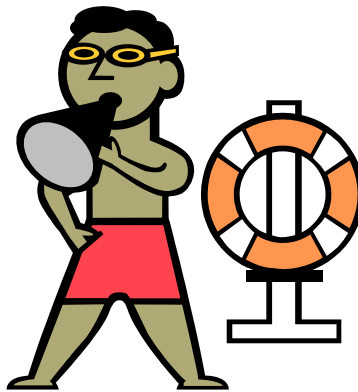


MARATHON AREA SWIM ASSOCIATION, INC.

EMPLOYEE MANUAL



MISSION STATEMENT

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

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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 MASA, and its programs. Faith in the leadership of MASA 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 MASA 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 can be viewed online at www.masaswim.org/employees.html.

Any questions on policies or updates should be taken to the Facility Director.

MARATHON AREA SWIM ASSOCIATION, INC.
BOARD OF DIRECTORS
2017-18

	A = Appointed E = Elected	<u>Position/Committee</u>
1.	Mark Ahrens (A)	Facility-Chair
2.	Dee Bohn (E)	Programs
3.	Patricia Donlin (E)	Programs-Chair
4.	Kelly Dreger (A)	Programs
5.	Jeff Fritz (E)	Facility
6.	Nancy Kaiser (A)	Treasurer/Finance-Chair & Executive
7.	David Keefe (A)	Finance
8.	Carrie Krautkramer (E)	Vice-President/Executive & Finance
9.	Tracy Paul (A)	Programs
10.	Patty Riske (E)	Programs
11.	Marty Robbins (A)	Secretary/Executive & Programs
12.	Paul Seiser (E)	Finance
13.	Brad West (A)	President/Executive-Chair & Facility

715-443-3772 (Pool Phone)

MASA EMPLOYEE EXPECTATIONS

Board Expectations

- 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 to perform their duties as outlined within their job descriptions. In the event of any violation of the above, the following actions will be taken by the Facility Director:
 - Documented verbal warning
 - Documented written warning
 - Termination
 - All warnings will be placed in the employee's personal file.
- Employees are expected to air any concerns or dissatisfactions to the Facility Director.
- Employees are expected to keep any concerns or dissatisfactions confidential, i.e., within the workplace, not for public knowledge.
- If the employee feels his/her dissatisfaction is unresolved, he or she reserves the right to approach the MASA Board Executive Committee chairman. The chairman will then schedule a meeting with the rest of the Executive Committee, the Facility Director and the employee.
- The employee then has the right to petition the Board of Directors. The decision of the Board is final.

WORKPLACE HARASSMENT

Policy Guidelines

MASA 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, MASA feels it is necessary to take certain precautions should it occur.

Disciplinary Action

It is the policy of MASA that employee theft in any form on MASA 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 MASA.

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 rules 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

STAFF REQUIREMENTS

- All service desk and clerical staff hired by MASA will have the following:
 - Current ARC CPR/AED for the Professional Rescuer within 3 months of employment.
 - Suggested: ARC Community First Aid certification).
- All guards hired by MASA will have the following:
 - Current ARC Lifeguarding certification or YMCA equivalent.
 - Current ARC CPR/AED certification or equivalent.
 - Current ARC Community First Aid certification.
- All water exercise/aerobics instructors hired by MASA are suggested to have the following:
 - ARC CPR/AED certification and ARC Community First Aid certification.
- All teaching staff hired by MASA will have the following:
 - ARC Water Safety Instructor (WSI) - recommended.
 - ARC CPR/AED within 3 months.
 - Suggested: ARC Community First Aid certification.
- Policy for payment of certifications:
 - MASA will pay for the first CPR/AED and/or First Aid class for all staff other than ARC Lifeguarding staff.
 - MASA 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.
- All MASA staff must have the Hepatitis B Vaccine series as soon as possible after employment. Cost will be picked up by MASA, and arrangements will be made for your immunizations with the Facility Director.
- Become familiar with MASA's PDT - Preventing Disease Transmission procedures.
- Staff will attend MANDATORY staff meetings once a month.
 - These meetings will be held the third Thursday of the month from 3:30-5 p.m. or the following Sunday from 5:00-6:30 p.m., unless otherwise decided for that meeting.
 - 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 discuss current policies and procedures.
 - Updates and changes that may affect how you do your job.
 - Demonstrate safety skills and techniques relevant to your job.
 - Physical endurance activities.
 - Teamwork building activities.
- An evaluation of job performance will be made in accordance with MASA's personnel policies.
 - Failure to comply with the standards as defined by this manual will result in employee censure.
- MASA staff are required to be familiar with our website and the links for MASA Employees:
 - Employee Manual
 - Staff Meeting Notes
 - Other Cool Pool Stuff
 - Mindbody operations software
 - Remind App for staff notifications
- Two weeks' notice is required when leaving MASA.

STAFF LOUNGE

- Any eating, socializing, working on lesson plans, projects, etc., are all done in the staff lounge.
- 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.
- Do no leave food items left in the refrigerator more than 24 hours.
- Please wipe off the table and any and all counters after eating food.
- Please take out the garbage if it is full.
- Remember, this is a conference and 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 MASA'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. If able, staff scheduled to come in will do so on time. If you are "snowed in," use the emergency plan set up for that year (which will be discussed at a fall staff meeting). All programming is cancelled, but the Swim Center will be open for Open/Lap Swim. (See Operations Manual for this procedure.)

TIME SHEETS/PAYCHECKS

- Time sheets are now filled out online through Mindbody.
- Paper time sheets are still available as a worksheet for those that want them but they will not be looked at for payroll. These are located in the drawer on the right, at the front desk.
- Please see the Mindbody training manual for information about how to use the online time clock.
- Each employee is responsible for recording their own time accurately and honestly.
- There is a table posted behind the desk which shows the dates of each payroll period.
- If you have hours outside of the payroll period that you would like to be paid for, or, if you have any overtime, please put a note in Mindbody on a day that is within the current pay period so that we know to check for these hours.
- If you need to know your employee number, it should be on a post-it note in your mailbox. It is also in your profile in Mindbody.
- When entering your time into Mindbody you may round it to the nearest quarter hour, or, it is also acceptable to clock in and out in "real time" as our payroll system will do the rounding.
- Also, be sure to select the job you worked (desk, guard, lessons or fitness) in Mindbody.
- Payroll is done by the secretary every two weeks, so, be sure that your hours are entered.
- All MASA 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 (when necessary) must be up-to-date and on file.

SUBSTITUTIONS

- All staff are 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

- An employee who averages at least 20 hours per pay period (two weeks) will receive a Family, Adult, or Youth Membership, whichever is appropriate.
- An employee who averages a minimum of 10 hours per pay period will receive an Adult Membership or Youth Membership (depending on age of employee).
- If employee wishes to obtain a Family Membership, they will pay the difference between the Family Membership and an Adult or Youth Membership.
- An employee who averages less than 10 hours per pay period would qualify for a 50% reduction in an Adult or Youth Membership (depending on age of employee).
- An employee who receives a free membership need not feel obligated to purchase any membership.
- NOTE: The value or cost of the above memberships will be based on the current month the employee is hired.
- All memberships are good for one year.
- At that time, employee status will be reviewed for renewal.
- Employee membership privileges will also be reviewed yearly at the beginning of the fiscal year.

TERMINATION

If an employee terminates employment with MASA and he or she wishes to continue membership, he or she must pay the current Adult, Family or Youth Membership rate (depending on the type they had) which will be good for the next full year.

SUMMER HELP

Any employee working only during the months of June, July and August, or on holiday breaks, 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

- Your personal appearance should be casual but clean at all times. Be well-groomed and properly attired. You should wear a one piece swim suit for guarding along with a shirt or other article of clothing that says "Guard" or "Lifeguard".
- 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!
- The way you carry out your duties reflects on MASA and its programs. Enforce ALL regulations fairly.
- 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.
- Be familiar with the policies and programs offered by MASA.
- Take the time to answer questions. If you don't know the answer, LOOK IT UP and get back to them personally.
- Programs and policies are also located on our website. Please know where this is so that you can direct people to it. Also, please review the website, and the Mindbody part of the website, so that you can tell customers where to find membership, lesson or other information.
- If you cannot answer a question, refer it to the Facility Director.

CELL PHONE OR ELECTRONIC DEVICE POLICY

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
 - 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.
 - Cell phones may not be used for music in the pool area as adjusting them would be a distraction. Guards have priority on choice of a radio station.
 - 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.
 - 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.
 - 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
 - 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
 - Verbal Warning
 - Written Warning - Placed in your Employee File
 - Suspension
 - 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, Fun Run registration, 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 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 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.

MASA PHONE USE POLICY

- Please use your own phone whenever possible.
- Be aware of keeping personal calls on the pool phone to a minimum.
- Long distance calls should be made with your personal phone whenever possible, but, in certain circumstances are allowed. Please keep this to a minimum.

STAFF NOTIFICATIONS

We use "Remind" to send text messages to staff when we need a notification to go out to all staff. Please text @masasta to 940-228-3988 to get these messages.

RETURN TO WORK POLICY

- Marathon Area Swim Association (MASA) supports the practice of bringing injured employees back to work, as soon as they are medically able, to a position compatible with any physical restrictions they may have. We believe this practice serves the best interests of our employees and organization.
- The prompt return of injured employees to positions within their medical restrictions will minimize the impact of work-related injuries. Coming back to work early helps employees remain functional as they recover while providing our organization with the valuable use of employees' talents. It also helps control workers' compensation costs.
- If you are injured at work, report the injury to your supervisor immediately - no matter how minor the injury is. You and your supervisor will then call to report the injury and get a treatment recommendation. With the help of your supervisor and/or claims coordinator they will help arrange for medical treatment following an injury.
- Any questions concerning workers' compensation should be directed to:
 - Spectrum 24-Hour Nurse line - 844-695-1890
 - Haley Theilig, Spectrum Account Manager - 715-355-4900
 - Heather Wipperfurth, NCI a division of West Bend, Work Comp Claims Rep. - 608-410-3556
- Where feasible, current positions may be temporarily modified to fit the medical limitations of injured employees by altering specific tasks or working reduced hours in order to minimize or eliminate time loss. The physical requirements of work will be provided to the attending physician. Temporary modifications to the position are then developed with consideration of the worker's physical abilities, the needs of MASA, and the availability of altered specific tasks. Any permanent restrictions will be assessed on a case by case basis and recommendations made where reasonable.
- The employee cannot return to modified work duties or full duties without a Release to Return-to-Work from their attending physician.
- Return-to-Work policies are an important part of our organization's commitment to manage work-related injuries in a way that's best for our employees and for this organization.

