



MAPS POOL Employee Manual

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Mission Statement

The mission of Merrill Area Public School's Aquatics and Recreation Program is to provide a safe, clean facility with a competent, well-trained staff. We will maintain a facility with quality aquatic programs which will increase health and wellness and promote water safety within our community.

The mission statement will be carried out by the following action plan:

1. Merrill Aquatics and Recreation will provide a safe facility by requiring all staff to hold current American Red Cross certifications, attend monthly in-service training, and be reviewed by internal and/or external audit systems to test guarding skills.
2. Merrill Aquatics and Recreation will provide a clean facility by maintaining the pool, deck, locker rooms, restrooms, and storage rooms on a daily basis.
3. Merrill Aquatics and Recreation will provide quality aquatic programming by offering swim lessons and water exercise classes taught by American Red Cross certified instructors.
4. Merrill Aquatics and Recreation will provide quality management to support all staff in their pursuit of fulfilling the mission.

Program Promotions

Promotions are necessary in order to have successful programs. Merrill Aquatics and Recreation offers a variety of Health & Safety and Aquatic programs to the community. The following are the programs offered:

- Swim Lessons
- Lap Swimming
- Water Safety Instructor Course
- Adult Swimming for Fitness
- Family Swim
- CPR & First Aid Classes
- Physical Education Classes
- Water Aerobics
- Lifeguarding Course

All staff must be familiar with the programs and brochure materials provided by the Aquatics Department. Programs should be promoted in the following manner:

- Speak positively of our programs.
- Be knowledgeable about the programs.
- Know the location of the registration forms and brochures in order to properly direct people.

Job Responsibilities

Aquatic Director Responsibilities

- Hire quality staff members that will adhere to the mission
- Set clear expectations for staff
- Provide evaluations of the staff and give feedback on job performance
- Leading quality and informational in-services that improves the preparedness of the team
- Ensuring all staff have current certifications in their practiced fields
- Provide an intervention program for staff needing improvement
- Delegate ownership to qualified staff members
- Provide facility updates, certifications, emergency action plans, and policies to all staff members.
- Approve and submit employee timesheets in a timely manner
- Provide incentives to the staff
- Manage staff schedule
- Upkeep and maintain certifications in fields of practice
- Be on site to provide supervision and support to staff members
- Provide developmentally appropriate programs for community members
- Provide schedules and program offerings in a timely manner
- Create fair and lawful facility rules and regulations that meet the needs of the mission.
- Use several advertising methods to provide program information to community and staff
- Maintain public relations related to aquatics activities and offerings
- Provide the community with American Red Cross Health and Safety courses including Lifeguarding and Water Safety Instructor.
- Communicate with the public and resolve any issues in a timely and professional manner.
- Work together with other program providers both within and outside of the district to provide a positive experience for the public.
- Continue to educate and stay up to date on best practices.
- Ensure classes and trainings adhere to all American Red Cross standards
- Communicate with the American Red Cross about matters related to training and the district account
- Assist in maintaining building safety and security
- Fill in as a Lifeguard or Water Safety Instructor as necessary, assuring all shifts are covered.
- Positively represent the school district and the American Red Cross
- Address pool chemical and maintenance issues with guidance from the CPO
- Be knowledgeable about and adhere to all aquatic related state codes and regulations.
- Oversee the operations of all aquatic programming
- Organize program registration and assign students and instructors to classes.
- Reviews all reports completed by the lifeguards
- Purchase supplies for daily operations
- Track and deposit all pool transactions and funds
- Develop and put together program material
- Any other duties delegated by district administration/school board.

Pool Supervisor

Average starting compensation rate: \$13/hr

- Work and lead swimming programs, weekend shifts, and morning lap swim
- Must have and maintain Lifeguard and Water Safety Instructor certifications
- Team leader during an emergency when on site
- Delegate as well as share the facility work
- Assist the Aquatic Director in training the staff
- Perform pool inspections
- Complete the safety and equipment log weekly
- Provide new staff orientations.
- Track the current swim lesson level of all students
- Assist with tracking daily entrance fees
- Assist with processing program registration forms
- Actively participate in running programs and activities
- Perform Lifeguard and Water Safety Instructor duties in addition to supervisor duties.
- Assist in developing both staff and facility schedules
- Complete reports related to pool attendance
- Review and approve shift exchanges
- Assist in running and maintaining the employee rewards program
- Oversee any aquatic activity or program that is assigned by the aquatic director
- Assist the director in meeting departmental goals.
- Fill in in the absence of a lifeguard or swim instructor
- Lead inservice trainings when the Aquatic Director is not available
- Promote a positive and professional work environment
- Assure staff is adhering to expectations
- Set a positive example for other staff members
- Be knowledgeable of all policies, procedures, and emergency action plans
- Mentor new staff members
- Provide assistance to guests and answer questions as necessary
- Assist in developing new programs
- Complete clerical duties including utilizing scheduling software
- Participate in creating, revising, and implementing new policies and procedures.
- Can perform all rescue skills to the American Red Cross standard
- Work with the Aquatic Director to recruit, hire, train, and supervise the lifeguard team
- Any additional duties as assigned by the Aquatics Director.

Lifeguard

Average starting compensation rate: \$11/hr

- Ensuring the safety of patrons and protecting lives through proper surveillance.
- Reduce injuries by minimizing or eliminating hazardous situations or behaviors
- Enforce all aquatic facility policies, rules, and regulations.
- Recognize and respond effectively to emergencies.
- Administer CPR & First Aid as needed.
- Inform the Aquatic Director when more help or equipment is needed
- Inspect the aquatic facility on a daily schedule and report unsafe conditions and equipment to the Aquatic Director.
- Complete records and reports in a timely manner.
- Attend and participate in all in-service training, meetings, programs and seminars.
- Inform patrons about rules, regulations and programs
- Perform weekly cleaning duties
- Check chemicals to ensure pH and Chlorine levels are within range
- Rotation of guard stations will be determined by the Aquatic Director and will be adhered to by all guards.
- Have a thorough knowledge of lifeguard surveillance and rescue techniques
- Interact with the public in a positive and professional manner
- Maintain fitness level by swimming frequently
- Handle all problems arising at the pool. If assistance is needed in handling any problems, the Aquatic Director or another supervisor should be contacted.
- Abide by any and all policies and procedures during the course of your employment with Merrill Area Public Schools
- Take admissions and assist guests with the purchasing of memberships or passes.
- Be present in uniform during all scheduled shifts.
- Maintain cleanliness and keep the deck clear of obstructions.
- Be familiar with all EAPs
- Avoid any unnecessary talking with swimmers, visitors, or co-workers while on surveillance duty.
- Clear pool when it is unsafe as determined by the facilities EAP
- Give swim tests to all swimmers under 16 who wish to use the deep end of the pool.
- Record attendance and purchase transactions as directed.
- Report to work at least 15 minutes prior to the start of your shift.
- Punch in and out using Skyward to record hours worked
- Submit a timesheet by the end of the work week.
- Complete and hand in all paperwork in a timely manner
- Interact with guests and staff members in a professional and appropriate manner
- Ensure your certifications remain current throughout your employment
- Complete additional duties as assigned by the Aquatic Director

