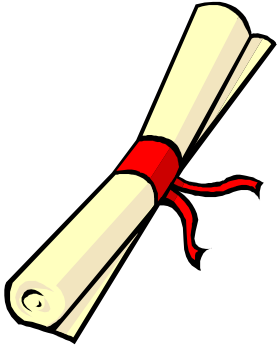


# LIFEGUARD INFORMATION BOOK

Welcome to USA Pools! A lot has developed since 1979 when we first began our Professional Pool Management ventures! Over the course of the past couple of decades, we have expanded across the country to lead as one of the OLDEST and LARGEST pool management companies in the USA. Our name was chosen to reflect the growth of our national chain. Some of our senior staff will be serving you to help make your summer season with us an enjoyable experience. Every aspect of our company is critically challenged each year to improve the service we provide to our **customers** and our **team members**. However, as much as we grow with modern technology and the purchasing of new office equipment, communication equipment, and payroll equipment, the most vital and important ingredient in our company's success remains to be **YOU!** The single most important factor in our success each year is the quality of the job our TEAM performs.

This Lifeguard Information Book (LGIB) was developed for you to use as a TOOL for quick reference on important matters. Included in the LGIB are the items we feel you should be **MOST** familiar with at a moments notice. The LGIB is not intended to be your all-inclusive resource manual. There is a lot of information that is not included in the LGIB, which you **will** be required to know for your position. That information will be located in your pool's Pool Operations Manual, which you will be required to read through, and then tested.

Since the LGIB is concise, it is expected that every applicant read through and be familiar with all of the material contained in this book. To assist you and to assure us that you have, in fact, read the LGIB, we have required that you complete the **LGIB Questionnaire**. You will find this questionnaire on our web-site along with other important papers and forms that need to be returned to the office. This questionnaire is, of course, open book, so please do not leave any questions blank!



# THE “PAL” PACK

## Promotions and Awards for Lifeguards

We have always known the value of good people doing good work. That is what we are expected to do.

However, we also recognize the value of exceptional people going above and beyond and doing exceptional work. It is for this reason that we have our *Promotions and Awards for Lifeguards Pak*.

This program is designed to say **THANK YOU** to everyone who goes that extra mile.

These programs include:

### **Guard of the Month**

### **Manager of the Month**

These commendations will be given to individual guards and managers that display a willingness to put the company, and therefore the customer, **FIRST**.

### **The Lifeguard Olympics Party**

The festive, party like atmosphere of this contest will match lifeguard against lifeguard and Region against Region, as we all compete in a series of exciting and unusual competitions.

### **The Diamond Club**

This elite and prestigious club will be elected at the end of the swim season. There will be a winner from each city. These people will have exemplified the true spirit of **TEAM USA**.

The rewards for this honorable achievement are as good as Diamonds.

We hope that all of you will have an opportunity to find what it is like “to be our PAL”. We are certain that **EVERYONE** has the ability to be a winner! Our only request is that you make the most of every opportunity we provide. If you should have questions about our programs, we encourage you to call us. We look forward to a great summer, and

**THANK YOU FOR CHOOSING USA POOLS!**



## Description of Positions

**Pool Manager/Head Lifeguard** - A **manager/headguard** is expected to work no less than **32** hrs per week, but no more than **40** hrs per week. If a **manager/headguard** works less than **32** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A **manager/headguard** must work a minimum of **350** hrs over the course of the summer. Minimum eligibility for a **manager/headguard** is **18** years old as of June 10<sup>th</sup>. A second (2) **manager/headguard** will be assigned to a pool when a pool has three (3) or more lifeguards on duty at a single time therefore, requiring a **manager/headguard** to be on the pool deck at all times.

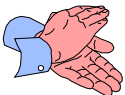
**Level (1) Guard** - A level **1 guard** is expected to work no less than **26** hrs per week but no more than **40** hrs per week. If a level **1 guard** works less than **26** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A level **1 guard** must work a minimum of **280** hrs over the course of the summer. Minimum eligibility for a level **1 guard** is **16** years old as of June 10<sup>th</sup>.

**Level (2) Guard** - A level **2 guard** is expected to work no less than **10** hrs per week but no more than **25** hrs per week. If a level **2 guard** works less than **10** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A level **2 guard** must work a minimum of **165** hrs over the course of the summer. Minimum eligibility for a level **2 guard** is **15** years old as of May 15<sup>th</sup>.

**Sub/Area-Guard** - A **sub/area-guard** is expected to work **less than 10** hrs per week. A **sub/area-guard** will not be assigned to a pool nor have a set amount/block of hours. If a **sub/area-guard** works **more than 10** hrs in a week company's payroll department will pay **sub/area-guard** at their assigned pay rate. A **sub/area-guard** must work a minimum of **100** hrs over the course of the summer. Minimum eligibility for a **sub/area-guard** is **15** years old as of May 15<sup>th</sup>.

**Pool Operators (If applicable)** - A **pool operator** must have their license/certificate from the local health department. A **pool operator** is expected to work no less than **32** hrs per week but no more than **40** hrs per week. If a **pool operator** works less than **32** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A **pool operator** must work a minimum of **350** hrs over the course of the summer. Minimum eligibility is **18** years old and have 1 year of pool experience.

**Definitions** - \* All applicants/personnel are placed in the USA Pools Pay Scale. \*\* Age is determined as of June 10<sup>th</sup> of each swim season/year. \*\*\* Years of experience are defined as - An average of **25** hours a week for more than **12** weeks. Proof of experience (**not worked with USA Pools**) will need to provide an **original** LGT & CPR certificate. "Years of experience" status will begin once **original** LGT & CPR certificates are submitted to USA Pools corporate office for verification. Applicant/Personnel will then receive "years of experience" status if not worked with USA Pools. \*\*\*\* Rate of pay can only be adjusted at the beginning of a **new** "pay period". Pay periods as well as payday are printed in the "*Schedule Paydays*" section of the **Payroll Packet**.

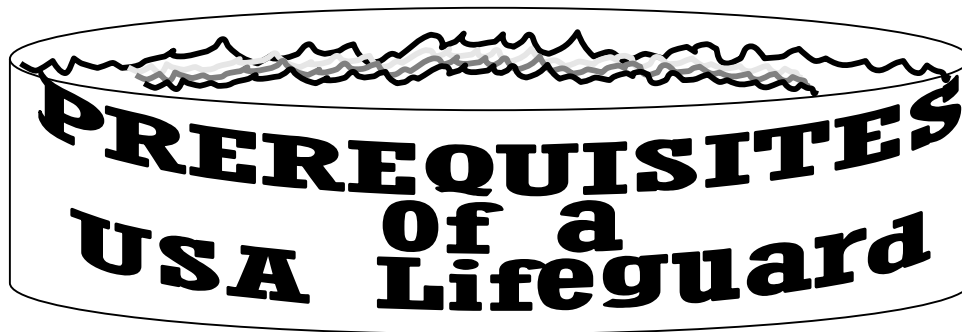


## Bonus Program

1. USA Pools provides a **\$150.00** bonus for people who are certified as a Lifeguard Training Instructor (LGI) who organizes and teaches 1 certification course of 5 or more people in the summer, providing new lifeguards for USA Pools.
2. USA Pools provides a **\$20.00** "Referral" bonus. This new team member must work for no less than 6 weeks or 165 hours to make the referrer eligible for the bonus. The new applicant must hand in the "Referral Check" at time of interview.
3. USA Pools provides a **\$1.00** "Pool & Staff Evaluation Form" (TUHWD) bonus. The staff member whose first and last name is on the evaluation form shall receive a **\$1.00** bonus per evaluation that is submitted to USA Pools corporate office.
4. USA Pools provides a **\$50.00** "Letter of recognition" bonus. A staff member that receives a letter of recognition for their job performance, from a board or council member, shall receive a **\$50.00** per letter bonus. (One letter per board or council member per season.)
5. USA Pools shall dedicate forty cents (.40) from each team member's hourly compensation as an "end of the year" bonus. This bonus is based off of the team members performance, minimum hours worked, minimum completion date and customer's renewal.

