



Policies & Procedures Manual

MARCH 28, 2014

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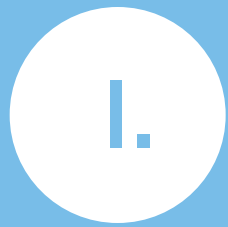
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INTRODUCTION

Welcome!

Dear Staff,

Welcome to the Snohomish Aquatic Center Team!

You will quickly discover that our Aquatic Center is more than just a pool! Yes, this facility has everything aquatic under one roof from swim lessons to surf. More importantly, this facility represents the community's trust in our commitment to deliver an aquatic facility that will promote happy and healthy individuals and families. We are committed to repaying this trust through exceptional customer service, diverse programming, and community engagement.

We are pleased to have you on our team. You are very important to the success of the Aquatic Center. We hope you will take pride in joining an organization that is responsive to the community and being part of a staff that is friendly, courteous, and skilled in the jobs they perform.

This Manual is an important tool to assist you in becoming successful in your job. It contains procedures and operations, as well as policies of the organization. This information is necessary for you to be an informed and effective team member.

Together, we will meet, and exceed, the expectations of our community.

Welcome,



William A. Mester, Ph.D

Superintendent

INTRODUCTION

Aquatic Centers are provided as a service to the community. They provide a fun destination for recreational, competitive, therapy, and learn-to-swim programs, events, and activities. High standards in customer service, cleanliness, financial accountability, and health and safety are required to provide our guests with a quality experience.

To this end, every aquatic center employee is responsible for providing a safe and quality experience to each of our guests. Regardless of your specific job responsibility, you should assist in activating an environment which is friendly, courteous, safe, and above all, a place the community wants to spend its time in.

ORGANIZATIONAL VALUES

The Snohomish School District and Aquatic Center are striving to become customer-driven organizations. Our organization desires to create a challenging and personally rewarding environment in which employees are encouraged to take risks and empowered to respond to the needs of our guests. We value:

- A responsive organization, in touch with the needs and expectations of the entire Snohomish community.
- A belief in the worth of every person in our organization. Maximizing everyone's potential is one of the noblest efforts, and our actions in all respects should foster this.
- Pride always in ourselves, in our organization and in our Aquatic Center. Our School District is an organization that meets the high expectations of the local citizens. With this pride, we best project the values of our organization.
- A strong commitment to high professional standards. We wish to foster cooperation, and a selfless approach to mutual problem solving. A professional attitude dictates an objective analysis of issues, free of our personal biases.
- An open and responsive local school government. This standard is essential to achieve our values and goals. Openness fosters competence because it exposes our ideas to review and criticism. Openness reflects our commitment to service.

AQUATIC CENTER MISSION STATEMENT

The Snohomish Aquatic Center is...

"Committed to providing exceptional aquatic recreational, leisure, therapeutic, and competitive opportunities that promote healthy and happy individuals, families, and community."

Guiding Principle:

Does the action promote healthy and happy guests?

THE TEAM CONCEPT

As an Aquatic Center employee, you have specific responsibilities to the community. These responsibilities are to yourself, to those you supervise, to fellow employees, and to your employer.

You are part of a team, and your success and the success of the facility are dependent on your ability to work with other employees as a cohesive unit.

It is your responsibility to demonstrate adequate skills and knowledge in a variety of emergency situations. You should be committed to improving this knowledge as an individual and as a team member. You should demonstrate a concern and respect for each other.

You are responsible for confronting and resolving any sources of conflict that compromise the effectiveness of the team. The managers, supervisors, and coordinators are valuable resources who are available to discuss anything related to your job.

- You must be ready to perform the duties required of your position.
- You must be prepared to protect the life and well-being of persons using the facility.
- You must be sure that you carry your share of the responsibility.
- You must give what is expected of you, so the facility can be operated safely.
- You must keep your certifications current as applies to your position.

The public's attitude towards the employees of the Center is only as positive as their image of the least competent employee. You should have a healthy and positive attitude about yourself and your co-workers. This is easy when everyone accepts their responsibilities and performs them with a serious and conscientious attitude.

We all have the responsibility to provide a safe and enjoyable recreational environment for the Snohomish community. Together we can do it!

WORKING WITH THE PUBLIC

As an employee of the Aquatic Center, your job is to serve the guests of our facility. Courtesy and service must govern all interaction with the public. Courtesy starts with you. As an employee, you are the most visible link to the public and play an extremely important role in establishing good relationships with our guests.

Each employee has the responsibility to establish and maintain excellent rapport with the guests of our facility. In general, individuals who enjoy their work are good public relations people.

Who Are Our Customers?

- They are the most important people in our organization.
- We are as dependent upon them as they are dependent upon us.
- They are not an interruption of your work. They are the purpose of your work. You are employed by the Snohomish Aquatic Center to serve them.
- They are not statistics. They deserve to be treated with respect and courtesy.
- They are not people to argue with, match wits with, or try to outsmart. No one has ever won an argument with a facility guest.

Helpful Hints

It is your job to accommodate customers' requirements pleasantly and to ensure that they will return again and again. Explain schedules and rules as many times as needed. Never assume that people know. There are many ways to establish and maintain good public relations. Some of them are listed below:

- Always report to work well groomed and with a clean uniform.
- Be the best possible example for the guests of our facility. Observe all the rules you expect them to observe. Use good judgment when mingling and conversing with the public.
- Be the best source of information you can. If you cannot answer a question, politely refer the guest to the appropriate supervisor.

Helpful Hints Continued

- Be courteous to all facility visitors, and treat them as guests. Do not shout out orders except when necessary, and never argue with a guest. Be fair to all participants at the Aquatic Center.
- Greet customers who are obviously in need of information or assistance, with a pleasant, "How may I help you?"
- Perform the job you were hired to do in the way that you were hired to do it, and not in the manner that might seem easiest.
- Be cooperative and helpful with your fellow staff members.
- Respond to suggestions with a positive attitude. The Aquatic Center operates for the benefit of the participants, not the employees. Pass on suggestions to your supervisor.
- Know the rules so that you can interpret them for the facility users.
- Do not find fault with the operation of the Aquatic Center, or Center staff, in the presence of the public. If there is something that you feel could be improved in the operation of the Aquatic Center, or with your fellow employees, discuss it with your supervisor.
- As a team member, you are encouraged to provide solutions to guest issues and present them to your supervisor.
- Have fun!

AQUATIC CENTER STAFF RESPONSIBILITIES

Aquatic Center Supervisor

Leads the management team in the development and implementation of goals, objectives, policies, and priorities for all areas of the Aquatic Center. Responsible for operations, maintenance, and budget development and oversight. With the management team, develops and maintains annual department budget, provides operational and facility budget tracking and projections based on revenues and expenditures, and reports monthly to the Snohomish School District on budget status, and facility and participation statistics. Directs the overall Center operations and leads the Snohomish Aquatic Center management team in the daily operations including budget management and staff supervision; staff hiring, training, and evaluation; development and enforcement of facility policies and procedures; facility scheduling and programming; and marketing and promotions. Serves as liaison to the community and community partners.

Aquatics Manager

Directs all program, competitive, and pool rental operations for the Aquatic Center. Performs program budgeting, program development and coordination, maintenance oversight, risk management, and assists in marketing and distribution of program information. Liaisons with external and community groups. Recruits, hires, trains, supervises and evaluates aquatic instructors and aquatic lifeguards. Develops annual program calendar and processes to review new class offerings and evaluates programs in meeting department objectives. Monitors pool chemical levels with facility maintenance. Responsible for safety program and ensure the safety, cleanliness and quality of the facility and equipment. Prepares program outline for learn-to-swim program, swim lessons, and private swim instruction. Responsible for competitive swim programs.

STAFFING CONTINUED

Business Services Manager

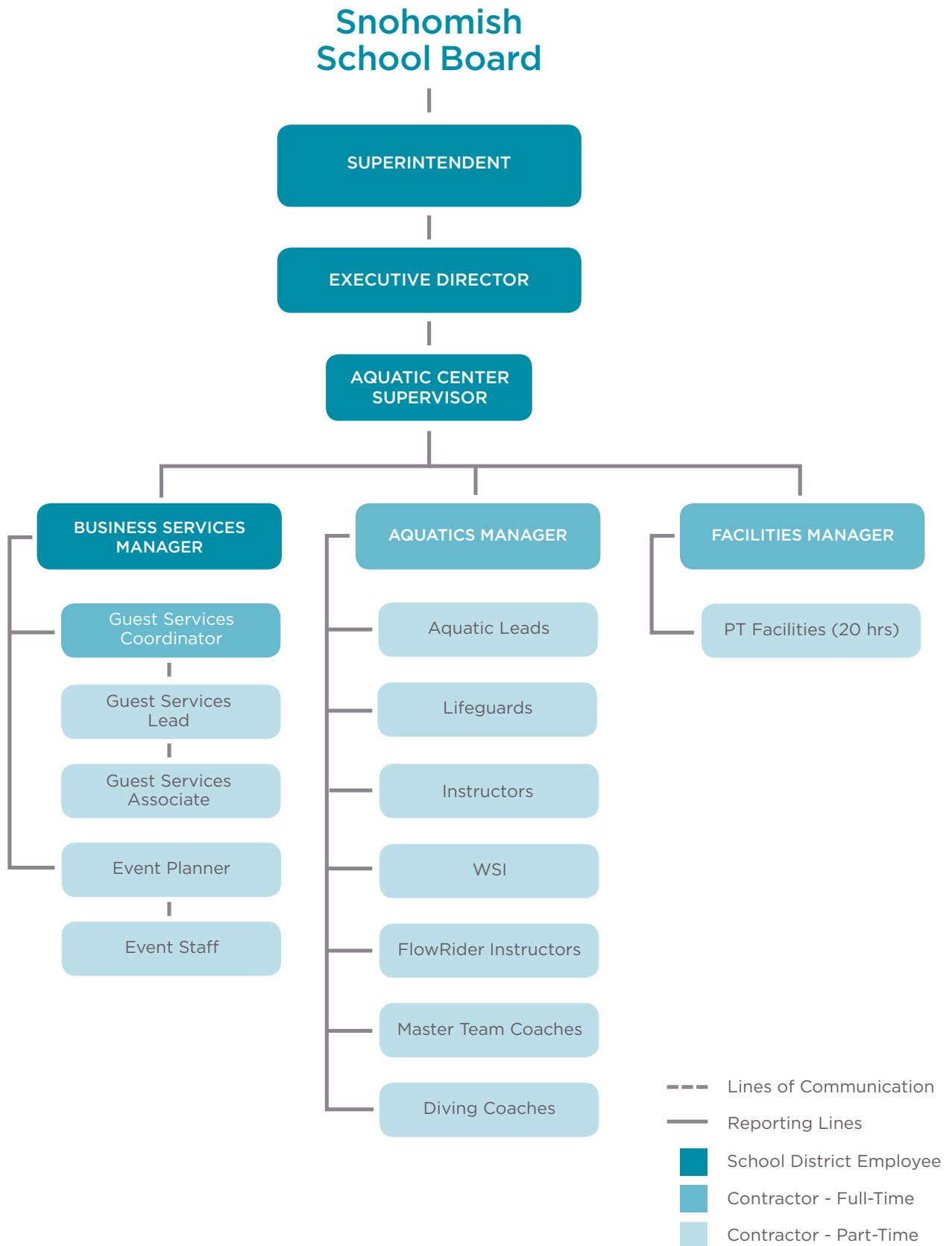
Financial and administrative lead and support to the Center Supervisor and management team staff. Responsible for daily deposits account reconciliation, management of cash handling system, purchasing procedures, and central files. Processes payroll for all full-time and part-time staff. Responsible to track and verify budget versus expenditures and revenue. Weekly budget status reporting to management team required so adjustments/course corrections may be implemented to maintain budget targets. Assists in controlling and reconciling expenditure and revenue budgets on a regular basis and with the completion of monthly, quarterly, and annual reports. Oversees guest services desk operations. Assists in annual budget development with Center Supervisor.

Guest Services Coordinator

Provides direction, trains, and schedules front desk staff. Answers public and internal inquiries, screens and directs phone calls, processes class registrations, directs guests and incoming mail. Assists with Center program/activity registration, and provides clerical support for Center staff. Assists Business Services Manager with overall management of access control area. Responsible for front-line guest service. Responsible for merchandise selection, inventory, and sales.

Facility Manager

Oversees facility maintenance and repairs including pool area. Responsible for daily pool chemical testing and pool logs. Coordinates and supervises set up and take down of equipment and furnishings for classes, programs, facility rentals, and special events. Maintains, schedules and supervises facility maintenance, including contract work, daily custodial tasks, and equipment care. Develops and implements daily, weekly, monthly, and annual maintenance and repair schedules. Oversees facility inventory and safety programs. Performs routine facility inspections and janitorial functions. Performs and directs some daily custodial services. Assists Center Supervisor and Business Services Manager with budget and staff planning.



Introduction

Snohomish Aquatic Center

52,000 square feet
Saline pool system
Rentals for parties, meetings, receptions etc.
Cafe
Ample parking
Outdoor spray feature

Competition Pool

10-Lane
25 yards x 25 meters
Two 1-meter diving boards
One handicap lift
Spectator bleachers for 420

Recreation Pool

Three 20-yard lap lanes
Zero-depth entry area
Shallow water area
Lazy River
Spray-play area
Splashtacular slide, 151 feet long x 20 feet high
One handicap lift

FlowRider

Surf-simulation
Crosses snowboarding, skateboarding, and wakeboarding
Guests must be 42 inches tall

Spa

102 degree warm water

Amenities

Locker rooms
Family changing rooms
Meeting rooms
Public WiFi

Introduction



Snohomish Aquatic Center Policies & Procedures Manual Sign Off

I acknowledge that I have read the Snohomish Aquatic Center Manual and understand all of the rules, procedures, and responsibilities and agree to fulfill the duties in its provisions.

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

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

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

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

I understand that the statement of expectations is not inclusive of all policies and procedures outlined in the Snohomish Aquatic Center Manual. I understand this manual may be amended.

EMPLOYEE NAME:

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR NAME:

SUPERVISOR SIGNATURE:

DATE:

Separation

When a staff member separates with the Snohomish Aquatic Center, the staff member must return all equipment (keys, name tags), facility identifications, and any property belonging to the Snohomish Aquatic Center.

ITEMS:

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE:



PERSONNEL POLICIES & PROCEDURES

GENERAL EMPLOYEE POLICIES AND PROCEDURES

Advantages

There are many advantages to being an employee at the Snohomish Aquatic Center including:

- Flexible work hours
- Great atmosphere and fun people
- Opportunity to gain valuable work experience
- Opportunity for interaction with the public
- Great work location
- Opportunity for all employees to become leaders
- Opportunity to use facility for open recreation swim at no cost



Checklist

Upon hire, each employee will receive a Training Checklist which states employee wages, identifies orientation procedures, work expectations, and provides a listing of all equipment and/or materials provided to employees at the time of hire. This checklist will remain in the employee's personnel file throughout employment.

Dress Code (Guest Services and Event Staff)

The Snohomish Aquatic Center, through its employees, strives to maintain a quality image for the public. In the best interest of safety, appearance, recognition, and unity among staff a dress code has been established appropriate for the job duties performed.

VESTS AND POLOS

Guest Services and part-time employees are required to wear clean and neat pants, shorts, skirts, shoes appropriate to work assignment, and an Aquatic Center staff vest and polo shirt. A staff polo shirt and vest will be provided and are required to be worn while working at the Center. Vests and polos will be clean at all times (Aquatics excepted). Additional vests and polo shirts may be purchased if desired. Other apparel such as headgear, buttons, pins, and scarves are not to be worn as part of the Center uniform. Outerwear, other than the vest and shirt provided, shall not be allowed at the desk. Depending on the specific duty station, other uniforms may be distributed to the employee.

HATS

No hats are worn in the buildings.

Personnel Policies & Procedures

NAME TAG

Front desk staff are required to wear name tags at all times.

SHOES

Appropriate footwear will be worn at all times.

BODY PIERCING

All body piercings will not be visible except ear piercings and tasteful nose piercings. Those teaching swim classes or life guarding will not wear dangling or large earrings.

TATTOOS

Tattooing is allowed as long as it is not offensive to the general public. Your immediate supervisor will make the decision as to whether it must be covered during your work shift.

