



Employee Policy and Procedure Manual

Revised 2-1-2013

shrpointe\Manuals\pointepolicymanual

The Pointe at Ballwin Commons Policy and Procedure Manual

Revised 2-1-2013

These policies have been compiled by the Ballwin Parks & Recreation Department to inform each facility user and staff member of the proper methods, rules, and regulations to maintain order and provide an enjoyable recreation environment.

MISSION STATEMENT

The Ballwin Parks and Recreation Department creates opportunities for our community to discover and grow by bringing people together in a healthy and enjoyable environment.

FACILITY DESCRIPTION

The Pointe at Ballwin Commons is a 65,000 square foot facility that includes a game room, babysitting room, lobby, two court gymnasium, fitness center, aerobics room, spinning room, indoor pool, meeting rooms, locker rooms, and staff offices. The Pointe at Ballwin Commons is located at #1 Ballwin Commons Circle, Ballwin, Missouri.

CODE OF CONDUCT

The Ballwin Parks and Recreation Department strives to create an atmosphere of respect and courtesy. Appropriate behavior and treatment of others is expected of all department employees, patrons and participants. Physical, mental, verbal or emotional abuse will not be tolerated by anyone visiting a facility or participating in an activity sponsored by the department. Any person acting inappropriately or disrespectfully may be subject to a revocation of the privilege of using department facilities or participating in department activities or programs for a period of time (including a permanent ban) as determined by staff based on the circumstances of a specific incident. Thank you for your cooperation and for making the Ballwin Parks and Recreation Department facilities a safe and enjoyable place to play!

Article 1- Definitions

Article 1.1- Resident

Definition: A person qualifies for the **resident status** in all categories if they:
Occupy a residence located at an address within the Ballwin city limits.

Article 1.2- Family

Definition: A family consists of the member of a household with at least one parent but not more than two adults/guardians and their children living at home through the age of 23.

Article 1.3- Senior Couple

Definition: A senior couple consists of:

1. Any two (2) people of which one (1) is 62 years of age or older **AND**
2. Both are residing in the same household.

Article 1.4- Single +One

Definition: A Single +One consists of:

1. Any two (2) people **AND**
2. Both are residing in the same household.

Article 1.5- Student

1. Definition: A student consists of:
An individual who is an active high school or college student **AND** presents valid school identification.

Article 1.6- Age Verification

1. Youth are ages 3-18 years old.
2. Adult are ages 19-61 years old.
3. Seniors are ages 62 years old and up.

Article 2- General Provisions

Article 2.1- Hours of Operation

1. The Pointe at Ballwin Commons regularly is open seven days a week during the hours below:
 - Monday through Friday 5:15 am -10:00 pm
 - Saturday 7:00 am - 8:00 pm
 - Sunday 10:00 am - 6:00 pm
2. Certain areas of the facility may be open or closed at other times; refer to pool, gymnasium, and babysitting schedules.
3. Hours of operation are subject to change.
4. Special holiday hours and closures will be posted at the front desk.
5. The Pointe at Ballwin Commons closes to observe Easter Sunday, Thanksgiving Day, and Christmas Day and will have amended hours on New Year's Day, Memorial Day, Independence Day, Labor Day and Christmas Eve.

Article 2.2- Inclement Weather and Power Failure Policy

1. If it is necessary to close The Pointe at Ballwin Commons due to weather conditions, management will contact the major television stations with closure information and will place a recording on the hotline with details and reopening information-636-207-2386.
2. Cancellations due to weather will generally speaking be made at least two (2) hours before the class or program is to start. Please, have participants call the front desk and check if a class/event is in question.
3. If it is necessary to close due to power failure, staff will post signs at the entrances and place a recording on the answering system with details.

Article 2.3- Lost, Found, Stolen

1. The Pointe at Ballwin Commons is not responsible for lost, stolen, or misplaced items.
2. Items placed in lost and found shall be held for two weeks at the front desk and then will be moved to the gym closet or the safe until donated to a charity. At no time is lost and found to be taken by any staff.

Article 2.4- Equipment Check-Out

1. Lap counters, Billiards and ping pong equipment are available to check out from the front desk.
2. Equipment must be returned in good condition. Individuals are responsible for lost or damaged equipment in accordance with its replacement costs.

Article 2.5- Age Policy

1. Children eight (8) years and under must be directly supervised at all times by someone at least fourteen (14) years of age including in the pool.
2. Youth ages 11-17 must take the fitness orientation before being allowed to use the fitness area equipment.
3. Youth ages 11-13 may only use fitness area when accompanied by a parent or guardian.
4. Youth ages 10 and under may only use the track when accompanied by a parent or guardian. Parent must be on the track with the youth.

Article 2.6- Facility Access

1. The lobby, ping pong tables and pool tables are non-pay zones of The Pointe at Ballwin Commons. It is not necessary to check-in or pay admission to utilize these areas.
2. Concession Stand Schedule
Please check for current schedule of operation
Patrons entering the facility beyond the lobby shall check-in at the front desk. Membership card or payment will be accepted for admission.
3. Spectators may observe a program with consent from instructor. Adult program participants are not permitted to bring children unless otherwise specified.

Article 2.7- Alcohol, Drug, and Tobacco Use

1. Alcohol is not permitted to be distributed or consumed at The Pointe at Ballwin Commons under any circumstances. Alcohol is not allowed during rentals or catered events.
2. The Pointe at Ballwin Commons is a smoke free facility.
3. The use or distribution of illegal drug substances at The Pointe at Ballwin Commons will be reported to the police department immediately.

Article 2.8- Locker Room Use

1. Users must provide their own lock for lockers.
2. Lockers are for daily use only. Any items left in lockers overnight will be removed.
3. Family lockers are available for children under the age of nine (9) with the supervision of a parent or person responsible for the child.
4. Children three (3) and older are not allowed to be in an opposite sex locker room. The family locker room is available for these circumstances.
5. Patrons ages 9 and older are not allowed in the family locker room stalls or bathroom unless they are providing care to their child under their supervision, or to another individual who is in need of assistance in accordance with the American with Disabilities Act.

Article 2.9- **Ballwin Bucks:**

Ballwin Bucks is the City of Ballwin gift card program. Members and non-members can load any denomination onto their Ballwin Key Fob. Ballwin Bucks can then be used for daily admission, programs, memberships, rentals, daily golf green fees, carts, and concessions. Ballwin Bucks can be used at the Ballwin Golf Course, North Pointe Aquatic Center or The Pointe at Ballwin Commons.

1. Ballwin Bucks may be purchased at the front desks of The Pointe at Ballwin Commons or North Pointe Aquatic Center.
2. Ballwin Bucks may not be redeemed for cash but can be redeemed at The Pointe at Ballwin Commons, North Pointe and at the Ballwin Golf Course.

Article 2.95-Credit Cards:

When a patron is paying by credit card for a membership, program or rental the credit card will be scanned directly into the RecTrac system. Once it has processed and a confirmation of thank you appears on the screen, hand the patron their credit card back and have them sign the credit card slip and place in the bottom of the cash draw.

If a patron is signing up for a credit card membership, complete all paperwork including the credit card information form. Once all the information is gathered and entered into the RecTrac system bring the credit card membership packet to the Recreation Manager overseeing the front desk so they can enter this information. If this manager is not on duty the packet must be placed in their mailbox in the Recreation Office.

Article 3- Membership

Article 3.1- Membership Cards

1. Upon membership/ID selection and payment, resident IDs and membership key fob cards will be issued for each person three (3) years and older.
2. A current card for the patron must be presented and scanned to gain admittance into the facility. The card must represent the person presenting it upon admission.
3. A patron may only have one (1) active key fob per membership/ID at a given time.
4. Key fob replacement costs \$3.00 at the front desk.