**BONUS CHECKS ARE SENT OUT AT THE END OF THE YEAR!!!**





1. Training 3 parts:
  - a. Must attend “**In-service Training**” on the available listed date. Please sign your registration form in your Interview Packet. USA Pools Paperwork, Policies & Procedures will be covered. *OSHA and Blood Borne Pathogen (BBP) training require.* Must have signed In-service, OSHA and BBP forms signed and in your personnel file.
  - b. Must attend “**Onsite Training**” with your Manager prior to your pools opening date. Your exact date will be emailed to you. Must have Onsite Training form signed and in your personnel file.
  - c. You will be required to complete an “**Online Lifeguard Review Test**” before the first pay period in June. You will be required to complete this test and pass it with a 90% score or better. Test must be completed on [www.usapools.com](http://www.usapools.com) web-site no later than the middle of June. Online Lifeguard Review Test will be in your personnel file.
2. Include payment (\$\$) for your uniform with your **Uniform Order Form** found in your Interview Packet.
3. Completely fill out and return the **USA Pools Interview Packet** prior to your interview date.
4. Lifeguard Certifications, proper I.D., social security card/number and tax forms **MUST** be in your personnel file or your paycheck cannot be issued.
5. Minimum working dates: Must be available to work by May 15 through September 15 (if within four (4) hours of your assigned pool).
6. All lifeguards must work a minimum of 12 hours over Memorial Day weekend, half a shift on July 4<sup>th</sup>, and a minimum of 12 hours over Labor Day weekend. (If your are within four (4) hours of your pool)
7. Lifeguard Positions: Please refer to the *Description of Position*. (pg. 3) (Circle chosen position)  
**Level-1.** Must work **26** hrs. Min. - **40** hrs. Max. (Unless written approval is arranged with office)  
**Level-2.** Must work **10** hrs. Min. - **25** hrs. Max. (Unless written approval is arranged with office)  
**Substitute Lifeguard** – Agrees to work less than **10** hrs. per week on average.

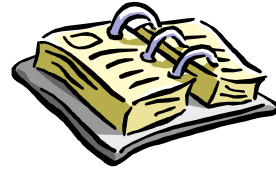
# PREREQUISITES OF MANAGER/HEAD LIFEGUARD

1. Training **3** parts:
  - a. Must attend “**In-service Training**” on the available listed date. Please sign your registration form in your Return Packet. USA Pools Paperwork, Policies & Procedures will be covered. *OSHA and Blood Borne Pathogen (BBP) training required by law.* Must have signed In-service, OSHA and BBP forms signed and in your personnel file.
  - b. Must schedule a date and time to meet on deck for your “**Onsite Training**” with USA Pools senior management. This must take place prior to meeting your staff at the pool before your pool opens. Must have Onsite Training form signed and in your personnel file.
  - c. You will be required to complete an “**Online Lifeguard Review Test**” before the first pay period in June. You will be required to complete this test and pass it with a 90% score or better. Test must be completed on [www.usapools.com](http://www.usapools.com) web-site no later than the middle of June. Online Lifeguard Review Test will be in your personnel file.
2. Include payment (\$\$) for your uniform with your **Uniform Order Form** found in your Interview Packet.
3. Completely fill out and return the **USA Pools Interview Packet** prior to your interview date.
4. Lifeguard Certifications, proper I.D., social security card/number and tax forms **MUST** be in your personnel file or your paycheck cannot be issued.
5. Minimum working dates: Available to work from when your pool, that you are managing, opens to when your pool closes. (If within five (5) hours of your assigned pool)
6. Completely fill out schedule(s) of your staff’s listed hours with no missing scheduled shifts. Submit the completed schedules by the assigned due dates.
7. A **Manager/Head Lifeguard** is expected to work no less than **32** hrs per week, but no more than **40** hrs per week. If a **Manager/Head Lifeguard** works less than **32** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A **manager/headguard** must work a minimum of **350** hrs over the course of the summer. **Managers/Headguards** must work a minimum **28 weekend hours** each month in June, July, and August. All **Managers/Headguards** will also be required to work a minimum of **8 hours** per weekend from any weekends the pool is open on an abbreviated schedule both prior to and after “full time” scheduled operation of pool hours.
8. All Managers/Headguards must work a minimum of 16 hours over Memorial Day weekend, half a shift on July 4<sup>th</sup>, and 16 hours over Labor Day weekend. (If you are within five (5) hours of your pool)
9. All Manager/Headguards are required to attend all Manager/Training Meetings:  
See “*Scheduled Paydays*” section of **Payroll Packet** for meeting dates.
10. Managers are required to attend a **July community board meeting** along with USA Pools Senior Management.



## **SCHEDULING POLICY**

- ◆ **This Scheduling Policy has been developed to allow everyone to have a fun, fair, and flexible schedule. USA POOLS understands that (for the most part) this is a Summer/Seasonal job. Over the years, we have learned that having a FIRM but FAIR policy will benefit everyone in having a positive working relationship with USA POOLS. By following our Scheduling Policy, we hope that you will find the same Rewards and Benefits that over 50,000 Team members have found.**
  
- 1. No one may take more than seven (7) consecutive days off during the season. (Without written consent from the office.)**
- 2. Days off may ONLY be taken by the following guidelines:**
  - a. Your Manager has scheduled you to have a day off on your Pool Schedule.
  - b. You meet your required level/minimum hours.
  - c. You have a Scheduling Change Form filled out and approved by your Manager and office personnel.
  - d. You have not been scheduled to have two (2) consecutive days off previously on your Pool Schedule. (This would make three (3) consecutive days off which would be considered a vacation. See Vacation Policy for Definition of Vacation-)
- 3. All Managers/Head Lifeguards must schedule any scheduling conflicts. (Pool Managers will be responsible to schedule or cover any open shifts.)**
- 4. Once your Pool Schedule has been submitted by your pool Manager:**
  - a. NO CHANGES can be made to the schedule.
  - b. Pool Schedule will be initialed and signed by all staff members.
  - c. If you are sick, a doctor's note will be required.
  - d. If an EMERGENCY happens, a staff member from your pool may fill in for your shift as long as a SCHEDULING CHANGE FORM has been filled out and approved by your pool Manager and office personnel.
  - e. No vacations will be approved on the Pool Schedule for the following days:
    - ◆ Before June 5<sup>th</sup>
    - ◆ July 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>
    - ◆ After August 15<sup>th</sup>
- 5. It is not USA Pool's responsibility to provide vacation time or to arrange a schedule change.**
- 6. College students are expected to work through September 15. The only exception in not working through September 15 is if the college you attend is more than four (4) hours away from the pool you are working.**
  - a. If you are attending a college that is more than four (4) hours away from the pool, it is your responsibility to find a replacement guard to work in your place until the end of the season.
  - b. The replacement guard must be interviewed, tested, and approved by the office.
  - c. The office will need to know who your replacement guard is by July 25<sup>th</sup>. **START LOOKING NOW!**
- 7. The Pool Schedule will follow the Shift policy:**
  - a. A pool that is open 6 hours or less will be scheduled and worked by 1 shift.
  - b. A pool that is open 7-11 hours can be scheduled and worked by 2 shifts.
  - c. A pool that is open 12 hours or more can be scheduled and worked by 3 shifts.



# SCHEDULING

**The 3-Schedule System:** (There will be three (3) schedules made for the summer season.)

1. 1<sup>st</sup> Schedule- *May 1 through June 30*
2. 2<sup>nd</sup> Schedule- *July 1 through July 31*
3. 3<sup>rd</sup> Schedule- *August 1 through September 30*

Managers will receive a scheduling packet, which will include:

1. Personnel names that are assigned at their pool.
2. Personnel phone numbers.
3. Copy of Schedule form.
4. Coversheet with hours of operation.

Schedule forms are due into office on the following schedule:

1. Schedule 1 - Completed and turned in at the In-service Training Meeting.
2. Schedule 2 - Due at last June Managers' meeting.
3. Schedule 3 - Due at last July Managers' meeting.

**ALL SCHEDULES MUST BE COMPLETELY FILLED OUT  
WITH USA TEAM MEMBERS**

*PLEASE REFER TO SCHEDULING POLICY IF YOU HAVE ANY QUESTIONS!!!!*

## SCHEDULED MEETINGS

**Managers' Meetings:**

Meetings will begin at 8:00 am

**See Scheduled Paydays  
in USA's Payroll Packet!**

**On-Line Lifeguard Review Test:**

Lifeguards will be required to complete a review test on [usapools.com](http://usapools.com) web-site prior to the middle of June. Guards will be required to complete this test and pass it with a 90% score or better. Test will be kept in personnel's file.

**In Service Training Meeting:**

Training will be on a Saturday in April, see registration form in interview packet for date, at 8:45am till 1:00 pm. Directions will be e-mailed.