HAIR

Shall be combed and have a neat appearance. Lifeguards with hair shoulder length or longer must be tied back.

FACIAL HAIR

Must be neat and trim for acceptable appearance.

JEWELRY

Extremes are prohibited.

Locker Use

Employees may not use public locker space. Locker space is provided for lifeguards and swim instructors in the guard room, and front desk staff may use allocated cabinet space in the workroom. Staff must remove belongings at the end of employment.

Facility Use

Employees of the Aquatic Center may use the facilities at no cost for open recreation swim (does not include lessons or programs with fees). The published fees will apply to classes depending on space availability. Employee family members and other School District employees will not receive special facility use privileges or discounted fees.

Work Schedules

Employee work schedules are posted two weeks in advance. All employees are responsible for the shift(s) they accepted upon being hired. All shift changes must be approved by the employee's Supervisor. Upon approval, shift changes will be noted on the master schedule. Full-time employees are responsible to work flexible hours.



CHANGES IN FACILITY OR WORK HOURS

Changes in building hours due to special events in the facility or school holidays will be posted on the master schedule at both guest service desks. Employees are responsible to know changes in facility hours as posted.

Substitution Policy

Each employee is required to complete an Employee Substitution Request Form. If an employee is unable to cover an assigned shift, it is that employee's responsibility to find a substitute. The Employee Substitution Request Form will be documented by the designated Supervisor. After a Request Form has been approved, the substitute is responsible for the shift. Substitutions that are not documented in writing will be treated as an unexcused absence. If an employee finds a substitute for a shift without providing written notice, and the substitute does not work the shift, it is the originally scheduled employee's responsibility. In this case, the originally scheduled employee will receive the unexcused absence, not the substitute. Employees may not go over eight hours per day unless approved, in writing, by their supervisor even when covering substitute shifts. Excessive use of this privilege may result in a negative performance evaluation and/or termination.

Tardiness

If an employee expects to be late to his/her shift, he/she should call the Guest Services Desk so adequate coverage may be found. Openers should call the Business Services Manager directly. Repeated tardiness will be considered misconduct.

No Call - No Show

Repeated absences will be considered misconduct. If the employee fails to report for his/her shift or fails to call, his/her employment may be terminated.

Illness Policy

It is the employee's responsibility to contact his/her immediate Supervisor, as soon as possible and inform him/her of any necessary scheduling changes. Sick leave for medical and dental appointments must be requested and approved in advance of the appointment by using the Request for Leave Form.

Payroll

Part-time employees are required to check in with the time clock at the beginning and end of their work shift. Pay period schedules are posted in the Aquatic Center workroom, aquatics supervisors office and lifeguard office. Paydays are every two weeks. A week is considered Sunday through Saturday. Employees are to report any problems with pay checks to their direct Supervisor as soon as possible.

Vacation

Vacation time should be requested at least two weeks in advance on the Request for Leave Form. Only full-time staff are entitled to vacation benefits. Approval is required prior to taking both paid and non-paid vacation leave. Staff schedules and adequate staff coverage will be taken into consideration before approvals are made.

Holidays

If a holiday falls on your normal work day and the Aquatic Center is scheduled to be open, you may be required to work the holiday.

Leave of Absence

Requests for leaves of absence without pay are handled on an individual basis and must be approved by your immediate Supervisor. Approval may depend on the specific circumstances, length and particular position. All requests must be made by using the Request for Leave Form.

Employee Injuries

If you experience an injury or illness as a result of your employment, you are entitled to disability compensation and medical care pursuant to Workman's Compensation Law. Immediately report any work injury to your Supervisor.

If emergency medical attention is required, medical treatment will be authorized by the facility listed below:

Providence Everett Hospital
1700 13th Street, Everett, WA 98201
(425) 261-2000

All employees should advise the hospital that the Snohomish School District is self-insured for Workers' Compensation. All inquiries are to be directed to the Risk Management/Business Services Department.

Work Stations

Work stations are to be kept clean and organized at all times. Employees are responsible for picking up any litter as they walk through the building.

Food and Drink

Food and drink are not allowed at reception desks or work stations but are allowed in an enclosed private office or workroom. Breaks may be taken in the Workroom, Life Guard Office or other public food areas.



Telephone Procedures

Every time you answer the telephone, you represent the Snohomish Aquatic Center. Our goal is to convey to the caller that “we welcome your call; we are here to help you; and we care about working effectively with you.” In order to give the best customer service, put a smile on in your voice and answer the phone by stating, “Snohomish Aquatic Center, this is (Your Name). May I help you?”

Facility Deliveries

All deliveries must be received and checked in by the Supervisor on duty or designee.

Volunteer Program

The Snohomish Aquatic Center engages volunteers for its programs and activities. Some volunteers work at a one-time event, while others work on a regular long-term basis. The goal of the volunteer program is to provide opportunities for citizen involvement, opportunities to gain work experience and extend our services through volunteer assistance.

STAFF REQUIREMENTS

One-Note Online Folder

One-Note Online Folder is an online note taking application designed to serve as the primary source of communication for all front counter staff at the Aquatic Center. Staff will be required to read the notes as they start each shift. The Guest Services Coordinator will be responsible for managing the content and to ensure its current status.

Policy and Information Update

This section must be read by each supervising employee at the start of his/her work shift. It is a log to be used by all staff to report problems, ask questions, provide suggestions and offer feedback regarding solutions and ongoing operational concerns at the facility. It is vital that every employee is familiar and knowledgeable in the area of general facility operations and policies and procedures. Employees should read the entries each day. Entries are listed by date and reviewed by supervisory staff daily.

Class Registration

This section is to be reviewed by all staff who work behind the Guest Services Desk and pertains specifically to questions and answers regarding registration for classes offered at the Aquatic Center. All employees working at the Guest Services Desk, and those who register participants for classes, should write and read entries made in this section.

A separate Maintenance Daily Log is kept for maintenance staff in their work area and must be reviewed by staff working specifically in those areas of operation.

Staff Meetings and In-Service Training

Staff meetings for Aquatic Center employees are held on a regular basis. Employees are generally informed one week in advance of upcoming meeting dates. Regular monthly in-service trainings focus on job duties and safety information for staff working in specific areas of the Center. All staff meetings are mandatory; repeated absence will result in disciplinary action.

Facility Maintenance

It is the responsibility of every Aquatic Center employee to report in writing any vandalism, breakage, or areas needing maintenance attention to the Center Supervisor or Facility Manager.

Center Equipment/Supplies

All Aquatic Center equipment including computers, telephones, photo ID/lamination machine, and office supplies are to be used for work-related purposes only.



Telephone Guest Use

Guests are not encouraged to use Center telephones. However, discretionary use of Center phones by guests may be permissible.

Telephone Staff Use

Staff personal long distance calls should be done on break time from a personal phone. If using an Aquatic Center phone, staff members are required to call collect or charge the call to a calling card. Personal calls are to be kept to a minimum.



CPR/First-Aid

All Aquatic Center staff must be certified in CPR/First-Aid. CPR/First-Aid classes for employees are offered at the Aquatic Center. Once certified, it is the responsibility of each staff member to keep their certification current. Certifications must be renewed prior to expiration. Current certification is a required condition for continued employment.



Contact with Media/Press

The public is informed of Aquatic Center services and programs through the Communications Department. Press releases are submitted to local media and follow-up calls made to reporters by the Communications Director or designee to assure event coverage. Press releases must be completely accurate and cover all facts (who, what, why, where and when). They should be submitted two weeks prior to the event to the Communications Director. It is imperative that all information provided to the press is accurate, positive, and consistent. It is the policy of the Center that all calls be referred to the appropriate professional staff who directly supervises the event or program. If unavailable, a message must be taken.

Note: A copy of all final press releases must be inserted in the Daily Log for facility staff to read. It is important that all staff are familiar with activities, events, and program publicity so they may address guests' questions.

EMPLOYEE DISCIPLINARY/GRIEVANCE POLICIES

Substance Abuse Policy

Employees reporting for work under the influence of drugs or alcohol, or possessing illegal substances or alcohol while at work is unacceptable. "Under the influence of drugs" means the knowing use of any illegal substances or knowing misuse of a prescribed drug in a manner and to a degree that substantially impairs the employee's work performance or ability to use School District property or equipment safely. Such instances will result in disciplinary action, up to and including termination.

Smoking Policy

Smoking is prohibited throughout all School District facilities and is not allowed within 15 feet of all Center entrances. No exceptions are permitted, and failure to comply will result in disciplinary action.

Tardiness

Employees with unexcused absences may be subject to disciplinary action up to and including termination. If an employee is not at their work station by the start of the shift, or an employee arrives after the start of their shift, they will be considered tardy and subject to disciplinary action, up to and including termination.

Grievance Procedure

The policy of the Aquatic Center is to resolve complaints as promptly and as equitably as possible. Ideally, most problems can be resolved between you and your Supervisor. If you do have a problem, or grievance, you must first go directly to your immediate Supervisor and make every effort to resolve it at that level. If you believe higher-level review is required, you may use the formal grievance procedures found in the Snohomish Aquatic Center Personnel Rules and Regulations.



Employee Handbook

Upon hire, all employees are provided a copy of the Employee Handbook. This manual contains policies which Aquatic Center employees must know and follow. Specifically, employees should refer to the Handbook for specific information pertaining to the following personnel policies:

- Leave benefits (sick, vacation, holiday, leave of absence, family care leave)
- Benefit changes (part-time to full-time, full-time to part-time)
- Petty cash reimbursements and cash advances

Disciplinary Policy

When an employee's performance or conduct is unsatisfactory and/or has violated Center policies, disciplinary action may be taken. Unsatisfactory performance or conduct may include, but is not limited to:

- Excessive absence and/or tardiness from work without prior approval
- Failure to wear proper uniform
- Theft or misappropriation of Center funds
- Conducting personal business during work time
- Insubordination (refusal to follow a supervisor's directive)
- Socializing (i.e. personal phone calls), eating at work station, etc.
- Acts which might endanger others
- Unacceptable/unprofessional appearance and/or conduct
- Any serious acts of misconduct

One or more of the following steps may be taken depending on the severity of the situation:

- The employee and supervisor will review employee handbook.
- A Verbal Warning is issued to the employee.
- A Written Warning is issued to the employee outlining the nature of the situation, and a copy is placed in the employee's personnel file.
- The employee and the appropriate Supervisor (and/or designee) will meet to discuss the problem.
- The employee is placed on probation/suspension.
- The employee is relieved from assignment and is informed in writing of the reason for release. The employee is entitled to answer, explain or deny the reason.

Written Warning

A Written Warning is issued for the first violation by the employee of Center policies.

Grounds for Warning

The following are grounds for the issuance of a Written Warning, probation notice or suspension. In the event that both have been given, the employee may be terminated. This includes, but is not limited to:

- Failure to perform duties as stated in the job description
- Failure to report to work when scheduled
- Excessive absence/tardiness
- Failure to secure and/or report a substitute as outlined
- Leaving the job without authorization
- Admitting unauthorized or ineligible persons to the Center
- Expired certifications

Grounds for Immediate Termination

Extreme violation of Aquatic Center policies or procedures may result in immediate termination. This means that the individual in violation will not be given a Written Warning or probation notice but may be released from assignment immediately following a meeting with the Center Manager. This includes, but is not limited to:

- Working under the influence of alcohol and/or drugs
- Consuming alcoholic beverages and/or drugs while on duty
- Smoking while in the Aquatic Center
- Pilfering of equipment or supplies belonging to the facility
- Sleeping while on duty
- Falsification of work hours on timecard
- Physical and/or verbal abuse of another person

EMPLOYEE DEVELOPMENT AND EVALUATION

Development and Training

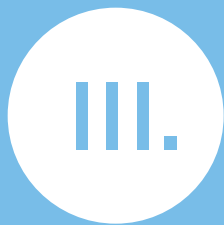
The Aquatic Center is dedicated to providing employees with development and training programs in an effort to provide for personal and professional growth and to improve service to Aquatic Center guests. Staff development and training programs will be provided on an on-going basis. Staff who may need or desire specialized training should consult their Supervisor to complete a request.



Employee Evaluations

Communication is a critical element in the Snohomish Aquatic Center's success. The Center's performance review process is one part of its communication efforts. It provides an on-going opportunity for each employee to understand his/her role and responsibilities in meeting the needs of the Snohomish community. It allows supervisors and employees to discuss past job performance and plan for future job performance. The process is designed to encourage two-way communication between supervisors and employees regarding priorities, policies, procedures, and practices that affect each employee's ability to perform his/her job effectively.

Full-time and part-time employees have a probation period of three months. These employees will receive a performance review at three months, six months, and again at one year from date of hire. Thereafter, evaluations for both full-time and part-time staff will be conducted annually or as deemed necessary.



CHILD SAFETY POLICIES

CHILD ABUSE AND NEGLECT

Staff are expected to report every instance of suspected child abuse or neglect. Sample indicators of abuse and neglect are listed below. Since protection of children is the paramount concern, staff should discuss any suspected evidence with the management, regardless of whether the condition is listed among the sample indicators. Staff are reminded of their legal obligation to make such reports and are, under state law, immune from potential liability for doing so. Staff need not verify that a child has, in fact, been abused or neglected. Legal authorities have the responsibility to investigate each case and take appropriate actions.

The following procedures are to be used in reporting instances of suspected child abuse:

Reporting Procedure

1. If there is reasonable cause to believe that a youth guest has suffered abuse or neglect, designated staff shall immediately contact the nearest office of the child protective services (CPS) or the department of social and health services (DSHS). If this agency cannot be reached, the report shall be submitted to the police, sheriff, or prosecutor's office.
 - » Staff shall report instances of suspected child abuse or neglect to the Aquatic Manager. In his/her absence the report shall be made to the Center Supervisor or, if not available, directly to the nearest office of the CPS.
 - » If feasible, the Aquatic Manager shall interview the child to determine if there seems to be a reasonable explanation of the conditions or circumstances.
 - » If not feasible (i.e., there is a reasonable likelihood of abuse or neglect), the principal, counselor, or nurse shall immediately phone a report to the nearest office of the CPS.

Any doubt about the child's condition shall be resolved in favor of making the report. The legal authority has the responsibility of determining the fact of child abuse or neglect. At times a staff member may wish to discuss the circumstances with an employee of CPS for assistance in determining if a report should be made.

2. A written report shall be submitted promptly to the agency to which the telephone report was made. The report shall include:
 - » the name, address and age of the child;
 - » the name and address of the parent or person having custody of the child;
 - » the nature and extent of the abuse or neglect; and
 - » any evidence of previous abuse or any other information that may relate to the cause or extent of the abuse or neglect;

Sample Indicators of Observable Abuse of a Child

1. Bilateral bruises, extensive bruises, bruises of different ages, patterns of bruises caused by a particular instrument (belt buckle, wire, straight edge, coat hanger, etc.).
2. Burn patterns consistent with forced immersion in a hot liquid (a distinct boundary line where the burn stops), burn patterns consistent with a spattering by hot liquids, patterns caused by a particular kind of implement (electric iron, etc.) or instrument (circular cigarette burns, etc.).
3. Lacerations, welts, abrasions.
4. Injuries inconsistent with information offered by the child.
5. Injuries inconsistent with the child's age.
6. Sexual abuse, whether physical injuries are sustained or not, is any act or acts involving sexual molestation or exploitation.

Sample Indicators of Observable Neglect of a Child

1. Lack of basic needs (food, clothing, shelter).
2. Inadequate supervision (unattended).

NOTE: The above examples do not prove that abuse or neglect has actually occurred, but provide evidence for further investigation.

Abuse of Guest by Staff

Any staff member who has knowledge or reasonable cause to believe that a youth has been a victim of physical abuse or sexual misconduct by an employee of the Aquatic Center shall immediately report such abuse or misconduct to the Aquatic Manager or Center Supervisor. The Aquatic Manager or Center Supervisor shall contact all parties involved in the complaint. If the Aquatic Manager or Center Supervisor has reasonable cause to believe that physical abuse or sexual misconduct has occurred, he or she shall report the abuse or misconduct to the law enforcement agency having jurisdiction over the location where the abuse or misconduct occurred. All staff shall receive training in these reporting obligations in orientation training when they are hired and every three years thereafter. The reporting requirement described in this paragraph is in addition to the reporting obligations stated elsewhere in this procedure and does not replace, supersede, or negate any of those other reporting obligations.