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 online programs for updating a website and sending e-newsletters.
- Prior experience with payroll and sales/payroll taxes.
- ARC CPR/AED or equivalent is required and lifeguarding/WSI certification can be helpful.

GENERAL FUNCTIONS

- 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 pool's 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

- Must be able to perform all of the duties of the "Service Desk Attendant".
- Computer/Social Media Skills
 - Compose and type fliers, calendars and promotional materials.
 - Maintain membership/lessons databases with follow up on billing/payments.
 - Tracking pool usage and membership data to produce reports for Board meetings.
 - Produce periodic e-newsletters to be sent to members and non-members. This includes maintaining the online contact list.
 - Compose and mail a yearly mailing. Using mail merge and personalizing membership renewal information.
 - Maintain MASA's Website and Facebook account for informational and promotional purposes and promote membership and lessons.
 - We use Mindbody for pool operations, point of sale and registration. Must learn this system and be able to problem solve, train others and work on development and improvement of the system.
 - Ability to redesign and update the website would be helpful.
 - Produce monthly schedules for print and online viewing.
 - Manage the lap swim and fitness incentive databases.
 - Set up and maintain online registration for swim lessons and membership through Mindbody.
 - Train staff as necessary on computer usage.
 - Research and help adapt our environment to new technology.
- Financial
 - On a weekly basis, make out checks for invoices using QuickBooks. Evaluate which General Ledger Account to assign for expenses.
 - Make out incidental checks for purchases and reimbursements using QuickBooks.
 - Handling accounts receivable/payable and making bank deposits.

- Monthly, perform reconciliation for all accounts using QuickBooks.
 - Prepare reports relating to the year-end close and financial statement reporting to the Board Treasurer and outside accounting firm.
 - Purchase office supplies and other items when needed.
 - Periodically review our vendors (phone, internet and office related) to ensure we are getting the most cost effective pricing and best service.
- General Office
 - 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.
 - Be familiar with the copy machine and to help solve minor problems.
 - Answer the phone and provide customer service if the Service Desk Attendant is unavailable.
 - Oversee all outgoing and incoming mail.
 - Attend staff meetings and accurately record the minutes.
- Payroll/Taxes
 - Prepare payroll through Mindbody for processing by Marathon Cheese. Total and review staff hours and report account totals.
 - Perform direct deposit transfers through Peoples Bank using the reports provided by Marathon Cheese.
 - Complete Reconciliation Reports in QuickBooks for payroll/tax information.
 - Maintain employee record databases and online profiles.
 - Maintain records and complete online payment of Sales Tax using tax law for non-profits.
 - Maintain records and complete online payment of State and Federal Payroll Tax.
 - Complete quarterly and yearly payroll tax returns and unemployment compensation documents.

POSITION TITLE: Service Desk Attendant

REPORTS TO: Facility Director

SKILL SET

- Good communication skills, emotional maturity, judgment, tact and positive attitude.
- Proper telephone etiquette.
- Ability to handle discipline in lobby area.
- Ability to handle money and make change.
- Ability to handle emergency situations. ARC CPR/AED or equivalent.
- Must have basic computer skills and be able to learn our Mindbody system for point of sale, membership management and registrations.

DUTIES

- **Memberships**
 - Have a working knowledge of all types of memberships we offer and what a membership includes.
 - Know how to explain the payment plans.
 - Know how to record new memberships in Mindbody, as well as accepting existing membership payments.
 - Know the policies on daily passes.
- **Programs**
 - Be familiar with the current e-newsletter so that you can answer most questions regarding classes offered.
 - Be familiar with all class prerequisites.
 - Know how to register people for classes in Mindbody.
 - Know how to record class fees in Mindbody.
 - Be aware of how to sign up Youth Groups and Party Packages.
- **Telephone**
 - Become proficient and courteous in answering all phone calls.
 - Know how to use the phone system; put calls on hold and use multiple lines.
- **Funds**
 - Know how to open the till and how to close the till at the end of the day using the Cash Drawer Report in Mindbody.
 - Make change accurately.
 - Know when and how to write up a petty cash slip.
 - Do not leave Service Desk unattended. If you must leave, know the procedure to do so.
 - All sales will be made using the "Retail" screen in Mindbody.
- **General**
 - Greet the public and handle all phone communications.
 - Check in all guests except for lessons using the Mindbody system.
 - Have a working knowledge of all MASA policies, programs, classes and emergency procedures.
 - Answer any questions that may arise.
 - Prevent accidents and respond quickly to emergencies. Become familiar with all emergency procedures for your area. Know procedures to follow when someone gets hurt at the Swim Center.
 - Be familiar with MASA's Preventing Disease Transmission procedures.
 - Know how to work copy machine and to solve minor problems.
 - Know where to look for forms and supplies; know what to do when these things are running low.

- Do any task asked of you by the Office Administrator and/or Facility Director that will aid in the smooth operation of or enhance the appearance of the Swim Center.
 - Help to enhance the appearance of the Swim Center by keeping the office, locker room and lobby tidy.
 - 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.
- Meetings - Attend all MASA Service Desk staff meetings.

SERVICE DESK - OPENING PROCEDURE

- Arrive 15 minutes prior to opening hour.
- 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 work 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 the door is now unlocked. Do this for both doors.
 - Please return the wrench key to the desk after each use.
- Turn on ALL lights. The wall switch is by the lobby/office door.
- To unlock the till drawer, ask the Office Manager or Facility Director for the location of the key.
- Count the till at beginning of each shift, including petty cash slips. If there is more than \$200 in the till, compare the amount to what is listed on the "Cash Drawer Report" in Mindbody for the day before. The amount over \$200 should match. Run a tape of your count on the calculator, initial, date it with the time, clip it to the extra cash, and place it in one of the red bank envelopes.
- Check the desk area and calendar for any communications or changes.
- Check the answering machine for messages, writing down any there may be.

SERVICE DESK CLOSING PROCEDURE

- 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.
 - Run a tape of your count on the calculator, date it, initial it, and clip it to the extra cash, and place it in one of the red bank envelopes.
 - Use the "Cash Drawer Report" in Mindbody to compare the amount of the cash and checks that you have removed from the till to what has been recorded in Mindbody. They should match.
 - If we are low or out of any change, write a note and place it on the Secretary's desk for her attention.
 - The drawer on the far right of the desk area will usually have some change in it that you can make change from too if necessary.
- Check to see if all purses and/or wallets, watches, etc., have been picked up by their owners.
 - If something has been left at the desk, check for identification and call the owner if you can.
 - If the item will not be picked up that day, LOCK it 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.
- Make sure the till drawer is locked and the key put away.
- The lifeguard will lock all doors leading into the pool area and hang keys alongside the left wall at the front desk.
- Staple daily sign-in sheets and put in the tray on corner of Secretary's desk. Write day and date on top of a fresh set of sheets and clip in place on the counter with a pen.
- Tidy up
 - Empty all office and staff lounge garbage cans and recyclable bins.
 - Tidy up the counters and lobby area.
 - Reference the check-off list found at the Service Desk for a complete list of closing jobs.
- 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.
- 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.

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 (line 2).
- Our fax number is 715-443-3773 and should only be given out to people requesting it. 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.
- When a call comes in for the Director or Office Administrator and they are available, place the call on HOLD and politely tell them they have a call on the line.
- 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 for the day, take a message and be sure to note time and date of phone call.

PROGRAMS AND POLICIES MANUAL

- This is located on our website.
- Make sure you are up-to-date with programs and policies and know how to tell customers how to find it.
- You will find a written copy of instructions for everything that we do in Mindbody in the drawer on the right at the Service Desk.
- This is also found in electronic format on the staff computer. It is located in the general documents and also under "training/Mindbody".
- Any program schedule changes, staff notifications, 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.
- Staff notifications are now sent through text message also. Please see general procedures above.

COMMUNICATIONS LOG

- We have a communications log at the desk where you can ask questions or make comments.
- If you make an error in Mindbody or don't know how to do something, put it in this log.
- You are also welcome to email the Facility Director or the Office Administrator through the staff email.

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.
 - 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, 7:30-9:00 p.m.
 - Saturdays, 8:00 a.m. - 12:00 p.m. (when no lessons in session) or 12:00 - 1:00 p.m. (during lessons)
 - Sundays, 9:00 a.m. - 12:00 p.m. or 7:30 - 9:00 p.m.
 - See Monthly Planner Binder and Reservation Request Form for details.

PROCEDURE FOR RESERVATIONS

- You will need the Monthly Planner Binder for Youth Group Reservations and party packages.
- Find the date requested on the calendar and PENCIL in the following information:
 - Name of group.
 - Contact person's name and phone number.
 - How many estimated youths and chaperones (Suggest 1:10 ratio = adult to youths).
- Remind the person that the Sunday 3-4 p.m. time slot is only for the Youth Group members and the chaperones.
- Fill out a reservation request form and put it on the Facility Directors desk.
- Write it in the calendar book.
- When the entire form has been approved, the director will put the form in Monthly Planner Binder.
- 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.