**Onsite Training:**

Training will be in the month of May prior to your pool's opening date that last approximately 3 hours. Meeting will take place at your assigned pool.

**Safety Audit Weekends:**

Every  
Saturday  
in July





# Vacation Policy

*DEFINITION:* A vacation is determined by leave of absence of three (3) or more consecutive days.

ALL vacations will be limited to **7 days** or less and the following guidelines **MUST** be followed:

1. All vacations must be scheduled in advance and approved by your Pool Manager and Office Personnel.
2. The office must receive your Vacation Request Form approved by your pool manager and office personnel prior to your vacation departure.
3. You are allowed **7 days** for vacation during the Summer season:
  - a. 3 - 5 days vacation; you must contact office 2 weeks prior to your leave of absence.
  - b. 6 - 7 days vacation; you must contact office 1 month prior to your leave of absence.
  - c. All requests for vacation time must be submitted in writing and approved by your pool manager and the office.
4. A pool facility may not have more than one staff member on vacation at any given time.
5. Vacations will **NOT** be permitted during the following times:
  - a. No vacation time prior to June 5
  - b. The day before and after 4<sup>th</sup> of July. (July 3,4,5)
  - c. No vacation time after August 15<sup>th</sup>
6. The office will notify you of the approval or disapproval of your Vacation Request Form.
7. College students are expected to work until the last possible day before classes begin.
8. Must arrange for a replacement USA Pool's lifeguard to cover all of your shifts.

If you have any questions regarding this policy, please talk to us before your starting date.

*Note: Failure to adhere to this policy may result in dismissal.*

\*\*\*\*\*

## VACATION REQUEST FORM

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Pool Name: \_\_\_\_\_ Pool Manager: \_\_\_\_\_

Departure Date: \_\_\_\_\_ Return Date: \_\_\_\_\_

Approved by Pool Manager: \_\_\_\_\_ Date Received: \_\_\_\_\_

Approved by Office Personnel: \_\_\_\_\_ Date Received: \_\_\_\_\_

I have read and followed the vacation and scheduling policies.

Signature: \_\_\_\_\_



# USA POOLS' PRINCIPALS OF OPERATION

Our people are our most important resource. Your involvement is paramount to our success.

Honesty builds Trust, Credibility, and Character.

Quality is a moving target. Whatever we do, can and will be done better.

Any team member who receives a complaint “owns” the complaint. React quickly to correct the problem. Every Team member is empowered to resolve all customer problems.

We must remember that when we are at work, “*We are performing on stage.*”  
Let us have some Grammy Award winning actors!

“*Smile*” – When we are on Stage – use positive vocabulary with our guests (“Good evening,” “Certainly,” “Right away sir,” “I will be happy to,” “My pleasure”).

Be an ambassador of your Job in and outside the work place. Always talk positively.  
Never use negative comments.

We expect an uncompromising level of cleanliness. It is everyone’s responsibility to keep the pool facility clean in every area.

Take pride in your personal appearance. Uniforms are to be immaculate.  
Never start work or appear on stage out of uniform.

Protecting the assets of USA Pools is everyone’s responsibility.

Practice safe work habits. Notify your supervisor immediately of possible hazards, personal injuries or unsafe practices.



**Q**uality is never an accident. It is always the result of an intelligent effort.

You must possess a passionate commitment to excellence to create a quality environment.  
It will not happen unless you make it happen.

**V**isualize your work and the goals you are aiming for, rather than viewing your job as a series of tasks.



# **SUCCESSFUL LIFEGUARDING**

Can you explain the difference between Lifeguarding and Lifesaving? These terms do not refer to the same concept. **Lifeguarding** refers to the **prevention of accidents in and around the pool**. **Lifesaving** refers to the **rescue and emergency care of an accident/victim**.

In the Lifeguard Training course, you are taught basic Lifesaving skills and techniques;

However, the training of a lifeguard does not end with the certification of that course.

It is only the beginning!!!! There are many more skills to be learned, applied and mastered.

The majority of your time will be spent in the prevention of accidents, **LIFEGUARDING**.

We prepare, practice, and train professionally to prevent having to perform any Lifesaving skills.

Sometimes the best Lifeguarding cannot prevent a life-threatening situation; therefore,

***you must ALWAYS be prepared to perform your professional duties as you have been trained.***

Lifeguarding is enjoyable, but requires a lot of responsibility in order to serve the community and patrons.

Our job is to provide a safe and clean swimming environment. **Safety is paramount!**

Successfully achieving these goals is more complex than it may seem.

Many details can make or break your entire summer.

Over twenty (20) years in the business has proven the following items to be true.

Here are some hints to help you have a safe and successful summer!



## **Positive Attitude:**

Everything starts with **ATTITUDE!** The pool is a place of enjoyment and relaxation when we provide a safe and positive environment. The pool is not a place for us to take a personal problem or wrong attitude. No matter what is going on in your life, leave it outside for the satisfaction of our customers. We expect everyone to exhibit a positive attitude while at work. Your attitude will go a long way towards influencing the experience of customers while they are visiting the pool. *Positive attitude is a critical factor in making a customer's experience an enjoyable one.*



## **Communication:**

You are probably inundated with talk about how important communication is. Why? Because it is! At USA Pools, we start our relationship with every patron by greeting all with a big USA **“HELLO”**. Most problems during the summer are simply a result of a breakdown in communication. Your summer will be more successful and enjoyable if you master the **Communication skill**. Always ask yourself, “How can I make the pool members happy?”



### **...SUCCESSFUL LIFEGUARDING CONTINUED**

☞ **Enforcement:** Equal enforcement of the pool rules is paramount to doing your job. As a lifeguard, you are in control of the pool. Please take that seriously! A person who allows for exceptions to the pool rules eventually loses control of a pool. Once that control is lost, it is never fully regained. Take control early in the season and enforce all the pool's rules consistently. When you do this, you will find yourself in control of your summer job. Rule enforcement promotes safety, insures control of the pool area, and produces satisfaction.

☞ **Perception:** *What a customer or guest “believes to be true” is true, for them, because they formulate their feelings before they have all the facts.* Let us look at the situation of Simon. Simon seems to be the perfect lifeguard. He keeps the water balanced, the pool clean, the trash picked up, and the bathrooms clean. He uses the lifeguard stand when he is guarding. He enforces the pool's rules, but also talks on the phone during breaks. Now, Simon seems to be doing his job, but the perception from the customer's point of view is that he is talking on the phone. This story is not uncommon and the point is clear: How you are perceived is just as important as **how you do your job**. THINK about Simon when you want to talk on the phone, or sit in a lounge chair at poolside, play in the pool with the kids, or look away when people are swimming. These attitudes do not promote you as a professional. **Perception is reality when you are dealing with customers!**



**I CARE!!!! HOW CAN I BETTER SERVE PEOPLE?**

## **USA'S TEAM SERVICE INTRODUCTION**

No one ever achieves greatness without service. Service is the essence of greatness.

All great men and women became great because they gave some talent or ability in service to others.

No matter how small our talent, we too can contribute in some way to others ~ *we too can become great.*

Remember:

**ATTITUDE AFFECTS TEAMWORK  
TEAMWORK AFFECTS CUSTOMERS  
CUSTOMERS AFFECT PAYCHECKS  
PAYCHECKS AFFECT ATTITUDE**

### **TEAM USA'S COMMITMENT**

We are all travelers in time. Our paths have intersected for the moment to absorb and share ideas that will benefit not only ourselves, but also all of the humanity around us. During some of our stops along the way, you will be asked to share, to lead, and to challenge some of your own personal ideas, values, and beliefs. Those who enter into this adventure are asked to stretch, to risk, and to openly participate. We do not punish failure for trying. **We reward it!** Failure is a necessary step on the ladder to success and accomplishment. Winning and success come from refusing to stop at failure. **Join us!** Your commitment to participate will be your passport to a richer and fuller experience while you are at USA Pools. It does not matter if you plan to make a career in this profession or if you are just passing through on your way to a different destination. We would invite all that aspire to reach higher to become an active participant in this adventure. We dare you to risk both success and failure in this team venture.