Upon receiving a report that a youth or child is the victim, target, or recipient of sexual misconduct by an Aquatic Center employee, the Aquatic Center shall notify that youth's parents of the report at the first opportunity, and in any event no later than 48 hours after receiving the report.



IV. FACILITY POLICIES

FEE STRUCTURE CATEGORIES/DEFINITIONS

User Group Classification

USER TYPES AND AGE GROUPS

Fee structures are classified according to age groups. User age group categories are:

Type	Age
Infant	Under 2 Years
Child	2-6 Years
Youth	7-18 Years
Adult	19-61 Years
Senior	62 and Older



Family: limit 6 members under the age of 19 living at the same address; includes parents and siblings.

Passes

- Passholders are entitled to use the following areas for Open Recreation Swim: Recreation Pool, Spa, Slide, Competition Pool.
- Diving boards will be available at scheduled times.
- Passes must be presented at the Guest Services Desk each time the pass holder uses the facility.
- Passes are non-transferable and non-refundable.
- Passes may not be used for admission to classes.

DAILY ADMISSION FEES

- Admits one individual single admission
- Allows guest to use Recreation Pool, Spa, Slide, Competition Pool, Diving Boards
- Allows guest access to Preschool Beach Swim
- May not be used for admission to classes

PUNCH PASSES

- Offers guests the convenient option of purchasing visits in advance and at a discount
- Allows guests to Open Recreation Pool time, Spa, Lap Swim, River Walking/Jogging, and Preschool Beach Swim.
- One visit allowed per punch; 10-visits per card
- Punch passes are not transferable

THREE-MONTH PASSES

- Valid for three months plus one day for day of purchase.
- Allows guests to Open Recreation Pool time, Spa, Lap Swim, River Walking/Jogging, and Preschool Beach Swim.
- Provides an increased discount to "reward" frequent facility users.
- AP cards are non-transferable.
- Family passes/rates are available.

ANNUAL PASSES (AP)

- The term "Annual Pass" distinguishes facility guests from private health club terms. They should be referred to as AP's and AP cardholders. All of our participants are referred to as guests.
- An AP is issued on an annual basis.
- AP's provide an increased discount to "reward" frequent facility users.
- AP's allow guests to Open Recreation Pool time, Spa, Lap Swim, River Walking/Jogging, and Preschool Beach Swim.
- AP cards are non-transferable.
- Family passes/rates are available.



City of Snohomish Resident Rates

The only available discounts at the Aquatic Center are for City of Snohomish residents who pay their water bill to the City of Snohomish. They are entitled to a 20% discount on 3-month and annual passes. There are no discounts for any other groups. The agreement to provide city residents with this discount was made in February 2012 when the City of Snohomish agreed to fund the facility's water and sewer costs. The cost of the water and sewer at the aquatic center is a city cost that affects city water customers. The fee structure for the Snohomish Aquatic Center was created with individual and family affordability in mind. These fees are comparable to the other public facilities within the Snohomish area.

Lost ID/AP Cards

A processing fee of \$5.00 in addition to the cost of the original card will be charged for the replacement of lost AP cards. Guests may inquire at the Guest Services Desk regarding lost cards.

Refunds/Credits

- Refund/credit requests may be processed at the Guest Services Desk and must be approved by manager in charge.
- Refund request forms may be picked up at the Guest Services Desk.
- Full refunds are given for classes cancelled by the Center.
- Refunds/credits are given from the date of notification.

Programs

- Class and program fees are based on a minimum enrollment determined by the direct program costs and center overhead costs.
- Classes have a set minimum and maximum participation limit to ensure quality programs. Early registration is recommended to secure a spot in the class and to avoid low registration cancellations.
- The Center reserves the right to cancel a class due to insufficient enrollment or circumstances beyond our control. Full refunds or credits will be issued for cancelled classes.
- Class participants must sign a Risk and Release form prior to class participation.

Instruction

Instruction and/or coaching must be provided through the Aquatic Center program and/or rental parameters. Unauthorized instruction and/or coaching at this facility is not allowed. The Program Proposal Form is available for those considering an instructional or coaching role. Rental Inquiry Forms for lane use are also available. Please refer to the Aquatic Center website or the Guest Services Counter for the forms.

GUEST SERVICES & AMENITIES

Lost and Found

- The Center is not responsible for lost or stolen articles. Guests are encouraged to store all personal belongings in provided lockers. Locks are available for sale or rent at the Guest Services Desk. Found items should be turned into the Guest Services Desk. Any inquiries regarding lost items may be made at the Guest Services Desk, at which time items will be retrieved from the area where lost and found articles are stored.
- Periodically check the maintenance shop for any lost and found that needs to be washed, dried, or collected and bagged. Any found item should be washed, bagged and labeled with the date on which it was first found and then stored in the cabinet (each cubby is labeled) next to the coats in the break room. If the item has a name or phone number on it, contact that person and tell them that they left the item behind and that we'll have it for a maximum of **one week**. If the item is of higher value (wallets, jewelry, cell phones, etc.) please label it appropriately and place in the Guest Services Coordinator's mailbox. These items will get stored in the safe.
- Please do not lay out items for drying.
- Throw away undergarments (including socks). Shampoo can be kept – it will be donated separately.
- Routinely clean out lost and found. Any item that is one week old is due for donation.
- Collect the items due for donation, remove the note with the date as well as the rubber band used to attach it (we can reuse these rubber bands), and store in the rolling bin. Northwest Center comes every Friday for Lost and Found collection.
- Goggles can be saved in the borrow bin in the Lifeguard room instead of donated. Use a Sharpie to label the goggles SAC.
- Plastic bag donations are appreciated. If you'd like to bring some in, you can store them in the bottom shelf of the lost and found area.

GUEST POLICIES

Customer Service

Customer service means creating an environment in which people feel welcomed, valued, and have their needs met in a knowledgeable and responsive manner. To provide the best customer service, staff should have these essential skills:

- Exhibit an energetic “can do” attitude
 - » Greet every guest (by name, if possible)
 - » Help guests promptly with their requests and needs
- Display guest sensitivity
 - » Value guests by acknowledging their concerns
 - » Ask how to help guests
 - » Listen to guests
- Be motivated to serve others
 - » Say thank you
 - » Invite guests back
 - » Report guest concerns to management staff
 - » Find solutions to concerns
- Make each guest feel important

Responsibilities

As a participant at the Snohomish Aquatic Center, guests have the responsibility to:

- Check in at the Guest Services Desk.
- Read, understand, and abide by all policies and regulations necessary for the facility, and programs to function effectively and safely.
- Respond to, and cooperate with, Center staff members without interfering or disrupting their ability to provide a safe family environment. Cooperation in responding to reasonable requests is expected.
- Treat other guests and Center staff members with respect and consideration.
- Take responsibility for personal and community security. For example, guests should not misuse safety equipment, prop open doors, allow individuals without use passes into the pool area, etc.
- Recognize that community facilities and their furnishings are used by everyone and that abuse of those areas violates the rights of others.
- Secure all personal property in lockers and do not bring valuables which could be lost or stolen.

Risk of Injury

Aquatic Center guests registered for and participating in pool activities are considered to be participating in these activities on a voluntary basis and with an understanding that these activities may result in injury or other serious harm to them. Guests are strongly encouraged to discuss their proposed participation in these activities with their primary physician.

Guests who purchase extended use passes or register for aquatic programs will be required to sign a release of liability form as part of the purchase and registration process. This further emphasizes the participants' acknowledgement that they are taking part in these activities at their own risk.

Although a guest may be considered to have assumed some risks in his/her participation as described above, it is still vital that the Aquatic Center provide a safe environment for all participants. As part of the Aquatic Center staff, you are an important part of providing that environment. By informing appropriate Center staff of potential problems (e.g., chipped deck, water leaks), you reduce the possibility of injury to Aquatic Center guests.

Conduct

The Snohomish Aquatic Center is a unique facility and provides opportunities for interaction between diverse populations. In this regard, it provides the ideal climate for learning to respect the dignity and worth of each individual. Guests are expected to join the staff in promoting a positive learning environment. Guests are asked to use mature judgement in choosing actions, clothing, and language and to be sensitive to the message each delivers to other guests. A difference of opinion should be resolved in a civil manner. The use of abusive or profane language and physical or violent altercations will not be tolerated. Sexual harassment of guests or employees will be resolved through the use of all available legal channels.

Policy Enforcement

Rules and policies are posted and/or published for distribution to all facility users. The authority to enforce these policies is vested in the Center staff and the administrative personnel responsible for the facilities and programs. Part-time employees do not have the option to overlook, change, or bend the rules. Differences of opinion regarding the rules may be referred to the employee's immediate supervisor. Posted rules must be directly adhered to. Violation of rules, malicious use or defacing of property, solicitation, verbal abuse, or other violations of facility policy will be investigated by the staff. Sanctions such as revocation of facility use privileges may be imposed and guests may be subject to further disciplinary actions.

Policy Enforcement Continued

LEVEL 1-MINOR

Definition

Level 1 incidents include, but are not limited to, smoking, sleeping, offensive odor, bicycles and skateboards inside the building, animals, or noisy activities.

Action

First Warning is given. If behavior is not corrected, guest is evicted. Guest may return that day, provided the established rules are followed. Supervisor or staff person will take action.

LEVEL 2-DISRUPTIVE

Definition

Level 2 incidents include, but are not limited, to bringing alcohol into the building, intoxication, use of abusive or threatening language, sexual harassment, child abandonment, misuse or abuse of facility property, obscene displays, voyeurism, or physical abuse

Action

Guest is evicted for the day. Supervisor or staff person in charge must file an incident report and telephone Police.

LEVEL 3-SERIOUS

Definition

Level 3 incidents including repeated incidents of disruptive behavior will result in guest eviction for one month. "Repeated" is defined as more than once in a 30-day period or 4 incidents within a 12-month period.

Action

Level 3 incidents including indecent exposure or other lewd activities will result in eviction for one year.

Definition

Level 3 incidents including but not limited to sexual assault, theft or grand larceny, assault and battery, carrying deadly weapons, child molestation, criminal damages to public property, criminal trespass, violent physical or verbal acts.

Action

Guests will be permanently evicted. Supervisor or staff person in charge must telephone police, and file an incident report. The appointed Risk Manager will review the incident and recommend action.

Guest Rights

As a valued member of the Snohomish Community, guests have the right to:

- Quality facilities which meet diverse recreational, fitness, and social needs
- A variety of program opportunities that may contribute to individual physical fitness and cooperative and competitive activity.
- Grievance resolution with a Center staff member(s) who can assist in addressing individual concerns.
- Freedom from the threat of intimidation and/or emotional harm.

Conflict Resolution

Conflicts and complaint decisions should be made by the appropriate supervisor or Center Manager. Major conflicts involving repeat offenders or expelling someone from the Center should be documented with names, addresses and witnesses. An incident/accident form must be completed.

Helpful Hints to Resolve Conflicts:

- When a guest has a complaint, take him/her to someplace more private than the front counter, but still close to other people.
- Let the guest explain and vent. LISTEN at this point; do not try to immediately resolve the problem.
- Ask the guest how we can help resolve the problem.
- Attempt to meet the guest's request, if reasonable.
- If unreasonable, attempt an explanation. Oftentimes, the guest will not want to hear an explanation. If this is the case, explain that you will give the guest's name and phone number to your supervisor.
- Give only work numbers for supervisors.
- Always remain calm.
- Realize that there are some requests that cannot be resolved to the guest's satisfaction. Do your best to calm the guest.
- Some guests' behavior can be inappropriate. You may ask someone to leave the Center if attempts to appease the guest have failed.

GENERAL FACILITY POLICIES

Hours of Operation

The Snohomish Aquatic Center is open during the following hours:

Monday-Friday	5:30am - 9:00pm
Saturday	8:00am - 8:00pm
Sunday	Noon - 6:00pm

- Specific open and close times for each pool are updated frequently and are available at the Center's website, www.snohomishaquatic.com.
- The Center will be closed during some holidays and may be closed annually up to one week for facility maintenance, heavy cleaning, equipment repair, etc. These holiday closures will be listed on the website and posted at the Center.
- Special programs and facility reservations may be scheduled outside of scheduled facility hours.

Schedule Changes

Current schedules will be available at the Guest Services Desks and all changes should be noted or included under the policy/information update section in One-Note. Changes in Center scheduling may occur due to emergencies, inclement weather, equipment malfunction and unforeseen circumstances. Every effort will be made to inform staff and the public of schedule changes, and flyers will be posted in designated locations, as well as on the website.

Facility Closure

The Center and/or areas within the facility are subject to facility maintenance closure(s). Every effort will be made to inform the community and AP cardholders of facility maintenance schedules in advance.

Age Policies for Children and Youth

- Guests 6 through 11 years must be supervised by a guest 14 years or older in the Center at all times. Guest 5 and under must be directly supervised by an adult that actively participates with the child in the water.
- There is a limit of three children under the age of 6 per adult in the pool.
- Children registered for a class or program do not require adult supervision unless required as part of the registration.
- Children 6 years and older must use the appropriate locker room designated for their gender.

Bicycles, Skateboards, Roller Skates, and Roller Blades

No bicycles, or use of skateboards, roller skates, or roller blades are allowed inside the facility. Bicycle racks are located by the entrance to the Aquatic Center Building.

Clothing/Shoes

- Attire not permitted includes clothing and jewelry that carry vulgar, sexual, or offensive messages or references, including pictures of alcohol, tobacco, and drug use, as well as gang affiliations.
- Appropriate swim attire is required for the pool area.
- No shoes on the pool deck.
- No cut-offs, street shorts, or tees are allowed in the pools.

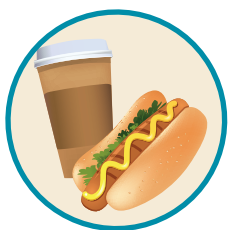
Entry/Exit

To enter the Aquatic Center, all guests are required to check in at the Guest Services Desk and must show an AP card, 3-month pass, punch pass, class registration receipt or card, or pay the daily fee to gain admittance. Closing announcements will be made 15 minutes prior to closing.

- AP cardholders must present a current valid AP Card; 3-month pass holders must present a valid 3-month pass card.
- Class participants must present their class registration receipt.
- Individuals with special entry needs may request assistance from the staff at the Guest Services Desk.
- ID's not belonging to the bearer or suspicious ID's may be confiscated. The bearer and owner will face disciplinary action.
- Any guests who have lost their ID must pay a processing fee of \$5.00 in addition to the cost of the original card.
- The Aquatic Center staff has the right to request additional identification at any time and to restrict access if adequate identification cannot be produced.

Facility Rental

The Aquatic Center and activity areas within the facility are available to rent for special events. Information regarding facility rentals is available at the Guest Services Desk. All formal requests will be forwarded in writing on the Facility Rental Request Form to the Aquatic Events Planner.



Food, Beverage, and Tobacco Use

- Food and beverages may be consumed in the Lobbies, Café area, and Meeting Room. No glass bottles are permitted in the facility.
- Food is not allowed in Pool Area and Locker Rooms
- Controlled and limited food consumption may be allowed for special events, and supervised activities with pre-approval of the Center Supervisor.
- Alcoholic beverages are prohibited on the property.
- Smoking or tobacco use in any form (chewing tobacco, pipes, cigars) are prohibited on the property.
- Employees are to assist in keeping the facility neat and appealing by properly disposing of litter and cleaning or reporting spills promptly. Take pride in our facility by keeping it looking new.

Locker Room Use

Men's and Women's locker rooms are located off the Lobby. Aquatic/Fitness Shower and restroom facilities are located inside the Locker Rooms, including facilities for people with special needs. Guests are encouraged to secure all personal belongings including clothing articles and gym bags inside lockers. Youth, ages 6 years and older, must use their appropriate gender locker rooms.

Family Changing Rooms

For use by families and guests with special needs.

Daily Use Lockers

Lockers are available on a complimentary, daily use basis. Guests may use their own lock and must remove their belongings when exiting the facility. Locks are available for purchase or rent at the Guest Services Desk.

Overnight locker storage and extended storage in lockers is not permitted. Guest locks remaining on daily use lockers at closing, will be cut and contents removed. Guests may inquire at the Guest Services Desk regarding their personal belongings. The Center is not responsible for lost or stolen articles. Guests will not be reimbursed for cut locks.

