

City of Ballwin
Aquatic Team Member Manual
The Pointe at Ballwin Commons
North Pointe Aquatic Center
Updated 2026

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Important Telephone Numbers

In case of Emergency: 911

If dialing from a facility landline please dial 7 - 911

The Pointe at Ballwin Commons 636 - 227 - 8950

North Pointe Aquatic Center 636 - 227 - 2981

General Information

The Pointe at Ballwin Commons #1 Ballwin Commons Circle Ballwin, MO 63021

North Pointe Aquatic Center 335 Holloway Rd Ballwin, MO 63011

Hours of Operation

The Pointe at Ballwin Commons

Monday - Friday 5:15 am - 9:00 pm

Saturday and Sunday 7:00 am - 6:00 pm

Indoor pool operations vary on the season and day. Please refer to an indoor pool schedule for the most up to date information regarding indoor pool operating hours and programs. The Pointe is available for evening rentals after hours.

North Pointe Aquatic Center

Sunday - Saturday 11:30 am - 7:30 pm

Friday's in July 11:30 am - 9:00 pm

North Pointe is a seasonal outdoor pool that is open Memorial Day Weekend (Saturday) through Labor Day weekend (Monday). Once public school goes into session, North Pointe Aquatic Center observes amended hours closing Monday - Friday and is only open weekends through Labor Day. Hours of operation reflect the open swim times for the public. Morning and evening lifeguard hours are based on programming needs. North Pointe is available for evening rentals after hours.

Pool Safety

The Pointe Indoor Pool Rules

General Rules:

It is the responsibility of the patrons when entering the facility to read and obey all posted signs.

- Obey Lifeguards at all times. For your safety, nobody may enter the water until a certified lifeguard is on duty and on stand.
- Please shower before entering the pool.
- No running or horseplay in or around the pool.
- Children 10 years or younger must be accompanied by a person 14 years of age or older wearing a swimsuit.
- Only children less than 48” are allowed on the Children’s Play Structure.
- In order to use the spa individually, guests must be 18 years of age or older. Guests 12 - 17 years of age may enter the spa with a parent/guardian present in the spa.
- **NO** admittance will be given to anyone under the influence of alcohol or other intoxicating substances. No refunds will be given to anyone found under the influence of substances in the facility.
- Proper swim attire is required at all times (i.e. no cut-offs or thongs). Persons with improper swim attire will be asked to leave at the discretion of pool/staff members. Refunds will NOT be given out for improper swim attire.
- Food, drink, glass, or coolers may not be brought into the pool area.
- Chewing gum will not be allowed inside the pool area at any time.
- Ballwin Parks and Recreation is not responsible for any lost, stolen, or damaged items. Lockers are available at the facility. Locks are not provided.
- Beach balls and foam balls are allowed unless deemed a hazard, lifeguard discretion.
- Frisbees and hard balls such as footballs, basketballs, and tennis balls are not allowed.
- Rafts, water wings, and inner tubes are not allowed. Dive rings and infant/toddler play toys are allowed as long as the child is being supervised by an adult.
- **ONLY** US Coast Guard approved flotation devices may be used in the pool. See a staff member for use of a US Coast Guard approved life jacket.
- No one will be admitted into the pool with non-waterproof casts, open wounds, a rash, or an infectious or communicable disease.
- No hanging on the lanes, ropes or stainless steel railings.
- No standing or sitting on the raised islands or peninsulas.
- During periods of low attendance, various attractions may be closed.
- The Ballwin Parks and Recreation Department reserves the right to add additional rules which may be necessary for the safe operation of the pool.

Lap Lane Rules and Etiquette:

- Lap lanes are for lap swimming. Water walkers and swim lessons may use lap lanes when not occupied by a lap swimmer. Priority goes to the lap swimmers. It is the responsibility of the lap swimmer to politely ask non lap swimmers to exit a lane if no other lanes are available for use. Water walkers and lessons must exit the lanes and use the open space outside of the lap lanes when asked to move. Exceptions are given to swim lessons where the student is actively swimming laps.
- Lap lanes are first-come-first-serve. During peak usage it will become necessary for you to share lanes and circle swim with other swimmers.
- When entering a lane with other swimmers, notify them that you are joining them. Never dive, jump, or push off into oncoming swimmers. Wait until they have made the turn and push off.
- Be aware of your space in the lane and orientation of others.
- If you need to pass in your lane, move up to the swimmer and tap their foot. It is inappropriate to grab or pull the person, but a tap is a clear indication of your presence and intent to pass.
- If you stop at the wall for any reason, move to the corner of the lane so that other swimmers have ample room for turns.
- Lifeguards may ask you to switch lanes. Please accommodate our requests.
- We reserve the right to close lap lanes to accommodate special events or programs.
- At the discretion of any staff member, any individual that needs to use the ADA chair as a necessity to enter the water and/or must use the wall for constant support, will be granted shared priority of the lap lane closest to the wall.

Spa Rules:

- You must be at least 18 years of age to enter the spa individually
- Guests 12 - 17 years old may enter with a parent/guardian present in the spa.
- No more than 10 guests are permitted in the spa at one time.
- Guests who are pregnant, have high blood pressure, or are on medications should consult with their physician prior to using the spa.
- No horseplay is permitted in the spa.
- Proper swimming attire is required to use the spa.
- It is recommended that no one spend more than 15 minutes in the spa at one time.

Slide Rules:

- Obey lifeguards at all times
- Participants need to be a minimum of 48 inches or taller to use the slide.
- Only one person is allowed at a time (no partners, riding with parents, or trains).
- Do not stop, stand, kneel, or rotate on the slide. Keep arms and hands inside the flume at all times.
- Riders must go down the slide feet first, lying on their back or in a sitting position.
- Before another person may go down the slide, he/she must wait for the lifeguard signal.

