

Chesterbrook Swim and Tennis Club Employee Handbook

Welcome to Chesterbrook Swim and Tennis Club 's summer staff. Chesterbrook is one of the premier aquatic, and tennis institutions in the northern Virginia area. Chesterbrook is self-managed, nonprofit private community facility serving members from Northern Virginia including McLean, Falls Church, Fairfax and Arlington. Our staff consists largely of current and former members of Chesterbrook. We pride ourselves in hiring the most qualified and efficient staff for lifeguarding, front desk, snack bar, and pool management. This provides a level of dedication and sincerely unmatched by any other pool staff in Northern Virginia.

The goal of our management system is to have a friendly and hardworking staff that puts safety above all other duties. Our system gives each employee the opportunity to promote from within and advance in our staff structure into management level positions in future years. Not only do we expect our employees to be the most qualified in the area, but we also expect them to possess excellent leadership, organizational, and public relation skills. We hope that through employment at CST, employees will gain the knowledge of health and aquatic safety, water chemistry, and filtration mechanics. Our management style also teaches our employees valuable lessons in the areas of time management, work ethic, and personal responsibility. Those employees that take the time to understand a community pool environment, work hard on a daily basis, and are focused on the safety of our patrons will be successful at Chesterbrook.

Job Descriptions:

Front Desk Attendants:

The purpose for this position is to welcome CST members and their guests and to ensure that only CST members and their registered guests gain access to the pool facility. This is an essential and important position within our staff. Front desk attendants greet and sign-in members and their guests, while ensuring that the appropriate guest fees are collected on a regular basis. Front desk attendants should also be able to answer questions regarding club rules and policies to members and their guests. Front desk attendants may be 14 years of age or older and are not required to be certified as lifeguards and professional rescuers.

Snack Bar Attendants:

Snack bar attendants are responsible for selling, taking inventory, and collecting money for all snack bar items. They are also responsible for keeping our snack bar area clean and organized throughout the day. In addition to these items above, snack bar attendants should be able to notify management when items are running low and help in ordering new supplies for the snack bar.

Lifeguards and Substitute Lifeguards:

Our lifeguard's primary purpose is to ensure the safety and control of the facility and its patrons. In the event that there is no one to cover front desk or snack bar, lifeguards are also responsible for

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maintaining control of these areas. Lifeguards are also responsible for completing pre-established daily and hourly tasks, and any other job listed on the job list or given to them by a manager of the club.

Certification Requirements: Lifeguarding, First Aid, and CPR/AED.

Assistant Managers:

The assistant manager position is a leadership position within the pool management staff. They are expected to model good behavior towards members, guests, and other CST staff. Their responsibilities include those of a lifeguard as well as assuming the responsibilities of the club manager/head assistant when they are not present. The assistant managers will also be responsible for overseeing the front desk and snack bar attendants, and collection of all guest fees and snack bar funds. Assistant managers will also maintain an accurate guest list and ensure only members and their guests are entering the club. The assistant managers are responsible for the operation of the pool's filtration systems, chemical quality, ordering of supplies, and general appearance of facility. In the event of low staffing assistant managers may be called to work on their day off. These positions are reserved for the most experienced and mature members of the lifeguard staff.

Certification Requirements: Lifeguarding, First Aid, CPR/AED, and Pool Operators License.

Head Assistant Club Manager:

This position is designated for the highest qualified employee other than the club manager. Their main responsibility is to act as club manager when he/she is absent. Responsibilities include all those previously stated along with the total operation of the facility. Nothing should occur that they do not know about or consult with the Club manager. They are responsible for implementing all CST club rules and policies. They will also be responsible for helping the club manager in the offseason with overall property upkeep and overseeing all outside contract work. They will also help in training and overseeing the staff on a daily basis.

Certification Requirements: Lifeguarding, First Aid, CPR/AED, Pool Operators License

Club Manager:

This is the highest position on the Chesterbrook staff. Responsibilities include all those previously stated along with total operation of the facility year round. The club manager is responsible for hiring, training, and supervising the staff. The Club Manager is also responsible for establishing the guard rotation on a daily basis during the summer. This employee is also responsible for overseeing all aspects of the club including landscaping and contract work. This position is a year round position, and club manager must be available for all staff and board meetings. The manager should make sure the staff members come to them first for answers; if necessary, contact by phone or email if the club manager is not present. The club manager will also be responsible for opening and closing duties of the pool in the offseason. This includes making sure the club is properly inspected by the health, fire, and other relevant county departments annually.

