

***Town of Manchester***  
**Department of Leisure, Family, and Recreation**  
**\*Recreation Division\***

***AQUATICS***  
**STAFF HANDBOOK**

**Fall/Winter 2023**

**L I F E**



**G U A R D**

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## TELEPHONE NUMBERS

Fire-Emergency	9-911
Fire North End	9-643-5432
Fire South End	9-643-1151
Police-Emergency	9-911
Police-Routine	9-645-5500

## POOL NUMBERS

Globe	647-3295
Salters	647-3296
Swanson	647-3297
Waddell	647-3299
Marcy McDonald	647-3293

## ADMINISTRATION

Christopher J. Silver, Director	860-647-3084
Kathleen McGuire Senior Recreation Supervisor	860-647-3087
Joshua Charette Recreation Supervisor	647-3139 (Office) 930-7716 (Cell Phone)
Joanne Tedford Aquatics Director	860-803-0209
Mackenzie Ranzoni Aquatics Director	860-916-5928

## FACILITIES

Community "Y" Rec Center	647-3164 (Mon – Fri 8:30 a.m. – 7:30 p.m.)
Mahoney Recreation Center	647-3166 (9:00- 5:00 Mon-Fri)
Center Spring Rec Office	647-3084 (8:30--4:30 Mon-Fri)
Program Information Line	647-3162

# Fall/Winter Aquatic Programs

## Personnel Handbook

### Mission Statement

The Fall/Winter Aquatics Program is a program of the Manchester Parks and Recreation Department, which provides instructional, adult, and open swimming and exercise programs for people' preschool age through adult on a seasonal basis.

Classes are required to meet the minimum number of participants to operate. Class and program status is directly related to the continual success of enrollment for each program. Registration and attendance figures are maintained seasonally and are included in reports to both the Parks and Recreation Commission and the Towns Board of Directors.

Red Cross Swimming Programs are open to all Manchester residents regardless of sex, race, religion, national origin, color, age, disability, or the inability to pay.

### Goals and Objectives

- ☺ To provide a variety of safe and enjoyable aquatics programs for all ages at an affordable cost.
- ☺ To improve the quality of life for all participants by providing quality swimming programs.
- ☺ To provide qualified, professional, caring, and courteous staff.
- ☺ To provide a safe, nurturing, and pleasant environment for all participants.
- ☺ To be responsive to the needs, interests, and concerns of all participants.
- ☺ To ensure customer satisfaction and provide positive customer service.

<b>This handbook is intended to be a source of general information only and not to create contract rights.</b>
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# Job Descriptions

## **AQUATICS DIRECTOR/ SENIOR HEAD GUARD**

The primary responsibility of the Aquatics director is the overall management of the pools. He/she prepares work schedules, pre-season training and in-service training for all lifeguards. The Aquatics director also supervises all aquatics personnel, facilitates end of the season evaluations, prepares work orders, collects all paperwork (i.e., timecards, attendance records, chlorine sheets, etc.) and maintains all pool records for the season.

**Requirements:** Preferred minimum age of 21, several years experience in pool and aquatics programs and previous experience as a head guard. Current American Red Cross Head Guard Certification, WSI and LGT in addition to CPR for the Professional Rescuer, Standard First Aid, Blood Borne Pathogens, participation in a preseason aquatics training seminar and water testing. Must possess an ability to detect potential or actual emergency conditions and handle them safely and effectively. Must be able to maintain a good working relationship with the staff and foster good public relations with the local public.

## **HEAD LIFEGUARD**

In addition to general lifeguarding duties, the head guard is responsible for the overall management of the pool and reports to the Aquatics director. He/she prepares work and class schedules for the guards, supervise their activities, enforces pool regulations, and makes sure all paperwork is completed (i.e., timecards, attendance records, chlorine sheets, etc.). The head guard also supervises and helps with the cleaning of the pools, locker rooms, surrounding area and requisitions all necessary operating supplies. He/she is required to teach lessons.