OTHER THINGS TO KNOW

- 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 soda machine money comes from the MASA till.
 - When the vending machine man comes, give him any petty cash slips from the food and soda machines and he will reimburse that amount.
 - Once the money is back in the till, the slips should be disposed of or given to the vending machine man.
- Any other reimbursements or payouts must be handled through the Office Administrator or Facility Director.
- If you make an error while you are making a sale in Mindbody feel free to fix it yourself if you know how. If you are not sure don't worry, just put a note in the communication log explaining what happened and we will fix it and get back to you about how to do it in the future.
- 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.
 - 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 "Recommended Swim Level" database), membership info (including the current "Membership Database"), current programming documents and staff training documents.
- The "Safeguard" (black receipts ledger) supplies are located in the cabinet below the till drawers.
 - Please inform the Office Administrator if we are running low on these supplies.
 - We no longer use these on a daily basis, but the "ledger" book is still in the drawer for you to use in the event of a computer failure.
- Paper needs, pencils, pens, etc., are located in the tall steel cabinets near the Facility Director's desk.
 - Inform the Office Administrator if any supplies are getting low.
 - Copy paper can be found in the tall steel cabinets near the Facility Director's desk.

- When the white paper supply gets low (one or two reams), inform the Office Administrator so she can call for another case at Marathon Cheese; likewise for colored paper.
- 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 per copy for any personal copies made.
 - This money should be placed in the tin can by the copy machine.
- 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. You will receive this via email.
- 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: If you come across an error on our website or in any of our printed material that hasn't been noted, please let the Office Administrator or Director know so we can correct it.
- 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 steel cabinet in the staff lounge.
- Incident Forms should be completed immediately after ANY accident or incident which requires the attention of yourself or a lifeguard.
 - An INCIDENT can be anything out of the ordinary that may or may not require disciplinary action or first aid.
 - See the example of our Incident Report Form.
 - Incident report 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 and 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 EMERGENCY PROCEDURES FREQUENTLY!**

POINT OF SALE

- All "Accounts Receivable" transactions are done through Mindbody. Please see the Mindbody instructions on how to complete these sales.
 - Payments on accounts
 - Donations
 - Special class fees
 - Membership fees
 - Products
- When making a sale please make sure that you have the person's name spelled correctly in order to avoid duplicate profiles.
- Also, watch for name differences such as "Bob" vs. "Robert" or "Tina" vs. "Christina" in order to avoid duplicate profiles.

MEMBERSHIP

- All memberships and payments on memberships are done through Mindbody.
- Please see the Mindbody instructions for specifics on this.
- Coupons and discounts can also be done through Mindbody.
- Memberships are sold for a full year. They will expire next year on the day that they were taken out.
- Membership prices are as follows:

Family Membership paid in full - \$337.00
Family Membership paid in quarters - \$364.00
Quarterly Payment - \$91.00

Adult Membership paid in full - \$259.00
Adult Membership paid in quarters - \$280.00
Quarterly Payment - \$70.00

Youth Membership paid in full - \$168.00
Youth membership paid in quarters - \$184.00
Quarterly Payment - \$46.00

PAYMENT ON ACCOUNT

- We can take payment on account. This is done through Mindbody.
- Please see the above prices and note that the payment on account option is more expensive.
- Basically it is 12 months for the price of 13 months (we did the rounding and figured it out for you).
- You can use any form of payment to do membership on account (cash, check or credit card).
- Just take payment for what they are paying today choosing that form of payment in Mindbody and Mindbody will tell you the balance, then choose "account" to pay off the rest.
- If they have a balance on their account you will notice a "receive payment" option above the services tab which you will use when they make future payments on their membership.
- Please note that most memberships are under the "Services" tab but, if they are entering an autopay credit card agreement that is found under the "Contracts" tab.

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. Show them where the paper calendars are found. Inform them that this information can also be found on our website.
- Tell them about our incentive program if they plan to attend fitness classes or if they are a lap swimmer.
- Our website is www.masaswim.org.
- Tell them about our e-newsletter and Facebook page. If they like us on Facebook they will get notifications of cancellations due to weather as well as any breaking information about the pool.
- They can sign up for our text alerts for lesson cancellation as well. Have them text @74bgf3 to 940-228-3988 to sign up for these alerts.
- 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:
 - Full yearly membership fee at time of joining.
 - Quarters (4 payments made once every 3 months).
- You need to have a new member fill out a "Membership Information Form" found in the drawer next to the till drawer on a clipboard.
- Explain the reason for the survey to a member (this is the 50% question on the left of the Membership Form). We don't pay sales tax on any instructional use of the pool.
- Yes, we do need birth dates!
- 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.
- If they don't want to fill out all the information have them look at the information that is in their profile on the desk computer and confirm that it is current especially emails and phone numbers. Go to the spouse profile and ask if they would like to give us an email and/or phone number for their spouse.

- Please continue to ask the question about if we may use their photos and if they would like to receive our email newsletter. These questions are in their profile. Please complete client profiles with any missing information when they take out a membership.
- They 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).
- We are no longer using the ledger cards, however, they are still in the drawer should you need to refer to some payment information prior to Mindbody. Just note that this information has not been updated since 7/1/18.
- You have the choice in Mindbody to print a receipt or not. Ask them if they would like one before you complete the sale and if they do it will print to the copier.
- You must always print the receipt when you do a credit card sale so that they can sign it.
- You must also always print a receipt for a gift certificate or member discount pass because they will need the number on the receipt to redeem it.
- 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. Tell them that they need to give us the name of each family member that is swimming.
- 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.
- Put the form in the membership tray above the office administrator's desk (second from the right).
- Check family members to make sure they are all DEPENDENTS of the parents. DEPENDENT means that they are 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.
- MASA members are given one week of "early" registration prior to the general registration.
- No pre-registration is allowed.
- Online registration will begin at 12:00 a.m. and call in registration for members will begin at 5:45 a.m. This will be true for both member registration and one week later for non-member registration. We hope that this benefit will encourage online registration.
- Both members and non-members can register online at 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 Mindbody. If they call you may check availability for them and help them or explain our online registration system but they may not register over the phone. The only exception is if the class is starting that night or has already started. Then you may register them as unpaid. We don't want non-members to be registered as unpaid when other people may still be registering.
- Cash, check or credit card are accepted at the pool.
- If a non-member is put on a waiting list they will be refunded if they registered online and do not get into the class. If they register in person they may wait to see if they get in before they pay.
- Non-member swimmers can be put on a waiting list by phone. This is another exception to a non-member being able to "register" over the phone.
- A complete description of how to register people through Mindbody is found in the Mindbody instruction manual.
- If they plan to become a member and then register for lessons tell them to let us know after they take out their membership. Explain that we need to set up relationships for them between themselves and their family members and this will only need to be done the first time, and after that they can register their kids from their profile.

Typically registration dates are as follows:

MASA members:	2-3 weeks before session begins (no fee)
Non-members:	1-2 weeks before session begins (\$63 fee per child per session)

When registering, here are some questions to ask:

- Are you a member of MASA? If a non-member is attempting to register during member registration week, inform them politely when non-member sign-up begins.
- Which levels, session, time are you interested in?
- Get the name of the participant, the parents full name, the child's birth date, parents phone number and city they live in if they don't already have a profile in Mindbody with this information..

ADULT LESSONS

- This class is 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 FREE for members or \$30 for non-members, for 6 weeks,
- 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 on a day and time, and there is no other programming that conflicts with the time that they choose.

CLASS DESCRIPTIONS FOR CHILDRENS SWIM LESSONS

- 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 online. It can be found in PDF format on the "Lessons" page of our website.
- 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

For children six months thru five years old.

WATER BABIES AND TINY TOTS

Six to 36 months old with parent - Introduce basic skills; including safety topics, to parents and children.

- Learn to ask for permission before entering the water.
- Establish expectation for adult supervision.
- Enter and exit the water in a safe manner.
- Get comfortable with floating on their front and back.
- Explore submerging their mouth, nose and eyes.
- Learn glides on their front and back.
- Perform combined arm and leg actions with assistance.
- Activities are individualized for each swimmer based on age and ability.

SUPER TOT 1

Three to five 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 2

Three to five 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 action on front and back.
- Learn finning arm action on their back.

NOVICE

Four to five 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 CLASS DESCRIPTIONS

For children ages six years and up.

LEVEL 1

For children age six and older that have never had lessons before. Many children who have taken preschool lessons or are not afraid of the water are able to skip Level 1. 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 action on their front and back.

LEVEL 2

For children age six and older that have had past swimming experience or lessons. Level 2 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.
- Introduce rotary breathing.
- 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 the water by jumping from the side.
- Learn the head first sitting and kneeling dive.
- Bob to safety.
- Build on 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 elementary, dolphin and scissor kick.

LEVEL 4 A

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, dolphin and scissors kick.
- Introduce back crawl, elementary backstroke and breaststroke.

LEVEL 4 B

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 sidestroke 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.
- Increase endurance in survival swimming and treading water.
- Refine strokes on their front and back including crawl, elementary backstroke, breast stroke, sidestroke and butterfly.

LEVEL 6 FITNESS

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

- Level 6 Fitness helps prepare participants for competitive swimming.
- Level 6 Fitness 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.

LEVEL 6 PERSONAL WATER SAFETY

Prepares participants for advanced activities including Water Safety Instructor Aide, Water Safety Instructor and Lifeguarding.

- Personal Water Safety 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.

AMERICAN RED CROSS WATER SAFETY COURSES

ARC LIFEGUARDING

- This class provides explanation, demonstration and practice of rescue skills that are essential for lifeguards.
- It develops awareness of common hazards associated with the water environment, and knowledge and skills necessary to eliminate or minimize hazards.
- This course also includes First Aid and CPR/AED certifications within its curriculum!
- This class has an online learning section that is done at your own pace (about 7 to 10 hours) and then a hands on skills session in the water and on manikins before completing the final test (about 6 hours).

Prerequisites:

- Minimum age of 15 years old.
- Swim 300 yards continuously demonstrating breath control and rhythmic breathing.
- Tread water for 2 minutes using only the legs.
- 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 (WSI)

- This Water Safety Instructor class certifies and teaches you how to teach swim lessons.
- Certification recognizes the successful completion of the written test and performing all skills satisfactorily and in accordance with the established skill standards.
- This class has an online learning section done at your convenience (about 15 to 20 hours) and then a hands on skills check of strokes, writing up block and lesson plans, review of teaching ability and a final test (about 6 hours).