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It is important to have consistent communication with the club's pool board and vice president of personnel. This communication ensures that all issues requiring attention are resolved in a timely manner. In the event that the manager takes a day off, it will be their responsibility to contact the pool and check in. It is the club manager's responsibility to always be reachable. The manager's end-goal should be to gain the respect of the staff members and patrons while maintaining a successful and safe season of operation.

Certification Requirements: Lifeguarding, First Aid, CPR/AED, Pool Operators License, and Lifeguarding Instructor for the Red Cross.

Employee Responsibilities:

Finding a sub:

Substitutes are to be used for emergency situations or for a pre-approved vacation only and must be approved by the Club Manager. It is the responsibility of the employees to arrange for his/her own substitute. In the event that no substitute is available the employee must notify the Club manager directly. No snack bar or front desk attendant can substitute for a lifeguard, and no lifeguard can substitute for an assistant manager.

All employees must obtain approval from the club manager as soon as possible prior to any planned vacations or time away from work.

Verification of hours:

It is each CST employee's responsibility to verify their hours have been recorded accurately by the pool managers by signing in and out on a daily basis. Verification of the correct hours and pay must be done by the employee at the end of each two-week pay period. Employees are to consult the club manager or head assistant manager about issues or concerns regarding hours worked or pay-rate.

Chesterbrook Swim and Tennis Club Policies:

Chesterbrook Swim and Tennis Club is an equal opportunity employer and does not discriminate on basis of race, ethnicity, color, national origin, gender, sexual orientation, age, religion, marital status, and any other basis prohibited by law.

Workplace harassment policy:

CST is committed to providing a work environment that is free of discrimination and unlawful harassment. In keeping with this commitment, CST expressly and strictly prohibits any form of employee harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation, or status in any group protected by state or local law. Improper interference with the ability of CST's employees to perform their expected job duties will not be tolerated.

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With respect to sexual harassment, behavior specifically prohibited by CST includes (but is not limited to):

- Unwelcome sexual advances
- Threats, demands, or requests for sexual favors
- Physical conduct such as assault, unwanted or unwelcome touching or groping, blocking normal movement, or interfering with an individual's work
- Verbal conduct such as epithets, lewd or sexually suggestive or derogatory comments, jokes, innuendos, slurs, invitations, or questions about an individual's sex life or experiences
- Visual conduct such as lewd, derogatory, sexually suggestive and / or sexually-oriented computer images, posters, photography, emails, cartoons, drawings, calendars, greeting cards, magazines, or gestures
- All other types of conduct of a sexual or otherwise offensive nature, especially where:
 - Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment
 - Submission to or rejection of such conduct is used as the basis for decisions affecting a term or condition of an individual's employment
 - Such conduct has the purpose or effect of creating an intimidating, hostile, abusive, or offensive working environment

OTHER TYPES OF HARASSMENT

Prohibited harassment on the basis of race, color, national origin, ancestry, religion, physical or mental disability, age, or other protected basis includes behavior similar to sexual harassment, such as:

- Verbal conduct including threats, epithets, derogatory comments, or slurs
- Visual conduct including derogatory posters, photography, cartoons, drawings, or gestures
- Physical conduct including assault, unwanted touching, or blocking normal movement

CST also strictly prohibits any form of retaliation against an individual for having reported or threatened to report harassment, or for having participated in any way in any investigation of harassment in the workplace.

It is the obligation of all employees to attend any harassment training, seminars or meetings addressing harassment in the workplace when requested to do so by CST.

HARASSMENT COMPLAINT PROCESS

If an employee experience any job-related harassment or believes that he/she has been treated in a discriminatory manner, the incident(s) should be promptly reported to the club manager. If the club manager is unavailable or the employee feels it would be inappropriate to contact the club manager, the employee should immediately contact the vice president of personnel. It is the obligation of any employee to report incident(s) of harassment or discrimination in accordance with this policy.