Lifeguards who have worked part-time throughout two school years will be eligible to receive a new compensation rate of \$12/hr starting at the end of the second school year. Seasonal employees and employees working less than 2 school years are not eligible for this raise. See the appendix of the Support Staff Handbook for more wage information.

Lifeguards who do not receive their lifeguard certification through MAPS Pool will be required to do a skills evaluation and written test as part of their interview prior to being hired. Currently employed MAPS Pool Water Safety Instructors who wish to become lifeguards may do so, however they will not be paid for their time to take the training. Supplies and American Red Cross fees will be covered by the district.

Water Safety Instructor

Average starting compensation rate: \$11/hr

- Enforce all facility policies, procedures, and regulations
- Ensure participant safety at all times with supervision
- Prepare informational and detailed lesson plans
- Conduct swimming lessons according to the American Red Cross standards of teaching
- Be knowledgeable about swimming skills and level progressions
- Work with the public and other staff in a professional manner
- Understand basic water rescue techniques
- Maintain a safe, clean, and neat pool environment for students
- Have a lesson plan ready to go prior to the start of class
- Take daily attendance of participants
- Provide appropriate feedback to participants
- Instruct students verbally and by demonstration of skills for all levels
- Have the teaching area set up before the start of class and pick up all teaching tools after the class
- Provide feedback to parents on the progress of their child
- Turn in rosters to the Aquatic Director on the last day of class
- Participate in in-service trainings, meetings, and seminars
- Complete all paperwork and certifications for each session of lessons
- Properly clean and store equipment after each use
- Complete accurate and professional written evaluations of students
- Inform the Aquatic Director when more help or equipment is needed
- Perform or assist in the case of an emergency as outlined in the EAP
- Instruct only when a lifeguard is present
- Complete tasks necessary to obtain and keep an American Red Cross Water Safety Instructor certification
- Ensure your certifications remain current throughout your employment
- Report to work at least 15 minutes prior to the start of your shift.
- Punch in and out using Skyward to record hours worked, and submit a timesheet at the end of the work week.
- Complete additional duties as assigned by the Aquatics Director

Water Safety Instructors who have worked part-time throughout two school years will be eligible to receive a new compensation rate of \$12/hr starting at the end of the second school year. Seasonal employees and employees working less than 2 school years are not eligible for this raise. See the appendix of the Support Staff Handbook for more wage information.

Current MAPS Pool lifeguards who wish to get certified as Water Safety Instructors may do so however they will not be paid for their time to take the training. Supplies and American Red Cross fees will be covered.

Water Exercise Instructor

The purpose of this position is to be responsible for providing safe, quality, aquatic exercise classes by use of organizational skills and routines.

- Enforce all facility policies, procedures, and regulations
- Ensure participant safety at all times with supervision
- Prepare informational and detailed lesson plans
- Have a lesson plan ready to go prior to the start of class
- Provide appropriate feedback to participants
- Instruct students verbally and by demonstration of skills
- Have the teaching area set up before the start of class and pick up all teaching tools after the class
- Maintain a safe, clean, and neat pool environment for students
- Participate in in-service trainings, meetings, and seminars
- Work with the public and other staff in a professional manner
- Report to work at least 15 minutes prior to the start of your shift.
- Responsible for properly storing equipment after each use
- Inform the Aquatic Director when more help or equipment is needed
- Perform or assist in the case of an emergency as outlined in the EAP
- Instruct only when a lifeguard is present
- Punch in and out using Skyward to record hours worked, and submit a timesheet at the end of the work week.
- Any additional duties as assigned by the Aquatics Director.

Staff In-Service Training

Staff in-service training sessions are an essential part of staff training and play an essential role in the success of our pool operations. The Aquatics Director will conduct in-service training sessions at least once a month. The Aquatics Director will inform the staff of the date and time for the training sessions.

It is mandatory for all staff to attend in-service training sessions; this is a part of the job description. Staff who do not attend in-service training will not be scheduled.

Paychecks

- Paychecks will be issued on the 15th and 30th of every month. If the 15th or 30th land on a Saturday, paychecks will be deposited on the Friday before. If the 15th or 30th land on a Sunday, paychecks will be deposited on the Monday after.
- Employees must fill out a direct deposit slip located in the central office.
- If your paycheck is incorrect, contact the payroll department (julie.baumann@mapsedu.org). The payroll department cannot speak with parents; this is your responsibility. Please deal with this situation in a professional manner.
- All hours must be tracked on Skyward. Time sheets must be submitted in Skyward at the end of every week (Sunday).
- Pay weeks run from Sunday-Saturday.

Employee Disciplinary Action Policy

MAPS Pool has a “three strikes” philosophy regarding most employee behavior. This is in alignment with progressive discipline guidelines laid out in the Support Staff Handbook (available on the Human Resources portion of the website). Incidents that are more severe, as determined by administration, could lead to discipline up to and including termination without the “three strikes” philosophy. For general infractions, the problem will be documented on the appropriate form, reviewed and signed by the employee and the Aquatics Director. A copy of the document will be available to the employee and a copy will be placed in his/her personnel file. The following is the three (3) step procedures:

Strike 1: Meeting with the Aquatics Director, discussion and documentation of infraction.

Strike 2: Meeting with the Aquatics Director, discussion and documentation of infraction. At this time the Aquatics Director and employee will complete and sign an “Agreement to Improve Job Performance” form.

Strike 3: Meeting with the Aquatics Director, discussion and documentation of infraction. At this time, the Aquatics Director will suspend or terminate the employee.

All infractions will be waived 1 year from the date they were received with regard to the three strike count, but all incidents will remain part of the employee’s personnel file regardless of time between incidents.

