

WINKLER POOL MANAGEMENT, INC.

GUARD MANUAL

2005



Guard Manual
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Winkler Pool Management, Inc.
Guard Manual

INTRODUCTION

The corporation was founded by Dr. Lawrence Winkler in 1954. It was first called SwimCo, then Winkler Aquatics. In 1972, it became Winkler Pool Management, Inc. (WPM). WPM runs over 150 pools in the Washington Metropolitan area. We have no doubt that we are the best swimming pool management & service company in the area. Our primary purpose is to do the best possible job we can of managing swimming pools, while remembering our ultimate goal of "**Total Customer Satisfaction**". Therefore, success is directly attributed to our performance and professionalism, as well as yours.

Dr. Winkler is still very active in the company and currently serves as the Chairman of the Board. Doug Winkler is the President, and Steve Wilmot is the Executive Vice-President. They are responsible for the day to day operation of the Corporation. In Virginia, Chris Waters and Bryan Eberle are the Regional Managers. In Maryland and the District of Columbia, Ryan Gutman is the Vice President-Management and Mark Freeman is the Regional Manager. They, along with your area Supervisor, are responsible for the day to day operation of our swimming pool management division. Our Service Division is responsible for all pool repairs and renovation. Our Training Division is responsible for all instructional programs including: Lifeguard Training, CPR, First-Aid, and Pool Operator courses as well as for the aerobics and swimming lesson programs conducted at the pools that are managed by WPM. If you need any certification renewals, would like to teach swimming lessons or aerobics, or know anyone who is interested in becoming a lifeguard, please contact Trudy Turcotte, our Staffing Director in DC/MD or our staffing director in Virginia. The office staff answers phones, does the payroll and any necessary paper work to keep things running smoothly.

The **Supervisor** is responsible for assisting the pool managers with their duties. Supervisors are required to inspect the pools, train managers and guards in daily operations, obtain equipment and supplies and help with mechanical and other technical problems.

It is the Supervisor's responsibility to verify that all company policies and procedures are being followed. This includes time sheets, inspection forms, pool rules, being in uniform, etc. The Supervisor is a part of our management team and works to maintain and uphold WPM's high standards of pool management. You must give your Supervisor your full cooperation.

This manual is designed to help you understand what is expected of you as a WPM lifeguard, and it gives you basic information about company policies and procedures. We are counting on your maturity, personal knowledge and abilities to handle day-to-day operations. Together with you, your Supervisor and the rest of the WPM team, we will continue to be the best pool management company. We are looking forward to a very successful and safe season.

LIFEGUARD RESPONSIBILITIES

Primary Responsibilities

While on duty your primary responsibility is the health & safety of the pool patrons. This includes everyone inside the pool enclosure. Anytime swimmers are in the pool, a lifeguard must be on duty. This does not mean in the pool, in the office, or in the pump room. This means in the chair or in a chair on the deck near the guard chair. When guarding a crowded pool, scan from side to side, do not watch only one section of the pool. If two guards are up, pay close attention to the area under the other lifeguard's chair. While on guard duty do not let other people, other duties or your own fatigue limit your surveillance and put the pool patron's safety at risk. At multi-guard pools you should be in the lifeguard chair for a maximum of thirty minutes.

If you need to enter the water to perform a rescue, do not forget to use your rescue tube. This will assist you in conducting the rescue and will provide support for the victim. Also, remember to take a few extra seconds and climb down from a guard chair before entering the water. Many lifeguards have been injured jumping or diving from guard chairs into the pool. Your safety is of primary importance. If you become injured while attempting to rescue someone all you will have is two victims. Please take the extra time to climb down and enter the pool from the deck.

Know the pool rules and enforce them consistently. You are responsible for everyone's safety and are a role model for children. You must follow all of the rules if you expect the patron's to follow them. Your behavior reflects on WPM. Do not engage in horseplay with patrons or other guards. If you are acting unprofessionally, you put people's safety at risk.