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CST will make every effort to ensure that all complaints will be kept confidential to the maximum extent possible. CST prohibits any form of retaliation against an employee for filing or threatening to file a complaint under this policy, or for assisting or otherwise participating in the investigation of a complaint under this policy. As such, employees may follow this complaint procedure without fear of censure or reprisal.

CST will promptly and fairly investigate all allegations of harassment and discrimination in the workplace. The facts surrounding each incident will determine the appropriate response to each complaint. Each situation will be handled discreetly. If CST determines that an employee is guilty of harassing or discriminating against another individual, appropriate disciplinary action will be taken against the offending employee, up to and including termination of employment. Appropriate action will also be taken to deter any future harassment or discrimination.

LIABILITY FOR UNLAWFUL HARASSMENT

Any person who is found to have engaged in unlawful harassment is subject to disciplinary action up to and including discharge from employment. A person who engages in harassment may be held personally liable for monetary damages.

CST does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly, to the extent permitted by law, CST reserves the right not to provide a defense or pay damages assessed against an employee for conduct in violation of this policy.

ADDITIONAL ENFORCEMENT INFORMATION

In addition to CST's internal complaint procedure, employees should also be aware that the federal Equal Employment Opportunity Commission (EEOC) and various state anti-discrimination agencies investigate and prosecute complaints of harassment in employment. Employees who believe that they have been harassed may file a complaint with the appropriate agencies.

For more information, contact the club manager, the VP of personnel, or the nearest office of the EEOC or the state anti-discrimination agency. The address and telephone number of the local offices of the EEOC and state agency are located in the telephone directory or accessible online.

Behavior & Expectations:

Arrive: Employees are to report for duty at least 15 minutes before his/her scheduled starting time.

Appearance: Employees must maintain a professional and well-groomed appearance.

Uniforms: Employees are to dress in a Chesterbrook uniform while on duty. Chesterbrook uniforms should not be worn while off-duty. It should be clean and in good repair.

Guests: At no time while on duty may an employee allow personal guests inside the facility.

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After Hours: Employees are not permitted on facility property outside scheduled operating hours without club manager's consent. Doing so constitutes trespassing and may be subject to prosecution by the club.

Driving: When driving onto and off CST property, employees are to observe all speed limits (parking lots are 5 mph), and keep the volume of music or projected noise to a minimum.

Drugs and alcohol: Under no circumstances may employees on duty be under the influence of drugs or alcohol nor in possession of either on CST property. Violation of this policy will result in immediate dismissal.

Smoking: Employees may not smoke anywhere on Chesterbrook property. This policy applies to all forms of smoking including, but not limited to, cigarettes, cigars, e-cigarettes, vaping, etc.

Pay: Employees are not to discuss pay or pay rates with anyone other than the club manager or vice president of personnel.

Rules: Employees are to obey all pool rules and regulations while on and off duty.

Daily breaks: While on duty employee are not permitted to leave the CST facility or take a break without permission from the club manager or manager on-duty.

Guard-in-chair: Lifeguards must be in the lifeguard chair any time people are using the pool. The pool should never be left unguarded.

Visibility: If there are no swimmers, the guard with chair duty must be on deck with a rescue tube and clearly visible.

Sunbathing: Employees may not sunbathe while on-duty. Sunbathing and use of the pool facilities when off duty is not permitted for employees who are not members of CST. Employees who are members of the club are advised to use discretion and be out of uniform whenever using member privileges.

Employee pool members: Employees who are also members of CST are expected to exhibit professionalism and model good behavior both on and off duty.

Phone Use: The pool phone line is to be kept for incoming calls and emergencies. Personal phone calls must be kept to a minimum. Cell phones are not permitted while on-duty.

Requirements:

Offer of employment: All employees must sign and return an offer of employment to the vice president of personnel by the deadline specified on the offer.

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Certifications: All lifeguards, assistant managers, and club manager must maintain valid and current certifications through the full season. Official copies of certifications must be on file at the pool at all times while working.

Guard drills: This is a training program two to three times a summer where employees will work on lifesaving techniques and talk about safety issues at the pool. All employees are required to attend all guard drill sessions.

Vacation: Employees must inform the club manager at the start of the season about any planned vacations or change to establish plans.

Substitutes: Substitutes are to be used for emergency absences and prearranged vacation coverage. It is the employee's responsibility to arrange a substitutes. Inform the club manager of any substitutions prior to the day of or if not substitute is available.