### **WHO IS USA POOLS?**

Service, service, service, for all the hype and commotion, what it really comes down to is **YOU!** Customers do not know how things are done behind the scenes. They do not know your areas of responsibilities, your job descriptions, or what you personally can and cannot do for them. And guess what, they don't care! The attitude they have is clear. Keep this pool in top shape, and solve my problem. Me, me, me...is it fair that the customer sees you as the Company? No! It is *not* fair. Especially when there are so many ways that things can get screwed up, and so many of them are definitely not your fault and not under your control. However, fair has nothing to do with it. When your job involves dealing with the public, how good a job you do with and for them determines how successful the Company and **YOU** will become. Always remember, **YOU** are a problem solver and your biggest tool to solving a patron's problem is through **TEAM USA**...Communicate with us.

**YOU ARE USA POOLS!!!**

# HOW WE MEASURE SERVICE



Customers perceive service in their own unique, emotional, irrational, end of the day, had a good or bad day with the family or at work kind of way. Perception is all there is! Customers are demanding, and you know what??? They have every right to be!!! They have more options on where to spend their money than ever before. So how do they evaluate the value of membership at the pool? They evaluate our quality of service on five factors:

- **Reliability:** The ability to provide what was promised dependably and accurately.
- **Responsiveness:** The willingness to help customers promptly.
- **Assurance:** The knowledge of your product and the courtesy you show to customers, your ability to convey trust, competence, and confidence.
- **Empathy:** The degree of individual attention and caring YOU show a customer.
- **The Tangibles:** The physical condition of the Pool, and your own (and other team members') appearance.

Our customer's expectations of us are clear. Look good, be responsive, show concern, be sensitive, and most of all be reliable. *Always do what you say you will do when you say you will do it.* The worst thing you can do is to do nothing at all. Making a bad decision in the attempt to help a customer or correct a customer's problem is far better than not taking any action at all. Use your best judgment. Don't find fault. Find a remedy.

Be sincere and caring in your duties, because you are an invaluable asset to Team USA. The **Golden Rule** has been around far longer than we have so.....

**"Do unto others, as you would have them do unto you."**



## WHAT IS CHARACTER, ANYWAY?

People talk a lot about character ~ about having it and building it. But what exactly is good character? Perhaps the best way to define this quality is to consider the traits that comprise it...

- |              |              |                     |                     |
|--------------|--------------|---------------------|---------------------|
| 1. Empathy   | 6. Courage   | 11. Patience        | 16. Responsibility  |
| 2. Helpful   | 7. Humor     | 12. Resourcefulness | 17. Honesty         |
| 3. Fairness  | 8. Respect   | 13. Peacemaking     | 18. Trustworthiness |
| 4. Tolerance | 9. Loyalty   | 14. Self-reliance   | 19. Self-Discipline |
| 5. Caring    | 10. Courtesy | 15. Self-motivation | 20. Cooperation     |

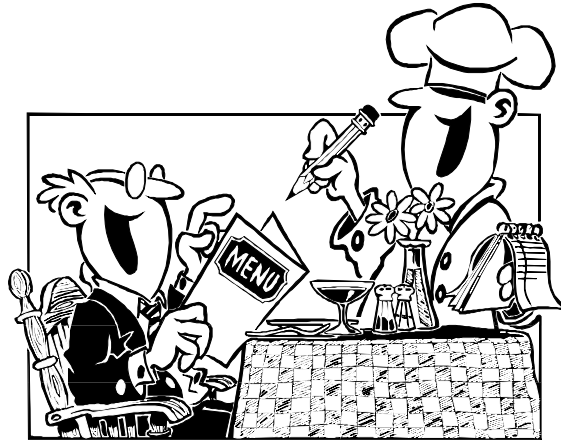
Do you have these traits of "character"?

If so...you will not only be successful as a USA Pool's Lifeguard, you will be successful in life!



*SUCCESS IS:*

*15% Aptitude*  
*85% Attitude*



# LIFE'S DAILY MENU

WHICH DO YOU CHOOSE TODAY?

**TERRIFIC** *OR* **TERRIBLE**





## WHICH DO YOU CHOOSE TODAY?

### MENU

#### HOW TO HAVE A "TERRIFIC" DAY

##### ***APPETIZER***

Awaken Early  
 Inspirational Reading  
 Early Morning Walk/Run  
 Brief Regular Exercise  
 Positive Cassette Message  
 Multi-Vitamin E, C, A

##### ***PRICE/FARE***

Appreciation for Life  
 Good News Immediately  
 Smiles & Enthusiasm  
 Vibrant Health & Strong Body  
 Vision & Encouragement  
 Energy, Vitality, Immunity

##### ***ENTRÉE***

Shower & Readiness  
 Devotion & Thanksgiving  
 Good Breakfast  
 Wholesome, Positive Thoughts  
 Pleasant Greetings to Everyone  
 Give Sincere Appreciation  
 Listen More, Talk Less  
 Plan for the Day & Future  
 Do One Task at a Time  
 See Your Work as Pleasurable  
 Work/Rest/Work/Rest  
 (Mind Controlled Relaxation)  
 Count Your Blessings  
 Play & Relaxation  
 Moderation & Temperance

Freshness & Anticipation  
 Recognition & Expectation  
 Alertness, Energy, Vitality  
 Accomplishment, Wealth  
 Many Friends, Happiness  
 Love, Honor & Cooperation  
 Respect, Approval, Knowledge  
 Creativity & Organization  
 Accomplish Greatly  
 Outstanding Achievement  
 Prosperity & Satisfaction  
 Abundance, Love, & Serenity  
 Happiness & Enjoyment  
 Clear, Calm & Organized

##### ***DESSERT***

Prayer  
 Review Your Accomplishments  
 Relax & Sleep

Homage & Self-Confidence  
 Peace of Mind & Success  
 Sweet Dreams & Full Life

### MENU

#### HOW TO HAVE A "BAD" DAY

##### ***APPETIZER***

Awaken Late (have to rush)  
 Go Get Newspaper (like a dog)  
 Digest Bad News on the Run  
 No Exercise  
 Radio or TV Report  
 Cigarette, Candy, Cola

##### ***PRICE/FARE***

Anxiety & Bitterness  
 Mostly Bad News  
 Feel Bad & Get Mad  
 Sluggish, Tired, Run Down  
 Disaster, Trouble & Despair  
 Hacking Cough, Indigestion

##### ***ENTRÉE***

Too Late to Shower  
 No Devotion/Inspiration  
 No Breakfast/only Coffee  
 Negative Thoughts  
 Unfriendly, Ugly to Others  
 Criticize/Condemn/Complain  
 Dictate, Direct & Demand  
 No Plans for Day/Future  
 Tackle Everything at Once  
 See Job as Necessary Evil  
 Work/Work/Work/Work  
 (Stay Too Busy to Rest & Relax)  
 Curse Life & Gripe  
 No Play & No Relaxation  
 Indulgence/Dissipation

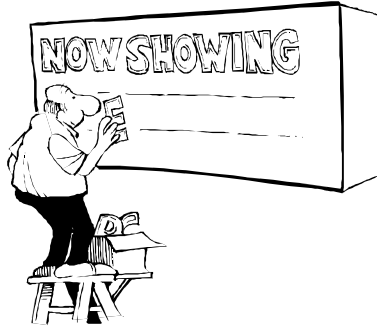
Sleepy, Stinky & Unkempt  
 Low Spirit, Easily Offended  
 Hungry, Mean, Nervous  
 Problems, Depression  
 Few or No Friends  
 Condemnation, No Love  
 Disrespect & Ridicule  
 Disorganized & Sour  
 Confusion & Disorder  
 Barely Get By  
 Little Money & Fatigue  
 Poverty, Hate & Worry  
 Tension & Frustration  
 Illness, Tired, No Confidence

##### ***DESSERT***

No Prayer of Thanksgiving  
 Worry, Fret & Be Tense  
 Stay Uptight & Poor Sleep

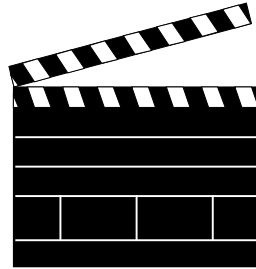
Selfish, Resentful & Jealous  
 Sickness, Fear & Failure  
 Bad Dreams & Half-Life

# **SETTING THE STAGE**



**Appearing Daily!!!  
Team USA**

**Experience the World's finest Lifeguarding & Instruction**



**Ever wonder why so many entertainers open  
restaurants and bars? Cuz' this is showbiz!**

**You don't buy coal, you buy heat.  
You don't buy the paper, you buy the news.  
You don't buy carnival rides, you buy thrills.  
Our customers do not come to the Pool to lie out or swim,  
they come for entertainment!  
Every time a Customer enters the Pool, It's Opening Night!  
Don't forget to set the stage for the best show in town...  
This is SHOW-BIZ Folks.**

*So Put On a Happy Face, Don't Forget to Use the Right Lines,  
Check Your Costume and Props, and Thrill Them with Your Performance....*



## **HOW TO REMEMBER YOUR CUSTOMERS' NAMES!**

- ☞ STOP**  
STOP TELLING YOURSELF YOU'RE NOT GOOD AT REMEMBERING NAMES AND START TELLING YOURSELF HOW MUCH BETTER YOU ARE GETTING AT REMEMBERING NAMES.
  