Parking

Staff members are to park in the side parking lot. Please leave spaces closest to the building for guests.

Pets/Animals

No pets or animals of any kind are allowed inside the facility with the exception of service dogs or working companion dogs accompanying a person with special needs. Staff may only inquire what type of service the animal provides and if it is housebroken.

Weapons

Firearms or weapons of any kind are not permitted in the Center or exterior areas and property of the Center.

Signs/Announcements

Handwritten signs may not be posted within the Aquatic Center. All temporary facility directional signs, facility announcements, and class/program announcements must adhere to the Aquatic Center signage format and must display the Center logo. Requests for permanent signs must be authorized by the Center Supervisor.

Civic Group Announcements

The Snohomish Aquatic Center is unable to post civic or community flyers.

Donations

The Snohomish Aquatic Center, as a public, non-profit organization, is unable to provide donations or contributions of facility space for programs or events free of charge.

Natatorium

GENERAL RULES

- Lifeguards have the responsibility to enforce all regulations and have the authority to remove anyone for behavior that is deemed either unsafe or inappropriate.
- Lifeguards have the final authority on all matters concerning safety management and emergency situations in the pool until relieved by proper authorities.
- The Emergency Alert System is three whistle blasts. At the sound of the whistle, all guests must exit the pool immediately.
- The use of the pool is prohibited unless supervised by a Aquatic Center Lifeguard or other certified Aquatic staff.
- All guests should shower before entering the pool.
- Blocking or restriction of firelanes or emergency exits is prohibited.
- Glass is not allowed in the pool or on deck areas.
- Swimsuits with full coverage must be worn.
- Only Coast Guard approved flotation devices allowed. Aquatic Center provides inflatable tubes. No outside water wings, flotation suits, inflatable tubes or similar are allowed.
- Running, pushing, shoving or horseplay is not permitted.
- Persons using foul language or displaying rude conduct will be asked to leave the facility.
- Guests with skin infections or open cuts and sores will not be allowed to swim.
- Kick boards, pull buoys, hand paddles and other lesson/class equipment is not available during open swim.
- Guests suspected to be under the influence of drugs and/or alcohol are not permitted to enter the pool.
- Hanging onto life lines or lane lines is not permitted.
- Eyeglasses may be worn in the pool if they have plastic or safety-glass lenses and are worn with a safety strap.
- The use of telephones or intercoms is limited to authorized aquatic program personnel and is for emergency use only.
- Any equipment malfunctions or personal injuries should be immediately reported to staff.

Natatorium

GENERAL RULES CONTINUED

- No food or beverages are allowed in the pool. Water in plastic containers with lids or controlled spout is the only exception.
- The use of emergency exits without authorization is limited to emergency use only.
- Diving is not allowed in the Recreation Pool.
- Demonstration of swimming ability must be performed at the request of a Lifeguard.
- Guests 6 through 11 years must be supervised by a guest 14 years or older in the Center at all times. Guest 5 and under must be directly supervised by an adult that actively participates with the child in the water. There is a limit of three children under the age of 6 per adult in the pool.
- Adults must pay admission and supervise accompanying children in the water.
- Children under 3 must wear plastic pants or swim diapers under their swimsuits.

Waterslide Rules

- Slide guard must be on duty to use slide.
- One person on the slide at a time.
- Guests must be 48" in height to use the slide alone.
- Lifeguards have the right to test swimming ability before guests may use the slide.
- Loose articles including eyeglasses, watches, hair clips, flotation devices etc. should be left in lockers or pool side.
- T-shirts or swimsuits with metal rivets, buttons, or fasteners are not permitted.
- Guests should not run, stand, kneel, rotate, tumble, slide head first or stop in the flume.
- Guests must keep arms and hands inside flume.
- Riders must exit from the splash pool quickly, do not cross in front of slide or dive into splash pool.
- For safety reasons, pregnant women and persons with heart conditions or back trouble should not use the slide.

Spa Rules

- Children 11 years and under must be supervised by a guest 14+ at all times.
- Guests ages 6 years and younger are not allowed in the spa.
 - » The Department of Public Health advises against spa use by children based upon possible damage to internal organs caused by the extreme elevation of body temperature. Parental judgement is recommended.
- Use of oils, lotions, and soaps is not permitted.
- Elderly persons, pregnant women, infants and those with health conditions requiring medical care are advised to consult their physician before use.
- Hot water immersion while under the influence of alcohol, narcotics, drugs or medicines may lead to serious consequences and is not recommended.

Competition Pool

- All individuals 11 years and younger must demonstrate the ability to swim in order to use the competition pool.
- Starting blocks are for the use of swim teams and other approved groups with a coach or instructor on deck.

Activities

LAP SWIM

- Lap swim is an adult time for fitness (16+ years old).
- Lane lines will be in place with lanes designated; slow, medium or fast.
- Guests must share lanes. Two swimmers can split the lane. Three or more swimmers need to circle swim in a counter-clockwise direction.
- Guests are to be courteous, understanding and flexible with other recreation swimmers.

OPEN SWIM

- Open recreation swim is scheduled every day. Sessions are 1 hr. 45 min. in length.
- The entire pool including waterslide and spa will be available during open swim.

WATER BASKETBALL

- Water basketball is available during open recreation swim.

SAFETY COMMITTEE

The Aquatics Center Safety Committee is comprised of at least four (4) employees. All representatives serve at least one year and may be re-selected to serve on the Committee. The Committee will meet a minimum of once per quarter resulting in four times per year.

The Chair will schedule the meetings and will assign a committee member to record attendance and minutes and submit in the safety committee binder. The Chair will be responsible for retaining the safety committee binder. Copies of site inspections and accident investigations will be collected for discussion at the quarterly meetings.

Two of the quarterly meetings will comprise of a facility safety inspection tour and assessment by the Committee. It is the center's responsibility to establish a safety committee to create and maintain a safe and healthy workplace for all employees. Further guidelines on the Safety Committee and Safety Meetings can be found in the Appendix.

The Aquatics Center Safety Committee:

Chair	Robert Serviss	Term start: January 2014
Member	Christine Bensen	Term start: January 2014
Member	Nathan Daly	Term start: January 2014
Member	Michael Jones	Term start: January 2014



LIFEGUARD AND POOL POLICIES

LIFEGUARD POLICIES & PROCEDURES

Safety

Safety comes first for the Snohomish Aquatic Center. Our policies and procedures, safety guidelines, training, facility teamwork, and daily cleaning and maintenance schedule are all based on the premise of creating a safe and fun environment for our guests.

Professionalism/Conduct Guidelines

- Lifeguards are expected to abide by all the policies, procedures, and safety guidelines established by The Snohomish Aquatic Center while on and off duty in the Aquatic Center.
- A professional attitude and appearance instills confidence in guests that the lifeguard staff is able to handle any given situation. The opposite may happen if lifeguards conduct themselves irresponsibly. The manner in which staff members conduct themselves even when they are off duty at the Center, can reflect negatively on our mission. Please be aware of language and actions once entering the parking lot and building.
- To maintain positive guest relations, emphasis remains on education and not just enforcement. It is imperative that lifeguards maintain a polite and courteous manner while educating the public on safe use of the facility. Consistency is the key when enforcing safety guidelines. Inconsistent enforcement of safety guidelines can leave a guest confused and frustrated.
- Staff members are responsible for the proper use and care of any property of The Snohomish Aquatic Center that they may utilize such as rescue tubes, cleaning equipment, books, etc. Damaged or lost property must be reported to the Aquatics Manager within 24 hours. Staff may be responsible for compensation of lost or damaged property pending an investigation.
- Staff members may not solicit any work-related services for personal gain, such as private lessons performed at the Aquatic Center, while employed at the Snohomish Aquatic Center. The Aquatics Manager must sanction all programming at the Aquatic Center.
- Staff members should always obtain consent from a parent or guardian (when present) if a minor requires first-aid.

- Friends and other staff members are not to socialize with staff while they are on station. Staff members should never be distracted from their primary duties. Conversations with guests must be brief. In the event a guest needs assistance please refer them to a down lifeguard or Lead Lifeguard. If a guest does not understand a safety guideline, signal a down lifeguard or Lead Lifeguard to assist in the explanation of the safety guideline. If there is a consistent problem enforcing a particular safety guideline in your area, it is imperative to signal the down lifeguard or Lead Lifeguard for assistance.
- After completing work shifts, refrain from loitering in the lifeguard office or any staff area restricted to off-duty staff. Excess noise or distractions will impair the ability of the down lifeguard to hear whistle signals from other staff members.
- Pushing staff members into the pool or spraying staff members with water or chemicals is strictly prohibited.
- Staff members should never show affection toward each other in the work environment. The Snohomish Aquatic Center harassment policies and guidelines will be adhered to at all times. Failure to comply will result in termination.
- After-hours use of the pool area strictly prohibited unless the activity is a sanctioned training or staff function approved by the Aquatics Manager or Aquatics Center Supervisor.

Substitutions

If your request for time off is not granted; or if you are unable to work a scheduled shift, you will need to find a substitute.

1. Substitutes must possess the same certifications and qualifications as the scheduled staff member; i.e. Lead Lifeguard for Lead Lifeguard (when scheduled as a Manager on Duty), Water Safety Instructor for Water Safety Instructor (when scheduled as an instructor) and Lifeguard for Lifeguard.
 - » If the substitute is teaching lessons, you are responsible for writing out all lesson plans necessary to teach the classes that they will be responsible for.
2. When a substitute is found, the substitution must be documented on the Substitution form, 24 hours in advance of the scheduled shift. A sub log must be completed by both parties with the shift time, and if lessons are included. The form must be signed by the substitute and initialed by a Lead Lifeguard or Aquatics Manager to be valid. Once the substitute has signed the log, they are now responsible for that shift, even if they change their mind.
 - » Substitutions will not be approved if the substitution results in an overlapping shift, or overtime.

3. In last-minute situations, please call the Lead Lifeguard to inform them of the substitution when it cannot easily be documented in the Substitution Log.
4. Speak with a Lead Lifeguard at least 48 hours in advance when you cannot find a substitute, to discuss any further options.

Time Reporting

- Please clock in when you are ready to work.
 - » You are not paid to change into uniform. If you arrive at the facility over 15 minutes early, you will not be paid for that time unless the Pool Supervisor or Lead Lifeguard asks for assistance, or you assist during an emergency. Staff members must stay in uniform until they have checked-out with a Pool Supervisor or Lead Lifeguard.
- Staff members who falsify any information with time reporting will face disciplinary action and/or termination.

Uniforms

- All staff members must be in uniform during scheduled work hours. Uniforms include a shirt with The Snohomish Aquatic Center Logo, whistle, suit, lanyard, and hip pack. Guest Services Staff are also required to wear a name tag.
 - » Uniforms must be kept clean and free of holes or stains. Staff with poorly maintained shirts will be required to acquire a new one. Faded or bleached uniforms must also be replaced.
 - » Guards must wear appropriate swim attire while on duty.
 - » Jackets, pants and hats are not permitted when in the guard stand. Sandals must be slip-on style or flip-flops.
 - » Extra shirts may be obtained from management.
- While in uniform, staff members represent The Snohomish Aquatic Center, and should act accordingly.
 - » Uniforms should not be worn for personal use, or while off duty.
- Staff members are not permitted to change in/out of uniform in the Lifeguard Office.

First-Aid/Fanny Packs

Fanny packs are a required part of your uniform and must be worn while on duty. Fanny packs are critical during the Emergency Action Plan and should be checked before your shift and nightly by the Lead Lifeguard.

Fanny packs should have the following supplies in a waterproof bag:

1. Non-Latex gloves
2. 4x4 gauze pads
3. Roller gauze
4. Pocket mask in good condition
5. Band-Aids

These items need to be sealed in waterproof bags

Any items missing from your pack need to be replaced. If first-aid supplies are low, inform the Lead Lifeguard or Manager immediately. The contents of the fanny packs should be used for first-aid emergencies only and not for cleaning. Supplies that are wet will need to be replaced and/or dried.

Job Descriptions

- Please refer to the job descriptions included with your orientation material for a complete description of included duties for all job titles.
- The Lead Lifeguard or Manager-On-Duty title is used in situations when a Pool Supervisor assumes all the responsibilities of daily operations and guest safety. Staff members that are placed in the position of Pool Supervisor or Lead Lifeguards receive additional training for testing water chemistry, oxygen administration, and Automated External Defibrillator (AED) use.
- As a reminder, all staff members are responsible for maintaining a safe and clean environment. Staff members are expected to contribute to the team and help complete daily maintenance and cleaning to prevent hazardous situations. When performing these duties, you should also be observant of any potential problems with the facility or equipment and alert management to them.

POOL LOGISTICS

Snohomish Aquatic Center Chain of Command

Aquatic Center Supervisor: Chris Bensen 360.563.1986

Aquatic Manager: Rob Serviss 360.563.1987

Aquatic Leads, Lifeguards, Swim Instructors, Water Fitness Instructors,
FlowRider Instructors, Masters Team Coaches, Diving Coaches

PROPERTY MANAGEMENT STAFF

Facility Manager: Michael Jones 360.563.1993

Guard Positions

RECREATION POOL

At Full occupancy of 300 guests, 8 lifeguards are required to be on deck, with an additional attendant at the top of the slide. Position of the primary guard and rotations will change based on the number of guests and the scheduled activities.

Guard Station 1: Walking Guard, lap pool between the basketball hoops

Guard Station 2: Short Chair, corner of lap lanes/shallow water lesson area.

Guard Station 3: Walking Guard, beach area

Guard Station 4: Guard at top of Play Structure

Guard Station 5: Short Chair, at the lazy river by play structure

Guard Station 6: Walking Guard, at spa/lazy river

Guard Station 7 (Primary Guard Station): Tall Chair, North side near steps exiting pool by slide

Guard Station 8: Standing at bottom of slide

Attendant Station: Top of slide, may be a guard

Guards should be spread along the pool edge to maximize scanning coverage.
Guards not in a chair are walking in their zone.

COMPETITION POOL

The Primary Guard stand (Tall Chair) in the Competition Pool is located on the South end of the pool near the diving boards. The Primary Guard should always be able to see the entire pool.

Secondary Guards are needed during open rec swims when bather load is greater than 50 patrons.

- Guard #2 at opposite side of starting blocks, walking guard
- Guard #3 at spectator side, walking guard

FLOWRIDER

- Primary Guard is at the bottom of the FlowRider assisting guests.
- Secondary Guard is stationed at the top during busier open rec swims and most weekends.

LIFEGUARDING

Posture

Posture and alertness are essential parts of good lifeguarding. Feet should be flat on the platform while at a sitting station stand up straight and avoid leaning on objects while at a standing station. The rescue tube should be across the chest with the strap around the shoulder while holding the slack.

Scanning

- When scanning the pool, lifeguards should be aware of all senses. Lifeguards should be aware of what they see, smell, and hear in their area. Many times our senses will tell us something is wrong immediately. Pay attention to unusual sounds and smells - vision is not the only sense that you will use while guarding. **“Go if you don’t know.”**
 - » As a lifeguard, remember that nothing should take away attention from the pool. Staff members should never lose eye contact with their area of responsibility.
 - » Injuries can occur on the deck as well as in the pool, and while scanning do not forget the deck. Also be aware of blind spots and make adjustments with scanning, and move as needed.
 - » When in doubt fish it out. Scan the bottom first, anything unusual is noticed, investigate.
- Lifeguards will use the 10/20 rule. Scan the area of responsibility every 10 seconds and respond to an emergency in less than 20 seconds.
- Avoid placing hands on your head or face. The head should be moving at all times. When the head is not moving guards are missing approximately 30% of the zone.
- Beware of overlapping areas of responsibility. Do not make any assumptions of coverage.

Recognition of a Potential Danger Situation

Recognition of a potential danger situation is perhaps the most difficult lifeguarding skill to teach or master. It requires both that one know what to look for, and that one looks for it. The lifeguard may look for these potential danger situations using either of two scanning systems and from either a guard chair, or the pool deck.

WHAT TO LOOK FOR:

There are many clues used by the experienced lifeguard to identify members who may eventually need help.

1. Facial Expressions- scared, agitated, or panicked facial expressions easily identify a swimmer who needs help.
2. Crowds- groups of people gathering around something may indicate trouble.
3. Sounds- cries for help, loud bangs and splashing all indicate trouble and should quickly alert the lifeguard
4. An Arm Wave- should immediately alert the lifeguard.
5. Diving-often the way a person enters the water will indicate his aquatic ability.
6. Non-English-Speaking Groups- may have had less exposure to swimming lessons, may not be able to read rule signs, or may have different swimming skills.