Swim Lessons: Full-time employees and swim coaches are permitted to teach private and group swim lessons at the club.

On-Call: When sent home due to inclement weather, employees are to remain on-call and must be reachable and ready to return within 30 minutes during the original scheduled hours.

Preparation: Preparation and cleanup from swim meets and social events are the responsibility of on-duty employees and are expected to assist in any activity that occurs during scheduled hours.

Evaluations: By joining the CST team, employees agree to participate and contribute to employee performance evaluations.

Policies: By joining the CST staff, employees agree to abide by the policies and procedures set forth in this handbook.

Closing: All closing procedures must be completed by the end of the employees' shifts. Any after-hours vacuum or work activities must be pre-approved by the club manager.

Conduct in the Lifeguard Chair:

Lifeguards are to adhere to the all American Red Cross standards while monitoring the pool.

Rescue Tubes: Must be on each guard stand and in good condition.

Conversation: Employees are not to engage in conversation while on chair duty. Inform the patron that conversations while on the lifeguard chair are not permitted and the conversation may resume at the end of chair duty.

Posture: Employees must maintain good posture while in the guard chair, sitting up straight and alert.

Whistle: Employees must have a whistle while on chair duty.

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Electronics: Use of radios, cell phones, or other electronics are not permitted while in the chair.

Food and Drink: Eating and drinking (other than a water) is strictly prohibited.

Daily Procedures and Rotation:

Front Desk: Employees are to sign-in and prepare the desk for opening. Organization of desk material, set-up and start the pool desktop for member check-in, confirm the daily start money is in the cash box and ensure a clean and neat work area. Use of cell phones or other electronics other than the pool desktop is not permitted. Employees are expected to greet and check-in all members entering the pool area and answer all in-coming phone calls. The employee is to document all transactions on the daily tally sheet. At the end of the business day employees are to count the daily earnings and record on the tally sheet. Cash and checks should be handed to the manager on-duty. Report any issues to the manager on-duty.

Snack Bar: Employees are to sign-in and prepare the snack bar for opening. Restock all products, update food out-of-stock, confirm the daily start money is in the cash box and ensure a clean and neat work area. Employees are to dispense food and drink produces to members in exchange for cash only. Not checks, credit cards or tabs will be accepted as payment. Often time the snack bar demand becomes unmanageable for one or both employees. Inform the manager or lifeguard of this situation immediately to receive assistance. At the end of the business day employees are to count the daily earnings, fill out the tally sheet and hand cash and tally sheet to the manager on-duty. Report any issues to the manager on-duty.

Opening Procedures:

- 1) Turn on/off all appropriate lights.
- 2) Unlock doors to snack bar and pump houses.
- 3) Turn on all chlorinators.
- 4) Check water level of all pools
- 5) Unlock all doors.
- 6) Check all pools for debris and safety conditions.
- 7) Set-up and start front desk computer.
- 8) Unlock safe and place \$20 in small bills for front desk and snack bar.

Closing Procedures:

- 1) Secure all rescue tubes and packs in clubhouse.
- 2) Ensure chlorinators have been turned down or off.
- 3) Confirm cleanliness and supplies in bath houses.
- 4) Lower all umbrellas.
- 5) Straighten up guard office and front desk.
- 6) Put phone on charger and computer in office.

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- 7) Confirm daily log for staff sign-in and sign-out.
- 8) Ensure all security lights are on.
- 9) Place all monies in the safe, close and spin the combo reel.
- 10) Double check that all doors and gates are locked.

Rotation:

Rotation refers to the movement of the lifeguards from one work station to another. The rotation is comprised of guarding the pool and general facility upkeep. The rotational schedule establishes the lifeguard station each guard will occupy at any given point throughout the day. It provides a systematic and equitable distribution of the work load. The time increment spent at each work station is determined by weather, activity level, and number of staff on duty. Maximum time spent on the lifeguard stand is 30 minutes.

General Facility Upkeep: This portion of the rotation is to ensure the club is getting cleaned up throughout the day. Employees are expected to maintain a clean and safe facility for the members and other employees. This is an implicit job duty for all employees

Rotation Procedure: We have a procedure to ensure that the pools are always being watched.