Article 3.2- Ballwin resident ID

1. A Ballwin Resident ID may be established and purchased for \$5 and are good for one year from the date of purchase.
2. The resident ID allows residents to receive discounted admission rates, swipe card rates, rentals, and program fees.
3. You must prove residency and renew your ID every year. Renewal is \$1.
4. In order to purchase or renew a Ballwin privilege card or any resident annual pass, you must present the following:
 - a. An unpaid gas, water, electric, or sewer bill OR
 - b. The paid stub of one of the above bills AND a copy of your most recent bank statement.
 - c. We will accept occupancy permits issued within the last six (6) months.
 - d. We DO NOT accept phone bills, cable bills, or a driver's license as a proof of residency.
5. Resident daily fees for admission with current ID are youths \$4, adults \$5, seniors \$4.

Article 3.3- Membership Services

1. Unlimited visits to locker room, gymnasium, walking track, fitness center (if of proper age), pool during scheduled open times, lobby, and game room.
2. Babysitting services are available for an additional charge. See article 5.5.
3. Attendance to specified group fitness classes.
4. Program registration at "member rates".

Requirements

1. There are no transfers or refunds for privilege cards, memberships, and swipe cards.
2. Memberships will automatically expire at the end of the month one year from the date of purchase with the exception of Pointe debit memberships.
3. Misuse of the membership card can lead to a denial of privileges.

- Memberships may be suspended or revoked for failure to observe facility code of conduct, rules, regulations, and policies.

Article 3.4- Pointe Memberships

1. **Annual Memberships**

<u>Annual Pass</u>	<u>Resident</u>	<u>Non-Resident</u>	
Youth	\$165.00	\$275.00	
Adult	\$305.00	\$480.00	
Senior	\$165.00	\$330.00	
Senior Couples	\$220.00	\$440.00	<i>(Only one must be 62+)</i>
Single + One	\$396.00	\$616.00	
Family	\$440.00	\$685.00	

2. **Facility Swipe Cards**

<u>20-Visit Facility Swipe Card</u>	<u>Resident</u>	<u>Non-Resident</u>
Youth (age 3-18)	\$90.00	\$120.00
Adult (age 19-61)	\$90.00	\$120.00
Senior (age 62+)	\$90.00	\$120.00

3. **Student Seasonal Memberships**

Definition: Students (as defined in Article 1.5) will be permitted to purchase a one (1) month membership for use during December and January and/or a three (3) month membership during May through August.

<u>Student Seasonal Rates</u>	<u>Resident</u>	<u>Non-Resident</u>
1 month (December-Jan)	\$30.00	\$ 40.00
3 month (May-August)	\$85.00	\$125.00

4. **Pointe Debit Memberships**

Definition: The City of Ballwin will transfer money from your MasterCard, Visa, Discover or checking account for the payment of your annual Pointe Facility Pass. The first month's payment and a \$20.00 activation fee are due at signing. Patrons agree to two monthly debits before canceling. Follow the credit card policies that are in the RecTrac notebook when a new member is going to participate in the credit card debit program. The following is a summary of rates:

<u>Annual Pass</u>	<u>R-Mth</u>	<u>R-Yr</u>	<u>NR-Mth</u>	<u>NR/Yr</u>
Youth	\$15.75	\$189.00	\$24.92	\$299.04
Adult	\$27.42	\$329.04	\$42.00	\$504.00
Senior	\$15.75	\$189.00	\$29.50	\$354.00
Senior Couple	\$20.33	\$243.96	\$38.67	\$464.04
Single + One	\$35.00	\$420.00	\$53.33	\$639.96
Family	\$38.67	\$464.04	\$59.08	\$708.96

5. **Pointe Plus Memberships**

Definition: This is a combination membership for persons wanting to use The Pointe and North Pointe Aquatic Center. This will be a **yearly** membership only. For those wishing to use the debit program, it will require a 20% down payment, plus first month's payment followed by 11 monthly installments.

Ballwin Resident Rates

Annual Pass	Yearly (20% Down)		Monthly Debit	Total Due
Youth	\$200 (\$44.80)	+	\$14.93	= \$59.73
Adult	\$350 (\$74.80)	+	\$24.93	= \$99.73
Senior	\$200 (\$44.80)	+	\$14.93	= \$59.73
Senior Couple	\$275 (\$59.80)	+	\$19.93	= \$79.73
Single + One	\$517 (\$108.20)		+ \$36.07	= \$144.27
Family	\$575 (\$119.80)	+	\$39.93	= \$159.73

Non-Resident Rates

Annual Pass	Yearly (20% Down)		Monthly Debit	Total Due
Youth	\$325 (\$69.80)	+	\$23.27	= \$93.07
Adult	\$525 (\$109.80)	+	\$36.60	= \$146.40
Senior	\$350 (\$74.80)	+	\$24.93	= \$99.73
Senior Couple	\$475 (\$99.80)	+	\$33.27	= \$133.07
Single + One	\$675 (\$135.00)	+	\$49.09	= \$184.09
Family	\$750 (\$154.80)	+	\$51.60	= \$206.40

6. Ballwin Business Memberships

Definition: Licensed Ballwin businesses will be allowed to purchase one annual membership per year at resident rates. The employee designated to utilize the purchase and membership for the business must present:

- An official letter on the business's letterhead stating the employee's name and permission to purchase the business membership. The letter must be signed by the licensed business owner.
- The most recent paycheck statement for the designated employee
- Valid photo identification
- Complete business membership form at The Pointe and Front Desk Manager will verify information.

7. Business Membership Available.

- Ballwin Business Memberships: We offer discounted rates to any employee that currently is employed by a Ballwin Business. They receive discounts for both Pointe and Pointe Plus memberships paid yearly or by the monthly debit program. See specific price listing.
- Non Ballwin Business Memberships: We offer discounted rates to employees that are employed after their company had paid the upfront fee which will allow their employees to join at the Ballwin Business rate. See specific price listing.

8. City of Ballwin Employee Memberships

Definition: City of Ballwin employees that are active and on current payroll may utilize the facilities at no charge or membership requirement. This benefit does not include guests or family members. Full-time and benefit eligible City of Ballwin employees may purchase discounted family memberships. Payment must be through payroll deduction.

- Combination Pointe/North Pointe Family Pass \$175 per year (\$6.73 per pay period)
- Pointe Plus Golf Family Membership \$255 per year (\$9.81 per pay period)
- Summer Golf Pass only \$80 for summer

- Employee usage policy for full and part time employees that attend group fitness/water classes (classes that are not free). Employees can purchase these cards with a 50% discount.

9. **Patrons with Support Staff**

Definition: If a patron requires the assistance of a support person while utilizing the facility, the support person does not have to pay admission or purchase a membership. The support person must stay with the patron with disability(s) at all times.

Article 4- Program Information

Article 4.1- Program Registration

1. Most programs require pre-registration accompanied by payment.
2. Registration should be completed at least one week prior to the program start date to avoid cancellation.
3. A program will be canceled at least two days prior to the start of class if there are not enough participants registered.
4. If a class is full, the patron may choose to be put on a waiting list.
5. We do accept registrations over the phone one week after the first day of registration. Residents with current ID's and membership card members will be able to pay the VIP rate for programs when registering. Non-residents without a membership will pay the Regular pricing for programs.

