

# Aqua News

Winkler Pool Management, Inc.

## Standard Operating Procedures

### DROWNING DOESN'T LOOK LIKE DROWNING

Please take the time to read the attached article. It was forwarded to us by a member of one of our community pools to help parents look after their children when near the water. As lifeguards you are the professional and need to be highly aware of the actions and sounds of the people (most often children) around you. Although lengthy - take the time to read to the end. A good thing to remember - "Children playing in the water make noise. When they get quiet - get to them and find out why".

### COMMUNICATION

It is very important that we follow our standard operating procedures. Many lifeguards have fallen into a pattern of "cutting corners". We are referring to being punctual (opening and closing the pool on time), ordering chlorine and communication with WPM management personnel. We encourage you to call the office: (301) 864-4900, (703) 451-4664 or (888) 616-7946, to keep us informed if you are in need of supplies or chemicals, or to inform us if you are not going to be on time. It is better for us to be pro-active and inform the property if you are going to be late due to a bike or car breakdown, flat tire, etc., than

to have the property receive a complaint from a resident attempting to use the pool. In conclusion, please notify your Area Supervisor and the office, especially if you don't speak directly with your Supervisor and have only left them a voice mail.

Thank you!

### CHEMICAL READINGS

At all times when the pool is open, the minimum chemical residual required by the Health Department must be maintained (e.g. pH 7.2 - 7.8). Failure to operate within these parameters may result in a Health Department closure.

### HEATWAVE

The first heatwave of the summer is always the hardest as the body takes approximately 10 days to "acclimate" itself to the higher temperatures.

Two conditions that you need to be aware of in yourself as well as in your pool patrons and fellow lifeguards are **heat exhaustion** and **heat stroke**.

Symptoms of heat exhaustion include weakness, vomiting, nausea, headache and fainting. **Victims of heat exhaustion should be taken to a cool, shaded area and given liquids to drink, if conscious.** If heat exhaustion is not treated quickly it can

develop into heatstroke, a life-threatening condition.

Heatstroke is much more severe and can be fatal. Symptoms include fever, dry skin and the absence of sweating, a fast heartbeat, confusion, irritability, convulsions and shivering. In very severe cases, the victim may collapse and become comatose.

**Victims of heatstroke should be cooled immediately and taken for emergency medical treatment.**

The elderly, very young and those people with medical conditions are particularly susceptible to these conditions.

**In general, drink plenty of fluids and slow down!** If you must be in the lifeguard chair, try to shade yourself with a hat and/or an umbrella and switch posts with the other lifeguards periodically if possible.

### SUPERCHLORINATION

Every week we receive several calls concerning "accidents" or discovery of fecal matter in the pool. Here is the procedure you should follow:

1. Clear the pool of all swimmers and use your skimmer net to remove the solid waste matter from the pool and dispose of it properly in the toilet.
2. Add water to a bucket and then add a small amount of either granular or liquid chlorine (whichever your

facility has on hand).

3. Pour this mixture directly over the spot where the fecal matter was located and wait a minimum of 20 minutes.
4. After 20 minutes, take a chlorine residual test to determine the free and total chlorine residuals in the pool. (Make sure to dip your test block at least six inches below the pool surface. The minimum of free chlorine residual should be between 1.0 ppm and 1.5 ppm. The total chlorine residual is a combination of the free and combined chlorine residuals. The combined chlorine residual must not exceed 0.2 ppm. Therefore, your total chlorine residual should not exceed 1.2 ppm to 1.7 ppm.
5. If the chlorine residuals are below the amounts stated above, you must repeat steps 2, 3 & 4 until the desired levels are reached.
6. Once the desired levels are reached, swimmers may be allowed to re-enter the pool.
7. Should you have any questions, please contact your supervisor.

## **AUGUST REPLACEMENTS**

At this time we would like to update the list on who is leaving early and who is replacing whom, etc. We have a form for you to fill out if you are leaving before Labor Day. This form should have been delivered with this Aqua News so if you don't see it please ask your supervisor.

It is very helpful for us if you complete and return these forms as well as provide referrals for replacements. If your replacements or referrals are not certified, we will teach Lifeguard Training courses.

## **W-4'S, I-9's, W-11's APPLICATION, ORIENTATION, etc.**

For replacements, prior to issuing paychecks, we need a W-4, an I-9 form, W-11, (new for 2010), completed orientation material, a signed employment agreement, and an application.

## **REPAIRS**

During the next few weeks we will bring around yet another form to be filled out. It is our Recommended Repair Form. Be thinking of any repairs that will need to be, or should be, made prior to the 2011 season and inform your supervisor.

## **SCHOOL ADDRESS**

Many of you who go back to school want your checks mailed to an address which is different than that which is printed on your check. Please leave two stamped self-addressed envelopes with your supervisor or at the pool so we can mail you your final two sets of checks.

## **CHLORINE**

Once again, please call 3 days in advance of your anticipated run out. With the increased heat, more "Rush" deliveries are being called in every day and the chlorine people are doing their best to keep up !

## **POST LABOR DAY**

Many pools like to stay open past the traditional Labor Day closing. If representatives from your pool have mentioned this to you, be sure to tell them that, by contract, we must be notified in writing at least two weeks prior to Labor Day. Also, we will need guards both on weekends and weekdays. If you are interested in the extra cash, let us know.

## **LIFEGUARD OLYMPICS**

This year's 20th annual WPM Lifeguard Olympics will be held on Monday, August 9th, at Southern Towers (4901 Seminary Road, Alexandria, VA) at 6:30 a.m. Let your Area Supervisor know if you are interested in participating and watch this space for further details!