MISSION STATEMENT
“To provide the community with a pleasant and safe water environment for fitness, education and recreation.”

(January 2013)
INTRODUCTION

This manual is to be used as a reference for all Marathon Area Swim Association, Inc., personnel. It establishes the procedures, guidelines and regulations for the Raymond and Marie Goldbach Swim Center.

The manner in which each staff member conducts him/herself is a reflection of the M.A.S.A., Inc., and its programs. Faith in the leadership of M.A.S.A. is lost when a preventable accident/incident occurs and when there is inconsistency in implementing policies and regulations.

A safe and healthy environment, courtesy and a positive attitude are the essential ingredients in all programming. Our primary concerns revolve around the numerous school groups we see throughout the year and the M.A.S.A., Inc., members. Therefore, good communication between director, staff and members is important. This manual will serve as a basis for health, safety and communication. The courtesy is up to you!

ATTENTION: Policies in this manual are subject to change at any time. You are responsible for current policy. A current copy is located at the Front Desk or can be viewed on-line at www.masaswim.org.

Any questions on policies or updates should be taken to the Facility Director.
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<thead>
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<th>Name</th>
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M.A.S.A. EMPLOYEE EXPECTATIONS

Board Expectations

1) All employees are expected to act in a professional manner and in accordance with the policies set forth by the Marathon Area Swim Association, Inc., Board of Directors, and perform their duties as outlines within their job descriptions. In the event of any violation of the above, the following actions will be taken by the Facility Director:
   A. Documented verbal warning
   B. Documented written warning
   C. Termination
   All warnings will be placed in the employee's personal file.

2) Employees are expected to air any concerns or dissatisfaction to the Facility Director.

3) Employees are expected to keep any concerns or dissatisfaction confidential, i.e., within the workplace, not for public knowledge.

4) If the employee feels his/her dissatisfaction is unresolved, he/she reserves the right to approach the M.A.S.A., Inc., Board Executive Committee chairman. The chairman will then schedule a meeting with the rest of the Executive Committee, the Facility Director and the employee.

5) The employee then has the right to petition the Board of Directors. The decision of the Board is final.

WORKPLACE HARASSMENT

Policy Guidelines:
M.A.S.A. does not allow any, unwelcome verbal, non-verbal, visual, written or physical conduct that would show hostility or aversion toward any employee, applicant for employment, volunteer, contractor or patron on the basis of race, color, ethnic or national origin, religion, marital status, sexual orientation, age, political affiliation, or disability.

Complaint Procedure:
Employees and patrons should report potential occurrences of workplace harassment as soon as possible after the incident occurs to the Director of the Swim Center or to any current member of the Board of Directors.

Disciplinary Action:
Any employee who engages in conduct determined to be harassment, or who encourages such conduct by others, shall be subject to corrective action that may include discharge from employment.

THEFT

Policy Guidelines:
Although we would like to assume that everyone is totally honest and theft isn't a problem, M.A.S.A. feels it is necessary to take certain precautions should it occur.

Disciplinary Action:
It is the policy of M.A.S.A. that employee theft in any form on M.A.S.A. premises is construed as gross misconduct and is subject to immediate dismissal upon the first offense.

RISK MANAGEMENT

Only employees or persons authorized by the Facility Director shall perform job duties, work assignments or tasks at M.A.S.A., Inc.
Marathon Area Swim Association, Inc.

Employee Counseling Report

1. Name: _______________________________ Position: _______________________________

   Date: __________________

2. Type of Action:
   _____ Conduct/Behavior  _____ Verbal Warning  _____ Written Warning
   _____ Performance  _____ Termination
   _____ Date of Previous Action(s)  __________________

3. Describe the action and the impact on job and/or company (include date, time, place, specific
details, and a copy of the rule violated.)

4. Expected improvement and/or standards for the future. (Clear, direct, factual)

   Date for next Review  __________________

5. Next action if employee does not meet the improvement standards required. (No threats, fact)

6. Employee Comments: (Allow the employee to respond, preferably in their own writing)

7. Supervisor’s Comments: (Offer help, note employee’s commitment or inconsistency)

   Signature: _______________________________ Date: __________________

______________________________________________
I acknowledge that the above evaluation has been discussed with me and my signature does not imply
agreement or disagreement.

Employee’s Signature/Date  Supervisor’s Signature/Date  Reviewed by Date

COPY TO:  Employee  Supervisor

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1) All service desk and clerical staff hired by M.A.S.A. will have the following:
   • Current A.R.C. CPR/AED for the Professional Rescuer within 3 months
     (Suggested: A.R.C. Community First Aid certification)

2) All guards hired by M.A.S.A. will have the following:
   a. Current American Red Cross (A.R.C.) Lifeguarding certification or YMCA equivalent
   b. Current A.R.C. CPR/AED certification or equivalent
   c. Current A.R.C. Community First Aid certification

3) All water exercise/aerobics instructors hired by M.A.S.A. are suggested to have the following:
   • A.R.C. CPR/AED certification and A.R.C. Community First Aid certification

4) All teaching staff hired by M.A.S.A. will have the following:
   a. A.R.C. Water Safety Instructor (W.S.I.)
   b. A.R.C. CPR/AED within 3 months
      (Suggested: A.R.C. Community First Aid certification)

NOTE: M.A.S.A. will pay for the first CPR-AED and/or First Aid class for all staff other than A.R.C. Lifeguarding staff. M.A.S.A. will pay for the re-certifications for all staff. All new certifications are done on non-payroll time and all re-certifications are done during staff trainings. Certification copies should be filed with the Facility Director.

5) All M.A.S.A. staff must have the Hepatitis B Vaccine series A.S.A.P. after employment here. Cost will be picked up by M.A.S.A., and arrangements will be made for your immunizations with the Facility Director.

6) Become familiar with M.A.S.A.’s PDT - Preventing Disease Transmission procedures.

7) Staff will attend MANDATORY staff meetings once a month. These meetings will be held the third Thursday of the month 3:30-5 p.m. or the following Sunday 5:00-6:30 p.m. If, for some unforeseen reason, you cannot attend one of these meetings, you will need to inform the Facility Director and set up a time to make-up the drills and review the agenda and minutes with the director.

Staff meetings may include, but are not limited to:
   • Review and discussions of current policies and procedures
   • Updates and changes that may affect how you do your job
   • Demonstrating safety skills and techniques relevant to your job
   • Physical endurance activities
   • Teamwork

8) An evaluation of job performance will be made in accordance with M.A.S.A.’s personnel policies. Failure to comply with the standards as defined by this manual will result in employee censure.

9) M.A.S.A. staff are required to be familiar with our website and the links for M.A.S.A. Employees
   • Employee Manual
   • Staff Meeting Notes
   • Other Cool Pool Stuff

10) Two weeks’ notice is required when leaving M.A.S.A., Inc.
M.A.S.A., INc., Preventing Disease Transmission Procedure

(See page 22 for actual procedure.)

Staff Lounge

Any eating, socializing, working on lesson plans, projects, etc., are all done there. The microwave, pizza oven, refrigerator and coffee maker are for your use. You are expected to pick up after yourself and not forget dishes brought from home and/or food items left in the refrigerator. Please wipe off table and any and all counters after eating food (especially anything with grease!). Remember, this is a conference/meeting room too! We must keep it in good shape.

**NO SMOKING**

The Swim Center is a non-smoking facility; therefore no staff member is allowed to smoke inside the building or on its premises.

*Drugs, Alcohol, Firearms*

Drugs, Alcohol and Firearms are not allowed on M.A.S.A.’s property (inside the building or on its premises) at any time.

Snow Storms

In case of a winter storm, the Swim Center will try to open for the day, even if school is cancelled. This will require the cooperation of all staff if it is to work. Staff scheduled to come in will do so, if able to, on time. If you are “snowed in,” use the emergency plan set up for that year. All programming is cancelled, but the Swim Center will be available for Open/Lap Swim. (See Operations Manual for this procedure.)

Time Sheets/Paychecks

Time sheets are located in your mailbox in the file drawer on the right side of the Service Desk. Each employee is responsible for taking a blank form and filling out their own time sheet accurately and honestly. Time sheets should be kept in your mailbox. There is a colored file folder inside your mailbox. Please keep your time sheet there separate from the other things in your mailbox. Please include both your full FIRST and LAST name. Please put the full date of the last day of the pay period (month, day and year). There is a table posted behind the desk for you to check this. Please include your employee number. It should be on a post-it note in your red folder. Please let Cathy know if it is not there and you do not know your number. Make sure you note all dates and times that you worked (to the nearest ¼ hour), along with the job you worked (desk, guard, lessons or fitness). Please count your time in quarter hours. On the left write the time that you worked: saying _._15, _._30 or _._45. In the columns under each job and in the total hours worked column please record it in “number of hours worked”. These columns should say: 0.25, 0.5, or 0.75 rather than saying _._15, _._30 or _._45. Please put the times that you worked each job in the column under that job, not X’s or check marks. We add up the total for each job so this is helpful. The total on the right side is the total for that day. Not a running total for the week. Time sheets are collected by the secretary from employee mailboxes every two weeks. All M.A.S.A. employees are required to choose one account (either Savings or Checking) for Direct Deposit of their wages. Paychecks are directly deposited into the checking or savings account you indicated on your Direct Deposit Authorization Agreement. Earning Statements will be in your mailbox the Friday of a payroll week. Your first paycheck will be a paper check that you will have to cash because we do a “pre-note” with the bank to make sure that the information about your bank account has been entered correctly. You will also get a “pre-note” and a paper check if you quit and are rehired or if you change your bank account. Please cash these checks as soon as possible, and if you lose one please report it as soon as possible.

Remember W-4 forms, Direct Deposit Authorization Agreements, and work permits must be up-to-date and on file.

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SUBSTITUTIONS

All staff is responsible for finding their own subs. Do not call the Facility Director to find a sub for you. Only in cases of emergency will the Facility Director take the responsibility of finding a sub.

Teachers MUST have a lesson plan ready for the sub. Please keep absences to a minimum. Your being gone will interrupt the flow of the class.

COOPERATE and help the person who calls you to sub. One day you may be the one needing a sub!

When a substitution is made, it needs to be recorded on the Monthly Pool and Desk Schedule that is posted at the front desk. This will keep all staff informed of the changes made to the schedule.

EMPLOYEE MEMBERSHIP PRIVILEGES

1) An employee who averages at least 20 hours per pay period (two weeks) will receive a Family, Adult, or Youth Membership, whichever is appropriate.

2) An employee who averages a minimum of 10 hours per pay period will receive:
   a. An Adult Membership or Youth Membership (depending on age of employee)
   b. If employee wishes to obtain a Family Membership, they will pay the difference between the Family Membership and an Adult or Youth Membership.

3) An employee who averages less than 10 hours per pay period would qualify for:
   a. A 50% reduction in an Adult or Youth Membership (depending on age of employee)
   b. If employee wishes to obtain a Family Membership, they will pay the difference between the two.

An employee who falls under #2 or #3 need not feel obligated to purchase any membership.

NOTE: The value/cost of the above membership(s) will be based on the prorated rate of the month the employee is hired. All memberships are good through September 30. At that time, employee status will be reviewed to determine employee's renewal rate.

TERMINATION: If an employee terminates employment with M.A.S.A. and he/she wishes to continue membership, he/she must pay the prorated Adult, Family or Youth Membership rate (depending on the type they had) of the month they terminated employment.

The total amount paid to M.A.S.A. shall never exceed the cost of a full membership.

SUMMER HELP: Any employee working only during the months of June, July and August has individual user privileges during these months only.

Marathon Cheese - Cheese Store Discount - As a pool employee you get a discount at the cheese store. Just be sure to mention that you are a pool employee before they start ringing up your order.

PUBLIC RELATIONS

1. Your personal appearance should be above reproach at all times. Be well-groomed and properly attired.

2. Greet people as they enter the Swim Center or pool area; learn the names of the regulars and make everyone feel welcome. REMEMBER -- you may be the first friendly face they'll see that day!

3. The way you carry out your duties reflects on M.A.S.A. and its programs. Enforce ALL regulations fairly.

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(10/05)
4. Calmly and courteously listen to complaints. It is better to let someone vent their frustration on you than on those outside the Swim Center. Get their name and tell them you will pass it on to the Facility Director OR suggest they call the Facility Director at the Swim Center during regular office hours.

5. Be familiar with the policies and programs offered by M.A.S.A. Take the time to answer questions. If you don't know the answer, LOOK IT UP and get back to them personally. These are also located on our website.

6. If you cannot answer a question, refer it to the Facility Director.

**CELL PHONE OR Electronic Device Policy**

**Effective June 8th, 2015**

**Purpose**

The purpose of this policy is to promote a safe and productive work environment and increase public safety.

**Scope**

This policy applies to all employees.

**Policy and Procedure**

**Section 1: Pool Staff**

a) Cell phones and other devices with recording ability need to be turned in or put away before you enter the pool/locker room area as having it creates an unsafe work environment. WI state law prohibits the use of cell phones or any devices that have the ability to record video or take photos in locker rooms.

b) Employees need to keep their phone with their personal belongings (purse, bag or backpack) there is a basket located in the staff break room for you to place your cell phone or device in as well. In any case MASA is not liable for lost, stolen or broken devices.

c) On breaks you are allowed to check your phone or if you need to make a call you need to have someone cover for you so you can leave the pool area. This should be done sparingly.

d) If you are expecting an important call you can leave your phone with the desk staff and they can alert and relieve you from the pool area to take the call.

**Section 2: Office Staff**

a) Cell phone volume should be turned down or set to vibrate to eliminate distractions in the work environment and should be used sparingly in the work place.

**NO EXCEPTIONS**

**Section 3: Consequences**

a) Verbal Warning
b) Written Warning - Placed in your Employee File
c) Suspension
d) Termination
MASA Computer Use Policy –

The front desk computer does have an internet connection. You may use this for work related things. Some examples of acceptable use: accessing MASA’s website, checking the weather, checking hours or information about local businesses, the village website, run sign up for the Fun Run (and other uses, use your good judgement). You should know that this internet connection is through the Marathon Cheese corporate server. You will find that many types of websites are blocked.

We have another internet connection here at the pool through Frontier, that is for staff and customers to use for personal use. When you check your available connections you will see masa guest. This is the connection that you should use for personal use. The password is UCanSwim and you may give this out to customers. You may use your personal devices when you are desking, after your work is done, and when you do not have a customer, or during your breaks. You may not use devices while guarding. You will also notice that even on this “Frontier” internet connection that certain “inappropriate” websites will be blocked by our router. Please, just don’t attempt to access inappropriate sites at work.

Do not EVER “download” anything on the front desk computer..period.

Do not EVER plug in a personal device to the front desk computer: no phones, laptops, jump drives or any other type of storage device...never.

Printing – we do allow you to print personal documents. This costs $0.10 per page and there is a can near the printer for you to put your payment. Printing at work should be used minimally and with discretion. You will not be able to print from your personal device. Here is how we recommend that you do it should you need to print. Email the document to the staff email and print it from there. Do not save it. Please use only black and white printing for personal documents.
MARATHON AREA SWIM ASSOCIATION, INC.

POSITION TITLE: Bookkeeper/Office Administrator

REPORTS TO: Facility Director

Job Purpose: To oversee the support operations of MASA and to ensure that there is effective information flow within the organization. It's important for this person to stay up to date on developments in the business and office environment.

Skill Set: Good communication skills, judgment and tact. A positive attitude and PC knowledge of Microsoft (Word, Excel, Publisher and Outlook) as well as QuickBooks for bookkeeping. Experience with HTML editor and other on-line programs for updating a website and sending e-newsletters. Prior experience with payroll and sales/payroll taxes. American Red Cross CPR/AED or equivalent is required and lifeguarding/WSI certification can be helpful.

General Functions: To carry out all computer related functions for the pool including financial, payroll, website, taxes, promotions, sales, tracking, board reports and correspondence. You will also work on special projects relating to modernization of the pools office procedures. This person may also be involved in staff training and may be used to cover as a lifeguard, swim instructor or exercise instructor as appropriate.

