



May 2020

Dear Staff Member:

Welcome to the staff of the Ballwin Parks and Recreation Department! You have just become a valuable member of a progressive and proactive team striving to serve the recreation and leisure interests of the community. You must familiarize yourself completely with the manual and follow all policies and procedures. The evaluation of your work will be based on your skills, personal attitude, and ability to work with the public and other staff members and how conscientiously you follow this manual. You are responsible for the safety and well-being of all patrons at all times. There is simply no room for mistakes in an aquatic environment.

Much of your success will depend not only on your individual skills to perform your job, but your attitude, enthusiasm, responsibility to your fellow staff members and guests and the use of good judgment. You are responsible for the safety and well-being of all guests, at all times. Please familiarize yourself with this manual and follow all policies and procedures that are specified.

If at any time you have questions or concerns about the Ballwin Parks and Recreation's Aquatic Program, please contact us. We will work together to provide a safe and enjoyable aquatic environment for all.

Sincerely,

Liz Renaud  
Aquatic Manager

Sami Sacco  
Aquatic Specialist

Gayle Junge  
Recreation Manager

Mike Podgorski  
Recreation Manager

Hedy Boone  
Superintendent of Recreation

Chris Conway  
Director of Parks and Recreation

## **SECTION 1-OVERVIEW**

Operating an aquatic facility is a business. The three key words governing our programs are **SAFETY, CLEANLINESS and PUBLIC RELATIONS.**

### **SAFETY:**

We must do everything possible to prevent accidents and eliminate hazardous situations in and around the pool. Never leave an assigned area until properly relieved.

### **CLEANLINESS:**

With an average of over a thousand patrons a day using our facility, it gets dirty. The possibility of infectious diseases spreading at an aquatic facility due to unclean conditions in the water, shower rooms, concession area and on the deck is extremely high. Nothing less than the extreme cleanliness will be acceptable.

### **PUBLIC RELATIONS:**

We can keep patrons safe and healthy, but keeping them happy can be hard! The following guidelines should be supplemented by good, common sense:

- Always demonstrate enthusiasm, cheerfulness, courtesy, tact and patience in the performance of all duties.
- Give a correct, courteous reply to each question. If you do not know the answer, direct the question to the manager on duty or a co-worker.
- Pool rules are firm and will be enforced. Calmly explain the violation and how it could endanger oneself as well others.
- Others will note your every action and you will be imitated-both good and bad. Have respect for yourself: appear neat, clean, and courteous and show respect for the rules and your fellow workers-others will follow.

We want you to enjoy your summer with us. We look forward to working with you and want you to feel free to communicate with all of the management team. Together we offer a fun, quality experience for everyone. We strive to work as one team with respect for each other's responsibilities, and assist one another to do the best job we can.

Our goals are:

1. To understand that each person who visits our facility is a guest. Every guest should be treated the same because every visitor influences the success of our operation.
2. To improve the quality of service each staff member provides to our guests.
3. To EXCEED guest's expectations and to build loyalty with our guests. Actively LISTEN.
4. To be guest sensitive by searching for opportunities to assist our guests.
5. To have consistently high levels of service.

To always, be aware that each staff member represents the City of Ballwin, as well as him/herself.

These policies have been compiled by the Ballwin Parks & Recreation Department to inform each 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.

North Pointe Aquatic Center is located at 335 Holloway Road, Ballwin, Missouri 63011 and the phone number is 636-227-2981.

### **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 & 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.

Family: A family consists of 2 adults/guardians and their children living in the same household. Children must be 23 or younger. 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.

Senior Couple: A senior couple consists of: Any two people of which one is 62 years of age or older **AND** they are both are residing in the same household

Single +One: Any two people **AND** both are residing in the same household

Student: An individual who is an active high school or college student **AND** presents valid school identification

Hero: Police, Fire, EMS, Veterans and Active Military memberships are only available for individuals.

#### Age Verification

- Youth are ages 3-18 years old
- Adult are ages 19-61 years old
- Seniors are ages 62 years old and older

## Article 2- General Information

### 2.1-Hours of Operation

#### Hours of Operation

Saturday-Thursdays: 11:30 am - 7:30 pm  
Friday: 11:30 am - 9:30 pm

#### 2020 Amended Hours-start August 24

Saturday & Sunday 11:30 am - 7:30 pm  
Monday, Labor Day 11:30 am - 7:30 pm

- Certain areas of the facility may be closed at times due to programming/special events.
- Special holiday hours and closures will be posted at the front desk and on the Ballwin website and through social media.

### 2.2-Inclement Weather and Power Failure Policy

1. If it is necessary to close North Pointe Aquatic Center due to weather conditions, management will place an alert through TextCaster with details and reopening information along with postings on social media.
2. Cancellations due to weather will try to be made as early as possible before the class or program is to start. Please, have participants call the front desk and check if a class/event is in question. Please refer the patrons to TextCaster for updated information.
3. If it is necessary to close due to power failure, staff will post signs at the entrances, post on social media, the city's website and TextCaster with details.

### 2.3-Age Policy

1. Children under the age of 12 must be directly accompanied at all times by a responsible person age 14 or older.

### 2.4-Alcohol, Drug, and Tobacco/Vaping Use

1. Alcohol is not permitted to be distributed or consumed at North Pointe Aquatic Center under any circumstances.
2. North Pointe is smoke free and no vaping facility.
3. The use or distribution of illegal drug substances at North Pointe will be reported to the police department immediately.

### 2.6-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.

- Ballwin Bucks may be purchased at the front desks of The Pointe at Ballwin Commons or North Pointe Aquatic Center.
- 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.

## 2.7-Credit Cards

When a patron is paying by credit card for a membership, program or rental please use the credit card machine and then sell it in RecTrac. Once it has processed, please hand the patron their credit card back and have them sign the credit card slip and place it in the cash drawer.

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 forms to one of the following - Aquatic Manager, Aquatic Specialist, Pool Manager or Front Desk Assistant Manager's, they can place in the safe. Please have this person either call or email the Business Manager a message concerning the membership.

## Article 3- Membership

### 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 at the front desk.
5. There are no transfers or refunds for pool pass memberships and swipe cards.
6. Misuse of the membership card can lead to a denial of privileges.
7. Memberships may be suspended or revoked for failure to observe facility code of conduct, rules, regulations, and policies.

### 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 \$6, adults \$7, seniors \$6 and Hero \$5.

## **SECTION 2- STAFF POLICIES AND REGULATIONS**

### **2.0 STAFF CONDUCT**

As a city employee, you are constantly under the eye of the taxpayers whenever you are working. Therefore, employees are expected to perform their work in the most efficient manner possible and to display quality work for which they and the citizens of Ballwin can be proud.

Parks and Recreation Department employees enjoy a good reputation for hard work and efficiency. All employees are encouraged and expected to uphold that reputation. The image of the department is determined greatly by what is done in the public and the behavior of the employee can easily reflect conduct on all employees. Be courteous to facility users and program participants. The behavior and conduct of all city employees are governed by the Personnel Policy for the City of Ballwin.

The North Pointe Aquatic Facility staff is under the same policies and regulation as the public. As an employee of the City of Ballwin, you will conduct yourself at all times with sound judgment and common sense at the facility before, during and after work hours. No staff member will hit, dunk, throw, push or physically handle a patron or fellow employee in a harmful or playful manner. All staff members need to follow all facility rules at all times.

### **2.10 EYEWEAR**

- Lifeguards and Managers should be aware that contact lenses might be lost during a rescue. Replacement of lost lenses is the responsibility of the wearer.
- Sunglasses are required of all lifeguards while on duty. Sunglass clips may be worn over prescription glasses, if necessary.

### **2.11 SKIN CANCER**

The ultraviolet radiation in sunlight is most concentrated at mid-day. However, UV rays are present throughout the day, in decreasing amounts. Scientists continue to study other health hazards, besides melanoma, related to over-exposure to sun, such as: A suppression of the immune system, a possible contributor to other forms of cancer; Cataracts, a condition where the lens of the eye becomes cloudy; and damage to cells that promote soft and pliable skin.

Lifeguards are at high risk. You do not have the opportunity to get out of the sun when you think you have had enough. However, there are things you can do to minimize your exposure. Even on cloudy days, you need to block some of the radiation by:

- Putting the umbrella up on the stand every day and positioning it accordingly to provide adequate shade on the stand
- Wearing a visor, shirt and UV protected sunglasses

### **2.12 STAFF MEETINGS/INSERVICE TRAINING**

These sessions will focus on improving our staff in general as well as providing training and information beneficial to each individual. **Attendance at these meetings is mandatory.** Missing a staff meeting or training without prior notification may result in disciplinary action.

Managers- Manager meetings are scheduled at the beginning of the season and weekly throughout the season. Managers are also required to attend in-service training.