LOOKING FOR IT:

Looking for potential danger situations is best accomplished by systematically scanning the area that one is responsible for. While scanning, one should sweep one's eyes back and forth over this area, being sure to:

1. Key in on weak swimmers or potential danger situations, but not for too long; keep those eyes moving.
2. Divide scanning time unequally (danger areas take priority over water fountains).
3. Check to see that people come up from dives or even floats.
4. Check the deck or park surrounding the pool (but remember that the lifeguard's primary responsibility is his/her pool).
5. Include every other lifeguard in the scan, and watch for communication. Reduce boredom.

Zone Coverage

- Know the zone of each station in rotation. Each zone may overlap with another to prevent any area from not being scanned.
- When stationed at the recreation pool there are many visual obstacles that may impede your vision. It is imperative to move regularly to assure adequate vision.

- Zone coverage is determined by the number of stations posted. The number of stations is determined by the pool schedule, day of the week, time of the day, scheduled programs and ultimately the number of guests utilizing the facility. Pools must be staffed appropriately before they can open. It is suggested that the leisure pool maintain a 1 to 25 ratio in each area of responsibility. Individual features should have a guard stationed at them, i.e. slide, river, and spa. These features should always have a guard regardless of the number of swimmers in these areas.
 - » Current zone coverage maps will be posted in the Lifeguard Office.

Walking Area of Responsibility

It is recommended that guards walk their zones before and after their rotation. When walking an area of responsibility be looking at the bottom of the pool as well as identifying guests that may not be feeling well or may be experiencing difficulty. Zones need to be walked quickly and efficiently to allow the rotation to move smoothly.

Rotation

- The Aquatics Division uses 15- and 30-minute rotation intervals between each station. 30-minute rotations are only allowed in the morning hours. Staff members are asked to rotate on time. Each guard should rotate quickly and appropriately.
 - » When relieving a staff member on station, remember that zone coverage must be maintained during the exchange. After you have been relieved from a station, do not walk away until you have ensured that the next lifeguard is ready to assume zone coverage.
 - » Limit conversations while rotating to information that is pertinent to the zone in front of you. This will help maximize the down time for the lifeguard coming down from rotation. All eyes must be on the area of responsibility during rotation. Do not walk away from the area until coverage is secured.
- All staff members are expected to rotate. Double downs, or remaining down for more than 15 to 30 minutes, are not permitted and stationed lifeguards are required to move to the next station during rotation. During staff changes with multiple staff members starting at the same time, each one must rotate. The last staff member to come in assumes the first position in rotation. When staff members rotate, they need to ensure staff members that are off the schedule are rotated down and there is proper coverage. During the day if positions in the rotation are no longer needed or closed the staff members at that position must rotate to the next position. Time is the determining factor for rotation and not rank or seniority.

- Staff members should never leave their station unless rotating or for an emergency situation. If you need to address a situation that is away from your station, signal a down lifeguard or Pool Supervisor.
- The down lifeguard is considered part of rotation and not a break time because they are a vital part of the emergency action plan. For this reason, the down lifeguard is required to remain in the aquatics area. The down lifeguard is expected to inform a Pool Supervisor if they need to leave the aquatics area.
- The down lifeguard is expected to complete daily cleaning/maintenance tasks and perform first-aid for guests when needed.
- The down lifeguard is permitted to eat meals during this time, and must do so in the Lifeguard Office. Staff members are not permitted to leave the facility while on duty.

Communication

Effective communication skills are essential in lifeguarding. It is important to know who might need assistance, as well as who is being difficult at the facility during your rotation. Communication is also very important in the event that you need assistance. We will follow a standard procedure to communicate with other lifeguards and guests.

WHISTLE SIGNALS

- 3 short whistle blasts to clear the pool and/or activate the Emergency Action Plan. Back-up coverage must occur. The office guards must respond. EAP has been activated.
- Air Horn blast notifies Aquatics Management of an issue at the FlowRider.

AIR HORNS

Air horns are located at each stationary lifeguard stand, the FlowRider and the slide. They are to be used to clear the pool and activate the emergency action plan in addition to the 3 whistle blasts.

Prevention

When enforcing safety guidelines, staff members are encouraged to help educate the guests by informing them of the potential for injury that could occur with a particular activity. Each safety guideline has been created to prevent injury from occurring and a few have been created because an injury did occur. It is very important for us to have a safe as well as fun facility. This can be accomplished by focusing on injury prevention through education. Staff members must make a conscientious effort to prevent injury from occurring. Watch for potentially hazardous conditions or situations and address them before it leads to an incident or emergency.

The Aquatics Center also uses other measures to help prevent injury. Age requirements are used by many facilities to help reduce the amount of rescues performed. The Snohomish Aquatic Center requires children 6 years of age and younger must be accompanied by an adult in the water, within arm's reach at all times or have the ability to pass a swim test. Children who are non-swimmers should be encouraged to wear a Coast Guard-approved lifejacket.

Height requirements are used to help reduce the amount of rescues performed at the slide and on the FlowRider.

Safety Guidelines

Only Managers can make exceptions to ANY safety guidelines.

GENERAL POOL SAFETY GUIDELINES

- All children 3 and under must be in a swim diaper and plastic pants.
- Use of camera phones is prohibited in locker room area.
- Obvious non-swimmers or children less than 48 inches tall are strongly encouraged to be in a Coast Guard approved lifejacket.
- A maximum of 3 children for every 1 supervising adult must not be exceeded for children 6 years of age and younger.
- Appropriate swimming attire is required. Alert the Aquatics Attendant to any questionable attire. This can include anything that lifeguards perceive to be something other than a regular lined bathing suit.
- State Health Regulations require guests to shower before entering the pools or whirlpool.
- Guests are required to walk in the aquatics area. Running can lead to trips or slips, due to angled and wet deck surfaces.
- Outside flotation devices are not allowed.
- Flipping, jumping off backwards, or spinning off the edge of the pool is not permitted. This may result in serious injury to the guest involved and/or bystanders.
- Horseplay is not permitted in or out of the water. This includes dunking, pushing, shoving, arm locks and similar activities. Individuals being dunked may be held underwater too long causing a possible drowning or distressed swimmer situation. Horseplay may result in serious injury for not only those involved, but bystanders as well.
- Hanging on lane ropes or railings is not permitted.
- Standing or sitting on the shoulders of other guests is not permitted. This may result in serious injury to the guest involved and/or bystanders.

- Throwing children or other persons is not permitted. This may result in serious injury to the child and/or bystanders.
- Cutting through lap lanes is not permitted. This may result in a collision, which may result in serious injury.
- Kick boards are provided for use in lap lanes and are to be used in the correct fashion. Kick boards are not permitted in open swim areas. Sinking or standing on kick boards may result in serious injury to the guest and/or bystanders.
- Diving is permitted in competition pool only.
- Lifeguards may stop any activity which may cause a guest injury or conflict. This guideline empowers staff members to use good judgment and common sense to prevent unsafe situations.

WATER SLIDE SAFETY GUIDELINES

- Riders under 48" tall are permitted on the slide if accompanied by a guardian (ride tandem, no catching) if he or she passes the swim test for the competition pool.
- One rider at a time. When finished, exit the catch pool immediately. No person may catch another at the bottom of the slide.
- Riders must go down slide on their back or bottom, feet first. Kneeling, standing, spinning or stopping is not permitted.
- Goggles, glasses, jewelry, flotation devices, metal objects such as swimwear with exposed zippers, buckles, rivets or anything that may damage the slide are not allowed.
- The slide may be closed at the discretion of the lifeguard.
- Ride at your own risk.
- No horseplay while waiting in line.
- Maximum rider weight is 300lbs.
- People whom have medical conditions should consult with a physician before use.
- Do not use the water slide when the water is turned off.
- No diving or flipping while exiting the flume.

LAZY RIVER SAFETY GUIDELINES

- One guest per tube with the exception of parental supervision.
- Tubes must be used in the appropriate fashion.
- Standing on, sliding over, or swimming under tubes is not permitted.
- Tubes are not allowed in the Vortex/Whirpool.

WATER PLAY STRUCTURE SAFETY GUIDELINES

- Guests must walk up the stairs.
- Guests must ride the slide alone.
- Guests must wait until the person in front of them is all the way down the slide and off the blue mat.
- Guests must go down the slide on their bottom, feet first.
- Stopping, standing, and spinning down the slide are strictly prohibited.
- Guests are not permitted to be caught at the bottom of the slide.
- Engaging in horseplay is prohibited.
- Guests are not permitted to climb on railings.

SPA POOL

- The minimum age to use the Hot Tub is 7.
- Pregnant women, elderly and persons suffering from heart disease, diabetes or high or low blood pressure should not enter without prior medical consultation and permission from their doctor.
- Soak time should be limited to 15 minutes.
- Submerging head or horseplay is not permitted.

FLOWRIDER SAFETY GUIDELINES

Follow manufacturer guidelines: for your safety, participate only if in good health. Only YOU know your physical condition or limitations. If you suspect that your health or safety could be at risk, or you could aggravate a pre-existing condition of any kind, do not ride.

- No running, standing, kneeling, tumbling, horseplay or stopping on the FlowRider.
- Failure to follow the directions of the attendant or failure to obey posted rules may result in removal from the premises.
- No diving, jumping or entering from the sides of the FlowRider.
- Surf one person at a time.
- All persons must be 42" to Bodyboard.
- All persons must be 52" to Flowboard (stand up).
- All persons must be able to swim in turbulent water.
- Leave the standing area promptly after exiting.
- Guests should not participate if they have any of the following conditions: recent surgery or illness; heart condition; neck, back, or bone ailments; pregnancy; high blood pressure or aneurysms; or are under the influence of drugs or alcohol.
- Metal objects, jewelry, eye glasses and goggles, are not allowed on the FlowRider.

DIVING BOARD RULES

- Guests must demonstrate the ability to swim 25 yards before using the diving boards.
- Divers may only bounce once on the board (unless in a diving class with an instructor)
- Cartwheel, handstand, or running dives are not allowed.
- Divers must jump or dive straight off the board.
- No hanging off boards or loitering on boards.
- Only one person on the diving board at a time.
- Wait on deck (not on board or ladder) until diver has left the board.
- Swim directly to the appropriate ladder and exit the pool.
- Divers may not enter the water until previous diver reaches the pool ladder.
- Balls, flippers, goggles, and lifejackets are not allowed.
- No swimming or playing in diving area when diving boards are being used.
- The Pool Manager may restrict certain dives based on safety concerns.

Guest Services

When educating guests on the guidelines please remember we are here to educate and assist our guests so they may enjoy their stay safely.

- Please remember never to take your eyes off your zone when a guest comes to ask you a question. If the answer is not one that can be answered quickly, please refer the guest to the guard office staff. If they are upset please signal a manager or down guard to assist them with their issue immediately.
- Instilling confidence in the guests who use the facility is the most important thing we will do. Always be polite and present a cheerful and positive attitude to all the guests who walk through the door. Always be attentive to the guests' needs and listen to what they have to say. Give as much information as possible when answering questions so that the guest has a clear understanding of your explanation. Don't leave a question unanswered or give incorrect information. If you don't know, ask a Pool Supervisor to assist.
- Remember that consistency is the key when enforcing safety guidelines. Inconsistent enforcement of safety guidelines can leave a guest confused and frustrated. Guest relations and safety rely on consistency.

- When enforcing safety guidelines remember to take certain factors into consideration. The age of the guest is important to consider when establishing safety guidelines. Age will make a considerable difference in the way a safety guideline is relayed. When dealing with small children please address the parent or guardian politely to correct the action of the child. If the parent or guardian requests an explanation, signal the down lifeguard or Pool Supervisor to address their concerns. When dealing with guests please treat them with respect.
 - » When a guest continues to break safety guidelines, staff members must make sure that the guest heard the staff member enforcing the safety guideline and understands the potential for injury that could occur with their activity. If the situation has not been resolved, you may need to sit the guest out if it is a child or a young adolescent. When sitting guests out, do not exceed 15 minutes. Often, one minute for every year of age fewer than 10 will suffice. If the guest is a child or a young adolescent and has a parent or guardian with them, refer the situation to the Pool Supervisor and they can address the problem with the parent.
 - » Only a Manager can remove a guest from the facility.
- When dealing with a difficult guest, remember to listen to the guest and do not interrupt them while they are telling you what the problem is. Use your communication skills, have a willingness to resolve or explain the situation, and a positive attitude when attempting to resolve the situation. Do not take it personally; the guest may not be angry with you, they may be angry at the situation. Never lose your temper; if you become frustrated, refer the guest to a Pool Supervisor.
 - » Work with the guest to try and solve the problem. If you are utilizing these suggestions, your Manager will support your decisions.
 - » Always give the guest a choice, instead of saying “NO” say “Here is what we can do for you”

Special Needs

It is a goal of the Aquatics Center to improve the quality of life for all guests and program participants. We do this by providing access to all of our facilities and by providing reasonable accommodations to those who participate in our programs.

Some guests may have a disability that impairs their ability to understand a specific safety guideline. Please be aware that communication with these individuals may be difficult. Do not get frustrated; ask for assistance from the down lifeguard or Manager on duty. The Manager must make efforts to reasonably accommodate a handicapped individual's needs.

The Americans with Disabilities Act (ADA) assures that individuals with disabilities have equal rights to facilities and program participation with reasonable accommodations.

The following accessibility equipment is provided:

- A handicap chair lift used to submerge swimmers from the deck into the pool.
- Accessible changing rooms.

Staff members are not permitted to assist a guest with disabilities in/out of wheelchairs or transport them in/out of any pool. Guests needing extra assistance must provide their own personal aide. This guideline does not include emergency situations.

Use the following guidelines if a guest with disabilities would like to use our facility:

- Guests with disabilities should be treated politely and with respect.
- Guests who require assistance in and out of the water due to a disability must bring their own aid. Due to liability reasons, it is suggested staff members are not permitted to move or transfer guests in or out of the pools.
- If a guest requests a wheel chair, please retrieve it from the storage room promptly. This is only done by the down lifeguard. NEVER LEAVE YOUR STAND TO DEAL WITH ANY GUEST REQUESTS.

Use the following guidelines if a guest with disabilities would like to participate in our programs:

- Guests with disabilities participating in the Learn-To-Swim Program will be accommodated based on their needs.
- Private swim lessons are also available for guests that need more one-on-one instruction due to their disability.
- Guests with disabilities that participate in Aqua Exercise must complete the standard forms and be able to sustain themselves in the water with or without a personal flotation device.

Use the following guidelines when communicating with a guest who has disabilities:

- When speaking with someone who has a disability, speak directly to them and don't exaggerate words or raise your voice.
- Introduce someone with a disability as you would anyone else.
- When speaking with someone who has a disability, treat them the same as you would with any other person of their age.
- Be courteous to guests in wheel chairs. If the chair needs to be moved, explain to them that it is in a walkway and ask them where they want you to place it. Never sit or lean on someone's wheel chair.
- Do not interrupt someone who is trying to communicate with you. Let them tell you what they need; do not assume what they need. Listen to what they are telling you.
- When you are speaking with someone who may be vertically challenged or in a wheel chair place yourself at eye level.
- When interacting with someone who has a hearing impairment, do not talk louder - it does not help. Speak to them normally, many individuals with hearing impairments can read lips or they may have an interpreter. When speaking with someone who has an interpreter talk to the person not the interpreter.