**Requirements:** Current American Red Cross WSI and LGT in addition to CPR for the Professional Rescuer, Standard First Aid, Blood Borne Pathogens, American Red Cross Lifeguard Management participation in a preseason aquatics training seminar, water testing and several years experience in pool and aquatic programs. Must possess an ability to detect potential or actual emergency conditions and handle them safely and effectively. Must be able to maintain a good working relationship with the staff and foster good public relations with local community.

## **WSI LIFEGUARD**

The primary responsibility of the WSI lifeguard is to teach the American Red Cross Learn to Swim Program including lesson planning, course completion, and certificate review in conjunction to the safeguarding of pool patrons and the assurance of proper use of pool facilities. Other Lifeguarding duties include maintenance of the pool and surrounding areas, cleaning of the bathrooms, and reporting to the head guard.

**Requirements:** Minimum age of 16. Current American Red Cross WSI and LGT in addition to CPR for the Professional Rescuer, Standard First Aid, Blood Borne Pathogens, and participation in a preseason aquatics training seminar, water testing, and experience in pool and aquatic programs desired. Must possess an ability to detect potential or actual emergency conditions and handle them safely and effectively. Must be able to maintain a good working relationship with the staff and foster good public relations with local community. He/she is required to teach effective swimming lessons.

## **LIFEGUARD**

The primary responsibility of the lifeguard is to safeguard pool patrons and ensure proper use of pool facilities, other duties include maintenance of the pool and surrounding areas, cleaning of the bathrooms and reporting to the head guard.

**Requirements:** Minimum age of 15. Current American Red Cross LGT in addition to CPR for the Professional Rescuer, Standard First Aid, Blood Borne Pathogens, and participation in a preseason aquatics training seminar, water testing, and experience in pool and aquatic programs desired. Must possess an ability to detect potential or actual emergency conditions and handle them safely and effectively. Must be

able to maintain a good working relationship with the staff and foster good public relations with local community.

### **POOL MONITOR or Residency Checker**

The primary responsibility of the pool monitor/Residency Checker is to detect potentially dangerous situations in and around the pool area and report to the head guard. Other responsibilities include maintenance of the pool and surrounding areas, checking patrons' residency and other life guarding duties.

**Requirements:** Minimum age of 15. Current American Red Cross LGT in addition to CPR for the Professional Rescuer, Standard First Aid, Blood Borne Pathogens, and participation in a preseason aquatics training seminar, water testing, and experience in pool and aquatic programs desired. Must possess an ability to detect potential or actual emergency conditions and handle them safely and effectively. Must be able to maintain a good working relationship with the staff and foster good public relations with local community. May be required to lifeguard.

## **Terms of Employment**

### **Temporary or Seasonal Employees**

Required forms for employees who are classified as Temporary or Seasonal Employees. These forms must be completed and submitted initially before hire:

1. Town of Manchester Application for Temporary or Seasonal Work.
2. Resume
3. Two letters of recommendation
4. Criminal Record Check Form
5. Mental/Physical Profile-Temporary Employment

A post-conditional job offer will be made upon successful completion of the following:

1. Post Job Offer Mental/Physical Profile-Temporary Employment
2. Negative Criminal Record Check Form
3. Form CT-W State of Connecticut
4. Form W-4 Department of Treasury
5. Employment Eligibility Verification (I-9) with a copy of Social Security Card and photo identification.
6. Current American Red Cross First Aid and CPR Certifications
7. Current required certification as stated in job description i.e., LGT, WSI, etc.
8. Certified attendance at a Blood Borne Pathogens seminar held by the Town or other agency at your own expense.
9. Signed Terms of Employment Letter.
10. Preseason Job Training/Testing

All forms are required to process your Personnel Action Form (PAF). This process takes approximately two weeks and must be renewed annually.

## **Basic Employees Responsibilities**

### **Orientation Meeting/Training**

All employees must attend a yearly orientation meeting and preseason training in early to mid June. At this time, registration dates, and program procedures will be reviewed and discussed.

### **Conduct**

You are a representative of the Town of Manchester, Department of Leisure, Family and Recreation. Be professional and courteous at all times to the general public and program participants.

- Maintain a neat but casual appearance.
- Profanity or abusive language is not tolerated. Striking a child for any reason is grounds for termination.
- Cigarette smoking, the drinking of alcoholic beverages or use of illegal substances is not tolerated during working hours and may lead to suspension and/or termination.