- No goggles, fins, glasses, metal watches, or swimsuits with metal zippers, buckles, rivets, buttons, or metal ornamentation are allowed on the slide.
- Floatation devices are not allowed down the slide. Non-swimmers are not permitted to go down the slide, even if they meet the height requirement.
- Swimmers must exit the catch pool quickly.
- Failure to follow all the rules and instructions can cause serious injury to you or others
- CAUTION- Patrons who are pregnant, have a fear of heights, or have experienced heart or back problems should not use the slide.

North Pointe Aquatic Center Rules

General Rules:

- 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.
- 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.
- No food or drink may be brought inside the pool area, with the exception of water. Patrons wishing to bring their own food must consume food outside the facility.
- All food purchased from the facility must be consumed on the concession deck. There will not be any food allowed on the pool deck. Only drinks with lids will be permitted on the pool deck.
- No tobacco product use will be allowed inside the facility. Those wishing to use tobacco products will need to have their hand stamped in order to re-enter.
- 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. No refunds will be given.
- Children under the age of 10 must be accompanied at all times by a responsible person age 14 or older.
- A ratio of 2 swimming adults to every 5 children must be met for all groups with children ages 2 - 4. For groups with children ages 5 - 10, the ratio must be one swimming adult for every 8 children.
- 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.
- Running, rough play, roughhousing, and obscene gestures and language are not permitted. 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.
- Deck furniture is available on a first come, first serve basis. Furniture may not be placed in any pool or beach entry, and must remain in a position so as to allow free access to pools at all times. Outside lawn furniture will not be allowed in the facility.
- No radios or speakers are allowed; all personal audio must be played via headphones.
- Swimmers may be asked to demonstrate appropriate swimming skills through water testing before using the diving boards, tree swimming or entering the deep water areas. Water testing will consist of swimming one length of the pool and treading water for 30 seconds.
- Management reserves the right to modify these rules as situations dictate for the safety of the public. Failure to follow directions from pool staff will result in removal from the facility.

Pool Toys:

- No rafts, tubes, or other flotation devices may be brought into the facility, with the exception of noodles. Noodles should be used for flotation purposes only. Guests fighting with the noodles will be warned. If the fights continue, the noodles will be taken away.
- Nerf or other water absorbent balls will be allowed unless deemed unsafe by staff.
- No water guns allowed.
- All other water toys and inflatables are subject to approval by the pool manager.
- Hard, plastic dive sticks are not allowed as the manufacturer has recalled them. Flexible dive sticks and dive rings will be permitted. Torpedoes will not be permitted in the pools.

Family Play Pool Rules:

- The family play pool area is designed for children under the age of 10 and should be accompanied by an appropriate chaperone.
- Please keep furniture out of the zero depth entry and off the splash pad surface.
- Walk and participate in safe play.
- Play structure slides rules:
 - No standing or climbing on netting
 - Sliders slide on their backs and should not flip over or go down head first.
 - Sliders need to exit the bottom of the slide immediately upon entering the water
 - Swimsuits and life jackets with buckles, rivets, or sharp objects are not allowed to go down the slide, as these items may scratch the slide.

Play Unit Rules:

- Play unit waterslide(s) are intended for children, adults may use the waterslide(s) while supervising children.
- Dual racer waterslide(s): maximum combined rider weight 300lbs.

- Flume waterslide(s): minimum rider height 42', maximum rider weight 300 lbs.
- WARNING: water depth may be shallow.
- Children must be supervised by an adult.
- Follow the instructions of lifeguards at all times.
- The landing area and waterslide must be clear before the next rider enters the waterslide.
- Only one rider per waterslide lane at a time. Absolutely no trains or chains of riders permitted.
- All riders must slide feet first with arms and hands inside the waterslide. Do not go down the waterslide head first or propel yourself into the waterslide. Promptly leave the waterslide exit after coming to a complete stop.
- No running.
- No standing, kneeling, rotating, tumbling, or stopping in/on waterslide(s).
- No tubes, mats, water wings, lifejackets, or other floatation devices are permitted on the play unit or waterslide(s).
- No combs or foreign objects are allowed in pockets and no jewelry can be worn while riding the slide. Approved swimwear only. No cut off jeans or swim wear with exposed zippers, buckles, rivets, or metal ornamentation.
- No diving or jumping from the waterslide(s) or play unit.
- Rider assumes all risk of injury due to misuse of the play unit or waterslide(s).
- WARNING: failure to follow rules can result in serious injury.

Lazy River Rules:

- Entry to river- access to the 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 the aquatic center at all times. Exceptions are made on Fun Float Friday's from 4-7:30pm (9pm on Friday's in July).
- No standing on tubes. Individuals will not be permitted to stack the tubes.
- No noodles or other flotation devices will be permitted.
- Direction- floaters must follow the direction of the current at all times.
- Walls- no standing or walking on lazy river walls.

North Pointe Water Slide Rules:

- All slide riders must be 48 inches to ride.
- If under 54 inches, riders must have a wristband to ride.
- A wristband may be obtained at the front desk for riders 48 inches and taller.
- Please exit the catch pool after the slide is complete.
- Obey lifeguard at all times.
- Only one person is allowed on the slide at a time (no partners, riding with parents, or trains.)
- Participants must line up on the stairs in a single file.