Prerequisites:

- Minimum age: 16 years
- Be able to demonstrate all strokes with proficiency

WSI AIDE CERTIFICATION

- This certification was developed to give the candidate experience teaching at all levels (MASA Preschool through ARC 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 a signed parent/participant contract are required to get started.
- Orientation class is one hour. Completing certification depends on individual commitment.

Prerequisites:

- Must complete any ARC Level 6
- Minimum age is 11 years old.

GENERAL MASA EMERGENCY PROCEDURES

VICTIM CARE

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

NON-LIFE THREATENING

Major: broken bones

Minor: abrasions
sprains

These may become life-threatening if improperly handled.

LIFE-THREATENING

cessation of breathing
severe bleeding
poisoning
spinal injury
heart attack
fire
tornado
flood

- Blow your whistle to clear the pool and alert other staff members to come unless the incident is minor.
- Have someone notify the front desk to call the Emergency Medical System (EMS) **911**.
- Specific instructions for emergency phone calls can be found later in this document.
- 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. A responsible adult could be utilized to supervise children who are out of the pool, relay information to the desk person who may be on the phone, or wait at the door to direct EMS.
- If there is not a guard that is not busy with the incident you need to clear the pool.
- In all emergencies and accidents, an accident/incident report must be filled out as soon as possible and turned into the director. (See incident report form)

FIRST AID STATIONS

- Pool Area: First Aid Kit and Biohazard Kit is in the Rubbermaid under the phone.
- Pool Equipment Room: Flashlight and blanket are located here.
- Office Area: Extra first aid supplies (large metal cabinet in break room); and flashlight (on the left side of the desk near the keys).
- Basement: A first aid kit, blankets, flashlight and radio are located here.

MASA PREVENTING DISEASE TRANSMISSION PROCEDURE - UNIVERSAL PRECAUTIONS

- View Blood Borne Pathogens Video. This provides general information and education.
- All MASA 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!**
- Disposable gloves are found in the "Staff Only" maintenance room, and in the First Aid Kit in the Rubbermaid, in the Biohazard Kit, and in the Guard's fanny pack.
- The Biohazard Kit is located in the Rubbermaid near the phone.

- Throw all paper toweling, Kleenexes, rags, disposable gloves, etc. away in a separate biohazard bag. Make sure it is tied shut.
- Wash your hands and any other possibly exposed areas of skin with soap and water.
- Make sure an Incident Report form is filled out by someone A.S.A.P. (See incident report form)

FIRE PROCEDURES

- If it is determined that there is a fire in the building, and emergency evacuation is necessary, announcements need to be made in lobby and locker rooms.
- If evacuation is necessary, initiate the following procedures:
 - The command center will be the service desk area and must contain:
 - Communications facilities from which to call 911.
 - Emergency lighting (flashlight located on top of the service desk near the keys).
 - A MASA floor plan is hanging inside the cabinet where the AED is kept, behind the service desk.
 - Our emergency action plan is also located there.
 - All persons in danger should exit through designated emergency exits for their area. Evacuees should gather across Fourth Street, to the location of fire department parking lot. Be sure to stay out of the way of emergency vehicles.
 - If there is no immediate danger customers should be allowed to get their things from the locker room.
 - Once EMS is called the fire station will be open. People may go in if they are cold or wet.

STAFF

- Assist all people in a calm, orderly evacuation.
- The service desk attendant will act as director of emergency operations.
- Remaining personnel should assist in child care and any first aid needs.
- Fire drills will be held at the discretion of the Facility Director.

SEVERE WEATHER PROCEDURES

- When severe weather threatens, use the internet to find a local TV station that will keep you updated on the weather.
- Tornado Watch: The service desk is to inform the lifeguard of the watch and to be alert for worsening weather that would require action.
- Tornado Warning: When a tornado warning announcement is posted on a local station, on the internet or the village siren goes off (a LONG blast):
- Service Desk Staff
 - Inform the lifeguard of tornado warning.
 - 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 the pool and continuing down to the basement through back door by the small pool.
 - NO ONE SHOULD LEAVE THE BUILDING.
 - Lock the till drawers and take the keys. Close office area door behind you.
 - Lock the lobby to pool door.
 - Post the "Under Severe Weather Procedure" sign on the front door. This is found in front of the drawer where the mailboxes are at the service desk.
 - The service counter person should be the last one downstairs. Check out locker rooms for stragglers.
 - It is recommended to use your cell phone for updates.
 - Assist the guards in basement with crowd control.
 - Keep the door open between the pool and the basement step area.
- Pool Staff
 - Upon notification of tornado warning, CLEAR THE POOL.
 - Gather swimmers on deck by the small instructional pool.

- CALMLY explain that we are under a tornado warning and need their assistance in moving carefully downstairs to the basement.
- Grab a flashlight and the first aid kit.
- Lead the swimmers downstairs and turn on the lights. NOTE: when there are two guards one leads, the other brings up the rear.
- Once the swimmers are gathered downstairs, have them sit down along the pool walls.
- Distribute blankets, towels, etc., and turn on the portable radio to keep informed of weather conditions, or use your phone.
- NO ONE LEAVES THE BASEMENT until a weather "all clear" has been given on the radio or online.
- AFTER AN EMERGENCY
 - A report should be filed by all staff involved including:
 - Procedures used and not used.
 - Names of those swimmers sheltered, as well as the names of anyone who insisted on leaving.
 - Note the time lapsed for entire episode.
 - Note any equipment failures.
 - State any accidents or incidents that occurred during the ordeal, and how they were handled.
 - BE AS COMPLETE AS POSSIBLE. This report will be reviewed by the Director and staff to see if changes need to be made to the procedure.

SEVERE WINTER ICE AND SNOW STORMS

OPENING

- MASA'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.
- They will do their best to get to work, but we have a procedure established each year as to who to call to cover if staff 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.
- If programs are cancelled this will be posted on Facebook. If members follow us they will get these notifications.
- Customers and staff can sign up for our text alerts for cancellation of lessons and other programming. Text @74bfg3 to 940-228-3988 to sign up for these alerts.

LIFE-THREATENING EMERGENCY PROCEDURES

GUARD ON DUTY

- Upon recognition of emergency blow your whistle long and loud, and then yell to clear the pool (this is also to get desk staffs' attention).
- If pool is not cleared, the service desk attendant should clear pool. Extra whistles are located on the equipment hooks above the backboard or behind the desk.

- Wait for service desk attendant or other staff to assist you OR gain assistance from another swimmer.
- Service desk attendant will grab the 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.
- Inform the desk attendant of the situation and what to tell EMS when they call.
- Continue to render appropriate care using anything or anyone you may need.
- First Responders/EMS will take over when they arrive, but please assist them in any way that is needed.
- Fill out Incident Report ASAP. Be specific and detailed. Document witnesses. (See incident report)

SERVICE DESK

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

WHEN ALARM OR WHISTLE IS SOUNDED

- Leave service counter area.
- Grab the FIRST AID KIT and Resuscitation Mask Kit (if guards haven't already) and take it to the lifeguard.
- Find out what the emergency is, and if the AED is needed, retrieve it from the Service Desk.
- CALL EMS - return to service desk and call 911 - NOTE THE TIME - follow the outlined telephone procedures (found later in this manual and near each phone).

IF THE GUARD IS ALONE AND NEEDS YOUR ASSISTANCE

- Assign people to wait at the door for First Responders/EMS or to help with crowd control in the lobby area.
- Clear the pool area - Whistle in pool area, located on equipment hooks above the backboard.
- Assist guard any way needed.
- Assist with CPR, removal from the pool and/or first aid.
- Try to get the names of the victims and the witnesses.
- When ambulance arrives - NOTE THE TIME - and allow them to take over, but be available to help if needed.
- Chain of command and family notification.
 - IF PERSON UNDER 18 - call the parents first.
 - Call the Facility Director (Jennifer: 715-551-7579).
 - Call any other family if necessary or requested.
- File an Incident Report as soon as possible. Be detailed and specific.
 - BACKBOARDING
 - Marathon's First Responder Team is activated automatically within minutes of EMS call. They are also trained in backboarding.
 - They will assist in any way to help with backboarding when they arrive but you should not wait for them to get started. All guards should also be trained in this procedure.

INSTRUCTIONS FOR EMERGENCY PHONE CALLS

EMS 911

POISON CONTROL CENTER (can be reached through 911)

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

- 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

- Phone number from which call is being made: 715-443-3772
- Where in the building the incident is.
- Your name
- How many are injured.
- What happened: "Victim was swimming . . . diving . . ."
- Condition of victim or victims: Unconscious or conscious; groggy, alert, restless . . .
- Help (first aid) being given: Rescue breathing, CPR/AED, backboarding for spinal injury . . .
- If backboarding and we are unable to extract the person from the water, let them know we need assistance for this.
- The Marathon's First Responder Team is automatically activated within minutes of the EMS call. They can assist in backboarding.
- This information is located near each phone.

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

AUTOMATED EXTERNAL DEFIBRILLATOR

EMERGENCY RESPONSE PROCEDURE

PURPOSE

- The automated 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 MASA'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 the equipment, 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 MASA will be trained to use an AED in a sudden cardiac arrest emergency.
- These individuals will be trained in CPR/AED and will practice these skills during staff meetings and trainings.

PROCEDURE

IN CASE OF EMERGENCY:

- Please see and know the Emergency Action Plan (found later in this document and also posted inside the door of the cabinet where the AED is kept).

ADULT/CHILD/INFANT CPR

- 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 are available, on a child/infant, 15 compressions/2 rescue breaths.

