

Woodland Swim Club

Operating Manual

Revised  
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## **I. POLICY PURPOSE**

Woodland Swim Club is owned entirely by its Membership. Each Member Unit is an equal owner of the Club.

The Executive Officers and Board Members of the Club have the responsibility to provide a safe, sanitary swimming club for the Members.

The following personnel policies and practices have been established by the Board and are delegated to the Pool Manager to provide compliance and ongoing adherence.

The Board reserves the right to override the decisions of the Pool Manager as they deem appropriate.

## **II. POOL PRACTICES**

The Board has established the following pool practices.

1. **Pool Hours:** During the season, the pool will be open seven (7) days per week, with daily hours 12:00 noon to 8:00 PM Sunday thru Wednesday, with the exception of Thursday thru Saturday the pool closes at 9:00pm. Changes to this schedule will be posted on the pool bulletin board or the pool front door.
2. **Member Sign-in:** All members must sign in at the gate area. A lifeguard or staff member, while on duty, will staff the gate when possible.
3. **Guest Policy:** A guest is anyone whose name does not appear on the Woodland Swim Club membership roster.
  - a. Guests must be registered by name with a staff member on duty and sign in with their sponsoring member. Members must accompany guests at all times while at the pool.
  - b. Members who bring guests are responsible to see that their guests are informed of and adhere to the pool rules. Guests who violate the rules may be asked to leave and possibly forfeit their guest privileges. The sponsoring Member is also responsible to see that the guest fees are paid as the guest enters the pool area. Guest fees are \$5.00 per person per day.

Guest passes are available in 6 and 12-day increments – 6 days for \$25.00 and 12 for \$50.00. Guest passes will be valid only for the season during which they are sold. Members may purchase guest passes on the Woodland web site or from the Pool Manager.

Non-members may not purchase guest passes directly by any means.

- a. A special guest pass may be issued for out of town guests visiting for an extended time, provided a written request is made by the member to the Pool Manager or a Board Member. The pass, if issued, may be used only for the guest whose name is written on the pass.
- b. Guests, other than those listed in 2a above, are permitted at the pool no more than once (1) per week or three (3) times per month.

**Child Care Policy:** Children eleven (11) or younger may not be left at the pool without adult supervision. Children must be under the immediate supervision of their parents or other adult at all times. Lifeguards are trained to prevent and respond to water emergencies. They are not expected to provide childcare or supervision to young children.

All persons thirteen (13) or younger that have not passed the deep water test MUST be accompanied at all times by an adult to be admitted to and/or to use the pool.

Children under six (6) years of age MUST be accompanied by adult when using the bathrooms/locker rooms.

Babysitters are to be registered on the family application.

Babysitters not registered on the family application are considered guests and the applicable guests fee will be applied. It is the Member's responsibility to inform the babysitter of the pool rules. Babysitters must be age sixteen (16) or above.

4. **Adult Swims:** Adult swims will normally be called each hour commencing at the 1:00 PM and ending after the 5:00 PM adult swim. The duration of the adult swim shall be no longer than twenty (20) minutes. No one under the age of sixteen (16) is normally permitted in the pool during adult swims. When fewer than twenty-five (25) persons are at the pool, the calling of an adult swim is at the discretion of the guards. An adult swim after 5:00 pm may be called at the discretion of the guards if the pool is crowded, or if a Member requests one.
5. **Cash Box:** The pool will maintain a cash box to collect guest fees.
6. **Pool Phone:** The pool phone is for use by pool staff only or for emergency use by pool members. Pool phone number: 412-741-3280.
7. **Deep Water Test:** All children aged sixteen (16) and under, including guests, must pass a deep-water test prior to being allowed past the shallow end rope. The

Pool Manager will keep a list of those children that have passed the deep-water test.

The deep-water test includes both swimming one length of the pool in good form and treading water for 90-seconds. Pass/Fail of the test is at the discretion of the head lifeguard. The test must be passed each year.