Rules and Regulations

The following rules apply to all WPM staff:

1. Staff is never to use the pool before or after hours except for authorized events (i.e., lessons)
2. No friends or relatives are allowed to use pool at any time.
3. Smoking, eating, reading and playing cards is prohibited while on duty.
4. **Sit** in the guard chair whenever anyone is in the water.
5. **Do not** use radios, tape players or televisions at any time while in the pool area or guard office.
6. The pool must open and close at scheduled times. **Not** earlier or later.
7. Uniforms must be worn while on duty. They facilitate the identification of the guard on duty during an emergency.
8. The use of alcohol or drugs while on duty or reporting for work under the influence of alcohol or drugs will result in immediate dismissal.

The use of cell phones on deck at any Winkler Pool Management, Inc. managed facilities is strictly prohibited. As a lifeguard, your primary duty is to the safety of the patrons using your facility. All of your attention must be focused on the pool and surrounding area.

Personal phone calls of any kind should be made prior to or after your scheduled shift. Should a phone call become necessary while on duty, it must be made using the pool telephone.

Anyone found in violation of this policy will receive a written warning and may be subject to further disciplinary action, including termination should a second offense occur.

Safety and Accident Prevention

Preventing accidents is the primary job of the lifeguard. It is also the job of the guard to ensure the well being of all patrons: swimmers and sunbathers alike. This means you must take care that the deck, grass area, bath house, etc. are free of danger. A responsible guard must follow these guidelines:

1. Sit in the guard chair whenever there are swimmers in the water.
2. Watch the pool at all times.
3. Be sure to call rest breaks on schedule. These will help you stay alert, and give children a chance to rest.
4. **Never leave the pool area while people are in the water. This includes going in the pump room or answering the phone. Wait for break time or in some cases, ask everyone to get out of the pool for a few minutes.**
5. When there are no swimmers in the water, you must patrol the pool area to spot potential hazards:
 - a) loose diving board and steps
 - b) loose ladder, broken steps, loose railings
 - c) broken glass, nails, etc.
 - d) slippery spots on the deck from standing water - clean up the puddles
 - e) pool equipment that is not properly stored - off the deck
 - f) slippery bathroom floors
 - g) inspect deck for broken concrete, loose rocks, etc.
 - h) loose or broken skimmer lids
 - I) fulcrum bars must be kept all the way forward
 - j) broken chairs, damaged fences, furniture out of place, etc.
 - k) cracked tiles
 - l) cracked coping

6. Chemicals must be properly labeled and stored in pump room. Do not leave chemicals on the deck at any time. Do not mix any chemicals together.

WARNING: Muriatic acid and sodium hypochlorite (liquid chlorine) must never come in contact with each other. This results in chlorine gas which is a deadly, very dangerous chemical. Do not mix these chemicals together.

- a. All chemicals need to be stored in proper containers with the corresponding label in areas off limits to patrons
- b. Chemicals must be segregated by hazard classification
- c. Excess chemicals must be removed from job site (pool manager to notify Supervisor)
- d. Personal protective equipment will be provided for all employees

Job Descriptions

Below please find basic job descriptions for WPM lifeguards, head lifeguards and pool managers:

JOB DESCRIPTION

Title: Swimming Pool Manager

Requirements: Lifeguard Training, CPR, First-Aid, Pool Operator

Reports To: Area Supervisor

Job Duties:

1. Enforce safety rules and specific pool regulations.
 2. Guard swimming pool.
 3. Maintain clean pool and surrounding area.
 4. Institute gate control.
 5. Assign and perform maintenance duties.
 6. Schedule guards and train them in pool duties.
 7. Maintain chlorine/bromine and pH levels according to Health Department Regulations.
 8. Backwash filter and maintain equipment in working order.
 9. Maintain professional relationship with Resident Manger.
 10. Fill out all WPM forms.
 11. Responsible for opening and closing pool on schedule.
 12. Attend bi-weekly Manager's meetings.
 13. Attend weekly Lifeguarding training.
 14. Be in uniform at all times.
-

JOB DESCRIPTION

Title: Head Lifeguard/Lifeguard

Requirements: Lifeguard Training, CPR, First-Aid, Pool Operator

Reports To: Pool Manager and Supervisor

Job Duties:

1. Guard swimming pool - maintain safe swimming environment.
2. Enforce safety rules and rules of pool.
3. Check swimmers at gate when assigned.
4. Maintain pool area - keep clean.
5. Do cleaning chores as assigned by Pool Manager.
6. Attend weekly Lifeguarding Reviews as scheduled.
7. Be in uniform at all times.