### **Cell Phones & Smart Watches**

The use of cell phones, smart watches, and other electronics while on duty is prohibited. While on duty, you are responsible for the safety of staff, participants, and spectators. Engaging with technology during these times impairs your ability to make the work environment a safe place. While at work, employees should lock up their phones, smartwatches etc.... in a safe and secure location. The Recreation Division is not responsible for cell phones that are lost or stolen from employees during their shifts.

The only reason that an employee should need to use their cell phone is in the event of an emergency.

### **Work Schedule**

The Recreation Supervisor and/or Aquatics director determines your work schedule at your assigned pool based upon program needs.

- Employees are to arrive 15 minutes prior to the published class time/start of shift.
- Employees are to notify the Head Lifeguard and Aquatics director no later than four hours prior to the start of the class if they are unable to make it due to illness or emergency situation.
- Employees will only be paid for hours authorized by the Terms of Employment unless given prior authorization to work by the Recreation Supervisor.
- Employees are responsible for getting their own substitute when anticipating absence from work. Substitutes must be employed with the Parks and Recreation Department, possess the required skill and experience for your position and should be selected from the substitute list. Upon acquiring a qualified substitute, you must then contact the Head Lifeguard and Aquatics director for final approval. You must display, at your pool, in writing, who your substitute will be. If you do not do this, and your substitute does not show to cover your shift, YOU will be held responsible. If you are sick and unable to find a qualified substitute, then you will need to submit a copy of a doctor's note to the Recreation Supervisor.

### **Work Schedules**

Employees are responsible for reporting to work on the dates listed on the Terms of Employment or as scheduled by the Recreation Supervisor or Aquatics director. No employee is allowed to leave their work assignment for any reason while they are scheduled to be at work. If you are found to have left the pool premises for any reason while during scheduled work hours, appropriate disciplinary action will be taken.

### **Work Hours**

Staff hours are not to exceed 40 hours during a 7-day work week (timecards and work weeks are calculated from Friday to Friday). Please keep track of your schedule daily on your timecard and do not substitute for anyone if you are at the 40-hour maximum. Your weekly "regular" scheduled hours are listed on the staff contact sheet and was indicated on your terms of employment.

### **Timecards**

Town employees are paid on a bi-weekly basis. The Aquatics Director will pick up timecards at the end of every second Wednesday. New cards should be signed immediately, and hours must be recorded daily; there is to be no overtime work by any guard unless approved by the Recreation Supervisor. A maximum work week is 40 hours. Time cards must be filled out correctly, completely and with pen or will not be processed and will result in a delay of payment.

### **Substitute Timecards**

Substitute timecards are to be filled out when substituting for another lifeguard.

Please be sure to note the name of the guard that you are substituting for in the notes section of the card. Cards are to be kept at the pool you are substituting at and failure to fill out a substitute card completely and correctly can result in a delay of payment. **Back pay will not be issued for failure to fill out a timecard.**

## **Lifeguard Responsibility**

You were hired because you exhibited competency and skill in the area of aquatics. Because you are in very important, as well as a highly visible position, we ask that you act in a manner, which reflects positively on yourself, your pool staff, and the Town of Manchester.

Guidelines to Follow:

1. Be at your work assignment at the time specified on your schedule.
2. Keep your mind on the job and eliminate all distractions (i.e., radios, books, magazines, cell phones) while on duty.
3. Staff must wear issued **swimsuits** and **shorts** at all times on duty. Appropriate swimsuit for female guards is a one piece athletic type suit. You must also wear your whistle and have a rescue tube with you at all times while on duty.
4. Personal calls should be made only during break times and kept to a maximum of 5-minutes.
5. Cell phones are not permitted during scheduled work time.
6. Work assigned days. Any scheduled switches must be approved by the Aquatics Director or the Recreation Supervisor.
7. Only the Director or Assistant Director of Recreation has the right to refund or waive swim fees for participants when necessary.
8. It is very important that the staff show respect for the public at all times. If a problem arises, bring it to the attention of the head guard or Aquatics director.
9. Establish good relationships with residents of the community surrounding the pools. Every employee should work toward maintaining the best possible neighborhood relationships.
10. Remember - an accident can happen at any time. **Always be alert.**
11. Guards are on duty during down time in case of emergencies.