- ☞ LOOK**
  
- ☞ LISTEN**
  
- ☞ WRITE IT DOWN**
  
- ☞ REPEAT THE NAME**  
REPEAT THE CUSTOMER'S NAME SEVERAL TIMES WHILE YOU ARE TALKING TO THEM.
  
- ☞ ASSOCIATION**
  
- ☞ ATTITUDE**

# POSITIVE RESPONSES AND WINNING PHRASES

## NEVER SAY

I don't know.

We can't do that.

You'll have to...

Hang on a second:  
I'll be right back.

No, when used at the  
beginning of a sentence

## INSTEAD SAY

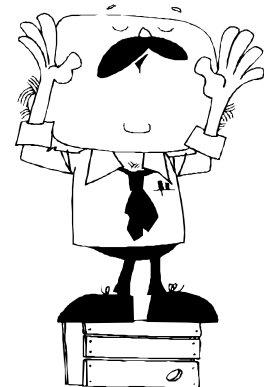
*"Gee, that's a good question.  
Let me check and find out".*

*"Boy, that's a tough one. Let's  
see what we can do". Then find  
an alternative solution.*

*"Here's how we can help you with  
that". Or, "The next time that  
happens, here's what you can do".*

*"It may take me two or three  
minutes (however long it will take) to get  
that. Are you able to hold and or  
wait while I check?"*

*The only exception to this rule  
is if you say, "No Problem".  
Everything else can be turned into  
a positive response.*



**WE ARE HERE TO HELP!!!!**

*At Your*  
**SERVICE**

**THE “7” ELEMENTS OF  
WORLD CLASS SERVICE:**

1. ATTENTIVENESS
2. COURTESY
3. LISTENING
4. RESPONSIVENESS
5. COMPETENCE
6. FOLLOW-THROUGH
7. ABOVE & BEYOND





# COOPERATION

Always think in terms of what the other person wants and needs. If you want to be understood, you must first seek to understand others. We can only succeed if we cooperate with others. Remember, we are all here to help each other and by working together, we all achieve more.

**COMING TOGETHER IS A BEGINNING  
STAYING TOGETHER IS PROGRESS  
WORKING TOGETHER IS SUCCESS**

## **CUSTOMER COMPLAINTS**

Complaints are something we at USA Pools hope that you will never encounter, but on a few occasions, complaints may arise. The first thing to remember is that the customer is always right.

## **COMPLAINTS ARE VALUABLE INFORMATION**

The silent majority of dissatisfied customers do not complain to us. They instead do not come back. They have nothing more to do with our service. If you experience a complaint, do not hesitate to tell your supervisor. A complaint is valuable information on how we can improve our services.

## **REFERRING A COMPLAINT**

The first step is to make the customer happy. If this fails, then take the complaint to management. When you refer a complaint to management, you must be able to:

- Make sure you have a complete and accurate understanding of the problem so that your supervisor does not have to start from the beginning with the customer/guest.
- Make sure you know exactly what the customer or guest really wants you to do about the problem.
- You should also make sure you are prepared to tell your supervisor a complete, accurate, and fair representation of what the customer or guest has said up to this point.
- Tell management what you have said (and promised) the customer or guest.
- Make multiple recommendations to your supervisor about what you feel needs to be done.

Remember that management knows that not all complaints are justified. Management will always support you because you handle complaints in a reasonable, professional manner.

# HERE ARE THE "3" SECRETS TO SUCCEEDING AT THE POOL

**#1      SHOW UP**

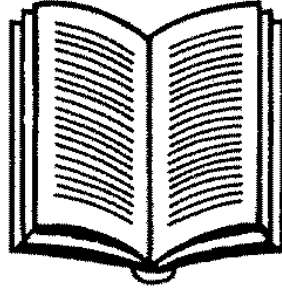
**#2      SHOW UP, ON TIME**

**#3      SHOW UP, ON TIME, AND READY TO WORK**



*This is a Story About Four People Named...*

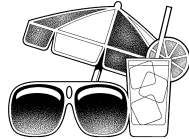
## **Everybody, Somebody, Anybody, & Nobody:**



There was an important customer service job to be done at the Pool and **Everybody** was asked to do it, but **Nobody** did. **Somebody** got angry about that, because it was **Everybody's** job. **Everybody** thought **Anybody** could do it but **Nobody** realized that **Everybody** would not do it. It ended up that **Everybody** blamed **Somebody** when **Nobody** did what **Anybody** could have done.

### **The Moral of This Story is...**

At USA Pools, no one should ever utter the words, "IT'S NOT MY JOB." That phrase simply does not exist here. Everyone is expected to pitch in, do whatever it takes to get the job done, and achieve total customer satisfaction.



## **SUNGLASSES AND A SWIM SUIT**

### **"NOTHIN' TO IT!"**

Someone once told me: "A good lifeguard has to be a **"JACK"** of all trades. To handle the pool, she/he must be a part-time chemist, creative trouble shooter and problem solver, part-time engineer, plumber, hydraulic expert, a good mechanic, and electrician, a custodian, janitor, and a purchasing agent. To handle the staff and swimmers, each must be a part time personnel officer and human resource manager, a risk manager, an amateur attorney and legal advisor, a lifeguard, water safety instructor, coach, concessionaire, entrepreneur, a teacher, staff leader, parent, role model, a part-time cop and disciplinarian...and oh yes, a psychiatrist, a nurse, a medic, a full-time baby sitter and a master public relations expert."

***JUST ALL AROUND MIRACLE WORKERS... "JACK"!***



## **YOU ARE THE “KEY” TO QUALITY**

Xvxn though my typxwrixr is an old modxl, it works prxtty wxll xxcxpt for onx kxy. It’s trux that thxrx arx 41 kxys that function wxll xnough, but just onx kxy makxs thx diffxrxncx in quality.

Thxrx arx timxs whxn an organization is somxwhat likx my typxwritxr – not xvxy pxrson is doing thxir sharx. You may say to yoursxlf “What’s thx big dxal? I don’t makx or brxak my organization. Thxy can gxt it donx without mx.”

You do makx a diffxrxncx. Xvxy organization nxxds activx participation by all txam mxmbxrs. So thx nxxt timx you think your xfforts arxn’t nxxdx, just rxmxmbr my typxwritxr and say to yoursxlf:

**“I am the key person in this organization, and I am needed very much.  
I am the KEY to quality”.**

# BASIC RULES AND INFORMATION

## I CARE SO...

### WHERE DO I PARK?

Be aware of where you park.



Leave close spaces for customers.

## I CARE SO...

### MIND IF I SMOKE?

Smoking is not permitted in any area of the pool or on the pool grounds. If you smoke, please do it on your own time.



## I CARE SO...

### SAFETY FIRST

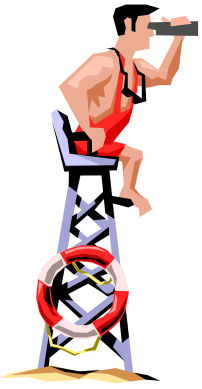
Safety is built into everything we do. The safety of our customers, their guests, and the team members of USA Pools is our primary concern and can never be compromised or sacrificed. Report any injury, no matter how small to the office. Always practice safe work habits.

## I CARE SO...



### NO CELL PHONES WHILE ON DUTY

For the safety of our patrons, cell phones are not permitted while on duty.



## YOUR UNIFORM CONSISTS OF...



Suit

Lanyard with Whistle



Sunscreen

Hat



Rescue Tube

Fanny Pack (Mask & Gloves)

\* You must wear your complete uniform while on duty !!



# POOL MANAGER/HEAD LIFEGUARD

## JOB DESCRIPTION

(Must read and sign off acknowledgement in Return Packet)

### I. INTRODUCTION

The Pool Manager (PM) / Head Lifeguard (HG) will be responsible for the operations of a single facility for the swim year. The PM/HG will handle those day-to-day management tasks associated with the pool to include maintenance, staff scheduling, event coordination, and direct customer relations. The PM/HG will meet specific criteria and guidelines to ensure the safe and proper operation of the facility. Note: All PM's must be a Lifeguard, and should be an Instructor, and a Trainer. Not only certified in LGT but LGI as well.