Duties:

I. Computer/Social Media Skills

A. Compose and type flyers, calendars and promotional materials.
B. Maintain membership/lessons databases with follow up on billing/payments.
C. Tracking pool usage and membership data to produce reports for Board meetings.
D. Produce periodic e-newsletters to be sent to members and non-members. This includes maintaining the on-line contact list.
E. Compose and mail a yearly mailing. Using mail merge and personalizing membership renewal information.
F. Maintain Website and Facebook account for informational and promotional purposes and to promote memberships/lessons.
G. Ability to redesign and update the website would be helpful.
H. Produce monthly schedules for print and on-line viewing.
I. Manage the lap swim and fitness incentive databases.
J. Set up and maintain on-line registration for swim lessons and membership.
K. Train staff as necessary on computer usage.
L. Research and help adapt our environment to new technology.

II. Financial

A. On a weekly basis, make out checks for invoices using QuickBooks. Evaluate which General Ledger Account to assign for expenses.
B. Make out incidental checks for purchases and reimbursements using QuickBooks.
C. Handling accounts receivable/payable and making bank deposits.
D. Monthly, perform reconciliation for all accounts using QuickBooks.
E. Prepare reports relating to the year-end close and financial statement reporting to the Board Treasurer and outside accounting firm.
F. Purchase office supplies and other items when needed.
G. Periodically review our vendors (phone, internet and office related) to insure we are getting the most cost effective pricing and best service.
III. General Office

A. Design and maintain an organized filing system for documents including paid invoices, tax and insurance documents, pool usage, payroll, fundraising, and membership documents and correspondence.
B. Be familiar with the copy machine and to help solve minor problems.
C. Answer the phone and provide customer service if the Service Desk attendant is unavailable.
D. Oversee all outgoing and ingoing mail.
E. Attend staff meetings and accurately record the minutes.

IV. Payroll/Taxes

A. Prepare pay sheets for processing by Marathon Cheese. Total and review pay sheets and report account totals.
B. Perform direct deposit transfers through Peoples Bank using the reports provided by Marathon Cheese.
C. Complete Reconciliation Reports in QuickBooks for payroll/tax information.
D. Maintain employee record databases.
E. Maintain records and complete online payment of Sales Tax using tax law for non-profits.
F. Maintain records and complete online payment of State and Federal Payroll Tax.
G. Complete quarterly and yearly payroll tax returns and unemployment compensation documents.
POSITION TITLE: Service Desk Attendant
REPORTS TO: Facility Director

KNOW HOW: Good communication skills, emotional maturity, judgment and tact, positive attitude, proper telephone etiquette, ability to handle discipline in lobby area, ability to handle money and make change and ability to handle emergency situations. A.R.C. CPR/AED or equivalent.

GENERAL FUNCTIONS: To greet the public and handle all phone communications. To have a working knowledge of all M.A.S.A. policies, programs, classes and emergency procedures. To answer any questions that may arise. To assist individuals with registration in classes and purchasing memberships. To properly maintain the cash drawer. To prevent accidents and respond quickly to emergencies. To be familiar with M.A.S.A.'s Preventing Disease Transmission procedure. (See page 22)

DUTIES:
I. Memberships
   A. Have a working knowledge of all types of memberships we offer and what a membership includes.
   B. Know how to explain the payment plans.
   C. Know how to record new memberships in the receipts journal, as well as existing membership payments.
   D. Know the policies on daily and weekly passes.

II. Programs
   A. Be familiar with the current e-newsletter so that you can answer most questions regarding classes offered.
   B. Be familiar with all class prerequisites.
   C. Know how to register people for classes.
   D. Know how to record class fees in receipts ledger.
   E. Be aware of how to sign up youth groups and Party Packages.

III. Telephone
   A. Become proficient and courteous in answering all phone calls.
   B. Be aware of keeping long distance and personal calls to a minimum.

IV. Funds
   A. Know how to open the till and how to close the till at the end of the day.
   B. Make change accurately.
   C. Know when to write up a petty cash slip and how to do it.
   D. Do not leave Service Desk unattended. If you must leave, know the procedure to do so.
   E. All receipts will be written in the MASA receipt book.

V. General
   A. Know how to work copy machine and to solve minor problems.
   B. Know where to look for forms and supplies; know what to do when these things are running low.
   C. Become familiar with all emergency procedures for your area.
   D. Do any stuffing, folding, filing or any other task asked of you by the Office Administrator and/or Facility Director that will aid in the smooth operation or enhance the appearance of the Swim Center.
   E. On a daily basis check the front doors and windows and clean when dirty. Wipe, clean and organize the office area. Tidy up the locker room during slow times. Help to enhance the appearance of the Swim Center.
   F. Know procedures to follow when someone gets hurt at the Swim Center.
   G. If you observe a patron that may need to use the lift to get into the pool, retrieve the lift battery from around the corner in the cleaning closet and give it to the guard on duty.

III. Meetings
   A. To attend all M.A.S.A. Service Desk staff meetings.
SERVICE DESK

OPENING PROCEDURE:

1. Arrive 15 minutes prior to opening hour.
2. It is the guard’s responsibility to have an outside door key, unless you are a regular key holder. Please communicate with the guard if you are not a regular pair that works together. Open the outside door using your key, but then you must use the wrench type key that is found with the keys at the desk to open the bar on the door, otherwise the door will remain locked from the outside. Press the bar all the way in and insert the wrench key in the small hole of the door press bar and turn 1/8 inch to the right. You will notice that the bar stays in and is unlocked. Do this for both doors. Please return the wrench key to the desk after each use.
3. Turn on ALL lights. The wall switch is by the lobby/office door.
4. To unlock the till drawer, ask the Office manager or Facility Director for the location of the key.
5. Count till at beginning of each shift, including petty cash slips. If there is more than $200 in the till, compare the amount to what was written in the receipts journal for the day. The amount over $200 should match. Run a tape of your count on the calculator, initial, date it with the time, and clip it to the petty cash slips.
6. Check desk area and calendar for any communications or changes.

CLOSING PROCEDURE

1. Count the till. There must only be $200 in the till at the end of the day. Petty cash slips count as part of this $200.
   A. Run a tape of your count on the calculator, date it, initial it, and clip it to the petty cash slip.
   B. Any excess cash should be rubber banded together with a slip that has this total along with the date and name or initials of person closing written on it and place in red bank bag. Set it in the back of the drawer behind the till.
   C. If we are low or out of any change, write a note and place it on the Secretary’s desk for her attention.
2. Check to see if all purses and/or wallets, watches, etc., have been picked up by their owners.
   A. If something has been left at the desk, check for identification and call the owner if you can.
   B. If the item will not be picked up that day, LOCK the valuables in the till drawer with a note on the item as to when it will be picked up, or indicating whether or not the owner has been identified.
3. Make sure the till drawer is locked and the key put away.
4. The lifeguard will lock all doors leading into the pool area and hang keys alongside the left wall at the front desk.
5. Staple daily sign-in sheets and put in tray on corner of Secretary’s desk. Write day and date on top of a fresh sheet and clip in place on the counter with a pencil.
6. Empty all office and staff lounge garbage cans and recyclable bins. Tidy up the counters and lobby area. Follow check-off list found at the Service Desk, checking with red grease pencil as duties are completed. Date and sign the sheet.
7. Make sure all people are out of the locker rooms. Wait and leave with the lifeguard. The housekeeping people have their own keys. Be sure to lock the front doors. You no longer have to use your pool key to lock the door. Locking the door bars will lock the main locks too. To lock the bars on the door retrieve the wrench type key from the desk. Insert the wrench key into the door bar and push it all the way in. Turn it to the left 1/8 inch. The bar should now stay out and the doors should be locked from the outside. Be sure to return the wrench key to the front desk. Be careful that you have your main pool key with you if you go outside or you will be locked out. You can exit the building with the doors already locked.
8. Make sure all the lights are turned off if the housekeeping staff hasn’t yet arrived. Pool lights should be turned off at closing as they are not needed for cleaning staff.
TIME SHEETS

Time sheets are located in the colored folder in your mailbox in the right hand drawer at the Service Desk. Please keep only your time sheet in this folder. Each employee is responsible for taking a blank form filling out his/her own time sheet accurately and honestly, and will be kept in your mailbox. Time sheets are collected by the secretary from employee mailboxes every two weeks. Earning statements will be in your mailbox the Friday of a payroll week. Remember W-4 forms, Direct Deposit Authorization Agreements, and work permits must be up-to-date and on file.

GENERAL INFORMATION

The Phone: You are responsible for both incoming lines. 715-443-3772 is our main number (line 1). When that is busy, it automatically rolls over to 715-443-3773 (line 2). Our fax number is 715-443-3773 and should only be given out to people requesting our fax number. It is not necessary for people to use this number, unless they are sending us a fax.

You may have both lines ringing at once. Don't panic. Be cool! Put a call on hold and answer the other call. Be pleasant and courteous.

When you are helping someone at the counter, excuse yourself to answer the phone. They will understand. When returning, thank them for waiting.

Place all calls on 'HOLD: (red button). NEVER YELL OR EVEN TALK TO SOMEONE WHEN THE CALLER CAN HEAR YOU. This is TERRIBLE phone etiquette!

When children or adults call looking for a non-staff person, take a message.

NOTE: Lifeguards/teachers on duty should only receive EMERGENCY calls. Otherwise take a message.

- Phone Messages: Include the date and time of call, name and phone number of person calling and nature of call.

- Phone Numbers: Please do NOT give out staff or members' home phone numbers or addresses. For staff that have left, take a message and be sure to note time and date of phone call.

Operations Manual: This is located in the bottom of the files to the right of the Service Desk and on the website. Make sure you are up-to-date with programs and policies. Any program schedule changes, errors in the newsletter, staff notifications, pool usage suspensions, etc., should be noted for you to see at the desk. Also check the large calendar behind the staff lounge door to prepare for the day's events.

* Pool Reservations:
  
  Sunday Youth Group Hour: Cost = Free
  Sundays 3-4 p.m., September - May
  Athletic Team Training: Cost = Free
  Teams from Marathon, Edgar, and Athens school districts
  Fridays 3:30-5 p.m.
  Best reserved one month in advance.
  
  Party Packages: Cost Varies; during open swim time. Weight watchers uses the lobby on Thursdays eves.
  See Monthly Planner Binder and Party Registration Form for details.
  Other Groups: Cost = $50/hour for private rental during hours that the pool is closed.
  Times available are:
  Week Days, 7:30-9 p.m.
  Saturdays, 8 a.m. - noon (when no lessons in session) or 7:30 - 9 p.m.
  Sundays, 8 a.m. - noon or 7:30 - 9 p.m.
  See Monthly Planner Binder and Reservation Request Form for details.
PROCEDURE

You will need the Monthly Planner Binder. For Youth Group Reservations and party packages handle as follows:

1. Find the date requested on the calendar and PENCIL in the following information:
   a. Name of group.
   b. Contact person’s name and phone number.
   c. How many estimated youths and chaperones (Suggest 1:10 ratio = adult to: youths). Remind person that the Sunday 3-4 p.m. time slot is only for the youth group members and the chaperones.
2. Fill out a reservation request form and put it on the Secretary’s desk.
3. Write in the calendar book.
4. When the entire form has been approved, the director will put the form in Monthly Planner Binder.
5. After the event put the form on the secretary’s desk for charges.

NOTE for youth groups: If they request any water safety for badge work, etc., inform the Facility Director for these special arrangements.

- Petty Cash: You can refund any money lost in the vending machines. Take money out of the till and replace with a petty cash slip for that same amount. Always indicate on the petty cash slip which machine the money had been lost in. Food and pop machine money comes from the M.A.S.A. till. When the food machine man comes, give him any petty cash slips from the food and soda machines and he will reimburse that amount. If he doesn’t throw out the reimbursed slips, do so yourself. Once the money is back in the till, the slips should be disposed of.

- Any other reimbursements or payouts must be handled through the Office Administrator or Facility Director.

- A Void: If you make an error in recording a receipt, lightly draw a line through the entry in the journal, write “Void” on the receipt, and place it on the secretary’s desk. Provide an explanation if necessary.

- Supplies:

Originals of all printed materials and calendars can be found in PDF format on the staff computer, and can be printed from there. Click on the computer icon in the center of the screen and then on the Common Drive (Note: The Staff Drive is available to you to use for storage of documents for any work related project that you may be working on). In the Common Drive click on the “Staff” folder. Inside this folder you will find frequently used documents for: emergency information, price list, our programs and policies document (this can be used to show to customers if they are questioning our policies) and pay days. You will also find folders containing calendars (including staff work schedules), forms, lesson info (including the “Swim lesson registration” database and the “Recommended Swim Level” database), membership info (including the current “Membership Database”, current programming documents and staff training documents.

The “Safeguard” (brown receipts ledger) supplies are located in the cupboards below the till drawers. It is very important that when opening the last package of any of these Safeguard supplies, you inform the Office Administrator. It takes THREE WEEKS for these supplies to arrive.

Paper needs, pencils, pens, etc., are located in the tall steal cabinets near the Facility Manager’s desk. Inform the Office Manager if any supplies are getting low. Copy paper can be found in the tall steal cabinets near the Facility Manager’s desk. When the white paper supply gets low (one or two reams), inform the Office Manager so she can call for another case at Marathon Cheese; likewise for colored papers.

Copy Machine: We do not encourage members or employees to make personal copies. (Please keep personal copies down to a minimum. You will be charged 10 cents/copy for any personal copies made. This money should be placed in the tin can by the copy machine.)

- 15 - (R 1/17)
E-Newsletter: It is your responsibility to read the newsletter as soon as it is available, so that you can answer questions on new or existing programs, and register people for classes.

NOTE: If you come across an error, etc., that hasn't been noted, please let the Office Administrator or Director know so we can correct it.

- Forms: Familiarize yourself with all forms and member information. It is a good idea to read through our "Programs and Policies" manual and look at the website (www.masaswim.com) too so that you can give people correct information. These are located on the staff computer as described above. You can use the internet to access our website.

NOTE: Always make sure there are enough forms available for use. If not, run more copies from the staff computer. If you need help with printing, especially with two sided forms, please ask for help.

- First Aid Kit: A complete kit is located in the pool area, under the phone. Extra first aid supplies are located in the tall steal cabinet in the staff lounge.

* Incident Forms: Should be completed immediately after ANY accident or incident which requires your or a lifeguard’s attention. An INCIDENT can be anything out of the ordinary that may or may not require disciplinary action. (See example of Incident Report Form on pages 31 and 32.)

Forms are located in the right file drawer at the service counter. Completed forms should be placed on the Director's desk for review.

* Emergency Procedure Meetings/Drills: You are required to attend all emergency procedure meetings (Safety Drills). These meetings are held the third Thursday or following Sunday of each month. REVIEW ALL WRITTEN PROCEDURES FREQUENTLY!

RECEIPTS LEDGER

There is an "Accounts Receivable" ledger to enter all monies taken in.

Examples:
- Commission from vendors (secretary’s responsibility) - Payments on accounts
- Donations - Purchase of supplies
- Special class fees - Membership fees

NOTE: Make sure to initial all receipts you write in the "receipt number" box. Please be specific in the description. How many of each item. Please put the persons full name for items like memberships, lessons and swim suits that need to be tracked for payment. Use the head of household name for memberships.

MEMBERSHIP

All membership payments are also recorded in the receipt ledger as well as on the membership card. Write what they owe in the first column, what they paid in the second column and their balance in the third column. If there are any "coupons" you can write that above what they paid and subtract what is appropriate for their balance.

Membership prices are as follows:
Regular Membership runs Oct 1 - Sept 30 with the cost based on choice of the following two options:

**OPTION 1:** Pro-rated each quarter. These memberships expire 9/30/18. Number in ( ) is 1st payment if you pay in thirds. This table is for 2017/18.

<table>
<thead>
<tr>
<th></th>
<th>Family (thirds)</th>
<th>Family (thirds)</th>
<th>Adult (thirds)</th>
<th>Adult (thirds)</th>
<th>Youth (thirds)</th>
<th>Youth (thirds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Quarter (Full</td>
<td>$337</td>
<td>$112</td>
<td>$259</td>
<td>$86</td>
<td>$168</td>
<td>$56</td>
</tr>
<tr>
<td>Rate) (Oct/Nov/Dec)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd Quarter (90%)</td>
<td>$303</td>
<td>$101</td>
<td>$233</td>
<td>$78</td>
<td>$151</td>
<td>$50</td>
</tr>
<tr>
<td>(Jan/Feb/Mar)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3rd Quarter (70%)</td>
<td>$236</td>
<td>$79</td>
<td>$181</td>
<td>$60</td>
<td>$118</td>
<td>$39</td>
</tr>
<tr>
<td>(Apr/May/June)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4th Quarter (39%)</td>
<td>$131</td>
<td>$44</td>
<td>$101</td>
<td>$34</td>
<td>$66</td>
<td>$22</td>
</tr>
<tr>
<td>(July/Aug/Sept)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OPTION 2:** Pro-rated November thru September. One year memberships expire 9/30/18. Two year memberships (or the rest of this year and all of next year) expire 9/30/19. Number in ( ) is 1st payment if you pay in thirds. This table is for 2017/2018.