Reasons for disciplinary action include but are not limited to:

- Late for shift
- No call/no show for shift
- Failure to follow instructions or procedures
- Unsatisfactory work quality
- Violation of safety rules or expectations
- Unprofessional attitude, language, or behavior
- Willful damage to material or equipment
- Violation of district policies and procedures
- Not completing all responsibilities as outlined in the job description

Automatic termination or suspension can occur when an employee displays any of the following behaviors:

- Sleeping while on duty
- Phone or other electronic device being used while on duty
- Failure to recognize or respond to an emergency
- Failure to provide appropriate care to a patron
- Personal or after-hours use of the aquatics facility without permission
- Being under the influence of alcohol or drugs while at work
 - See the support staff handbook or board policies for more detail

Employee Injury

Merrill Area Public Schools and its employees shall maintain a safe environment. In the event of an accident on school premises or during a school sponsored activity causing an injury to a member of the public, student, or an employee, the accident must be reported in accordance with established procedures. Refer to the Support Staff Handbook for more information.

Punctuality and Attendance

- All employees must be at the pool at least fifteen (15) minutes before they are scheduled to be on duty unless otherwise directed by a supervisor.
- An employee is considered late for work if he/she arrives any later than fifteen (15) minutes before their scheduled shift.
- It is the employee's responsibility to obtain a substitute (approved by the Aquatics Director or Pool Supervisor) for any shift that they are scheduled for and are unable to work.
- If an employee wants vacation time or would like to request a day off, they must inform the Aquatics Director by the due date of that month's availability form
- Employees are responsible for attending all scheduled meetings, seminars, and/or in-service training for your job title.
- Employees must never close the facility early without getting approval from the Aquatics Director.
- Final approval for leaving the pool premises for any reason during normal pool hours must come from the Aquatics Director.

Staff Schedules

- All staff scheduling will be completed by the Aquatic Director with assistance from the Pool Supervisor.
- Schedules will be posted on the scheduling platform Sling for which you have made an account. Schedules are released on a monthly basis.
- Each employee is responsible for turning in availability sheets on time, regularly checking their schedules, and communicating their concerns to their direct supervisor.
- Employees who do not turn in availability will not have priority scheduling. This means that they may not be scheduled at all or may be scheduled in any shift where a staff member is needed.
- All scheduling issues should be communicated to direct supervisors, including requests for time-off and locating and securing a substitute for shifts you are unable to work.
- Time-off requests should be submitted with the availability sheet. If a time-off request is not granted, staff will be responsible for finding their own replacement to cover their shift.
- If, once the schedule has been posted and a staff member is unable to work a scheduled shift, they are responsible for finding their own replacement. All trades and sub requests must be approved by their immediate supervisor. This will be done on Sling.

Personal Conduct

- Lifeguards may not have visitors at the pool while on duty. Talking while at a guard station will not be tolerated. Questions from patrons should be answered briefly, otherwise direct individuals to a guard on break or wait until your break to answer their question.
- You must perform First Aid and/or CPR whenever necessary in the event of an emergency occurring on pool premises. It is also required that all accidents/incidents occurring at the facility be reported to the Aquatics Director within four (4) hours, regardless of the nature of the accident/incident. All forms must be completed and submitted to the Aquatics Director within four (4) hours.
- Rotate in a timely and professional manner, and limit communication to sharing relevant and necessary information.
- Personal phone calls are to be made only when an employee is on break..
- Wisconsin state law does not allow smoking, chewing or dipping tobacco while on school premises.
- No eating while lifeguarding. Meals should be eaten while on break off the pool deck.
- Drugs and alcohol use is strictly prohibited at any time while in the employment or representation of Merrill Area Public Schools
- Employees must report any personal injury you receive while on the job to the Aquatic Director immediately and complete all necessary reports/forms within four (4) hours.
- Cell phones and other electronics are not permitted outside of the pool office or in view of the public.
- Lifeguards are allowed to play music on the radio as long as it is appropriate and does not distract them from their assigned duties.
- Lifeguards may not use earbuds while working even if not on surveillance duty.

Uniform & Attire

Lifeguards:

All lifeguards must have proper MAPS Pool attire – a **Lifeguard** bathing suit (one piece/no bikinis or briefs), a Lifeguard T- shirt, a hip pack, and a whistle. The uniform must be worn at all times while on duty within the premises of the pool. Lifeguards may **not** wear smart watches while working.

Instructors:

All instructors must be in an acceptable swimsuit. Swim instructors are not required to wear lifeguard swimsuits. Instructors are not allowed to wear bikinis or brief style swim suits.

All Staff

- Hair
 - Appearance – clean and neat.
 - Hair Length – for Health & Safety reasons, long hair may be required to be tied back.
- No hats or visors with promotional emblems, insignias, or logos allowed.
- Fingernails should be kept clean and neatly trimmed for health & safety reasons. Lifeguards need to be able to wear disposable gloves without the risk of the nail ripping the glove and perform effective infant CPR with their nail length.
- It is important that employees maintain good hygiene. The use of deodorant is required due to the close contact with patrons and co-workers.

Admissions

Pool Rental Procedures:

- Guests interested in reserving the facility must contact the Aquatics Director
- The Aquatics Director will schedule and notify the lifeguards of any reservations at the facility
- The Aquatic Director will provide the lifeguards with any special instructions related to the reservation
- Employees working a reservation need to make sure that the pools and locker rooms are neat for the next shift.

General customer service:

- Greet all guests
- Give guests your full attention (not reading or on your phone)
- Make a great first impression-Smile
- Be pleasant
- Answer questions the best that you can
- If you do not know the answer to a question do not make up an answer. Tell them you do not know but you will ask or look up the information. A supervisor can assist you.
- Be consistent with policies and procedures

Pool Usage Fees

*We accept cash and checks. All checks should be made out to MAPS.

*A receipt can be filled out for any purchase upon request of the purchaser.

	Daily Admission	Open/Lap Punch Card	Annual Memberships	Class Admission	Class Pass Punch Card
Adults	\$2.00	\$30	\$100	\$3.00	\$50
Kids 0-4 years	Free	N/A	N/A	N/A	N/A
Students 5-17	\$1.50	\$22	\$60	N/A	N/A
Family	\$2.00	\$75	\$150	N/A	N/A
MAPS Employee	\$1.50	\$22	\$60	\$2.00	\$35

- Our admission fee is a swimming fee. Parents or others who are not swimming do not have to pay admissions. Children 6 and under must have a paid adult in the water with them at all times.
- Employees of MAPS Pool may swim free. Other MAPS Employees may use the pool at a discounted rate as outlined above.
- There must be a lifeguard present on deck at all times when the pool is in use regardless of who is using the pool.
- MAPS Pool is available for public use approximately 11 out of 12 months in a year. MAPS Pool will close for about one month a year for annual maintenance (usually in May). Members should be informed of this before purchasing an annual membership. The public will be informed of the closer dates at least 1 month in advance.