Head Guards: Additional Duties

1. Assist pool manager with scheduling of staff and keep pool clean
 2. Assist manager with chemical balance
 3. Attend bi-weekly Manager's meeting
-

WPM COMPANY POLICIES

Employee Paperwork

We must have a W-4, I-9, application and Employment Agreement on each employee, new or old. Also, if you are under 18, we need a work permit. If you worked for us last summer, you must still complete an Employment Agreement, W-4 and I-9 in order to be paid. **If you have not filled out the appropriate paper work, please see your Supervisor. You must complete this paperwork to receive your paycheck.**

Once you receive your paycheck, please examine your check carefully to ensure the proper spelling of your name, your street address, your social security number, and the number of hours you worked. If any of the information is incorrect, it is very important that you submit the correct information in writing to our office. If there is any question with the number of hours or pay rate please follow the procedure outlined below, in the section entitled "Payroll Discrepancies".

Certifications/Licenses

It is your responsibility to be sure that you possess current lifeguard training, CPR, first aid certifications and a current pool operator's license. Your certifications must be current every day you work. If your certifications are not current, please contact the office for certification class information and registration. Many pools have been inspected and closed down by the health department because the lifeguards did not have their certification cards with them. **You must bring your certification cards with you every time you guard - "wear them" as part of your uniform and you will never be without them.** Also **copies** of your cards should be posted at your pool at all times along with a copy of your Supervisor's certifications/licenses . Most Health Inspectors will not close the pool down if they see these posted even if you "goofed" and do not have your cards on you.

Uniforms

We must portray a responsible and professional image. Guards must report to work in a clean and neat appearance. Two piece bathing suits, cut-offs, etc. are not allowed. You must wear the designated WPM uniform:

1. Every guard must wear the required WPM guard shorts.
2. Every guard must wear a WPM T-shirt or tank top while on duty.
3. Shorts, sweatshirts and sweatpants are available from your Supervisor for a minimum charge. We urge you to wear them.

If you are not in uniform when you report to work, you will be sent home to change and **you will not be paid for that time** or you will purchase a new uniform from your Supervisor on the spot.

Standards of Conduct

All employees are expected to conduct themselves in a manner that will foster and preserve Winkler Pool Management, Inc.'s professional image. Employees are expected to treat all persons, including staff and outside contacts, with courtesy, impartiality, fairness, and equality. Winkler Pool Management, Inc. strictly prohibits all manner of harassment of persons for any reason. Harassment is also against the law where factors such as race, national origin, religion, sex, sexual preference, or age are involved.

Winkler Pool Management has standards of behavior for staff and will not tolerate any form of harassment of our employees, be it intentional or unintentional.

The following professional standards of conduct apply for all employees.

- Each employee has the right to be treated with respect, courtesy, and dignity regardless of his or her position in Winkler Pool Management. There are no exceptions.
- All employees whose work is interrelated have every reason to expect and receive timely and professional cooperation from their co-workers.
- All employees are expected to perform their jobs according to established job standards and Winkler Pool Management's stated organizational values.
- If an employee performs poorly, harassment of that employee is forbidden. Complaints about a co-worker's performance should be reported to that individual's supervisor. The individual's supervisor has the responsibility to take appropriate action.
- Name-calling, outbursts, yelling, verbal threats and other inappropriate behavior and forms of harassment will not be condoned or tolerated by Winkler Pool Management and will result in discipline, which may include termination.
- Other impermissible conduct includes fighting, physical abuse, gross insubordination and physical threats. Such offenses are considered most serious and may warrant discharge on the first occurrence.
- Complaints of harassment by co-workers should be promptly brought to the attention of the Vice President of Administration. Winkler Pool Management will investigate all such complaints of harassment in a manner which protects all involved employees to the extent possible.
- In investigating allegations of harassment, the history of relationships and past behavioral problems will be considered relevant.