- Do not stop, stand, kneel, or rotate on the slide.
- Keep arms and hands inside the flume at all times.
- Riders must go down the slide feet first, lying on your back or in a sitting position.
- Riders may not be caught by another patron or the lifeguard in the catch pool.
- Before another person may go down the slide, he/she must wait for the lifeguard's signal.
- No goggles, fins, glasses, metal watches, or swimsuits with metal zippers, buckles, rivets, buttons, or metal ornamentation are allowed on the slide.
- Flotation devices are not allowed down the slide.
- Swimmers must exit the catch pool quickly.
- Non-swimmers will not be permitted to go down the slide regardless if they meet the height requirement.
- Failure to follow all the rules and instructions can cause serious injury to you and others.
- CAUTION: Patrons who are pregnant, have a fear of heights, or have experienced heart or back problems, should not use the slide.

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. 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 to use the diving boards. No floatation 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 should be locked in the middle (5) position.

Lap Swimming:

- Availability- during all public swimming sessions, 2 lap lanes will be restricted to ages 17 and older between the hours of 11:30AM - 1:00PM and 5:30 - 6:30PM M-Th, and 5:30-7:30PM Fri-Sun. Lap lanes will be used exclusively for evening swim team practice 6:30-7:30PM M-Th.
- 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 lanes with appropriate speed for your use. If you need to pass someone, tap on the foot to pass. If someone taps your foot, let them pass and continue swimming.

Enforcing Rules and Regulations

Rules are not intended to keep guests from having fun, but to ensure patron safety while visiting our facilities. As a team member and lifeguard, you have a responsibility to yourself, guests, and other

teammates to know, understand, and communicate these rules to the guests enjoying the facility. You also have the responsibility to follow the rules. To enforce rules, use these steps to prevent that guest from doing anything unsafe in the facility.

- Get the guests attention- blow your whistle and politely, yet firmly, ask the guest to stop the risky behavior. ALWAYS BE POLITE!
- Explain the danger- telling the guest not to do something often does not work. Explain why the behavior they are engaging in is a risk. “The water is too shallow to dive.”
- Explain what to do to avoid being injured- Give the guest an alternative way to have fun. “You may enter the water feet first, or if you would like to dive you can use our diving boards.”

Whistle Etiquette

In order to properly communicate with guests and other team members the following whistles codes have been put in place:

- Single Whistle Blast- communicate rules and regulations to guests
- Double Whistle Blast- the lifeguard on stand needs the assistance of a head guard or manager
- 1 Long Whistle Blast (3 seconds long)- signals a non-life threatening emergency and implements that specific Emergency Action Plan
- 2 Long Whistle Blasts (3 seconds long each)- signals a life threatening emergency and implements that specific Emergency Action Plan

Emergency Action Plan

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 they make, but on the limited number of emergencies occurring in their area of responsibility. Prevention of accidents through knowledge of lifesaving skills, recognition of hazards, proper use of equipment, and realization of responsibility is the primary goal of a skilled lifeguard.

Emergency Action Plan Definitions

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

Secondary Rescuer – Second lifeguard to respond to the emergency and either helps with the rescue/extrication, or 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 (7-911 if from a landline), retrieve the trauma bag and AED, retrieve equipment for primary and secondary lifeguards such as a backboard, assist with extrication, crowd control, meet the EMS, inform

the front desk/Manager on Duty, and call the Aquatic Manager. The Aquatic Manager/Specialist, Manager on Duty, and Head Lifeguards will have an active role in coordinating the tertiary lifeguards.

Minor Emergency

Minor Emergencies are incidents that are potentially or can lead 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 protocols.

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

The following procedure should be followed for Minor Emergencies:

1. Primary Rescuer - Activate the EAP by blowing their whistle with one long whistle at least 3 seconds long, use the correct water entry and approach the victim, perform the appropriate rescue and move the victim toward a safe exit point.
2. Secondary lifeguards on stand will take over emergency back up coverage by expanding their patron surveillance zone. If necessary, the secondary lifeguard assists with the rescue.
3. Tertiary lifeguards (on break) will take over the unoccupied stand to relieve other lifeguards of the emergency back up coverage. The tertiary lifeguard will remain on stand until the rescuing lifeguard can go back into rotation.
4. After the save is complete and the victim has been helped out of the water, a secondary assessment will be performed and any first aid will be administered. The guardian of the swimmer should be notified of the rescue. 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.
5. The primary lifeguard then escorts the victim and their guardian toward the first aid station and fills out a minor accident report. The head guard can assist or perform the secondary assessment and fill out all necessary reports.
6. The Manager on Duty or Rec Aide must review and sign all reports and turn them into the Aquatic Manager.

Major Emergency

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

All staff must be familiar with this procedure and be ready to respond to any emergency. Please note

that the following information is just a guide. Each rescue might require modifications of protocols. **Remember that the safety of the rescuer always comes first!** In the event of any major emergency, the following procedure should be followed:

The following procedures should be followed:

1. Primary Rescuer - Activates the EAP by blowing their whistle with 2 long whistle blasts lasting at least 3 seconds each, use the correct water entry and approach the victim, perform the appropriate rescue, call for assistance from a secondary lifeguard to retrieve the backboard, move the victim toward the safe exit point, and extricate the victim properly.
 - If a head, neck or back injury is suspected the appropriate water entry and rescue must be performed. The primary rescuer will call for a backboard and the secondary rescuer will retrieve the backboard and then perform the correct spinal extrication procedure.
 - If at any time breathing is not detected from a spinal victim, move into the passive victim rescue with extrication. **LIFE OVER LIMB!**
2. The secondary lifeguard will vacate their stand to retrieve the backboard. When the secondary rescuer returns with the backboard, they meet the primary rescuer with the victim at the safe exit point. The appropriate extrication 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 extrication will be performed.
 - If at any time breathing is not detected from a spinal victim, move into the passive victim rescue with extrication.
3. While the primary and secondary lifeguards are performing the rescue and extrication, the remaining lifeguards blow their whistles to notify patrons to exit the water and remain on stand until all patrons have exited the water.
4. The tertiary lifeguards should contact EMS as soon as the 2 long whistles are initiated by calling 911 (7-911 if from a landline).
5. After the victim has been removed from the water, a primary assessment will be performed by the primary rescuer. If the victim is not breathing, has an obstructed airway, has no pulse, or is severely bleeding, the primary rescuer will designate one of the tertiary lifeguards to ensure 911 was called and return with the trauma bag and AED.
6. The primary and secondary rescuer will perform the appropriate emergency care depending on what they find during the primary assessment.
7. Tertiary rescuers not directly involved in the care of the victim should ensure 911 has been called, retrieve the AED and trauma bag, bring over any other necessary equipment, perform crowd control, fill out the Major Accident Report, inform the front desk/Manager on Duty that

911 has been contacted, meet EMS at the back doors, and contact the Aquatic Manager.