1. When the relief guard entering the rotation approaches the guard stand, they stand on the side of the chair of the primary surveillance area.
2. The relief guard informs the guard in the chair that surveillance of the pool has been assumed.
3. The guard in the chair climbs down and stands next to the chair on the opposite side.
4. Surveillance duty is switched to allow the relief guard ascend guard chair to assume pool surveillance
5. Once in the chair, the relief guard indicates control of pool surveillance.

When one lifeguard is on duty, the deep end chair is preferable.

Rules and Regulations:

Refer to Club website for latest rules and regulations:

<http://www.chesterbrookclub.com/about-us/rules-and-regulations/>

Rule Enforcement:

Adults:

- 1) Always be respectful.
- 2) Avoid calling across the pool. Get off the stand or ask another employee for assistance.
- 3) Be discreet so as not to embarrass the patron.
- 4) Explain the basis for the rule politely.
- 5) If an adult is uncooperative, direct this person to the manager of the club.

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Children and Teenagers:

- 1) Whistle and/or gesture to inform the young swimmer of the policy violation.
- 2) Be polite, respectful and positive, yet firm and state the correct behavior. If child is very young identify the chaperone of the policy violation.
- 3) Be sure to explain the basis behind any rule enforcement.

Progressive Penalty Policy:

First Offense: Patrons should be advised of the rule broken and any safety considerations as a result of the patron's action.

Second Offense: Patrons should be asked to the guard stand explanation of the policy. The patron should be advised that continued breaking of the rules will result in further disciplinary action being taken.

Third Offense: The young patron will be asked to sit 10-15 minutes in the penalty box, located by the lower pool. Refusal to sit-out will result in removal from the pool facility. The manager is required to call the parents and explain the particulars for the expulsion. Under no circumstances is a child 16 or under to be expelled from the pool without first notifying the parents and ensuring chaperone supervision. It is required that a report be prepared for all expulsions.

Behavior Constituting Immediate Expulsion:

- 1) Profanity or belligerence toward a staff member or another patron.
- 2) Any physical altercation with a staff member or another patron may require calling authorities and/or vice president of personnel.

Emergency Response Program:

An emergency is defined as a sudden incident demanding immediate action. A condition where death or serious bodily injury may occur or a potential hazardous condition where damage to property may result. The emergency response program encompasses the appropriate actions and measure to be taken by the pool staff whenever an emergency condition exists within the property.

The three areas that every emergency will fall under are:

- 1) Medical
- 2) Chemical
- 3) Mechanical

Be sure to notify the club manager in the event of an emergency immediately. If the club manager is unreachable, leave a message with employee name and the nature of the emergency.

In the event of an emergency requiring EMS, call 911.

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Emergency Response Incident Report: Any emergency that the staff responds to must be documented properly by the manager on the incident report forms located in the guard office.

Medical:

Medical emergencies may result from a variety of actions or conditions in and around the pool facility. Regardless of the fact that the injury can occur on land or in the water, most medical emergencies will require the attention of the EMS. Employees are to provide assistance relative to current certification.

In the event of a medical emergency immediately activate the club's emergency action plan (EAP) with very loud whistle blast and fist in the air. To limit the potential for disease transmission, universal precautions must always be taken.

Use the following protocol as described by the American Red Cross in the event of a medical emergency in the water:

- 1) The primary rescuer will initiate the EAP. They will identify the emergency and blow one loud and long emergency whistle blasts with fist in the air.
- 2) Get out of the stand and make the appropriate water entry (stride, jump, or slide in entry). If the emergency is a head, neck, or back injury the rescuer should enter calmly and slowly into the water with the slide in entry only.
- 3) After hearing the emergency blast, all lifeguards should provide support to the primary rescuer: unless guarding a different pool.
 - a. Call EMS and the necessary board members.
 - b. Clear the pool and pool area of bystanders.
 - c. Bring necessary equipment.
 - d. Remove any demarcation lines or lane lines that may be in the way.
- 4) The primary rescuer should then use the appropriate approach and rescue. In the event of a spinal injury, the primary rescuer will perform in-line stabilization and move the victim to shallow water, the secondary rescuer will bring all necessary equipment.
- 5) Once the victim is in shallow water, continue to proceed with in-line stabilization, check the victim for consciousness and breathing.
- 6) Remove the victim from the water and do a primary survey of the victim:
 - a. If the victim has a head, neck or back injury, proceed with the spinal back-boarding procedure.
 - b. If the victim does not have a head, neck or back injury, remove them from the water using a two-person lift.
- 7) Perform proper CPR or first aid procedures and apply AED if necessary.
- 8) Afterwards, complete an incident report to document the emergency.
- 9) Report any serious incident to the board of directors and hold a staff debriefing.