Recording Payments:

- Daily admissions: All daily admissions should be recorded on the daily receipt

- Open/Lap Swim Punch Cards: All Open/Lap Swim punch cards should be recorded on the daily receipt. The name of the purchaser should also be written on the daily receipt. The name of the purchaser and the date it was purchased should be recorded in the punch card record section of the admissions binder. The punch card should be stored in the slot number that the name was recorded next to.
- Annual Memberships: All annual memberships should be recorded on the daily receipt. The name of the purchaser should also be written on the daily receipt. The name of the purchaser and the date it was purchased should be recorded in the annual membership section of the admissions binder.
- Class admissions: All class admissions should be recorded on the daily attendance sheet.
- Class pass punch card: All Class Pass punch cards should be recorded on the daily receipt. The name of the purchaser should also be written on the daily receipt. The name of the purchaser and the date it was purchased should be recorded in the class pass record section of the admissions binder. The punch card should be stored in the slot number that the name was recorded next to.

Fee Handling Guidelines:

- All money collected needs to be recorded on the daily receipt. Each lifeguard working the last shift of the day should individually count the money. If all working lifeguards agree that the receipt total is correct, all working lifeguards should sign the bottom of the receipt.
- The cashbox should be checked to make sure there is \$30.00 in change available. If the cash box is missing money or change is needed, please contact the Aquatic Director.
- The receipt should then be put into the envelope with the admissions collected that day and the envelope should be dropped into the safe.

Admission Guidelines:

- When admitting a person with a Open/lap swim punch pass or Class Pass punch pass:
 - Locate their pass in the admissions binder.
 - Use the hole punch to punch one of the numbered slots on their card.
 - Let the participant know how many punches are remaining on their card.
- When admitting a person with an annual membership:
 - Locate their membership record
 - Confirm that their membership is current.
 - Let the member know when their membership will need to be renewed.
- Everyone entering the facility for a Class Pass class or Open/Lap swim must sign in and provide their phone number before entering the pool.

Opening/Closing Procedures

Opening:

1. Unlock all doors and latch the main doors open. The outside door (door 16) should not be latched open during the school year Monday-Friday. The tablet can be used to buzz people in when the door is not scheduled to be unlocked.
2. Turn on all pool and locker room lights
3. Test pool chemicals and complete chemical report according to the schedule
4. Check all safety equipment and place it in "ready" position.
5. Check all locker rooms for cleanliness, straighten if necessary.
6. Check the facility for safety hazards, report if necessary.
7. Start daily reports if needed

Closing:

1. Clear pool and facilities of all patrons.
2. Store all safety equipment neatly.
3. Straighten facility and store all lost and found items
4. Turn off all lights as needed.
5. Lock all doors leading into the pool and the building as necessary
6. Complete reports, check the change box, and put the envelope in the safe

Lifeguard Maintenance Duties

Chemicals:

Lifeguards will be responsible for checking pool chemicals, usually at the beginning of the first shift of the day, or as instructed by a supervisor or the director. The following chemicals should be checked:

Chlorine: Chlorine levels should be between 1.0 ppm and 10.0 ppm.

To check the chlorine levels use the Taylor kit and follow these steps:

1. Rinse the vial well and fill it half way (25 ml line) pool water. Use water that is at least elbow deep, not on the surface.
2. Add 2 level scoops of R-0870 powder (DPD powder) and place the cap on the vial. Briefly shake the vial for 1-2 seconds so that the powder mixes with the water.
3. Add 1 drop of R-0871 at a time while simultaneously swirling the vial (with the dropper straight up and down). Count the number of drops needed until the liquid is clear.
4. Once the liquid is clear, multiply the number of drops by 0.2
5. Record that number as the free chlorine level

pH: pH levels should be between 7.2 and 7.8

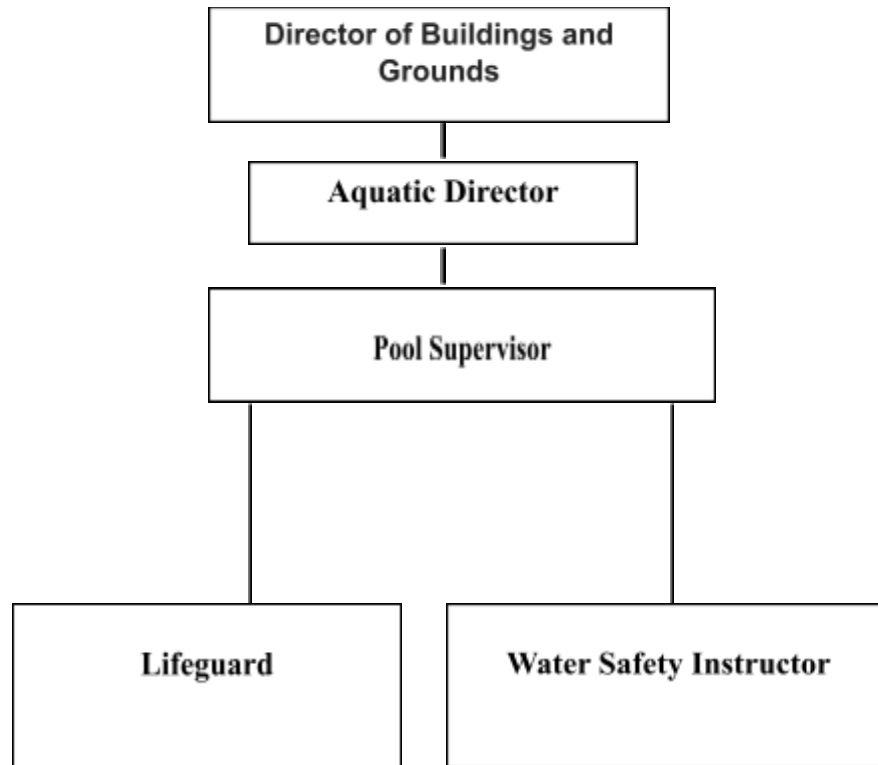
To check the pH level use the Taylor kit and follow these steps:

1. Rinse the vial well and fill up to the 44ml
2. Add 5 drops of R-0004 (with the dropper straight up and down).
3. Hold the vial up to the light or a white background (a piece of paper) and compare the color of the liquid with the colors on the chart on the vial. Record this number.