Parents may escort children who have not passed the deep-water test into the deep end of the pool. Parents who swim with their children into the deep end of the pool must be in the water and within arms reach of the child. Permission for a parent to take a non-swimmer past the shallow end rope is a privilege, not a right, and may be denied at the guards' discretion depending on conditions.

8. **Valuables:** The Woodland Swim Club will not be responsible for personal valuables. A short-term Lost and Found is maintained as a courtesy. Lost and Found items will be disposed of periodically.
9. **Emergency Procedures:** Emergency phone numbers will be posted near the phone. Lifeguards are trained to deal with emergency situations. Members should follow lifeguards' instructions immediately and without question.
10. **Swimming Instruction:** The lifeguards may provide private swimming instruction to Members for a nominal fee. Lifeguards may not provide swimming instruction during their work shift. Swimming instruction times and frequency are at the discretion of the pool manager. The pool manager is responsible for coordinating or delegating the process of private swim lessons.

### III. GENERAL RULES

Compliance with the rules of the Club is necessary for the safe and proper enjoyment of the facilities by the Members and their guests.

**Failure to comply with the rules of the Club shall be considered sufficient cause for the suspension or expulsion of Members or their guests by the Board of Directors.**

1. **Authority of Pool Manager:** The Pool Manager, lifeguards, and maintenance employees are responsible to the Board of Directors for the daily safe and efficient operation of the swimming pool. **They need the support and cooperation of the Membership to fulfill these responsibilities.** The Pool Manager and lifeguards have the power and duty to enforce the rules, and Members are encouraged to report violators of the rules to the Pool Manager for appropriate action. Members and guests violating rules are subject to suspension of pool privileges for a time period deemed appropriate by the Pool Manager and Board of Directors.

2. **Pool Admission:** All Members and their guests must register daily in a register provided for this purpose at the pool office. Guest fees will be determined annually by the Board of Directors.
3. **Guests:** Guests must be accompanied by a Member at all times. See Section II, Part 2.
4. **Bather Health:** Persons with signs of illness or disease, skin rashes or sores, or with bandages should not be permitted access to or use of the pool, except when certified by a physician not to have a disease, illness or other condition in a communicable stage.
5. **Toilets:** Toilets may only be used for the intended purpose. Disposal of diapers or other materials or objects in the toilets is prohibited. Children under six (6) years of age must be accompanied by an adult when using the bathrooms. Clogs, malfunctions, or other issues should be reported to the maintenance staff immediately.
6. **Parking Facilities:** Vehicles must not be parked so as to obstruct the entrance to the pool, block other vehicles, the neighbors' driveways, or cause damage to trees or shrubbery. Bicycles must be parked in a designated area and should be properly secured.
7. **Speed Limit:** Members and guests should exercise good common sense in traveling a safe speed when driving to and from the stone bridge to the pool.
8. **Recreational Equipment:** Recreational equipment is available at the pool office. The person who checks out equipment is responsible for its return.
9. **Personal Property:** The Club will not be responsible for theft or loss of, or damage to, personal property of any Member or guest. A short term Lost and Found is maintained as a courtesy. Lost and Found items will be disposed of periodically. Storage space is provided for Member's personal lounge chairs. Chairs must be removed at the end of the season.
10. **Pool Parties:** Members may rent the pool facilities after regular pool hours for private pool parties for a fee as established by the Board of Directors. Pool lifeguards must also be hired in the ratio of two (2) guards for each twenty-five (25) guests expected to attend the pool party (maximum of three (3) lifeguards). The Member must sign and honor a written Pool Rental Contract provided by the Pool Manager.
11. **Under-Age Pool Parties:** In addition to the above stipulations,
  - a. Any Member under the age of twenty-one (21) wishing to have a private party must have and demonstrate parental consent.

- b. Alcoholic beverages are prohibited at under-age parties.
- c. A ratio of one (1) chaperone per ten (10) persons under 21 is to be observed. A minimum of two (2) chaperones is required.
- d. Sponsoring parent(s) **MUST** be present as chaperones.
- e. Pool lifeguards must also be hired as stipulated above.