Use the following protocol in the event of a medical emergency on land:

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- 1) The primary rescuer initiates the EAP and approach the scene. This will alert the rest of the staff.
- 2) Survey the scene for safety and perform the initial assessment to determine if the victim has any life-threatening conditions. Remember that the initial assessment includes checking for:
 - a. Responsiveness
 - b. Breathing
 - c. Pulse
 - d. Severe Bleeding
- 3) Call EMS if victim is unconscious or more experience medical professionals are necessary.
- 4) In the event that there are no life-threatening conditions, perform a secondary assessment using the SAMPLE method.
 - a. S-Signs and symptoms
 - b. A-Allergies
 - c. M-Medications they may be taking
 - d. P-Pertinent past medical history
 - e. L-Last oral intake
 - f. E-Events leading up to the incident
- 5) Complete an incident report for all injuries and relay necessary information to the staff.

Chemical:

A chemical emergency exists whenever a spill or mixture of chemicals can cause injury or damage to a person or property. Minor spills within the pump room that involve only one chemical are not typically considered emergencies, however, a minor problem can become a chemical emergency quickly if not acted upon properly. A chemical emergency may also become a medical emergency if someone is injured in the process.

Use the following protocol in the event of a chemical emergency:

- 1) Determine if the fire department needs to be notified. Call the club manager for assistance in making this determination.
- 2) Utilize the staff to clear the affected area where the mixture of incompatible chemicals occurred. It is important to locate the MSDS book in each pump room and give it to the fire department when they arrive.
- 3) Keep the phone line free after calling the fire department.
- 4) After the incident, determine whether the facility is fit to reopen. If not, post signs indicating closure and inform the board of the incident.
- 5) Complete an incident report to document the emergency.

Mechanical:

A mechanical emergency exists when any part of the facility renders the pool non-operational or poses a risk of injury to a patron or guest; or damage to property.

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Use the following protocol in the event of a mechanical emergency:

- 1) Contact the club manager immediately and be prepared to describe the nature of the problem with as much detail as possible. This may include noise, odor, fluid leakage, or any other conditions that are considered abnormal.
- 2) Make sure the phone line is open and operational.
- 3) Utilize the staff to clear the affected area of the club facility. Clear the club facility if necessary.
- 4) After the incident has been stabilized, determine whether the facility is fit to reopen. If it is not able to reopen, post sign indicating closure.
- 5) Complete the incident report to document the emergency.

Chemical Safety:

Protective Equipment: Personal protective equipment (goggles, aprons, gloves, etc.) are supplied at the facility in all three pump rooms. This equipment must be worn whenever handling chemicals.

Storing Chemicals: Always store chemicals in closed containers a safe distance from one another and in designated areas away from patrons.

Mixing Chemicals: Never directly mix chemicals together. Extreme caution must be taken when mixing chemicals with water. Always add the chemicals to water, not water to chemicals. Always dilute muriatic acid with water before use. If chemicals do get mixed, causing a reaction, club manager immediately and describe which chemicals were mixed.

Dry Chemical Fires: In case of a dry chemical fire (granular chlorine), do not attempt to extinguish the fire with a dry fire extinguisher marked ABC (which, in most cases, is the type present at the pool). Secure the room or area where the emergency has occurred and immediately contact the fire department. Move patrons upwind and away from the incident. Clear the facility if necessary.

Pool Closures:

Inclement Weather: The pool and pool area must be cleared immediately when lightning or thunder occur. Staff is responsible for removing themselves from possible exposure after clearing the area. Generally, the pool should remain closed 30 minutes after the last sight of lightning and sound of thunder. Swimming may also be halted during heavy rains when lifeguards are unable to see the main drain of the pool. The club manage has full discretion as to when the pool will reopen. The club may not close for the day until the president or vice president authorizes the closure.