Weekly Cleaning Duties: These are some of the duties lifeguards are regularly assigned. Cleaning/Maintenance duties may be changed at any time. Follow all directions from your supervisor or the director.

- Clean front windows:
 - Use a window/glass cleaner and a rag to wipe down both sides of the large pool lobby windows.
- Clean microwave and fridge:
 - Wipe the microwave fridge out using a disinfectant and a rag. Employees are responsible for removing belongings/food from the fridge in a timely manner.
- Polish Chrome:
 - Use the stainless steel cleaner and a rag to clean all stainless steel in the pool area (guard chairs, ladder handles, rings at the bottom of the ladders).
- Pick up the deck:
 - All Equipment should be picked up and neatly stored. Any garbage should be picked up. Any dirt should be swept up. The night custodian will use the floor scrubber on Tuesday and Thursday nights.
- Sweep office and training room:
 - Use a broom and dust pan to sweep up any dirt and garbage before mopping these areas.
- Mop the office and training room:
 - Add 3-4 drops of Sundrop to the mop bucket to disinfect the floors. The floors should be swept first in these areas prior to mopping.
- Clean pool office window:
 - Use a window/glass cleaner and a rag to wipe down both sides of the office window.
- Wipe off desks and tables and put away any items on the tables:
 - Employees are responsible for putting away their personal belongings. All personal items should be stored in employee lockers.
- Clean the diving blocks:
 - Wipe off the diving blocks using a rag and vinegar spray.
- Clean lifeguard stands:
 - Wipe down the stand seats and put away any items on the stand.
- Organize and clean equipment in bins:
 - Return any loose toys to the plastic baskets located in the pool deck bins. Wipe down equipment with a disinfectant and stack neatly in the bins.
- Clean the white board:
 - Wipe the large white board on deck with a rag and rewrite all information. If the marker does not come off, use a white board cleaner and a rag to remove.

Chain of Command



Communication:

Each staff person reports to his or her direct supervisor as illustrated in the organizational chart above. Direct supervisors are responsible for evaluation, training, and overall supervision. If you have concerns, please communicate your concerns to the appropriate party. If you feel you have addressed your concern with the appropriate staff person and are not satisfied with the result, please feel free to discuss your concerns with the Aquatic Director or Director of Buildings and Grounds. Your supervisor has a genuine interest in your health and well-being and, if made aware of a concern, they will do everything possible to rectify the situation. Each staff person has a job description which is the basis for their performance evaluation. Please be certain you are familiar with your job duties and seek assistance from your supervisor if you have questions or concerns.

Pool Rules

1. All pool users must sign in in the lifeguard office before entering the pool. Swimmers must also sign out in the lifeguard office after exiting the pool.
2. Swimmers should enter and exit the facility through Door 16 (located on 3rd st.).
3. All patrons must shower before entering the pool and after using the toilet facilities
4. All children under the age of 10 must have an adult (over the age of 16) in the pool area with them at all times. Children 6 and under must be accompanied by an adult in the water at all times. Parents and guardians must watch and are responsible for their children.
5. Anyone with a communicable or infectious disease is prohibited from using the pool. Do not enter the pool if you have been feeling ill, especially if you have experienced symptoms of diarrhea within the past two days.
6. Any discharge of bodily wastes into the pool water, deck, or locker room area is prohibited. Swim diapers must be used by all children who are not toilet trained.
7. Patrons must provide suits or swim gear which is specifically designed for swimming. No cotton materials, cut off shorts, or inappropriate swim apparel for a public school environment will be tolerated.
8. Glass, shatterable items, food, gum, alcohol, and drugs are not allowed.
9. All non-swimmers must remain in the bleacher area. No street shoes will be allowed on the deck area. Swimmers should enter the locker room through the hallway entrance.
10. No animals on school property , except those required by a disabled patron.
11. All floatation devices, toys or swimming aids are prohibited without permission from the lifeguard on duty. No swimmer is allowed to use the MAPS pool equipment without approval. All life jackets/flotation devices must be coast guard approved.
12. Any patrons under 16 wishing to go swim in the deep end of the pool must pass a deep water test. Lifeguards can swim test any individual they deem necessary.
13. Horseplay, foul language, running, rough play, excessive noise, or climbing on other swimmers is prohibited.
14. MAPS Policy 9151 prohibits the use of cell phones inside the locker rooms and restrooms.
15. Starting blocks are to be used for educational or competitive reasons only with a certified instructor or coach.
16. No diving in the shallow end and no back dives or jumps from the deck. Diving is to be done in water that is at least 9 feet deep.
17. Do not visit with the lifeguards while they are on surveillance duties. Do not handle their equipment, or hang on ladders or buoy lines.

18. All personal belongings must be secured in the locker rooms. Merrill Area Public Schools is NOT responsible for stolen property.
19. MAPS policy 7434 prohibits the use of tobacco and tobacco related products, including vaping devices, while on school premises.
20. Diaper changing on the pool deck is prohibited.
21. Swimmers may not enter the pool until a lifeguard is on duty.

Pool management reserves the right to refuse pool use to any patron because of the above rules or any Merrill Area School policy. Refunds will not be given to those who fail to abide by these rules and policies. Lifeguards have full and final authority on all matters concerning enforcement of pool rules.

Enforcing Rules & Policies

- Lifeguards should use their whistles as necessary and clearly communicate facility rules and policies and be able to explain them
- If someone does not follow rules or policies after they have been informed, remind them again that they must follow the rules and policies (be patient with young children). If it is a child, issue a warning about sitting out for a length of time (10-30 minutes as appropriate). Talk to the parent if they are available and it is appropriate.
- If the guest continues to not follow the rules and policies, ask them to sit out of the pool for a predetermined amount of time (this is focused on children and should not be done with adults).
- If it is an adult, politely and sternly let them know if they are unable to follow rules or policies that they will not be able to use the facility.
- If the guest continues to break the rules and not follow pool policies after several warnings they should be asked to leave. The Aquatic Director should also be informed.
- If someone continues to not follow rules or policies over several visits please inform the Aquatic Director.
- If the guest becomes verbally or physically aggressive follow the EAP for aggressive guests.