EMERGENCY PROCEDURES

Emergency Procedures

EMERGENCY CONTACTS

Snohomish Aquatic Center Address

516 Maple Avenue
Snohomish, Washington 98290
Cross Streets: Between 5th & 6th Streets
Site Phone: 360-568-8030

Emergency 911

AQUATIC CENTER CONTACTS			
Facilities Manager	Michael Jones	360-563-1993 (W)	425-359-2276 (C)
Aquatic Center Supervisor	Chris Bensen	360-563-1986 (W)	631-902-2979 (C)
Business Services Manager	Nathan Daly	360-563-1988 (W)	425-213-7356 (C)
Aquatics Manager	Rob Serviss	360-563-1987 (W)	425-971-4060 (C)

SNOHOMISH SCHOOL DISTRICT CONTACTS			
Maintenance/Custodial Supervisor	Kraig Rosencrantz	360-563-3534 (W)	425-508-8008 (C)
Executive Director of Operations	Ralph Rohwer	360-563-7230 (W)	206-851-6347 (C)
Risk Management	Tom Laufmann	360-563-7239 (W)	425-923-7489 (C)
Superintendent	Bill Mester/ Kim Heinemann	360-563-7280 (W)	425-330-3181 (C)
Director of Communications	Kristin Foley	360-563-7263 (W)	206-300-5499 (C)

OTHER INFORMATION	
Poison Control Center	1-800-222-1222
PUD (Electricity)	425-783-5050
Puget Sound Energy (Gas)	1-888-225-5773
City of Snohomish (Water)	360-568-3115
Cerium (Phones)	1-800-217-0933

EMERGENCY PREPAREDNESS AND EAP (EMERGENCY ACTION PLAN)

Emergency Prevention

While on duty, please watch for hazardous situations and address them before an incident or emergency occurs. Most situations can be corrected immediately, but in the event something needs immediate attention and cannot be easily corrected, inform the Aquatics Manager immediately.

It is your responsibility to prevent emergencies before they occur. To do this effectively we must all be aware of the following examples and respond to them immediately.

- Turned up edges on mats or entry carpets.
- Sharp edges on play structures.
- Obstruction of entrances or exits.
- Obstructions left on deck including poles, hoses, lane reels, kick boards, buckets, brooms, etc.
- Unattended cleaning chemicals.
- Faulty, inappropriate, or inadequate equipment.
- Unsafe handling, misuse, or unauthorized use of equipment.
- Missing or faulty equipment including first-aid supplies, backboards or straps, and fire equipment.
- Chairs, tables, bleachers, or other furniture in need of repair.
- Electrical equipment in disrepair.
- Bolts or screws missing from pool equipment.
- Open doors or cabinets in the chemical storage area.
- Unlocked or unsecured facility doors.
- Electrical equipment near the water.
- Loose or unsecured equipment.
- Missing depth markers or other missing signs.
- Objects protruding from equipment.
- Any chairs out of place.
- Slick or rough surfaces.
- Look for any item that may cause injury. This list is not all-inclusive.

Skills Audits

- Skills Audits are used to ensure that staff members are prepared for emergencies before they occur. Audits can be announced without warning and staff members should be prepared to perform the skills required for each of the following scenarios.
 - » Observation Audit – Management will look for proper scanning techniques, appropriate posture while on station, rotation exchanges, and consistent safety guideline enforcement.
 - » CPR Audit – Staff members are expected to complete a CPR scenario without reminders, in the proper order, and using correct ratios.
 - » Rescue Audit – Staff members will need to perform the proper water rescue for a given situation and any additional care required when the victim is removed from the water.
 - » Backboard Audit – Staff members are expected to perform the proper water rescue for a given situation, maintaining inline stabilization and minimizing movement by immobilizing the victim on a backboard.
 - » First-Aid Audit – Management will assess the care provided by staff members for a first-aid related scenario.
 - » Visual Acuity Audits – When guards are rotating they are required to look at the area of responsibility, including the pool bottom and all guests in the area. Audits will be conducted to assure guards are looking for these scenarios.
- Staff members who fail to demonstrate proficient skills during a skills audit, emergency situation or in-service, or allow their certifications to expire will be required to relinquish their scheduled hours until their skills are satisfactory or certifications are renewed.
 - » Staff members will need to be re-evaluated no later than one week after the initial skills audit. Staff members are encouraged to review their skills using the American Red Cross Lifeguarding Manual and by scheduling an appointment with the Pool Supervisor to practice. Staff members will be only be reevaluated once. If the second skills audit is failed, they will receive disciplinary action and will be required to recertify before they will be scheduled to work again.

Calling For Help

911 should be called in serious situations. If you are ever in doubt, call 911. If a guest is refusing care for themselves or their child, 911 should still be called. The paramedics and/or fire department may be able to convince them that they or their child need further medical treatment. If they are unsuccessful, a refusal of care form must be signed. This will remove the Aquatics Center from liability. Always handle a medical emergency within the standard of care in which you are trained.

Proper care and response in an emergency could mean the difference between life and death. It is imperative that lifeguards respond quickly and calmly. **When in doubt, always err on the side of caution.** It is better to call when in doubt.

The following are basic steps to an EAP; these steps are not all inclusive and should only serve as a guide. **Assuring that 911 has been called is the most important part of the EAP.**

1. Recognition and activation are the first step of the EAP. Staff members should use the communication signals detailed in Section 2 of this manual to activate the EAP.
2. The staff member that recognizes the emergency is the primary responder and then enters the pool and performs the appropriate rescue.
3. Staff members are responsible for turning off the activities in the leisure pool, the slide and clearing swimmers from the pool. In the event of a critical emergency, staff will call 911 and inform the 911 dispatcher about the nature of the emergency and direct the emergency medical services (EMS) where to go. EMS should be directed to the area of the emergency. The following are things to remember when calling 911.
 - » State your name and the name of the facility.
 - » Give the telephone number and address of the facility.
 - » State the nature of the emergency.
 - » Information about the treatment being provided.
 - » Do not hang up until the dispatcher tells you to do so.
4. Guests in all pools should be cleared.
5. The staff members closest to the primary responder should assist with the rescue if needed. They must first clear and secure their area.
6. At least one staff member should stay out of the water to secure the locker room doors and hallway doors once the guests have exited. They must also move between areas to assure guests do not reenter the area. They should also ask for any family members or friends to determine personal information and medical history. Do not discuss the incident with inquiring guests.

7. Additional staff members can assist with the rescue if the previous items have been addressed or there is an adequate number of staff members to assist. Once pool is cleared, the elevated lifeguard must remain on stand.
8. Once EMS arrives, staff members will need to give as much of the following information about the patient that can be determined. Give them a sample history:
 - » Signs and symptoms being exhibited
 - » Any allergies
 - » Medications the patient has taken
 - » Patient history and any known medical conditions
 - » Last Intake. When the patient last ate or drank anything
 - » Events that led up to the incident and/or what happened
 - » What care has been provided and effect of treatment on the patient

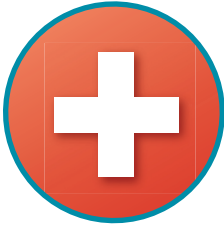
In general, if the emergency occurs in the water, the pools must be cleared. If the emergency occurs on the deck or other part of the facility, the guests will only need to exit the pool area if there are not enough staff members available to cover the pool or guest privacy is in jeopardy. The need to clear the pool is at the discretion of the Aquatics Coordinator, Pool Supervisor or Lead Lifeguard.

The following are additional things to remember when the EAP has been initiated.

1. The emergency response bag (containing oxygen) and Automated External Defibrillator (AED) must be brought to the scene of the incident immediately to limit any delay in treatment.
2. It is the responsibility of the aquatic team to ensure control of the scene.
3. Never permit a guest to assist with an incident, regardless of level of training. All guests need to be clear from the incident area.
4. Communication is the key to any emergency situation.

If there is a sudden death or near death, all pools must be closed and staff must go through the after-emergency process. The facilities cannot reopen until the Facilities Manager gives the all clear. All equipment must be replaced and a new staff on duty.

MEDICAL EMERGENCIES



Life Threatening

- + A medical emergency is a possible life threatening situation. Examples of potential life-threatening situations include heart attack, stroke, drowning, loss of consciousness, seizure, heat stroke, shortness of breath, or concussion. In the event of an emergency situation, the supervisor on duty is responsible for delegating tasks.
- + In the event of a life-threatening injury, an employee must always stay with the injured person. Send another staff member or guest to contact the Guest Services Desk.
- + Guest Services Desk staff should immediately call 911 and announce a “PAGE 100” and incident location over paging system. The supervisor on duty and other available staff will immediately respond by providing assistance.
- + One staff person should be designated to go to the closest access door to direct the emergency personnel to the location of the incident.
- + “PAGE 100” procedures (required by Guest Services Desk staff) are as follows:
 - » State the words “PAGE 100” over the paging system, and state the location.
 - » “PAGE 100” should be announced three times and should be louder than routine pages.
 - » The Reception staff person should remain at the Guest Services Desk area for additional instructions.
- + When dealing with life-threatening injuries, your responsibility to the injured guest is to notify the Guest Services Desk immediately so emergency plans can be activated to provide emergency first-aid assistance.
- + Do not move the injured person until you have carefully evaluated the situation. Never move someone you suspect has a neck, back or head injury, or if you are unsure of the extent of their injuries. Never move an individual before they are ready, or so that others can continue their activities.
- + Provide first-aid as outlined in Emergency Care Review and from training.
- + Attempt to provide comfort and reassurance to the injured person.
- + Clear the area. If the guest is with a friend, allow the friend to reassure the injured party. Kindly, but firmly, ask all other spectators to move away from the area and discourage any negative comments.
- + Stay calm and do not overreact.



Making Emergency Calls

When calling the Emergency Dispatcher or Fire Department at 911, state calmly and clearly:

- + Your name and the address (516 Maple Ave.)
- + Describe the injury and say that you need them to respond.
- + Recommend the door of the building with closest access.
- + Listen to the instructions you are given. Repeat it to be sure you have the correct information.
- + Never be the first one to hang up.
- + Make sure that someone will be waiting at the closest access to direct emergency personnel to the accident site.
- + This information will be posted next to all public/emergency phones in each area of the Aquatic Center.

Meeting the Emergency Personnel

Send a responsible person to the Entrance where the Fire Department and Emergency Personnel will arrive. Get the driver's attention, and direct them to the location of the injured person as quickly as possible.

Minor/Major Injuries

Participation in recreational aquatics programs carries some risk. Participants are responsible for their own health and safety. However, it is the responsibility of staff to be prepared for any type of emergency. In the event of any injury, you will need to assess the seriousness of the injury, call for medical assistance if necessary, and fill out the appropriate form(s). All forms will be kept at each supervisory or staffed location in the building. Guidelines for responding are as follows:

- + Minor scrapes, bruises, muscle pulls, etc., can usually be addressed by giving first-aid to the guests and filling out a minor injury report.
- + Call the Fire Department (911) for any injury beyond "minor" and fill out an Incident/Accident Report Form. Injuries such as bleeding, reports of dizziness, broken bones, or major bruises, may be considered conditions requiring medical attention.
- + If a severe injury occurs, you should always call 911. Injuries such as loss of consciousness, potential drowning, severe bleeding, or a broken bone are considered severe.
- + Always call 911 when there is doubt about the severity of a major injury.

Hospital Location

PROVIDENCE MEDICAL CENTER, COLBY CAMPUS

1700 13th Street, Everett, Washington 98201
425-261-2000

TRANSPORTATION

Staff members are not allowed to transport an injured or ill person in a private or center owned vehicle.

Medical Supplies

FIRST-AID KITS

- + Guest Services Desk
- + Lifeguard Room (Recreation Pool)
- + Meet Management Room (Competition Pool)

POCKET MASKS/FACE SHIELDS

- + First-Aid Kit locations

BLEACH

- + Lifeguard Office
- + Maintenance Office

GLOVES

- + First-Aid Kit locations

SHOCK BLANKET

- + First-Aid Kit locations

AUTOMATED EXTERNAL DEFIBRILLATOR

- + Guest Services Desk
- + Competition Pool (by Swim Meet Room)

EMERGENCY CARE REVIEW

First-Aid Procedures

- + Check for vital signs (consciousness, breathing and pulse).
- + Administer mouth-to-mouth breathing and/or CPR as needed.
- + Control severe bleeding. Follow Bloodborne Pathogen Safety Procedures (use of latex gloves, etc.). Procedures must be specifically followed.
- + Treat for shock.
- + Stay with the victim.
- + Assist the Paramedics as needed.

Shock

Shock may be caused by many types of injuries, as well as a lack of oxygen caused by obstruction of air passages.

SIGNS

Pale bluish skin that is cold to touch and moist/clammy, and weak/rapid pulse.

TREATMENT

Always maintain an airway and air exchange.

Keep victim lying down; cover the victim only enough to prevent loss of body heat; obtain medical assistance.

Burns

Burns are classified as 1st, 2nd, or 3rd degree.

1ST DEGREE

- + A superficial burn affects only the top layer of skin. Red dry and painful.

2ND DEGREE

- + A partial-thickness burn affects both layers of skin. Red skin with blisters that may be open and weep clear fluid. Very painful.

3RD DEGREE

- + A full-thickness burn destroys both layers of skin and affects fat, muscle, bone and nerves. May look brown and charred (black) with tissue underneath appearing white.

Burns (Continued)

Care for Burns:

- + Make sure scene is safe. Remove source of heat and extinguish with water.
- + Cool burn with large amounts of water (not electrical burns).
- + Cover the burn area with a loose, sterile dressing and bandage.
- + Treat for shock.
- + Call 911 for burns causing breathing difficulty; burns covering more than one body part; burns to head neck, hands, feet, or genitals; 1st- or 2nd-degree burns to a child or elderly person; burns from chemicals, explosion or electricity.

Broken Bones

- + Check victim and scene.
- + Call 911 if necessary (call immediately if head, neck or back injury is suspected or if victim has trouble breathing).
- + Care for the victim.
- + Stabilize the victim as found, unless pulse is absent or severe bleeding, then control is necessary. Do not straighten what appears to be an obvious fracture or break.
- + Apply ice to control swelling and reduce pain.
- + Minimize movement of injured area.
- + Care for shock and monitor ABC's.

Sprains and Strains

- + Elevate the injured joint to a more comfortable position.
- + To reduce pain and control swelling, apply ice.
- + Severe sprains should be X-rayed to rule out a possible fracture.

Cuts and Abrasions

- + Wear latex gloves to treat victim (follow Exposure Control Plan).
- + Immediately cleanse the wound and surrounding skin with soap and warm water.
- + Apply direct pressure to stop bleeding, using sterile pads.
- + Apply a pressure bandage.
- + Call 911 if:
 - » The bleeding is in spurts
 - » It is a deep puncture wound
 - » The wound is long or wide and may require stitches
 - » The wound is from a bite (either animal or human)

CPR Procedures

All Aquatic Center employees must be certified in CPR. Certification classes are offered through the Center and once employees are certified, it is their responsibility to keep their certification current. Certification must be renewed prior to expiration.

MOUTH-TO-MOUTH BREATHING

- + Tilt head/lift chin and check for obstructions.
- + Check for breathing and pulse.
- + 2 full, slow breaths.
- + Check for pulse and breathing.

ONE-RESCUER CPR

- + Check for consciousness.
- + Airway step - check for breathing.
- + 2 full, slow breaths.
- + Check for pulse and breathing.
- + Start CPR if victim is not breathing and there is no pulse. 15 compressions and 2 breaths (100 per minute), 4 cycles, continue for one minute- check for pulse and breathing. If the victim is not breathing and there is no pulse, continue CPR.

Preventing Disease Transmission

In 1991, the Occupational Safety and Health Administration (OSHA) issued regulations on occupational exposure to bloodborne pathogens.

BLOOD BORNE PATHOGEN

- + Bacteria and viruses (germs) present in human blood and other body fluids can cause disease in humans. OSHA has determined that employees are at risk when they are exposed on the job to blood and other body fluids. These pathogens include: hepatitis B virus (HBV), human immunodeficiency virus (HIV), hepatitis C virus (HCV)

HOW DISEASES SPREAD

For a disease to be transmitted, all four of the following conditions must be present:

1. A pathogen must be present.
2. Enough of the pathogen is present to cause disease.
3. Person must be susceptible to the pathogen.
4. Must be an entry site for the pathogen to be transmitted.

If these four conditions are not present an infection cannot occur.

Preventing Disease Transmission (Continued)

Pathogens enter the body in four ways:

1. Direct contact - occurs when a person touches an infected person's blood or body fluids.
2. Indirect contact - occurs when a person touches objects that have been contaminated with blood or body fluids, such as bandages, equipment, or surfaces.
3. Airborne - occurs when a person inhales infected droplets from an infected person's coughs or sneezes.
4. Vector - occurs when an animal, human, or insect transmits a pathogen into the body through a bite.

PROTECTING YOURSELF

Preventing infectious disease begins with preparing and following an Exposure Control Plan.