<table>
<thead>
<tr>
<th></th>
<th>Family (thirds)</th>
<th>Family (thirds)</th>
<th>Adult (thirds)</th>
<th>Adult (thirds)</th>
<th>Youth (thirds)</th>
<th>Youth (thirds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct. to Sept 30, 2018 (1 year)</td>
<td>$337</td>
<td>$112</td>
<td>$259</td>
<td>$86</td>
<td>$168</td>
<td>$56</td>
</tr>
<tr>
<td>Oct. to Sept 30, 2019 (2 year)</td>
<td>$674</td>
<td>$225</td>
<td>$518</td>
<td>$173</td>
<td>$336</td>
<td>$112</td>
</tr>
<tr>
<td>Nov. to Sept 30, 2019</td>
<td>$646</td>
<td>$215</td>
<td>$496</td>
<td>$165</td>
<td>$322</td>
<td>$107</td>
</tr>
<tr>
<td>Dec. to Sept 30, 2019</td>
<td>$618</td>
<td>$206</td>
<td>$475</td>
<td>$158</td>
<td>$308</td>
<td>$103</td>
</tr>
<tr>
<td>Jan. to Sept 30, 2019</td>
<td>$590</td>
<td>$197</td>
<td>$453</td>
<td>$151</td>
<td>$294</td>
<td>$98</td>
</tr>
<tr>
<td>Feb. to Sept 30, 2019</td>
<td>$562</td>
<td>$187</td>
<td>$432</td>
<td>$144</td>
<td>$280</td>
<td>$93</td>
</tr>
<tr>
<td>March to Sept 30, 2019</td>
<td>$534</td>
<td>$178</td>
<td>$410</td>
<td>$137</td>
<td>$266</td>
<td>$89</td>
</tr>
<tr>
<td>April to Sept 30, 2019</td>
<td>$506</td>
<td>$169</td>
<td>$389</td>
<td>$130</td>
<td>$252</td>
<td>$84</td>
</tr>
<tr>
<td>May to Sept 30, 2019</td>
<td>$477</td>
<td>$159</td>
<td>$367</td>
<td>$122</td>
<td>$238</td>
<td>$79</td>
</tr>
<tr>
<td>June to Sept 30, 2019</td>
<td>$449</td>
<td>$150</td>
<td>$345</td>
<td>$115</td>
<td>$224</td>
<td>$75</td>
</tr>
<tr>
<td>July to Sept 30, 2019</td>
<td>$421</td>
<td>$140</td>
<td>$324</td>
<td>$108</td>
<td>$210</td>
<td>$70</td>
</tr>
<tr>
<td>Aug. to Sept 30, 2019</td>
<td>$393</td>
<td>$131</td>
<td>$302</td>
<td>$101</td>
<td>$196</td>
<td>$65</td>
</tr>
<tr>
<td>Sept. to Sept 30, 2019</td>
<td>$365</td>
<td>$122</td>
<td>$281</td>
<td>$94</td>
<td>$182</td>
<td>$61</td>
</tr>
</tbody>
</table>

**Method of Payment:**
1) In Full
2) 1/3 down, 1/3 in 30 days, paid in full in 60 days

**PAYMENT ON ACCOUNT:** Retrieve ledger card from balance due pile rubber banded together in the front of the current membership box. You will need this ledger card in order to record your transaction and make a receipt all in one step in receipts ledger. After handing receipt to member, place ledger card on secretary's desk. DO NOT REFILE IT! Place payment in till.

* **Signing Up a New Member:** Tell new members that our "Policies and Procedures" document can be found on our website. Point out the current pool schedule and any programs you think they may be interested in.
Inform them that this information can also be found on our website. Our website is [www.masaswim.org](http://www.masaswim.org).

Tell them about our e-newsletter and Facebook page. If they like us on Facebook they will get notifications of cancellations for weather as well as any breaking information about the pool. If they would like to look around, encourage them to do so, and, when possible, act as their tour guide!

Explain our two ways of paying for membership:

1. Full yearly membership fee at time of joining
2. Thirds (1/3 now; 1/3 in 30 days; 1/3 in 60 days)

You need to have a new member fill out a membership information/survey form found in the drawer next to the till drawer on a clipboard (with new ledger cards). Explain the reason for the survey to a member. (We don’t pay sales tax on any instructional use of the pool.) Yes, we do need birth YEARS! If a child’s name is not easily recognized as a boy or a girl, ask and circle the M (male) or F (female) beside that name.

The need to sign the waiver on the back of the membership form. Be sure that they sign in the correct spot. The top line is for adults (adults in a family or an adult membership). The bottom line is for youth (youth in a family or a youth membership).

While the new member is filling out the membership form, get the receipts ledger and a blank yellow ledger card from the drawer. Fill out the receipt and ledger card as follows: fill in the first line with the current date, number of the receipt AND your initials, type of membership, amount being paid, and balance due.

Hand receipt to the new member. Explain that we don’t have membership cards but they should be sure to check in at the service counter every time they come in to swim. Show them how to sign-in on the sheets.

Check over the membership form to make sure it is complete; remember the importance of the survey questions on the right and left sides of the form! Get phone numbers and email addresses (home, cell and work -- and WHOSE number or email it is!) If they do not want to get our e-newsletter please try to get an email address anyway. Explain that we do keep track of who would not like to get the newsletter.

Check family members to make sure they are all DEPENDENTS* of the parent(s). Put the ledger card, along with the membership form, paper clipped together in the "membership" box (second box from the right) on the office administrators’ desk for processing.

* DEPENDENT = Biological children or children for whom you are the legal guardian. Children are considered "youth" for the purposes of membership until they are 18 or for as long as they are full time students. For a family membership the two adults must be married.

SWIM LESSON REGISTRATION

Registration for a future lesson session is always announced in the e-newsletter and the newspaper. M.A.S.A. members are given one week of "early" registration prior to the general registration. No pre-registration is allowed. Registration will begin at 5:45 a.m. The first day, be prepared -- they WILL CALL this early! Members can also register online at [www.masaswim.org/lessons](http://www.masaswim.org/lessons). Non-members must register in person and pay the fee at that time. Or they can register online and pay via Pay Pal. Only cash or check are accepted at the pool. If a non-member is put on a waiting list, the lessons do not need to be paid for until they know they are in the class. Non-member swimmers can be put on a waiting list by phone. This is the only exception to a non-member being able to “register” over the phone.

Typically registration dates are as follows:

- M.A.S.A. members: 2-3 weeks before session begins (no fee)
- Non-members: 1-2 weeks before session begins ($60 fee/child)

When registering, here are some questions to ask:

1. Are you a member of M.A.S.A? (If a non-member is attempting to register during member registration week, inform them politely when non-member sign-up begins.)
2. Which levels, session, time are you interested in?
3. Get name of participant, parents names (be sure to ask if the last name is the same so we can match payment to the kids), age, birth date, (youth and preschool), phone number and city they live in.

If their intention is to become a member they can register as a member because our invoicing takes a few days.

**Adult Lessons** (Recreational and Instructional) Adult Swim Time is set up to be as non-threatening and supportive as possible. Instructors are on hand to help those who want it. All classes deal with swimmers of all abilities, as well as non-swimmers. Adult lessons are $30 for 6 weeks and although we usually have them on Tuesdays in the morning and the evening the day and time can be changed if all students in the class agree.

**Class Descriptions for Children’s Swim Classes**

We keep track of which level each child is in if they have taken lessons here before. Parents can call and ask if they are not sure when signing-up their children or they can view this information on-line. We also have class descriptions available at the desk. Be familiar with class descriptions so that you can help a caller decide which class to enroll their children in.

**Preschool Class Descriptions**

6 months thru 5 years old

**Water Babies** (6-18 months old with parent) - Introduce basic skills; including safety topics, to parents and children.

- Learn to ask for permission before entering the water.
- Enter and exit the water in a safe manner.
- Explore submerging mouth, nose and eyes.
- Get comfortable with floating on their front and back.

**Tiny Tots** (18-36 months old with parent) - Build and improve on the skills from Water Babies and learn more advanced skills.

- Establish expectation for adult supervision.
- Explore submerging their mouth, nose and eyes.
- Learn glides on their front and back.
- Perform combined arm and leg actions with assistance.

**Super Tot I** (3-5 years old without parent) - Familiarize children with an aquatic environment and help them gain basic aquatic skills.

- Enter and exit the water in a safe manner.
- Submerge and blow bubbles as well as opening eyes to retrieve submerged objects.
- Learn to float, glide and recover to a vertical position.
- Practice arm and leg action on front and back.
- Combine arm and leg action.
**Super Tot II** (3-5 years old without parent) - Help children gain greater independence in their skills and develop more comfort in and around the water.

- Enter the water by stepping in and exit by using a ladder, steps or the side.
- Bob and open eyes to retrieve submerged objects.
- Learn front and back floats, glides and how to recover to a vertical position.
- Practice rolling and treading water.
- Combine arm and leg actions on front and back.
- Learn finning arm action on their back.

**Novice** (4-5 years old) - Help children start to gain basic swimming skills so that they can be successful as well as comfortable in and around the water.

- Enter the water by jumping in.
- Learn to submerge and hold their breath.
- Review floats, glides and how to recover to a vertical position.
- Learn to tread water.
- Combine arm and leg action on their front and back.
- Practice finning arm action on their back.
- Change direction of travel while swimming on their front and back.

**Progressive Swim Program Class descriptions**

These classes are for children ages 6 years and up.

**Level 1** - For children age 6 and older that have never had lessons before. Introduction to water skills that helps participants feel comfortable in the water.

- Enter and exit the water using a ladder, steps or the side.
- Blow bubbles, bob and open eyes to retrieve submerged objects.
- Glide on their front and back, float and recover to a vertical position.
- Learn to tread water.
- Learn arm and leg action on their front and back.
- Combine arm and leg actions on their front and back.

**Level 2** - For children age 6 and older that have had past swimming experience or lessons. L2 gives participants success with fundamental aquatic skills.

- Enter the water by stepping or jumping from the side.
- Exit using a ladder, steps or the side.
- Fully submerge while holding their breath, bobbing and opening eyes to retrieve submerged objects.
- Float, glide and recover to a vertical position.
- Roll and change directions of travel while swimming on their front and back.
- Combine arm and leg action.
- Finning arm action on their back.
- Tread water.
Level 3 - Stroke development: build on previous skills in deep water.

- Enter by jumping from the side.
- Learn the head first sitting and kneeling dive.
- Bob to safety.
- Introduce rotary breathing.
- Float, tread water and change from a vertical to a horizontal position on their front and back.
- Introduce front crawl and elementary backstroke.
- Introduce dolphin and scissor kick.

Level 4 Red - Stroke improvement to develop confidence and improve skills.

- Learn head first entries; dives from a compact and stride position.
- Introduce feet first surface dive, survival swimming, and front and back open turns.
- Improve needed skills for treading water.
- Practice front crawl and elementary backstroke.
- Introduce back crawl and sidestroke.

Level 4 Blue - Continue stroke improvement to develop confidence in previously learned skills.

- Practice dives.
- Practice treading water while increasing strength.
- Build on front and back crawl and elementary backstroke.
- Continue to master sidestroke.
- Introduce breaststroke and butterfly.

Level 5 - Stroke refinement provides further coordination.

- Introduce a shallow-angle dive from the side.
- Learn pike and tuck surface dives and front and back flip turns.
- Refine strokes on their front and back including crawl, elementary backstroke, breast stroke, sidestroke and butterfly.

Level 6 - Skill proficiency means that participants strive for perfection so that they swim with ease, efficiency, power and smoothness over greater distances.

- Level 6 features options to prepare participants for advanced activities including Water Safety Instructor courses and competitive swimming.
- The Personal Water Safety option provides individuals with general water safety information in order to create an awareness of causes and prevention of water accidents.
- PWS develops a desire to be safe and to encourage healthy and safe water recreation.
- The Level 6 Fitness Swimming option teaches participants how to use swim aids to build arm and leg strength, to learn more advanced aspects of competitive swimming.
- Fitness swimming builds more endurance and instills a lifelong desire for aquatic fitness.
AMERICAN RED CROSS WATER SAFETY COURSES

A. R. C. LIFEGUARDING
This class provides explanation, demonstration and practice of rescue skills -- essential for lifeguards. Develops awareness of common hazards associated with the water environment, and knowledge and skills necessary to eliminate or minimize hazards PLUS: This course now includes First Aid and CPR for the Professional Rescuer certifications within its curriculum! Course length: 25 hours, 20 minutes.
This class has an on-line learning section and in water training to complete the hands on skills and final tests.
Prerequisites:
1. Minimum age of 15 years old
2. Swim 300 yards continuously demonstrating breath control and rhythmic breathing.
3. Tread water for 2 minutes using only the legs.
4. Complete a timed event within 1 minute, 40 seconds. Start in the water, swim 20 yards. Surface dive, feet-first or head-first, to a depth of 7-10 feet to retrieve a 10-pound object. Return to the surface and swim 20 yards on the back to return to the starting point with both hands holding the object. Exit the water without using a ladder or steps.

WATER SAFETY INSTRUCTOR (W.S.I.)
This Water Safety Instructor class certifies and teaches you how to teach swim lessons.
Prerequisites:
1. Minimum age: 16 years
2. Be able to demonstrate all strokes with proficiency
Class locations will vary depending on instructor. Certification recognizes the successful completion of the written pre-test and performing all skills satisfactorily and in accordance with the established skill standards. Course length: 36-40 hours.
This class has an on-line learning section and in water training to complete the hands on skills and final tests.

WSI AIDE CERTIFICATION
This is a certification developed to give the candidate experience teaching at all levels (M.A.S.A. Preschool through A.R.C. Level 5). The experience comes through assisting a current instructor for a session at each level. If you enjoy helping others, and think you'd someday like to be a teacher - of any kind - go for this one. Orientation classes and signed parent/participant contract required to get started. Orientation class = 3 hours. Completing certification depends on individual commitment.
Prerequisites:
1. Must complete any A.R.C. Level 6
2. Minimum age is 11 years old.
GENERAL M.A.S.A. EMERGENCY PROCEDURES

VICTIM CARE
Your first responsibility must be to the victim. Remain calm and initiate all necessary first aid methods. Determine whether the emergency is life-threatening. Some examples:

- **NON-LIFE THREATENING**
  - **Major:** broken bones
  - **Minor:** abrasions, sprains

- **LIFE-THREATENING**
  - **Major:** cessation of breathing, severe bleeding
  - **Minor:** poisoning, spinal injury, heart attack

These may become life-threatening if improperly handled.

Have someone notify the front desk to call Emergency Medical System (EMS): **911**. Be sure to give the following information:

1) location of accident: Marathon Area Swim Association
2) address - street: 401 4th Street, Marathon (corner of 4th & Market St.
3) where in the building the accident is
4) nature of emergency: explain the situation
5) your name and DO NOT HANG UP until they say to

This information should also be located near each phone.

There should always be someone in the building trained in first aid - a guard, a supervisor or front desk staff. Administer required first aid procedures only if trained to do so. If you are not trained, get someone who is.

In case of a minor non-life-threatening emergency, apply ice or antiseptic and dressings as needed.

STAFF ASSISTANCE
In addition to caring for the victim, provisions must be made for crowd control and facility supervision. Use other staff members to assist in these areas. If no staff members are available, designate onlookers.

In all emergencies/accidents, an accident/incident report must be filled out as soon as possible and turned in to the director. (See incident report form)

FIRST AID STATIONS
- **Pool Area:** Wall-mounted First Aid Kit and Biohazard Kit
- **Pool Equipment Room:** Flashlight and blanket are located here.
- **Office Area:** Extra first aid supplies (large metal cabinet in break room); and flashlight (desk side drawer)
- **Basement:** A first aid kit, blankets, flashlight and radio are located here.