Lifeguards- Regular in-service training will be scheduled. They will touch on lifeguard principles and practices, public relations, and other important issues concerning aquatics. Managers may schedule mandatory meetings as necessary.

Swim Instructors- Instructor meetings will be held prior to the first day of the season and in-service training. They will focus on water safety, swim principles and practices, public relations, and other important issues concerning aquatics. In addition, managers may schedule meetings as necessary.

Water Fitness Instructors- Instructor meetings will be conducted quarterly and as needed. They will focus on safety, teaching principles and practices, public relations, and other important issues concerning aquatics.

Front Desk Workers- Front Desk meetings will be conducted at the beginning of the season and as needed. They will focus on operation procedures, opening and closing of the facility's admissions area and other important issues concerning the front desk.

## **2.13 SAFETY EXAMINATIONS**

Exams of the lifeguard staff will be made periodically throughout the year. These exams will be unannounced. Exams include observation of the scanning and surveillance, equipment placement and usage, guard rotations, rescue techniques, CPR skills, etc.

## **2.14 FITNESS TRAINING**

Lifeguards must possess a basic level of physical fitness in order to perform their duties. Lifeguards will be challenged physically in in-services, orientations, and lifeguard recertification courses. It is also the lifeguard's responsibility to maintain appropriate physical fitness to meet the necessary strength and endurance to perform the proper safety and rescue techniques necessary for lifeguarding.

## **2.15 STAFF USE OF THE FACILITY**

All employees will receive complimentary admission to all city recreation facilities including the Pointe at Ballwin Commons, North Pointe Aquatic Center, and the Ballwin Golf Course. This pass may be obtained at the Pointe at Ballwin Commons or North Pointe Aquatic Center. Please complete the necessary paperwork to receive your employee pass and key fob.

Rules for staff use of facility, when not on duty, are as follows:

- o Obey all facility rules
- o Wearing the staff uniform or any other staff designation is prohibited
- o Do not engage in conversations with lifeguards on the stand
- o Do not engage in excessive conversations with other facility staff members on duty
- o Loitering at the facility is prohibited. This includes the front desk, aquatics office, guardroom and concessions areas
- o Using the facility before or after regular facility hours is illegal
- o No employee will conduct his or her own private lessons at the pool

## 2.16 FOOD/DRINK

Only reusable bottles will be allowed on the lifeguard stands or on the deck. No soda cans or soda cups are allowed on the stand. Bottles advertising alcohol are not allowed anywhere at the facility. No eating or chewing gum is allowed while on surveillance. Water or sport drinks (Gatorade/PowerAde) are the **ONLY** liquids you may drink while on stand. Water jugs are located by the Party Pavilion.

Eat your major meals before or after work. Consumption of food must be done on breaks. Light snacks may be eaten when off the stand at the picnic tables or in the guardroom staff area.

**When purchasing food or drink from the concessions stands, employees need to go to the concession window. Front desk and lifeguard staff are not allowed in the concession stand.**

Snacks obtained from the concession stand must be paid for and at the time of purchase.

The employee discount is **20%** off items when the employee is working. You may purchase fountain drinks for .50 from the concession stand only if you bring your own cup (this is **only** available while you are working).

## 2.17 BREAK TIME/LUNCH TIME

Aquatic Staff: Lifeguard breaks are built into rotations during a shift. When a lifeguard is **off stand** they may be required to clean, assist patrons with questions and first aid, assist other employee tasks, or other duties assigned by a manager. Lifeguards are able to swim laps for fitness or to cool off with management approval. Non-work activities are prohibited, such as going down the slides, diving boards, or climbing the wall. **Break times** are to be used for eating, bathroom breaks, resting/cooling off. No food or unapproved drinks are allowed on stand during surveillance.

Front Desk and Concession Staff:

Includes part time and seasonal employees

Scheduled 3-7 hours

One paid ten minute break

Scheduled 7+-8 hours

One unpaid mandatory 30 minute break

Scheduled 8+ or more hour

One paid ten minute paid break plus one

mandatory unpaid 30 minute break with an option to extend to 60 minutes with pre-approval of your direct manager

Lunch and dinner breaks cannot be taken at the beginning or ending of your shift. Try to take breaks during non-peak times and please ask a manager before taking your break lunch or dinner so they can help cover the front desk

## 2.18 EMPLOYEE OFFICE AREAS

The employee office areas are for staff use only. The public is invited to enter these areas for first aid or disciplinary actions. Always keep the staff office areas clean and replace all equipment/supplies after using them. Keep conversations, music and objects of view respectable. Employees need to change clothes in the appropriate locker room. Do not hang out in the facility office areas if you are not on duty.



Managers' Office- Only the Aquatic Managers, Pool Manager, Front Desk Managers, Head Guards, and Lesson Coordinators are allowed to use the managers' office. Lifeguards and other staff are to use the guardroom. At times, the employee may need to perform a task in the office or obtain equipment or supplies. Always knock before entering the managers' office. Doors must remain closed when not in use.

Guardroom- The guardroom is for aquatic personnel only. Do not store or hold belongings for friends, non-aquatic staff or the public. Locker space is limited and should be used to store personal items during a work shift only. Employees are not to store open food or drink in their locker. Staff members are encouraged to secure their belongings during their shift. Employees must provide their own locks. Lockers must be cleaned out after each shift. Wet towels and clothes must be removed or hung to dry (in designated areas) at the end of shifts. It is the responsibility of the lifeguards to keep this break room clean. Please throw all trash into the can and empty it when full.

## **2.19 TELEPHONE USE**

The facility telephone is an official business phone. It is to be answered only by the aquatic staff personnel. The phone should be answered in the following manner: "Hello, North Pointe Aquatic Center, this is (name) " or "North Pointe guardroom this is (name)".

Phone messages will be taken for those persons not in the immediate area. Staff may not leave the office area unattended to give messages. An exception to this would be a manager asking to speak to a staff member immediately.

Personal calls must be rare and extremely short. Any abuse of the telephone will result in loss of privileges. Staff may use the phone in the guard office (2 minutes or less).

**All cell phones must not interfere with work while on duty. If used while on duty, cell phones must be used for work related circumstances or will be confiscated by any Manager and will not be returned until the shift is over. In addition, disciplinary actions will be taken.**

Internet usage will consist only when checking regional and local weather sites.

## **PERSONAL MUSIC DEVICES**

There is to be no personal music devices at North Pointe at all. This includes iPod devices or any other similar device. They are distracting to the public, other staff. Therefore, the concession, lifeguard, and front desk employees working will not be allowed to possess or play personal music devices of any kind.

## **2.20 WAGES AND BENEFITS**

Employees are either considered to be part-time or seasonal. Workman's Compensation for job injuries subject to state review and approval covers all employees. Seasonal employees **are not** eligible for time and a half pay on holidays. Based on annual/seasonal evaluations, employees may be eligible to receive an increase each year/season.

## **2.21 KEY CONTROL**

Only designated employees will have keys to the facility. Access gates must remain locked when not being used by staff or maintenance crews. The facility will be completely secured when not open to the public.

## **2.22 TOBACCO/ VAPING USE**

Smoking, vaping or tobacco chewing anywhere in the facility or in the sight of the public is forbidden. Of age, employees may request permission for a five-minute break after completion of four hours of work. Smoking breaks will not be held inside the facility or within the sight of the public.

## **2.23 EMPLOYEE RESIGNATIONS**

All employees must be available for the entire season's work unless having gained prior approval from the Aquatic Managers. If an unavoidable circumstance prevents completion of job duties, written notice must be given a minimum of 14 calendar days prior to resignation. (In the event of an emergency, notice should be given as soon as possible.) Failure to do so will result in the employee being ineligible for rehire. All seasonal employees must fill out a voluntary resignation form at the season's end.

## **2.24 EMPLOYEE GRIEVANCES**

All grievances should be taken to the employee's direct supervisor. If the problem cannot be resolved, follow Section 6.3 of the Personnel Policy for the City of Ballwin.

## **2.25 HANDLING CONFLICTS**

If a problem arises to the point that a patron is acting in a rude or demeaning manor, remember these helpful hints:

- o Stay calm, no matter how loud the person speaks, keep your voice calm.
- o Get the name of the person and their phone number if possible.
- o Alert Pool Manager.

## **2.26 LOST AND FOUND**

Any items left at North Pointe will be placed in bins at the front desk. These bins are to be kept neat and organized. All items in the lost and found will be cleaned out every Friday and taken to Goodwill. Employees are not allowed to take anything from lost and found, even when items are to go to Goodwill. All socks and undergarments found will be discarded immediately.

