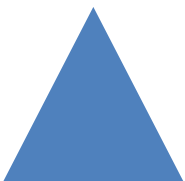




Policies & Procedures

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Welcome!

We at Titan Pool Service are excited to have you with us this year! For over 15 years we have been providing local communities with safe, clean facilities and ensuring an enjoyable summer. We are proud to rely on our employees to be our ambassadors to those communities. Each season, our guards become an integral part of the pool season in dozens of communities throughout Northern Virginia. Whether you are working at your neighborhood pool or have come to Titan from another country, your dedication, responsibility and hard work are what we depend on to keep our clients safe and happy. This manual is designed to give you an overview of the layers of responsibility you are agreeing to as an employee of Titan. Please take your time to thoroughly review each section. Our first and foremost responsibility is the safety of all of our clients. This is achieved by being vigilant in the lifeguard stand, being aware of your surroundings and maintaining a clean and safe environment. Our secondary responsibility is to ensure that our clients are happy and satisfied. While maintaining a clean and safe environment will ensure satisfaction, we rely on excellent customer service to insure our clients' happiness. This manual will instruct you on the proper policies and procedures for most situations you will encounter daily during your employment with Titan. It is important to remember that while we can offer you instruction and training to aid you in doing your job, each day it is up to you to greet each client and ensure that they feel welcome and safe. To that end, you should be courteous, respectful and always smile!

Thank you for working for Titan! Please feel free to contact any member of our management staff with any questions or concerns you may have. We look forward to working with you!



Safety

Our main priority is patron and employee safety. While lifeguarding can be fun and rewarding, it is important to always remember that your first duty is to maintain the safety of everyone at your facility. The following section will cover most of your responsibilities pertaining to safety.

Facility Rules

All of our facilities have clearly posted rules that all patrons (and lifeguards!) must follow. Many facilities will have specific rules, but all facilities have a core set of rules intended to protect the patrons at the pool:

- No running
- No horseplay/violence
- No diving in marked areas
- No glass bottles

This is not an exhaustive list, but these rules are universal and are to be enforced at every facility.

Rule Enforcement

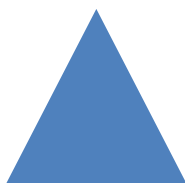
It is your responsibility to inform patrons and prevent further infractions. To do this, get the patron's attention (two short blasts on your whistle, if needed) and firmly, yet politely, inform them of the infraction. Always say please and thank you! It is always best to enforce rules early and often, to ensure patrons can spread good behavior through example. For more information about interacting with patrons, see the [Customer Service](#) section

Accident Prevention

Maintaining a clean and orderly facility will prevent many accidents. Stay proactive and prevent injury! There are several things that may cause harm to patrons that could be fixed in moments by an attentive lifeguard:

- Disorganized equipment
- Spills, debris, and trash in pathways
- Disorganized furniture/pool toys/etc.
- Slippery bathroom surfaces

Don't wait for someone to bring the issue to you! Attentive lifeguards are the best way to keep our patrons safe. Always be on the lookout for an accident you can prevent!



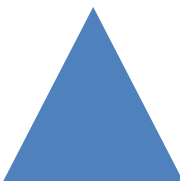
Daily Tasks

While your manager is ultimately responsible for making sure all tasks are completed, all lifeguards are expected to perform daily tasks without direction. The following duties will be performed every day. If no one else is doing it, you should be!

Opening

- Clock-in using the facility phone and your employee PIN!
- Check the pressure and flow of the filter system and record the readings in the logbook.
- Check the chlorine and pH of the water and record the readings in the logbook.
- Adjust chemical levels and clean the filters as necessary.
- Straighten furniture, clean bathrooms, and prepare the facility for use
- Turn on all lights and open/unlock entrance doors
- Begin cleaning the pool. This includes:
 - Vacuuming
 - Skimming leaves
 - Cleaning skimmer baskets
 - Brushing Algae

Throughout the day

- Be observant and prevent accidents while performing your duties
 - Monitor the pool and keep patrons safe
 - Check and record all pump and chemical readings in the log book every hour
 - Check bathrooms for trash and messes, and make sure supplies are stocked
 - Check the deck for trash, debris, or disorganized furniture
 - Clean the pool as necessary. This includes:
 - Vacuuming
 - Cleaning tiles
 - Brushing algae
 - Skimming debris
 - Cleaning skimmer baskets
 - Removing toys that are not in use
- 