Sexual Harassment

All personnel decisions (including decisions affecting hiring, promotions, transfers, work assignments, receipt of benefits, or participation in organizational programs) are made on the basis of an individual's qualifications regardless of race, sex, or sexual preference. Sexual harassment is contrary to Winkler Pool Management policy and rules; anyone found in violation of these rules and policies shall be subject to appropriate discipline, up to and including termination. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either implicitly or explicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions; or
3. Such conduct has the purpose or effect of reasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Any Winkler Pool Management employee or applicant who feels he or she has been sexually harassed by Winkler Pool Management employees should report their complaint to the Vice President of Administration or the President. In addition, if any Winkler Pool Management employee or applicant feels he or she has been sexually harassed by a non-Winkler Pool Management employee (i.e., client, service provider, etc.) while conducting Winkler Pool Management business, the employee or applicant should report their complaint to the Vice President of Administration or the President. There will be no reprisals against any employee or applicant for making any such report.

The Vice President of Administration will conduct a prompt, thorough and confidential investigation of all complaints of sexual harassment. He/she will investigate and report the findings to the President who will take appropriate action. Substantiated incidents of sexual harassment on the part of a Winkler Pool Management employee will be treated as disciplinary infractions, with penalties up to and including termination.

Finding Substitutes

Lifeguarding is a seasonal position and therefore there is no paid time off or overtime for Holidays (i.e. No time and a half for working Memorial Day, July 4th and Labor Day). Working weekends is part of the job. If you must take time off or are in need of a substitute, you must find your own replacement and train them to the facility. Your Supervisor may assist you if you need some phone numbers. Your replacement must have all the required qualifications for whatever jurisdictions they are working in. You must notify your Supervisor of any changes in the schedule **at least two weeks in advance**. If you are too ill to work, you must notify the main office and your Supervisor **at least 3 hours in advance**. Please notify your Supervisor with the name and phone number of any substitute in advance of their shift, that you have scheduled to work and be sure that the substitute has

completed all the necessary paperwork to receive a paycheck.

If you work at one pool one day, one the next, etc., do not think that because you are in one particular pool for only one day that you do not have to do the required chores. You are to complete the daily log sheet and do the required maintenance.

Completing Time Sheets

You must put your scheduled hours on the Employee Schedule and the **actual hours** worked on the **Time Sheet**. Note lunch breaks. Supervisors will be checking. Your time sheet will be adjusted if arrival/departure/breaks are not documented correctly. Please do not write in the shaded areas of the time sheet.

Set your schedules up two weeks in advance. This will enable us to see better where subs are needed, etc. Also, at multi-guard pools follow the staffing schedule we have put on your contract summary. For example, if one guard is to open and a second to come in during the peak hours, the first leaves early and the second closes. That does not mean two at all times. The Supervisors have been given specific lists of the pools with the most problems with their schedules so they can help you.

Running the payroll is an extremely difficult task. It will make it easier on the office staff and ensure the accuracy of your paycheck if you adhere to the following:

1. Print both your first and last name, (NO NICKNAMES) as well as your social security number, LEGIBLY (do not just put your first name; there are fifteen John's).
2. Adhere to the scheduled shifts set up for your pool. For example, an 80 hour guard pool does not mean two guards at all times; it means one opens, two during the middle of the day, and one closes. At all multi-guard pools, anyone who works a shift greater than 6 ½ hours, must take a 30 minute meal break.
3. No pool is allowed to exceed the total budgeted hours for the pay period. If your Supervisor increases or decreases the budgeted hours adhere to what he/she says.

Pools will be notified on an individual basis if they are exceeding the total budgeted hours.