Article 4.2- Program Refunds

1. A full refund will be made to all registrants when a program is cancelled.
2. A full or prorated program refund will be made to any registrant who cancels due to a health reason after confirmation has been received from their health care provider. Doctor's note is attached to the back of their form.
3. A program refund request will be granted if the written cancellation is received at least one week prior to the start of a class or program and a \$5 service charge will be assessed.
4. Birthday parties and rental fees will be refunded if notice of cancellation is given in writing a minimum of 14 days prior to the rental minus a \$5 surcharge. If thirteen days or less, NO REFUNDS will be issued but the option to change dates with a \$25 processing fee will be available. (excluding park pavilion rentals)

Article 5- Babysitting Services

1. The Pointe at Ballwin Commons provides babysitting services for those utilizing the facility.
2. Children have to be ages three (3) months to eight (8) years.
3. Each child is allowed a two (2) hour maximum, and the parent or guardian must be in the facility at all times.
4. Hours
 - Monday-Saturday from 8:00 am- 12:00 pm
 - Monday- Thursday from 5:00 pm- 8:15 pm
5. Fees
 - \$4 per child for resident and non-residents
 - Monthly debit \$19.95 with a \$20 additional fee at time of registration.
 - 6 month membership \$119.70 unlimited visits and children
 - Yearly membership \$215.46 unlimited visits and children

Rules

- Parents need to pay at the front desk if purchasing a daily visit. The cashier will issue them a card to take in to the baby sitter. If using a punch card, parents may swipe their cards at the front desk and receive a babysitting card.
- Parents must sign their children in and out with each visit and get a # pin.
- If a diaper change is needed the babysitter will come and get the parent since they do not feed or change diapers.
- Babysitters have the right to deny service to any child that may have symptoms of an illness (cough, fever, runny nose, etc.) If a child has a contagious illness, the parent may be required to submit a doctor's note before the child is re-admitted.
- The staff should do their best to comfort any child needing attention. If the situation continues beyond 10-15 minutes without improvement, parents will be found and asked to attend to their child. Parents will also be paged if their child is being disruptive.
- Food is not allowed in the baby sitting room.
- If the need arises for the building to be evacuated, parents should not attempt to retrieve their child from the baby sitting room. They should proceed to the nearest exit and meet their children in the Pointe playground area. Staff will safely evacuate all children and wait for you to pick them up.

Article 6- Fitness Area

Definition: The Pointe at Ballwin Commons' fitness area consists of weight machines, free weights, cardiovascular equipment, an aerobics studio, and elevated track. The fitness area is open during normal operating hours.

Article 6.1- Patrons Policy

- Patrons under the age of 14 are not allowed in any section of the fitness area with the following exceptions:
- Patrons under the age of 14 may use the track if accompanied by an adult. The adult must stay with the youth at all times on the track.
- Patrons ages 11-13 that have completed the fitness orientation and have a complete permission form on file may use equipment and must be accompanied by an adult.
- Guests who are between the ages of 11-17 MUST complete a fitness orientation class and have a permission form completed by a parent or guardian prior to using the fitness equipment.
- Patrons must wear close-toed, rubber soled shoes at all times.

Article 6.2- Track Policy

- Patrons must follow track directional arrows.
- Slower users should stay to the inside lane of the track.
- Patrons under the age of 14 may use the track if accompanied by an adult. The adult must stay with the youth at all times on the track.
- Monday - Friday from 8-3 pm, strollers are allowed on the track. Strollers may be allowed at additional times at a manager's discretion.

Article 6.3- Equipment Policy

- Please be courteous to other guests and allow them to “work-in” at each station. There shall be a 20 minute time limit on each cardio piece if others are waiting.
- Return all dumbbells and weight plates to rails when finished. Use spring collars and a spotter when using barbells.

Article 6.4- Personal Training

- Personal Training services are offered. Contact information and a rate sheet for each trainer are located in the Personal Trainer binder at the front desk. All trainers hold nationally recognized certifications. Personal training sessions are purchased at the Pointe front desk and sessions are scheduled directly with the trainers. The trainer and client must log the session in the Personal Training binder located at the front desk before beginning session.
- All new members are eligible for one complimentary, 30 minute personal training session.

Article 6.5- Fitness Orientation

- The Pointe offers free fitness machine orientation classes. There is a sign up notebook at the front desk. This class is a REQUIREMENT for all those ages 11-17 before they can use the equipment. It introduces facility users to the strength circuit and the wide variety of cardiovascular equipment offered in the fitness area. FREE!

Article 7- Indoor Pool

Definition: The Pointe at Ballwin Commons indoor pool area consists of a natatorium containing a shallow kiddie pool with play structure, deep water and lap lanes, spa, bubble couch, lazy river, slide, and vortex.

Article 7.1- General Rules

- Obey lifeguards at all times.
- For your safety, nobody may enter the water until a certified lifeguard is on duty and on stand.
- Please shower prior to entering the pool
- No running or horseplay in or around the pool.
- Children 8 years of age and younger must be accompanied by a person 15 years of age or older wearing a swimming suit.
- Only children less than 48” are allowed on the Children’s Play Structure.
- In order to use the spa you must be 16 years of age or older.
- **NO** admittance will be given to anyone under the influence of alcohol or other intoxicating substances.
- Proper swim suits are required at all times, no cut-offs or thongs.
- Chewing gum is not allowed in the pool.
- Food, drink, glass, or coolers may not be brought into the pool area. Ballwin Parks & Recreation reserves the right to check baggage if deemed appropriate.
- Ballwin Parks & Recreation is not responsible for lost, stolen, or damaged personal items. Lockers are available at the facility.
- No hanging or playing on stainless steel railings.
- Rafts, water wings, inner tubes, tennis balls, foam balls, water guns, and Frisbees are **NOT PERMITTED** in the pool.
- Small rings and infant/toddler pool toys are allowed as long as the child is being supervised by an adult.

- ONLY US Coast Guard approved flotation devices may be used in the pool.
- Smoking is not permitted in the facility.
- No one will be admitted into the pool with casts, open wounds, a rash, or an infectious or communicable disease.
- Paging is not permitted in the facility.
- Street clothes and shoes are not allowed on the pool deck.
- No hanging on the lane ropes.
- No standing or sitting on the raised islands or peninsulas
- During periods of low attendance various attractions may be closed.
- The Ballwin Parks & Recreation Department reserves the right to add additional rules which may be necessary for the safe operation of the pool.
- It is the responsibility of the patrons when entering the facility to read and obey all the posted signs.

Article 7.2- Kiddie Pool Rules

- Children ages 5 and under must be supervised by parent/guardian in the water
- Children taller than 48 inches are **NOT** allowed on the play structure.
- Horseplay is **NOT** allowed on the play structure or in the pool surrounding the play structure.
- Children must ride the slide feet first, sitting/lying on their backside. Goggles are not permitted when using the water slide.
- Children 48 inches or taller are **NOT** permitted to use the Kiddie Slide, including Parents/Guardians.

Article 7.3- Slide Rules

- Obey lifeguards at all times.
- Participants must be a minimum of 48 inches or taller to use the slide.
- Only one person is allowed on the slide at a time. (No partners, riding with parents, or trains).
- Participants must line up on the stairs in single file.
- Do not stop, stand, kneel or rotate on the slide. Keep arms and hands inside the flume at all times.
- Riders must go down the slide feet first, lying on your back or in a sitting position.
- Riders may **NOT** be caught by another patron or the lifeguard in the catch pool.
- You must wait for the Lifeguard's signal to ride this attraction, or until the catch pool is completely empty.
- **NO** goggles, fins, glasses, metal watches, or swimsuits with metal zippers, buckles, rivets, buttons or metal ornamentation are allowed on the slide. These items will destroy the slide. The City of Ballwin Parks & Recreation Department is not liable for damaged swim suits caused by the removal of metal ornamentation.
- Flotation devices are not allowed on the slide.
- Swimmers must exit the catch pool quickly.
- Failure to follow all the rules and instructions may cause serious injury to you and others.
- **CAUTION:** Patrons who are pregnant, have a fear of heights, or have experienced heart or back problems should **NOT** use the slide.

Article 7.4- Spa Rules

- You must be at least 16 years of age to use the Spa.