EARLY DEFIBRILLATION

When the defibrillator arrives:

- Place the AED near the head of patient on same side as the rescuer.
- Turn on the AED.
- Bare and prepare the chest, dry the chest if wet or if perspiration is present.
- Follow the AED verbal or visual prompts.
- Apply electrodes to chest (follow diagram on the pads).
- When placing the pads on an infant, if pads are too close or are touching, place a pad on the center of the chest and the other on the center of the back.
- Plug the electrodes into the AED.
- Allow the AED to analyze (5-10 seconds).
- If indicated, clear the patient and deliver a shock by pressing the lighted button.
- After a shock you will be prompted to continue CPR.
- Perform CPR for 2 minutes.
- After 2 minutes, the AED will reanalyze heart rhythm and give a prompt.

EARLY ADVANCED LIFE SUPPORT

- Have a designated person wait for EMS providers at front entry of the main building and help guide them through the 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.
- The 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 the Medical Director.
 - Remove used PC data card and replace it with a spare. Label the used PC data card with patient information and deliver it to the appropriate personnel according to medical protocol or local guidelines.
 - Conduct employee incident debriefing, as needed.
 - Complete an incident follow-up report as deemed necessary by the Medical Director.
 - Restock any used electrode pads, batteries, razors or gloves. Inspect the unused supplies for any damage or old expiration dates.
 - Remove and replace the battery in the AED and do a Battery Insertion Test (BIT) prior to replacing AED into service.
 - Clean the AED if needed. Review the User's Guide for a list of appropriate cleaning agents.
 - Check the Status Indicator. Verify alternating dark and hourglass shapes indicating readiness for use. (See the 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 for 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 the *User's Guide* for a complete maintenance schedule.
- Daily Maintenance and after each use:
 - Check the Status Indicator. Verify alternating dark and hourglass shapes indicating readiness for use. (See the 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.

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

LOCATION OF THE AED STATION

Device Serial #: 0800010481
Located in the lower left cabinet behind the desk. The door is labeled "AED".

MASA Incident Report Form

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

Facility Data:

Marathon Area Swim Association
401 4th St.
Marathon, WI 54448

715-443-3772
jpassehl@masaswim.org

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) _____

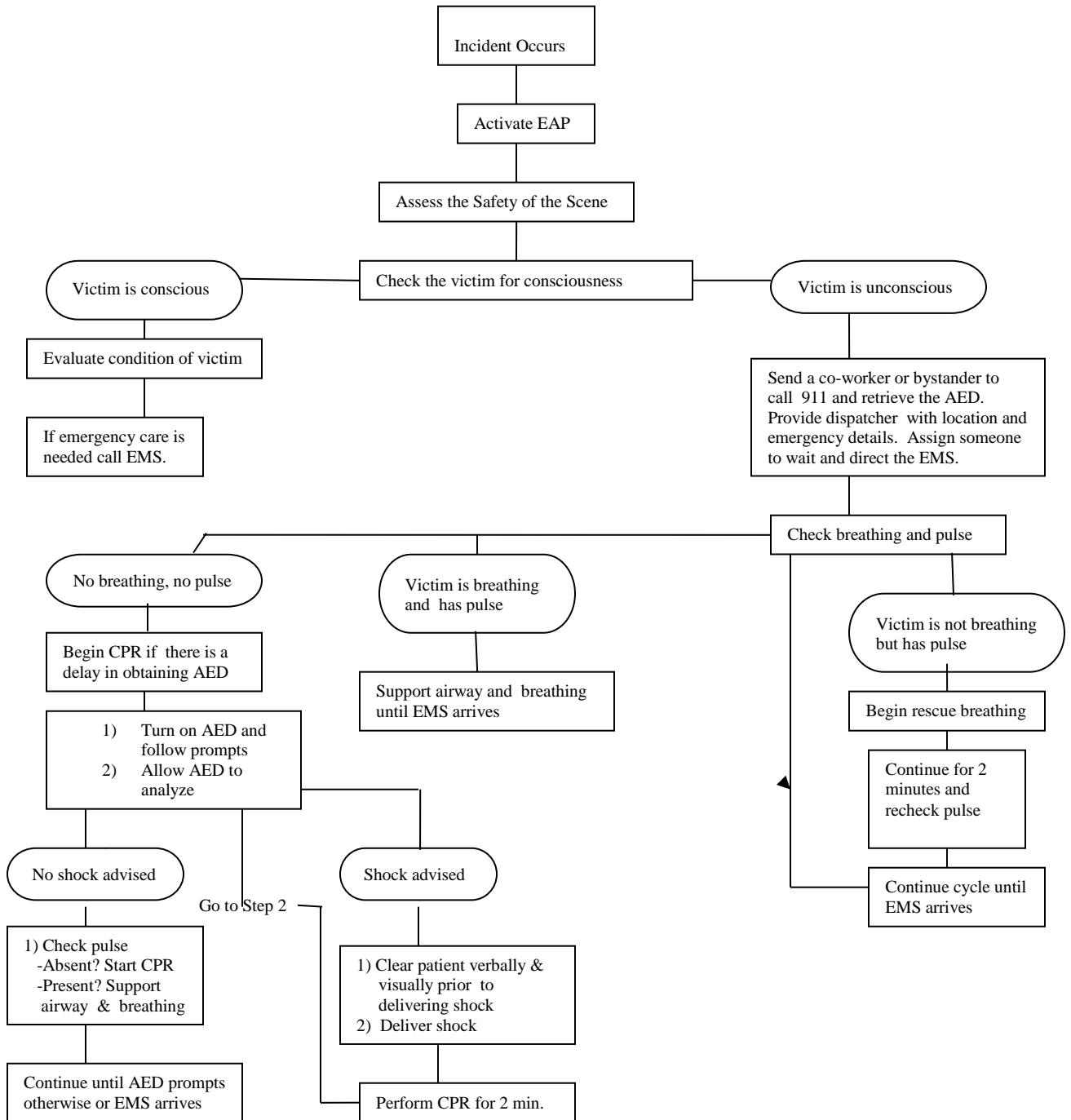
Address: _____

Refusal of Care:

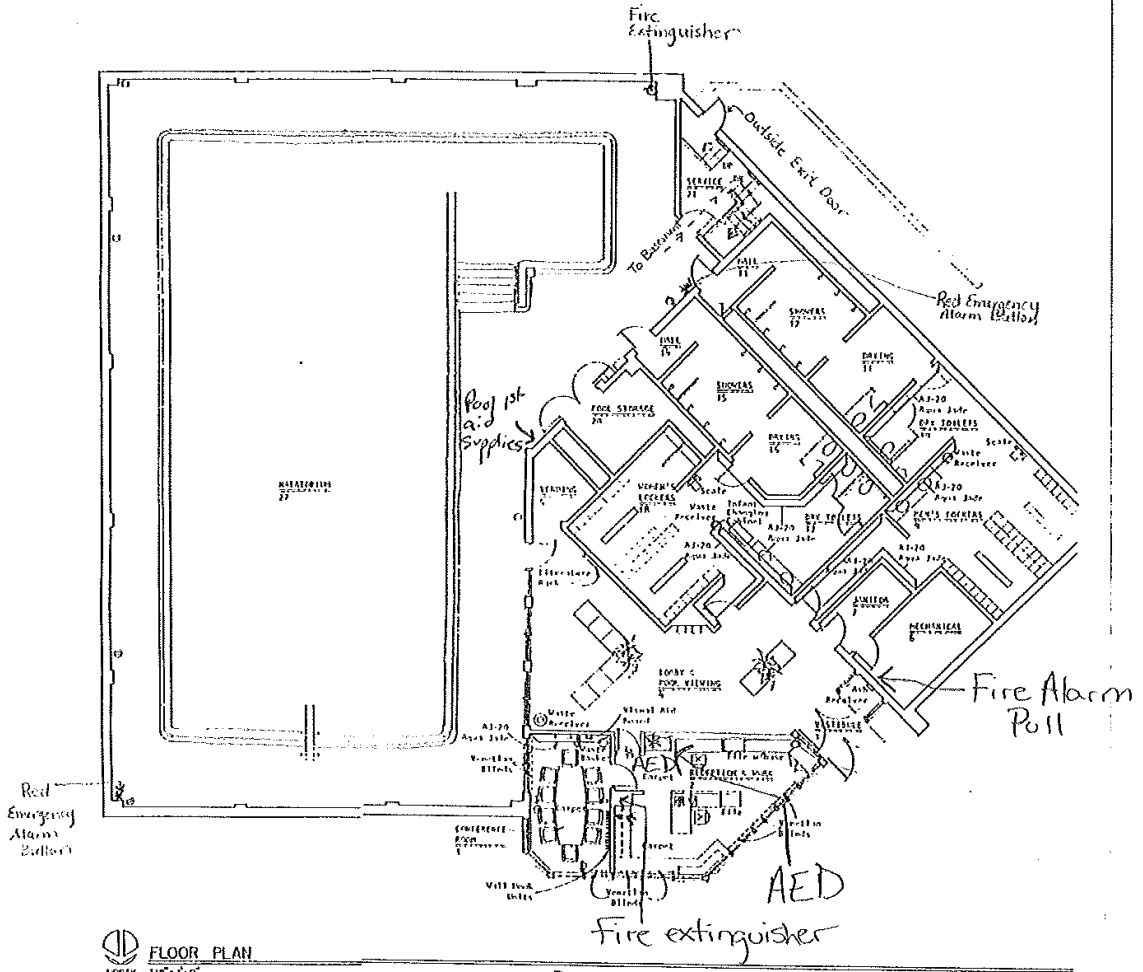
Did the victim refuse medical attention by staff? Yes No

If yes, have victim sign (parent or guardian for minor) Signature: _____

MASA Emergency Action Plan



Raymond + Marie Goldbach Swim Center - Floor Plan -



MARATHON AREA SWIM ASSOCIATION

POSITION TITLE: Lifeguard

REPORTS TO: Facility Director

SKILL SET

- ARC Lifeguarding or equivalent, Community First Aid, CPR/AED.
- Emotional maturity, good communication skills, judgment, tact and positive attitude.

GENERAL FUNCTIONS

- Provide a safe, clean and friendly environment for MASA swimmers.
- Prevent accidents and respond quickly to emergencies.
- Be familiar with MASA's Preventing Disease Transmission procedure and Emergency Action Plan.