Payroll Dates

In order that you may better understand our payroll period and the check issue dates, the following is a chart which indicates when you will be paid based on the dates you have worked:

Pay Period		Issue Date
April 2, 2005	- April 15, 2005	April 29, 2005
April 16, 2005	- April 29, 2005	May 13, 2005
April 30, 2005	- May 13, 2005	May 27, 2005
May 14, 2005	- May 27, 2005	June 10, 2005
May 28, 2005	- June 10, 2005	June 24, 2005
June 11, 2005	- June 24, 2005	July 8, 2005
June 25, 2005	- July 8, 2005	July 22, 2005
July 9, 2005	- July 22, 2005	August 5, 2005
July 23, 2005	- August 5, 2005	August 19, 2005
August 6, 2005	- August 19, 2005	September 2, 2005
August 20, 2005	- September 2, 2005	September 16, 2005
September 3, 2005	- September 16, 2005	September 30, 2005
September 17, 2005	- September 30, 2005	October 14, 2005

Payroll Discrepancies

If you have a discrepancy with a paycheck you have received, with either the number of hours or with the pay rate, please follow this procedure:

1. The discrepancy must be submitted in **writing**, stating the days and hours you worked and the pool(s) at which you worked. If you no longer work for us or have already left for the summer, please document in writing the discrepancy and mail it to our main office (Attention: Tom): Winkler Pool Management, 4905 Edmonston Road, Hyattsville, MD 20781 or fax to 301/779-0559.
2. If the pay rate is a problem, please forward a copy of your approved Employment Agreement to our office. No change in your pay rate will be effective unless you follow the procedure outlined in #3 below. **If you request a pay rate change**, you must make the request in writing by completing a new Employment Agreement signed by you and your Supervisor. You should always have a copy of your current Employment Agreement for your records as the forms are now printed in duplicate and a copy mailed to your home.
3. All raise requests must be submitted in writing through your Supervisor for final approval by the President. If your raise is approved or denied, you will receive a copy of the Employment

Agreement pertaining to this change or denial, with a letter for your records. This pay rate change will **only be** effective from the date which it is approved by the President. There is no “back pay” - serious delays in processing due to Supervisor error will be considered on a case by case basis by the President.

4. All discrepancies and pay rate adjustments will be handled during the payroll cycle. Corrections or requests for further information will appear in your next paycheck. Please help us by not calling the office regarding payroll problems. This only slows down the process and does not allow us to help you as much as if you follow the procedure. Please submit all written discrepancies as soon as possible. All discrepancies received after Wednesday 12:00 noon of payroll week will be held for processing until the next pay period.

Inclement Weather Policy

1. All personnel will report to the pool for the morning shift. **The pool is to remain open unless Supervisor confirms close.**
2. Personnel will complete their daily tasks and work until dismissed by the Supervisor.
3. In the event of lingering inclement weather (as opposed to a brief thunderstorm), you may be dismissed by your supervisor, and only by your supervisor. Even if the property says you may close, you **must** have verification from your WPM Supervisor
3. Please do not call the office every few minutes asking to leave. Your Supervisor will contact you when you are free to leave.
4. All personnel will be on call during their scheduled hours for that day. Leave a message with the office where you can be reached and get to your pool within 30 minutes. Notify the resident manager that you are leaving and leave a number where you can be reached. Hotel guards need special clearance from the hotel manager.
5. In the event of heavy rain, thunder, lightning, or a hazardous condition in the opinion of the manager-all swimmers will be cleared from the water. Swimmers are to remain out of the water for thirty minutes after the condition passes. (Swimmers can re-enter the pool 30 minutes after a thunderstorm)

Swimming Lessons

Swimming lessons must be taught by certified WPM instructors. They are a great way to promote Water Safety at your pool and for you to make some extra money. If interested in being a WPM instructor, please notify the office. No lessons will be taught without permission from WPM and the property.

Handling Problems/Contacting the Office

If you have any problems or questions please call the office at (301) 864-4900 in Maryland and DC; (703) 451-4664 in Virginia, or (301) 947-7420 in Gaithersburg. For those pools outside the local calling area, your supervisor will provide you with an 800 number. The office will page the appropriate Supervisor. **Please do not page a Supervisor directly.** You will receive a quicker response by calling the office. The office phone logs are reviewed with the Supervisors the following morning to make sure all calls were responded to and handled.