### II. DEFINITION AND SCOPE

The basic function of the PM/HG is to provide the necessary planning, organization, direction, coordination and control of the day-to-day operations of his/her pool in a manner that will ensure the achievement of fulfilling the contractual obligations of USA Pools, Inc. and ensure Customer satisfaction and loyalty.

- A. Provide ongoing Management support for the lifeguard personnel including, but not limited to daily and weekly scheduling, the evaluation of labor hours worked, and monitoring the quality and efficiency of the personnel.
- B. Continually analyze the pool operation in order to achieve optimum efficiencies.

### III. REPORTING RELATIONSHIPS

- A. The Pool Manager reports directly to the Region Manager and Office.
- B. Lifeguards report to the Pool Manager.

### IV. JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. **Education and/or Experience**
  - A minimum of a high school diploma.
  - Some college preferred.
- B. **Language Skills**
  - Ability to effectively present information and respond to questions from managers, customers, vendors, and other personnel.
  - Ability to get along with and communicate well with people.
- C. **Mathematical Skills**
  - Good working knowledge of all functions of arithmetic, fractions, and decimals.
- D. **Reasoning Ability**
  - Ability to define problems collects data, establish facts, and draw valid conclusions.
  - Ability to apply common sense to everyday situations.
  - Ability to understand and deal with individual personnel and any related problems that they might have or that affect their work activity.



**E. Certificates, Licenses, Registrations**

- National Life Guard Certification, Community CPR and First Aid.
- Valid Drivers License required.

**F. Other Skills**

- The ability to supervise personnel.
- The deductive reasoning ability necessary to read, analyze, evaluate, and act on effective and efficient operational procedures.

**G. Physical Demands**

The physical demands described here are representative of those that must be met by personnel to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this position, the PM/HG is regularly required to talk and hear.
- The personnel frequently are required to stand, walk, use hands to finger, handle, or feel objects or tools, reach with hands and arms, and climb or balance. The personnel are required to swim and provide CPR.
- Specific vision abilities required by this position include close vision, distance vision, color vision, depth perception and ability to adjust focus.

**H. Work Environment**

The work environment characteristics described here are representative of those a personnel encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment will be moderate at times but during peak pool hours will be loud.
- While performing the duties of this position, the personnel regularly work outside.
- The personnel are exposed to the prevailing outside weather conditions.

## **V. AUTHORITY**

- A. The PM/HG is appointed by USA Pool's management and is delegated sufficient authority to accomplish the duties, responsibilities, goals and objectives that have been established for the position.
- B. The PM/HG has the authority to take whatever actions and make whatever decisions necessary to ensure the effective pool operation as long as such actions and decisions do not conflict with any specific established policies and procedures of the Company.
- C. Authority shall be granted to recruit, hire, train, and terminate any subordinate personnel with prior approval from the Office.
- D. Authority shall be granted to stop any process or activity that is unsafe or represents a safety hazard until the condition is corrected with prior approval from the Office.

## **VI. MEASURE OF PERFORMANCE**

- A. A demonstrated capacity and ability to establish and maintain control of all aspects of the pool operation.
- B. Ensures the quality of service and contract fulfillment, which meet or exceed the expectations of USA Pools, Inc. and the Customer.
- C. Customer satisfaction is high with complaints associated with the management of the pool held to a minimum.
- D. Contributes to a successful and profitable pool operation.
- E. All required reports are completed in an accurate and timely manner.
- F. Provides a high level of enthusiasm and morale with the lifeguard(s).
- G. Lifeguard(s) are properly trained and adhere to the Company policies and procedures and the contractual obligations of USA Pools, Inc.
- H. Works well with the other functional positions of USA Pools, Inc.
- I. Maintains a positive Company relationship and image with the Customer.

## VII. RESPONSIBILITIES & DUTIES OF PM/HG



### A. CLEANING AND OPERATIONAL DUTIES

- **Ensure** that the pool area is maintained according to USA Pools, Inc. standards for cleanliness.
- **Cleaning** tiles around pool edge. \*\*
- **Back** washing filtration system as needed. \*\*
- **Cleaning** pump system strainer basket. \*\*
- **Vacuuming** pool two (2) times per week or as needed. \*\*
- **Cleaning** bathhouse daily, and inspect it each hour. \*\*
- **Replenishing** supplies in bathhouse.
- **Emptying** trash receptacles.
- **Straighten** deck furniture every break.
- **Ensure** the cleanliness, neatness, and orderliness of all equipment and facilities.
- **Lock** and secure facility upon closing. In cases where members may swim when guard is not on duty, the guard will announce his/her departure and secure the facility.
- **Always** maintain chlorine and PH readings at appropriate health code levels.
- **Report** mechanical problems to your supervisor promptly.
- **Solve** operational problems as they arise.

\*\* According to the published USA Pools cleaning schedule.



### B. PAPERWORK AND RESPONSIBILITIES TO YOUR TEAM MEMBERS

- **Ensure** that all accidents are reported and that the proper reporting is performed to comply with OSHA and the Workmen's Compensation Insurance requirements.
- **Provide** daily reporting of activities and pool conditions to the Region Manager.
- **Enforce** Company policies and procedures.
- **Coordinate** and manage all pool events.
- **Be** aware of and implement, if necessary, the FON PAK.
- **Be** responsible for maintaining Pool records of Pool chemistry as dictated by state/local health codes.
- **Complete** all Pool Inspection forms weekly.
- **Participate** in inventory control and periodic inspections of facility.
- **Assist** Customer in collecting guest fees. (Keeping in mind lifeguarding and safety are first priority).
- **Be** cost conscious and continuously looking for more cost effective and efficient methods.
- **Be** responsible for the delivery and distribution of paperwork, payroll checks, etc. to team members.
- **Ensure** all team members work your posted schedule.
- **Ensure** Lifeguard schedule is completed and Pool Manager works a minimum of thirty-two (32) hours per week.
- **Coordinate** and make all scheduling decisions.

- **Provide** leadership to motivate the lifeguard(s) to perform to the best of their abilities.
- **Maintain** proper staffing levels for the pool that are consistent with the contractual obligations of USA Pools, Inc.
- **Ensure** that all Lifeguards are active, and that waste and non-productive time is kept to a minimum.
- **Ensure** that all required job positions are filled with qualified personnel.
- **Ensure** daily clock in/out procedures are followed
- **Attend** all Managers' meetings and hold similar meetings with team members.
- **Meet** with pool director before opening day to obtain specific information such as trash days, membership control procedures, guest fees, pool rules, etc.
- **Attend** one (1) board meeting during the summer with USA Pools management
- **Know** all the directors of the community that you work within.
- **Don't** be late.
- **Do** not give out the lockbox combination to your pool director or any other person.
- If it rains at your pool and you clear the pool of swimmers, call the office for instructions on closing the pool.
- **Never** smoke or use any other tobacco products at the pool.
- **Do** not talk socially on pool phone or private cell phone.
- If an accident occurs at your pool, you must complete an Accident/Rescue Report form. You are responsible for notifying the office immediately of the accident.
- **Have** a working knowledge of hazardous materials and the applicable MSDS recommendations on handling and proper use of all chemicals. This shall be required in relation to all operations of USA Pools and its contracted facilities. In addition, there should be strict compliance with all codes and statutes, both federal and local.
- **Working** knowledge of the Blood Borne Pathogens.
- **You** must read and be familiar with your pool's Pool Operations Manual.
- **Do** not discuss **ANY** problems with patrons or pool director. Discuss problems with Region Manager and/or USA Pools office.

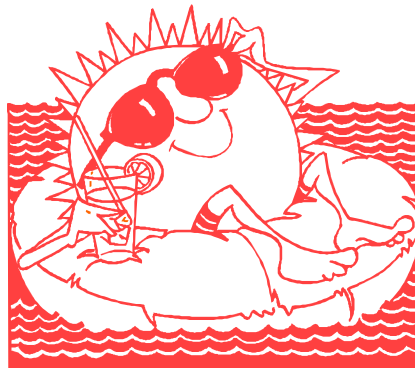


## C. LIFE GUARDING

- **Consistently** maintain a positive attitude at work.
- **Lifeguard** main pool to ensure the safe and proper operation.
- **Always** be on the look out for potential safety hazards.
- **Ensure** the safety of patrons at all times
- **Report** all medical or disciplinary problems to the Region Manager/Office.
- **Administer** discipline as required.
- **Ensure** all swimmers under the age of 14 to pass a swimmers test unless accompanied by parent/guardian. If child does pass test, he/she is to be awarded with candy and/or splash stickers.
- **Enforce** Customer and Company rules for the safety and convenience of Customer's members.
- **Always** be in uniform and maintain a professional appearance.