8. After EMS has arrived, they will take over care of the victim. Do not stop providing care until EMS has relieved you from your duty.
9. The head guard will help the primary rescuer fill out the major accident report while EMS is taking their report. Statements from all staff involved detailing their role in the EAP will be taken and attached to the Major Accident Report
10. After EMS leaves, the Aquatic Manager or the Director of Parks and Recreation will assess the situation and decide if the pool in question should or should not be reopened.
11. The head lifeguard/pool manager and Aquatic Manager working that day, will sit and have a debriefing. Also, critical incident stress will be assessed. Any lifeguard not willing to return to work will be allowed to take time off without penalty. If medical attention is needed, the Aquatic Manager will coordinate the necessary actions to help the lifeguard.
12. When lifeguards are back in their appropriate stands and all equipment is back in its proper place and in good working order, that pool may be reopened. The Aquatic Manager will notify the American Red Cross and the Director of Parks and Recreation immediately after the incident.
13. UNDER NO CIRCUMSTANCES WILL STAFF MEMBERS ANSWER QUESTIONS OR OFFER INFORMATION TO MEDIA PERSONNEL! All inquiries about incidents or accidents should be directed to the Director of Parks and Recreation.

Swim Instructor and Aqua Fitness Instructor Role in the EAP

All swim instructors and aqua fitness instructors are certified with basic CPR. Instructors are able to help in an EAP in the following ways: clearing the pool of their group class or private instruction participants, help with crowd control, call 911 and grab the AED/Trauma Bag from the first aid room, notify the front desk/MOD/Aquatic Manager of the emergency, meet EMS at the doors, fill out proper report, assist in life saving care after the water rescue has been completed. Certified Water Safety Instructors are capable of assisting with backboarding passive victims and extricating from the water in the event there is only one lifeguard on duty.

Other Action Plans

Thunder/Lightning

In the event of thunder or lightning, lifeguards should get everyone out of the water immediately. Guests will be asked to stay away from the water and evacuate to the locker rooms or other covered area. Evacuation from the pool and surrounding pool deck will be 30 minutes from each sound or strike. Rain passes will be issued in the event the facility closes for the day or if the facility is closed for at least one hour.

Heavy Rain - North Pointe

In the event of heavy rain, the pool should be cleared when the main drain is not visible. If lifeguards cannot see the main drain or bottom of the pool, it is considered dangerous conditions for swimming due to the low visibility. Guests can wait until the rain passes to begin swimming again.

Temperature - North Pointe

The temperature must reach 70 degrees and be sunny for North Pointe Aquatic Center to open. Pool opening can be pushed back to a later time based on air temperature conditions. These decisions are made by full-time management.

Power Failure

In the event of a power failure, lifeguards should not let guests continue swimming. Everyone should be cleared from the water until power can be restored. The manager should contact the Director of Parks and Recreation in the event of a power failure emergency.

Tornado Warning/Watch

In the event of a tornado warning or watch, all guests should be cleared from the pool and seek shelter immediately. Designated shelters are in the lockers rooms at the facilities. Guests and team members should remain in sheltered areas away from windows, showers, and power until the immediate danger has passed. We cannot force guests to remain in the facility, but can advise it.

Fire Action Plan

In the event of a fire, evacuate yourself and patrons through the nearest emergency exit and contact emergency services at 911.

Active Intruder Action Plan

Your safety is our top priority. If an active intruder enters any facility with malicious intent, it is advised to RUN, HIDE, FIGHT. Do not worry about evacuating any people, but proceed to the nearest emergency exit and get out of harm's way.

Fecal Contamination Action Plan

In the event of a fecal contamination found in the pool, immediately get guests out of the contaminated pool. Use a skimmer to remove the matter. The head guard or manager will put the appropriate amount of pool shock in and test the chemicals. The manager or head guard will then wait 30 minutes and recheck chemicals to ensure they are within proper ranges before reopening to the public. A pool contamination form should be filled out and turned in to the Aquatic Manager.

If a liquid fecal contamination occurs, immediately evacuate guests from the contaminated pool. Contact the Aquatic Manager for further disinfection steps. The contaminated body of water must remain closed

for a minimum of 24 hours, Chlorine ranges should be raised to 20 ppm, and all chemicals must be within proper ranges before reopening to the public.

Earthquake Action Plan

In the event of an earthquake, follow these safety tips:

Drop, cover, and hold on.

If you are inside, stay inside, do not run outside and avoid doorways. Try to take cover under a desk, table, or near a wall. Stay away from glass doors, windows, or outside doors.

If you are outdoors, stay away from buildings and utility wires.

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 any City of Ballwin sponsored activity. Any person acting inappropriately or disrespectfully may be subject to a revocation of the privilege of using department facilities or participating in department activities or programs for a period of time (including a permanent ban) as determined by staff based on the circumstances of a specific incident. Thank you for your cooperation and for making the Ballwin Parks and Recreation Department facilities a safe and enjoyable place to play!