The office phones are answered in our office generally from 6:30 a.m. to 6:00 p.m. Monday through Friday and from at least 10:00 a.m. to 2:00 p.m. Saturdays, Sundays and Holidays. At all other times the phones are answered by our Answering Service. Should you need to contact your Supervisor or the office before or after these hours, you must call on 301/864-4900 or 703/451-4664. We have a toll-free number: 1-888-616-SWIM (7946). To use this number you must obtain a "PIN" from your Area Supervisor which is specific to their pools. After dialing the phone number, simply enter the PIN and your call will be connected to our office.

After office hours our phones are answered by our answering service. The toll-free number is not answered after office hours. When you contact the Answering Service, either listen to the recorded voice mail message and follow the prompts to leave a message for your Supervisor or the office which will be handled the next morning or press the * key to by-pass the voice mail and reach an operator for matters that cannot wait until the next morning. Once an operator answers please provide the name of the pool about which you are calling. Provide your full name, phone number and message and your Supervisor will be paged with this information.

In order for Winkler Pool Management to effectively and efficiently operate the number of pools which we have under contract this year, the Supervisory personnel must be informed of what is going on at each of our pools. The following is the procedure we need to follow in order to insure proper communication:

1. If you have a problem which you cannot handle, call our office. You do not have to speak to a Supervisor personally. Chris, Sherry or the staff will help you, or relay the message to us. They know to take accurate messages and page accordingly. You can call the office at night **anytime** and leave a message. When you call in give your name, the pool name, your phone number and the nature of the problem. If your message effects the next morning's shift, please ask to have your supervisor paged immediately. This procedure will work, but only if it is followed to the letter.
2. Written communication is more accurate than verbal communication. Therefore, when a Supervisor tells you to follow a certain procedure which might be five or six steps long and seems common knowledge to us, it might confuse you. That is why we want you to write down what we say. In that same light, we have a lot of things to remember and, unfortunately, forget what you tell us. If you want something done or remembered by us, make sure you see us write it down.

End of the Season

We encourage all of our employees to work through the end of the season. However, returning to school, vacations and other activities prohibit some lifeguards from working the entire summer. You can assist us by finding your replacement. Forms will be available for replacements or you can call the office and leave the date you are leaving, the name and number of your replacement, and the exact date the replacement will take over. If you are unable to find a replacement a referral is also appreciated. If your replacements or referrals are not certified, we will teach Lifeguard Training courses.

Many pools stay open past the traditional Labor Day closing and we run many indoor accounts. Preference for the indoor, year-round pools will be given to guards that have been with us through the season, have shown up on-time consistently for their shift, kept their pools clean and orderly and who have been willing to fill in as needed. Keep in mind that we like to hire and promote from within. Good guards, become pool managers. Good pool managers can become Supervisors!

For those guards who plan to leave before the end of the season, please leave two or three self addressed stamped envelopes with the address you would like your final checks mailed clearly written on the envelope. Please put these in the pool notebook. We will put this in our payroll file and will make sure we use it when we mail out your check.

The same bi-weekly pay schedule will remain in effect throughout the year. Therefore, those who work on Labor Day may not receive a check until middle to late September. As always checks will **not** be available for pickup at the main office. If you are working for us post-season, your check will be delivered to your pool by your Supervisor.

WPM FORMS & RECORDS

Daily Log Sheet

These forms must be maintained and completely filled out on the hour. This is a health department regulation.

Daily Work Sheet

This form is on the back of the Daily Log Sheet and must be filled out. This will help you with what must be done to keep the pool clean. The tasks must be initialed when completed.

Manager's Weekly Lifeguarding Review and Inspection

The designated pool manager will fill out this form. This keeps our lifeguarding skills current and in

practice. We also will be informed of any mechanical or safety concerns.