- No more than 10 people are permitted in the spa at one time.
- Patrons who are pregnant, have high blood pressure or are on medications should consult their physician prior to using the Spa.
- Horseplay/inappropriate behavior is **NOT** permitted in the Spa.
- Proper swimming attire required to use the Spa.
- It is recommended that no one spend more than 15 minutes in the spa at one time.

Article 7.5- Regular Scheduled Pool Hours of Operation

The pool hours change throughout the year usually three times a year. Check the website or front desk for the current schedule.

* Spa is open all other pool times above except during Swim Lessons.

Article 8- Gymnasium

Definition: The Pointe at Ballwin Commons gymnasium consists of two (2) full basketball courts, one (1) volleyball court, six (6) basketball goals, and two (2) set of bleachers.

Gymnasium Rules

- Children 8 and under must be accompanied by a parent or guardian
- No dunking or hanging on rims or nets
- No food or drink except water in covered plastic containers
- Use of profane language and/or fighting is strictly prohibited
- Shirts and shoes must be worn at all times
- Gym or tennis shoes only—NO BLACK SOLES
- No gum or food allowed
- No spitting
- If you are involved in a pick up game, please allow others to use the gym also.
- No full court basketball games, except when specified at the entrance of the gymnasium.
- Gymnasium usage and rules may be subject to change during peak seasons or at a manager's discretion.
- FAILURE TO COMPLY WITH ANY OF THE GYM RULES WILL RESULT IN DISMISSAL

Article 9- Rentals

All attendees visiting facility on a rental basis shall follow and abide by all other Pointe rules of conduct.

- Rental of one room does not give the renter or guests privileges in any other part of the building.
- No person shall mark or deface the Community Center. Table decorations only. **This means no tape, glue, tacks, pins, or nails on the walls, floors ceilings or any other surface and no glitter or Silly String.**
- The Community Center is not rentable for events open to the public that involve an admission charge.
- Renter agrees to pay interest at the rate of twelve per cent (12%) per year and attorney fees incurring in collecting any expenses not paid within fifteen (15) days of the invoice date.
- The Pointe at Ballwin Commons is a smoke free facility.
- **There will be no alcohol served or brought into the facility at any time.**

- Rooms may be rented for a full day. Special arrangements to enter the rooms prior to the scheduled time of the event MUST RECEIVE PRIOR APPROVAL.
- Ending time of rental means that the renter is completely out of the building, which includes cleanup. At this time the supervisor on duty will then complete the appropriate room check out procedure.
- At no time will furniture or fixtures be moved, removed or rearranged without prior approval.
- Room rentals are a minimum of two hours.
- Rental rates are for regular business hours; for hours before or after regular hours, add twenty (\$20) per hour.
- Rooms may be rented one year in advance.
- Renter agrees to indemnify and hold harmless the City of Ballwin, its officials, and employees from any claim or cause of action brought by renter, his agents, employees or guest arising from the usage of the facility.
- Ballwin recreation facilities are available to people of all abilities. The City of Ballwin is currently working to comply with ADA standards. I agree that while I/we utilize Ballwin facilities, I/we will not discriminate on the basis of disability.

Article 9.1- Room Rental

- The front desk staff and managers will book room rentals at The Pointe front desk.
- Room rentals are booked on a first come, first serve basis.
- The renting party will need to pay the full rental fee at the time of reservation. At no time will the renting party be guaranteed the rented space until all fees are paid in full. No one will be written in the rental log book or entered in RecTrac until a contract is completed and proper payment has been received.
- There are no discounts available or free use for anyone except city sponsored events.
- We will adhere to the cancellation and refund policies as stated on the contract.

Article 9.2- Pavilion Rental

- The front desk staff and managers will make reservations for pavilions beginning the first working day of the year at The Pointe front desk.
- Pavilion reservations are booked on a first come, first serve basis.
- A pavilion reservation will be entered into RecTrac and the logbook and held for seven (7) days.
- Within seven (7) days of making a pavilion reservation, the renting party will need to come to The Pointe and make proper payment. At no time will the renting party be guaranteed the rented space until a contract is complete and all fees are paid in full.
- There are no discounts available or free use for anyone except city sponsored events.
- We will adhere to the cancellation and refund policies as stated on the contract.

Article 9.3- Gym Rental

- All gym rentals need to be approved by the front desk recreation manager. If someone calls and would like to rent the gym, give them the prices as shown on the brochure and send them to the correct Recreation Manager's voice mail.
- The renting party will need to pay the full rental fee at the time of reservation. At no time will the renting party be guaranteed the rented space until all fees are paid in full. No one will be In RecTrac written in the rental log book until a contract is completed and proper payment has been received.

- There are no discounts available or free use for anyone except city sponsored events.
- We will adhere to the cancellation and refund policies as stated on the contract.

Article 9.4- Pool Rental

- The front desk recreation manager will book all pool rentals.
- The renting party will need to pay the deposit at the time of reservation and pay the remainder as stated on contract.
- There are no discounts available or free use for anyone except city sponsored events.
- We will adhere to the cancellation and refund policies as stated on the contract.

Article 9.5- Lock-ins

- All overnight Lock Ins will be referred to the Front Desk Recreation Manager.
- The renting party will need to complete a contract and pay the required Damage Security Deposit of \$300 at the time of reservation.
- The full Rental Fee will be due two weeks before the event date.
- At no time will the renting party be guaranteed the rented space until a contract is complete and the Damage Security Deposit of \$300 is paid in full.
- We will adhere to the cancellation and refund policies as stated on the contract.

Article 9.6- Birthday Party Rental

- The front desk staff and managers will book birthday parties at The Pointe front desk.
- Birthday parties are booked on a first come, first serve basis.
- The renting party will need to complete a contract and pay the full rental fee at the time of reservation. At no time will the renting party be guaranteed the rented space until all fees are paid in full. No one will be entered in RecTrac/written in the rental log book until a contract is completed and proper payment has been received.
- There are no discounts available or free use for anyone except city sponsored events.
- We will adhere to the cancellation and refund policies as stated on the contract.

Article 10- Disciplinary Policy

Article 10.1-Cell phones and usage

- **Policy:** Having your cell phone at work can be useful but it can also be very disruptive. When you're on your own time, the choice to turn off your cell phone is entirely yours. When it comes to using your cell phone at work, however, you have to be mindful of your co-workers and your boss, not to mention your own ability to get your job done. Here are rules/policies to follow if you have your cell phone at work. This policy outlines the use of personal cell phones at work, the personal use of business cell phones and the safe use of cell phones by employees. Failure to follow the guidance provided may result in disciplinary action.
- **Procedures:** While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of work phones. Personal calls during the work hours, regardless of the phone used can interfere with employee productivity, safety and be distracting to others. Employees are directed to make personal calls during breaks and lunch period and to ensure that friends and family members are aware of the department's policy. This policy is meant to ensure that cell phone use while at work is both safe and does not disrupt business operations. Unless otherwise authorized, employees may only use personal cell phones for an emergency. To ensure the effectiveness of meetings, employees are asked to leave cell phones at their desk. Or on the unusual occasion of an emergency or anticipated emergency that requires immediate attention, the cell

phone may be carried to the meeting on vibrate mode and kept on yourself.