**12. Littering:** Members and guests are required to deposit all litter in the receptacles provided for this purpose. Parents are expected to require their children to comply with these practices, which apply to both the outside of and within the confines of the pool area. While the maintenance staff will do their best to provide a clean, litter-free environment, it is the responsibility of individual Members to clean up after themselves and their children.

**13. Use of Pool Chairs:** To prevent damage, pool chairs must not be turned upside down on the concrete. No one is permitted to use more than one chair at a time when the pool is crowded, to make chairs available to all Members and guests.

## **IV. SWIMMING POOL RULES**

1. Bathers must be clean before entering the pool. Showers are available in the changing rooms.
2. In accordance with Allegheny County regulations: All bathers, including children, must wear (at a minimum) a bathing suit while using the pool or sunbathing. Children who are not potty trained or children wearing swimming diapers **MUST wear tight fitting plastic pants**. Tight fitting plastic pants will be made available for a nominal fee.
3. Pets are not permitted within the confines of the swimming pool.
4. No one is permitted in the pool unless a lifeguard is on duty.
5. Children six (6) years or older are not permitted to use the baby pool or play in the immediate vicinity thereof. Parents of children using the baby pool are responsible for proper supervision. No lifeguard is on duty at the baby pool.
6. Pushing a person into the pool is prohibited.
7. Running in the pool area is prohibited.
8. "Horseplay" or other conduct in or around the swimming pool, which is likely to endanger another or otherwise unduly impair the enjoyment of pool privileges by others is prohibited.

9. All Members and guests, regardless of age, are subject to “benching” or other disciplinary measures as deemed necessary by the Pool Manager or lifeguards. Benching will occur near the lifeguard stands and members are encouraged to support the authority of the lifeguards while at the pool.

### **BENCHING POLICY**

First Offense	10 minutes
Second Offense	15 minutes
Third Offense	20 minutes
Fourth Offense	Suspension of pool privileges for the remainder of the day

10. Swearing or vulgar language is prohibited.
11. Fighting is prohibited.
12. Glass of any form is not permitted within the confines of the pool area including bottles, Pyrex®, ceramic dishes and other product that may shatter.
13. Floatation devices, beach balls, and toys are permitted in the pool area at the discretion of the Pool Manager and/or lifeguards. *Squirt guns are not permitted.* No such equipment is permitted in the deep end of the pool, except at adult swim at the discretion of the lifeguards. On crowded days, lifeguards may prohibit all such items at their discretion.
14. The Pool Manager will establish pool schedules for swim team practice, which will be held during the hours in which the pool is normally closed to Members and guests. There will be a few evenings during the summer when the pool will be closed for swim meets. These dates will be posted on the pool bulletin board.
15. In the event of lightning and/or thunder, the lifeguards will clear everyone from the water and pool deck. Members and guests will be allowed to return to the water at a minimum of **30 MINUTES** after the last sign of lightning and/or thunder.

## V. POOL MANAGER

**General:** The position of Pool Manager has been established to provide for the safe and efficient operation of Woodland Swim Club on a daily basis.

The Pool Manager will be responsible to the Board of Directors. However, specific instructions concerning the operation of the pool may come only from the Pool President or a designated person(s) from the Personnel Committee.

The Pool Manager is hired on a yearly basis by the Board of Directors. The yearly salary, as determined by the Board of Directors, is paid in bi-weekly installments throughout the operating season.

**Job Duties:** The Pool Manager is required to be present at the pool for a minimum of four operating hours per day, five days a week (20 operating hours per week total). The Pool Manager will provide specific times at the pool for members to meet and discuss issues and concerns. Members may reach the Pool Manager via [info@woodlandswimclub.com](mailto:info@woodlandswimclub.com). Operating hours are defined as hours during which the pool is open to Members and guests. At least one of those days should be a weekend day. Operating hours during which the Manager is on-site must be recorded on a time card and submitted to the Treasurer weekly. The Manager is encouraged to spend as many operating hours as possible at the pool in order to supervise employees and be available to Members and guests.