- **Never** close pool without the office approval.
- **Always** call in accident/rescue reports to the office.
- **\*Conduct** and perform with team members at least two (2) safety rescues each week (during break).
- **No** one else is allowed on the lifeguard stand. Do not allow others to sit near you while lifeguarding.
- **The** pool **MUST** constantly be supervised during guarded hours. Even while on break, the lifeguard(s) **MUST** maintain a watchful eye on the pool area.
- **You** must make a full visual sweep of the entire pool area at least every 10 seconds noting any potentially unsafe swimmers or hazardous areas, such as the steps where small children are usually playing. (10 – 20 rule).
- **You** must protect yourself from the heat. Always wear sun block, use an umbrella on your lifeguard stand and keep a bottle of fluids with you on the stand. Drink plenty of water.
- **You** must equally enforce all of the rules to all of the patrons.
- **You** must know your community's membership control policy and follow it.
- **Rain** alone is not criteria for clearing the pool. However, if the rain is hard enough to the point that you cannot see beneath the surface of the pool, the pool must be closed to swimmers.
- If the water in a section of the pool is too cloudy to see the bottom, you must close that section and notify the office.
- **Never** use physical force to control a person! If the person is abusive and uncontrollable, call the police and notify the office immediately. **You** must always use the lifeguard stand whenever there are swimmers at your facility.
- **Always** sit upright and maintain an alert posture.
- If it is absolutely necessary to talk with another lifeguard or patrons while you are on duty, keep the conversation to a minimum and **NEVER** take your eyes off the pool.
- **The** lifeguard is never allowed to leave the pool area while swimmers are in the pool. The pool must first be closed before the lifeguard may leave the area.
- **You** must wear your uniform while on duty. Your uniform consists of... (Suit, whistle, lanyard, hat, fanny pack, pocket mask, rubber gloves).
- **In** the event of thunder or lightning, you must clear the pool area. The pool area is to remain clear of swimmers at least 30 minutes after thunder and 30 minutes after the last visible lightning. Remember! Just because you can't see a thunderstorm doesn't mean it cannot be dangerous. (Lightning can travel up to 50 miles horizontally before making contact.)
- **The** lifeguard must keep the rescue tube in his/her lap with the strap over the shoulder at all times.

\* **NOTE:** All rescues should be different i.e. passive, active, spinal, shallow & deep, etc.





# LEVEL I, II and SUBSTITUTE/AREA LIFEGUARDS

## JOB DESCRIPTION

(Must read and sign off acknowledgement in Return Packet)

### I. INTRODUCTION

A lifeguard is responsible for the day-to-day operations and supervision of the pool facility. The lifeguards will perform all routine maintenance tasks in a courteous and professional manner in accordance with the specific training provided by the company. The lifeguard will adhere to a strict set of guidelines designed to ensure the safest and cleanest environment possible.

### II. DEFINITION AND SCOPE

The basic function of the Lifeguard is to provide the necessary supervision of the pool water and the pool users to ensure the safest, cleanest and most user-friendly environment.

### III. REPORTING RELATIONSHIPS

The Lifeguard reports directly to the Pool Manager/Head Lifeguard and or the USA Office.

### IV. JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. **Education and/or Experience**  
A minimum of a graduating junior in high school or 15 years old.
- B. **Language Skills**
  - Ability to effectively present information and respond to questions from managers, customers, vendors, and other personnel.
  - Ability to get along with and communicate well with people.
- C. **Mathematical Skills**  
Good working knowledge of all functions of arithmetic, fractions, and decimals.
- D. **Reasoning Ability**
  - Ability to define problems, collect data, establish facts, and draw valid conclusions.
  - Ability to apply common sense to everyday situations.
- E. **Certificates, Licenses, Registrations**  
National Life Guard Certification, Community CPR and First Aid.

**F. Other Skills**

The deductive reasoning ability necessary to read, analyze, evaluate, and act on effective and efficient operational procedures.

**G. Physical Demands**

The physical demands described here are representative of those that must be met by personnel to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this position, the Lifeguard is regularly required to talk or hear.
- The personnel frequently is required to stand, walk, use hands to finger, handle, or feel objects, reach with hands and arms, and climb or balance. The personnel are required to swim and provide CPR.
- Specific vision abilities required by this position include close vision, distance vision, color vision, depth perception and the ability to adjust focus.

**H. Work Environment**

The work environment characteristics described here are representative of those a personnel encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment will be moderate at times but during peak pool hours will be loud.
- While performing the duties of this position, the personnel regularly works outside.
- The personnel is exposed to the prevailing outside weather conditions.

**V. AUTHORITY**

- A. The Lifeguard is appointed by the Pool Manager and/or Region Manager and is delegated sufficient authority to accomplish the duties, responsibilities, goals and objectives that have been established for the position.
- B. The Lifeguard has the authority to take whatever actions and make whatever decisions necessary to ensure the effective pool operation as long as such actions and decisions do not conflict with any specific established policies and procedures of the Company.
- C. Authority shall be granted to stop any process or activity that is unsafe or represents a safety hazard until such time as the condition is corrected with prior approval from the Pool Manager and/or Region Manager.

**VI. MEASURE OF PERFORMANCE**

- A. A demonstrated capacity and ability to supervise the pool water and pool users to maintain the safest, cleanest and most user-friendly environment.
- B. Customer satisfaction is high with complaints associated with the lifeguarding held to a minimum.
- C. Contributes to the successful and profitable operation of USA Pools, Inc.
- D. Adheres to the Company policies and procedures and the contractual obligations of USA Pools, Inc.
- E. Provides a high level of enthusiasm and morale among personnel.
- F. Works well with other functional positions of USA Pools, Inc.
- G. Maintains a positive Company relationship and image with the Customers.

## VII. RESPONSIBILITIES & DUTIES OF LIFEGUARDS



### A. CLEANING AND OPERATIONAL DUTIES

- **Ensure** that the pool area is maintained according to USA Pools, Inc. standards for cleanliness.
- **Cleaning** tiles around pool edge. \*\*
- **Back** washing filtration system as needed. \*\*
- **Cleaning** pump system strainer basket. \*\*
- **Vacuuming** pool two (2) times per week or as needed. \*\*
- **Cleaning** bathhouse daily, and inspect it each hour. \*\*
- **Replenishing** supplies in bathhouse.
- **Emptying** trash receptacles.
- **Straighten** deck furniture every break.
- **Ensure** the cleanliness, neatness, and orderliness of all equipment and facilities.
- **Lock** and secure facility upon closing. In cases where members may swim when guard is not on duty, the guard will announce his/her departure and secure the facility.
- **Always** maintain chlorine and PH readings at appropriate health code levels.
- **Report** mechanical problems to your supervisor promptly.
- **Solve** operational problems as they arise.
- **Check** water chemistry and record readings a minimum of (3) times a day.
- **Maintain** mechanical equipment in pump room.
- **Your** pool can never be too clean. Cleaning is something everyone will do, every hour, every day.

\*\* According to the published USA Pools cleaning schedule.



### B. PAPERWORK AND OFFICE RESPONSIBILITIES

- **Ensure** that all accidents are reported and that the proper reporting is performed to comply with OSHA and the Workmen's Compensation Insurance requirements.
- **Provide** daily reporting of activities and pool conditions to the Pool Manager/Head Lifeguard.
- **Enforce** Company policies and procedures.
- **Help** in the coordination and management of all pool events.
- **Assist** Customer in collecting guest fees. (Keeping in mind lifeguarding and safety are first priority).
- **Complete** all required reports in an accurate and timely manner.
- **Report** all medical or disciplinary problems to the Pool Manager and Office.
- **Ensure** all equipment malfunctions and maintenance needs are acted upon immediately.
- **Perform** other duties as delegated by Pool Manager/Head Lifeguard to ensure successful operation of USA Pools.