### **What you need**

Bring these items with you when you come to work:

- Town of Manchester Lifeguard shirt (provided)
- Whistle (provided)
- Mask (provided)
- Approved Swimsuit (for women, one-piece athletic type suit, preferably red)
- Guard shorts or cover trunks (provided)
- Water
- Good attitude



### **Disciplinary Actions**

You were selected based upon your outstanding qualifications and professionalism. It is expected that you will perform your duties accordingly. All disciplinary actions shall be applied in a fair manner and shall be consistent with the infraction for which the disciplinary action is being taken. Employees may be disciplined for, but not limited to, any of the following reasons:

- ⊗ Not attending mandatory staff and training meeting
- ⊗ Tardiness or excessive absences
- ⊗ Using intoxicants while on the job or reporting to work under the influence
- ⊗ Insubordination, offensive conduct, violation of Town policies or ordinances
- ⊗ Less than acceptable performance of your required duties
- ⊗ Not appearing in required uniform
- ⊗ Use of cell phone during work hours

### **Disciplinary Actions May Include:**

1. A verbal warning
2. A confidential, written warning by the Assistant Director of Recreation or the Recreation Supervisor, initialed by employee
3. A written warning
4. A suspension without pay for a period not to exceed ten (10) days
5. Demotion
6. Discharge

### **Chain of Command**

If a guard experiences a problem, conflict or situation in which assistance is needed, he/she should initially approach the Head Guard. If a solution cannot be reached, then it should be brought to the attention of the Aquatics director, followed by the Recreation Supervisor, and finally by the Assistant Director of Recreation.

### **Evaluations**

Each employee will receive an end of the season evaluation. This evaluation will determine your eligibility for rehire and consideration for the winter aquatics season.

### **Liability and Safety**

Each Temporary and Seasonal Employee is covered by the town's liability insurance and workers compensation (See appendix A-Workers Comp. and liability issues). Accidents and incidents are to be reported immediately to the Aquatics Director and Recreation Supervisor. This does not mean, however, that each and every employee is immune due to negligence. Always think safety first and use common sense. Report all incidents, however slight.

The Town of Manchester does not provide accident or health insurance for participants. Any questions a participant may have should be directed to the Recreation Supervisor. Refrain from comments on any potential liable situation. In the event where you may see an unsafe condition at your facility, it is your responsibility to bring it to the attention of your immediate supervisor followed by a work order.

## **Pool Information**

### **Program and Membership Registrations /Refunds**

All program participants must register at the Community "Y" Recreation Center during designated registration hours. Registrations are not to be accepted at the class or pools and participants who are not registered may not participate in the program until they have registered. Instructors are not authorized to allow participants in their class unless they have registered.

If participants miss class due to illness, vacation, or any other personal reason, they are not allowed to make up the missed class in another class. Extended illnesses are to be brought to the attention of Recreation Supervisor for credit. All requests for refunds should be referred to the Recreation Department.

**Pool Pass**

Pool passes are required of every person who enters the pool. Pool passes are photo identification sold to town residents only. A pool pass may be purchased at the Community "Y", Mahoney Recreation Center, Center Springs Park, or the Customer Service Center. A pool pass CANNOT be purchased at the pools. No patron will be admitted into the pool without a pool pass. A member of the aquatic staff must check pool pass during all general swim times. Individuals may purchase a \$5.00 booklet of "Day Passes," for guests. For guest admission an adult should give 2 tickets and a child 1 ticket for entry into the pool for that day but must be accompanied by an adult or child with a valid pool pass.

*(Refer to pool rules for specific information regarding revocation of pool passes.)*

## **Swim Lesson Instructor Information**

**Class Content**

All Instructors are responsible for the planning and implementation of their assigned classes. Assistant Instructors are responsible for assisting the Head Instructor in instruction and carrying out duties related to the class from the Head Instructor. Head Instructors should meet with their assistants prior to the class to review the class lesson plan. Class content is to follow the standards set in place by the American Red Cross. Please refer to the Red Cross swim lesson sheets in the addendum package.