KEY RESULT AREAS

- Be constantly vigilant, maintaining swimmers' safety, preventing accidents, minimizing or eliminating hazardous situations.
 - Observe and enforce all rules, regulations and policies.
 - Educate members and inform them of the purpose of and need for rules, regulations and policies.
 - Keep the deck area picked up and hosed.
 - Lock all doors when leaving the pool.
- Respond quickly to all emergency situations.
 - Administer any first aid needed.
 - Communicate to other facility staff the need for additional assistance or equipment.
- Complete all required records and reports on schedule and submit them to the Facility Director.
 - Keep records on pool attendance, chemical levels, water temperature, turbidity, equipment.
 - Complete incident reports when appropriate.
- For any substitution, note Staff change on Staff Calendar at Front Desk.
- Assist with pool maintenance when needed.
 - Contact proper authority if chemical or mechanical problems occur: Facility Director and/or maintenance.
 - Sweep the pool, hose the deck, or scrub as needed.
 - Use the pool vacuum on the established schedule.
 - Clean the lobby to pool windows as needed.
- Attend all aquatic in-service training and staff meetings.
- Keep up-to-date on MASA policy, rules, regulations and pool schedule changes.
- 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.
- Follow all procedures established by Facility Director and outlined in the staff manual.

OPENING PROCEDURE

- 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 work together. Please see the service desk attendant description about how to lock and unlock the front doors.
- Obtain pool keys from service desk area.
- Do not unlock poolside locker room doors until you are ready to open.
- Look over pool area.
- 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).
- Check to see if pool safety equipment is in place.

- Test pool water, note temperature and record all information.
- Unlock the locker room doors and the door to the lobby.

CLOSING PROCEDURE

- Clear the pool.
- Lock the locker room doors.
- Test pool water, note temperature and record all information.
- Pick up the deck and return all equipment to its proper place.
- Put any filled data sheets on the Facility Director's desk before you leave.
- Put new data sheets on the clipboard.
- Pick up debris or sweep and hose down the deck.
- Disinfect the deck on scheduled nights as listed. Note the date and initial if you have done this.
- Make sure ALL doors are locked: Emergency Service Door, locker rooms, pool equipment room, lobby-to-pool door.
- Go through the locker rooms to make sure everyone is gone!
- Return the keys to service counter area.
- When you leave, try not to leave alone in the dark - leave with service counter attendant.

DECK DISINFECTING PROCEDURE

- Done every six days.
- Check to make sure there is a tablet in the sprayer. The sprayer is located in the back hallway. If the tablet is gone add a new one.
- Spray onto the deck and let it air dry.
- 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 a liquid stool accident is suspected or is known to have occurred.
- Close pool for remainder of day.
- Inform the Facility Director.
- Place the CLOSED sign on the doors.
- Remove as much of the fecal material as possible, using a net or scoop, and dispose of it in a sanitary manner. Do not use the pool vacuum for this.
- Clean and disinfect the net or scoop, then leave immersed in the pool during disinfection.
- Raise chlorine levels to 3.0 if below that level. Contact Facility Director to do so.
- Maintenance can backwash the pool.
- Document each fecal accident, with date and time, whether it was formed stool or diarrhea, chlorine level. SEE THE SAMPLE FORM ON THE NEXT PAGE.

PROTOCOL FOR SOLID STOOL

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

POSITION TITLE: Head Lifeguard

- Additional job duties added to Lifeguard job description include:
 - Work with the director on setting up monthly employee work schedules.
 - Oversee current lessons:
 - Monitor enrollment.

- Assign teachers and aides.
 - Follow up with teachers during sessions and ensure all evaluations are done at the end of the session.
 - Assist other instructors with doing attendance in Mindbody.
 - Assist other instructors with entering pass/fails in Mindbody.
- Set up safety drills for in-service trainings and work with the director to lead meetings.
- Be on call evenings and weekends.
 - For emergencies when the director is unavailable.
 - For staff subbing purposes.
 - 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.

- Never leave the pool unattended while people are swimming. Do not leave your station unless relieved by another guard.
- Enforce all pool rules fairly, aggressively and tactfully.
- Report any unsafe or unsanitary conditions to maintenance or Facility Director if you are not able to clean it up yourself.
- The guard must, at all times, be sitting in a guard chair or walking around the pool edge.
- Do not talk or visit with other guards while on duty.
- Personal phone calls are not to be made or received while on duty.
- **Be on deck 5 minutes early for your shift.**
- Wear proper apparel while on duty - a guard shirt and gym shorts over your swimming suit.
- Carry a whistle at all times.
- Your attention should never be held by one individual for any length of time.
- Be safety conscious - PREVENT ACCIDENTS.
- Keep the pool area picked up.
- Check safety equipment at the start of your shift.
- No reading, writing or using electronic devices while on duty.
- Keep accurate records - **ONLY IF NOT BUSY GUARDING!**
 - Take chlorine and pH readings at designated times during your shift and record on the chart (on the clipboard).
 - Take a "head count" every hour and record on the chart (on the clipboard).
- 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 occurs).
- Be courteous and helpful at all times.
- Read and be familiar with MASA'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 is a short 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

- 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 or she is joining them and will be changing the swimming pattern.

- 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.
- Two persons could split the lane and use a side-by-side pattern.
- More than two people in a lane should use a circular pattern.
- Encourage regulars to keep track of their laps on mileage slips, located near the bulletin board by the shower room doors. When youth are allowed, they should share a lane together, or with a parent, when the pool is busy. Adults have priority during all lap swim times.
- No one hangs on lane lines or uses kickboards 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!
- Lane lines are a privilege - not a requirement. DO NOT enter the water to put in lane lines if the 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

- No toys brought from home are allowed.
- Lifejackets from home may be used - please check to make sure they are clean and safe.
- If not crowded, you may wish to give out MASA'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.
- Do not lend out MASA mask, fin and snorkel sets unless they have Facility Director's permission to use them. Sets brought from home must be checked over by the lifeguard first. They also must show competency in their use.
- Noodles are used for instructional/fitness purposes and special occasions. The Facility Director will inform you of those times.
- Kickboards are used for instructional purposes and lap swim only.
- Any other equipment; please check with the Facility Director as to whether it can be lent out or not.
- Absolutely NO BRICKS are to be given out unless a teenager or adult is practicing for the Lifeguarding course, or advanced swim levels.

VISION OF EXCELLENCE

VISUAL EXCELLENCE

- Wear a proper one piece swim suit.
- Guards must wear lifeguard shirts, shorts and whistles. Your shirt or other article of clothing must say "Guard" or "Lifeguard".
- Guards must wear a rescue tube at all times while on the pool deck.
- Guards must look alert. Eyes must be continuously scanning the pool. Reading, electronic devices, 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 the 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 a lot of decorative jewelry.

PERSONAL CHARACTERISTICS OF A LIFEGUARD/SWIM INSTRUCTOR

- **RELIABILITY** - Assume responsibilities of your position, accept assignments, post hours you are available to work for weeks when lessons are not in progress, check bulletins and schedules weekly, locate your own substitute. Record this on the sub list. Instructors must fill out an evaluation form for all students.

- **PUNCTUALITY** - Arrive ready to work ten minutes before you are scheduled. Checking schedules; set out equipment to be used for teaching. Communicate with others about equipment, pool use and other needs.
- **COOPERATION** - Support MASA and its goals. Make constructive suggestions toward better facility operation to the 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 MASA.
- **TACT AND JUDGEMENT** - 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** - Be enthusiastic and eager to assume responsibility. Be willing to accept assignments and show initiative. Show 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 like taking readings, keeping the 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 the pool and the 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. Do not use the pool phone for personal calls.

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 MASA - 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; ARC Lifeguarding and First Aid and CPR/AED must be renewed every two years.

PROCEDURES FOR CHECKING/FILLING CHLORINE/Ph STATIONS

PLEASE USE CAUTION!!

- Chlorine Barrel
 - Who should fill the barrel?
 - Wausau Chemical will be delivering in bulk and will fill the barrel.

- Facility maintenance or Facility Director will oversee all Chlorine use.
- Our pool uses 1-3 gallons of chlorine per day, depending on swimmer load.
- For Maintenance and Director ONLY - How to fill barrel:
 - Wear protective eyeglasses.
 - Wear the apron to protect your swimsuit/clothing.
 - Wear the long rubber gloves.
 - READ CARBOY LABEL CAREFULLY.
 - LIKWID 15 is used to fill the chlorine barrel.
 - Add straight from carboy to barrel. No dilution is necessary.
 - When barrel is dirty, it should be emptied and cleaned out.
 - There may be a carboy filled with muriatic acid (labeled "ACID Magic" downstairs).
 - DO NOT OPEN THIS.
 - 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.
- If there is an accidental chemical spill or mixing of chemicals:
 - Leave the area immediately.
 - Report the accident to the Facility Director or maintenance.
 - Clear pool as even slight fumes will cause irritation to swimmers.
 - Lock all doors before leaving pool area.
 - Fumes will settle in a few hours and the Facility Director or maintenance will be able to empty the barrels.
 - Pool staff should never try to clean up an accidental mixture of chemicals.
- First Aid for accidental spilling or splashing of chemicals:
 - Contact with eyes - Flush with water. Seek medical attention. Notify Facility Director and maintenance. Fill out workman's compensation form.
 - Contact with skin - Flush with water; most contact only causes minor irritation.
 - Contact with clothing - Likwid 15, chlorine, will bleach color. Muriatic acid will disintegrate nylon type fibers and destroy clothing.

pH CONTROL

- LIQUID CARBON DIOXIDE
 - This is used the majority of the time to maintain pH.
 - This is located in 2 large cylinders at the top of the stairs by the back door.
 - Each cylinder has an indicator gauge which tells how much is in cylinder.
 - Full - $\frac{3}{4}$ tank - $\frac{1}{2}$ tank - $\frac{1}{4}$ tank (Read from right to left)
 - The pool is using a tank full within 6-8 weeks (depending on swimmer load)
 - Report to the Facility Director if both tanks show $\frac{1}{4}$ full or less.
 - Report any sound of "hissing" or "leaking" from the cylinder.
 - Any variation in the above standards should be reported to facility maintenance or the Facility Director.
 - A flow meter is located in basement, next to the chemical feeding system.
 - When the system calls for CO₂, a flow of 20-25 lbs. per inch should be maintained.
- 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:
 - Wear protective eyeglasses.
 - Wear the apron to protect your swimsuit.
 - Wear the long rubber gloves.
 - Do not use warm water or spray nozzle while filling the barrels.
 - READ THE CARBOY LABEL CAREFULLY.
 - Turn face away to avoid fumes.
 - Reread the label right before pouring the carboy to make sure you are pouring it in the correct barrel.