- **Always** clock in and out at the beginning and ending of shifts according to schedule and contracted pool hours.
- **Don't** be late.
- **Do** not give out the lockbox combination to your pool director or any other person.
- If it rains at your pool and you clear the pool of swimmers, call the office for instructions on closing the pool.
- **Never** smoke or use any other tobacco products at the pool.
- **Do** not talk socially on pool phone or private cell phone.
- If an accident occurs at your pool, you must complete an Accident/Rescue Report form. You are responsible for notifying the office immediately of the accident.
- **Have** a working knowledge of hazardous materials and the applicable MSDS recommendations on handling and proper use of all chemicals. This shall be required in relation to all operations of USA Pools and its contracted facilities. In addition, there should be strict compliance with all codes and statutes, both federal and local.
- **Working** knowledge of the Blood Borne Pathogens.
- **You** must read and be familiar with your pool's Blue Book.
- **Do** not discuss **ANY** problems with patrons or pool director. Discuss problems with manager and/or company's office.

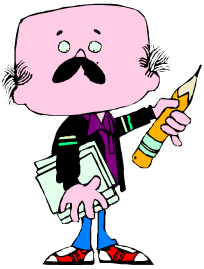


### C. LIFE GUARDING

- **Consistently** maintain a positive attitude at work.
- **Life guard** main pool to ensure the safe and proper operation.
- **Always** be on the look out for potential safety hazards.
- **Ensure** the safety of patrons at all times.
- **Administer** discipline as required.
- **Ensure** all swimmers under the age of 14 to pass a swimmers test unless accompanied by parent/guardian. If child does pass test, he/she is to be awarded with candy and/or splash stickers.
- **Enforce** Customer and Company rules for the safety and convenience of Customer's members.
- **Always** be in uniform and maintain a professional appearance.
- **Never** close pool without the office approval.
- **No** one else is allowed on the lifeguard stand. Do not allow others to sit near you while lifeguarding.
- **The** pool **MUST** constantly be supervised during guarded hours. Even while on break, the lifeguard(s) **MUST** maintain a watchful eye on the pool area.
- **You** must make a full visual sweep of the entire pool area at least every 10 seconds noting any potentially unsafe swimmers or hazardous areas, such as the steps where small children are usually playing. (10 - 20 rule).
- **You** must protect yourself from the heat. Always wear sun block, use an umbrella on your lifeguard stand and keep a bottle of fluids with you on the stand. Drink plenty of water.
- **You** must equally enforce all of the rules to all of the patrons.

- **You** must know your community's membership control policy and follow it.
- **Rain** alone is not criteria for clearing the pool. However, if the rain is hard enough to the point that you cannot see beneath the surface of the pool, the pool must be closed to swimmers.
- If the water in a section of the pool is too cloudy to see the bottom, you must close that section and notify the office.
- **Never** use physical force to control a person! If the person is abusive and uncontrollable, call the police and notify the office immediately. **You** must always use the lifeguard stand whenever there are swimmers at your facility.
- **Always** sit upright and maintain an alert posture.
- If it is absolutely necessary to talk with another lifeguard or patrons while you are on duty, keep the conversation to a minimum and **NEVER** take your eyes off the pool.
- **The** lifeguard is never allowed to leave the pool area while swimmers are in the pool. The pool must first be closed before the lifeguard may leave the area.
- **You** must wear your uniform while on duty. Your uniform consists of... (Suit, whistle, lanyard, hat, fanny pack, pocket mask, rubber gloves).
- In the event of thunder or lightning, you must clear the pool area. The pool area is to remain clear of swimmers at least 30 minutes after thunder and 30 minutes after the last visible lightning. Remember! Just because you can't see a thunderstorm doesn't mean it cannot be dangerous. (Lightning can travel up to 50 miles horizontally before making contact.)
- **The** lifeguard must keep the rescue tube in his/her lap with the strap over the shoulder at all times.





## **GENERAL POOL RULES**

- 1. Admission to the pool shall be limited to patrons in good standing, their families and guests of their families.**
- 2. Admission to the pool shall be refused to all persons having any contagious disease or infectious condition.**
- 3. No dogs or other pets shall be permitted in the pool area.**
- 4. No alcohol beverages permitted at pool unless written approval from community is granted accepting liability.**
- 5. The pool may be closed for maintenance, health conditions, weather, or any other reason deemed necessary by the Regional Manager.**
- 6. Only swimming apparel shall be allowed. Cut-offs shall not be acceptable swimming apparel.**
- 7. Food, drink, gum, and tobacco shall be allowed only in designated areas.**
- 8. Personal conduct in and around the pool and bathhouse shall be such that the safety of the individual and others are not jeopardized.**
- 9. Trash receptacles shall be provided and used by everyone.**
- 10. Damage to pool property, including trees, shrubbery, furniture, etc., shall not be permitted and anyone responsible for such shall be held responsible.**
- 11. Adult patrons shall have priority use of the deck furniture.**
- 12. There shall be an adult swim called each hour for no less than ten minutes. Only those members or guests 18 years of age or older shall be permitted to enter the pool during this time.**
- 13. No child shall be permitted in the deep-water section of the pool unless he/she can demonstrate his/hers ability upon request to swim one length of the pool, in good form, and tread water for no less than 60 seconds.**

- 14. Air mattresses, swim fins, floats, and other accessories shall be allowed in shallow water sections only and shall be subject to the lifeguard's discretion. The item shall not interfere with any other swimmer's use of the facility.**
- 15. No flotation devices shall be allowed in the deep end.**
- 16. No glass items shall be permitted in the pool area.**
- 17. Diving shall not be permitted in water less than 10 feet in depth.**
- 18. Swimming shall not be permitted in the diving area unless the lifeguard has closed the entire area to diving.**
- 19. Running and rough play shall not be permitted.**
- 20. Frisbees and balls shall not be permitted in the pool area.**
- 21. Piggyback games such as "chicken fighting" shall not be permitted.**
- 22. Flips and backwards jumping off the poolside shall not be permitted.**
- 23. Cell phone usage is strictly prohibited by lifeguards on duty except on adult swim breaks.**
- 24. The lifeguard shall be treated with respect at all times. Disrespect or disobeying a lifeguard's commands shall result in removal from the facility.**
- 25. Diving Board Rules:**
  - One person at a time.**
  - One jump. No double bounces.**
  - Diving shall only be permitted from the end of the diving board, not from the sides of the board.**
  - The diving area shall be cleared and checked before diving.**
  - After diving, the swimmer shall immediately proceed to the side of the pool nearest the diving board and exit the pool.**
  - When two diving boards are available, they shall be used alternately.**
  - No handstands or sitting on diving boards.**
  - No horse playing on diving boards.**
  - No flotation devices permitted on diving boards.**
  - Non-swimmers shall not be permitted to dive or to swim in the diving section.**
  - Running shall not be permitted on the diving board.**
- 26. Violation of any of the pool rules shall result in disciplinary action up to and including dismissal from the pool facility.**

**\* These are the most commonly used pool rules. You should know your pool's specific set of rules.**



Having said all of this...

...we have an exciting season ahead of us. Your process to having a successful summer with our company begins now. The interview process is ahead of you and the Interview Packet is due. After that, you might even need to be certified/re-certified in LGT, CPR, and/or First Aid. For others, the next step may be the Spring In-service Training held in April. Whatever the circumstances, we hope that you will be apart of our growing TEAM. Best wishes on a successful and enjoyable season!





## THE POOL OPERATIONS MANUAL

(USA Pools VIB ~ Very Important Book)

Did you know that sitting in your pump room lays a secret resource tool for having a successful season at your pool?

We call it the USA Pools' Pool Operations Manual  
(Okay so it's not really a secret since you need to be extremely familiar with it and refer to it on a daily basis)

This book is divided into the following six sections:

- **Front Pocket** (TUFWD, swim test forms, Operational Manual...)
- **General** (pool/shift contracted hours, meeting dates, policies...)
- **Safety** (safety equipment, swimmer's ear, MSDS, Hazardous Materials...)
- **Operations** (water chemistry, how to test the water, clock in/out procedures, chlorinator troubleshooting, pump system troubleshooting...)
- **Paperwork** (chemical sheet example, monthly schedule example, inventory request forms, vacation forms, schedule change forms, water contamination forms, pool party timesheets, disciplinary action forms, accident/rescue forms, service request forms, paperwork envelopes...)
- **Back Pocket** (chemical sheet pads, monthly scheduling forms...)



See? Just about everything you'll need to know to run your pool!