Daily Tasks

Closing

- Put all trash bags into proper storage
- **TURN OFF THE CHLORINATOR**
- **TURN OFF THE WATER FILL**
- Make sure bathrooms are clean (no smells or debris)
- Check the deck for trash
- Place all toys, pool equipment, and forgotten belongings in their proper place
- Lock all doors
- Put the keys back in the lockbox, **NEVER TAKE THE KEYS HOME**
- Clock out using the facility phone and your employee PIN

Bathrooms

All patrons should enter and exit the facility through the bathrooms. This makes the bathrooms the most used part of your facility, even more than the pool sometimes! It is extremely important to keep the bathrooms in top condition. Every time a guard comes down from the stand and enters the office, they should first go through the bathrooms and check for trash on the floor. If everyone is checking on the bathrooms each hour, they should never get to the point that they need a deep scrubbing! Never wait for a patron to tell you something is wrong in the bathroom. Here are some things you can do to keep the bathrooms looking their best:

- Check the floor for trash and debris whenever you come down from the stand
 - Keep the toilets clean
 - Mop the floor at the end of the day
 - Investigate and correct bad smells. The bathroom is often a patron's first impression of our facility!
 - Change the bags in the women's hygienic cans
 - Scrub sinks, toilets, and showers as needed.
 - Make sure soap, toilet paper, and paper towels are stocked
 - Take the trash out before it's full!
- 

Working for Titan

Schedules

Your manager will send you the schedule for the following week by email every **Thursday**. You must give one full week's notice when requesting time off. Managers must give two full weeks of notice. Any issues with your schedule should be immediately brought to your manager, who will work with you and your supervisor to find a solution. Failure to show up to a scheduled shift will result in a \$25 re-staffing fee.

Clocking in/out

You must clock in when your shift begins and clock out when it is over. Be diligent with your timekeeping to prevent issues on payday! Your supervisor will issue you a 6-digit PIN. Every facility will have a sign by its phone with all the necessary steps for clocking in and out. **You cannot use your cell phone. Clocking in/out before or after your shift is prohibited. You must have written authorization from your area supervisor to clock in early or clock out late. Continued early or late clock ins and outs can lead to termination of employment. Clocking another employee in or out will lead to immediate termination.**

Payroll

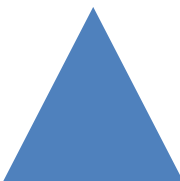
Paychecks are issued every two weeks, with a 2-week delay. Please check your pool logbook for the pay period and paycheck issue schedule. Paychecks are mailed, but direct deposit is also available. Make sure to keep track of all the hours you work to prevent any problems with your paycheck. Notify your supervisor if you find a discrepancy. Paychecks are written based on time worked, **not** time scheduled.

Weather

Titan employees are expected to report to work under most weather conditions (even if the facility may not be opened). Pools will be closed for **45 minutes** after each instance of thunder or lightning. If your facility is delayed, your manager or supervisor will contact you. Otherwise, report to work! **Never** close a pool early without permission from your supervisor. If a representative from your facility instructs you to close, notify your supervisor before leaving.

Drug/Alcohol Abuse

We will never tolerate employees being intoxicated at work. Being under the influence of drugs or alcohol while working is grounds for immediate termination. Any employee who witnesses or becomes aware that another employee is intoxicated must notify their supervisor immediately. Safety is our priority, and an intoxicated lifeguard is anything but safe.



Working for Titan

Equal Opportunity Employment

Titan Pool Service believes in employing people based on their skills, experience, and qualifications. We do not restrict or withhold employment from any person based on their race, age, religion, nationality, or sexual orientation.

Safe Work Environment

Every employee is entitled to work in a safe environment. If you feel that your facility has become unsafe for any reason, notify your supervisor. This includes broken facility equipment, faulty wiring, possible chemical contamination, or several other issues. In case of an emergency, always call 911 first.

Comfortable Work Environment

Every employee is entitled to a comfortable work environment. If you feel that you are being harassed by a coworker or patron, notify your supervisor. Your supervisor will work with you to solve the problem and ensure a healthy work environment for everyone.

Disability Accommodation

Titan Pool Service fully complies with the Americans with Disabilities Act. Titan will never withhold employment to any qualified applicant because of any type of disability. If a person can complete American Red Cross Lifeguard Training, they are eligible for employment consideration.

Behavior

Titan employees are expected to act civilly and professionally towards patrons, coworkers, and themselves. The following behaviors are unacceptable and could result in possible termination:

- Violent, sexual, or crude language and behavior
- Harassment
- Insubordination
- Sexual activity
- Drug or alcohol use
- Being late or missing work
- Entering a pool without permission, when not scheduled and/or the pool is closed

Titan Pool Service reserves the right to judge actions and behavior as unacceptable, in effort to maintain a positive and safe environment for everyone. Employees found breaching our standards may be issue a warning and may be terminated immediately if the violation is severe.