M.A.S.A., INC., PREVENTING DISEASE TRANSMISSION PROCEDURE

1. View Blood Borne Pathogens Video. This provides general information and education.
2. All M.A.S.A. staff will wear the disposable gloves* when assisting with an incident and/or cleaning up afterwards when human body fluids of any kind are involved. GET IN THE HABIT OF WEARING THE GLOVES!
3. Biohazard Kit located on pool wall by phone.
4. Throw all paper toweling, Kleenexes, rags, etc., away in a separate biohazard bag. Make sure it is tied shut.
5. Throw away disposable gloves.

(continued)
6. Wash hands and any other possibly exposed areas of skin with soap and water. End with antimicrobial gel (follow directions on packet) in Biohazard Kit.

7. Make sure an Incident Report form is filled out by someone A.S.A.P. (See incident report form)

*Disposable gloves are found in the "Staff Only" closet, in far left top drawer behind service counter and in the First Aid kit on pool wall, in Biohazard Kit, and in pool equipment room.

FIRE PROCEDURES

1) If it is determined that there is a fire in the building, and should emergency evacuation be necessary, announcements need to be made in lobby and locker rooms.

2) If evacuation is necessary, initiate the following procedures:
   a. The command center will be the service desk area and must contain:
      1. Communications facilities
      2. Emergency lighting (flashlight located in side drawer of service desk)
      3. Complete set of floor plans located in Employee Manual, which is located in the hanging file to the right of the service desk
      4. Directory of emergency numbers
   b. All persons in danger should exit thorough designated emergency exits for their area. Evacuees should gather across Fourth Street, to location of new Fire Department Parking Lot. Be sure to stay out of the way of emergency vehicles.

STAFF
1. Instructors should assist all people in a calm, orderly evacuation.
2. Service Desk attendant will act as director of emergency operations. Remaining personnel should assist in child care evacuation and an orderly evacuation.
3. Building supervisor will assist with first aid procedures and help where needed.

Fire drills will be held at the discretion of the Facility Director.

SEVERE WEATHER PROCEDURES

When severe weather threatens, keep radio on and tuned in to stations that will keep you updated on weather movements. Suggested stations: WSAU 550 AM, WIFC 95.5 FM and/or local television networks.

A) Tornado Watch: Service desk is to inform lifeguard of the watch and to be alert for worsening weather that would require action.

B) Tornado Warning: When a tornado warning announcement is heard on the radio or the village siren goes off (a LONG blast):

Service Desk
1. Tell lifeguard of tornado warning.
2. Go back to service desk and CALMLY announce to persons in lobby and locker rooms that we are under a tornado warning and to please clear the locker rooms, exiting through the shower-to-pool doors and continue down to the basement through back door by the small pool.
3. NO ONE SHOULD LEAVE THE BUILDING.
5. Lock lobby-to-pool door.
7. Service counter person should be the last one downstairs. Check out locker rooms for stragglers.
8. Assist guards in basement with crowd control.
9. Keep door open between pool and basement step area.
Pool Staff

1. Upon notification of tornado warning, CLEAR THE POOL.
2. Gather swimmers on deck by small instructional pool.
3. CALMLY explain we are under a tornado warning and need their assistance in moving carefully downstairs to the basement.
4. Grab flashlight and first aid kit.
5. Lead swimmers downstairs and turn on lights.

NOTE: WHEN TWO GUARDS: One leads, the other brings up the rear.

6. Once swimmers are gathered downstairs, have them sit down along the pool walls.
7. Distribute blankets, towels, etc., and turn on portable radio to keep informed of weather conditions.
8. NO ONE LEAVES BASEMENT until a weather “all clear” has been given on the radio.

AFTER EMERGENCY: A report should be filed by all staff involved including procedures used, not used, and names of those swimmers sheltered, as well as the names of anyone who insisted on leaving. Note time lapse for entire episode. Note any equipment failures. State any accident/incident that occurred during the ordeal, and how they were handled. BE AS COMPLETE AS POSSIBLE. This report will be reviewed by Director and staff to see if changes need to be made in the procedure.

Severe Winter/Ice Storm Procedures (Opening/Closing)

OPENING:

M.A.S.A.’s policy is to attempt to open even on days when school is cancelled. If school is cancelled because of the weather, we will remain open, but no scheduled programming will be held; we will just be available for Open/Lap Swim for the rest of the day. HOWEVER - we do not want to endanger staff members that need to drive in early in the morning. Please follow the procedure established each year as to who to call to cover if you cannot make it in.

CLOSING:

We will close early if a storm is intensifying. Please call Facility Director for authorization to close.

PROGRAMMING:

When it comes to our programs like lessons and exercise classes, we do sometimes cancel programs even if the pool is able to stay open. Our policy is to follow the lead of the Marathon School District. If Marathon Schools are closed we will not have lessons or instructor led classes that day. If schools close early then our evening programming will be cancelled.
POOL STAFF LIFE-THREATENING EMERGENCY PROCEDURES

Guard on duty
1. Upon recognition of emergency:
   a. Blow your whistle long and loud, and then yell to clear the pool (this is also to get desk staffs’ attention)
2. If pool is not cleared, service desk attendant should clear pool. (Extra whistle located on equipment hooks above backboard)
3. Wait for service desk attendant or other staff to assist you. OR Gain assistance from another swimmer.
   a. Service desk attendant will release the alarm, grab FIRST AID KIT and RESUSCITATION MASK KIT and AED and take to the scene. The AED is in the lower cabinet of the front desk on the left. It is labeled on the door
4. Activate EMS by informing desk attendant of situation and what to tell EMS.
5. Continue to render appropriate care using anything or anyone you may need.
6. First Responders/EMS, they will take over, but assist them in any way that is needed.
7. Fill out Incident Report ASAP. Be specific and detailed. Document witness(es). (See incident report)

SERVICE DESK
IF YOU HEAR a long, loud whistle blast from the guard(s), DON'T WAIT FOR THE ALARM - CHECK IT OUT RIGHT AWAY!

SERVICE DESK STAFF LIFE-THREATENING EMERGENCY PROCEDURE

WHEN ALARM OR WHISTLE IS SOUNDED:
1. Leave service counter area.
2. Release alarm button in Pool Equipment Room (on wall to your right) PUSH button IN if alarm was sounded.
3. Grab FIRST AID KIT and Resuscitation Mask Kit (if guards haven't already) and take it to the lifeguard.
4. Find out what the emergency is. If AED is needed, retrieve from Service Desk.
5. Activate EMS - return to service desk and call - NOTE TIME - follow outlined telephone procedures.

IF GUARD IS ALONE AND NEEDS YOUR ASSISTANCE:
6. Assign people
   a. to wait at the door for First Responders/EMS
   b. to help with crowd control in lobby area.
7. Clear the pool area - Whistle in pool area, located on equipment hooks above the backboard
8. Assist guard any way needed
9. Try to identify victim and witnesses
10. When ambulance arrives - NOTE TIME - and allow them to take over
11. Chain of command and family notification
   A. IF PERSON UNDER 18 - call parents first
   B. Call Facility Director (Jennifer: 551-7579)
   C. Call any other family if necessary or requested
12. File Incident Report as soon as possible. Be detailed and specific.
   *A. BACKBOARDING
      Marathon’s First Responder Team is activated automatically within minutes of EMS call.
      They will assist in back boarding.
INSTRUCTIONS FOR EMERGENCY PHONE CALLS

EMS 9 - 1 - 1

POISON CONTROL CENTER (can be reached through 911)

INFORMATION FOR EMERGENCY CALL (Be prepared to give this information to the EMS dispatcher.)

1. Location: "This is the Marathon Swim Center."
   Street Address: 401 4th Street
   City or Town: Marathon
   Directions (cross streets, landmarks, etc.): Corner of 4th and Market Streets
2. Phone number from which call is being made: 443-3772
3. Your name
4. How many injured
5. What happened: "Victim was swimming . . . diving . . . 
6. Condition of victim(s): unconscious
   Conscious: groggy, alert, restless . . .
7. Help (first aid) being given: Rescue breathing, CPR/AED, back boarding for spinal injury . . .
8. If back boarding: We need assistance

IMPORTANT: Do not hang up first. Let the person you called hang up first, or tell you it's OK to hang up.

*NOTE: Marathon's First Responder Team is activated within minutes of EMS call automatically. They will assist in back boarding.

AUTOMATIC EXTERNAL DEFIBRILLATOR

EMERGENCY RESPONSE PROCEDURE

PURPOSE
The automatic external defibrillator (AED) will enable targeted first responders at our facility to deliver early defibrillation to victims in the first critical moments after sudden cardiac arrest. Responder use of the AED should not replace the care provided by emergency medical services (EMS) providers, but is meant to provide a Lifesaving bridge during the first few critical minutes it takes for advanced life support providers to arrive. Upon arrival of the EMS providers, patient care should be transferred. This procedure will outline the steps for the First Responders, and act as a guideline for documentation after an emergency response and proper maintenance of the unit.

RESPONSIBILITY
The Facility Director has authority over the entire AED program and the participants. General responsibilities include the establishment and maintenance of the guidelines for care included in this protocol. The Facility Director is the primary liaison between M.A.S.A.'s AED program and the outside Medical Director or personnel. This person has responsibility for maintaining all equipment and supplies, organizing training programs and regular re-training programs, maintaining any incident documentation and holding post-incident debriefing sessions for any employees involved. In addition, the Medical Director also ensures quality assurance, compliance to protocols and provides positive reinforcement to individuals and the system, as well as corrective instructions.

TARGETED RESPONDERS
All employees of M.A.S.A. will be trained to use an AED in a sudden cardiac arrest emergency. These individuals will be trained and operated under the direction of the Facility Director.

PROCEDURE
IN CASE OF EMERGENCY:
Please see and know the Emergency Action Plan (See Page 34)
ADULT/CHILD CPR (Does Not Include Infants)
Perform CPR until AED arrives. Skip to EARLY DEFIBRILLATION if AED is available immediately.
* Compress and release chest 30 times (Rate: 100 compressions/minute)
* Ventilate. Give 2 rescue breaths.
* Continue CPR. 30 compressions/2 rescue breaths.
* If two responders on a child, 15 compressions/2 rescue breaths

EARLY DEFIBRILLATION
When defibrillator arrives:
* Place AED near head of patient on same side as the rescuer.
* Turn on the AED.
* Bare and prepare chest (cut or tear away clothing), dry chest if wet or if perspiration is present.
* Follow AED verbal or visual prompts.
* Apply electrodes to chest (follow diagram on pads).
* Plug electrodes into AED.
* Allow AED to analyze (5-10 seconds).
* If indicated, clear patient and deliver shock by pressing the lighted button.
* After shock you will be prompted to continue CPR.
* Perform CPR for 2 minutes.
* After 2 minutes, AED will reanalyze heart rhythm and give a prompt

EARLY ADVANCED LIFE SUPPORT
Have designated person wait for EMS providers at front entry of main building and help guide them through building to the patient.

Responders working on the victim should communicate any important information to the EMS providers such as:
* Victim's name
* Any known medical problems, allergies or medical history
* Time the victim was found
* Initial and current condition of victim
* Information from AED screen:
  * Number of shocks delivered
  * Length of time defibrillator has been used

Help EMS personnel as requested

POST-USE PROCEDURE
The Facility Director will do the following after any AED use:
* Notify Medical Director
* Remove used PC data card and replace it with a spare. Label used PC data card with patient information and deliver to appropriate personnel according to medical protocol or local guidelines.
* Conduct employee incident debriefing, as needed.
* Complete incident follow-up report as deemed necessary by the Medical Director.
* Restock any used electrode pads, batteries, razors or gloves. Inspect unused supplies for any damage or old expiration dates. Remove and replace battery in the AED and do a Battery Insertion Test (BIT) prior to replacing AED into service.
* Clean the AED if needed. Review User’s Guide for list of appropriate cleaning agents.
* Check the Status Indicator. Verify alternating dark and hourglass shapes indicating readiness for use. (See AED User’s Guide for explanation of a flashing red X, a solid red X, or a constant dark shape.)
* Ensure all supplies, accessories and spares are present and are in operating condition. Check expiration dates and any obvious signs of damage.
* Inspect the exterior and connector for signs of damage.
* Inspect the exterior and connector for dirt or contamination.

MAINTENANCE
See User’s Guide for complete maintenance schedule.
Daily Maintenance and after each use:
* Check the Status Indicator. Verify alternating dark and hourglass shapes indicating readiness for use. (See AED User’s Guide for explanation of a flashing red X, a solid red X, or a constant dark shape.)
* Ensure all supplies, accessories and spares are present and are in operating condition. Check expiration dates and any obvious signs of damage.
* Weekly maintenance and after each use:

  Inspect the exterior and connector for signs of damage.

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**AED STATION TRACKING SHEET**

**AED Station Inventory:**

- One AED
- One User’s Guide
- One Storage Rescue Case for AED
- Two sets of defibrillation pads
- One installed battery and one spare
- One installed PC data card and one spare
- One carrying case
- Two Mouth Barrier Devices
- One pair of scissors
- Two sets of gloves
- Several 4X4 gauzes

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**LOCATION OF THE AED STATION**

Device Serial #: 0800010481

Located in the lower left cup board behind the desk. The door is labeled “AED”.

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**EMERGENCY ACTION PLAN** (See page 32)
MASA Incident Report Form

Date: ________  Time: __________ AM PM  Day: Mon Tue Wed Thur Fri Sat Sun

Facility Data:
Marathon Area Swim Association  715-443-3772
401 4th St.  jpassehl@masaswim.org
Marathon, WI 54448

Patron Data: (complete a separate form for incident involving more than one person)
Name: ________________________________________________________________
Phone Number: (Home)_________________ (Work)_________________ (Cell)_________
Address: ______________________________________________________________
City: ___________________________ State: ___________ Zip Code: ________________
Date of Birth: _________________ Age: ___________ Gender:  Male  Female

The following information is only needed if applicable.
Primary MD: _________________  Allergies: _______________________________________
Medications: ______________________________________________________________
Medical History: ___________________________________________________________

Incident Data:
Location of Incident: (describe the location below)
Location: ________________________________________________________________
Water Depth, if a water rescue: ______________________________________________
Water Conditions: __________________________________________________________
Facility Conditions: _________________________________________________________
Description of Incident: (describe what happened and include any contributing factors such as
unaware of depth, medical reasons, etc.): _______________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Did an injury occur?  Yes  No
If yes, describe the type of injury:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Care Provided:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Patron Advised:
Describe any instructions provided to the patron. (Example: Cautioned to obey the rules, issued a life jacket, etc.)
___________________________________________________________________________
___________________________________________________________________________
Patron returned to activity: Yes No

Patron Released To:
Self Parent/Guardian
EMS Transported off-site Medical Facility: ____________

Staff Information:
Name and position title of staff that provided care: ________________________________
Name(s) of assisting lifeguard(s) or staff involved in incident:
______________________________________________________________________________
______________________________________________________________________________

Report Prepared By:
Name: ______________________________ Position: ______________________________
Signature: ______________________________ Date: ______________________________

Witnesses: (attach witness descriptions of the incident if necessary)
Name: ______________________________
Phone Number: (Home)______________ (Work)______________ (Cell)______________
Address: _______________________________________________________________________

Witnesses: (attach witness descriptions of the incident if necessary)
Name: ______________________________
Phone Number: (Home)______________ (Work)______________ (Cell)______________
Address: _______________________________________________________________________

Witnesses: (attach witness descriptions of the incident if necessary)
Name: ______________________________
Phone Number: (Home)______________ (Work)______________ (Cell)______________
Address: _______________________________________________________________________

Refusal of Care:
Did the victim refuse medical attention by staff? Yes No
If yes, have victim sign (parent or guardian for minor) Signature: ____________________________
Victim is unconscious

Send a co-worker or bystander to call 911 and retrieve the AED. Provide dispatcher with location and emergency details. Assign someone to wait and direct the EMS.

Victim is conscious

Evaluate condition of victim

If emergency care is needed call EMS.

Victim is breathing and has pulse

Support airway and breathing until EMS arrives

Victim not breathing but has pulse

Shock advised

1) Clear patient verbally & visually prior to delivering shock
2) Deliver shock

Perform CPR for 2 min.