## **2.27 EMPLOYEE INJURIES ON THE JOB (see form - Corporate Health Medical Authorization)**

If any employee is injured on the job, they will need to get the necessary form from the manager's office and go to:

Office Hours: 8:30 am-5:00 pm

Dr. Cynthia D. Byler

Unless, of course, the injury is life threatening. In this case, call 911 immediately and then contact a manager. If you have questions as to whether the injury is life-threatening, get the pool manager immediately. If the injury is not life threatening, Monday-Friday from 8:30-5pm, the employee should drive himself or herself to:

**Motion Orthopaedics  
633 Emerson Road, Suite 10  
Creve Coeur, MO 63141**

If the employee is unable to drive him or herself, another employee or supervisor should take them. This facility is open until 5:00 pm. If the injury occurs after 5:00 pm, weekends or on a holiday; they should be taken to or told to go to:

**Des Peres Hospital**  
2345 Dougherty Ferry Road  
St. Louis, MO 63122

314-966-9100

If they are being referred for treatment, the person's manager needs to be made aware of it, as well as the superintendent. For example, if a front desk employee is injured, the front desk manager should be contacted.

The Employee Injury Report Form needs to be completed immediately with as much detailed information as you can mention. This form should be turned in the same day to the manager, who should review it, make a copy and turn in the original to the Department Head and the superintendent that same day or the next morning if the injury occurs in the evening. Any deviations from this schedule could result in the insurance not covering the injury.

**2.28 INJURIES TO PATRONS (see form)**

Follow procedures for handling emergencies depending on the nature of the injury, such as 911 for emergency or first aid for a non-emergency.

Complete the Incident Report Form immediately. This form should be completed for every instance where someone is treated for an injury. Turn it in immediately to the pool manager who will copy it, and get it to The Director and 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. Also, give as much detailed information as possible, this form goes to our insurance company and they need all the background information they can get. It is always much harder to remember details later and what everybody "thought" happened.

**Try not to offer information to the injured party or their family with regard to what the City or staff should have done, condition of equipment, etc. Please simply administer emergency first aid, complete incident report form and report it to the aquatic manager. If they need to use a phone or you need to contact a parent for them, then, please do so.**

If the injury occurred because of a piece of defective equipment or other hazardous condition, please talk to the pool aquatic manager 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.

## **2.29 FACILITY MAINTENANCE**

It is the responsibility of every employee to report vandalism, breakage or anything needing maintenance. Contact the Aquatic Manager now about the problem. If you see trash or spills, clean it up!

## **2.30 CORRECTIVE DISCIPLINE**

See discipline point system information from your supervisor.

## **2.31 EMPLOYEE EVALUATIONS**

Seasonal Employees- A final evaluation will be conducted during the last few weeks of summer employment. The final evaluation determines eligibility for rehire and pay increase for the following year.

Part-time Year Round Employees- Along with the summer season evaluations, an annual performance evaluation will be conducted according to the employees start date. The annual evaluation may determine pay increase eligibility.

Swim Instructors- Swim instructors will be closely supervised by the Aquatics Specialist. Participant evaluations will be conducted during the final week of the session. The final season evaluation may determine eligibility for rehire and pay increase for the following year.

Water Fitness Instructors- the Aquatics Manager will complete an annual evaluation may determine pay increase eligibility.

## **2.32 WORK LOCATION**

All employees are hired to work for the Ballwin Parks and Recreation Department. Part-time employees may be scheduled to work at The Pointe and/or North Pointe Aquatic Center. Seasonal staff members may only work at North Pointe Aquatic Center. Opportunities may arise allowing the employees to work in other recreation sections as well. Employees must get approval of the Aquatic Managers prior to committing to another job within the department.

## **2.33 WORK SCHEDULES**

The City of Ballwin uses the When2Work scheduling program. Schedules will be posted in 4-6 weeks increments. Aquatic facilities are entirely weather and participant dependent. In order to insure adequate and appropriate supervision for the facility, management may alter this schedule at any time. Employees may be sent home earlier or asked to stay longer than scheduled.

WITHOUT EXCEPTION, it will be expected that all personnel fully accept the hours and duties assigned. The following are basic conditions for employment with the Ballwin Parks and Recreation Department's aquatic staff.

- Employees MUST be available for the entire season's work.
- Employees should not expect vacation time.
- Seasonal employees may work up to 52 hours per week, hours dependent on such factors as participation, weather conditions, etc.
- Part-time employees may work up to as many as 40 hours per week; hours dependent on such factors as participation, weather conditions, etc.

- Working over 40 hours (part-time) or 52 hours (seasonal) is not permitted unless deemed necessary by an Aquatic Manager.

Qualifications necessary for employment for the front desk staff include:

- Must be at least 16 years of age
- Must be able to work a minimum of 10 hours per week
- Must be able to work days, evenings and weekends
- Must be able to handle large sums of money and keep accurate records
- Current driver's license

If you have any questions regarding work schedules, please speak to your direct supervisor.

### **2.34 ATTENDANCE**

The Ballwin Parks and Recreation Department has always viewed reporting late for work as a serious offense. Staff members have a responsibility to the people of Ballwin to open the swimming facility on time each day. Each staff member is to actively begin working according to the time scheduled.

If a staff member reports late, he/she will be clocked in on the next quarter (1/4) of an hour. All instances of tardiness will be recorded in the employee's file. Repeated instances will be dealt with in accordance with the employee discipline procedures.

**Tardiness will not be tolerated!**

It is the employee's responsibility to notify management when not available to work. Prior to the work schedule being posted, the Aquatic Managers may schedule around the absence if possible. If notified after the schedule is posted, the employee is responsible for finding a replacement, using When2Work trade board with manager approval.

This must be done in advance of projected absence. In the case of illness or an emergency, the employee must find a replacement. If all effort to find a substitute has been exhausted, notify management as early as possible.

**REMEMBER:** It is expected of employees to call in when late arrival is unavoidable. Never leave a voice message! Always make sure you speak to a front desk worker or another responsible staff member.

### **2.35 TIMESHEETS**

Once you arrive to work, report to the manager on duty. Employees are responsible for clocking in and out for each shift. Time will be recorded according to the nearest ¼ hour. At the end of each pay period, management is responsible for verifying and totaling your times.

### **2.36 PAYCHECKS**

Earned income is directly deposited into the employee's bank account every two weeks on Fridays. Paycheck stubs are available for viewing after setting up an account on ESuites at <https://store.ballwin.mo.us/Websites.HR.Portal/Default.aspx>. Any discrepancies in pay must be reported to your Manager.

## 2.37 UNIFORM

Parks and Recreation requires a specific uniform to be worn by the aquatic staff. Uniforms serve two important functions: they help guests identify pool employees immediately and they build a unified image of professionalism throughout the facility. Your uniform should be kept neat and clean at all times and should be worn in the prescribed manner and **only** while on duty.

All employees are prohibited from wearing any item, which is unclean, torn, or display controversial suggestions/advertisements. Large hoop earrings, large rings or any other piece of jewelry with protrusions or sharp points are not to be worn while on duty. No socks, pants or heavy jackets are to be worn on the stand. Check with managers for appropriate footwear.

**Managers:** The manager on duty must at all times (unless serving as a lifeguard) wear a uniform shirt with the city logo when on duty. Managers are not permitted to wear denim jeans or denim shorts while on duty. This uniform should be neat, clean, worn in the prescribed manner, and only while on duty. When on duty at North Pointe Aquatic Center, an appropriate North Pointe staff shirt along with khaki, black or navy colored pants or walking shorts will be worn. Name tags will be worn at all times while on duty. They may either be clipped to the collar of the shirt or worn on a lanyard.

**Lifeguards:** Lifeguards are required to wear the designated uniform swimsuit, whistle, pack, shirt and hat/visor. Staff shirts, hats and visors are the only ones that may be worn while on duty. Females may choose to wear shorts of a matching color over their swimsuit. This uniform should be neat, clean, worn in the prescribed manner, and only while on duty. If a lifeguard wishes to wear a shirt on stand, it must be a staff shirt. Uniform items provided by the city include:

- Shirt and visor
- Whistle/lanyard
- Additional uniform items provided by the lifeguard include:
- Lifeguard Suit: Proper approved lifeguard suit available at [www.thelifeguardstore.com](http://www.thelifeguardstore.com), whistle/lanyard. If a lifeguard loses, their whistle/lanyard can be purchased from the website listed.
- Sunglasses: should be of good quality, designed to filter sunlight, but not reduce vision.
- Reusable water bottles must be used at all times. Hydration on and off the stand is very important. Always keep water with you when working.
- Sunscreen is required to prevent overexposure to the sun.

**North Pointe Attendants:** Are required to wear the designated staff shirt with black swim trunks or shorts. NP Attendants will be provided with a visor and whistle/lanyard and must wear it while on duty. It is recommended to wear sunglasses. Sunscreen must be worn at all times. It is suggested that females wear swimsuits under their uniform. This employee will be getting in the water on a daily basis.

**Lesson Coordinators:** Lesson Coordinators must at all times (unless in the water assisting classes) wear a uniform item (with the city logo) designating him or her as the

supervisor of the swim lesson program. Lesson Coordinators are not permitted to wear denim jeans, denim shorts while on duty. This uniform should be neat, clean, worn in the manner, and only while on duty.