Defecation:

In the event of well-formed stool contamination:

- 1) Clear the pool.
- 2) Remove large material using a net and vacuuming smaller material.

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- 3) Add chlorine to disinfect the contaminated pool and turn off pool water-features.
- 4) The pool will be closed and patrons are prohibited from entering the pool for a minimum of 1-2 hours.
- 5) Confirm pool chemical levels before reopening pool.

In the event of diarrhea contamination from a patron:

- 1) Clear the pool.
- 2) Remove material using pool system vacuum.
- 3) Add chlorine to disinfect contaminated and turn off pool water features.
- 4) The pool will be closed and pool patrons are prohibited from entering the pool until a full turnover cycle has been completed (6-8 hours for large pools and 2-3 hour for wading pool).
- 5) Confirm pool chemical levels before reopening pool.

Vomit:

In the event of vomit contamination:

- 1) Clear the pool.
- 2) Remove large material using a net and vacuuming smaller material.
- 3) Add chlorine to disinfect the contaminated pool and turn off pool water-features.
- 4) The pool will be closed and patrons are prohibited from entering the pool for a minimum of 1-2 hours.
- 5) Confirm pool chemical levels before reopening pool.

Please note:

- 1) Patrons that have had diarrhea in the past two weeks are strongly urged not use the pool.**
- 2) Patrons are supposed to shower before entering the pool.**
- 3) Bathers who are not toilet trained must wear a swim diaper and are restricted to the wading pool.**

Meetings:

Guard Drill In-Service:

Throughout the year employees will be responsible for attending an orientation session, and two to three training sessions. Dates for these events may vary. In-service training can last between 1-2 hours. This is articulated in the lifeguard job-description and attendance is mandatory.

Manager Meetings:

On a monthly basis, the club management team will hold a meeting where we will discuss the any issues encountered and pool events to come. All management employees must attend these meetings throughout the season.

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Employee Performance Evaluations:

CST requires that the managers complete end-of-season evaluations for all its employees. This serve as a way to reflect on employee performance and aid in the hiring process for next season. Staff whose performance requires attention before the conclusion of the season will have an impromptu meeting with the club manager or head assistant manager. This is meant to address and make aware the employee's conduct and provide constructive criticism to correct or enhance the performance of the staff member.

Evaluation will be discussed by the management staff and documented in CST employment files. Impromptu meetings may require employees to confirm in writing the content of the meeting and goals for improvement. Before hiring decisions are made for the following season, close examination of these evaluations is made on those reapplying with CST. Those that do not receive an adequate performance rating may not be offered employment for the following season.

Pool and Chemical Terms Staff Members May Not Know:

AED: Automated External Defibrillator-located at front desk.

Acid Brush: Brush used for intensive scrubbing of bath house floors, pool decks, and other surfaces.

Acting Manager: Whenever the club manager is not present, the highest member of the management staff is the acting manager.

Algae: Microscopic forms of plant life. Some are free floating, others grow on walls and surfaces and come in different colors.

Alkalinity: The amount of bicarbonate, carbonate, hydroxide compounds present in water solution.

Anchor Sockets: These are set into the pool deck and typically house ladders and backstroke flag poles.

Backwash: The process of cleaning a swimming pool filter.

Balanced Water: The correct ratio of alkalinity, calcium, chlorine and pH level that insure proper disinfectant levels and prevents pool water from being either corrosive or scale forming.

Blood-borne Pathogens: Germs carried through the blood. These can be viruses and bacteria. Most transmission can occur through air or water, contaminated surfaces, or bites.

Calcium Hardness: The calcium portion of the total hardness of the pool water. Makes up the majority of total hardness. Higher levels can cause cloudy water and scale. Lower levels can harm the pool and its equipment. The ideal levels are between 200-400 ppm.

Caulk: An elastomer sealant used in joints between pool decks and coping stones.

Chemical Feeder: A devise that dispenses chemicals into the pool water at a predictable rate.

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Chloramines: Compounds formed when chlorine combines with nitrogen from organic material. Causes eye and skin irritation, as well as unpleasant “chlorine” odors.

Chlorinator: Chemical feeder used to dispense chlorine.