No shock advised

Shock advised

Continue until AED prompts otherwise or EMS arrives

Victim is breathing and has pulse

Support airway and breathing until EMS arrives

Check breathing and pulse

No breathing, no pulse

Begin CPR if there is a delay in obtaining AED

1) Turn on AED and follow prompts
2) Allow AED to analyze

Check pulse

1) Absent? Start CPR
   - Present? Support airway & breathing

Go to Step 2

No shock advised

Continue for 2 minutes and recheck pulse

Continue cycle until EMS arrives

Shock advised

1) Clear patient verbally & visually prior to delivering shock
2) Deliver shock

Perform CPR for 2 min.
MARATHON AREA SWIM ASSOCIATION

POSITION TITLE: Lifeguard

REPORTS TO: Facility Director

KNOW HOW:
* A.R.C. Lifeguarding or YMCA Lifeguarding, Community First Aid, CPR/AED
* Emotional maturity, good communication skills, judgment, tact and positive attitude

GENERAL FUNCTIONS: To provide a safe, clean and friendly environment for M.A.S.A. swimmers. To prevent accidents and respond quickly to emergencies. To be familiar with M.A.S.A.'s Preventing Disease Transmission procedure. (See page 25)

KEY RESULT AREAS:
1. Be constantly vigilant, maintaining swimmers’ safety, preventing accidents, minimizing or eliminating hazardous situations.
   a. Observe and enforce all rules, regulations and policies.
   b. Educate members and inform them of the purpose of and need for rules, regulations and policies.
   c. Keep deck area picked up and hosed.
   d. Lock all doors when leaving.
2. Respond quickly to all emergency situations.
   a. Administer any first aid needed.
   b. Communicate to other facility staff the need for additional assistance or equipment.
3. To complete all required records and reports on schedule and to submit them to the Facility Director.
   a. Keep records on pool attendance, chemical levels, water temperature, turbidity, equipment
   b. Complete incident reports when appropriate.
   c. For any substitution, note Staff change on Staff Calendar at Front Desk.
4. Assist with pool maintenance when needed.
   a. Contact proper authority if chemical or mechanical problems occur:
      • Facility Director
      • Maintenance
   b. Sweep pool, hose deck, scrub as needed. Clean the lobby to pool windows on a daily basis.
5. Attend all aquatic in-service training and staff meetings.
6. Keep up-to-date on M.A.S.A. policy, rules, regulations and pool schedule changes.
7. Assist any patron needing to use the lift to enter the pool. You will be alerted of such a situation if the desk staff brings you the battery to place in the lift for use.
8. Follow all procedures established by Facility Director and outlined in the staff manual.

OPENING PROCEDURE
1. It is your responsibility to have a key to unlock the front door ahead of time unless the desk person is a regular key holder. Please communicate with the desk person ahead of time if you are not a regular pair that works together. Please see the service desk attendant description about how to lock and unlock the front doors.
2. Obtain pool keys from service desk area.
3. Do not unlock poolside locker room doors until you are ready to open.
4. Look over pool area
   a. Check water color and turbidity. (Turbidity- whether or not the water is cloudy: 0-Clear, 1-Slightly Cloudy, 2-Extremely Cloudy, and 3-Can’t See the Bottom).
   b. Check to see if pool safety equipment is in place.
5. Test pool water, note temperature and record all information.
6. Unlock the locker room doors and the door to the lobby.

CLOSING PROCEDURE
1. Clear the pool.
2. Lock the locker room doors.
3. Test pool water, note temperature and record all information.
4. Pick up the deck and return all equipment to its proper place.
5. Put any filled data sheets on the Facility Director’s desk before you leave.
6. Put new data sheets on the clipboard.
7. Pick up debris or sweep and hose down the deck.
8. Disinfect deck at least every other night.
   a. Note date and initial if you have done this.
9. Make sure ALL doors are locked: Emergency Service Door, locker rooms, pool equipment room, lobby-to-pool door.
10. Go through locker rooms to make sure everyone is gone!
11. Return keys to service counter area.
12. When you leave, try not to leave alone in the dark - leave with service counter attendant.

DECK DISINFECTING PROCEDURE - Done every six days:
1. Check to make sure there is tablet in the sprayer. The sprayer is located in the back hallway. If the tablet is gone add a new one.
2. Spray onto deck and let air dry.
3. Open the sprayer and dump any extra water out, leave the sprayer open to air out and then return it to the appropriate shelf in the back hallway.

PROTOCOL FOR LIQUID STOOL

Follow these steps if liquid stool accident is suspected or is known to have occurred:
1. Close pool for remainder of day.
2. Inform Facility Director.
3. Place CLOSED sign on doors.
4. Remove as much of the fecal material as possible, using a net or scoop, and dispose of it in a sanitary manner. Clean and disinfect net or scoop, then leave immersed in pool during disinfection.
5. Raise chlorine levels to 3.0 if below that level. (Contact Facility Director to do so).
6. Maintenance can backwash the pool.
7. Document each fecal accident, with date and time, whether it was formed stool or diarrhea, chlorine level.
   (SEE SAMPLE FORM ON NEXT PAGE.)

PROTOCOL FOR SOLID STOOL

1. Close pool for 30 minutes.
2. Inform Facility Director.
3. Remove as much of the fecal material as possible, using a net or scoop,
4. Raise chlorine to 2.0 if below that level. (Contact Facility Director to do so).
5. Document each fecal accident, with date and time, whether it was formed stool or diarrhea, chlorine level.
   (SEE SAMPLE FORM ON NEXT PAGE.)

POSITION TITLE: Head Lifeguard

Additional Job Duties Added to Lifeguard Job Description Include:

1. Work with the director on setting up monthly employee work schedules.
2. Oversee current lessons:
   a. Organize sign-up sheets
   b. Monitor enrollment
   c. Assign teachers and aides
   d. Follow up with teachers during sessions and ensure all evaluations are done at the end of the session.
3. Set up safety drills for in-service trainings and work with the director to lead meetings.
4. Observe and document chemicals
   a. Take readings from the main chemical feeders.
   b. Do additional chemical testing above the normal pool side tests.
5. Be on call evenings and weekends
   a. For emergencies when the director is unavailable.
   b. For staff subbing purposes.
   c. For staff questions.
Fecal Accident Report Form

Date ______________________
Time: ______________________

Stool: (Circle one)  Formed  Diarrhea

Chlorine/pH reading:
   At opening: ____________
   At time of occurrence: ____________
   At closing: ____________
   (3 different readings at different areas of pool)

Method used to clear pool: ________________________________________________
_______________________________________________________________________
_______________________________________________________________________

Adjustments made to pool: ________________________________________________
_______________________________________________________________________
_______________________________________________________________________

Backwash: (Circle one)  Yes  No

Staff involved: ___________________________________________________________

At Re-opening:

Date: ______________________
Time: ______________________

Chlorine/pH reading:
   At Opening: _______________
GUARDING RULES AND REGULATIONS
(MAXIMUM POOL CAPACITY 163 PATRONS)

The importance of your job cannot be stated emphatically enough. **No other employee in the building is asked to be as continuously alert as you are.** You have accepted the responsibility for safeguarding the very lives of our members. Parents have entrusted their children to you. It is your duty to prevent accidents from occurring.

1. Never leave the pool unattended while people are swimming. Do not leave your station unless relieved by another guard.
2. Enforce all pool rules fairly, aggressively and tactfully.
3. Report any unsafe or unsanitary conditions to maintenance or Facility Director.
4. The guard must, at all times, be sitting in a guard chair or walking around the pool edge.
5. Do not talk or visit with other guards while on duty.
6. Personal phone calls are not to be made or received while on duty.
7. **Be on deck 5 minutes early for your shift.**
8. Wear proper apparel while on duty - a staff shirt and gym shorts over your swimming suit.
9. Carry a whistle at all times.
10. Your attention should never be held by one individual for a length of time.
11. Be safety conscious - PREVENT ACCIDENTS.
12. Keep pool area picked up.
13. Check safety equipment at the start of your shift.
14. No reading, writing or using electronic devices while on duty.
15. Keep accurate records - **ONLY IF NOT BUSY GUARDING!**
   a. Take chlorine and pH readings at designated times during your shift and record on chart (on clipboard).
   b. Take a “head count” every hour and record on chart (on clipboard).
16. Do not close pool for any reason other than the usual closing time without permission of the Facility Director. (Unless fecal incident or any other incident involving safety equipment).
17. Be courteous and helpful at all times.
18. Read and be familiar with M.A.S.A.’s "Vision of Excellence."

**DISCIPLINE**
The following is a guideline for handling discipline problems with participants.

First offense: warning and explanation of why it is dangerous
Second offense: sit out 5-10 minutes
Third offense: ask them to leave. If necessary, file an Incident Report and/or inform Facility Director.

**INCIDENT REPORTS**
These should be completed after any accident or incident which requires your attention. An incident can be anything out of the ordinary that may or may not require disciplinary action.

Forms are located on clipboard near lifeguard chair and in file drawer next to service desk. Completed forms should be placed on Facility Director’s desk for review.

**CLEARING THE POOL**
The procedure for clearing the pool should be a long, loud whistle blast, which indicates swimmers should immediately leave the pool. Whistles, in the form of a long, loud blast, are used only for emergency clearing.

**LAP SWIMMING RULES**
1. Swimmers should not dive into an occupied lane. They must look first to determine the pattern being used and notify the other occupants of the lane that he/she is joining them and will be changing the swimming pattern.
2. Courtesy is necessary. If one person is a faster swimmer, the other person should stop and let them pass on the turn. You may need to explain this.
3. Two persons should split the lane and use a side-by-side pattern.
4. More than two people in a lane should use a circular pattern.
5. Encourage regulars to keep track on mileage slips located on bulletin board by shower room doors.
6. When youth are allowed, they should share a lane together, or with a parent, when busy. Adults have priority during all lap swim times.
7. No one hangs on lane lines or uses kick boards as PFDs during this time. If this happens, ask them to get out and rest. Speak to them about their ability (or lack of), and possibly suggest fewer laps, lessons, etc. They will appreciate your concern and interest in them!
8. Lane lines are a privilege - not a requirement. DO NOT enter the water to put in lane lines if pool has swimmers.

**WATER EXERCISE/AEROBICS**

Not all Fitness Instructors are Lifeguard Certified, so you need to pay attention to class participants as well as anyone else in the pool.

**TOYS/EQUIPMENT**

1. No toys brought from home are allowed.
2. Lifejackets from home may be used - please check to make sure they are clean and safe.
3. If not crowded, you may wish to give out M.A.S.A.'s soft balls or rings. They are to be given out with specific instructions that if it gets busy, then they will be turned in.
4. Do not lend out M.A.S.A. mask, fin and snorkel sets unless they have Facility Director's permission to use. Sets brought from home must be checked over by lifeguard first. They also must show competency in its use.
5. Woggles/noodles are used for instructional/fitness purposes and special occasions. Facility Director will inform you of those times.
6. Kickboards are used for instructional purposes and lap swim only.
7. Any other equipment: Please check with Facility Director as to whether it can be lent out or not.
8. Absolutely **NO BRICKS** are to be given out unless the teenager/adult is practicing for Lifeguarding course, or advanced swim levels.
VISION OF EXCELLENCE

VISUAL EXCELLENCE

___ Wear proper swim suit.
___ Guards must wear lifeguard shirts, shorts and whistles.
___ Guards must wear a rescue tube at all times while on pool deck.
___ Guards must look alert. Eyes must be continuously scanning the pool (reading or other activities will interfere with guarding).
___ Instructors must never take their eyes off their students.
___ Instructors must expect to get into the water during each class.
___ Guards must sit up straight in guard chair with both feet planted firmly on the floor.
___ Look and act confident.
___ Consciously remember to smile and look engaged in patron surveillance.
___ Do not wear decorative jewelry.

PERSONAL CHARACTERISTICS OF A LIFEGUARD/SWIM INSTRUCTOR

___ Reliability: Assume responsibilities of position, accept assignments, post hours available to work for weeks when lessons are not in progress, check bulletins and schedules weekly, locate own substitute - record on sub list. Instructors must fill out evaluation forms for all students.
___ Punctuality: Arrive ready to work ten minutes before scheduled, checking schedules, set out equipment to be used for teaching, communicate with others about equipment, pool use and other needs, etc.
___ Cooperativeness: Support M.A.S.A. and its goals, make constructive suggestions toward better facility operation to Facility Director, expect to sub even when inconvenient, communicate with other guards and instructors, adhere to and enforce all rules and regulations (CONSISTENCY IS IMPORTANT TO THE SUCCESSFUL OPERATION OF A FACILITY).
___ Emotional Stability: Must have the ability to make sound decisions when dealing with difficult situations - decisions which conform to the policies of M.A.S.A.
___ Tact and Judgment: Must be able to gain respect and cooperation from the public. All instructors and guards must be thoroughly familiar with the policies, rules, regulations and emergency procedures. There is no need to apologize for enforcing a rule; however, a positive attitude is a must.
___ Enforcement of Rules: Be courteous to patrons. Briefly explain reasons for rules when possible, but at no time let this interfere with your responsibility of teaching your class or guarding the pool. Never argue with patrons; simply refer them to the Facility Director. If you are unable to expel persons from the pool, call for assistance from the Facility Director, professional staff or supervisor.
___ Positive attitude: Enthusiasm. Eager to assume responsibility. Willingly accept assignments and show initiative. Pride in your work and a desire to achieve excellence.

PRIMARY RESPONSIBILITIES OF A LIFEGUARD

___ Guard the lives of the patrons. Eyes must be continually scanning. You cannot save what you don't see. You don't see what you aren't looking for.
___ Prevent accidents and minimize or eliminate hazardous situations through preventive guarding.
___ Respond quickly to emergency situations - be familiar with all emergency situations that may occur.
___ Administer any emergency first aid needed by the victim and with any follow-up procedures that are required, such as accident/incident reports. Please inform the Facility Director when emergency situations have occurred. Replace all first aid supplies or accident/incident reports when they are low.
___ Be familiar with MASA Policies & Procedures and all rules and subsequent disciplinary actions that may be taken.
Additional Duties: Taking readings, keeping pool deck and pool equipment room clean, answering the phone, etc. should at no time interfere with the lifeguard's primary responsibility: the safety of the patrons. If there are no swimmers, please clean pool and pool equipment room as we are the only ones responsible for the pool area. Remember, even if you are not on duty, the pool phone is an emergency phone and the number of calls and length of calls should be kept to a minimum.

LEGAL RESPONSIBILITIES
All guards and instructors must realize that they are responsible for actions taken by them and also for their failure to act properly. Obligation as a staffer to M.A.S.A., Inc. - to fulfill all of the duties of the position, to participate in all staff meetings and training sessions and to continually update all personal skills and knowledge. It is your obligation to provide as safe a facility as possible for the patrons of the facility. It is also your responsibility to maintain current certifications. A.R.C. Lifeguarding and First Aid and CPR/AED must be renewed very two years.

LESSONS
We are not just teaching swimming skills, we help to develop Christian values, self-confidence, appreciation of a healthy mind and body, and increase leadership potentials.

Primary Responsibilities of an instructor:
- Safety of the students: Never take your eyes off your class. Safety instills confidence.
- Support M.A.S.A. and its goals.
- Carefully prepare unit lesson plans and daily lesson plans. Subs must be supplied with detailed lesson plans.
- Knowledge of the required skills to be taught and the ability to teach them.
- Recognize that all individuals develop at different rates.
- Provide an atmosphere of support.
- Communicate with other instructors and use the facility efficiently including getting out and putting away all equipment.
- Make sure all lists of names of swimmers who are passing levels, along with date course is completed, are on secretary's desk at least 24-48 hours prior to the last class of the session. (Note: This enables secretary to type up A.R.C. cards for those who have completed a level, so they can be given to the student on the last day of class. When you are unsure of a student's ability to pass, have a card typed up in case they do complete skills to your satisfaction and A.R.C. standards on the last day of class. Destroy a card not handed out.) Complete the required evaluation forms and course record form. (The forms to be used are the lesson registration sheets located in the lesson registration binders, which should already have all the required information on a swimmer.) Indicate P (pass) or F (Fail) on course record forms.