**Instructors:** Instructors are required to wear a sport cut swimsuit of their choice. Instructors should appear neat and clean at all times.

**Front Desk and Concession Staff:** Employees are required to wear their appropriate North Pointe staff shirt along with khaki, black or navy colored pants or shorts that are at least fingertip or longer in length and worn at your waist. No cut-offs, jeans or hats are allowed. Tennis shoes only. No sandals are to be worn. Name tags should be worn at all times during the shift

### **SECTION 3 – FRONT DESK OPERATION**

#### **3.1 HOURS OF OPERATION**

See listing at the front of the manual.

#### **3.2 FEE SCHEDULE**

<b>Daily</b>	<u>Resident</u>	<u>Non-Resident</u>	<b>Pool Pass</b>	<u>Resident</u>	<u>Non-Resident</u>
Youth	\$6	\$10	Youth	\$ 97	\$153
Adult	\$7	\$10	Adult	\$125	\$216
Senior	\$6	\$10	Senior	\$ 97	\$153
Hero	\$5	\$ 9	Senior Couple	\$153	\$233
			Single + One	\$205	\$341
			Family	\$239	\$364
			Hero	\$97	\$153

#### ***Platinum Membership***

	<u>Resident</u>	<u>Non-Resident</u>
Youth	\$372	\$528
Adult	\$564	\$816
Senior	\$408	\$576
Senior Couple	\$528	\$768
Single + One	\$828	\$984
Family	\$912	\$1176
Hero	\$408	\$576

#### **Support Person**

If a support person comes in to assist someone with a disability, the support person does not have to pay admission, but must stay with the disabled person at all times. There may only be one support person with each paid admission.

#### **Monthly Direct Debit Plan -**

The City of Ballwin will transfer money from a MasterCard, Visa, Discover, American Express or checking account for the payment of a debit Pointe Plus or Platinum facility pass. The direct debit authorization is to remain in effect for a minimum two automatic debits or until the time it is canceled by either party. Cancellation request must be in writing and submitted with all

applicable passes. If the member's fee is debited from their account on the 15<sup>th</sup> each month, they must notify The Pointe or North Pointe of cancellation before the first of that month, but if the debit is withdrawn on the last of the month, they have up to the 15<sup>th</sup> of that month to cancel the membership. There will be a \$20 charge if there is a second insufficient fund debit. Membership privileges will be suspended until all delinquent charges are paid.

### **3.3 FRONT DESK EMPLOYEE POLICIES**

#### **Opening Procedures**

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

- Get the start-up money from the office area, count it and verify the correct start up amount.
- Turn on the computers, POS screen, visit swipe screen and put the money in the drawers.
- Take the phones off of night service and turn on the copier.
- See manual for additional opening procedures.

#### **Closing Procedures**

- Clean up the area around the front desk which includes sweeping, wiping down and sanitizing all counter tops and cleaning all display windows.
- Front sidewalk and entry way - sweeping, cleaning of the ash can, trash cans and general pick up of this area.
- See manual for additional closing procedures.
- Wait until the supervisor says it is OK before you leave.
- Designated employee or Manager will count change bags and log total and initials onto the daily sheet.

#### **Employee Food and Drink**

Drinks with lids are allowed at the front desk. Lunch and dinner are not to be eaten at the front desk, please use the picnic area. There is a 20% discount on food or drink at the Lazy River concession stand. Front desk employees are not allowed in the concession stand and will wait in line to purchase any item. You may purchase fountain drinks for .50 from the concession stand only if you bring your own cup (this is only available while you are working).

#### **Work Stations**

Workstations are to be kept clean and as organized as possible at all times. All employees are responsible for picking up any trash, cleaning cigarette sand and keeping the front entrance clean and swept.

#### **Staff Meetings**

Staff meetings for all North Pointe employees will be held on an as needed basis. All staff meetings are mandatory; absence may result in disciplinary action. Separate staff meetings for front desk, concession, aquatic, and maintenance staff will be scheduled and held as needed.



## **Schedules**

Employee schedules are posted in advance on When To Work for all part time and seasonal staff. All employees are responsible for their shifts including substitutes needed. When a shift change is needed, it is the employee's responsibility to be sure that the shift is covered and their manager emailed the information. In case of an emergency or sickness, contact the supervisor on duty by telephone to advise him/her of any changes.

**Do not leave a message on the supervisor's voice mail; make sure to talk to someone.**

## **Substitutions**

Make all shift substitutions on When 2 Work. Until that time, the shift is the responsibility of the scheduled person.

## **Breaks**

- Scheduled 3-7 hours One paid ten-minute break
- Scheduled 7+-8 hours One unpaid mandatory 30-minute break
- Scheduled 8+ or more hours One paid ten-minute break plus one mandatory unpaid 30-minute break with an option to extend to 60 minutes with pre-approval of your direct manager.

Lunch and dinner breaks cannot be taken at the beginning or ending of your shift. Try to take breaks during non-peak times and please ask a manager before taking your break, lunch or dinner so they can make sure there is adequate coverage.

## **Facility Use**

All employees will receive complimentary admission to all city recreation facilities including the Pointe at Ballwin Commons, North Pointe Aquatic Center, and the Ballwin Golf Course. In addition, full time employees may register for recreation programs and rent recreation facilities at resident rates whether they are a resident of the city or not. All employees will need to have an Employee Recreation key fob. These may be obtained at The Pointe at Ballwin Commons.

Immediate family members of part-time employees may purchase the discounted pass provided they are "benefit eligible" and work 1,040 hours per year.

### **3.4 PAGING**

Front desk staff and managers are authorized to page throughout the facility from the Manager's Office. Pages must be repeated twice using "please" and "thank you". Paging should sound like this: Attention North Pointe members and guests, the time is now 7:25 p.m.; the Aquatic Center will be closing in 5 minutes. We hope you enjoyed your time with us, please come back and see us soon. **Guest paging is not allowed unless there is an emergency.**

### **3.5 TELEPHONE PROCEDURES**

All incoming calls are answered: "North Pointe Aquatic Center, 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 voicemail if that is an option or take the caller's 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 voicemail before you transfer them.** Sometimes they may want you to actually look for the person if they know they are at North Pointe and not at The Pointe. 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 a question, find someone who does, or take a message, find the answer and call him or her back. The worst thing you can do is give out wrong information. Please make sure your voice has a smile in it!

### **Public use of telephones**

We have a courtesy phone located in front of the Front Desk. The Front Desk is responsible for monitoring the usage of the phone. If the phone is being abused the Front Desk needs to step in and ask them to free up the phone for other patrons.

## **3.6 FRONT DESK OPERATIONAL PROCEDURES**

All participants are required to check in at the front desk upon entering the facility. They must pay the daily admission fee, show a current membership card or a rain check pass.

### **Raincheck Policy**

A rain check will be issued to any daily admission with a valid receipt; when there is a one-hour or more consecutive rain delay.

### **Resident ID cards and Membership Passes**

To receive resident rates for program registration, pavilion rentals and admission to the Pointe at Ballwin Commons, North Pointe and the golf course residents must have a valid Resident ID or Resident Facility Pass. To receive a Resident ID or Resident Facility Pass residents must show a **current unpaid utility bill (gas, water, sewer or electric, NO PHONE BILLS) and a picture ID, OR they can use a paid utility bill stub, a current bank statement and a picture ID.** Their first Resident ID will cost \$5. Renewals are only \$1; however, they are still required to bring in the necessary proof of residency. Renewals for Resident ID or Facility Passes may only be made for one year at a time.

### **Replacement Fee for Facility Key Fobs**

Replacement cost for lost cards is \$3.

### **Issuing Ballwin Privilege Cards and Facility Passes**

- Ask for the unpaid utility bill and photo ID if Resident and check the street listing
- Have the person completely fill out the Resident ID application, sign and initial
- Collect appropriate fee
- Enter information into the computer and issue Resident ID

### **Business Resident Recreation ID Passes**

If a person comes in to inquire about getting an ID card because they have a business in the City of Ballwin, please refer them to The Pointe and they can get information from the

Welcome Desk. They can pick up a form to apply for a business resident recreation ID.

### **Program Registration**

Ask the patron if they are a Resident or Non-Resident

Resident - Ask for their key fob or resident facility pass, if they do not have one they must go through the above steps to purchase a Resident ID card before registering for a program.

### **They must present a resident ID or resident facility pass to receive resident rates!**

### **Recreation Program Refund Policy**

- A full refund will be made to all registrants when a program is cancelled.
- 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 the form.
- 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 \$10 service charge will be assessed.
- 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 \$10 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.

Please make sure to tell the patron to include the participant's name, address, phone number, who the check should be made out to, and the program name, dates and times. Put requests for refunds in the Manager's box to be processed and then sent to The Pointe.