- **Personal Use of City-Provided communication devices**-Where job or business needs demand immediate access to an employee the city may issue a business cell phone, beeper and/or two-way radio for work-related communications. Employees in possession of equipment such as cellular phones, beepers and radios are expected to protect the equipment from loss, damage or theft. Upon resignation, termination of employment, or at any time upon request, the employee will be asked to produce the equipment for return or inspection. Employees unable to present the equipment in good working condition within the time period requested (i.e. 24 hours) might be expected to bear the cost of a replacement.
- **Safety Issues for Cellular Phone Use**-Employees whose job responsibilities include driving or equipment operation are expected to refrain from using their phone/communication device while driving or operating equipment. Safety must come before all other concerns. Regardless of the circumstances, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle or to shut down the equipment before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, employees are expected to keep the call short, use hands-free options, refrain from complicated or emotional discussions and keep their eyes on the road. Under no circumstances are employees required to place themselves at risk to fulfill business needs.
- **Turn Your Cell Phone Ringer Off**-If you have your cell phone at work, it shouldn't ring. If you don't want to turn off your cell phone completely, at least set it to vibrate. The sounds of different ring tones going off all the time can be very annoying to others.
- **Use Your Personal Cell Phone Only for Important Calls**-If you have your cell phone at work, you should only use it for important calls. What should you classify as an important call? The school nurse calling to say your child is ill, your child calling to say he's arrived home from school safely, and family emergencies that you must deal with immediately are important. Your friend calling to chat, your child calling to say the dog had an accident or your mom calling to tell you your cousin Tilly is engaged should not be considered important.
- **Let Your Cell Phone Calls Go to Voice Mail**-While you are at work if you are in doubt about whether an incoming call is important, let voice mail pick it up. It will take much less time to check your messages than it will to answer the call and then tell the caller you can't talk.
- Find a private place to make cell phone calls-While it's okay to use your cell phone at work for private calls during breaks, don't stay at your desk. Find somewhere else to talk, where your conversation can't be overheard, even if what you're discussing isn't personal. You may be on a break but your co-workers have a job to do.
- Don't bring your cell phone into the restroom-This rule should apply to using your cell phone at work or anywhere. Why? Well, if you must ask-you never know who's in there; the person on the other end of the line will hear bathroom sounds, e.g., toilets flushing; it is an invasion of your co-workers' privacy.
- **Don't Bring Your Cell Phone to Meetings**-Even if you have your cell phone set to vibrate, if you receive a call you will be tempted to see who it's from. This is not only rude, it is a clear signal to your boss that your mind isn't 100 percent on your job. All calls can wait until your meeting is over or until there is a break.
- Limit the personal texting and personal business to when you really need to take some time for personal business. We all need to take personal calls during the day but these contacts should be limited, brief and only when necessary. These calls, texts or other external contacts should be the exception, not the norm.

- Facebook and Twitter-remember that everything you post on these accounts represent you whether you are at work or off the clock. Avoid using profanity or posting photos of “heavy drinking” or anything sexual.

10.2 Discipline

- Always give a verbal warning for general problems the first time they occur. At the time of the warning it should be stated that this type of behavior will not be tolerated and any additional problems will result in suspension from the center.
- General problems
- Lack of respect for The Pointe staff and facility
- Harassment of The Pointe’s guests, including physical and verbal abuse
- Loud, threatening or rude behavior or fighting
- Disregarding the Pointe’s policies
- Abuse of the Pointe’s equipment or property, i.e. hanging on the basketball rims or nets
- Not paying to use the Pointe
- Theft or vandalism
- Alcohol, tobacco and/or drug use
- For extreme problems, police will be notified by the manager on duty to handle the situation which will result in automatic suspension.

General Provisions

- Incidents involving vandalism or theft will be reported to the police and prosecution may follow.
- The parents of a minor must be notified if their child has been suspended from The Pointe. The Superintendent is responsible for such notification.
- Detailed incident reports must be prepared for each incident by the Manager on duty. Names of parties involved, addresses, phone numbers, description of incidents and action taken should be included on all reports.
- Confiscate cardholder’s pass if possible. Original and copy of all reports are to be given to the Recreation Superintendent. A copy of incident reports involving suspension is to be filed by the Manager and kept on file. The above procedure must be completed for all dismissals and suspensions.
- If an individual is asked to leave the facility and has made prior transportation arrangements, the individual will be allowed to sit quietly in the front lobby to wait for their ride. Every effort, however, should be made to contact the parents at the time of suspension.
- If an individual is suspended for any reason outlined within this policy, no refunds of daily admission fees or annual pass use fees shall be granted.

Suspension for the above problems may be limited to a 24 hour period for the first-time offenders. If minors are involved, notification of parent/guardian is required. They will be notified by the Superintendent of Recreation or a Manager. Second offenses will warrant extended suspension as defined below:

<u>Violation</u>	<u>Suspension</u>
Disregarding policies	1 week
Use of the Pointe without payment	1 week
Fighting	1 month
Unruly behavior (1st four above)	1 month
Vandalism	1 month (Police will be notified and charges pressed)

Suspension for additional violations will be determined on an individual basis by The Pointe at Ballwin Commons management team. The nature and seriousness of the offense will determine the suspension. Aggravated circumstances, even for a first offense may warrant a longer period of suspension.

Appeals: Any person opposed to the action of suspending their use of The Pointe facility may appeal the action by filing a statement, in writing, setting forth the reason (s) such person believes the suspension is improper. Such appeal shall be acted upon immediately, no later than the end of the next weekday following filing. The Recreation Superintendent, as they deem appropriate, may conduct interviews and gather other information. The Superintendent may, without being obligated to do so, conduct a hearing at which the person filing the appeal may appear and present testimony and witnesses. The decision of the Superintendent shall be final. Suspension shall remain in effect pending the outcome of the appeal.

11-Welcome Desk employee policies

1. Opening Procedures:

If you are in charge of opening the facility there are several things that need to be done:

- Get the keys on the big stick from the front desk closet
- Take the tape out of the VCR, put in that day's tape, rewind it and hit record.
- Turn on the light switches in the closet, both restrooms, both locker rooms, game room, gym, upstairs and office.
- Turn on all of the machines upstairs as well as TV's and elevator. The elevator switches are all marked for which way they should be turned.
- Get the start up money from the manager, count it (\$100.00) and put the money in the drawer.
- Turn on the computers, log on with the log in and password, take the phones off night service and turn on the copier in the kitchen.
- Unlock all front entrance doors
- Hang the keys back in the closet and you should be ready for business

2. Closing Procedures

If you are in charge of closing the facility there are also several things that need to be done:

- The person working upstairs needs to complete the Fitness Area Closing Checklist and have the closing manager initial
- The downstairs people need to make the closing announcement, see all of the people safely out, lock the doors and turn the phones on night service.
- Clean up the area around the front desk
- Call dispatch to pick up the daily deposit everyday after completion by the Manager on Duty.
- Give all of the money bags (start-up, breakfast bar, extra snack machine \$) to the manager on duty to put in the top safe.
- Wait until the manager says it is OK before you leave

3. Uniforms

All front desk, fitness and babysitting staff are required to wear their appropriate Pointe at Ballwin Commons staff shirt along with plain colored khaki, black, navy, or olive colored pants, shorts or skirts. No cut-offs, jeans or sweatpants are allowed. Hats are not allowed. There are

no casual sandals or flip flops allowed.

4. Name Tags

All staff are provided name tags which must be worn at all times during their shifts.

5. Payroll

Part-time staff are required to log in and out at each shift. Time sheets can be found in the white binder located on the filing cabinets in the hallway to the back offices. Please be advised that all employees receive their earnings through automatic direct deposit. Please pick up a direct deposit slip form from your supervisor. Please set up a login and password through <https://store.ballwin.mo.us/Websites.HR.Portal/Default.aspx> to follow your payroll earnings.

6. Employee Food and Drink

Non alcoholic drinks are allowed at the front desk. Drinks at the front desk need to have a lid and be kept out of the customers viewing. There is to be no food including snacks eaten at the front desk. Please use the staff kitchen area which is for staff only and no visitors.

7. Work Stations

Work stations are to be kept clean and as organized as possible at all times. All employees are responsible for cleaning and keeping their work stations orderly during their shift.