- Acid Magic is used to fill acid barrel.
 - A barrel $\frac{1}{2}$ empty: Fill barrel with water and add 2 gallons of acid.
 - A barrel $\frac{3}{4}$ empty: Fill barrel with water and add 3 gallons of acid.
 - A barrel completely empty: Fill barrel with water and add 4 gallons of acid.

LIABILITY

In recent years, lawsuits to recover from 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 MASA be constantly vigilant and that they exercise every precaution to avoid accidents.

BASIS FOR LIABILITY SUITS

Failure of an employee to properly perform their duties.

- Talking to persons while they are on guard duty.
- Leaving their post of duty.
- Engaging in unapproved activities that distract the guard from their duties.

Improper action

- Doing more than necessary when giving assistance.
- Giving instructions which are too advanced for a learner's level of ability. Forcing a learner to do something he objects to doing.
- Giving medication or treatment beyond approved first aid practices, or
- Giving incorrect first aid treatment.
- Handling an injured person roughly.
- Permitting activities that are dangerous to others, such as water polo play in a crowded pool.
- Issuing equipment that is dangerous to the user, such as scuba equipment to novices.

Lack of action

- Failure to comply with employer's instructions.
- Failure to apply first aid treatment.
- Failure to comply with parents' stated wishes.
- Failure to advise an injured person to obtain follow-up treatment.
- Failure to act promptly in effecting a rescue.
- Failure to enforce regulations and to eject violators.
- Failure to give safety instructions to class members.
- Failure to inspect the facility and equipment periodically.
- Failure to foresee the possibility of an accident.
- Failure to exclude the introduction of dangerous objects.

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 everyone could be a lifeguard. 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?
- 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

	Initials	Pool Temp	Safety Equipment	Turbidity	OPEN	10AM	Sweeping (initials)	2PM	6PM	Turbidity	Safety Equipment	Pool Temp	Doors Locked (initials)
					chl/ph	chl/ph		chl/ph	chl/ph				
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													

Monthly Pool Attendance

Mon th Year	6:0 0 A M	7:0 0	8:0 0	9:0 0	10: 00	11: 00	12: 00 noon	1:0 0 P M	2:0 0	3:0 0	4:0 0	5:0 0	6:0 0	7:0 0	Total
1															
2															
3															
4															
5															
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27															

Basement Readings

Date	Time	pH	ORP	Temp	Flow	VFD	Filter 1	Filter 2	Acid	CO 2	Backwash, Valves, Sensors, Other
1											
2											
3											
4											
5											
6											
7											
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WATER USAGE

P = Pool
D = Domestic
S = Sprinkler

Month _____

1	P D S	11	P D S	21	P D S
2	P D S	12	P D S	22	P D S
3	P D S	13	P D S	23	P D S
4	P D S	14	P D S	24	P D S
5	P D S	15	P D S	25	P D S
6	P D S	16	P D S	26	P D S
7	P D S	17	P D S	27	P D S
8	P D S	18	P D S	28	P D S
9	P D S	19	P D S	29	P D S
10	P D S	20	P D S	30	P D S
				31	P D S

POSITION TITLE: Swim Instructor

REPORTS TO: Facility Director

SKILL SET

- ARC WSI (recommended), CPR/AED, first aid.
- Knowledge of the required skills to be taught and the ability to teach them.
- Patience, tact and judgment.
- ARC Lifeguarding (or equivalent) is a plus.

GENERAL FUNCTIONS

- Provide high quality, safe, organized lessons.
- Safety of the students: Never take your eyes off of your class. Safety instills confidence.
- Be familiar with MASA's Preventing Disease Transmission Procedure.

KEY RESULT AREAS

- Complete all required records and reports on schedule.
 - Formulate daily lesson plans.
 - Keep accurate attendance records and enter pass/fails in Mindbody.
 - Evaluate skill progress and give evaluation forms to each student.
 - Be responsible and get your own subs when needed.
 - Complete Accident/Incident Reports when appropriate.
- Communicate with parents.
 - Update on the child's progress.
 - Contact regarding concerns or discipline problems.
 - Inform the Director if a student is absent two days in a row, without notice from the family.
- Communicate with other instructors and the Facility Director.
 - Use the facility efficiently including getting out and putting away equipment.
- Conduct a well-organized class.
 - Use daily lesson plans. Subs must be supplied with a lesson plan.
 - Be enthusiastic.
 - Always be ready to get in the water.
 - Demonstrate and explain skills clearly.
 - Contact the Facility Director with concerns.
 - Teach programs as outlined by MASA, and/or the American Red Cross.
- Put equipment away after class.
- Offer guidance to a WSI-Aide or WSI-Aide candidate, if assigned, as your assistant. Please help the aides in their learning process.
- Attend all aquatic in-service training and staff meetings.
- Keep up-to-date on policy, rule and regulation changes.
- Follow all procedures established by the Facility Director as 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:

- Is early to set up for class.
- Does not hesitate to get into the water.
- Has knowledge of the subject matter.
- Has knowledge of teaching progressions.
- Has the ability to formulate and complete lesson plans.
- Has a sound teaching approach.
- Develops a photographic eye.

- Has the ability to correct mistakes.
- Demonstrates skills accurately.
- Practices great patience.
- Is familiar with all levels of swimming classes.

This section has been put together to assist you in teaching at MASA.

PRESCHOOL AND PROGRESSIVE PROGRAMS

Attendance

Attendance must be taken at the beginning of each class. Please enter this in Mindbody. If a child misses two consecutive classes, let the Facility Director know. Attendance at more than half the classes is needed to properly evaluate a student.

Testing

MASA 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 if there is not a waiting list, and if they have the permission of the instructor and Facility Director or coordinator.

Makeup Classes

Use your discretion on the necessity of makeup classes. If the class is offered another day or time and has room, a swimmer may attend that class. Please note: the teacher and skills they are covering may be different.

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 and parent the last day of class. 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 it 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 on the left side of the service desk.

TEACHING TECHNIQUES FOR SWIMMING

- **MOTIVATION: PRAISE AND FEEDBACK ARE THE NUMBER ONE 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:**
 - Keep learning fun.
 - Keep presentation short.
 - Show outward enthusiasm.
 - Make eye contact with students.
 - Call students by name and make them feel you are interested in them as individuals.
- **Thorough knowledge and understanding of the material to be taught we teach in two ways:**
 - Theoretical - Subject matter

- Practical - Skills
- Clear explanations
 - Assume the class knows nothing about your subject.
 - Start at the beginning.
 - Divide the subject into progressive parts and explain each one in logical sequence.
 - Stress the main points and summarize these at the end of the presentation.
 - Use analogies which relate the subject matter to possible experience of the class members.
- Presentation should be interesting in order to secure and maintain attention of the class.
 - Relate subject matter to swimming problems of the class members.
 - Point out the personal value to each individual.
 - Use diagrams on the blackboard, charts, pictures, models, and land and water demonstrations.
- Use all six teaching methods.
 - Telling - lecture
 - Showing - demonstration (land and water)
 - Doing - practice (land and water)
 - Guided discovery
 - Creativity
 - Movement exploration
- The personal attitude of the instructor should be:
 - Enthusiastic
 - Patient
 - Considerate
 - Courteous
 - Tactful
 - Diligent
 - Impartial
 - Neat
- Voice
 - Speak loudly enough for everyone to hear.
 - Enunciate clearly.
 - Modulate the voice and vary the tone.
 - In the pool, don't pitch your voice higher, but increase volume of natural tone.
- Diction
 - Use accurate terminology.
 - Adapt terminology and vocabulary to the experience of the class.
 - Explain unfamiliar words and terms.
 - Do not use profanity.
- Delivery
 - Talk to and look at the class.
 - Demonstrate, so that every member of the class can see.
 - Use mass drills for all land and water class practice.
 - Avoid reading from your notes and outlines as much as possible.
- MASA occasionally uses flotation devices to assist in learning and build confidence.

LEVEL 1 TO LEVEL 2

SEGMENT PROGRESSIONS - SIMPLE TO COMPLEX

- Warm-Up
 - Dealing with fear of the water.
 - Don't push too hard.
 - Start with wet toes - work to wet face - (chin, mouth, nose, ears, eyes, hair).
 - Wash your face in your hands.
 - Blow lots of bubbles.
- Bobbing
 - Bobs with hands on the gutter - blow bubbles.
 - Free bobs - away from the edge.
 - Jumping bobs - jump then bob.
 - Jump off the edge.

- Kicking
 - Flutter kicks - deck practice, sitting on deck - feet raised.
 - Flutter kick - sitting at the edge - legs in the water.
 - Flutter kick - in the water holding the edge (good hand position)
- Each individual's kick should be closely looked at here.
- Breathing and exhaling
 - Bubble blowing
 - Face in water
 - Should try to hum
 - Possibly rotary breathing.
- Safety skills
 - Safe water - What is it?
 - Never completely safe . . .you must always be careful.
- 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.).
- Survival floating
 - Relax and minimize movement - with the belt.
 - Stress relaxation and hanging in the water.
 - Remove all or part of belt support, strive to maintain good body position. RELAX.