LEARNING REQUIREMENTS
- MOTIVATION: PRAISE AND FEEDBACK ARE #1 MOTIVATORS. Catch them doing something right and encourage them to continue. Reinforce their self-worth. Use a variety of teaching methods. Show enthusiasm for the subject, the worth of the subject. Teach physical laws - allow students to discover appropriate solutions and answers.
- REPETITION: Tell them what you want, show them what you want, let them try, observe progression. Respond with praise or re-direct, don't use punishment to teach. Practice doesn't make perfect unless it is quality practice.
- ASSOCIATION: Learning a new skill must build on some experience or information already acquired.
- USE OF SENSES: Seeing, hearing, tasting, touching, smelling. The more senses used, the easier it is to learn. Actually get in the water and move the feet to allow the student to "get the feel of it."
- KEEPING ATTENTION:
  1. Keep learning fun.
  2. Keep your class busy and active. Suggestions may include the use of a wave formation or floats to help equalize your class.
  4. Use suitable terminology and project vocally.
  5. Show outward enthusiasm.
  6. Make eye contact with students.
  7. Call students by name and make them feel you are interested in them as individuals.
PROCEDURES FOR CHECKING/FILLING CHLORINE/PH STATIONS

PLEASE USE CAUTION!!

I. Chlorine Barrel
   A. Who should fill the barrel?
      1. Wausau Chemical will be delivering in bulk.
      2. Facility maintenance or Facility Director.

   NOTE: Our pool uses 1-3 gallons of chlorine per day, depending on swimmer load.

   B. For Maintenance and Director ONLY

      How to fill barrel
      1. Wear protective eyeglasses.
      2. Wear the apron to protect your swimsuit/clothing.
      3. Wear the long rubber gloves.
      4. READ CARBOY LABEL CAREFULLY.
      5. LIKWID 15 is used to fill chlorine barrel.
         a. Add straight from carboy to barrel. No dilution is necessary.
      6. When barrel is dirty, it should be emptied and cleaned out.
      7. There may be a carboy filled with muriatic acid (labeled "ACID Magic" downstairs).
         DO NOT OPEN.
         Fumes from this acid are strong and can cause internal damage.

      NOTE: NEVER MIX MURIATIC ACID AND LIKWID 15.
      MURIATIC ACID AND LIKWID 15 = DEADLY GASES.

II. Accidental mixture of chemicals – Fumes emitted are deadly!!
   A. Leave area immediately.
   B. Report accident to Facility Director or maintenance.
   C. Clear pool as even slight fumes will cause irritation to swimmers.
   D. Lock all doors before leaving pool area.
   E. Fumes will settle in a few hours and Facility Director or maintenance will be able to empty barrels.
   F. Pool staff should never try to clean up accidental mixture of chemicals.

III. First Aid for accidental spilling or splashing of chemicals
   A. Contact with eye
      1. Flush with water
      2. Seek medical attention
      3. Notify Facility Director and maintenance
      4. Fill out workman's compensation form
   B. Contact with skin
      1. Flush with water; most contact only causes minor irritation
   C. Contact with clothing
      1. Likwid 15, chlorine, will bleach color
      2. Muriatic acid will disintegrate nylon type fibers and destroy clothing
IV. **pH CONTROL**  

A. **Liquid Carbon Dioxide** is used the majority of the time to maintain pH.  

1. This is located in 2 large cylinder at top of stairs by back door.  
2. Each cylinder has an indicator gauge tells how much is in cylinder.  
   Full – ½ tank – ¼ tank – ¼ tank (Read from right to left)  
   **NOTE**: The pool is using a tank full within 6-8 weeks (depending on swimmer load)  
   a. Report to Facility Director if both tanks show ½ full or less.  
   b. Report any sound of “hissing” or “leaking” from cylinder.  
3. Any variation in the above standards should be reported to facility maintenance  
   or Facility Director.  
4. Flow meter is located in basement, within the chemical feeding system, next to  
   chlorine barrel - on the wall.  
   a. When system calls for CO2, a flow of 20-25 lbs./in should be maintained.  

B. **ACID MAGIC**  

Occasionally we switch over to using acid magic for pH control. The big yellow barrel is labeled  
"Acid Magic." **Make SURE you do not mix chlorine (Likwid 15) with this!**  

For Maintenance and Director ONLY  

**How to Fill the Acid Magic Barrel:**  
1. Wear protective eyeglasses.  
2. Wear the apron to protect your swimsuit.  
3. Wear the long rubber gloves.  
4. Do not use warm water or spray nozzle while filling the barrels.  
5. READ THE CARBOY LABEL CAREFULLY.  
6. Turn face away to avoid fumes.  
7. Reread label right before pouring carboy to make sure you are pouring it in the right  
   barrel.  
8. Acid Magic is used to fill pH barrels.  
   a. A barrel ½ empty: Fill barrel with water and add 2 gallons of acid.  
   b. A barrel ¼ empty: Fill barrel with water and add 3 gallons of acid.  
   c. A barrel completely empty: Fill barrel with water and add 4 gallons of acid.
LIABILITY

In recent years, lawsuits to recover for injury have become more prevalent, higher percentages have been won by the complaining person, and awards have been higher. It is extremely important that every employee of the M.A.S.A., Inc. be constantly vigilant and that they exercise every precaution to avoid accidents.

<table>
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<tr>
<th>BASIS FOR LIABILITY SUITS</th>
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<tbody>
<tr>
<td><strong>Failure of an employee to properly perform his duties</strong></td>
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<td>An employee may be judged as failing to properly perform his duties if he is guilty of such improper actions as talking to persons while he is on guard duty.</td>
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<tr>
<td>Leaving his post of duty</td>
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<td>Engaging in unapproved activities that distracts the guard from their duties</td>
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<td><strong>Improper action</strong></td>
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<td>Doing more than necessary when giving assistance</td>
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<td>Giving instruction which is too advanced for a learner's level of ability</td>
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<td>Forcing a learner to do something he objects to doing</td>
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<td>Giving medication or treatment beyond approved first aid practices, or giving incorrect first aid treatment</td>
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<td>Handling an injured person roughly</td>
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<td>Permitting activities that are dangerous to others, such as water polo play in a crowded pool</td>
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<tr>
<td>Issuing equipment that is dangerous to the user, such as scuba equipment to novices</td>
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<tr>
<td><strong>Lack of action</strong></td>
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<tr>
<td>An employee may be judged as failing to properly perform his duties if he is guilty of such lack of action as:</td>
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<td>Failure to comply with employer's instructions</td>
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<td>Failure to apply first aid treatment</td>
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<td>Failure to comply with parents' stated wishes</td>
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<tr>
<td>Failure to advise an injured person to obtain follow-up treatment</td>
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<td>Failure to act promptly in effecting a rescue</td>
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<td>Failure to enforce regulations and to eject violators</td>
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<td>Failure to give safety instructions to class members</td>
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<td>Failure to inspect the facility and equipment periodically</td>
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<tr>
<td>Failure to foresee the possibility of accident</td>
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<tr>
<td>Failure to exclude the introduction of dangerous objects</td>
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</table>

The following article, "The $150,000 Question," is an account of what can happen when an accident occurs.

**STAY ALERT AND PREVENT ACCIDENTS!**
NOTE: This article is dated material in terms of the monetary value. Today the award would be in the millions.

THE CANADIAN RED CROSS SOCIETY
WATER SAFETY SERVICE
B.C. - YUKON DIVISION

(This article by Karl Miller was published by the Journal of Physical Education)

THE $150,000 QUESTION

Want to face up to a real jolt – and look at the responsibilities in a professional nature, in a coldly realistic market? If you do, then just get yourself, as I have, mixed up in a $150,000 lawsuit for damages for an alleged drowning we had in our pool more than four years ago.

The parents of the deceased young man, aged 19, were suing the pool management for that amount. Our insurance company was fighting the case and our lifeguard and I were the principle witnesses. Both of us were on the witness stand for the better part of two days, before a solemn judge and an equally solemn jury. The opposing attorney tore into us in a traditional way and gave us more than casual concern about not only the outcome, but the whole problem of operating a swimming pool correctly.

The fact that the jury brought back the verdict of 11 to 1 in favor of our insurance company fails to lessen the impact of this experience upon me – and all others involved. I wish that all professional pool operators could have a similar experience.

I wish this because the situation is a little like guarding a pool. Ever done it? The hours drag. Finally the hours turn into days, then weeks, and months and often years, without anything happening. The senses become dull, the attentiveness becomes cloudy, the reactions blurred – but the danger is still always there. Then, suddenly it happens and the person on duty is supposed to have the same degree of alertness, sensitivity, reaction and efficiency that he had during the first hour on the job, days or months ago. It’s like being a fireman. You sit around for days and weeks at a time and nothing happens. But when the bell rings, you had better be ready with all the efficiency and alertness needed for maximum performance.

An experience such as I have just been through will for a long time alert the guard, staff and pool operators and those responsible for the administration of pools to the constant necessity of vigilance in relation to staff attitudes, habits and methods.

Perhaps a review of some of the questions asked me by the prosecuting attorney will help to indicate what you might be asked and what would be expected of you if such an experience ever took place in your city, with you as the guy on the witness stand. It could happen to you, you know. If it does, you had better have the right answers. Here are a few that were shot at me:

- What was the condition of the lights at the time of the accident?
- What was the degree or turbidity of the water?
- Where were the guards?
- Who got the body out of the pool?
- How old was the guard?
- What were his qualifications?
- How many hours had he been working without relief?
- What were his duties other than the protection of human life?
- What was the guard doing at the time of the accident?
- Can you adequately guard a pool of this size and give swimming help to an individual? (The guard in this case was helping to correct the stroke of a weak swimmer along the shallow end of the pool.)
- How often does the guard circle the pool?
- What causes the pool to be cloudy?
- Where is the guard stationed?
- How many lights are in the pool area?

(continued)
• What wattage are they?
• Could you see the bottom of the pool clearly?
• What are your qualifications as a supervisor to the guards?
• Have you ever guarded a pool?
• Do you know the state laws regarding the working conditions of a person under 21 years old?
• How long does it take for a person to drown?
• Does he always make an outcry or thrash around in the water?
• What did the guard do upon seeing the body?
• Did he give artificial respiration?
• What type did he use?
• How long did he apply it?
• Did he call for help? When?
• What did the witnesses say and do?

Well, I could go on, but this gives you a rough idea. This experience pointed out to me that one cannot possibly be too careful or diligent about such a dangerous thing as a swimming pool. One minute of laxity on the part of a careless or poorly-oriented guard may undo the good work of years in teaching swimming and lifesaving. Seldom does the good deed in the aquatic program ever make the front page of the newspaper, but just wait until you have the first drowning – you are right there in bold black print. I know from experience that it isn’t funny.

Of course I am assuming that you have 100 percent adequate coverage in your pool. I would not work for a pool that was so narrow-minded as to not insist upon total coverage. However, I will wager that half the pools in this country are without adequate coverage. This is a shocking thing. If we have no legal responsibility because of a technicality in terminology at least we can surely have a moral obligation which cannot be ignored.

Most associations that do not have total coverage plead lack of funds. That is a lot of hogwash. No organization should carry on a physical education program unless they can do it within the bounds of at least average safety.

Less than total coverage in your pool is a long, long way below average safety. Yes, the $150,000 question is whether you have the right to be left responsible for administering a swimming pool, with its ever present danger to human life. This is not a joke – nothing that you can turn over to an aid or a casual volunteer. Many pools have been just plain lucky. But some day their luck may run out. The guy who is responsible will be sworn in and will step heavily to the witness stand. There he will be, all alone with his conscience. For legal reasons, as I have said in the outset, he had just better have the right answers. But whatever the jury decides, he still has to go on living with himself. Perhaps no one but he will ever know just what the real thing was that went wrong and caused a human being to drown. But he’ll know. And God help him if it is his fault.

Peace of mind is worth a lot more than $150,000.
# Monthly Pool Records

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<tr>
<th>Date</th>
<th>Initials</th>
<th>Pool Temp</th>
<th>Safety Equipment</th>
<th>Turbidity</th>
<th>OPEN chl/ph</th>
<th>10AM chl/ph</th>
<th>Sweeping (initials)</th>
<th>2PM chl/ph</th>
<th>6PM chl/ph</th>
<th>Turbidity</th>
<th>Safety Equipment</th>
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<th>Doors Locked (initials)</th>
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## WATER USAGE

P = Pool  
D = Domestic  
S = Sprinkler

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M.A.S.A, INC.

POSITION TITLE: Swim Instructor

REPORTS TO: Facility Director

KNOW HOW: A.R.C. WSI, CPR/AED, first aid; patience, tact and judgment; YMCA or A.R.C. Lifeguarding a plus

GENERAL FUNCTIONS: To provide high quality, safe, organized lessons. To be familiar with M.A.S.A.'s Preventing Disease Transmission Procedure (See page 25).

KEY RESULT AREAS:
1. To complete all required records and reports on schedule
   a. Formulate daily lesson plans
   b. Keep accurate attendance records
   c. Evaluate skill progress and give evaluation forms to each student
   d. Complete all necessary Course Record forms correctly and completely
   e. Be responsible and get your own subs when needed.
   f. Complete Accident/Incident Reports when appropriate
2. Communicate with parents
   a. Update on child’s progress
   b. Contact regarding concerns or discipline problems
   c. Contact students if they are absent two days in a row
3. Conduct a well-organized class
   a. Use daily lesson plans
   b. Be enthusiastic
   c. Always get in the water
   d. Demonstrate and explain skills clearly
   e. Contact Facility Director with concerns
   f. Teach programs as outlined by M.A.S.A., Inc., and/or the American Red Cross
   g. Put equipment away after class
4. Work with a WSI-Aide or WSI-Aide candidate, if assigned, as your assistant.
5. Attend all aquatic in-service training and staff meetings.
6. Keep up-to-date on policy, rule and regulation changes.
7. Follow all procedure established by Facility Director and outlined in the staff manual.
SWIMMING INSTRUCTION PROCEDURES

As an instructor, you have the responsibility of teaching students skills they will use throughout their lifetimes. A good instructor has the following characteristics:

1. Is early to set up for class
2. Does not hesitate to get into the water
3. Knowledge of subject matter
4. Knowledge of teaching progressions
5. Ability to formulate complete lesson plans
6. A sound teaching approach
7. A photographic eye
8. Ability to correct mistakes
9. Ability to demonstrate
10. Patience
11. Is familiar with all levels of swimming classes

This section has been put together to assist you in teaching at M.A.S.A.

PRESCHOOL AND PROGRESSIVE PROGRAMS

Attendance
Attendance must be taken at the beginning of each class. Use the skill/attendance sheets provided. If a child misses two consecutive classes, call and find out if there is a problem. If you cannot reach them by phone, notify the Facility Director. Attendance at more than half the classes is needed to properly evaluate a student.

Testing
M.A.S.A. discourages a "day of testing" near the end of the session. Evaluation of the student's progress should be continual. Keep the skill sheet filled out on your clipboard. Write in comments and check off completed skills on each student during class.

Waiting List and Transfers
Classes may not be opened up to the waiting list by anyone except the Facility Director. Refer any questions regarding exceptions from parents to the Facility Director.

If you have a student who belongs in a different level class, notify the Facility Director and then the parents. If anyone wants to transfer from one class to another, they may do so only: 1) if there is not a waiting list, and 2) they have the permission of the instructor and Facility Director or coordinator.

Makeup Classes
Use your discretion on the necessity of makeup class(es). It will become your responsibility to set something up for the student either with another instructor, or come in another time yourself. Inform the Facility Director of your plans.