EXPOSURE CONTROL PLAN

The Exposure Control Plan is a procedure and set of protocols established to protect employees from exposure to blood and body fluids that could contain an infectious disease.

1. Protective barriers which include disposable gloves, pocket masks & face shields, protective eyewear, and resuscitation devices must always be worn and used correctly when providing care.
2. Employees must wash their hands thoroughly with soap and water immediately after providing care.
3. Employees must avoid eating, drinking, smoking, applying makeup or lip balm, handling contact lenses, and touching their mouths, noses, or eyes while providing care or before washing your hands.
4. Employees with open or seeping wounds must take special care and precautions when providing care so as not to come into contact with blood and body fluids.
5. Employees must dispose of soiled bandages and non-reusable supplies/ equipment in sealed plastic bags.
6. Employees must clean and disinfect reusable equipment, or bag, label and report to supervisor.
7. Employees may need to barrier off area of spill until clean up is complete.
8. Employees must report all blood or body fluid spills to maintenance staff or other staff trained in safe clean-up.
9. Employees must report any possible exposure to blood or body fluid to a supervisor as soon as possible and document it on an Incident/Accident Report Form.
10. Employees must attend annual training of Exposure Control Plan and any training on updates or changes to protocols.

ACCIDENT/INCIDENT REPORT PROCEDURES

Employee/Guest Injury or Accident

- + If an employee or guest injury requires medical attention or first-aid, render services before completing the Incident/Accident Report form. Make certain the injured person is as comfortable as possible before completing the report. All reports must be completed in ink.
- + Fill in the name, age, address, phone number, and name of parent or guardian if the injured person is a minor.
- + Ask the guest to tell you what happened and record the account as reported, including date and time.
- + Your report must attempt to state just the facts, as best as they can be ascertained. Staff must try to determine the cause of the accident. However, this information or any speculative information is not included in the report.
- + Indicate the nature of the injury. Describe the broken bone, cut, bump, bruise, or evident injury. Indicate exactly what part of the body was injured. Indicate whether it was on the right or left side of the body. Do not attempt to diagnose any injury.
- + Under "What assistance was given", note the type of first-aid treatment given, whether parents were notified and paramedics called. List the name of the assisting staff member. Indicate the person's destination after treatment. (Home, hospital/doctor, return to activity, or other.)
- + Was there a witness? If so, record the name(s), address(s) and phone number(s) of the witness(es). Take statements of witness(es) in the case of a life-threatening emergency or broken bones.
- + Submit the form to your Facility Manager (Aquatic Center Supervisor or Aquatics Manager) immediately.
- + Refer all inquiries regarding injuries to the Facility Manager (Aquatic Center Supervisor or Aquatics Manager).
- + Do not discuss the issue with any media or accept any blame. Refer any questions to the Director of Communications.
- + Based upon the severity of the accident, the Center Supervisor or Aquatics Manager will forward the report to the Personnel Department.
- + Required Workman's Compensation forms must be completed and submitted within 24 hours for employee injuries.

Incident/Accident Report Form

An Incident/Accident Report Form is filled out when a special problem occurs. It must be completed for any disciplinary problem, complaint, vandalism or theft occurring in the Aquatic Center. This Form must also be completed when a guest is given a verbal warning or is asked to leave the facility due to acts of misconduct, fighting, unruly behavior, or use of the facility without fee payment as outlined in Disciplinary Policies. The completed form should be turned into the Supervisor on duty by closing on the day the incident occurs.

The Incident/Accident Report Form must be used for the following Incidents and forwarded to your facility supervisor:

- + Stolen/lost articles
- + Fight/violent behavior
- + Guest service complaint
- + Violation of facility rule
- + Violation of code of conduct
- + Water rescue/safety incident
- + Vandalism
- + Vehicle incident
- + Damage to Aquatic Center property

SAFETY AND DISASTER PLANS



Fire Safety Guidelines

FIRE ALARM SOUNDS

Supervisor on duty and staff designated are responsible for the following:

Situation A: You know there is a fire

- + Supervisor on duty notifies Guest Services Desk staff to page for building evacuation.
- + Supervisor on duty contacts Fire Department immediately by calling 911 and states location of fire.
- + Allow alarm to continue ringing.
- + Follow building evacuation plan.

Situation B: You are unable to locate fire

- + Supervisor or Guest Services Desk staff pages for building evacuation.
- + Supervisor contacts Fire Department by calling 911 and states that the location of fire has been undetermined.
- + Allow alarm to continue ringing.
- + Follow building evacuation plan.

Situation C: You are sure it is a false alarm

- + Supervisor on duty or trained Guest Services Desk staff announces a false alarm over the paging network.
- + Supervisor on duty or trained Guest Services Desk staff calls 911 to inform dispatch that it is a false alarm.
- + Supervisor on duty or trained Guest Services Desk staff resets alarm system.
- + For all situations, an Incident Report must be completed, and false alarm noted in the Daily Log Book.

Building Evacuation

Primary exit routes have been identified by the safety office and Fire Department. These are posted throughout the building and in the Daily Journal. Secondary routes and other routes serve as alternatives and should only be utilized if the primary routes and their exits should become obstructed by fire or smoke, or overly congested by people. Staff will rehearse Building Evacuation Plan and be familiar with locations of all exits in the facility. Staff are also responsible for performing evacuation duties as assigned. No guests are allowed back into the facility until it is deemed safe by the Fire Department.

General Guidelines

- + Always assume that any alarm is real until specifically informed otherwise.
- + If you are the person to sound the alarm (pull the alarm closest to your location), immediately:
 - » Alert the Guest Services Desk.
 - » Alert Supervisor on duty.
 - » Assist in evacuating your area and select the nearest and most appropriate exit.
 - » Remain calm at all times.
 - » Once outside the building, marshal your evacuees to specific directional locations of the parking lot.
- + After completing the evacuation of your area, report to Guest Services Desk for assignment of duties. One staff member must always monitor and stay with each group of evacuees.
- + Be aware of incoming fire equipment into the parking lot and hydrant areas. Stay away from fire-fighting equipment and personnel so they may perform their duties.
- + Restrict people from re-entering the building until an all-clear announcement is made by the firefighters.
- + Complete Incident/Accident Report form and Facility Closure Notice and forward to your Facility Manager.

Robberies

PRE-ROBBERY INDICATORS

- + Individuals loitering in the vicinity of money-handling areas.
- + Individuals who enter area, observe activity and depart (may do so on numerous occasions).
- + Individuals who appear very nervous and uncomfortable, appear to be looking to see if they are being watched, or who are in the area for a long period of time.
- + Individuals wearing unseasonable clothing (i.e. wearing a coat in warm weather to possibly conceal a weapon).

PROCEDURE DURING A ROBBERY

- + Stay calm and do only as instructed by the robber(s). Do not volunteer information or assistance.
- + Do not attempt to apprehend or overpower the robber(s).
- + Give the robber(s) exactly what is requested—no more, no less.
- + Pay close attention to the actions of the robber(s). Try to make a mental note of their actions and anything they may say, especially names. Try to remember their appearance, how they are dressed, and any mannerisms they display, such as a speech impediment, accent, limp, etc.
- + Note any areas the robber(s) may have touched and protect that area for fingerprints.
- + Do not try to stop the escape of the robber(s).
- + If the robber(s) used notes to tell you what to do, keep the notes for the Police and do not pass the notes around. Handle the notes as little as possible to preserve any potential fingerprints.
- + Observe the direction or door used by the robber(s) when they leave.
- + If you have a pencil and paper available, immediately jot down everything you can recall about the robber(s), including, height, weight, hair color, facial hair, jewelry etc.

ACTION TAKEN FOLLOWING A ROBBERY

- + Do not follow the robber(s) out of the building or send anyone to follow them.
- + Immediately notify the Police at 911.
- + If reporting by telephone, state your name, where you are located, and advise the Police that you have been robbed by “x” number of people who left in “y” direction.
- + If the opportunity presents itself, and if there is a window overlooking the direction in which they fled, you may attempt to determine their route of departure, and attempt to identify any vehicle they may be using. Do not follow them outside in an effort to identify their vehicle or the direction in which they are fleeing.
- + Complete Incident/Accident Report Form and forward to your Center Supervisor.

Water Shut-Off/Interior Flooding

- + If possible, determine the source of the flooding or problem.
- + If possible, correct the problem; i.e. shut-off faucet or valve.
- + If necessary, report condition to the Guest Services Desk via nearest phone.
- + The Guest Services Desk personnel will contact the Building Maintenance Supervisor or the Maintenance Staff.
- + If neither is available, contact 911 and emergency personnel will be dispatched.
- + Complete Incident/Accident Report Form and Facility Closure Notice and forward to your Facility Supervisor.

Power Outage

POWER FAILURE

In the event of an unprogrammed power outage throughout the entire building, emergency lights will come on automatically. The following steps should be taken:

- + Notify Center Supervisor and Building Maintenance Supervisor of the situation. If maintenance personnel cannot be located, use the Guest Services Desk paging system to locate the Supervisor on duty.
- + If additional lights are needed, report to the Guest Services Desk for portable lights (flashlights).
- + If unsafe lighting conditions exist, program areas affected are to be cleared of participants.
- + Complete Incident/Accident Report Form and Facility Closure Notice and forward to your Center Supervisor.

PARTIAL POWER FAILURE

In the event of a partial power failure consult the Building Maintenance Supervisor or Center Manager. In the event that power and/or lights are out in a specific area, the Building Maintenance Supervisor should refer to the specific breaker box for the area and attempt to restore breaker switches.

Bomb Threat

PROCEDURE WHEN RECEIVING THREAT

- + Make certain someone notifies the Police at telephone number 911, while you are talking to the caller.
- + Try to keep the caller talking - it will give you a greater chance to identify the caller and the Police a better chance to trace the call.

AFTER RECEIVING THREAT

- + Make certain the Police have been notified by dialing 911. If not, instruct the person who received the threat to call.
- + Initiate building evacuation procedures.

Bomb Threat (Continued)

- + Do not touch any suspicious or unfamiliar objects. Let trained bomb experts investigate. Do not start a general search of the Center without Police.
- + Do not panic. Wait for instructions from the Police or your supervisor.
- + Do not close doors or touch any suspicious objects.
- + Check that all areas, including restrooms, are empty. Start with the areas closest to the suspected device and search away from it.
- + Be the last to leave the facility.
- + When everyone has been evacuated and relocated outside, report to the Supervisor on duty or Facilities Manager.

Loss of Telephones

- + Notify Guest Services Desk staff that telephones are not functioning.
- + Check-in staff contacts supervisor on duty via radio.
- + Supervisor on duty secures cellular phone for Guest Services Desk staff to allow 911 access in case of emergency.
- + Supervisor on duty informs all staff on duty to modify emergency procedures as necessary and to direct all emergency calls to Guest Services Desk staff.
- + Supervisor on duty attempts to determine cause of problem and reports loss of service to telephone company.

Earthquake Evacuation Procedure

- ✦ Because an earthquake happens without warning, there is minimal opportunity to prepare for its occurrence. Staff training sessions will address earthquake procedure, including the identification of secure locations within each area of the building and facility evacuation procedures.
- ✦ If possible, at the onset of an earthquake, staff should attempt to move guests to identified areas of safety and remain in that area until the ground stops shaking and it is safe to move. Staff and guests should stay clear of windows, heavy equipment, furniture and appliances. Staff should direct guests to stay inside because of falling glass, power lines or building parts. Do not use the stairs or elevator while the building is shaking or there is danger of being hit by falling glass or debris.
- ✦ Following the earthquake, the Aquatics Manager or the Facility Manager must immediately assess damage both inside and outside the facility to determine the safest course of action. All individuals inside the facility must be safely directed to an identified assembly area inside the building or evacuated away from the building and power lines. Staff should encourage guests to stay calm. Primary and secondary fire exits may be used for building evacuation except when any damage or impending danger to the building structure at that exit point appears visible or possible. Earthquake kits containing first-aid supplies, flashlight, drinking water, and portable radio should be transported outside when possible and first-aid procedures performed on the injured. Facility staff should assist in directing injured persons to nearest hospital locations and providing encouragement to uninjured guests.
- ✦ All employees must follow procedures outlined in the Center Emergency Response Plan. In accordance with this plan all employees are registered disaster service workers and required by law to remain on the job until dismissed by their Supervisor. Therefore, all facility staff should remain at the Center to assist with first-aid procedures until released by their Supervisor.
- ✦ If damage is minimal to the facility, the Aquatics Manager or the Facility Manager should call 911 and report any damage or injuries. If damage is severe, individuals should not attempt to return inside the facility and must be prepared to act on their own until Fire/Police officials arrive.
- ✦ In case of a major earthquake, the Aquatics Manager or the Facility Manager should turn off gas, electric, and water main valves until the facility has passed inspection and received approval for continued operation. Valves do not need to be shut off for smaller, moderate quakes.

MSDS and Hazmat

When working with any chemical, it is important to know what you're working with. This includes cleaners, as well as pool chemicals. To ensure guard safety, the facility has purchased chemical safety handling equipment. Proper safety equipment must be used any time chemicals are used.

WHAT ARE HAZARDOUS MATERIALS?

Hazardous Materials are things like cleaners, paint, chlorine, acid, gasoline, etc. These materials can be in the form of a gas, liquid or solid. These materials have been identified to create harm to living organisms and may be reactive or flammable.

Staff should never allow chemicals to be unattended while performing maintenance or cleaning tasks.

WHAT IS A MATERIAL SAFETY DATA SHEET?

A Material Safety Data Sheet (MSDS) is designed to provide both employees and emergency personnel with the proper procedures for handling or working with that substance. MSDS will include information such as physical data (melting point, boiling point, flash point, etc.), toxicity, health effects, first-aid, reactivity, storage, disposal, protective equipment, and spill/leak procedures. These are of particular use if a spill or other accident occurs.

Typical information present in an MSDS:

- + Product Name & Synonyms
- + CAS Number
- + Manufacturer's Address & Phone Number
- + Components & Contaminants - Exposure Limits
- + Physical Data
- + Fire & Explosion Hazard Data
- + Toxicity Data
- + Health Hazard Data
 - » Effects of exposure
 - » Emergency & first-aid procedures
- + Reactivity Data
 - » Storage & disposal
 - » Conditions to avoid
- + Spill or Leak Procedures
- + Protective Equipment

HOW ARE MSDS READ?

Read and understand the MSDS for all agents and chemicals you use. Material Safety Data Sheets have all relevant information needed in case of a chemical emergency. The Center's MSDS can be found in the pump room. If you have any questions pertaining to the chemical or the safety equipment you should use when dealing with a particular chemical, contact the Facilities Manager or Aquatics Manager.

Safety Equipment

The following equipment will be provided for chemical handling. It is expected that all staff dealing with chemicals will use this equipment according to the MSDS recommendations.

- + Safety goggles
- + Chemically rated gloves
- + Chemically rated apron
- + Full-face respirator & cartridges (Any time respirators are used, they must have the cartridges changed and the mask must fit properly.)
- + Simple masks
- + Neoprene boots & gloves

Location of MSDS stations

- + Pump room (locked)
- + Guard office (open)
- + Guest Services Desk
- + Maintenance (locked)

Spill or Contamination

In the event there is a large spill or inadvertent mixture of chemicals that occurs, the following needs to take place. The building must be evacuated and MSDS book and Fire evacuation procedures followed.

911 must be called. Give the dispatcher as much information as possible including the type or types of chemicals spilled, location of the spill and any exposure that may have taken place.

Weather Emergencies

During severe lightning, guests must be cleared from the pool area. Please do not permit guests in the pool area or on the deck until the storm passes. Clear guests to the locker area and secure the pool area. Lifeguards need to ensure that the pool area is secured by closing the locker room doors after everyone is out. Lifeguards need to enter a safe area once the area is secure. The Aquatics Manager or Facility Manager will monitor the weather conditions until the storm has passed. The Aquatics Manager will allow guests to re-enter the pool once lifeguards are on stand.

Violent Situation

Violent or potentially violent situations are rare yet possible in any setting. The key is to avoid staff and bystanders from injury. If a situation is getting potentially violent, it is important to get the situation de-escalated quickly.

- + Notify Aquatics Manager or Lead Lifeguard.
- + Follow radio protocol.
- + Clear the guests from the situation.
- + If the situation appears to be escalating, follow radio protocol and communicate incident.
- + Have Security call 911 and identify the situation.
- + If a fight occurs in the pool, staff should clear the area of all guests and non-essential staff. Call Security. Remember - do not enter the water until the situation is safe.