It is expected that the Manager will also need to spend a significant number of non-operating hours at the pool to supervise employees during opening/closing tasks and to maintain water quality. The job also requires time spent off-site to purchase supplies, make bank deposits, and conduct other pool business. These non-operating hours do not need to be recorded on a time card.

The Manager's regular duties include the following:

1. Hire lifeguard and maintenance staff, subject to Board approval.
2. Supervise and discipline lifeguard staff. Train and work with lifeguards to ensure that rules and procedures are followed and that professionalism is demonstrated at all times.
3. Supervise and discipline maintenance staff. Train and work with employees to ensure that daily maintenance activities are completed satisfactorily.
4. Establish lifeguard and maintenance staff-work schedules.
5. Approve employee time cards.
6. Establish and maintain a log of employee duties (opening tasks, closing tasks, cleaning tasks, etc.)
7. Establish and maintain employee records (certification cards, member complaints/commendations, disciplinary actions, etc.)
8. Establish and maintain pool operating logs (water testing, chemical treatments, pump/filter maintenance, injury reports, etc.)

9. Maintain water quality as necessary.
10. Procure supplies as needed for the daily operation of the pool.
11. Insure that vending machines and concession stand is well stocked.
12. Work with vendors and contractors to facilitate any maintenance or repairs to the facilities that are required.
13. Maintain pool schedule, including swim team meets/practices, private parties, and Board sponsored special events.
14. Perform a daily accounting of the cash box, depositing amounts in excess of \$50.00 to the bank or to the pool treasurer.
15. Keep the cash box supplied with adequate money, including change, as necessary for daily operation.
16. Determine, in consultation with at least one Board Member, when to close the pool due to inclement weather.
17. Work with the Board of Directors and pool Members to respond to requests, concerns, and/or complaints of Members.
18. Ensure that all employees, Members, and guests comply with Club policies and rules.
19. Perform pre-season and post-season duties as listed in Appendix A.

## **V. LIFEGUARDS**

**General:** The primary function of the lifeguard staff is life saving and the prevention of any actions deemed inappropriate which could jeopardize the health or safety of any individual. Secondly, lifeguards are to maintain the pool area, pool, and related equipment to provide for clean, safe operation.

The lifeguards will normally take guidance and direction from the Pool Manager, the senior lifeguard, or a Board Member when necessary.

**Job Duties:** The duties of the lifeguards will include the following:

1. Hours of work will be scheduled by the Pool Manager. The guard should be ready to take his or her place in the chair promptly at the beginning of each shift.
2. Guards must inform the Manager of any times they will be unavailable to work BEFORE the schedule is written. If a guard is unable to work his or her scheduled hours, it is the guard's responsibility to find a substitute in advance.
3. Opening and closing guards must complete the pool operation checklist daily upon opening and closing the pool. An opening and closing daily checklist will be posted for lifeguards and members. General opening and closing tasks may include blowing off deck, wiping down tables, putting up umbrellas, cleaning bathrooms, checking grills, testing water, putting out safety equipment, sweeping concession room and cleaning scum line, if needed.
4. Uniforms must be worn at all times while on duty. A uniform shall consist of a modest, red one-piece swimsuit with a "lifeguard" designation, a whistle, and sunglasses. Appropriately professional shorts, sweatshirts, or other cover-ups may