### **Rainout Notifications**

Patrons can sign up for TextCaster notifications via email or text to keep updated on pool closings and changes in programming and facility hours.

### **Ballwin Bucks**

We are selling Ballwin Bucks at the North Pointe front desk and at The Pointe. Patrons can load money onto a key fob and that they can use for daily admissions and concessions. The replacement cost is \$5. See the RecTrac manual.

### **RecTrac/Front Desk Help binder**

The RecTrac book is a binder designed to assist the staff.

### **Lockers**

We do not rent out lockers. There is no charge to use the lockers; however, we do not provide any type of locks. Any locks left on overnight will be cut off and the locker contents put in lost and found.

### **Customer Food Policy**

Food may not be brought into the facility, unless they are bringing in dessert for a

birthday party that is scheduled with North Pointe. Then, it is to be eaten only in the designated party room. No one is to bring food in to eat at the picnic tables. They may only eat food bought at the concession stand. No coolers or soft coolers may be brought into the facility. Water and baby food is the only form of drink and food allowed to be brought into North Pointe.

### **Birthday Party Rentals**

If someone is interested in a North Pointe Party, they must see a front desk attendant or an Assistant Front Desk Manager.

### **Pool Rentals**

The Aquatic Managers will handle all pool rentals.

### **Golf Club (banquet center) Rentals**

All inquiries need to be directed to the Golf Club Asst. at extension #2355 or 207-2355.

## **3.7 PROCEDURES FOR DOING A DIRECT DEBIT MEMBERSHIP**

### **Direct Credit Card Debit Authorization:**

1. The patron completes the membership application, direct debit form and the credit card direct debit authorization form.
2. The staff member makes a copy of the patron's credit card, front and backside.
3. Collect initial payment and membership are entered into the RecTrac system.
4. Give all paperwork (membership application, direct debit and credit card direct debit authorization form, and copy of patron's credit card) to the Front Desk Manager, Aquatic Manger, Aquatic Specialist so they can put the information in the safe. Then have this person notify the Business Manager that there is a contract in the safe.

### **OTHER RECTRAC PROCEDURES**

- POS sales and Activity Registration
- Taking patron pictures, key fobs, visit cards
- Membership sales, renewals and cancellations
- Credit card processing

## **SECTION 4 – CONCESSION OPERATIONS**

The concession stand is under the supervision of the Recreation Manager and under the direct supervision of the Concession Managers. There will always be one manager at the facility at all times.

### **Hours of Operations:**

Saturday-Thursday 11:30 am – 7 pm  
Friday 11:30 am – 9 pm

### **Amended Hours-start mid-August**

Saturday & Sunday 11:30 am – 7 pm

Hours may be adjusted with special events and programming.

#### **4.1 CONCESSION OPENING PROCEDURES**

- Attendant will retrieve the start-up cash bag from the manager's office.
- Concession stand - Unlock door, turn on the lights.
- Count the start-up & turn on computers and log into Rectrac. Confirm all computers are directed to the correct drawers (410, 411 and 412)
- Turn on all equipment
- Nacho machine – turned on to warm cheese
- Ice Cream Machine – turn off standby.
- Ice – Put ice from the large machine into the soda dispenser ice container
- Start the oven to heat up pretzels - warmed & display
- Grill – Organize the grill station-move grill to the proper place, get any food items from the refrigerator that need to be prepared & put in proper pans & bring condiments/side items outside.
- Check the ICEE machine to be sure it is stirring & freezing
- Bring floor mats in from the deck and place them on the service line.

#### **4.2 CONCESSION CLOSING PROCEDURES**

##### **Managers Duties:**

45 minutes -1 hour prior to closing

- Inventory items: all food items; grilled meat, condiments, buns, boats, candy, soda, frozen drinks, cups, lids, etc.
- Any orders need to be placed with your supervisor ASAP!
- At the end of the night: make sure all registers balance & sign off.
- Arrange with the front desk the night deposit & place the startup bags in the safe in the Pool Managers office.
- Make sure staff have cleaned concession stand properly.

##### **Grilling Duties:**

- All food is put in its proper place; there should be containers for each meat item. Nothing can be left out, untied or not sealed. Food must remain fresh for each day!
- Condiments should be put away in the refrigerator in the back room.
- Review inventory of grilled items & inform the manager on duty of any orders needed.
- Restock grill items for the following day and any condiments that need restocking
- Grill, utensils, & pans must be cleaned & put away each night!
- Hose off deck area under the grill area

##### **Attendants:**

###### **15 minutes prior to closing**

- Wipe down all counters and sinks; including under all machines with a rag and disinfectant
- Clean all machines! Wipe down with warm soapy sponge or rag.
- Fryers, warmers and ovens
- Microwave
- Soda fountains and ICEE machine
- Refrigerators
- Trash cans
- Items stocked

- Floors are swept and scrubbed/mopped
- Remove & clean all nozzles & drip trays from soda fountain, frozen drink machines & nacho cheese machine. Clean with sponge/rag soap & water in the sink.
- Soak soda fountain nozzles in the cup of water overnight.
- Wash all utensils with a sponge/rag, soap & water in the sink.
- Sanitize all utensils and dishes with a capful of Clorox bleach in a sink full of water, dry them and put them away.
- Clean all tables & chairs in concession area – spray with disinfectant (if needed)
- Wash down area with hose
- Empty all trash from containers into the dumpster & replace trash bag tightly.
- Flip all trash cans in the concession stand outdoor area

### **At the end of the night**

- Get an empty start-up bag.
- Count down your cash drawer, print the four reports in RecTrac and balance the drawer
- Sweep the floor and then mop it with hot water & cleaner.

### **All Attendants: before being dismissed**

- Have a manager on duty sign off on your closing.
- Remember you could be the opener too, so do your best to keep this place clean for your co-workers!

### **MONEY CLOSING PROCEDURES**

- Check RecTrac and closing procedures.

## **4.3 ABUSE OF CONCESSION ITEMS**

There is to be no eating of concession items unless purchased. Please make your arrangements for any snacks or meals that you may need throughout your shift.

If any employee is suspected of stealing, caught stealing, or found to be giving items away to anyone, he/she will be written up. If the behavior is repeated, the employee will be terminated. The disciplinary measures illustrated in the City of Ballwin Employee Manual will be enforced.

## **4.4 POLICIES**

### **Staff Meetings**

Staff meetings for all employees are mandatory; absence may result in disciplinary action.

### **Schedules**

Employee schedules are posted in advance. Everyone is required to have an email address in order to check his or her schedule online at [www.whentowork.com](http://www.whentowork.com). Employees are allowed to trade and accept shifts online with concession manager and recreation manager approval. Employees are responsible for their shifts after the schedule is posted. When a shift change is approved, it is the employee's responsibility to be sure that the shift is covered. You will also need to fill out a sub slip if you get someone to take over your shift. In case of an emergency or sickness, contact the supervisor on duty by telephone to advise him/her of any changes. **Do not leave a message on the manager's voice mail; make sure to talk to someone.**

## **Employee Food and Drink**

Employees may purchase soda for fifty cents when working. Employees that are on the schedule may receive a 20% discount on concession items. Lunch and dinner are not to be eaten in the concession stand. Concession food may be purchased through another concession cashier. Cashiers are not allowed to ring in their own purchases.

## **4.5 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 your voice calm. Contact the Manager on Duty immediately

### **Policy**

North Pointe is a family aquatic center operated for the benefit of the community. It is essential for the enjoyment of its patrons that a non-threatening, pleasant atmosphere be maintained and that the behavior of any patron not be allowed to disrupt the experience of others. Aquatic Center rules are intended to achieve this goal by imposing the minimum restrictions necessary on the actions of any individual.

### **Warnings**

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 North Pointe staff
- Harassment of the North Pointe's guests, including physical and verbal abuse
- Loud, threatening or rude behavior
- Disregarding the North Pointe's policies
- Abuse of the North Pointe's equipment or property
- Fighting, theft or vandalism
- Not paying to use the facility
- Alcohol, tobacco and/or drug use
- **For extreme problems please notify the Pool Manager on Duty to handle the situation which will result in automatic suspension**

## **SECTION 5-GENERAL FACILITY OPERATIONS**

### **5.1 LIFEGUARD WHISTLE CODE**

A lifeguard is required to wear a whistle at all times while on duty. The signals for using the whistle are:

- |                   |  |
|-------------------|--|
| 1 short blast     | to get attention of a patron   |
| 1 long blast      | entering the water to make a rescue (simple assist, active drowning)           |
| 1 very long blast | to clear the water/let patrons re-enter  |
| 2 short blasts    | to get the attention of a manager/staff member                                 |
| 2 long blasts     | life threatening emergency (submerged victim, spinal, heart attack or seizure) |

## 5.2 GUARD CHANGING PROCEDURE

There must not be a break or delay in the supervision of the areas of responsibility during the rotation of the lifeguards. The following procedure should be followed for relieving a lifeguard on the stand.