Missing Child

There may be a time that a guest reports that their child is missing.

- + First, get a description of the child, including what they are wearing.
- + Follow radio protocol, give the description and have staff look in the building and locker areas.
- + If the child is found, follow radio protocol to communicate information.
- + If the child is not found within 10 minutes, call an adult swim and check the entire pool area including the lap pool even if it is adult lap swim.
- + If the child is not found, follow radio protocol for a missing child and follow the building monitoring or lockdown procedures.

Danger Outside of the Building

Any danger to guests inside or outside the building is called on the radio.

- + Clear the pool / pools
- + Secure pool area to assure guests do not return without supervision
- + Move guests to the interior of the building away from windows
- + Clear outside splash pad and secure all of the pool doors
- + Do not detain any guest from exiting the building. Take care of the guests inside the building.

Suspicious Persons or Items

Suspicious Persons

A suspicious person is someone who is exhibiting behavior that is abnormal for the situation or normal conditions. What is suspicious behavior? Suspicious behavior is sometimes difficult to define or determine. It is behavior that indicates that an individual(s) may be acting inappropriately. Some examples are as follows:

- + Wearing heavy clothing in warm weather.
- + Asking odd questions about the location of chemicals or security items or protocols.
- + Attempting to always conceal their face or wearing a hood indoors.
- + Hiding in the shadows, hanging outside the pool doors looking in.
- + Being evasive when asked a direct question.
- + Carrying items that do not fit with what they are doing.
- + Sporting a large bag in the locker rooms, watching people as they come and go.
- + Using unusual swimming techniques when passing the opposite gender.
- + People who “hang around” an area and never use the facilities.
- + Wearing sunglasses indoors or at night.

These are just a few examples of what suspicious may look like. If it appears that something is not right, trust your instinct. If you observe a suspicious person, try to get the best possible description of him/her you can. Start at the top and work your way down noticing as many distinguishing features as possible. Essential information includes gender, race, complexion, height, weight, and hair color. Jewelry, hats, facial hair, and shirts with logos are also important things to keep in mind. This will help the police in the event they need to be called to make a contact with the suspicious person or persons.

Suspicious items or packages

These are items that are out of place and out of the normal day-to-day operations. These would be items such as an unattended package, strange suitcase, bag or item out of place.

What to do with a suspicious package:

1. Make sure it is not a package for a special event or building activity. Report the package to the Pool Supervisor or Aquatics Coordinator, who will then check with building staff and management to assure this package needs to be addressed.

2. If the package is suspicious, do the following:
 - » Evacuate the area
 - » Call 911 and report the situation, including the size of the package and location. Assure the safety of the guests by following the fire evacuation plan.
 - » Once the building has been cleared, allow guests back in the building.

After an Emergency

- + Incidents will occur even in the best-managed facilities and it is important that staff members not blame other staff members for any incident that may have occurred. A debriefing will be held with staff following the incident.
 - » It is very important that no blame be assigned.
 - » All staff members involved in a major incident will be required to attend a critical incident debriefing immediately following the incident. It is strongly recommended that these staff members also attend a crisis management session to discuss the emotional impact of the incident (the session will be scheduled within 24 hours after the incident).
 - » Some staff members may not be able to complete their shift after an incident due to emotional distress or pending investigations. These staff members should be sent home and the facility must be adequately staffed before it can reopen.
- + Television or newspaper reporters, insurance company representatives, attorneys, and curious people may ask you questions about an incident. Do not give out any information or reports about an injured person or incident. Do not give out any information about staff members. Only management, the District Communications Director, or a designated spokesperson for a specific incident should talk to the media or others about an incident. Talking about what happened can lead to legal action. If people ask you questions, refer them to the Aquatics Manager.
- + In the event an incident occurs due to a condition that can be corrected, it is important that corrective action takes place immediately. The facility will not reopen until the situation is corrected.
- + Any equipment used during an emergency must be replaced or in proper working order before the facility can reopen.
- + The facility cannot reopen after a major incident without the consent of the Aquatics Manager.

REOPENING THE FACILITY AFTER A MAJOR EMERGENCY

- + The facility cannot reopen if emergency equipment is missing.
- + Staff may be required to go to the hospital to pick up the backboard.

LAND EMERGENCY EAP

Recognize the Emergency

Three Whistle Blasts

1. Approach the person and ask permission to assist
2. Provide emergency care
 - » Check for consciousness and ABC's, treat for immediate life threats
 - » Perform a secondary assessment
3. Summon EMS personnel if needed. When in doubt have them checked out. Refusal is to be completed by EMS.

Aquatics team assists with Emergency.
Pool is cleared.

The chain of command is notified.

Complete Incident Report and return to duty.

Equipment used is inspected and
replaced, if needed.

Inspect area and make corrective action
if necessary.

WATER EMERGENCY EAP

Lifeguard Recognizes the Emergency.

Three Whistle Blasts

1. Lifeguard enters the water safely
2. Performs the appropriate rescue
3. Move the victim safely
4. Safely remove the victim from the water
5. Provide the appropriate emergency care
 - » Check for consciousness and ABC's
 - » Summon EMS, when in doubt have them checked out
 - » Perform a secondary assessment

Aquatics team assists with Emergency.
Pool is cleared.

The chain of command is notified.

Complete Incident Report and return to duty.

Equipment used is inspected and
replaced, if needed.

Inspect area and make corrective action
if necessary.



FRONT DESK AND CASH HANDLING

OPENING & CLOSING PROCEDURES

Opening Procedures

The following is a list of tasks that are to be completed when opening the Snohomish Aquatic Center:

- Get key from key box attached to garbage can just outside of the front doors. Obtain code from your supervisor. Use on doors closest to security alarm.
- Disarm security system. Enter code provided by your supervisor, then OFF.
- Turn on computers.
- Check café.
- Check lobby restrooms.
- Check out keys, lock cutter, and step stool. (Remember to return checked-out items.)
- Check cleanliness of Family Assisted changing rooms. Check lockers.
- Let lifeguard in.
 - » If lifeguard is late, contact Aquatic Center Supervisor or Aquatics Manager
- Check money out.
- Log on to computer.
- Turn on television.
- Unlock front doors at opening time. Do not unlock doors in the lobby seating area.
- Turn on handicapped access.
- Turn phones off of night mode.
- Allow access to those who are going to scheduled programs (Master's swim, water fitness) 10 minutes prior to facility opening.
- Return key to box attached to garbage can.

If any of the changing rooms look like they've not been cleaned overnight, the Aquatic Center Supervisor will accept early texts and will contact Maintenance to fix it promptly.

Closing Procedures

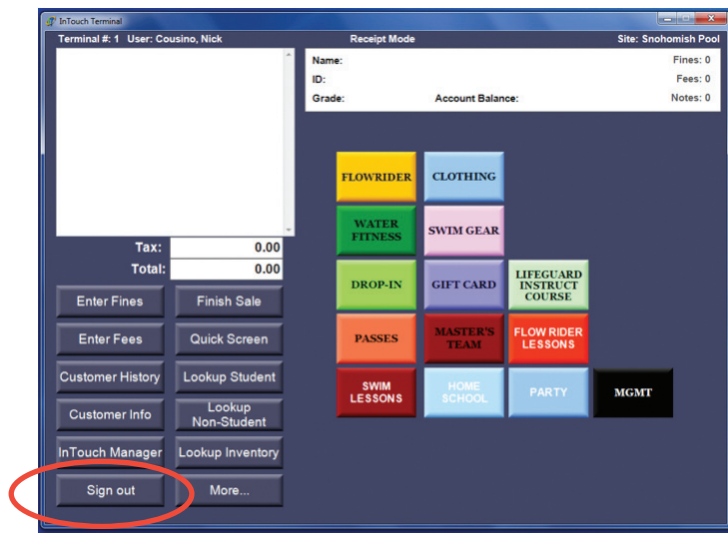
The following is a list of tasks that are to be completed when closing the Snohomish Aquatic Center:

- Bring in sandwich boards.
- Lock doors 15 prior to closing time.
 - » Turn handicapped access off.
- Tidy front desk.
- Run End of Period.
- Shut down computers.
- Turn phones on night mode.
- Turn off television.
- Check café.
- Check lobby restrooms.
- Check out facility keys, lock cutter, and step stool. (Remember to return all checked-out items.)
- Check cleanliness of Family Assisted changing rooms. Check lockers.
- Check Men's locker room for cleanliness, lost items, etc.
 - » Check lockers, cut off any locks, look for/collect lost-and-found items.
- Check Women's locker room for cleanliness, lost items, etc.
 - » Check lockers, cut off any locks, look for/collect lost-and-found items.
- Check rear restrooms.
- Lost items should be placed in the bin near the washer and dryer. Maintenance will wash these overnight.
- Arm front security system upon exit. Enter code provided by your supervisor, then AWAY. Leave through doors closest to security alarm.

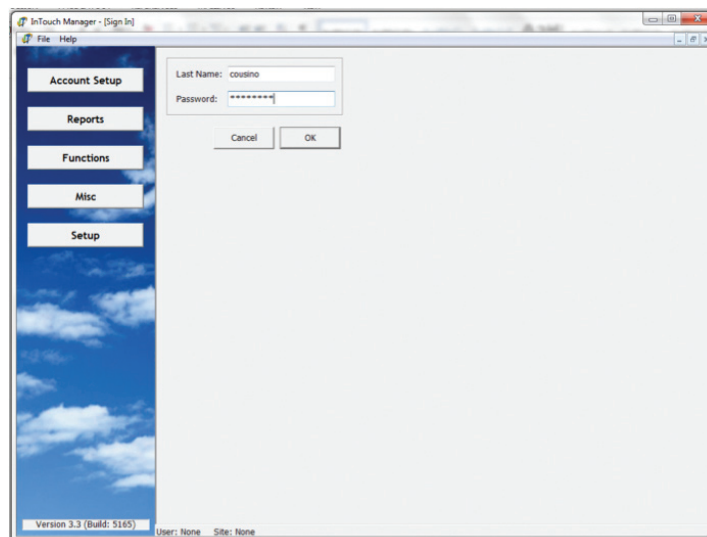
For any issues, follow contact procedures.

Running End of Period

1. When you are ready to run your End of Period (EOP), sign out completely by clicking on **Sign out** and then **Exit**.
2. Take out your till drawer and all contents, go into the cash room, and log in to the system. Log on to **your** terminal number – this number is the same number that comes up for you each time you log on.
3. You will then go into InTouch Manager.

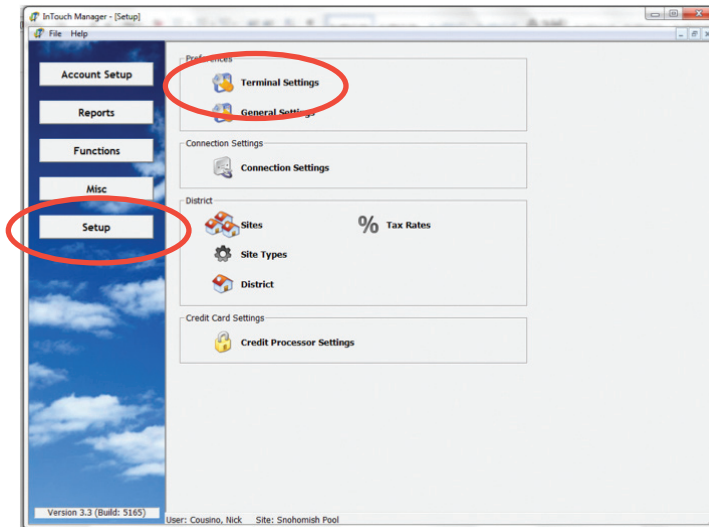


4. From there, a new window will pop up and you will log in to that with:
 - » Your last name
 - » Your InTouch password



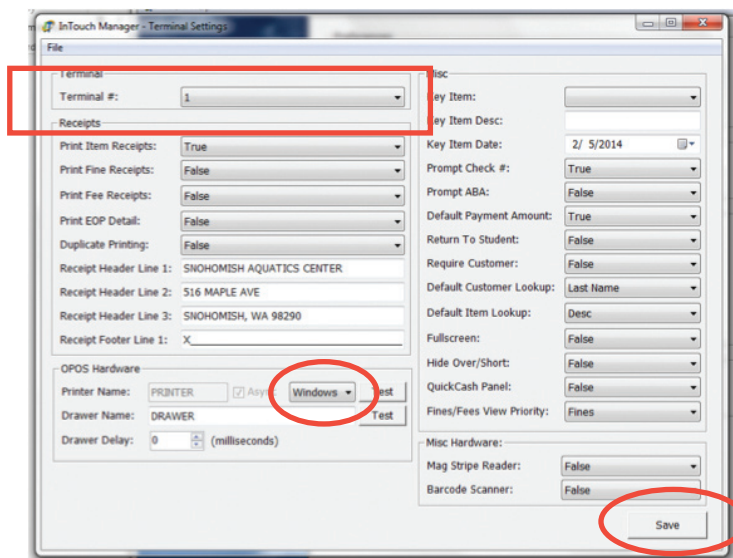
Front Desk & Cash Handling

5. After hitting OK, you will hit Setup and Terminal Settings.



6. From there, a separate window comes up, and you will have to change the terminal number from the drop-down list to your number.

- » Then change the printer type to Windows.
- » Then hit Save, and exit that window.
- » Exit the InTouch Manager window. InTouch Terminal will come back up automatically.



7. Continue running your EOP by printing out each page. Everything will print out on the copier in the workroom. To run your EOP:
 - » Select the **More** button on the InTouch screen
 - » Select **EOP** button. You will be on the screen that says Non-reconciled Receipts. **Select Print. Then select OK.** This will bring you to the screen – Check Receipts – select **print. This will print out the check receipts page.** Continue on in this fashion.
8. When you get to the till count page, please use the currency counter for your bills. You will hand count any coinage. Run your bills through the currency counter twice so the receipt prints out with two matching amounts on one receipt tape. If both do not match, the count is off and you'll have to run through your bills again. Date and initial this receipt. Be sure to turn off the currency counter and receipt printer when you're done using them. Replace the dust cover.
9. If you are over/short on the cash reconciliation page after entering your starting till amount, do not hit commit. Instead, hit cancel and recount your monies. It's likely that you've made an error and your recount should get you closer to balancing. If you're off, it could be because your starting till was not \$100 (something you would have verified when you checked your till out), because you did not give accurate change back, or because you did not accept the correct amount from the guest. It is important we avoid such discrepancies.
10. When everything is printed, make sure you go back into the InTouch Manager and switch your printer back to EPOS. Exit out of that, and when InTouch Terminal comes back, SIGN OUT and EXIT.
11. Count out your till as normal so that \$100 is left for the next person coming in for their shift. Start with your lowest denomination and move up: pennies, nickels, dimes... Anything higher than a \$10 bill should not be left in the till. Thus, you may need to make change.
 - » To make change, you must have either a second pair of eyes with you, or a member of management staff.
 - » Take the cash box from the safe, and make your exchange. This exchange is documented with the money exchange form. Put this small form in the cash box after making your exchange.

12. When you put your credit card receipts in the envelope for your drop (along with your EOP printouts), put them in the order in which they were received. It would help to put them face down when you are receiving them so that they are in ascending order for the Business Services Director.

Envelope contents:

- » EOP summary
 - » Cash denomination
 - » Check listing (if you have checks, make sure you've used the endorsement stamp on the back of them)
 - » Credit card listing
 - » Other tender
 - » Account listing
 - » Receipt listing
 - » Reconciled paper
 - » Credit card receipts in ascending order (you can put a staple right in the middle of the address to hold these together)
 - » Pass holder receipts
 - » Gift certificate receipts (with gift certificate stapled)
 - » Used punch card passes
 - » Voids with original receipts
 - » NO CASH OR CHECK RECEIPTS
 - » Extra cash (anything beyond the \$100 for the till, but less than \$1 in coinage)
 - » NO STICKY NOTES
13. Drop your envelope in the black safe. Remember that your envelope should have your name, the date, EOP, and your terminal number. Initial over the seal.
14. Put your till in the till drawer.
15. End your shift.

Policies & Procedures Manual prepared by The Sports Management Group for the Snohomish Aquatic Center in cooperation with the Snohomish Aquatic Staff.

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