Evaluations of Students
An evaluation form to the parents of each child is filled out by the instructor near the end of each session and given to the student/parent the last day. If, for some unseen reason, an instructor does not complete evaluations by the end of the last lesson, it is their responsibility to get addresses and mail to individuals within 48 hours. Make positive comments on the child's progress. If the child has a problem in an area, state the problem but compliment another area. Evaluation forms can be found in the files at M.A.S.A.
TEACHING TECHNIQUES FOR SWIMMING

1. Thorough knowledge and understanding of the material to be taught
   a. Theoretical - Subject matter
   b. Practical - Skills

2. Clear explanation
   a. Assume the class knows nothing about your subject
   b. Start at the beginning
   c. Divide the subject into progressive parts and explain each one in logical sequence
   d. Stress the main points and summarize these at the end of the presentation
   e. Use analogies which relate the subject matter to possible experience of the class members

3. Presentation should be interesting in order to secure and maintain attention of the class.
   a. Relate subject matter to swimming problems of the class members
   b. Point out the personal value to each individual
   c. Use of diagrams on the blackboard, charts, pictures, models, sample and land and water demonstrations

4. Use all six teaching methods.
   a. Telling - lecture
   b. Showing - demonstration (land and water)
   c. Doing - practice (land and water)
   d. Guided discovery
   e. Creativity
   f. Movement exploration

5. Personal attitude of the instructor
   a. Enthusiastic
   b. Patient
   c. Considerate
   d. Courteous
   e. Tactful
   f. Diligent
   g. Impartial
   h. Neat

6. Voice
   a. Speak loudly enough for everyone to hear
   b. Enunciate clearly
   c. Modulate the voice and vary the tone
   d. In the pool, don't pitch your voice higher, but increase volume of natural tone

7. Diction
   a. Use accurate terminology
   b. Adapt terminology and vocabulary to the experience of the class
   c. Explain unfamiliar words and terms
   d. Do not use profanity

8. Delivery
   a. Talk to and look at the class
   b. Demonstrate so that every member of the class can see
   c. Use mass drill for all land and water class practice
   d. Avoid reading from notes and outlines as much as possible
LEVEL 1 TO LEVEL 2
SEGMENT PROGRESSIONS - SIMPLE TO COMPLEX

I. Warm-Up
A. Dealing with fear of the water
   1. Don’t push too hard
   2. Start with wet toes - work to wet face - (chin, mouth, nose, ears, eyes, hair)
   3. Wash face in hands
   4. Blow lots of bubbles
B. Bobbing
   1. Bobs with hands on gutter - blow bubbles
   2. Free bobs - away from the edge
   3. Jumping bobs - jump then bob
   4. Jump off the edge
C. Kicking
   1. Flutter kicks - deck practice, sitting on deck - feet raised
   2. Flutter kick - sitting at the edge - legs in water
   3. Flutter kick - in water holding the edge (good hand position)
      Each individual’s kick should be closely looked at here.
   4. Same as “3,” but add bubble blowing, then face in water, then possibly rotary breathing.

II. Safety skills
A. Safe water - What is it?
   Never completely safe . . . must always be careful
B. Safe ways to help a friend in trouble
   Get adult help
   Reach - with an object (kickboard, ring buoy, towel, pole, etc.)
   Throw - an object (kickboard, ring buoy, towel, pole, etc.)
C. Survival floating
   1. Relax and minimize movement - with the belt
   2. Stress relaxation and hanging in the water
   3. Remove all or part of belt support, strive to maintain good body position, RELAX.
Most elementary school-age children take swimming instructions in organizational programs that are geared to offer instruction on a group basis. It is important therefore that children enrolled in such group instruction have developed a readiness and an acceptance for learning in a group situation.

To be successful, the instructor must gain the confidence of the group since this is inherent in instilling self-confidence in the individual.

In all group instruction, safety and supervision must be built in. A lifeguard or other responsible person should be situated in a lookout position while instructional classes are in progress since the instructor is not always located strategically to safeguard all the pupils. Elementary school children in the 6-8 year old bracket will usually make slower and more uneven progress than those who are nine years of age and over. Progress in a class of elementary school-age children will be uneven. The instructor should continue teaching at a pace that will keep the majority of the group active, interested, stimulated and progressing.

It might be necessary to give extra attention to the slower learners by using aides when available. The class members who are making the quickest progress can be assigned extra work and practice to keep them satisfied. Each child needs to feel that he is an important member of the class, and all need constant encouragement regarding their progress.

The following are additional teaching suggestions.

Keep instruction fun. Use of games and stunts will enhance the learning of required skills and keep the experience pleasurable.

Use terminology that is not associated with things children fear around the water. Instead of saying, "put your face under the water," say, "Who can disappear?" or "Who can hide their face?" "Who can float like a log?" or "Who can ride on top of the water like a boat?" Use your imagination. Give different skills odd, funny or silly names. Keep the class busy, busy, busy. Be ready to change to a new skill, or practice another skill before they become restless and bored.

DO NOT MAKE FUN OF, RIDICULE OR THREATEN THE LEARNER!
CHILDREN ARE PEOPLE

A Reader’s Digest story tells of a small boy going into a restaurant with his mother and aunt. The waitress took the order of the aunt, then the mother, and then bent down to ask the little boy what he would like. The mother said, “Oh, I’ll order for him.” Ignoring this, the waitress again asked the boy what he would like and he replied, “A hamburger.” Do you want onions and catsup on it?” “I want catsup.” “What would you like to drink?” “Milk.” When she had gone, the boy looked up with a broad grin and said, “She thinks I’m people.”

If you are treated as a person often enough, you begin to suspect that you are a person. And the opposite is also true.

Because they are so relatively helpless in the first years, so dependent on us parents for everything, it is easy for us to continue thinking of our children as something less than human beings with few thoughts, feelings or wishes of their own. Both our enjoyment of being parents and our ability to help them grow into responsible adults will be greatly increased if we are able to keep in tune with the tremendously rapid growth of the independent person inside the child’s body. Then, without relinquishing our responsibility for guidance and control, we could make the relationship with our child one between two persons.

Suggestion:
During the next class session, watch your child carefully for every bit of expression you can pick up . . . words, actions, appearances . . . that will give you some clues as to what is going on within. As you observe, and later on when you are alone, ask yourself, “What is going on in my child’s head? What feelings or thoughts? How could I get my child to tell me more? What am I feeling and thinking? To what extent is the child aware of that? How could I share more?”

Suggestion:
If there is enough language ability, find some way to get your child to talk on the way home about the class experience . . . what was liked most and least . . . feelings, thoughts. Then find ways to tell your thoughts and feelings.

Suggestion:
For one morning or afternoon listen (which includes observing) as carefully as you can to everything your child does or says which would give you a clue about some emotion the child is expressing. Then put a name on that feeling that you think the child is expressing. “You sure seem to be happy this morning.” “You seem to be angry.” Don’t ask why or probe. (Even before there is much language ability, this strengthens the communication bond . . . and teaches the words for feelings.)

You never know when someone
May catch a dream from you
You never know when a little word
Or something you may do
May open up the windows
Of a mind that seeks the light --
The way you live may not matter at all
But you never know -- it might.

And just in case it could be
That another’s life through you
Might possibly change for the better
With a broader and brighter view,
It seems it might be worth a try
At pointing the way to the right
Of course it may not matter at all,
But then again -- it might.

- Helen Laurie Marshall --

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(R 2/01)
THE RATIONALE FOR A FLOTATION DEVICE

The use of flotation devices for teaching swimming may not be new, but many of the techniques and methods of learning are new and can be further enhanced with the use of a flotation device.

The new YMCA aquatic program has several goals. They include the development of a positive self-image, the development of the cardiovascular system, safety and the development of the whole person, body, mind and spirit through swimming. With the use of the flotation device, these goals can be achieved even faster and easier.

ACCOMPLISHMENT: A beginner learns to move through the water on his own with the aid of the flotation device. With this comes a sense of accomplishment which creates self-satisfaction and a desire to learn, to explore, to accomplish more. He soon becomes adjusted to the water this way, guided by the instructor. Because he is supported in the water, he does not have to put his face in the water before he can learn how to move his arms, legs and swim distance. By the time he needs to put his face in the water, he is at home and comfortable in the water, and it becomes just another step in his progress along with floating and feeling his own buoyancy.

ALL SKILLS: With a flotation device, the beginner does not have to stop every few feet to take a breath, therefore, he can develop his strength and endurance through sustained effort. He can practice his kick and arm stroke front and back for distance moving across or the length of the pool perfecting his movements and developing the necessary muscles. The beginner can be taught all of the swimming skills including breathing and gliding with the flotation device, and by the time he is ready to remove it, he is well on his way to developing strength, endurance and the techniques necessary to swim on his own. In our new YMCA publication, Teaching the Very Young to Swim, John deBarbedillo and I recommend that the child be given an opportunity to swim without his flotation device when he is able to do laps of the pool with it on for some part of each lesson.

DEEP WATER: Because the entire pool is used, the learner, with the aid of his device and kickboard, uses the deep water as well as the shallow. Most children, we have found, do not experience a fear of the deep water and when they are introduced to it without the flotation device are ready and at home in deep water. Using flotation devices means the instructor can work with more than one student at a time; this not only frees the instructor but also gives the child freedom to explore, develop his independence and have fun as he progresses at his own rate. Safety always is a prime concern, and along with teaching elementary forms of rescue to these beginners, other safety precautions are recommended. For example, all devices are put on and removed by the instructors or their aides; children are instructed not to remove the device themselves.

ORIENTATION: Parents must be given an orientation into the use of the flotation device, and it is used as a teaching tool only. At the Danvers YMCA we have been using flotation devices for all beginner classes including preschool and kindergarten for several years. The improvement in the children's strokes, endurance and adjustment to the water, the number of students completing the beginner level faster and the acceptance of the method by the public, has convinced us that the use of the flotation device is a solid, valid and much improved method of teaching swimming.
USE OF YOUTH AND ADULT VOLUNTEERS AS TEACHER’S AIDES

The youth volunteer’s position on the pool deck is not one of an extra class instructor, but as an aide to a class instructor. Therefore a youth volunteer is not to be in charge of an entire class. They can be a great asset to our program and a huge help to you as an instructor. The youth volunteer is also not meant to be a sidekick or buddy to the class instructor walking the deck and actively involved in conversation while the class swims some assigned number of lengths.

What then does the youth volunteer do?
As stated above, they are to be an AIDE, allowing the instructor to do two things at one time and greatly improving the quality of instruction the student receives. To accomplish this, the instructor must be aware of the capabilities and weaknesses of each of his/her students, and assign the youth volunteer a specific assignment with a specific child. For example: Within an intermediate class, there are seven students; two have been held back because of a weak breaststroke kick and the other five have never been taught the breaststroke. In this case, the instructor should work with the five and assign the two others to the volunteer for work on their kick.

At the end of a predetermined time period, i.e., 10-15 minutes, the instructor should bring the whole class back together as a group and review the breaststroke, paying attention to the progress of the two students assigned to the youth volunteer. The instructor should make constructive, critical evaluation for the students and the volunteer. Remember, all will enjoy receiving praise, and, in the case of a volunteer, they work only for the pleasure and praise they receive from it.

What if there is nothing for them to do?
The easy way to lose volunteers is to not give them anything to do. Boredom is a great killer. Again, take the case of the intermediate class with seven students; this time assume all know nothing of the breaststroke. Rather than trying to teach all seven yourself, give the youth volunteer two or three students to work with, (always do the larger part of the class yourself) not on the entire stroke maybe, but on one part of it, i.e., the kick or the pull. This way the volunteer has something to do, and the students get a better lesson because of the lower teacher-pupil ratio. Again, as before, bring the class together for a general review after a predetermined amount of time.

Why do we have to do a general review with the whole class?
This is to insure the volunteer did a good job and didn’t pass along any misinformation. It allows time for the instructor to evaluate the volunteer’s job and give the volunteer any suggestions regarding teaching the skills. Also it eases the parents’ worry that they signed up for lessons that a junior high school volunteer taught. Parents need to know that the paid, older staff are in charge of the lessons and are teaching their child.

Remember, the volunteer is an AIDE to, not a replacement for, the instructor.
HELPFUL HINTS FOR TEACHING PRESCHOOLERS

Working with 3- and 5-year-olds can be challenging and fun! Here are some things to consider when teaching preschoolers:

1. Many children this age haven’t been away from Mom or been to school. Don’t be surprised if some cry on the first day or two. Be gentle and encouraging. Do not force the child. Let the child sit on the edge with feet in the water. Most children will join in the class freely in a day or two.

2. Young children need to learn the concept of “teacher.” Be sure you have their eyes and ears when giving instructions. They need to know to listen and not talk when you’re instructing. Likewise, you need to listen to them!

3. Children need to learn to be a part of the class. Call each child by name and get them to learn each other’s names. Be sure they know YOUR name.

4. Young children need to learn to share and take turns. Rotate who gets to go first by taking turns. Don’t always let the loudest or tallest be first!

5. Blowing bubbles -- if children are reluctant, have them blow into your hand, held just below the water. Demonstrate and do it with each child, one at a time. Remember, attention spans are short, so plan many activities. Work in short sequences and repeat. Kids don’t mind repetition if it is fun.

6. Floats -- work on back and front. It is very important that the child feels very secure. They trust you!

7. Flutter kick -- do dry land, on the edge, then move to kickboards. To encourage holding the board flat, you might place one of the toys on the board and have the kids “take it for a ride.”

8. Be sure to include safety skills. They should know the pool rules, who the lifeguard is, and basic throwing, and reaching assists.

At this age, one of the most important tasks you face is making sure the kids like the water and have a good feeling about swimming class. Be very positive. Use praise, praise, praise.

TEACHING NOVICE

The purpose of Novice is to challenge the more skilled preschooler who has mastered all skills at the Super Tot level, but is too young (not six years old) for the A.R.C. Levels 1-3 courses. Instructor’s consent is required to get into Novice. It is strongly suggested that the student be no younger than four years old. 30 minutes long.

Skill prerequisites:

1. Front Crawl one length of the small pool unassisted
2. Back Scull and kick one length of the small pool unassisted
3. A fairly good grasp of rotary breathing

Try to conduct majority of the class in the large pool, so they get used to it. Work on rotary breathing with front crawl EVERY CLASS. IT WILL pay off!

The skills worksheet is divided into two steps. Work on the steps in order. At evaluation time, most all students who have mastered both steps, and are six years old should go on to A.R.C. Levels 2 or 3. ONLY THE EXCEPTIONALLY STRONG SIX-YEAR-OLD SHOULD ACTUALLY BE ISSUED A LEVEL 2 CARD and place in A.R.C. Level 3.

BE CAUTIOUS - Keep in mind the difficulty of skills at Level 3. Only the exceptionally strong and mature six-year-old should be allowed to go from Novice to Level 3. Also remember they could be at that level a LONG TIME in order to master the required skills.
WATER GAMES FOR BEGINNERS

Having fun while learning is the key to being a well-liked, successful instructor. Games should always be used when working with preschool and the early stages of Beginners. Try some of these games and songs and don't be afraid to use your own imagination. ALWAYS STRESS THE WORDS "STRETCH AND REACH." Keep your class working as a "group," and smile and be patient. Give praise when it is earned and be firm when you have to. They will respect you for it and pay CLOSER ATTENTION. Teaching a child or adult to be safe and enjoy the water is a very rewarding experience. GOOD LUCK!

GAMES

TAKE A BATH: Students sit on the side, feet in the water, splash water on arms, tummy, belly button, cheeks and tip of nose

JACK IN THE BOX BOUNCE: Students in water holding onto gutter with feet on side. Bounce slowly.

THE MONKEY CHASED THE WEASEL: Sing along:
All around the shoemaker's bench
The monkey chased the weasel
The monkey stopped to pull up his socks
"POP" goes the weasel.
(All under on "POP.")

BLOW THE SOUP AND CANDLE: Cup your hand in water in front of child's mouth; have him cool your soup. Hold up a finger (candle) and have the child blow it out under water.

TEA PARTY: Go under and come up each time for cups, saucers, tea, cookies, etc.

WHAT COLOR EYES: Go under with child and look into each other's eyes. Wave to each other and count fingers.

BLOW THE BALL: Teaches beginning breathing and adjustment to water. Ping pong ball is the best. Work up to team relay races.

UNDER THE BRIDGE: Students swim through instructor's legs under water.

SPOON EGG RELAY: Swim over with spoon; put egg on spoon; swim with egg above water; put egg in basket; give spoon to next swimmer.

BASKET/EGG RELAY: Each swimmer has basket; swim to other side.

T-SHIRT RELAY:

INNER TUBE RELAY WITH A PADDLE:

INNER TUBE IN CENTER OF POOL: Time: 1 minute. Stand on tube. Count how many times you can let go with hands and stand. It doesn't count if you are near the side or board.