- The guard coming on duty will perform an entrance scan as they walk to the stand with their rescue tube held in the proper position.
- Upon arrival, the guard coming on duty will position themselves to the right of the guard and begin their scanning and surveillance.
- The guard coming off the stand must indicate the bottom is clear, get down safely, place the rescue tube in position and begin their scanning and surveillance.
- The new guard will safely mount the stand, place the rescue tube in position, indicate the bottom is clear and begin their scanning and surveillance.
- The guard who just dismounted will not leave the station until he/she is given the "all clear".
- The guard will perform an exit scan as they proceed to the next stand with their rescue tube held in the proper position.
- Guards coming off the last stand in the rotation will:
  - Pick up trash on the way to the guardroom.
  - Walk through the appropriate shower room. During this walk through, the guard should pick up trash, flush toilets if necessary, remove items that should not belong, and watch for suspicious activity.
- No one is permitted on any guard stand except the on-duty lifeguard. Lifeguard rotations will be set by the manager on duty and will be adjusted to accommodate for bather load. Management is responsible for clearly communicating daily rotation procedures.

## 5.3 ENFORCEMENT OF RULES

An aquatic staff member's job consists of managing people, and providing for their health and safety. You must enforce rules, encourage safe play, answer questions and help provide a healthy and safe environment in which to swim.

**Be consistent.** Being consistent means enforcing the same rule in the same manner every time. Remember to be Polite and Customer Friendly.

**Enforce uniformly.** Uniform rule enforcement means that if two different swimmers are violating a rule, both should be corrected. Remember that rules should be fair for everyone using the facility. It also means that each lifeguard should enforce rules in a customer friendly manner.

**Understand and explain the rules.** As a lifeguard, you should understand the reason for a rule and be able to explain it. Try to explain to the swimmer the reason for the rules when you enforce them. Remember that you are correcting, not punishing. Enforcing rules helps prevent accidents and injuries. Swimmers who understand why certain actions are unsafe are less likely to repeat them. Obviously, you may not always have time to give reasons, but you should do so whenever possible.

The way you correct a patron is important. Compare these two ways:

1. Not so good choice: "Sir, you can't bring bottles in here."
2. Better Choice: "I'm sorry, sir. Bottles are not allowed in the facility by order of the Health Department. Broken glass in the water is almost impossible to find and remove,



thus resulting in a shutdown of the facility."

- **Remember where rules are posted.** It is a good idea to remind swimmers where the rules are posted. The posted rules are back-up authority for you.
- **Positive Approach.** When making corrections, use a positive approach. Instead of saying "no running", say "walk please, you might fall and hurt yourself." Do not act like a drill sergeant! Patrons visit our facility for fun and enjoyment. We want them to be safe, but also enjoy a good time.
- **Refer problems to the Manager!** When any patron argues with you about a rule or refuses to cooperate, do not hesitate to pass the problem on to the manager on duty. A part of his/her job is to help in with rule enforcement. Refer the problem to the manager either when you get off the stand or if it deserves immediate action blow two whistles.

Enforcement of rules should be courteous. When infractions occur, the individual should be warned and explained the health/safety rationale behind the rule. You may suggest the patron read the posted rules to help reinforce learning. After a warning has been given to the patron, other infractions should be corrected in the following manner:

1st offense	sit out five minutes
2nd offense	sit out ten minutes
3rd offense	sit out fifteen minutes and must see the manager on duty.

Any offense after the 3rd, the patron should immediately be directed to the manager for dismissal or alternative action. Lifeguards are not allowed to dismiss patrons from the facility! The lifeguard(s) involved will be asked to fill out the proper paperwork explaining the situation. The manager will inform the patron's parent/guardian and juvenile authorities.

There are situations that call for immediate action by a manager. Such actions include but are not limited to flagrant violation of rules, fighting, pulling down someone's suit, stealing, refusal to sit out/do as they asked, disrespecting the staff. Any potentially violent patrons should be turned over to the appropriate authorities by calling the police non-emergency phone number.

## 5.4 FACILITY RULES

### Young Children:

- A responsible person age 14 or older must accompany children under the age of 12 at all times.
- A ratio of 1 swimming adult to every 5 children must be met for all groups with children under the age of 4. For groups with children ages 5-10, the ratio must be one swimming adult for every 8 children.
- Swim diapers will be required of all infants and toddlers swimming in the facility. No disposable diapers of any kind will be allowed. Swim Diapers will be available for purchase from the front desk upon entering the facility.
- All flotation devices worn must be U.S. Coast Guard approved; we do not allow any flotation devices that are inflatable. Also "floaty" suits are not allowed unless approved by the U.S. Coast Guard.

**Concessions and Food:**

- Outside Food – During swimming lessons and public swimming time, no food may be brought inside the pool area, with the exception of water. Patrons wishing to bring their own food must consume food outside of the pool area. Private rental groups will be allowed to bring in their own food, if it remains in the concession area.

**Swimsuits:**

- Proper swim attire must be worn at all times. No street clothes, cut-offs, shorts, leotards, etc. will be allowed. Appropriate body coverage must be maintained at all times (no thong suits).
- Swimsuits with rivets, zippers, buckles, or any other type of plastic or metal will not be allowed to go down the slide.
- Swimsuits may not be partially removed to improve suntans. Swimsuits must be worn appropriately at all times.

**General Rules:**

- No tobacco products, (smoking, vaping or chewing) will be allowed inside the pool area. Those wishing to use tobacco products will have to have their hand stamped in order to re-enter. Those wishing to smoke must be 18 or older.
- No alcoholic beverages will be permitted inside the facility.
- Those suspected of being under the influence of a controlled substance will not be allowed to enter the facility or; if inside the facility, they will be asked to leave.
- Running, rough play, roughhousing, and obscene gestures and language are not allowed. Determination that these acts are occurring is left to the discretion of the pool staff.
- Swimmers with contagious conditions or open wounds will not be allowed admission to the facility.
- The City of Ballwin is not responsible for lost or stolen articles. Lost and found will be cleaned out each week.
- Chewing gum will not be allowed inside the pool area at any time.
- Hanging on lane ropes will not be permitted.
- Only radios utilizing headphones will be allowed. Failure to follow directions from pool staff will result in removal from the facility.

**Swimming Skills:**

- Swimmers may be asked to demonstrate appropriate swimming skills through water testing before using the diving boards, tree swing or entering the deep-water areas. Water testing will consist of swimming one length of the pool.

**Pool Toys:**

- No rafts, tubes, or other floatation devices may be brought into the facility, with the exception of noodles. Noodles should only be used for floatation purposes only allowed in the Lazy River on Friday Family Float times. Guests fighting with the noodles will be warned. If the fights continue, the noodles will be taken away.
- Floatation devices must be Coast Guard approved and labeled as such. All children wearing floatation devices must remain within arms' reach of a swimming adult and will

be restricted to the shallow-water areas of the facility.

- Hard, plastic dive sticks are not allowed as the manufacturer has recalled them. Flexible dive sticks and dive rings will be permitted.

### **Diving and Diving Board Rules:**

- Timing – Only one person will be allowed on the board at a time. Persons in line must wait until the previous diver has safely reached the pool ladder before climbing the diving board ladder. Divers will exit the diving area at the nearest ladder.
- Safety – Safe diving must be practiced. No running, cartwheels, or handstands on the diving board will be allowed. Back flips, reverses, inward dives and multiple bounces are also prohibited. Divers must dive straight out from the board.
- Qualifications – Divers may be asked to complete a deep-water test before being allowed using the diving boards. No flotation devices or assistance from anyone in the water will be permitted. Parents may not catch their child in the water.
- Fulcrum – During open swim time, the fulcrum must remain at the midpoint and is not allowed to be moved.

### **Slide Rules:**

- Height Restrictions – All guests will be measured before using the slide at the front desk and children that are close to the height minimum will receive a wristband for the day. Slide riders must be 48 inches or taller to ride the slide.
- Limits – Only one person will be allowed to go down the slide at a time. The lifeguard/junior lifeguard will signal when the next rider may go.
- Position – Sliders must go down the slide either in a sitting position or on their back, feet first with arms crossed at their chest.
- Riders should exit the catch pool immediately.
- Riders should not stop themselves or spin around on the slide at any time.
- No goggles, fins, glasses, metal watches, or swimsuits with metal zippers, buckles, rivets, buttons or metal ornamentation allowed on the slide.
- Patrons, who are pregnant, have a fear of heights or have experienced heart or back problems should not use the slide.
- Patrons with casts on will not be allowed to use the slide.

### **Lazy River Rules:**

- Entry to River-Access to lazy river only by stairs, lift or transfer point. No climbing or sitting on the walls in the lazy river. No jumping or diving into the lazy river from the side of the pool.
- Diving-No diving anywhere in the river.
- Tubes-Guests must use tubes supplied by aquatic center at all times. No standing on tubes. Individuals will not be permitted to stack the tubes. No noodles or other flotation devices will be permitted unless Family Float Friday.
- Direction-Floaters must follow the direction of the current at all times
- Walls-No standing or walking on lazy river walls.