Classes may be canceled due to inclement weather. The Recreation Supervisor or a designee will make program cancellations 15 minutes prior to the start of the class. Employees and participants are to then call the Program Information Line at 647-3162 for class status. In the event that a maintenance issue closes a pool, all lessons will be held on land and alternate class content will be taught. There are NO swim lesson make-ups. All classes have 5 additional minutes built in, to accommodate in case of a cancellation.

**Information for Instructors**

Communication is the key to a successful program. Communication is a must with supervisors, fellow instructors, students, and parents. Ask for advice and share ideas. Let's work together as a team, especially when there is more than one instructor in the pool.

- Take attendance each week. Mark L if a child is late indicating by how many minutes. This information may be of use to you as an instructor if a parent comes to complain about their child's progress. Attendance doesn't have to be done on deck; it can be done in the water too.
- Start classes on time. This is extremely important. When you are teaching back-to-back classes end each class 1-2 minutes early to allow for changeover time. Please arrive at least 5- 10 minutes before your class to allow time for changing and set-up.
- Complete a block lesson plan outlining your classes for a duration of a session and a lesson plan for each class. These plans need to be readily available at all times. These will assist substitute instructors during the sessions.
- Screen pupils on the first day to ensure they have been placed in the appropriate level.
- Water Safety can be taught in the water too. 100% of each class should be taught with the instructor in the water. Evaluate your lesson plan if you are not currently meeting this requirement.
- Use the pool to its fullest instructional advantage throughout the session. All instructors must teach classes from the water wherever possible.
- Remind kids to shower before class and to bring their towels on deck.
- Educate children about pool emergency procedures. This will only help them in the rare event that an emergency arises.

- Complete all forms required in the evaluation of candidates and distribute and complete certificates at the end of the session.
- Communicate to parents frequently. If there is a problem, let the parents and the Aquatic Director know as soon as it arises.
- If a parent would like to discuss their child's progress, do not use class time to do so. Give the parent the option of speaking to you during your break.
- Return all pool equipment to its proper location in good condition. Damaged articles must be reported to the Aquatic Director as soon as possible.

## Emergency Procedures

### Accident and Emergency Procedures

1. Remain calm and in control of the situation.
2. Activate emergency pool procedures (if necessary). Use whistle system:  
**1 short blow-gets lifeguard attention**  
**2 short blows-gets patron's attention**  
**3 short blows-lifeguard is going in for a save**  
**1 long blow-clears pool**  
**3 short and one long blow-clears pool for 9-911**
3. Primary rescuer attends to the victim, while down lifeguard covers primary rescuer's chair.
4. Head Lifeguard assists primary rescuer and gives directions to other down lifeguard to contact EMS. Primary rescuer or Head Guard will communicate victim's status and vital signs to lifeguard on telephone who will then relay information to 911 operator.

**Note:** After bringing victim to a safe location, you must ask the conscious victim if he/she wants to be treated for first aid. If victim is unconscious, it is assumed that the victim wants to be treated for first aid, CPR. If conscious victim refuses treatment, victim must sign an accident report and the Head Guard must indicate on the accident form under "description section" that the victim refused treatment.

5. Remaining guards in the chair stand up and clear the pool. After all patrons are removed from the pool, guards in chairs then provide back-up rescue assistance and crowd control.
6. The Residency Checker/Pool Monitor, available Lifeguard or patron should open the ambulance gate and keep clear until arrival and through departure.
7. Determine the extent of the injury to the best of your ability. **Do not at any time make a diagnosis of the injury.**
8. If minor, administer first aid as necessary and complete an accident report.

#### **If serious:**

- a. Call 9-911
  - b. Give name, pool address, phone, and nature of the injury.
  - c. Stabilize victim and keep as calm as possible.
  - d. Delegate a responsible person to take charge of your group.
  - e. Assure them that everything will be fine.
  - f. Continue first aid until help arrives.
  - g. Contact immediate supervisor immediately following the incident or during the incident if possible.
  - h. Contact participant parent or spouse.
  - i. Follow up incident with detailed accident report
9. Be observant of surrounding conditions at time of accident or injury. Complete an accident report and send it to the Main Office immediately.