Accident Report

The accident reports are very important documents. Please fill out these reports as completely and with as much detail as possible. Witnesses are essential! You must get names, addresses and phone numbers. Details concerning the nature and location of the injury are also important to include. Accident reports must be filled out for any accident or injury requiring more than a band-aid, immediately following the incident. This report must be filed with our main office as soon as possible (give to your Area Supervisor). Please call the office after completing the report to let the staff know that an accident occurred and that you gave the report to your Supervisor.

Pool Notebooks

It is important to maintain clear and complete records at every pool. Keep all chlorine receipts, health department reports, weekly forms, log sheets, etc. In the notebooks. If you need more copies of forms, see your Supervisor. At the meetings, turn in only the time sheet and the schedule for the two week period.

Manager's Meetings

At the manager's meetings you will turn in the Time Sheet and Employee Schedule. These forms are to be exchanged for the new paper work you receive at the meeting. New time sheets and schedules, as well as the Aqua News, and any other pertinent information (i.e. Certification Class Schedule) will be enclosed in a large manilla envelope with your pool name on it. Take the new forms and put the Time Sheet and Employee Schedule you are turning in, in the envelope and turn back in to your Supervisor.

The time sheets, paperwork and any accident reports are not to leave the pool with the exception of Friday evenings of managers' meeting weeks.

DAILY DUTIES

Pool Rules Enforcement

Each pool has a specific set of rules and regulations. Your Supervisor will give you a copy; familiarize yourself with them and enforce them. More specific information regarding your

responsibilities for patron health and safety can be found at the beginning of this manual.

Pool Chemistry

All pools are balanced in the beginning of the season. The main things to be concerned about are:

1. Hourly chlorine levels - so we don't get algae, or bleach out bathing suits. For better water quality, chlorine **should never fall below 1.0 ppm when people are swimming. Keep the free chlorine level above 1.5 ppm.** The acceptable levels of free available chlorine vary by County. Check your jurisdiction's Health Code and be sure to follow their guidelines.
2. pH level - chlorine is pH dependent and it will work best at a pH of 7.4. That's where we want to keep it. The acceptable range for pH is between 7.2 and 7.8.

When adjusting the pH with acid, the acid should not be added to one spot because it is heavier than water and it will stain and damage the pool white-coat. Add small amounts to the perimeter of the deep end of the pool. **Never add muriatic acid to skimmer.** Do this at the end of the day when all swimmers are out of the water.

Personal Protective Equipment (PPE)

At any time you are handling swimming pool chemicals you are instructed to wear Personal Protective Equipment (PPE), which consists of the following:

1. Goggles or mask
2. Rubber gloves
3. Apron
4. Mask/Respirator

3. Pools that are stabilized must also be monitored for Cyanuric Acid. The acceptable range for cyanuric acid is 30-100 ppm. Check your jurisdiction's Health Code and be sure to follow their guidelines.

ALWAYS ask your supervisor to help you should you have any questions!

Testing

Testing sample should be taken from deep-end approximately six-inches below the surface of the water. Make sure your hands never touch the sample in the vial. Proper water balance can only be achieved by proper and regular testing of bromine or chlorine, pH and Total Alkalinity levels.

Bromine/Chlorine Test

Using Taylor 2000 Kit

- a) fill 9 ml vial with pool water
- b) add 5 drops of Reagent #1 (yellow cap - white bottle)
- c) add 5 drops of Reagent #2 (yellow cap - brown bottle)
- d) cover vial and shake vigorously
- e) compare color of solution in vial to color standard chart to the right of vial.
- f) the result is the FAC reading in ppm (parts per million).

WARNING: High bromine/chlorine levels will bleach out your sample (turn clear). Watch sample carefully as Reagent #2 is added. If high levels are present, the sample will flash red then turn clear.

pH Test

Using Taylor 2000 Kit

- a) fill 44 ml vial with pool water
- b) add 5 drops of Reagent #4
- c) cover vial and shake vigorously
- d) compare color in vial with color standard chart to the left of vial.

