoming lifeguard checks the bottom, middle and surface of the pool in the specified zone, determines that it is clear and verbally states “clear.” The outgoing lifeguard then reconfirms that the bottom, middle and surface of the zone are clear and verbally states “clear.” When both lifeguards are certain the bottom, middle and surface are clear, the lifeguards can then complete the rotation.

I understand that any violation of this Code of Conduct may result in termination.

Employee Signature

Date

Supervisor Signature

Date
EXPECTATIONS OF LIFEGUARDS

1. Must show up for work on time. Arrive 15 minutes before your scheduled shift.
2. If unable to come to work, you are RESPONSIBLE for finding coverage for your shift and informing your supervisor of the reason for your absence and the coverage obtained.
3. A supervisor must approve all shift changes.
4. All lifeguards must be in proper uniform, which includes a YMCA issued swimsuit, shirt, shorts, lanyard with whistle and proper foot attire.
5. Guards must remain RESCUE READY while actively guarding the pool. This includes wearing a properly supplied fanny pack, holding your rescue tube, having your whistle ready and maintaining a vigilant watch over the pool using the scanning method.
6. Rescue Ready Guards may not hold ongoing conversations with other guards or members. If a member asks you a question, you may glance at the member to acknowledge them, but then return full focus on the pool, while answering the question.
7. Be courteous to all members, no matter the situation. They are the reason we all have a job.
8. Know and uphold the rules of the pool.
9. Review and practice lifesaving skills often enough to be prepared for a potential emergency.
10. Maintain a healthy lifestyle. Remember, you are required to swim 500 yards each week. A supervisor must sign off on your swim.
11. All lifeguards must attend a minimum of four hours of in-service per month. If you miss an in-service, you may be removed from the schedule until it is completed. All guards will participate in Drop Drills every seven shifts. Failure to meet the standard will result in additional training or removal.
12. Lifeguards are required to work occasional weekends and holidays. Scheduling is at the discretion of the Aquatics Director/Coordinator.
13. Deck guards and guards not in a rescue-ready position should maintain deck/pool cleanliness, actively engage members, enforce rules, educate swim lesson parents regarding teaching methods, swim test and test chemicals if approved to do so.

Remember, as a lifeguard you have a legal duty to protect the safety of people in an assigned area. You have a moral and professional obligation to prevent accidental situations from occurring by enforcing the pool rules. You have been professionally trained and have the legal and moral obligation to react, respond and assist with any emergency that occurs.

Your signature below indicates you have read, understand will adhere to your job description while employed with the YMCA.

SIGNATURE

DATE
EXPECTATIONS OF SWIM INSTRUCTORS

1. **Show up for class prepared** (15 minutes prior to first class and 5 minutes prior to all others).
   a. In proper uniform, Y issued swimsuit, T-shirt, and shorts
   b. Class roster completed daily
   c. Daily lesson plan completed and used based off of Association Session Plans
   d. All training aids/equipment ready for class

2. **Know what age/ability class you are teaching.**
   a. Pre-test first day of class
   b. Determine what skills must be taught

3. **Develop a detailed lesson plan for each class based on the level and the student’s abilities. Use Association Session Plans as a guide.**
   a. Be prepared to alter a lesson plan based on each student’s needs and abilities within a class setting
   b. Include character development
   c. Include wet ball and synchro skills
   d. Include boating safety throughout session

4. **Be creative in your teaching methods.**
   a. Examples and repetition
   b. Positive reinforcement
   c. Games and songs
   d. Question trees
   e. Teach all required skills
   f. Talk to parents daily

5. **All swim instructors must be certified with the YMCA prior to teaching classes. All newly certified instructors will be required to practice teaching prior to leading a class independently. All swim instructors are required to attend two hours of in-service per month during April-August, unless lessons at the branch are year-round.**

As a YMCA swim instructor, you have the RESPONSIBILITY to stay positive, display a good attitude, remain supportive, and treat everyone with fairness, kindness and respect. You will need to assist your students, and help them to be attentive to your class while being sensitive to their needs. You have the RESPONSIBILITY to teach them the YMCA character values – caring, honesty, respect and responsibility. Above all, remember you are a ROLE MODEL to the children you teach.

Your signature below indicates that you have read, understand and will adhere to your job description.

SIGNATURE ___________________________ DATE _____________
LIFEGUARD PROMISE

• We will constantly scan the pool so that we can recognize swimmers in distress within 10 seconds and provide assistance within an additional 10 seconds when needed.

• We are always on guard and must remain focused on our primary responsibility of protecting lives. Please understand, that is why we cannot stop to talk.

• We will always wear a rescue tube and carry a mask and gloves, ready for use.

• We will always sit in an elevated lifeguard chair or patrol at the edge of the pool. We will be aware of visibility issues and rotate our positions accordingly.

• We will attend regular training events to practice our skills and stay on the cutting edge of aquatic safety.

• We are here for you and your safety. Please enjoy your visit at our YMCA pool.

SIGNATURE

DATE