8. Staff Meetings

Staff meetings for all Pointe employees are held on a regular basis. All staff meetings are mandatory; absence may result in disciplinary action. Separate staff meetings for clerical, aquatic and maintenance staff will be scheduled and held as needed.

9. Schedules

Employee schedules are e-mailed, placed in their mailboxes and posted in advance. All employees should take one home. Part-time employees are responsible for their shifts. All shift changes will be reflected on the master schedule posted at the front desk. When a shift change is approved it is the employee's responsibility to be sure that the shift is covered. You will need to notify your manager of the change. In case of an emergency or sickness, contact the manager on duty by telephone to advise him/her of any changes. Do not leave a message on the manager's voicemail; make sure to talk to someone.

10. Employee Leave

A part-time employee who works 1040 hours in a calendar year the city will earn paid vacation and sick leave. Anyone requesting paid time off must fill out a leave request form, put it in your manager's mailbox and have it approved before getting your time off.

11. Substitutions

When you get someone to take over a shift for you a sub please notify your manager.

12. Breaks

- One ten minute paid break (on the clock) if you work one to six hours.
- One five minute paid break plus one 30 minute unpaid mandatory break for 6+ to 8 hours.
- One five minute paid break plus one hour unpaid mandatory break for a 8+ to 9 hour shift.

Try to take breaks during non-peak times if at all possible and please ask a manager before taking your break or lunch so they can help cover the front desk.

13. Facility Use

All employees are entitled to free use of all facilities including The Pointe, The North Pointe Aquatics Center and The Ballwin Golf Course. Full Time and part time benefit eligible family members will receive a discounted rate to all facilities.

14. Paging

Front desk staff and managers are authorized to page throughout the building from the front desk. Pages must be repeated twice using "please" and "thank you." Guest paging is not allowed unless there is an emergency.

15. Telephone Procedures

All incoming calls are answered: "The Pointe at Ballwin Commons, this is (your name), may I help you?" Staff and instructor's phone numbers are not to be given out to the public. If a caller makes such a request, ask them if they would like to leave a message on voice mail if that is an option or take the callers name and telephone number and tell them that you will give the information to the appropriate person. Please ask the person if they want to leave a message on voice mail before you transfer them. Sometimes they may want you to actually look for the person if they have already called the person's desk and know they are not there. Please make the effort to find the individual, if possible. Make every effort to answer the telephone before the third ring. Also please make every effort to be helpful and courteous to callers. If you do not know the answer to the question please take their name and number and offer to call them back once you find the correct answer.

16. Handling Conflicts

If a problem arises to the point that a patron is acting in a rude or demeaning manor, remember these helpful hints: Stay calm, no matter how loud the person speaks, keep you voice calm. Get the name of the person and their phone number if possible. Alert the manager on duty immediately

17. Facility Maintenance

It is the responsibility of every employee to report vandalism, breakage or anything needing maintenance. Leave a note in the Recreation Superintendent's mailbox or let a manager know about the problem. If you see trash or spills, clean it up!

18. Video Surveillance

Only full-time staff members are allowed to operate the video surveillance system.

19. Rainout and Cancellation Number

The hotline number for program cancellation is (636) 207-2381. If any programs or events are cancelled, please instruct patrons to call this number for information.

20. Public use of telephones

A courtesy phone is provided at the front desk for patrons as well.

21. Ballwin Bucks

Ballwin Bucks are available for The Pointe at Ballwin Commons in any amount and can also be reloaded.

Article 12- Incident & Injury

Article 12.1- Employee Injuries on the Job

1. If an employee is injured on the job:
 - a. The manager on duty and Superintendent should be notified. Take an authorization form located in office hallway file cabinet. If not life threatening or during day hours.
They need to go to: Orthopedic Associates, LLC
Des Peres Square
1050 Old Des Peres Road, Suite 100
St. Louis, MO 63131
314-714-3200
Hours: 7:30am-5:30pm
 - b. Call first and see if Dr. Byler is in her office. If Dr. Byler is not at her office during the day hours, the injury occurred after her hours or on a weekend and the injury is not life threatening, then they need to go to Des Peres Hospital ER. If the injury is life threatening, call 911 immediately then, contact a manager. If you have questions as to whether the injury is life threatening, get a manager immediately. If the injury is not life threatening, the employee should drive themselves to Des Peres Hospital ER. If the employee is unable to drive themselves, another employee or manager should take them.
 - c. If they are being referred for treatment, the person's manager needs to be made aware of it, as well as the manager for that area of that department. For example, if a front desk employee is injured, the front desk manager should be contacted, as well as the Deputy Director of Recreation.
2. The Employee Injury Report Form needs to be completed immediately with as much detailed
3. information as you can mention. This form should be turned in the same day to the Superintendent, who should review it, make a copy and turn in the original to the director that same day or the next morning in the injury occurs in the evening. Any deviations from this schedule could result in the insurance not covering the injury.

Article 12.2- Injuries to Patrons

1. Follow procedures for handling emergencies depending on the nature of the injury, such as 911 for emergency or first aid for a non-emergency.
2. Complete the Incident Report Form immediately (found in binder at the front desk). This form should be completed for every instance where someone is treated for an injury. Turn it in immediately to the manager who will copy it, and put the original in the Recreation Superintendent's mailbox. A form that is turned in even after a couple of days is not acceptable. If the injured person is a minor, please get the parent's name on the form. Give as much detailed information as possible, don't be afraid to write down opinions, etc. on this form because it goes to our insurance company and they need all the background information they can get. It's always much harder to remember details later and what everybody "thought" happened.
3. Try not to offer information to injured party or their family with regard to what the city or staff should have done, condition or equipment, etc. Simply administer emergency first aid, complete incident report form and report it to the manager on duty. If they need to use a phone or you need to contact a parent for them, then, please do so.
4. If the injury occurred as a result of a piece of defective equipment or other hazardous condition, please talk to the manager on duty immediately about removing the equipment or changing the situation in some way to make it safer. If we do not make changes after we are aware

something is dangerous, we are asking for further injuries as well as probable legal action against the city.

Article 13- Emergency Action Plan

Definition: The Emergency Action Plan for the Pointe at Ballwin Commons has two distinct plans: one for the pool area and one for the remainder of the building. By following these plans it should ensure the safety of all patrons and employees.

Article 13.1- The Pointe Building

1. Posted in each room or area of the building (by the fire pull stations), are the escape routes for patrons and employees. Listed below are these routes. All employees must make themselves aware of these routes:

Administrative Area –Exit using the stairwell on the west side of the building and move across the parking lot into the grassy area.

Game Room, Meeting Room A and B, Concession area and Lobby Area – Exit using the front doors and moves across the driveway into the grassy area.

Babysitting Room and Play Area–Exit using the side entrance out of the babysitting room and move across the driveway into the grassy area.

Gymnasium – Exit using either of the two emergency exit doors and move across the driveway into the open field on the east side of the building.

Men’s Locker Room, Women’s Locker Room and the Family Change Area Exit using the east hallway (employee door) and move through the driveway and cross over into the grassy field located on the east side of the building.

Fitness Area (cardio, strength, free weights, aerobics room) and Pool Balcony Area – Exit using the emergency stairwell on the west side of the building (located by the free weigh area), move down the stairwell and exit. Move across the parking lot into the grassy area.

Track – They may choose between the exit on the west side by the free weight area and exit by using the northeast stairwell coming off of track. For both exits they shall move down the stairwells and move across the driveway into the grassy area or field.