10. Refer all questions on the accident to the Center Springs Main Office.

Remember, the best way to avoid an accident or injury is proper supervision and preventative lifeguarding. Understand the possible risks of any activity and avoid dangerous situations. **Under no conditions are staff members to transport program participants in your or their vehicles.**

### **Sanitary Disposal of Bodily Fluids**

Because of concerns about disease that can easily be passed by contact with body fluids such as: blood, saliva, vomit, urine, and others. Blood and traumatically induced body fluids must be dealt with as if they are hazardous chemicals. This means: **DO NOT TOUCH!** Use rubber gloves and other protective equipment as necessary and wash up thoroughly afterward with a hospital grade germicidal soap and hot water.

### **TRAUMA:**

1. If first aid is needed, put on rubber gloves and other gear as appropriate,
2. If the area is contaminated erect signs, cones, or barriers to keep people out of the area. Do not remove the victim until the area is cleaned and declared safe.
3. Clean the area with a bleach and water solution.
4. Disposal of all body fluid-soaked material **MUST** be placed in a red BIO-HAZARD bag located in the Blood Borne Pathogen spill kit in the first aid station.

### **ILLNESS:**

1. Get sick person a plastic bag and administer first aid as needed.
2. Erect signs, cones, or barriers to keep people away from the contaminated area.
3. Disposal of all body fluid-soaked material should be placed in a red BIO-HAZARD bag.

### **Pool Incident**

A “pool incident” is defined as anytime there is a spillage of vomit, fecal matter, or blood in the pool. The procedure for disinfecting of the pool is based upon the recent findings of the Center for Disease Control (CDC).

### **The procedure to follow to manage such accidents is:**

1. Clear the pool and do not allow anyone to enter the pool until decontamination is completed.
2. Remove as much of the matter as possible with a skimmer pole or net and dispose of it in a sewage treatment and disposal system. Decontaminate skimmer.
3. Note the appearance of the matter (As with fecal matter, is the stool hard or soft as with diarrhea)
4. Follow the procedure as directed by the professional on duty. If no professional is available:
  - Clear the pool and close the pool until all matter is removed.
  - Notify the Aquatic Director and the Recreation Supervisor.
  - Contact the Parks Dept. Maintainer on call.
  - Record the incident in the Pool Log.

### **Turbidity**

Clear water is vital to the safety of staff and patrons. At all times the main drain in the deep end of the pool is to remain visible to lifeguards standing on the deck of the pool. If at any time the drain is NOT visible, clear the pool and contact the Aquatics Director and Parks Dept. maintainer on call.

### **Accident Reports**

An accident report should be filled out whenever a pool patron has been injured. To ensure accuracy the report should be completed within 24 hours and handed into the Aquatics director. The report should include a brief description of the accident, the action taken and the names and addresses of any witnesses present. At no time should the staff offer diagnosis or express personal opinion as to the extent of the injury. Staff should not make public comment as to circumstances surrounding the incident.

**First Aid Log**

The first aid log should be filled out whenever a minor injury to a patron or a staff member occurs. While not as extensive as an accident report, the first aid log ensures documentation of any minor injuries. This log should include date, name, and description of injury.

**Pool Log**

Any incidents pertaining to fecal matter, vomit or blood in the pool should be recorded in this log. Log will be kept in the pool book.

**Daily Cleaning Log**

To maintain healthy environments at our aquatic facilities the following cleaning/disinfection protocols will be instituted. Every hour, lifeguard staff will be required to sanitize and disinfect high touch, high use areas of the pool, pool deck, bath houses and shared use equipment. Staff will be required to keep a daily log of sanitation on site for review by aquatic staff and health department.