Fighting Policy

No fighting of any kind is permitted in the facility. Any individuals involved in fighting at the facility will be asked to leave without a refund for the remainder of the day. Facility Managers reserve the right to extend the length of time for ejection. The Parks and Recreation Director should be notified of anyone breaking the fighting policy and the Manager on Duty should fill out an incident report that includes the names of the individuals involved in the altercation.

Smoking Policy

Smoking/vaping is not permitted in the facility. Including the outdoor patio at the indoor pool. Anyone found smoking will be asked to stop. If a guest wishes to smoke, they may exit the facility fully to do so. A re-entry stamp or form is required for re-entry. If not obtained, the guest may be asked to pay the required daily entry fee again.

Music Policy

Music will be played over the speakers utilizing family friendly radio stations or Neptune Radio. All music should be family friendly in nature. Music containing curse words, drug references, and/or sexual references should not be played. Managers are responsible for the content of music played and should monitor to ensure it is family friendly in nature. Guests should not play their own speakers loudly in the facility. Guests can play music if accompanied by headphones.

Refund Policy

The Pointe at Ballwin Commons and North Pointe Aquatic Center does not give out cash refunds. In the event of closing due to weather conditions, maintenance issues, or low attendance, rain passes will be handed out to paying guests. Guests can use these passes for entry on another day. Passes will not be given out until the facility is closed for the day.

Guest Policies

General

The continued success of The City of Ballwin depends on the relationships between our aquatic team members, our guests, and other department members. The guests' impression of the facility is greatly impacted by the team members who serve them. Below are things you can do as a member of the team to help promote good guest service and create a positive atmosphere for our guests.

- Conduct yourself in a professional manner before, during, and after hours.
- Look at the people in our facilities as guests and not paying customers. Treat guests that way you would treat a guest in your own home. This includes keeping the facility clean and safe.
- Deal with guests in a courteous and respectful manner regardless of age, gender, or ethnicity.
- Communicate with other team members in a pleasant and respectful manner.
- Follow up on questions promptly. Do not tell a guest "I don't know." Instead you should let them know you will find out the information requested by referring them to the appropriate manager. If information is needing further investigation, please take down the name and contact information so you or the appropriate manager can contact them back regarding their inquiry. Always ask the Manager on Duty for help if you cannot handle the situation satisfactorily.
- Never touch or handle a guest except in the case of emergency situations after consent is given. Handshakes are considered an appropriate gesture.
- Take pride in your work. You are protecting lives and providing a needed service to the public.

Handling Guest Complaints

If you are lifeguarding on stand and a guest approaches you with a complaint, refer them to the head guard or manager on duty. Your primary responsibility is patron safety and surveillance.

When a guest complains, listen to their problem with complete attention. Repeat back to them what you heard to verify that you fully understand the situation. Calmly address the situation and make sure the complaint does not put any other guests in danger. If other guests are in danger, fix the situation immediately to ensure patron safety. If you cannot fix the situation due to a rule or policy in place, inform the guest of the rule or policy and why it is in place for safety. **DO NOT MAKE ANYTHING UP.** If you cannot remedy the complaint, refer them to the manager on duty. You may give out general office and facility phone numbers. Never give out personal contact information.

Do not ever lose your temper with a guest. If the guest is being unruly by using offensive language, being abusive, or threatening to other team members or guests in any way, the manager may ask them to

leave the facility. In this situation always fill out an incident report, contact the Aquatic Manager and Parks and Recreation Director, and refer to our established Code of Conduct Policy. If you feel your safety is in jeopardy, always contact emergency services at 911.

Team Member Policies

The Pointe at Ballwin Commons and North Pointe Aquatic Center are service oriented facilities. Team members are expected to maintain a positive attitude, a willingness to improve the team , an open mind for constructive criticism and change, and a responsible and respectful attitude for themselves, their fellow team members, and guests they serve.

Pay Periods

Pay Periods are recorded in 2 week time lengths. The work week runs Monday - Sunday. Payroll timesheets are processed the Monday after the pay period is completed. Pay is available to team members the following Friday. The City of Ballwin issues paystubs via direct deposit every other Friday.

Communication Policy

Communication is an important aspect to the success of the City of Ballwin. All team members should maintain open communication with fellow team members and managers. All team members should provide their manager with a working phone number, email address, home address, and emergency contact information. Managers can use phone calls and email as a form of communication with team members. Team members are responsible for all information conveyed by these means. Team members should check their contact information provided weekly at a minimum to ensure they are up to date with any information.

Certification Requirements

Lifeguards

Lifeguards working for the City of Ballwin must provide documentation of their current certifications before being employed. In order to maintain consistency in certifications lifeguards must obtain the following American Red Cross Certifications:

- The Pointe at Ballwin Commons and North Pointe Aquatic Center
 - Lifeguarding
 - Waterpark
 - Blood Borne Pathogens Training

Swim Instructors

Swim instructors are required to have additional training in Adult and Pediatric CPR, AED, and First Aid as well as Bloodborne Pathogens training. Training is made available in January and October. Instructors must cover the cost of their certification. This must be obtained within 6 months of hire date.

Swim instructors ages 15+ are strongly encouraged to possess their Water Safety Instructor Certification (WSI). Training is made available at the expense of the instructor. Courses are held in May, August and December of each year.

Aqua Fitness

Aqua Fitness Instructors need to maintain their Aqua Fitness Instructor certification by completing their Continuing Education Units. Aqua fitness certification is required before hire.

Aqua Fitness instructors must possess a basic adult CPR certification. The American Red Cross is preferred, but other certifying agencies are accepted. Courses for Adult and Pediatric CPR, AED, and First Aid as well as Bloodborne Pathogens training are made available and at the expense of the instructor in January and October of each year. This must be obtained within 6 months of hire date.

Audits and Evaluations

Feedback is given to team members throughout their employment in order to constantly improve performance. These evaluations are based on the performance of the employee throughout their employment length and future employment depends on the results of their evaluation.

Internal Audits (ASE Testing) will be conducted at the discretion of managers. Internal audits for lifeguards evaluate the following: stand presence, patron surveillance, rule enforcement, rotation procedures, land skills, and water skills. Any team member who does not pass an internal audit satisfactorily will be asked to leave for the remainder of their shift and pass a skill audit before returning to work again. Lifeguards who fail skills audits are responsible for finding their own substitutions for shifts, or they will receive write-ups for each missed shift.

Aqua fitness instructors and swim instructors will be audited by the Aquatic Manager or Specialist when complaints are received from the participating members or inconsistencies between classes are discovered.

Lifeguard In-service Training

In accordance with The American Red Cross Professional Lifeguarding Certification, in-services will be held monthly. In-services will be scheduled and communicated to team members well in advance. Attendance is mandatory in order to maintain certification and employment. If a team member has a conflict with a training date, they should contact the Aquatic Manager at least 1 week in advance for an alternative training. If a team member fails to be present for a scheduled in-service training, disciplinary action will follow. In-service training is a paid shift.

Swim Instructor In-service

Bi-monthly mandatory meetings will be held on off days from group lessons. All instructors must be present for in-service training to be eligible to teach. In-services will be scheduled and communicated to

team members well in advance. If a team member cannot attend the scheduled date, the instructor must contact the Aquatic Specialist at least 1 week in advance for an alternate training. If a team member fails to be present for a scheduled in-service training, disciplinary action will follow. In-service training is a paid shift.

Team Member Dress Codes

Lifeguard Uniform

While on duty, lifeguards are required to wear their lifeguard team swimsuit. Swim suits can be purchased through the team store. Information for purchasing will be provided by the manager. The lifeguard team suit is black and labeled as “Guard”. Team members have the options of trunks, one piece, or 2 piece swimsuits. This portion of the uniform is at the expense of the team member.

A lifeguard tank or t- shirt will be provided to each team member. These are optional to be worn while on duty, but are the only approved apparel on stand. Additionally, rain jackets and sweatshirts from the team store are also approved to be worn on stand. Plain black shorts can be worn by female staff with their swimsuits. Shorts should not have writing across the bottoms.

A whistle and neck or wrist lanyard are required while on duty. We will provide the team members with the first whistle and lanyard. After that, whistles and lanyards are to be supplemented at the expense of the team member. If a team member forgets their whistle, they will be excused from their shift without pay to go and get their whistle.

A lifeguard hip pack that includes a resuscitation mask, one way valve, and pair of gloves is required to be worn at all times while on duty. This will be provided by The City of Ballwin.

A water bottle or sports drink is required while on stand to ensure proper hydration.

Appropriate footwear is required for all lifeguards. Shoes that can be worn during a rescue or kicked off and able to perform a rescue are considered appropriate footwear.

Hoop or dangle earrings, chunky necklaces, bracelets, rings, or other jewelry are prohibited due to safety hazards during a rescue. Stud earrings, wedding bands, sport watches, dainty bracelets and necklaces, and medical ID tags are approved to be worn while on duty.

Bringing a towel is suggested at all shifts in case of a water rescue. The City of Ballwin does not provide towels.

Additional North Pointe Aquatic Center uniforms include City of Ballwin issued visor, sun glasses, and sunscreen. Tanning oil is prohibited.

Swim Instructor Uniform

Females can wear a one or 2 piece sport cut family friendly swimsuit. No bikinis or tie bottoms allowed. Any print is acceptable. Males can wear either jammers or swim trunks; no speedos.

Head Guard Uniform

Head Guards are required to wear their red Head Guard polo with khaki or khaki like material shorts, or tennis skirt. If shorts or tennis skirts are not khaki colored the approved colors include black, navy, white, or gray. Head Guards are required to have their lifeguard swimsuit or red head guard swim suits with them at scheduled shifts should they need to be in rotation. A red head guard swimsuit is an optional purchase at the expense of the team member. The red swimsuit is labeled “head guard” and is available for purchase through our team store.

A whistle and neck or wrist lanyard are required while on duty. We will provide the team members first whistles and wrist lanyard. After that, whistle and lanyards are to be supplemented at the expense of the team member. If a team member forgets their whistle, they will be excused from their shift without pay to go and get their whistle.

A head guard hip pack that includes a resuscitation mask, one way valve, pair of gloves, and additional first aid supplies is required to be worn at all times while on duty at North Pointe Aquatic Center. If the head guard is in rotation at either the Pointe or North Pointe, they can wear the lifeguard hip pack. This will be provided by The City of Ballwin.

A water bottle or sports drink is required to ensure proper hydration.

Appropriate footwear is required for all head guards. Head guards should have close toed shoes for pump room safety. If in rotation, shoes that can be worn during a rescue or kicked off and able to perform a rescue are considered appropriate footwear.

Hoop or dangle earrings, chunky necklaces, bracelets, rings, or other jewelry are prohibited due to safety hazards during a rescue. Stud earrings, wedding bands, sport watches, dainty bracelets and necklaces, and medical ID tags are approved to be worn while on duty.

Bringing a towel is suggested at all shifts in case of a water rescue. The City of Ballwin does not provide towels.

Additional North Pointe Aquatic Center uniforms include a facility radio, sunglasses and sunscreen. Tanning oil is prohibited.

North Pointe Aquatic Center Pool Manager Uniform

Pool Managers are required to wear their blue Pool Manager polo with khaki or khaki like material shorts or tennis skirts. If shorts or tennis skirts are not khaki colored the approved colors include black, navy, white, or gray. Pool Managers are required to have their lifeguard swimsuit or blue pool manager swim suits with them at scheduled shifts. A manager swimsuit is an optional purchase at the expense of the team member through the team store.

A whistle and neck or wrist lanyard are required while on duty. We will provide the team members first whistles and wrist lanyard. After that, whistle and lanyards are to be supplemented at the expense of the team member. If a team member forgets their whistle, they will be excused from their shift without pay to go and get their whistle.

A head guard hip pack that includes a resuscitation mask, one way valve, pair of gloves, and additional first aid supplies is required to be worn at all times while on duty. This will be provided by The City of Ballwin.

A water bottle or sports drink is required to ensure proper hydration.

Appropriate footwear is required for all pool managers. Pool Managers should have close toed shoes for pump room safety.

Hoop or dangle earrings, chunky necklaces, bracelets, rings, or other jewelry are prohibited due to safety hazards during a rescue. Stud earrings, wedding bands, sport watches, dainty bracelets and necklaces, and medical ID tags are approved to be worn while on duty.

Bringing a towel is suggested at all shifts in case of a water rescue. The City of Ballwin does not provide towels.

Additional North Pointe Aquatic Center uniforms include a facility radio, sunglasses and sunscreen. Tanning oil is prohibited.

Sunscreen Policy

Sunscreen should be worn during every shift at North Pointe Aquatic Center. It should be applied at the beginning of each shift and reapplied frequently throughout the day. Sunscreen should have an SPF of 15 or higher. Tanning oil is prohibited. Any team member with a severe sunburn will not be allowed to work due to health and safety issues. Umbrellas are also provided at the lifeguard stands to help prevent sunburn and skin cancer. Umbrellas should be up at all times the facility is open with the exception of severe weather. Sunglasses are required to be worn on the lifeguard stand. Visors are required to be worn on the lifeguard stand.

Scheduling and Reporting Time

Lifeguards

Team members are expected to be present and ready to work at their scheduled start time. This does not mean they are walking through the door at that time, but already there, clocked in and ready to perform work duties. Shift start times will display on the employee scheduling system.

Shifts are worked in .00, .25, .50, or .75 hour increments. Team members are expected to be present for the entirety of their scheduled shift.

Schedules will be communicated well in advance. A schedule of preferences and posted work schedules will be provided to the team member in the guard office. The work week runs Monday - Sunday and no team member should exceed 40 hours per week. Hours and days off are not guaranteed after a schedule has been published.

Swim Instructors

Swim instructors are scheduled for as many sessions as they are available to work. Swim instructors are expected to teach every session they are available for both during the school year and in summer.

Swim lessons are scheduled for The Pointe on Tuesday/Thursday 4:30, 5:15, and 6:00 pm; schedules reflect 4:15 - 6:45pm. Saturday classes during the school year are at 9:30, 10:15, and 11am; schedules reflect 9:15 - 11:45 am. Saturday classes during the summer are at 8:45, 9:30, and 10:15am; schedules reflect 8:30-11am. North Pointe lessons are scheduled for Monday - Thursday at 9:45 and 10:30 am; schedules reflect 9:30 - 11:15 am.

Aqua Fitness Scheduling

Aqua Fitness instructors are paid for 1 hour per class. Classes run 45 minutes in length. Instructors are expected to do 15 minutes of set up/clean up time.

Classes are offered at The Pointe Monday, Wednesday, and Friday mornings at 8:30, 9:30, and 10:30 am. Tuesday and Thursday mornings at 8:30 and 9:30am. Monday evenings at 5:40pm. Tuesday and Thursday evenings at 6:45 - 7:30 pm. Saturdays at 7:45 and 8:30 am. North Pointe offers Aqua Fitness on Monday and Wednesday evenings 6:30 - 7:15 pm. During the summer season Saturday morning classes move outdoors to North Pointe at 9:00 and 10:00 am. Additional classes may be added or classes may be removed based on facility availability at any time.

Substitutions

Lifeguards

A team member may find a substitute for the following reasons: sick or unable to complete a full shift time. Team members are expected to find their own substitutes once a schedule is posted. All substitutions should be approved by a manager. However, subbing over the weekends when a manager is scheduled off, the team members are expected to communicate and show up for each other. Subbing for other team members cannot put you in overtime (exceeding 40 hours). Another team member should be found in order to not be in overtime. If sick and unable to find a sub, lifeguards must provide a doctor's note in order to avoid a write-up.

Swim Instructors

Swim instructors are allowed 2 subs per session only. If missing more than 2 lessons, prior approval from the Aquatic Specialist is required. Exceeding the allotted amount of subs in a session results in disciplinary action.

Vacation Requests

Vacation requests must be communicated and submitted through the proper channels before a scheduling period is posted. Team members will not be expected to work during these dates unless a vacation request was not approved or submitted late.

During a Shift

Throughout a shift, team members will be expected to perform opening duties, perform various cleaning duties, and closing duties. They are also expected to perform any first aid or rescues as emergencies arise. Team members should bring with them their required uniforms and a positive working attitude.

On the Guard Stand

Your main priority while on stand is patron safety by providing proper patron surveillance for your zone at all times. You should maintain an active rescue ready posture that allows you to see the entirety of your zone. Failure to do so puts guests in danger. Lifeguards should actively and consistently enforce pool rules. It is required to have the following items with you on stand: your proper lifeguard uniform, hip pack with resuscitation mask and gloves, lifeguard tube, whistle and lanyard, water bottle/sports drink, and appropriate footwear. At North Pointe, you must be wearing your lifeguard visor as well as sunscreen.

Guard Rotations

Rotation sequence is put in place by the Aquatic Manager/Specialist, pool manager, or headguard. It should be followed by the lifeguard team. Lifeguards should rotate every 20 minutes. Lifeguards should not rotate late because breaks in patron surveillance are essential in providing proper patron surveillance. Lifeguards should actively rotate walking with a purpose to ensure quick rotations that

maintain surveillance. A lifeguard should always be watching the water while switching stands. Extensive conversations are prohibited. Rotations should last long enough to switch guards and provide the next guard with any pertinent information needed to cover their zone.

Tardy Policy

If a team member expects they are going to be late, they should contact the facility, scheduled manager, or head guard for the shift to notify them of their late arrival. If team members do not notify the scheduled manager or head guard, it will be considered a no call, no show.

No Call, No Show Policy

A no call, no show occurs when a team member is scheduled for a shift, but does not come into work, does not contact the scheduled manager/head guard, or does not get their shift covered with a substitute. No call, no shows should be documented according to the disciplinary policy.

Swimming After Hours

Swimming after hours is prohibited. Swimming after hours can be dangerous as there is not a lifeguard on duty. Any team member caught or reported as swimming after hours at the facility will be immediately dismissed from employment.

Aquatic Team Member Disciplinary Policy

The following disciplinary point system has been established for the aquatic manual. All disciplinary reports shall be approved and recorded by the Aquatic Manager/Specialist.

Employees may inquire about their standing at any time by contacting the Aquatic Manager/Specialist. Management will periodically update accrued disciplinary reports on employees' When to Work account, which may be found in the "Comments" section of the "Info" tab on the When to Work website (<http://whentowork.com>).

The Aquatic Manager/Specialist, Pool Managers, Head Guards and Swim Coordinators have the authority to write-up or remove an aquatic staff member from their shift, depending on the severity of the infraction. Additionally, the Aquatic Manager/Specialist may immediately place a staff member on probation or remove that staff member from employment. Certain infractions may result in immediate dismissal from duty and/or employment.

Aquatic Employee Disciplinary Point System

Points will be assigned as follows:

Late to a shift - with a call ahead less than 30 minutes tardy (*spoke with scheduled HG or MOD)	1 point
Dress code violation	2 points
Late to shift with no call ahead or exceeding 30 minutes tardy	3 points
Leaving a shift early without Manager approval	

Cell phone use interfering with work (off-stand)	
Excessive visitation on stand	
Involved in non-work activities	
Eating on stand or drinking unapproved liquids (water or sport drinks only)	
Failure to comply with directives, policies, or procedures	
Missed shift, reported absence before shift began (no substitute acquired) * SPOKE WITH Aquatic Manager/Specialist, Head Guard, or Manager on duty. Does NOT cover an email or MakeShift message	4 points
Missed shift, failed to call in to report absence (or missed shift and called after shift had already started) – “No call, no show”	5 points
Disrespectful or improper behavior	
Involved in deceptive policy violation (on or off duty)	10 points
Falsifying work times/clocking someone else in or out	
Phone usage on stand	20 points
Sleeping on duty	Immediate
Theft/Vandalism	Dismissal

Points will accumulate to warrant disciplinary meetings, probation, or even employee dismissal in the following manner:

5 points = Disciplinary meeting
10 points = PROBATION, disciplinary meeting, and points accrued will double
20 points = Employee Dismissal

Deceptive Practices

Any employee that violates a City of Ballwin policy or aids another staff member in violating a policy, including but not limited to falsifying work/time records or unauthorized use of city property will be disciplined.

Failure to Comply with Directives, Policies, or Procedures

Any employee that violates a City of Ballwin policy or violates the City of Ballwin Aquatic Team Member Manual.

Write Up Period

All write ups will stand for a 3 month period. The employee must be an active employee during the 3 months.

Probation Period

Once an employee accumulates 10 disciplinary points within a 4 month period they will be considered a probationary employee and any additional disciplinary points will be added at double the value. In other words, a one point infraction becomes two points and a two point infraction becomes four points, etc.

Employees will be removed from probation after 3 months with zero additional infractions.

Dismissal from Employment

Once an employee accumulates 20 disciplinary points they will be dismissed from employment. Certain infractions may result in immediate dismissal from duty and/or employment without the accumulation of 20 disciplinary points.

Protest of Disciplinary Action

Employees that believe disciplinary action and associated points were unwarranted may file a protest form for review by a panel of their peers. The panel will consist of two Lifeguards and one Head Guard or two Swim Instructors and one Swim Coordinator selected at random. The panel will meet to review the protest and render a decision with regard to the infraction. Unless the infraction involves a safety or criminal issue, the decision of the protest panel will stand. If the discipline invoked is overturned, the appropriate points will be removed from the employee’s record. The affected employee will be notified of the protest panel’s decision within 10 days of submission of the protest form.

Aquatic Employee Disciplinary System

Verbal Warning	
First Write Up	Meeting w/ Aquatic Manager/Specialist Probation for 3 months
Second Write Up	Dismissal as a swim instructor

Protest of Disciplinary Action

Employees that believe disciplinary action and write-ups associated were unwarranted may file a protest form for review by a panel of their peers. The panel will consist of two Swim Instructors and one Swim Lesson Coordinator selected at random. The panel will meet to review the protest and render a decision with regard to the infraction. Unless the infraction involves a safety or criminal issue, the decision of the protest panel will stand. If the discipline invoked is overturned, the write-up will be removed from the employee’s record. The affected employee will be notified of the protest panel’s decision within 10 days of the submission of the protest form.

***** Aquatic Manager/Specialist reserve the right to dismiss employees from employment at any time during the disciplinary process. *****



City of Ballwin

Aquatic Personnel Manual - Acceptance Form

I _____, have received a copy of the Aquatic 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 as an employee.

Employee's Signature

Date

City of Ballwin Representative

Date