WORKING WITH ELEMENTARY SCHOOL-AGE CHILDREN

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?", "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 --

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:

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

- 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."
- 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 ARC 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:
 - Front Crawl one length of the small pool unassisted.
 - Back Scull and kick one length of the small pool unassisted.
 - 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 ARC Levels 2 or 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.
- 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/DUCKY RELAY: Swim over with spoon; put the duck on the spoon; swim with duck above the water; put duck in the basket; give the spoon to the next swimmer.
- T-SHIRT RELAY: Swimmer one puts on the t-shirt and swims to the other side. That swimmer takes off the t-shirt and gives it to the next person who puts it on and so on.
- TOSS DUCKS: In a hula hoop in center of pool.
- DOMINOS can be scattered on the bottom of the pool. Then they can be collected one at a time to form pictures, by the number of the dots or for any other ideas.
- FOAM DISK GAME: Collect pieces one at a time then award a number to each color to see who has the highest total

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"

- Use different equipment.
- Change the order.
- Change the kids around physically.
- Play a related-skills game.
- Relays - Endurance Swims.
- Safety Talk/Goals to Pass.
- Change or go back to what they CAN DO.
- Work with partners.
- Instructors change position.
- 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"
- Motor Boat
- The Itsy Bitsy Spider
- Speckled Frog - Five little speckled frogs sat on a speckled log eating the most delicious bugs. One jumped in the pool and now there are only four...
- Head, Shoulders, Knees and Toes
- 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
- 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)
- I'm a little pancake (roll from back to front)
- Sign the A, B, C's while they float on their back.
- 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 Choo-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
- Magic words to make them disappear (Abracadabra, alacazamm!!!) (With your magic wand, of course)
- 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.

ARC BLOCK LESSON PLANS

- The template below is from the ARC WSI training manual. You can extend it for as many days as you need.

- There is a red binder in the top drawer on the left that contains these for you to copy if you like. You will also find in that binder
 - Sample lesson plans for all levels that we teach.
 - More ideas for songs.
 - More ideas for games.



**American
Red Cross**

Block Plan Template

Course Name: _____ Course Level: _____

Instructor Resources: _____

Clear Form

Day 1	Day 2	Day 3	Day 4
Safety Topic	Safety Topic	Safety Topic	Safety Topic
Opening Activity/ Review Skills	Opening Activity/ Review Skills	Opening Activity/ Review Skills	Opening Activity/ Review Skills
New Skills	New Skills	New Skills	New Skills
Game/Song	Game/Song	Game/Song	Game/Song
Equipment	Equipment	Equipment	Equipment

POSITION TITLE: Water Fitness Instructors

REPORTS TO: Facility Director

SKILL SET

- Good communication skills.
- Positive attitude and willingness to be a leader.
- Ability to learn routines and lead classes.
- Ability to choreograph safe, yet effective, routines for water fitness classes.
- Basic knowledge of anatomy/physiology.

GENERAL FUNCTIONS

- Teach, improve and implement all water fitness programs offered.
- Help coordinate class choices, scheduling and participant incentives with the Facility Director.
- Keep current on trends in water fitness and keep MASA in tune with these trends.

DUTIES

- Originate and choreograph routines for either water exercise or water aerobics or both when necessary.
 - Research and/or obtain reference materials necessary to do this.
 - Pre-approval for purchases is required from Facility Director.
- Make all necessary teaching or "cueing" boards for routines.
 - Obtain all necessary materials.
- Help train anyone interested in teaching water fitness. Help co-teach, and offer feedback until they feel comfortable to teach on their own.
- Make recommendations for equipment purchases for use in the water exercise/aerobics classes to Facility Director.
- The fiscal year runs from January 1st thru December 31st with budget planning taking place beginning in September. (Board approval of the MASA budget is in October.)
- Keep the Facility Director informed of:
 - Participation in class.
 - Comments or concerns brought to your attention at class.
- You are responsible for the atmosphere as well as the wellbeing of your class. Therefore, it is important to remember the following:
 - Arrive to set up for your class at least 10 minutes prior to its starting time.
 - Forget your troubles for that hour - be enthusiastic and energetic.
 - This class is for their benefit as well as yours.
 - Gear the workout to your class's fitness level.
 - Gear the music to your class's age and interest.
 - Remember appropriate warm-up, aerobic and cool-down procedures.
 - Make sure your class understands commands and exercises.
 - Change your position - move around the class - spend a moment with someone who needs correction.
 - Keep a constant eye on participants.
 - Watch for those who may be winded, struggling or faltering.
 - Constantly make participants aware that they should go at their own pace.
 - Show lower-impact versions of what you may be doing as alternatives.
 - Share your ideas, improvisations, equipment uses, etc., with your co-workers.
- Be aware of your teaching schedule.
 - Do not call for a sub at the last possible minute.
 - Be willing to sub for someone else.

POSITION TITLE: Housekeeping

REPORTS TO: Facility Director

SKILL SET

- Excellent cleaning skills - experience in housekeeping is a plus.
- Hard working, responsible, and emotional maturity a must.
- Have pride in the cleaning you do and what the community sees.

GENERAL FUNCTION

- Clean and maintain the beautiful and healthful appearance of the facility.
- This position is vitally important to the welfare of all participants at MASA.
- 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.

CLEANING RESPONSIBILITIES

- Wash/wipe all surfaces with Signet heavy duty no-acid washroom cleaner/disinfectant.
 - Big red benches (bolsters)
 - Brown benches
 - Soda and food machines (wipe tops when dusty and dirty)
 - Drinking fountain
- Vacuum all carpets and rugs every night.
 - Conference room
 - Service desk/office area
 - Lobby rugs
- Sweep all hard floors every night.
 - Lobby (moving red benches/bolsters)
 - Locker rooms
- Mop all hard floors nightly with Signet heavy duty no-acid washroom cleaner/disinfectant.
 - Lobby
 - Locker rooms
 - Showers
 - Drying room
 - Check tile and grouting regularly for mold, mildew and mineral deposits and scrub those areas.
- Clean windows with Signet glass and multi surface cleaner.
 - Mirrors
 - Front doors inside and out
 - Windows looking into pool (lobby side only)
- Wash/wipe with Signet heavy duty no-acid washroom cleaner/disinfectant.
 - 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 privacy stalls.
 - Hair dryers: Top air intake grate needs to be brushed out and vacuumed when dirty.
- Clean all toilets and urinals with Signet heavy duty no-acid washroom cleaner/disinfectant with a toilet brush.

REPLACE

- Paper towels

- Toilet paper
- Shower and sink soap cartridges
- Sanitary boxes -- replace liner when needed
- Garbage bags

CLEANERS AVAILABLE

- Signet heavy duty no-acid washroom cleaner/disinfectant
- Iron Out - For drains and sinks
- Soft Scrub - For benches
- Signet Glass and Multi Surface 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 cabinets including tops and insides.
- Wipe down all black window and 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 and bolsters in the lobby & wash them.
- Wipe down all toys 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.
- Wipe out all lockers, tops & outsides. Turtle wax outside of lockers.
- Scrub and disinfect all shower/privacy stalls and plastic stools.
- Scrub down and remove all brown build-ups on all tile walls and floors.
- Clean toilets, inside and out.
- Re-grout when needed.
- Stainless towel rods - wipe with Stainless Steel Cleaner.
- Soak all shower heads in Lime Solvent Descaler.
- 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 the MCC painter.
- Wipe off shelves.
- Wipe down stainless.
- Scrub down bleachers.
- Sweep, clean & organize back hallway to the basement.
- Dust/wipe down any dusty high spots and vents.

- Wash and disinfect all toys and lesson toys in the equipment room. Sort through and discard all broken items.
- Scrub down plastic guard chair and stools.
- 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

Signet heavy duty no-acid washroom cleaner/disinfectant
 Signet Glass and Multi Surface Cleaner
 N-zyme Drain Cleaner
 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.
- Prune shrubs and trees as needed.
- Check trees and shrubs for insects and disease.
- Pull out or spray weeds as needed.
- 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 the summer.
- Trim next to building and rocks with gas trimmer as needed.
- Keep sidewalks free of ice and snow during the winter.
- Set the timer for the lawn sprinklers, and adjust with the weather.

Inside

- Downstairs:
 - Check chemical barrels and fill accordingly.
 - Only acid in acid marked containers and Likwid 15 in Likwid 15 marked containers.
- Monthly, wash chlorine Valves:
 - Put chlorine feed switch on manual.
 - Insert chlorine feed line into two gallon jugs of water; allow it to pump for two minutes.
 - Insert feed line in muriatic acid and let pump for ten minutes.
 - Return the line to the water jug and let it pump for five minutes.
- Check water level of pool in sight glass downstairs and add water as needed.
- Grease bearings on the fan unit in the heat exchange unit monthly.
- Check cleanliness of chemical probe. At least once a month wash as follows:
 - Turn the water supply and water discharge lines off and unscrew the probes.
 - Spray with degreaser (409 or DC-99) and gently rub with a Q-Tip.
 - Insert in muriatic acid for two minutes.
 - Rinse with clear water and Replace in holders. NOTE: Must be done gently so as to not break the thin glass on the probes.
- Once every three weeks clean hair and lint trap in front of the sand filters and backwash as follows:
 - Close the valve 4 slowly.
 - Shut the pump off.
 - Close valve number 2.
 - Remove strainer basket cover by turning two large wing nuts.
 - Slide the cover off. Pull the basket out. Feel in the bottom of the holder for anything unusual (earrings, bolts, nuts).
 - Replace with a clean strainer. Wash the rubber gasket located on bottom of the cover to remove rust, so as to get a good seal when it is replaced.
 - Return the cover and tighten down.
 - To restart; open valve 2, open valve 4 ONE notch, start the 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 the garbage on Sunday evenings.
 - Maintain pool equipment.
 - Use a floor scrubber on the floor approximately three times a year.
 - Check for burned-out lights.
 - Check air filters on the heating and cooling unit in the storage room off the lobby area. Also, grease the bearings on fan pulleys as needed. Check belts for wear or cracks.
- Communicate with the Director on items that need attention.