**Attendance Sheets**

Attendance MUST be taken daily at every aquatic's facility at various times throughout the day. The Head guard at the pool should make a daily estimate as to the number of adults and children present at the facility that day. This should be done at the times indicated on the attendance sheet. It is also important that the weather is noted each day. **Attendance sheets will be collected weekly by the Aquatics Director, or by the Recreation Supervisor.**

## **Customer Service**

**LIFEGUARDS ARE EXPECTED TO REMAIN POLITE AT ALL TIMES, TREATING PATRONS WITH RESPECT AND COURTESY. PATIENCE IS EXPECTED AT ALL TIMES, EVEN DURING FRUSTRATING SITUATIONS!**

**Helpful Tips for Dealing with Patrons**

1. Create a great first impression and be alert.
2. Treat your fellow staff, patrons, and the facility with respect.
4. Acknowledge the presence of patrons and greet them in a warm, friendly manner.
5. Make the patrons feel important.
7. Respond quickly to questions and concerns.
8. Get to know the facility, programs, and schedules (especially lesson offerings and pool hours).
9. Apologize to patrons for any errors or inconveniences.
10. Exercise good judgment and common sense.

**Dealing With an Irate Patron**

1. Don't take it personally.
2. Don't react submissively.
3. Don't pass the buck.
4. Don't hide from the challenge.
5. Be calm and attentive.
6. Write down the facts.
7. Properly refer the complaint.
8. Help the patron understand the reasons for a problem.
9. Follow up the complaint.
10. Learn from complaints and make changes, where necessary.

## Customer Complaints

Although we strive try to please everyone, there will be times when this will not be possible. Understand that, at some point you may not be able to solve an individual's complaint to his/her satisfaction.

1. A lifeguard should never argue with individuals. Strive to maintain a pleasant attitude throughout the situation.
2. Listen without interruption to the whole complaint.
3. Empathize with the individual's concerns without criticizing the Recreation Department or the Town of Manchester.
4. Try to suggest a solution or refer them to a staff member who might be able to help solve their problem.
5. Have the individual write down the complaint and pass it along to the Head Guard or Aquatic Director.
6. Request help from the Head Guard or Aquatic Director if the individual becomes belligerent. Notify the Recreation Supervisor.
7. If a situation grows out of control, call the Manchester Police Department.

\*(Please complete a Complaint/Incident Form each time a complaint is filed.)

## 2023 Pool Rules and Regulations

The following rules and regulations are designed to assure safe and sanitary operation of the Town of Manchester municipal pools and to comply with the State of Connecticut regulations for public swimming pools. Town of Manchester residents and their guests are requested to cooperate in observing the rules.

### *General Rules*

- Town of Manchester indoor pools are open to Town of Manchester residents only. Proof of residency or a pool pass is required for entrance. No one will be admitted without proof of residency or pool pass.
- The primary responsibility of the lifeguards and aquatic personnel is to provide for the safety and comfort of members using the pool. ***PLEASE DO NOT TALK TO LIFEGUARDS WHILE THEY ARE ON DUTY!*** In the case of an emergency, notify the nearest lifeguard and follow their instructions. Lifeguards on duty have the authority to prohibit activities that, in their judgement, may be dangerous or interfere with other patrons' enjoyment of the pool and the facilities.
- Please remember that lifeguards are not babysitters and that all children must remain under the supervision of the accompanying adult. If an underage child is found at the pool unaccompanied, the lifeguard will telephone the parents and request that the child be picked up immediately. Lifeguards will report all incidents to the Aquatics Director or Recreation Supervisor.
- First aid supplies may be obtained from the lifeguard. All injuries, however slight, should be reported to the lifeguard.
- All persons using the pool or pool area do so at their own risk and sole responsibility.
- Radios are prohibited from all pool areas. Cameras, video cameras and other electronic devices are prohibited during general swim times.
- Any person having a communicable disease, open blisters, or cuts, sore or inflamed eyes, ears, nose or mouth infections, excessive sunburn or any type of skin disease will be excluded from the pool area. No person is permitted in the pool area except during the regular pool hours. Violators of this rule are subject to immediate loss of pool pass for the season and to possible prosecution.
- All persons must shower before entering the pool.
- Swimmers under the age of ten (10) will not be admitted unless accompanied by a responsible adult, eighteen (18) years of age or older. Non-swimmers are not permitted in the main pool unless they can stand with their head fully above water.
- A deep end swim test must be taken and passed by all children to swim in deep end areas. Parents should be advised: for the safety of your child, lifeguards may test your child more than once throughout the summer. Deep Water Test:
  - Length of the pool crawl stroke (25 yards)