Chlorine: Used in pools as a bactericide, algacide and general disinfectant. Comes in various forms and concentrations. In gas form, chlorine is odorless and quite toxic. Caution should be used when handling.

Circuit Breakers: Switches found in electrical panel boxes serve as an electrical connection point. If power is loosed, verify that the circuit breaker has not tripped.

Comparator Tube: Testing vial with two chambers used to perform water tests.

Coping Stones: The stones around the perimeter of a swimming pool.

Demarcation Lines: The ropes and series of buoys used to separate one swimming or diving area from another.

Deck Joints: Caulked separation between concrete deck slabs and around the pool coping stone.

Effluent: Water flowing out of a pool pump or filter.

Fill Spout: The primary source of fresh water used to fill the pool.

Flow Meter: Measures the rate of water flow returning to the pool in gallons/minute (gpm).

Flow Rate: The rate of flow of water through the filter during the filtering cycle expressed in gallons per minute.

Foot Shower: A waist high shower usually located between a grass area and the pool deck used to rinse dirt, sand, and grass from bathers before re-entry into the pool.

Free Available Chlorine: Most active form of chlorine that kills bacteria and algae.

Hair Catcher: The basket used in the hair pot located before the pump on a filtration system, which catches debris that has passed through the skimmer, main drain, or vacuum lines.

Hardness: Refers to the quantity of dissolved minerals, specifically, soluble calcium and magnesium compounds, in pool water.

Head Immobilizer: A closed cell foam head restraint that provides in-line stabilization for a neck or spinal injury while on a backboard.

Influent: Water flowing into a pool, pump or filter. Opposite of effluent.

Injector Fitting: Device used to inject chlorine into the filter system, Located on the return line.

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Material Safety Data Sheets (MSDS): Written information describing the chemical make and recommended first aid and clean-up procedures for hazardous materials.

Maximum Bather Load: The maximum number of persons permitted within the pool enclosure at any given time. Based on pool's surface area

Muriatic Acid: 20% hydrochloric acid used to lower pH levels and total alkalinity.

pH: A measure of the degree of acidity or alkalinity of the pool water. A pH below 7.0 is considered acidic. A pH above 7.0 is considered alkaline. The ideal range for a pool's pH is between 7.4-7.6.

pH Indicator Solution: An organic dye that is yellow at a pH of 6.8 and turns progressively deeper red in color as the pH increases to 8.4. Measured using test reagent #4.

PPM: Parts per million. Describes a very dilute concentration of a substance.

Pressure Gauge: Measures the filter pressure in pounds/square inch or PSI.

Pulsar (Calcium Hypochlorite): A compound of chlorine and calcium. Usually comes as a white granular substance. Also known as granular chlorine, HTH and CLC.

Rescue Tube: A piece of lifesaving equipment used in water rescues. This flotation device can help support the victims and rescuers weight to aid in a rescue.

Sand Filter: A pool filter that uses sand, or sand and gravel as filter medium.

Skimmer: A device other than an overflow trough for continuous removal of surface water and floating debris.

Skimmer Weir: The floating barrier inside a skimmer port that adjusts automatically to small changes in water level to assure continuous flow of water to the skimmer and prevent material from returning back into the pool.

Soda Ash: Sodium carbonate used to raise PH and increase total alkalinity in pool water.

Sodium Bicarbonate (Baking Soda): A chemical used to raise total alkalinity content of a pool with little change to pH.

Sodium Bisulfate: A white powder that produces an acid solution when dissolved in water. Used to lower pH.

Sodium Hypochlorite: A liquid that provides 12% to 15% available chlorine. Used for chlorination of pools.

Superchlorination (Shock Treatment): Adding a calculated amount of chlorine to oxidize algae and eliminate chloramines. Raises chlorine levels as high as 15-20ppm.

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Total Alkalinity: Total alkalinity affects and controls pH. If total alkalinity is too high, pH will be hard to adjust. If it is too low, pH will be unstable and difficult to maintain. The ideal range for total alkalinity is 80-120 ppm.

Turbidity: Degree to which suspended particles in pool water obscure visibility.

Vacuum Adapter: A conical shaped piece that joins the vacuum hose to the vacuum outlet in the pool wall.

Whitecoat: The white pool plaster on the interior of the pool.