Break Time

****One lifeguard may watch 20 patrons alone. Whenever there are more than 20 patrons in the pool, another lifeguard must be on stand****

- A. When there are only enough patrons for one lifeguard to be in the guard station, lifeguards will rotate every 15-30 minutes. The lifeguard(s) not on stand will perform secondary duties (examples, but not limited to: Assisting guests with pass and memberships, sweep deck, and clean lifeguard office) before taking a break.

Building Security

Locker rooms:

The men's locker room has 3 entrances/exits. One enters into the hallway in front of the field house. Lifeguards are able to lock/unlock this door from inside the locker room using the deadbolt. The second one enters into the pool area by the pool steps. Lifeguards are able to lock/unlock this door from inside the pool area using their pool key. The third door enters into the training room. This door remains locked.

The women's locker room has 4 entrances/exits. One enters into the hallway in front of the field house. Lifeguards are able to lock/unlock this door from inside the locker room using the deadbolt.. The second enters into the pool area near the deep end of the pool. Lifeguards are able to lock/unlock this door from inside the pool area using their pool key. The third leads into the pool office. Lifeguards are able to lock/unlock this door from inside the locker room using their pool key. The fourth door enters into the training room. This door remains locked.

Pool Area:

The pool area has 2 exits/entrances to the hallway with nearby building exits.

- Door 16-pool deck entrance:
 - The door 16 pool deck entrance is the main entrance to the pool area. When the facility is open the lifeguards unlock this door using the allen wrench provided. The lifeguards should lock the door using the allen wrench when closing the facility.
- Door 16- Out side exit/entrance:
 - The door 16 outside facility exit/entrance is the main entrance into the building for pool users. Lifeguards should use the tablet provided to grant access into the building for swimmers during the morning lap shift. To do this swimmers will push the outside door bell, which will notify the tablet. When the notification appears on the tablet the lifeguard can talk to the person outside to confirm their reason for entering the building, and then hit the door open button (contact a supervisor or the director with questions). During after school hours Monday-Friday the door is set on a timer and will automatically be open during pool hours and will lock on it's own after the pool closes. On weekends lifeguards should use the allen wrench provided to unlock the door when opening, and lock the door when closing. Lifeguards should use their fob provided by the district to enter the building using this door when the door is locked.
- Door 18-Pool deck entrance
 - Door 18 is an emergency exit for the pool area. It may also be used if door 16 is inaccessible or if equipment is needed from the closets located in the hallway. It should not be used as a regular pool exit/entrance by swimmers and should be kept locked from the outside at all times.
- Door 18- Outside exit/Entrance
 - The door 18 outside facility exit/entrance is a building emergency exit. It may also be used if door 16 is inaccessible. It should not be used as a regular pool exit/entrance by swimmers and should be kept locked from the outside at all times.

Other security measures:

- For student safety the general public is not permitted to use the facility during school hours when students are present. All morning lap swimmers should exit the building at least 15 minutes before students arrive.
- All swimmers are required to sign in. This provides us with names and contact information for all participants. Swimmers who do not sign in are not permitted to use the pool. Swimmers who repeatedly refuse to sign in may have their membership revoked without a refund.
- Security cameras are located in the pool area and in the hallways. In accordance with state law, cameras are not permitted in locker rooms or changing areas. This includes personal cameras/phones brought in by guests.

Traffic, Parking, and Pedestrian Control Plan

Location:

MAPS Pool is located at 106 N Polk Merrill, WI inside of Prairie River Middle School. The main entrance to the pool area however is located off of 3rd street across from Our Saviors church. Participants should use door 16 to enter the building.

Parking:

Participants may park in the parking lot behind Our Savior's church when the church allows them to do so. The church has the right to reserve or block off the parking lot for any reason. Participants can park next to the curb on 3rd street outside of school hours and student pick up/drop off times unless prohibited by the Merrill Police Department. Participants are also allowed to use the staff parking lot located across the bridge by Lions Park and across the street from Stangs park. All of these options are also available to pool staff.

Pedestrian:

Swimmers and staff are encouraged to use crosswalks and sidewalks when accessing the building. Guests should also be aware of traffic, especially during student drop off and pick up times. The district's custodians are responsible for maintaining clear and safe walkways on school grounds.

Phone Procedures

1. Answer the telephone in a professional way. "Good afternoon, MAPS POOL. This is (your name). How may I help you?"
2. The pool phone is for business calls, communication with the Aquatic Director, and emergency use only.
3. Personal telephone calls must be kept out of sight of the public and must not interfere with work

Basic Guarding Techniques

Rescue tube is always with the lifeguard in the “ready” position for immediate response.

- **A. The Whistle** – Use the whistle when needed. The following are whistles signals to be familiar with and to be used.
 - To get the attention of a patron – **One short blast**
 - To get the attention of another staff member – **Two short blasts**
 - To make an active save not requiring additional lifeguards -- **Two short blasts**
 - To activate the emergency action plan for life threatening emergencies or situations requiring additional lifeguard support – **Three long blasts**
 - To clear the water – **One long blast**

- **Hand signals** – Hand signals should be used along with or immediately after whistle signals to
 - Communicate further messages. Hold the following hand signals for five (5) seconds or until the other staff has received the signal.
 - **To gain attention** – Point directly to the individual
 - **Stop or stay where you are** – Hold arm straight out, palm facing individual; arm is stationary.
 - **Time to rotate** – Hold hand straight up with index finger in the air, twirl hand in a circular motion.

- **Scanning**
 - When scanning, lifeguards must maintain a close watch over the patrons using the facility.
 - Heads move as well as the eyes during scanning of patrons.
 - Scan under water as well as the surface of the water and the pool deck.
 - Lifeguards must be alert and attentive at all times, supervising patrons continuously in their area (zone) of responsibility.

First Aid Kits & Emergency Equipment

While on the pool deck, lifeguards will have a hip pack containing a resuscitation mask, gauze/bandages, and glove. In addition, two backboards will be placed on the pool deck in designated areas and an AED is located in the hallway intersection by the cafeteria and field house. First aid supplies are located in the first aid office and include:

- Ice packs
- Band-aides
- Antibacterial cream
- First aid tape
- Red biohazard bags
- Gauze pads
- Glucose tablets
- Disposable gloves
- Triangle bandage
- BVM

First aid supplies will be checked daily by the Aquatic Director, pool supervisors, or facility lifeguards. Each lifeguard is responsible for ensuring that their hip pack has all required supplies before beginning their shift.