ALWAYS MOVE TO THE GRASSY AREA AND STAY CLEAR OF APPROACHING EMERGENCY VEHICLES

2. The Pointe Employees

- Employees who are in The Pointe during an evacuation emergency shall adhere to the following protocol: Employee makes the 7-911 call who is involved with the emergency; front desk is notified immediately; a front desk employee goes to the front of the building and awaits for the emergency personnel to arrive in the drop off area; remainder of staff is responsible for evacuating patrons by using the above mentioned areas. Once the patrons have been cleared of the building, staff needs to stay outside in the designated areas with the patrons until such time they are given the “all clear signal” to re-enter the building. No one is permitted to use the telephones or elevator during an emergency.

- If the emergency is NOT an evacuation, employee makes the 7-911 call who is in the emergency or who is summoned; the front desk is notified immediately; a front desk employee goes to the front of the building and awaits the emergency personnel to arrive in the drop off area; other staff will be used for crowd control and to continue general operations. Staff will need to search for any and all witnesses for reporting purposes.

- All employees who are on duty are to evacuate the building using the same procedures as the patrons. Management team members are to quickly sweep the building (locker rooms, family change

room and all other rooms If hazards have not reached a serious proportion.

- Once outside, the employees are to stay with the patrons. The Director, Parks Superintendent and /or Deputy Director of Recreation will make their way around the building to make sure all people are in the correct areas. If an emergency occurs during a program time, the person or persons supervising the program MUST have their list of participants with them. Once outside the Manager shall call roll to ensure that all of the participants are accounted for.

- ONLY employees who are CURRENTLY certified in First Aid and CPR may “work” on any patron who may have become injured or ill during the emergency. Any and all injuries MUST be documented for insurance purposes. All program notebooks must have blank accident reports in them and ready for use when needed. There shall be a notebook at the front desk that has blank copies of accident reports, a telephone list of full time employees, and a copy of this plan. A front desk employee is to take this notebook with them when leaving the building. In the case of serious injuries or illnesses, the staff shall rely on the lifeguards for assistance. Lifeguards will be called upon when needed and shall respond immediately.

- When we have an emergency the patrons shall be notified by fire alarms ringing (if it is a fire) or they shall be notified by the PA system if it is a chemical or weather emergency. In the case of a weather emergency, all patrons and staff are to move quickly to the men’s, women’s and family change locker rooms, the staff hallway on the east side of the building and the restrooms located in the front of the foyer. These areas have no glass and have inner walls for protection.

Article 13.2- Indoor Pool

PREVENTION

All employees are expected to be alert for safety hazards and unsafe conditions and correct them immediately or report them to the immediate supervisor to be repaired. Employees are responsible for implementation of job assignments in the safest manner possible. Before beginning a job, think about the safest way to get the task done and watch out for the other guy. **THINK SAFETY FIRST!**

A lifeguard's efficiency is not based upon how many rescues he/she makes, but on the limited number of emergencies occurring in his/her area of responsibility. Prevention of accidents through knowledge of lifesaving, recognition of hazards, proper use of equipment and realization of responsibility is the primary goal of a skilled lifeguard.

EMERGENCY ACTION PLAN

Definitions

Primary Rescuer – First lifeguard to see patron in an emergency and activates the EAP and makes the initial save.

Secondary Rescuer – Next lifeguard to respond to the emergency and either helps with the save/removal of water, informing patrons to leave the pool, surveillance of patrons exiting the water and crowd control.

Tertiary Rescuers – Additional lifeguards to respond to the emergency. These lifeguards are extras and have a vital role in the EAP. Tertiary lifeguards perform all of the behind the scene duties such as; call 911, retrieve the trauma bag and oxygen, meet the EMS at the gate, crowd control, assist with saves, retrieve equipment for primary and secondary lifeguards, etc... The Aquatic Manager/Aquatic Specialist, Pool Manager, and Head Lifeguards will have an active role in coordinating the tertiary lifeguards.

Minor Emergency

Minor Emergencies are incidents that are potentially or leads to life threatening conditions. These events include distressed swimmers and active drowning. Do not be misled by the word "minor," all emergencies are major events!

All staff must be familiar with this procedure and ready to respond to any emergency. Please note that the following information is just a guide. Each rescue might require modifications of all protocol.

Remember that the safety of the rescuer always comes first! In the event of any emergency, the following procedure should be followed:

The following procedure should be followed:

1. Primary Rescuer - Activate the EAP by blowing your whistle with the appropriate number of blasts. Use the correct water entry and approach the victim. Perform the appropriate rescue and move the victim to the wall or zero depth. Remove the victim properly.
2. Secondary lifeguard stands up and blows his/her whistle to notify all patrons in the pool to exit the water. If necessary the secondary lifeguard assists with the save or maintains surveillance of patrons exiting the water
3. Tertiary lifeguards also stand and may blow his/her whistle to notify patrons. The tertiary lifeguards then maintain surveillance of patrons exiting the water and assist with crowd control.
4. After the save is complete and the victim had been helped out of the water, a secondary survey will be performed and any first aid will be administered. The primary lifeguard then escorts the victim and his/her guardian toward the first aid station and fills out a minor incident/accident report.
5. If the guardian of the swimmer is not around, a manager or head lifeguard will notify the guardian of the rescue and proceed to the first aid station with the guardian.
6. Also a manager or head lifeguard will assign a lifeguard on break to take the primary rescuers position and then re-open that pool when appropriate.
7. All necessary forms must be completed at that time by the primary rescuer. The report must be filled out thoroughly by the primary rescuer before they can return to stand.
8. The manager on duty must review all reports and turn them into the Aquatics Manager/Aquatic Specialist.

Catastrophic Incident (Major Emergency)

A catastrophic emergency means that the ABC's of the victim have been affected (Airway, Breathing, and Circulation). Other major emergencies may include seizures in the water, possible spinals, severe burns, diabetic shock, etc. These are life threatening injuries or illnesses.

All staff must be familiar with this procedure and ready to respond to any emergency. Please note that the following information is just a guide. Each rescue might require modifications of all protocol. **Remember that the safety of the rescuer always comes first!** In the event of any emergency, the following procedure should be followed:

The following procedures should be followed:

1. Primary Rescuer - Activate the EAP by blowing your whistle with the appropriate number of blasts. Use the correct water entry and approach the victim. Perform the appropriate rescue and move the victim to the wall or zero depth. Call for assistance from secondary lifeguard to retrieve the backboard and help remove the victim properly.
 - If a head, neck or back injury is suspected the appropriate water entry and save must be performed. The primary rescuer will call for a backboard and the secondary rescuer will retrieve the back and then enter the water with caution.
2. Secondary rescuer stands up and blows his/her whistle to notify all patrons in the pool to exit the water. The secondary lifeguard will vacate his/her stand to retrieve the backboard. When the secondary rescuer returns with the backboard, he/she meets the primary rescuer with victim saved at the wall or zero depth of the pool. The appropriate removal of water technique will be performed.
 - If a head, neck or back injury is suspected, the primary and secondary rescuers take the necessary measures to place the victim on the board, strap them in, and place the head restraints on the victim with minimal movement of the head, neck and back while in the water. The appropriate removal of water technique will be performed.
3. While the primary and secondary lifeguards are performing number 1 and 2, the tertiary lifeguards stand and blow his/her whistle to notify patrons to exit the water. The tertiary lifeguards then maintain surveillance of patrons exiting the water and assist with crowd control.
4. After the victim has been removed from the water, an initial assessment will be performed by the primary rescuer. If the victim is not breathing, has an obstructed airway, has no pulse, or is severely bleeding the primary rescuer will designate one of the tertiary lifeguards to call 7-911 and return with the trauma bag and AED if not already done.
5. The pool manager or head guard will call the Aquatic Manager/Aquatic Specialist to inform them that EMS has been called and describe the emergency that has happened. The Aquatic Manager/Aquatic Specialist will immediately call the Deputy Director of Recreation and an American Red Cross Examiner Official.
6. The primary and secondary rescuer will perform the appropriate emergency care depending on what they find during the initial assessment.
7. The pool manager or head guard will assign a tertiary rescuer to report to the swim team gate, unlock it, and direct the EMS in and lead them to the victim. Other tertiary rescuers will manage crowd control and maintain an open path for the EMS to get to the victim directly.
8. Other Tertiary rescuers will keep the pool closed where the emergency happened and keep patrons

away from the pool deck.