- be worn when necessary. In the event of cooler weather, red hoodies or red sweatshirts may also be worn. Off duty lifeguards may not be in uniform in the pool area. The Board of Directors will provide whistles and two appropriately marked t-shirts at the beginning of the season for use while on duty.
5. Lifeguards are responsible for the prompt, consistent enforcement of all pool rules, policies, and practices.
  6. Talking on cell phones, and chatting with friends or Members while guarding the pool is prohibited. Lifeguards must have their full attention on the pool at all times.
  7. While on duty, lifeguards must eat away from the pool deck. Lifeguards are provided a break and should use accordingly.
  8. When there are NO swimmers beyond the shallow end rope, the guard may sit in the lower chair until a swimmer enters the middle or deep end of the pool. Once swimmers enter the middle or deep end of the pool, a lifeguard must be in one of the high chairs. Lifeguards must remain on the deck and in close proximity of the pool while on duty. Lifeguards are not permitted to swim in the pool while on duty. Lifeguards, while on their break, may swim in the pool.
  9. There must be one lifeguard watching the pool while Members or guests are present on deck, even if no one is in the pool at the time.
  10. Lifeguards are encouraged to use their whistles as needed and to maintain control of the pool at all times. Benching is to be used fairly, consistently, and in accordance with the benching policy.
  11. Lifeguards are entitled to breaks as detailed by the Manager.
  12. Lifeguards must maintain an attitude of alertness and professionalism at all times. Lifeguarding is a serious responsibility, and that should be reflected in the appearance and behavior of the guards every moment they are on duty.

## **VII. MAINTENANCE**

**General:** The primary function of pool maintenance is to assist the Pool Manager and lifeguards in the opening, closing and daily maintenance of the pool. Members may fulfill their maintenance volunteer responsibilities by completing some of the maintenance tasks.

**Job Duties:** Currently, lifeguards are performing some of these maintenance duties. Should a maintenance person become a full-time staff member, these responsibilities are in place. The duties of the employees will include the following:

1. The Pool Manager will schedule hours of work. The employees should report promptly at the beginning of each shift.
2. Employees must inform the Manager of any times they will be unavailable to work BEFORE the schedule is written. If an employee is unable to work his or

- her scheduled hours, it is the employee's responsibility to find a substitute in advance.
3. Employees must complete the pool operation checklist daily upon opening and closing the pool.
  4. Bathrooms/locker rooms must be thoroughly cleaned each and every morning before the pool opens.
  5. Bathrooms must be spot-cleaned and resupplied with toilet paper, soap and paper towels hourly throughout the day.
  6. Maintenance employees must be alert to see that Members sign in, to take guest fees and to answer the telephone.
  7. Tables, chairs and grounds must be kept clean throughout the day.
  8. Clean the grills and surrounding area.
  9. The pool is to be skimmed at least hourly and as needed.
  10. The baby pool is to be drained, cleaned and refilled at the direction of the Manager or the head lifeguard.
  11. Lost and Found is to be kept tidy.
  12. Employees are expected to be actively working during the entire four-hour shift. There is always something to do!
  13. Employees will wear a uniform tee shirt as determined by the Board and/or the Manager.

## **VIII. GENERAL CLUB COURTESIES**

1. Each family should use only one table.
2. Members and guests should clear their area of litter, clean up any spills, and place chairs around the table when leaving the pool. Maintaining a clean and neat environment is primarily the responsibility of Members.
3. On crowded days, children who are at the pool alone should relinquish their table to families and spread towels on the grassy area.
4. Grills are provided for use by all Members and guests. Please be sure to turn off the gas at the tank and clean the grills when you are finished using them.
5. Sign-up sheets will be posted on the bulletin board for special events. Additional sign-up tools may be available on the Woodland Swim Club web site. The Social Committee uses these sheets to plan for food, drinks, etc. The Pool Manager also uses these sheets to plan for lifeguards. Please indicate your participation thoughtfully.
6. If you must consume alcohol during regular pool hours, please be discreet about it. We want to set a good example for our children. Cans should be covered with a sleeve. **Glass bottles are not permitted under any circumstances.**
7. Intoxication is a safety issue and will not be tolerated. Lifeguards, the Pool Manager and Board Members have the right to request that Members cease consumption of alcohol or leave the pool grounds if they are suspected of

being intoxicated. Lifeguards are encouraged to summon the police for assistance in dealing with a Member or guest they suspect of being intoxicated.