Emergency Guidelines

General Emergency Rules

- All rescue equipment is accessible to staff. Rescue tubes and pocket masks are with Lifeguards at all times.
- A backboard is hanging on the wall by the windows and another is by the chemical room.
- All first aid supplies are in the First Aid Office. There is also a first aid kit by the emergency phone.
- Emergency telephone numbers are posted in the First Aid Office next to the phone
- Each staff member at the pool will have certain responsibilities during an emergency, based on his/her location. The Aquatic Director will hold in-service training seminars to review the EAP
- As first aid supplies are used up, contact the Aquatic Director so items may be replenished. A weekly inventory will be conducted by the Head guards, and if supplies are needed contact the Aquatic Director.
- A portable walkie talkie is also available to contact a custodian or building administrator during their regular work hours.

General Guidelines for Handling an Emergency

- Follow the Emergency Action Plan, which is posted in the Lifeguard office.
- All staff members should know their individual responsibilities during each type of emergency.
- Recognize the emergency immediately.
- Take action to reduce further injury to the person by rescue or proper treatment.
- Protect other patrons at the pool.
- Utilize other Lifeguards/Staff or patrons to:
- Telephone for emergency medical assistance, if needed. If in doubt do not hesitate to call!!
- Clear the pool, if necessary.
- Move all patrons to a safer location according to the EAP
- Have someone meet the emergency vehicle at the entrance of the facility.
- Contact the Aquatics Director immediately.
- You must perform first aid and/or CPR whenever necessary in the event of an emergency occurring on the pool premises. **This is your job and you are required to do it.**
- If any accident involving children occurs, the parent or guardian should be notified immediately.
- Always advised the injured person to visit their physician.
- It is required that all accidents and/or incidents at the pool be reported to the Aquatic Director within 4 hours, regardless of the nature of the accident.
- Remain calm and give clear instructions to anyone assisting with the emergency.
- **DO NOT** diagnose an injury. You are not a physician, and cannot surpass your training.
- **DO NOT** make a statement concerning the facility's insurance. **Under no circumstances** do you make any statements concerning blame or guilt.
- **DO NOT** transport any injured person for any reason.
- If a Lifeguard is injured report the incident to the Aquatic Director immediately and complete all forms
- Immediately following the completion of all emergency procedures, the Lifeguard or staff member should:
 - Complete all paperwork and accident reports. They must be submitted to the Aquatics Director within four (4) hours of the accident/incident.
 - Call the Aquatics Director.
 - **NEVER** speak to the media or make any kind of statement about the facility or the accident.
 - **DO NOT** divulge names, or telephone numbers, including your own.

Emergency Action Plans

Dealing with an Aggressive Patron

1. Remain calm, friendly, rational and respectful.
2. Be polite to the patron.
3. If a physical fight occurs or the patron continues to be aggressive, contact local law enforcement
4. You can contact other staff and the Aquatic Director to support you.
5. You must contact the Aquatic Director after the event even if law enforcement is not called or assistance is not needed

Accidental Fecal Release/Vomit/Blood

Please follow all CDC recommendations

1. Released bodily fluids need immediate lifeguard attention
2. Clear the pool of guests as soon as fecal matter, vomit, or a large amount of blood is spotted
3. Remove as much fecal matter, vomit or blood as possible. Always wear personal protective equipment when there is a possibility of coming into contact with bodily fluids.
4. Determine if the fecal matter is formed or unformed (diarrhea).
5. Test the chemicals
6. Begin an Accidental Fecal Release record sheet
7. Contact the Aquatic Director
8. Contact the Certified Pool Operator (CPO) if needed
9. Follow the guidelines based on the CDC recommendations for time closed (located in the handbook binder)
10. Allow patrons back in the pool only after the fecal matter has been removed, the chemicals have been retested, and the appropriate amount of time has passed.
11. Vomit will be treated the same as a formed fecal incident.
12. The pool should not be closed for blood unless the blood is in large amounts and is visible in the pool. Contact the Aquatic Director for further instruction.
13. To clean up bodily fluids that are not located in the pool, follow the directions on the bloodborne pathogens spill clean up kit and refer back to the bloodborne pathogen training you have received.
14. If exposed to a bloodborne pathogen, follow the steps outlined in the bloodborne pathogen exposure plan.

Weather/Power Outage

1. The pool does not close for thunderstorms/lightning
2. In the case of a tornado warning the pool will be cleared and guests will shelter in place in the locker rooms.
3. The pool may close in the case of a snow storm or icy road conditions
 - a. If there is inclement weather approaching the Aquatic Director will cancel morning lap swim by 6 p.m. the night before.
 - b. If school is canceled, released early, or if after school activities are canceled, the pool will be closed.
4. If the power was to go out, the lifeguards should clear the pool immediately and contact the Aquatic Director. If the power comes back on the lifeguards should test pool chemicals and contact the Aquatic Director or CPO before reopening.

Missing Child

1. If a parent reports that their child is missing, get as much descriptive information as possible from the parent.
2. Share this information with all staff.
3. Clear the pool and instruct all guests to go to the bleacher area.
4. Have a staff member explain that there is a missing child and we are in lockdown. Then stand by door 16 preventing anyone from leaving the area. (Note: We are only able to encourage all patrons to stay, and cannot force anyone to stay in the pool area)

5. Have the remaining staff member help search for the child (including the pool bottom, locker rooms, and hallway).
6. If an additional staff member is available they should stand by door 18 to prevent anyone from leaving the area.
7. After the inside of the building has been searched and the child is still missing, contact law enforcement and search the immediate area outside of the building.
8. Contact the Aquatic Director after contacting law enforcement.
9. Once the child is found, law enforcement arrives, or the Aquatic Director gives the okay, the pool may be reopened.