Customer Service

Please remember that while our primary duty is to be responsible for the safety and well-being of those using the pool, we are also in the customer service industry. Always be friendly and courteous and make an extra effort to ensure the patrons feel welcome and valued! In the long run, it will make all our jobs easier if you spend a little time getting to know the people around you each day: patrons and office staff as well.

Uniforms

Wearing a clean and professional Titan uniform is the first step in customer service. Our uniform consists of a swimsuit and a shirt. Non-Titan clothing is not allowed. **Always** wear your uniform from the beginning of your scheduled shift. **Never** wear your uniform to the pool if you are not working. This can be confusing to patrons and staff in case of emergency. If your uniform becomes lost or damaged, notify your supervisor. Failure to report to work in the required uniform will result in the missing item(s) being supplied to you. Cost for those items will be deducted from your next paycheck.

Talking to Patrons

Remember that the patrons who visit your facility pay for the right. They are our paying customers, and we are here to serve them and keep them safe. While there will be times when patrons or property staff will ask or expect things from you that are either inappropriate or outside your responsibilities, you must always keep a friendly attitude. Some things to keep in mind are:

- Always smile (when appropriate) and keep an upbeat tone
- Maintain eye contact and nod to indicate you are paying attention
- Always apologize for any inconvenience caused by the situation
- Refrain from using crude language or slang
- Treat everyone with respect
- Refer to patrons as “sir” or “ma’am”

Working with children

The patrons who bring their families to the pool are entrusting you with the safety of their children. Some ways to work with parents and children to keep everyone safe include:



- Speak firmly and respectfully
- Do not be excessively forceful or aggressive.
- If a child is a repeat offender, speak with their parents. They are your greatest ally for improving pool behavior!
- Be fair and don't play favorites; the rules must be the same for everyone
- Enforce the rules every time. Consistent good behavior can spread by example.

Lifeguarding

Safety is always our priority. While the Red Cross has already taught you what you need to know to be a professional lifeguard, here are some important responsibilities to keep in mind.

Gate Control

There will always be one lifeguard somewhere near the entrance of the facility to check passes. Every facility has some form of membership. Duties of the guard on gate control include:

- Greeting patrons in a cheerful, professional manner
- Verifying passes
- Testing and recording readings in the logbook
- Administering minor first aid and performing customer service duties

In the Stand

The bulk of your lifeguarding day will be spent in the stand, observing the pool. It is important that you always remain alert and observant. **Behavior in the stand is taken very seriously, and improper behavior can lead to suspension or termination.** Rules for monitoring the pool include:

- Be alert and observant. Get a good night's rest!
- Keep your head on swivel and monitor your entire area
- **NEVER HAVE YOUR CELL PHONE IN THE STAND OR GUARD TABLE**
- Always bring a rescue tube into the stand with you
- No food or drink in the stand except water
- Always have (and use!) your whistle
- Wear sunglasses if the sun is obstructing your view
- Do not talk to patrons while you are in the stand. If you cannot answer their question with a simple yes/no, direct them to the guard on gate control

If you are found to be reading, using your cell phone, laptop or any other device or are in any way distracted while in the stand, we reserve the right to suspend or terminate you immediately. We take patron safety **very** seriously.



Lifeguarding - Response

Guards in the stand

There must always be a lifeguard in the stand if there is a patron in the water. In pools with more than two lifeguards, there must always be two guards in the stand if there are more than five people in the water, or there are patrons in more than one zone. If there is one patron in the shallow end and one patron in the deep end, there must be two lifeguards in the stands. Allowing patrons to swim unsupervised can result in fines, suspension, or termination. Never let someone in the water before you are in the stand!

Whistling

There are different whistles for different situations. It is important to use the proper whistle, so that the other guards can understand the situation and react appropriately.

One short blast: Get a patron's attention. Use this whistle to enforce rules or prevent accidents

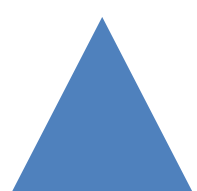
One long blast: Use one long blast to signify the beginning of break, or adult swim. Each facility has a different policy concerning adult swim.

Two long blasts: Use two long blasts to alert other guards that you have to enter the water for a saving. You should also yell "clear the pool!" If you hear two long blasts, be on alert and clear the pool. Then, figure out how you can assist the primary rescuer.