WARNING: High bromine/chlorine levels will affect the reliability of a pH indicator test. If bromine/chlorine levels are high, add 2 drops of Reagent #7 to vial before starting test.

Chemical Adjustment

1. To raise chlorine level, turn timer up on chlorinator.
2. Bromine can be increased by turning calibrated valve on brominator up. It can also be increased by adding a shock agent such as Activate. To lower bromine level, turn down or off the calibrated valve.
3. pH can be lowered by adding Muriatic Acid. To determine amount of acid, conduct an **Acid Demand Test**:
 - a) do a pH test
 - b) add 1 drop at a time of Reagent #6 - ADR until sample color matches desired levels on color standard

pH can be raised by adding Sodium Carbonate, Soda Ash. To determine

amount needed, perform a **Base Demand Test**:

- a) do a pH test
- b) add 1 drop at a time of Reagent #5 - BDR until sample color matches desired levels are color standard

Total Alkalinity

The ideal range for total alkalinity is 80-120ppm. To raise total alkalinity add Baking Soda, Sodium Bicarbonate. To lower total alkalinity add Muriatic Acid.

Calcium Hardness

The ideal range for calcium hardness is 200-400 ppm. To increase calcium hardness add calcium chloride. Calcium hardness cannot be lowered chemically. The pool will need to be partially drained.

Cautionary Instructions for Chemical Testing

1. Always put on Personal Protective Equipment (PPE) before starting. This is a essential! Should you be injured and you were not using the protective gear provided, our Workman's Compensation coverage may not be valid.
2. Avoid contact with eyes, skin and clothing. Avoid breathing chemical fumes. Wash your hands thoroughly after handling chemicals.
3. Store in a cool dry place away from direct sunlight.

Pool Cleaning and Maintenance

Backwashing

Some pools have to be backwashed daily, others once every two weeks. Use and depend on pressure gauges and flowmeters to indicate when your pool needs backwashing. A sand filter works better when it is just a little dirty. **Backwash only when pressure exceeds 5-10 psi from normal operating pressure and flow rate is below the minimum requirement.**

Do not backwash unless you have been trained on the specific procedure for your filter system and fee comfortable performing that procedure.

Brushing

There is no better way to avoid algae than brushing. Each pool has a soft and a hard brush. You should **brush daily** with the soft brush, especially the walls and the deep end. Use the hard brush if there is visible algae.

Vacuumping

Vacuumping should be done as often as needed. Again, some pools must be vacuumed daily while others can get by with just brushing for days. The only way to determine the need for vacuuming is how much dirt is on the pool bottom. **If there is even one leaf on bottom, then the pool should be vacuumed.**

Most commercial pools have a designated vacuum line or you must vacuum through the skimmer. In either case the hose must be primed (filled with water) before attaching to wall. If vacuuming through skimmer, close the main drain to get better suction. If vacuuming through vacuum fitting on wall, you can close either skimmer or the main drain. **Remember not to take the vacuum head out of the water once suction has been established, unless the vacuum line is closed.** Your Supervisor will show you how to vacuum your pool.

Cleaning Procedures for Fecal Matter/Vomit in Pool

1. Clear pool of bathers and post notice that the pool is closed.
2. Use skimmer net and to remove as much solid material as possible and dispose of in a sanitary sewer or other waste disposal system. Clean up any remaining fecal matter with the pool's vacuum system and disinfect vacuum equipment when done.
3. Superchlorinate the pool. You must raise the free chlorine residual to 10 ppm and maintain the pH between 7.2 and 7.5. This chlorine level must be maintained for a minimum of one turnover.
4. After a complete turnover, backwash the filter.
5. Reduce the chlorine level to between 1.5 ppm and 10 ppm (in Maryland or between 1.0 ppm and 3.0 in Virginia), balance the pool water, and re-open the pool.

Other Duties

Other daily duties are outlined in the daily work check sheet. This form must be filled out completely. You should initial each task as it is completed.

Bath House Maintenance

Bath houses must be hosed down or mopped and cleaned every day and as often as necessary. Resident Managers will provide you with janitorial supplies. