

## Staff Meeting 2/20/14 and 2/23/14

In attendance: Chelsea Bauman, Satchel Beranek, Abigail Buchberger, Kayla Drozd, Kenzie Drozd, Mari Faber, Michaela Geier, Terese Globensky, Katrina Guralski, Isadore Hackle, Anne Hadler, Heidi Hadler, Heather Hoyt, Jansen Imhoff, James Krautkramer, Mandy Krautkramer, Rusty Krautkramer, Danielle Lampe, Tyler Lang, Cathy Matel, Katie Miller, Jennifer Passehl, Marie Stubbe, Janine Van Rixel,

Excused: Trista Baye-Martin, Annie Fochs, Matt Matel, Allisen Montana,

Un-Excused: All staff either came or made arrangements; thanks!

### **Desk**

- The swim team registration materials are on the back counter. At this point we just have the registration forms, but we will be adding the informational material soon. This summer the Manta Rays will be doing a contest for their swimmers to design their t-shirts and pants. The entries must be in by April 30<sup>th</sup>. If you get an entry put it back on the little shelf where the registration materials are.

### **Lessons**

- The Red Cross has revamped their learn to swim program. They updated their materials adding "badges" which are given for mastering a skill rather than for passing a level. There have been some changes to what is covered in each level and some new classes have been added, specifically 3 levels for adults and a course for coaches.
- There is also a new red cross "app" which is used for parents to track their swimmers progress. I'm sure we will be hearing more about that in the future.
- Because of the changes, the Red Cross has set up an "update" for existing WSI's. This must be completed by fall which is when the actual change in the program will take place, but Jennifer would like to complete the updates before summer as we will start to implement the changes and be more ready for fall. The new materials will be released in spring of 2014.
- When you complete it you will be "recertified" for another 2 years and you can then continue to go back to submitting a "course of record" and completing the on-line assessment to keep your certification.
- You are supposed to be getting an e-mail 90 days before your certification expires. We have found that for one reason or another some people don't get the e-mail. Our recommendation is that you set a calendar reminder for yourself about 60 days before our expiration date just in case. You can't do the

on-line assessment sooner than 90 days before you expire, but if you don't get it done before it expires you may have to retake the course.

- The actual program is not very difficult, but it can be kind of difficult to navigate the website. We went through it with the people that were at the meeting and you had the opportunity to get it done then. You will need your user name (probably your e-mail) and password. If you don't know your password you can reset it. You could also try the default password which is Welcome1. Once you get in, there seems to be a number of ways to get to the program, but be sure that the module that you are taking is the 2014 version not the 2009 version. There may be choices, even for the 2014 version. Choose the one that is for currently certified WSI's. When you take the course there is a 10 question quiz, and when you pass it with 80% or above you are done. Be sure to go back into the "my certifications" page and make sure you got credit for it. It will say that your status is "acquired", and it should give you the new expiration date. Make note of that date and make a calendar reminder for yourself. Print that page for Jennifer.
- If you are having trouble with it you can come in and do it here and we will help you.

## **All**

- Filter update – The new filters are in! Everything is working great. The water is crystal clear and back up to its normal temp. There is some sand that remains in the lines which we still may see coming out at times, but this is already starting to greatly decrease. When we drain the pool in May we will take the covers off of the drains and clear out any sand that remains there. Don't be afraid to sweep if it is not busy, and you see sand in the pool. Just because we have new filters does not mean we don't have to sweep. It's still important.
- We had a discussion about how we conduct ourselves on the job. First of all we want to say that we feel that all of our teachers and employees do a great job. We are certified teachers and guards, and although that teaches us to be teachers and guards it doesn't always teach us how to deal with the public.
- We want you to focus on your lesson, but we do want you to remember that parents are watching you. Every parent is a little different, some drop their kids off and leave and some watch every second.
- It can be difficult to understand how a parent feels when many of us are not parents ourselves. Jennifer discussed a scenario that was intended to help our younger employees see it from the parent's point of view. You dropped off your younger sibling at a birthday party and were leaving, but then noticed that the

adult in charge was not able to watch all of the 20 kids that were there. Then you saw your younger sibling run into the road and almost get hit by a car....how would you feel, and what would your reaction be. Now the situation (that lasted only a second) is over, but how are you feeling now...is your heart beating kind of fast?

- The point is, if something happens, even if it didn't seem like any big deal to you, try to look at it from the parents point of view. Listen to what they are saying, take it seriously (you may have to do this after your lesson of course), ask if there is anything else you can do, even if you don't feel like it was "an incident" fill out an incident report. It could show that you are taking it seriously.
- Some other things to take away from this:
  - Obviously, the guard should be watching the pool. Especially when there are lots of people, like during lessons or a party.
  - The instructor should also be keeping an eye on their class. Even if you are working with one child, watch the others out of the corner of your eye.
  - Even when we are really watching well things can happen. Don't feel bad, feel good because you did your job and prevented something bad from happening.
  - We don't want you to be "worried" about people watching you, but remember that they are, and try to act professional when you are in the public areas of the pool.
  - We like to joke around a lot here and we are glad that you are comfortable with each other, and like each other, but try not to have conversations in front of customers that might not be considered professional. You are welcome to use Jennifer's office for breaks.
  - You are also welcome to keep your stuff in Jennifer's office.
  - Cell phone usage was discussed. We will be looking at this more closely over the next few months. You should not be using your phone when you are guarding or teaching. It would be best if guards and teachers left their phones in the office. No "rules" were made at this time but even desk staff should be more aware of how it looks to customers if we are texting or talking on our phones on the job.
  - Let's try to be aware of how we come across to the public so that rules don't have to be made.
  - We removed the start blocks for now. It is too easy for those teaching upper level classes to sit on them and talk to each other instead of moving around and watching their students.

- We would like level 4 classes to start making it a point to start on opposite ends of the pool. Then you can trade sides during your lesson. This will not only make for more space in the pool, but it will also remove the appearance that our teachers are congregating in one area and talking rather than watching their students.
- Let's try to make our customers confident that they are bringing their kids to a program that is not only safe, but also one where their kids are learning, and they are getting their monies worth.