Three long blasts: Use three long whistle blasts to signify that you have an emergency that will require the use of a backboard. If you hear three long blasts, clear the pool and begin assisting the primary rescuer. Your facility's EAP will have specific details regarding what to do in an emergency of this caliber.

The Emergency Action Plan and MSDS

Every pool has its own Emergency Action Plan (EAP). Familiarize yourself with your facility's EAP. The EAP should be located near the facility phone. The MSDS (Material Safety Data Sheets) book contains information regarding all the chemicals contained at the facility. This includes cleaning supplies, pool chemicals, and first aid equipment. Procedures for treating accidents with chemicals are contained within. These forms are typically in the pump room or facility office.



Lifeguarding

Staying healthy

Working outside in the summer can be very taxing on your body. The sun and heat can affect your ability to stay observant and alert. Be sure to **use sunscreen** and stay hydrated. Sunglasses and hats can protect you from the sun and keep you at your best. Don't ignore your body if you are overly hot or thirsty. Heat stroke and dehydration can have lasting consequences.

Checking Passes

It is very important to strictly regulate entry into your facility. Every facility will have some form of identification, or "pass." If a patron doesn't have a pass, politely direct them to the facility's management. Every facility will have its own rules regarding passes, so be sure to read the rules thoroughly so you have a solid understanding of entrance policies.

Documenting an Incident

After you have applied all primary and secondary care to a victim, make sure to fill out an accident report in the logbook. Be as detailed as possible, gathering as much information as you can. Be sure to get the victim's information, as well as their parents' information if the victim is a child. Incidents requiring a report must be submitted to your supervisor within 24 hours. Incidents that must be documented include:

- Any accident that requires more treatment than cleaning and bandaging
- Any serious verbal or physical altercations involving patrons or other lifeguards
- Any incident involving police

Working alone

Some facilities only require one guard to run. If you must move your attention from the pool for any reason, such as a break or to change chemistry, be sure to clear the pool and tell the patrons not to enter until you return. Notify your supervisor if you need any assistance or if there are too many people for you to take a break.



Safety Equipment

Whenever you are the primary guard responsible for observing the pool, you must have all your safety equipment with you. This includes a first aid kit, rescue tube, and whistle. Your facility's backboard must be easily accessible. Sunglasses and sunscreen are required, as they will aid you in staying alert and observant.

Emergency Gates: It is important to keep emergency gates unlocked and unblocked whenever the facility is in use. Emergency gates are used by emergency personnel to quickly and safely transport victims of accidents. It is important to be familiar with your emergency gate and exits, so you can properly assist emergency personnel in case of emergency.

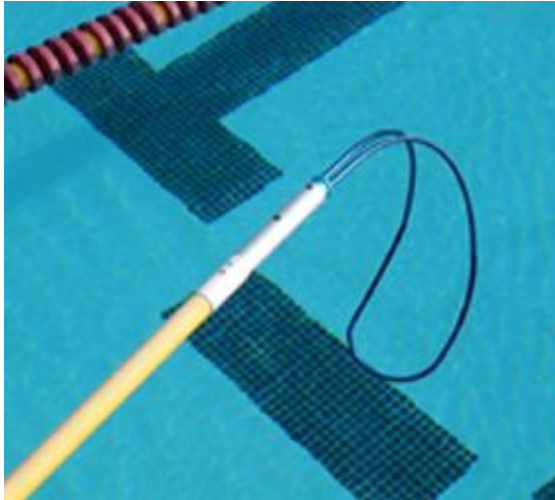


Backboard: You should always have your backboard on the deck and accessible whenever the pool is open. Make sure to always keep the backboard in the same visible area, to ensure it can be accessed quickly in an emergency. The backboard should have an attached head-immobilizer, at least 3 connected straps and 2 blankets. Check this equipment at opening each day.



Ring Buoy: Ring buoys are not regularly used but can commonly be found attached to guard stands. You can throw a ring buoy to a distressed patron and attempt to reel them in.





Shepherd's hook: Shepherd's hooks are an original lifesaving tool not currently part of the lifeguarding curriculum but can generally be found with the other poles. You can use a shepherd's hook to pull a patron in without entering the water yourself.



Rescue tubes: Rescue tubes are the most important piece of safety equipment at your disposal. All lifeguards guarding the pool must always have a rescue tube with them. Rescue tubes should not have any deformations or holes and have an attached strap. Alert your supervisor if your tubes are not in perfect condition.

Statement of Understanding

By signing below, you acknowledge that you have read and understood the policies and procedures outlined in this manual. Failure to follow these guidelines may result in fines, suspension, or termination.

Employee Name _____ Date _____

Employee Signature _____ Date _____