9. After the EMS has arrived the pool manager or head guard will help the primary rescuer fill out the incident/accident report while the EMS is taking their report.

10. After EMS leaves, the pool manager or head guard will assess the situation and decide if the pool in question should or should not be re-opened. When lifeguards are back in their appropriate stands and all equipment is back in its proper place and in good working order, that specific pool may be re-opened.

11. The pool manager, head lifeguard, and Aquatic Manager/Aquatic Specialist working that day, will sit and have a debriefing. Also critical incident stress will be assessed. Any lifeguard not willing to return to work will be allowed to take time off without penalty. If medical attention is needed, the Aquatic Manager/Aquatic Specialist will coordinate the necessary actions to help the lifeguard.

12. UNDER NO CIRCUMSTANCES WILL STAFF MEMBERS ANSWER QUESTIONS OR OFFER INFORMATION TO MEDIA PERSONNEL! All inquiries about incidents or accidents should be directed to Linda Bruer, the Parks and Recreation Director.

STAFF INJURIES

If an employee is injured while working, the same procedure should be followed, except an employee injury form should be completed instead of an accident report. Notify the Aquatic Manager/Aquatic Specialist immediately.

MEDIA CONTACT

The Director of Parks and Recreation will handle all requests for interviews, photographs or filming by the media. UNDER NO CIRCUMSTANCES WILL STAFF MEMBERS ANSWER QUESTIONS OR OFFER INFORMATION TO MEDIA PERSONNEL!

BLEEDING/BAND-AID POLICY

Treatment for minor cuts and abrasions may include peroxide/alcohol and a bandage. **We do not dispense any type of medication!** Always protect yourself by wearing gloves. If a patron has a nose bleed, open wound or has blood on their clothing they must leave the activity for appropriate treatment including bandaging as necessary to prevent recurrence. All evidence of blood must be removed and treated. Clean decks with a chlorine solution and equipment with alcohol. If they want a Band-Aid they **cannot** get back into the pool. Band-Aids do not stick well and can clog the filters.

DEFECATION AND VOMIT

In accordance with the Saint Louis County Health Department, The Pointe indoor pool and North Pointe Aquatic Center will abide by state pool standards and regulations when dealing with Code Brown (defecation and/or vomit).

If it is in a solid state:

1. The staff member who notices the situation first should notify management with two short whistle blasts. Then proceed to clear the area. Other guards are to keep patrons away from the scene.
2. Wearing gloves and shoes, staff should clear away remaining material; disposing of it in biohazard bag or down the toilet.

3. The immediately affected area shall be "spot chlorinated" by adding any form of chlorine directly to the area so as to assist in more rapidly disinfecting and oxidizing contaminants.
4. All surfaces and reusable cleaning supplies should be thoroughly disinfected with a strong solution of chlorine and water.
5. The manager will take a chemical reading or designated staff member to do so. If the readings are in range, the manager will allow patrons to re-enter the water a minimum of 30 minutes after spot chlorinating takes place.
6. **NO MONETARY REFUNDS ARE GIVEN!**
If it is in a liquid state:
 1. The Aquatic Manager/Aquatic Specialist must be notified if the substance is of murky/colored liquid form cannot be contained and has visibly spread throughout the water. That body of water will close for chlorination. A minimum level of 20ppm should be maintained for at least 12.75 hours.
 2. If known, the perpetrator's name and address shall be discreetly collected in the case that the Department of Health requires medical tests.

WATER SLIDE EMERGENCIES

If a victim is injured and found inside the slide's flume, immediately activate the emergency action plan and proceed with the following:

- Stop dispatch of additional swimmers on the slide.
- Treat the victim as if they have a spinal injury.
- Stabilize the victim in the flume.
- A staff member must turn off water flow to slide.
- If the victim's ABC's have been affected (Airway, Breathing, Circulation), quickly and carefully extricate them on the backboard and start emergency care.
- If the victim's ABC's are not in jeopardy, wait for E.M.S. personnel to arrive before extracting them. Monitor and care for shock, hypothermia or other injuries.
- Perform the above steps within the Catastrophic Emergency (Major Emergency) guidelines.

CHEMICAL EMERGENCIES

If a staff member notices an out of the ordinary smell or clearly notices a leak they must immediately notify the manager on duty. Never attempt to enter an unsafe scene or fix a problem on your own!

Pool Protocol:

If at any time there are chemicals (liquid or gas) present in an abnormal manor you should do the following:

- Notify the Aquatic Manager/Aquatic Specialist.
- Keep all employees and patrons away from the hazardous area. Never enter the area of concern and try to fix the problem.
- The Aquatic Manager/Aquatic Specialist will notify the Deputy Director of Recreation and the Director of Parks and Recreation.
- Only the Aquatic Manager/Aquatic Specialist, John Hoffman, Deputy Director of Parks and his Building Service Workers may enter the area of hazard.

FIRE ALARMS AND EMERGENCIES

All staff should be aware of the location of the fire alarms and extinguishers in their work area. Follow the procedure below for incidents of fire or other emergency evacuations. If the facility's alarm sounds, adhere to the following:

Pool Protocols:

Clear the pool with one very long whistle blast. The pool manager, head guard, or Aquatic Manager/Aquatic Specialist must turn off the water attractions. The pool manager or head guard on duty should make an announcement for patrons to grab a towel and line up.

All guests must be evacuated through the emergency exits.

Guards must ensure everyone clears the locker rooms. There will be no time to get belongings.

Keep patrons clear from the building.

The pool manager or head guard on duty must communicate with the Aquatic Manager/Aquatic Specialist.

The pool manager or head guard should check with the guards to make sure locker rooms and pool area have been cleared.

Patrons and staff should gather as a group on the Holloway Park parking lot.

Keep the back main parking lot and drive clear of all persons for E.M.S. personnel and their vehicles.

The pool manager or Aquatic Manager/Aquatic Specialist on duty may not allow the patrons back into the facility until given the "all clear" by the Deputy Director of Recreation or Parks and Recreation Director.

Do not disregard the alarms. All alarms must be treated as serious. If reported as a false fire alarm during cold weather, patrons and staff must still line up at the glass patio doors and prepare for evacuation.

Job Description

Position Title: Front Desk Customer Service (part-time)
Department: Parks and Recreation
Supervisor: Front Desk Recreation Manager/Deputy Director of Recreation
Location: The Pointe at Ballwin Commons, # 1 Ballwin Commons Circle

Job Summary:

Responsible for the operations at the front desk specifically the use of the computer RecTrac system and point of sale, credit card machines and any financial transactions that occur, which includes balancing register drawers, closing and tracking. Will also assist with servicing the general public in an kind and efficient manner with the regard to registration for the programs and membership sales, facility usage, preparing photos and ID's, answering the telephone, issuing equipment and other assignments deemed necessary to perform the job.

Essential Job Functions:

- Ability to operate computer, credit card machine and multi line phone system
- Perform closing shift register procedures in an efficient and orderly manner
- Must be able to work with the general public in a professional manner
- Must be able to handle multiple tasks at once
- Disseminate information about programs, special events, facility memberships, admission rates and policies in a polite and effective manner
- ~~Answer the telephone in a professional manner and relay calls to appropriate people~~
- Enforcement of building policies and departmental/City rules and regulations
- Computer data entry and other front desk paperwork

Knowledge, Skills and Abilities Required:

- Ability to work with the general public in a professional manner