TOSS EGGS: In a hula hoop in center of pool

RING THE WHALE:

DO THE SWIM: (dance contest on deck)

This is just a sample of the games and ideas to begin kids swimming. You have use of these or any other games or ideas that you can come up with that work for you and your class. Use your imagination.
THINGS TO DO ON AN “OFF DAY”

1. Use different equipment.
2. Change the order.
3. Change the kids around physically.
4. Play a related-skills game.
5. Relays -- Endurance Swims
6. Safety Talk/Goals to Pass/Talk Value of the Subject
7. Change or go back to what they CAN DO.
8. Work with partners.
9. Instructor change position.
10. Land drills

SONG AND GAME TITLES

I’m a Little Teapot
Everybody Splash Their Hands (to tune of “Mary Had a Little Lamb), and end with “... in our swimming pool”
We’re Going for a Walk (to “The Farmer in the Dell”)
Motor Boat
The Itsy Bitsy Spider
Did You Ever See a Baby? (to “Did You Ever See a Lassie?”)
Speckled Frog
Head, Shoulders, Knees and Toes
Swimmin’, Swimmin’, in the Swimmin’ Hole
Teddy Bear, Teddy Bear (jump rope song)
London Bridge is All Washed Out (Here’s Fish That We Have Caught . . . In the Water It must Go)
Ring Around the Rosie (... we all splash our hands
... we all make a funny face
... we all kick our feet
... we all blow bubbles
... we all jump up in the air
... we all fall down -- or go under!) If You’re Happy and You Know It
Mr. Alligator Alligator
Old MacDonald Had a Farm (swim across and back, then ask “What do ______ eat?” “Who can go under and see what the ______ is eating?”)
Old MacDonald Had a Pool (for kicking on the side -- they choose a fish -- the bigger the fish, the more you all kick together)
1 - 2 - 3 - 4 - 5, I Caught a Fish Alive
Row-Row-Row Your Boat -- Paddle-Paddle . . . (On Your Front) (On Your Back)
Here Comes the Coo-Choo Train . . . rolling down the track, choo, choo, choo, choo . . . first it’s going forward.
   Choo, choo, choo, choo, now it’s going back. Choo, choo, choo, choo . . . Hear the whistle blowing.
   Now the bell is ringing. What a lot of noise it makes!
Humpty Dumpty
Jack in the Box -- Jack Out of the Box
Bake Cookies
   Magic words to make them disappear (Abracadabra, alacazamm!!!) (With your magic wand, of course)
   (To Mulberry Bush) Wheels on the bus go round and round . . . Seats on the bus go up and down,
 Doors on the bus go open and shut, Kids on the bus go sh, sh, shhh,
 Driver on the bus says, “Move to the back!”
   People on the bus wave goodbye
   Have a Birthday Party (this is great if a child really does have a birthday. Get them in a circle, mix up the cake batter -- ask them what we should put into it -- stir it up -- bake it -- cool it -- frost it -- etc.,
   Sing Happy Birthday -- blow out the candles -- one at a time.)
<table>
<thead>
<tr>
<th>LESSON NO.</th>
<th>PERSONAL SAFETY</th>
<th>STROKE DEVELOPMENT</th>
<th>WATER SPORTS AND GAMES</th>
<th>PERSONAL GROWTH</th>
<th>RESCUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pool rules, bubble info, pool depths</td>
<td>Entries, exits, jumping in, bobs and kicking on side</td>
<td>The name game, or free time with toys</td>
<td>Leave parent OK, meet peers and lifeguard is and does</td>
<td>Who and what peers will do</td>
</tr>
<tr>
<td>2</td>
<td>Own pool rules and rules for other swim areas</td>
<td>Bobs -- stress bubbles, as deep as possible, kicking mechanisms</td>
<td>Jumping in, ring on the steps</td>
<td>Increase interaction with peers</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>How to ask for help, and how deep pool gets</td>
<td>Bobs and kicking combos, front and back floats</td>
<td>Kangaroo hops across pool with variations</td>
<td>Increase confidence</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Outdoor pool and lake safety</td>
<td>Bobs, kicking, f&amp;b glides, f&amp;b floats, glides w/ kicks</td>
<td>Green light, red light glide and kicking</td>
<td>Increase water movement and awareness</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Where cannot touch, what to do if fall in deep water</td>
<td>Review, do widths of kicking and faces in</td>
<td>Ring on steps, play with toys, go under waterfall</td>
<td>More endurance and confidence</td>
<td>Treading water</td>
</tr>
<tr>
<td>6</td>
<td>Reduced bubble knowledge</td>
<td>Review with more distance, intro. Paddle stroke</td>
<td>Pretend to be dogs fetching toys</td>
<td>Increased confidence and strength awareness</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Treading</td>
<td>Kicking and blowing bubbles, lengths, paddle stroke</td>
<td>Jumping in, ring on steps and on pool bottom</td>
<td>Increased distance and endurance</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Safety day -- how to Rescue someone w/o Hurting yourself</td>
<td>Work on paddle stroke distance and face in</td>
<td>Rescue the teacher</td>
<td>Recognize person needing help</td>
<td>3 reaching, demo. throwing, life-guard job</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>Kicking, glides and paddle stroke for distances</td>
<td>Relay races</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>PFDs -- how to put on, take off, jump in, float and swim</td>
<td>Introduce crawl and rotary breathing</td>
<td>Picking fruit</td>
<td>Difference between crawl and paddle stroke</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>Practice crawl and rotary breathing</td>
<td>Sit dives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td></td>
<td>Combs. Of all</td>
<td>Sit dives and rings off of bottom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Treading</td>
<td>Review everything on skill sheet</td>
<td>Free time with toys</td>
<td>Info on evaluations</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Treading, jumping in and swimming back to side</td>
<td>Combinations of everything</td>
<td>Relay races, free time</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
POSITION TITLE: Water Exercise/Water Aerobics Instructors
REPORTS TO: Facility Director
KNOW HOW: Good communication skills, positive attitude, willingness to be a leader, ability to choreograph safe, yet effective, routines for water exercise/aerobics classes, basic knowledge of anatomy/physiology.

GENERAL FUNCTIONS: To originate, improve and implement all water exercise/aerobics programs offered. To coordinate class choices, scheduling and participant incentives with the Facility Director. To keep current on trends in water exercise/aerobics and keep M.A.S.A. in tune with these trends.

DUTIES:
I. Originate and choreograph routines for either water exercise or water aerobics or both when necessary.
   A. Research and/or obtain reference materials necessary to do this. 
      NOTE: Pre-approval for purchases required from Facility Director.
II. Make all necessary teaching or "cueing" boards for routines.
   A. Obtain all necessary materials.
III. Help train anyone interested in teaching water exercise/aerobics and continually offer feedback to current instructors by the following:
   A. Orient and help new instructors outside of class time as long as you feel is necessary for the candidate.
   B. Co-teach (or find someone as good or better than yourself to do it!) with the new instructor until they feel comfortable or you feel they are ready to go off on their own.
IV. Make recommendations for equipment purchases for use in the water exercise/aerobics classes to Facility Director.
   A. Fiscal year October 1 - September 30 with budget planning taking place beginning in June. (Board approval of M.A.S.A. budget in September.)
V. Keep Facility Director informed of . . .
   A. Participation in class
   B. Comments or concerns brought to your attention at class
   C. Personal teaching schedules
VI. You are responsible for the atmosphere as well as the wellbeing of your class. Therefore, it is important to remember the following:
   A. Arrive to set up for your class at least 15-20 minutes prior to its starting time.
      *Late/last minute arrival = anxious participants, little to no interaction with class, "hurried" or "rushed" feeling for all concerned, unprofessional program, worried Facility Director.
   B. Forget your troubles for that hour -- be enthusiastic and energetic.
      * This class is for their benefit first.
      * If you can't do this, you shouldn't be teaching. You'll really feel better after class!
   C. Gear workout to your class's fitness level.
   D. Gear music to your class's age and interest.
   E. Remember appropriate warm-up, aerobic and cool-down procedures.
   F. Make sure class understands commands and exercises.
      * Change your position -- move around the class -- spend a moment with someone who needs correction.
   G. Keep a constant eye on participants.
      * Watch for those who may be winded, struggling or faltering
   H. Constantly make participants aware that they should go at their own pace.
      * Show lower-impact versions of what you may be doing as alternatives.
   I. Don't show off your athletic ability.
      * They know and assume you are in shape -- after all, you ARE the instructor!
   J. Share your ideas, improvisations, equipment uses, etc., with your co-workers.
      * This will only enhance the entire program.
      * The more you share, the more you'll receive!!
   K. Be aware of your teaching schedule.
   L. Do not call for a sub at the last possible minute.
   M. Be willing to sub for someone else.
POSITION TITLE: Housekeeping

REPORTS TO: Facility Director

KNOW HOW: Excellent cleaning skills -- experience in housekeeping is a plus; hard working responsible, and emotional maturity a must.

GENERAL FUNCTION: To clean and maintain the beautiful and healthful appearance of the office, conference room, lobby, locker rooms and shower room areas.

NOTE: This position is vitally important to the welfare of all adults and children who enter and use the Raymond and Marie Goldbach Swim Center.

Cleaning and disinfecting of all areas is a must to eliminate any possibility of the Swim Center facilitating the spread of any communicable viruses and disease.

See the following checklist for housekeepers:

LOBBY:
Wash/wipe -- with Nyco-Uno
- Big red benches (bolsters)
- Brown benches
- Move the bolsters and benches and sweep under them
- Soda and food machines (wipe tops when dusty and dirty)
- Drinking fountain

Vacuum – Every Night
- Conference room
- Service desk/office area
- Lobby rugs

Sweep – Every Night
- Lobby (moving red benches/bolsters)

Mop – With Nyco-Uno, Monday's/Wednesday's/ & Friday's or as often as needed.
- Lobby floor

Windows – Brulin Spray- Glass Window Cleaner or vinegar and water
- Front doors inside and out
- Windows looking into pool (lobby side only)

LOCKER ROOMS:
Wash/wipe – with e. logical bathroom and bowl cleaner/descaler
- Sinks
- Counter tops
- Benches (if soiled, use Soft Scrub and rinse)
- Stainless steel shelves
- Lockers as needed

Check (clean if needed)
- Lockers (take items out and put in “Lost and Found.” Hang wet suits or towels in cleaning room)
Doors and walls in bathroom and stalls
Privacy curtains and changing stalls
Dispensers -- soap, toilet paper, hand towels, etc.
Hair dryers: Top air intake grate needs to be brushed out and vacuumed when dirty.

Clean ==
Toilets and urinals -- e.logical bathroom and bowl cleaner/descaler and toilet brush
Mirrors/windows -- Brulin Spray: Glass Window Cleaner or vinegar and water

SHOWER ROOM AND DRYING AREA
Wash down -- with e.logical bathroom and bowl cleaner/descaler and scrub brushes.
Shower tiles (up to shower heads) really focus on drain/gutter areas.
Drying area
Floors -- Shower room
Drying area

Check tile and grouting regularly for mold, mildew and mineral deposits and scrub those areas with Nyco-Uno.

Hose down (if needed) Shower Room
Drying Room

Map -- with Nyco-Uno, Monday's/Wednesday's & Friday's or as often as needed.
Shower floors
Drying area floors
Locker room floors

If shower curtains look grimy, leave note for Facility Director.

REPLACE:
Paper towels
Toilet paper
Shower soap cartridges
Liquid hand soap (by sinks)
Sanitary boxes -- replace liner when needed
Garbage bags
Wear rubber gloves
To kill odors in shower areas/toilet areas, spray Nyco-Uno down drains or use N-zyme

Cleaners Available:
Nyco-Uno -- General cleaner/disinfectant/floors/surfaces
E.logical Bathroom and bowl cleaner/descaler--for surfaces
Iron Out -- For drains and sinks
Soft Scrub -- For benches
Lime Solvent -- Shower heads
Brulin Spray: Glass Window Cleaner -- Windows/mirrors
Vinegar and water -- Windows/mirrors
N-Zyme -- Drains
White Lite Cleaner - Mold and mildew
ANNUALLY

LOBBY AND OFFICE AREA

Wash all windows - interior and exterior
All wood paneling and lighting frames – Wipe down and treat with Old English
Dust all lighting and grates - do not touch gold grates with bare hands
Dust all cabinets including tops and insides
Wipe down all black window/door frames
Wipe down all air vents in ceilings
Wipe down all exit signs
Wipe down walls - check for dirty areas - All walls need to be cleaned
Move heavy tan benches in lobby & wash them
Wipe down all bolsters, scrub bases and toy shelf unit
Scrub out all garbage cans and recyclable containers
All toys need to be sorted through and disinfected, discard all broken items
Vacuum carpeting and rugs
Scrub and hose off the entryway floor grate and underneath it
Clean the outside sign.

LOCKER ROOMS AND SHOWERS

Soap dispensers - Take apart and scrub out
Replace any missing shower curtain hooks, replace curtains if needed
Wipe out all lockers, tops & outsides. Turtle wax outside of lockers.
Scrub and disinfect all shower/privacy stall curtains, plastic stools
Scrub down and remove all brown build-ups on all tile walls and floors
Clean toilets, inside and out
Re-grout?
Re-seal?
Stainless towel rods - wipe with Stainless Steel Cleaner
Soak all shower heads - E.logical bathroom and bowl cleaner/descaler (24 hours)
Vacuum tops & insides of all Hair/Hand Dryers
Any stainless needs touch-up or paint over? Check with Director
Scrub all floors

POOL

Scrub all tile - in pool if draining
Clean out equipment room - Inventory items
Repaint equipment room floor (as needed) Speak with MCC painter
Wipe off shelves
Wipe down stainless
Scrub down bleachers
Sweep, clean & organize back hallway to basement
Dust/wipe down any dusty high spots and vents
Treat wooden guard chair
Wash and disinfect all toys and lesson toys (equipment room) Sort through and discard all broken items
Scrub down plastic guard chair
Scrub down plastic stools
Treat brown walls with lemon oil (Old English or Murphy's Oil Soap)
Non-normal Cleaners Used:
- Murphy Oil Soap
- Old English (2 16 oz.)
- Flitz – Metal Polish (6 8.5 fl. Oz)
- Paint & Paint Thinner
- SOS pads for toilets
- Soft Scrub
- Acid Tile Cleaner (Wausau Chemical)
- Turtle Wax
- Iron Out – for drains and sinks
- Lime Solvent – Shower Heads

Normal Pool Cleaners
- Brulin Spray-Glass Window Cleaner
- Nyco-Uno
- N-zyme Drain Cleaner
- E.logical Bathroom and Bowl Cleaner/Descaler
- Vinegar and water – windows and mirrors
- White Lite Cleaner – Mold and mildew
POSITION TITLE: Maintenance
REPORTS TO: Facility Director

DUTIES:

Outside
Pick up litter from the grounds.
Fertilize lawn four times per year (May, July, September, November).
Prune shrubs and trees as needed.
Check trees and shrubs for insects and disease.
Pull out or spray weeds weekly.
Keep mulch around shrubs and trees neat in appearance.
Sweep down curb when needed to remove leaves, grass clippings and other debris.
Set timer clock for correct on and off times for outside lights as needed.
Mow lawn and bag clippings as needed during summer.
Trim next to building and rocks with gas trimmer as needed.
Keep sidewalks free of ice and snow during winter.

Inside
Downstairs:
Check chemical barrels and fill accordingly, for amounts needed for daily operation.
Only acid in acid marked containers and Likwid 15 in Likwid 15 marked containers.
Monthly, wash chlorine Valves by:
2. Insert chlorine feed line into two gallon jugs of water; allow it to pump for two minutes.
3. Insert feed line in muriatic acid and let pump for ten minutes.
4. Return line to water jug and let pump for five minutes.

Check water level of pool in sight glass downstairs and add water as needed.

Grease bearings on fan unit in heat exchange unit monthly.

Check cleanliness of chemical probe. At least once a month wash as follows:
1. Turn water supply and water discharge lines off
2. Unscrew probes
3. Spray with degreaser (409 or DC-99) and gently rub with Q-Tip
4. Insert in muriatic acid for two minutes
5. Rinse with clear water
6. Replace in holders. NOTE: Must be done gently so as to not break thin glass on probes.
Once every three weeks clean hair and lint trap in front of sand filters as follows:

1. Close valve 4 slowly
2. Shut pump off
3. Close valve 2
4. Remove strainer basket cover by turning two large wing nuts. Slide cover off. Pull basket out. Feel in bottom of holder for anything unusual (earrings, bolts, nuts). Replace with clean strainer. Wash rubber gasket located on bottom of cover to remove rust so as to get a good seal when it is replaced. Return cover and tighten down. To restart, open valve 2, open valve 4 ONE notch, start pump. Open valve 4 GRADUALLY to obtain correct gallons per minute (350 gallons per minute).

Miscellaneous duties:
Refill dry chemical cans when empty with sodium bicarbonate and calcium chloride.
Check for rust on all stainless steel equipment.
Take out garbage on Sunday evenings.
Maintain pool equipment.
Use floor scrubber on floor approximately three times a year.
Check for burned-out lights.
Check air filters on heating and cooling unit in storage room off lobby area. Also grease bearings on fan pulleys as needed. Check belts for wear or cracks.

M.A.S.A.’s Preventing Disease Transmission Procedure is found on page 25. Read and be familiar with it.