- Appropriate bathing suits must be worn when using the pool. No jeans, shorts or cut-offs may be worn. No T-shirts may be worn in the water over bathing suits unless special circumstances apply (i.e., bad body scars, excessive obesity, and or severe sunburn). If a T-shirt is worn, bather is permitted in shallow water only.
- Babies must wear bathing suits. They also must wear diapers specific for swimming or rubber pants. This applies to use of wading pool and the main pool.
- Eyeglasses and sunglasses with glass lenses are not permitted in the pool at any time. Plastic lens eyeglasses and sunglasses with safety strap may be worn in the pool.
- Animals are not permitted in the pool area. Guide dogs for the blind will be admitted to the pool area, but shall not enter either pool and must be leashed.
- Smoking is not permitted.
- No toys, rubber balls, exercise equipment, inflatable or artificial aids including masks, fins and flotation devices of any kind shall be permitted in any pool. Aids for use by lap swimmers or by patrons with disabilities may be used at the discretion of and with prior approval from the head lifeguard.
- Bicycles, scooters, skateboards must be parked outside the pool area at the owner's risk. These items must be kept clear of the pool entrance.
- Consumption/possession of alcohol and drugs is not permitted on Town of Manchester property. Persons suspected to be under the influence of alcohol/drugs or in possession of illegal substances will be refused admittance to the pool.
- Recreation personnel reserve the right to close the pool or restrict its use whenever the safety or health of patrons is endangered.
- Day care providers who are supervising children may only utilize the pool during designated hours and must have a valid permit and meet all permit policy guidelines.
- Diving or jumping into the pool from the shallow end or any side of the pool is not permitted. Diving and jumping are allowed from the deep end wall only.
- The Town of Manchester and the Recreation Department will not be responsible for the loss of or damage to personal property of any kind.
- A phone is provided for limited use. Phone calls are limited to local calls and are permitted at the discretion of the lifeguard. The phone is not to be used for business purposes.
- Private swim instruction is not permitted unless consent is given from Recreation personnel.

#### *Food and Beverages*

- No food is permitted on the pool decks. Beverages in non- glass, covered containers are permitted and shall not be consumed within eight (8) feet of the pool edge.
- No glass containers of any kind are permitted in any pool area.
- Garbage must be deposited in garbage containers.

#### *Pool Behavior*

- Running, rough housing, splashing, spitting water, or any behavior affecting the safety and comfort of other patrons will not be tolerated.
- The use of profane or abusive language will not be tolerated and is grounds for ejection from the pool complex.
  - Fighting will not be tolerated and will be grounds for ejection from the pool complex.

#### **Discipline**

1. Be specific. Blow your whistle and indicate to the person that you want to speak to him or her.
2. While facing the water, explain what was wrong and warn the offender once.
3. Normally a warning followed by a 5–10-minute rest period will suffice.
2. Suspensions of 1 period followed by suspension by 1 or 2 days would follow.
3. The Recreation Supervisor or the Aquatics director must approve longer suspensions.
4. Make sure that the discipline fits the offense.

Serious offenses may result in the revocation of pool use. Patron will be denied access to all pools until the matter is resolved to the satisfaction of Recreation Supervisor. The Recreation Department may impose a

permanent suspension of pool privileges for the remainder of the season to any individual who is in violation of the rules.

The Aquatics director and head lifeguards have been delegated the responsibility of the strict enforcement of rules and regulations. He/she has the authority to temporarily deny any patron or guest the use of the pool. If the Aquatics director or head lifeguard takes such action, he/she must file a written statement with the Recreation Supervisor within 24 hours after taking such action. The written statement shall include a brief description of the facts and rules, which he/she alleges have been violated.

Refusal to comply with local health codes, pool rules and regulations can result in the suspension of pool privileges for a period of time to be determined by Recreation personnel.

#### *Complaints*

The Department of Leisure, Family and Recreation is responsible for the daily safe operation of the pool and its grounds. Any questions, comments, complaints, or problems with the facilities should be brought to the attention of the Aquatics Director or the Recreation Supervisor.