### **Family Pool Rules (Bucket Falls):**

- No horseplay, pushing, shoving or running will be allowed.
- The family play pool is designed for families with children under the age of 12 accompanied by an appropriate chaperone.

- Furniture – No deck furniture may be brought into the beach area of the pool.
- Slide – It is recommended that all sliders slide on their backs. Sliders should not flip over or go down headfirst. Sliders need to exit the area immediately upon entering the water.
- No swimsuits with buckles, rivets or sharp objects will be allowed to go down the slide as these items may scratch the slide.
- No standing, running, climbing, pushing or shoving on the slides.
- It is recommended to walk at all times.

#### **Splash Pad:**

- No horseplay, pushing, shoving or running will be allowed.
- Splash Pad is intended for guests under 12 years of age.
- Parents must accompany their children on the Splash Pad.
- No deck furniture may be brought onto the Splash Pad.

#### **Tree Swing:**

- Only one person allowed on tree swing at a time.
- Swimmers must release the rope on the first swing and enter the water. Swimmers are not allowed to swing back toward the deck.
- Swimmers are not allowed to climb the rope.

#### **Leisure Pool:**

- No deck furniture may be brought into the beach area of the pool.
- No horseplay, pushing, shoving or running will be allowed.
- No standing, running, climbing, pushing or shoving.
- It is recommended to walk at all times.

#### **Lap Swimming:**

- Availability-During all public swimming sessions, at least two lap lanes will remain open at all times. If only two lanes are available, they will be restricted to ages 17 and older between the hours of 11:30am-1:00pm and 5:30pm-7:30pm.
- Circle Swim-When more lap swimmers are swimming than there are lap lanes, circle swimming will be required.
- Skill Level-Please keep in the lap lane with the appropriate speed for your use.

### **5.5 FLOTATION DEVICES**

Fotation devices must be U.S. Coast Guard approved and labeled as such. All children wearing floatation devices must remain within arms' reach of a swimming adult and will be restricted to the shallow-water areas of the facility. At no time will anyone wearing any type of device be allowed to use the diving board or slide.

### **5.6 DECK FURNITURE**

The facility has deck furniture available on a first come, first serve basis for patron use. Deck furniture may not be placed in any pool or beach entry, and must remain in a position so as to allow free access to the pools at all times. Managers must keep walkways clear and have the authority to limit where furniture is allowed on deck. Outside lawn furniture is not allowed in the facility.

## **5.7 SWIM TESTING**

- If a lifeguard is uncertain of a swimmer's ability, the swimmer should be asked to take a swim test if he/she wants to swim in the deep area or use the diving boards.
- Ask the swimmer to report to a lifeguard off the stand or the manager.
- Explain to the swimmer that they should swim alongside of the lap lane and that if he/she gets tired to grab onto the lane for assistance.
- The swimmer must be able to swim the width of the pool without trouble and tread water for 30 seconds.
- Evaluate the swimmer's ability and restrict the swimmer to the shallow end if needed.
- The staff member will report the results to other staff members.

## **5.8 LEAVING FACILITY**

Facility admission is for one single entrance. If a patron leaves the facility, they must pay again to re-enter or get a stamp. The only exception is if the patron would like to step outside the facility for a few minutes to smoke (in designated area). They must check with the cashier first to be stamped, and return shortly. No one under 18 is allowed to step outside to smoke.

## **5.9 SWIMMING PASS MEMBERSHIP**

Season pass membership is a privilege offered to patrons. Certain rules apply:

1. Only person(s) listed on the membership may use the pass.
2. Individual memberships may not be shared/split.
3. Family membership is restricted to immediate family, living in the same household.
4. A family membership may only have a total of two adults over the age of 23.

## **5.10 LOST, STOLEN, OR MISPLACED ITEMS**

All articles found in or around the facility will be turned in. Items will be placed in the Lost and Found. If the items are not claimed, they become property of the Ballwin Parks and Recreation Department. All Lost and Found items will be emptied each Friday. All patrons are reminded that the facility is not responsible for their personal articles. Therefore, employees will not hold, watch or make themselves responsible for anyone else's personal property.

## **5.11 ATTENDANCE POLICY**

In the event of light bather loads necessitating the reduction of staff, pools and attractions will be closed in the following order:

- Leisure Pool
- Lazy River
- Competitive Pool (excluding lap lanes)
- Slides and Plunge Pool
- Remainder of Complex

Management will determine whether to close certain attractions. NO ONE is to close any attraction without the permission of the Aquatic Manager/Aquatic Specialist.

## **SECTION 6-EMERGENCY PROCEDURES**

### **6.1 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 person. **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.

### **6.2 EMERGENCY ACTION PLAN**

#### **Definitions**

**Primary Rescuer** – first lifeguard to see patrons in an emergency, 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, meet the EMS at the gate, crowd control, assist with saves, retrieve equipment for primary and secondary lifeguards, etc. The Aquatic Managers, 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 protocols. **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 has 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. In addition, 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 primary rescuer must fill out the report thoroughly before they can return to stand.
8. The manager on duty must review all reports and turn them into the Aquatics Manager.

### **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 unconsciousness, seizures in the water, possible spinal, 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 protocols. **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:**

- 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 a 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.

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 the 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.
- While the primary and secondary lifeguards are performing the previous steps, 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.
- After the victim has been removed from the water, the primary rescuer will perform an initial assessment. 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.
- The pool manager/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 Managers will immediately call the Supt of Recreation.
- The primary and secondary rescuer will perform the appropriate emergency care depending on what they find during the initial assessment.
- The pool manager or head guard will assign a tertiary rescuer (possibly a Junior Employee) 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.
- Other Tertiary rescuers will keep the pool closed where the emergency happened and keep patrons away from the pool deck.
- 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.
- After EMS leaves, the pool manager/ head guard will assess the situation and decide if the pool in question should or should not be reopened. 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 reopened.
- The pool manager, head lifeguard and Aquatic Manager working that day, will sit and have a debriefing. 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 will coordinate action to help the guard.



### **6.3 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 Managers immediately.

### **6.4 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!**

### **6.5 MISSING PERSON**

1. Remember every second counts! If a patron reports that a patron at the facility is missing, immediate action must take place.
2. The staff member notified will **immediately** alert the manager on duty with two short whistle blasts.
3. The manager will coordinate search efforts, notifying the front desk & concession staff.
4. All lifeguards will be notified that a person is missing and a safety break will be called.
5. The lifeguards will search the shower rooms.
6. If the child is not found around the premises, the manager will notify the police.

### **6.6 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 nosebleed, 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.

### **6.7 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 a biohazard bag or down the toilet.
3. Management or a head lifeguard must check the affected area chlorine concentration. If above a 2.0 ppm then move to step 5. If below 2.0 ppm move to step 4.
4. The immediately affected area shall be "spot chlorinated" by adding any form of chlorine directly to the area to assist in more rapidly disinfecting and oxidizing contaminants and bring the chlorine level above a 2.0 ppm.
5. All surfaces and reusable cleaning supplies should be thoroughly disinfected with a strong solution of chlorine and water.
6. The manager or head guard will take a chemical reading of the affected area. 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. NO MONETARY REFUNDS ARE GIVEN!

If it is in a liquid state:

1. The Aquatic Managers 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 20 times the residual level should be met.
2. The body of water will be closed for a minimum of one filter run. These times vary by body of water.
3. Competition Pool
4. Leisure Pool
5. Family Play Pool
6. Lazy River/Plunge Pool
7. If known, the perpetrator's name and address shall be discreetly collected in the case that the Department of Health requires medical tests.

## **6.8 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:

1. Stop dispatch of additional swimmers on the slide.
2. Treat the victim as if they have a spinal injury.
3. Stabilize the victim in the flume.
4. A staff member must turn off water flow to slide.
5. If the victim's ABC's have been affected (Airway, Breathing, Circulation), quickly and carefully extricate them on the backboard and start emergency care.
6. 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 guidelines.

## **6.9 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 Managers.
- 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 will notify the Superintendent of Recreation and the Director of Parks and Recreation.
- Only the Aquatic Manager, John Hoffman, Superintendent of Parks and his Building Service Workers may enter the area of hazard.

## **6.10 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 Managers 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 Managers.
- The pool manager or head guard should check with the guards to make sure locker rooms and pool areas 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 on duty may not allow the patrons back into the facility until given the "all clear" by the Superintendent 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.

## **6.11 FIGHTS AND DISORDERLY CONDUCT**

A lifeguard's first duty is drowning prevention. At no time is this duty to be compromised by leaving the guard stand to attend to a disorderly patron.