Water Quality Issue

1. If the water level is too low/too high, the water color is different, the water clarity is different, or the chemicals are not within range, guests should not enter the water until the CPO has given the okay to do so.
 - a. Chlorine should be between 1ppm and 10ppm. Guests should not enter the water if the chlorine is below 1ppm or higher than 10ppm.
 - b. pH should be between 7.2 and 7.8. If the pH is higher than 7.8 or lower than 7.2 swimmers should not enter the water
 - c. If the chemicals are not within range double check them before notifying the Aquatic Director or CPO
2. Contact the Aquatic Director first and then the CPO for Water Quality Issues

Fire/Evacuation

1. If there is a fire in the building and/or the fire alarm goes off the pool should be cleared and everyone should exit the building through door 16 if it is safe to do so.
2. If it is not safe to do so, everyone should exit through door 18.
3. If it does not put the lifeguards in immediate danger, they should go through both locker rooms to alert any guests
4. If it is safe to do so, the lifeguards should lock the pool side entrances (including the locker rooms, and pool door 16) to prevent anyone from entering the pool area.
5. Guests and staff should meet in the back parking lot of Our Saviors Lutheran Church
6. If that location is not safe, staff and guests should meet in the staff parking lot across the bridge by Lions park.
7. EMS should be contacted if needed
8. The Aquatic Director should be contacted once staff has safely exited the facility and emergency responders have been notified (if needed).
9. The same protocols are used in the case of an evacuation that is not fire related

Medical Emergency

1. Lifeguards should assist with medical emergencies using their training provided by the American Red cross
2. Lifeguards should react quick and treat as soon as an emergency is noticed or reported to them
3. If the medical emergency requires EMS being called, and/or the emergency requires more than one lifeguard, the pool should be cleared and patrons should be instructed to go to the bleacher area.
4. If the medical emergency occurs in the bleacher area, guests should be asked to wait in the lockerrooms or in the hall by the locker rooms or door 18.
5. The goal is to get guests out of the way of emergency responders, and to allow privacy for the patient. Swimmers should be directed not to leave the building in an attempt to keep walkways and road ways clear for EMS.
6. EMS should be instructed to go to 106 N Polk street and enter through door 16 (located on 3rd street across from Our Saviors church).
7. An incident report should be filled out after care is provided and the patron has improved or EMS has arrived.
8. The Aquatic Director should be contacted after emergency care has been provided.

Active Victim Save

1. In the case of an active or distressed swimmer the lifeguard on duty should recognize and reach the victim in no more than 30 seconds.
2. If there are two lifeguards on duty the closest lifeguard should react.
3. The rescuing lifeguard should use the whistle code (2 short whistle blasts) to alert the other staff members of the emergency
4. If there is only one lifeguard on duty, the second lifeguard at the facility should respond and take over coverage of the rescuing lifeguards zone
5. The pool does not need to be cleared unless both lifeguards need to respond to the emergency (such as in a double victim save) or the victim becomes passive or their condition worsens
6. A save report should be filled out by the rescuing lifeguard and signed by a parent (if applicable) immediately after the save takes place
7. The child/parent/guest should be informed of safety procedures/tools that can be used to prevent the incident from happening again (using a lifejacket or staying in shallow water).
8. The Aquatic Director should be notified

Passive Victim Save/Spinal

1. In the case of a passive victim at the surface or at the bottom of the pool, the lifeguard should recognize and reach the victim in no more than 30 seconds.
2. The pool should be cleared by the second lifeguard and swimmers should be instructed to go to the bleacher area.
3. The secondary lifeguard should retrieve the backboard for removal
4. If there is an additional staff member, they should call EMS and retrieve additional equipment (AED and BVM) before assisting with care
5. If there is not an additional staff member, the secondary lifeguard should call EMS and retrieve additional equipment after assisting with the removal of the victim
6. The lifeguards should recognize, reach, remove, and do a primary assessment on the victim in no more than 1.5-2 minutes
7. The lifeguards should care for the conditions they find in their primary assessment (breathing, pulse, and bleeding).
8. If the person becomes conscious a secondary assessment should be performed
9. After EMS arrive and take over, the lifeguards should fill out an incident report and contact the Aquatic Director
10. Equipment should be checked and replaced as necessary
11. The pool may reopen once the Aquatic Director has given their approval
12. A meeting between the staff on duty during the emergency and the Aquatic Director will take place within 3 days after the incident
13. Staff members shall not talk to the media without prior approval from the superintendent.
14. The steps for a spinal save are similar to the steps for a passive save except for the following
 - a. The lifeguards will use in water stabilization techniques and spinal backboarding procedures as outlined in the American Red Cross lifeguard class
 - b. All spinal removals will take place in the shallow end of the pool as long as it is safe to do so
 - c. If it is noticed at any point that the victim is not breathing they should be removed and treated like a normal passive victim

Suspected Child Abuse

1. Report neglect only if it involves a caregiver
2. Report emotional damage only if parents are suspected of not seeking treatment the student needs
3. Report physical or sexual abuse regardless of who is suspected of being involved, including if perpetrator is another minor (Wis. Stats. 48.02(1)(a-gm), (12g)).
4. A school district employee must immediately report to county Child Protective Services (CPS) or local law enforcement, if the educator has reasonable cause to suspect a child the educator has seen as part of her/his/their work has been abused or neglected, or has

been threatened with abuse or neglect and the educator believes it will occur (Wis. Stat. 48.981(2)(a), (3)(a)1.)

5. Employees do not need to contact a supervisor or director in order to make a report.
6. Reports should be made immediately
7. If an employee is unable to decide if a report needs to be made they can contact a supervisor or call CPS or local law enforcement for more information

Robbery

1. If an individual approaches and demands money from the cash box, the staff member should comply with the robber's instructions
2. When safe, call 911 and report the incident.
3. Do not confront a hostile individual.
4. Follow all directions given by law enforcement
5. Contact the Aquatic Director after law enforcement has been contacted and it is safe to do so.

Seizures in the pool

1. The primary lifeguard will keep the victim's airway above water, supporting the victim on a rescue tube.
2. Assisting lifeguards should clear the pool, direct patrons to the bleachers and summon EMS
3. Once the seizure has passed, the victim should be removed from the water with the assistance of another lifeguard and the victim's airway should be protected.
4. The victim should be assessed and treated for any life threatening conditions.
5. Comfort and reassure the victim if they are responsive until help arrives.

Role of Instructors during an emergency

1. The primary responsibility of any instructor (Water Safety Instructor or other Aerobics Instructor) is to provide care and guidance to their students.
2. If an emergency occurs Instructors should guide their students to a safe location determined by the above Emergency Action Plans.
3. Students should be supervised at all times.
4. If the students are children and there is not an adult caregiver present, the instructor should remain with the students
5. If the students are adults or there is an adult caregiver present, the instructor may participate in the emergency and follow all directions provided by the facilities lifeguards. The instructor may be asked to provide support in the following ways:
 - a. Providing crowd control
 - b. Calling EMS
 - c. Meeting EMS at the door and guiding them to the emergency
 - d. Retrieving equipment (AED, BVM, Backboard, or other supplies as directed)
 - e. Providing emergency care-Rescue/removal assistance, CPR, AED, BVM, and/or First aid (if certified to do so).
 - f. Any other tasks directed by the on duty lifeguards