- The staff member who notices the situation should blow two whistles to gain the Manager's attention.
- Depending upon the situation, clear the area so the public is not further endangered.
- Without risking injury, the manager should try to obtain the identification of the person(s) involved.
- If the person refuses to identify himself or herself, acquire the following identification: sex, race, height, weight, hair color, and type of clothing, scars, and any other special characteristics.
- No attempt should be made to physically detain the person(s).
- The manager should complete an incident report.

## **6.12 VANDALISM, THEFT OR DAMAGE**

In the event of vandalism to the pool or on park property, thefts, or motorized vehicles in the park's lawn contact the Aquatic Managers (who will advise if the police should be called). If evidence of trespassing is noticed upon arrival to the facility, the Aquatic

Managers should be called immediately (who will advise whether the police should be called). Fill out appropriate forms.

### **6.13 BOMB THREAT**

Please take seriously any type of bomb threats carried out over the phone.

- Keep the caller on the line
- Concentrate on voice characteristics and background noise
- Ask them questions as to where the bomb is? When is it going to go off? Where is it? Why would someone want to do this? etc.
- Notify police of all the information
- Notify the manager on duty
- The manager on duty will notify the Aquatic Managers, Superintendent of Recreation and Director of Parks and Recreation.
- Remain at the facility, turn off all radios, do not touch anything suspicious, and do not react in any manner that may cause undue alarm and possible panic.

### **6.14 DANGEROUS PERSON**

If a dangerous person arrives at North Pointe Aquatic Center, do not approach or cause any conflict.

- Call the police as soon as possible. Either talk to the dispatcher or leave the phone off the hook. They may be able to hear what is going on and inform the police officer that is responding of the situation.
- Notify the manager when possible. Try to keep as many patrons out of the way as possible. Remain calm.

## **SECTION 7-WEATHER CONDITIONS**

### **7.1 INCLEMENT WEATHER**

Weather conditions for outdoor facilities are directly related to the safety of the bathers. Rain or other unfavorable weather conditions may alter the regular operation schedule. Management may determine that the facility will not open or close early due to inclement weather.

### **7.2 WHEN TO CLEAR THE WATER**

The water and deck will be cleared in the event of:

1. Lightning or thunder
2. Emergency warning siren sounds
3. Tornado warning
4. Heavy rain or winds obscure visibility

Patrons will be evacuated from the water upon one long whistle blast. Staff will remain on the stand until the pool manager, head lifeguard, or Aquatic Manager releases them from their stand. Every patron must go to a fixed shelter. Lifeguards will be assigned an area or shelter to monitor during the inclement weather. All breaks and rotations will cease.

Only the Aquatic Manager or pool manager may reopen the facility. All lifeguards

stands must be filled and equipment must be in good working order prior to re-opening.

The Aquatic Managers and pool managers will enforce rain check policy.

### **7.3 SHELTER**

In the event of a thunderstorm, all patrons will be allowed in the locker rooms and entranceway. No patron is allowed outside to smoke, sit on bleachers, or go to the park. All patrons will be escorted to fixed shelters in the event of severe weather. Patrons are to be kept away from windows.

In the event of a possible tornado, sirens will be armed throughout the city. Patrons should be asked to enter the locker rooms and sit near inside walls (away from windows) and cover with personal beach towels to help minimize injuries from flying debris.

A tornado watch indicates that conditions are right for a tornado, but none has been sighted. In the event of a tornado watch, operations are to continue as normal. This is only a precautionary alert. The manager will announce the area is under a tornado watch and explain that conditions are right for a tornado.

A tornado warning is serious. It indicates that a tornado has been sighted. The manager will make an announcement to clear the facility and direct everyone into the locker rooms. Patrons could be in imminent danger.

Guards will maintain a calm and orderly atmosphere. No child will be allowed to leave the facility without the presence or permission from a parent or adult sponsor. As soon as possible, the Aquatic Managers will be notified of the situation.

- Get inside the building
- Stay away from metal pipes, metal railings, wire fence, and other metal objects
- Avoid using the phone, unless it is an emergency
- Do not use the showers
- Do not stand in structures that are in open areas
- Staff and patrons will not go out on the deck to retrieve items

### **7.4 DUTIES DURING INCLEMENT WEATHER**

Guards will be assigned by the manager to monitor the facility and patrons. Guards will be stationed to a specific fixed shelter, locker room, and entrance area to keep patrons calm and orderly. Safety instructions are to be given to the patrons. Cashiers and Concession workers will assist in maintaining order and surveillance of patrons. Front desk workers will inform anyone attempting to come into North Pointe that the facility is temporarily closed due to the weather. Everyone will assist in crowd control.

### **7.5 RE-ENTRY**

- No one will be allowed re-entry to the facility until the all clear has been given and the lifeguards are in proper positions. Patrons will be allowed to re-enter the water under the following circumstances:
- No sign of lightning or thunder for at least 30 minutes.
- Official notification the tornado warning has expired (from city officials or the

- local radio station).
- Visibility is restored
  - The Aquatic Manager or pool manager gives the "all clear" to allow guards to mount the stands and patrons to re-enter.

## **7.6 CLOSING THE FACILITY**

If unable to return to the water within one hour, rain checks may be issued to patrons that paid to enter the facility. The facility will be closed if conditions warrant an extended shutdown. Staff will ask patrons to phone for rides. Staff will remain on duty until every patron has left. At no time should children be NO TIME SHOULD CHILDREN BE LEFT UNATTENDED AT THE FACILITY!

## **7.7 REFUNDS/RAINCHECKS**

If inclement weather occurs, our staff will remain at the facility and attempt to reopen as soon the weather permits. If a patron remains at the facility and we are unable to reopen within one hour, Rainchecks will be given to the patrons.

**NO MONETARY REFUNDS ARE GIVEN!**

A rain check will be issued to any daily admission with a valid receipt; when there is a one-hour or more consecutive rain delay.

## **7.8 INCLEMENT WEATHER PRIOR TO INITIAL DAILY OPENING**

The facility may not open for recreational swim if we are experiencing inclement weather or if air temperature is 72 degrees or below. Regardless of weather conditions, employees should arrive to work at their scheduled time for assignment of other tasks unless notified.

If the facility is unable to open at the scheduled time, the facility may reopen later in the day. All decisions to open North Pointe Aquatic Center are to the discretion of the Aquatic Managers and the Superintendent of Recreation. If there is a closure, a sign will be posted at the gate entrance.

## **7.9 HEAT CONDITIONS**

Heat conditions should be closely monitored. High temperatures cause more people to be in the water resulting in overcrowding. Lifeguards should attempt to disperse crowds if this happens.

Sunburn, heatstroke, and heat exhaustion more commonly occur to patrons who stay out of the water. Staff should periodically check patrons in and around the water for these possibilities. Pool personnel must also take precaution to guard against these conditions.

## **PERSONNEL - JOB DESCRIPTIONS**

### **PERSONAL CHARACTERISTICS**

In addition to performing specific skills, all employees should have the following personal characteristics: dependability, emotional stability, tact, judgment and a

positive attitude.

Lifeguards and water fitness instructors should also have a high level of physical fitness.

**DEPENDABILITY:**

Each person scheduled to work plays an important role in the safety and efficient operation of the facility. If you do not show up, you place other staff members in a difficult position by having to cover for your absence. Aquatic facilities require dependable and responsible employees. Only such persons will remain on staff. All employees should promptly arrive for work, in uniform and ready to assume the responsibilities of the position.

**EMOTIONAL STABILITY:**

Every individual reacts differently to stressful situations. Employees must have the ability to make sound decisions when dealing with difficult situations and must be able to make decisions that conform to the policies of the facility. Decisions that are made by a staff member may affect the entire staff.

**TACT AND JUDGEMENT:**

Aquatic facility employees must be able to gain the respect and cooperation of the public. The enforcement of rules and regulations must be standardized and consistent. Employees must be courteous to patrons, but avoid unnecessary conversations.

**POSITIVE ATTITUDE:**

Aquatic facility employees must understand his/her responsibilities. Cooperation with other employees in team efforts and personal adherence to rules and regulations are important to the successful operation of the facility.

**PHYSICAL FITNESS:**

A high level of fitness is required of lifeguards and water fitness instructors at all times. Speed, strength, endurance and flexibility are vital attributes in a rescue. Lifeguards will be required to participate at in-service training. These training will include practice of swimming, rescues, CPR and first aid skills.

To receive a written job description for your position, please contact your manager.



**City of Ballwin**

**North Pointe Personnel Manual-2020 Acceptance Form**

I \_\_\_\_\_, have received a copy of the North Pointe Personnel Manual for the City of Ballwin. I have reviewed these rules and regulations with my supervisor and discussed any questions I have relative to its contents, as well as my departmental rules and regulations that are not specifically set forth in the City's manual. I understand the City's policies and my rights and responsibilities as an employee.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

City of Ballwin Representative \_\_\_\_\_ Date \_\_\_\_\_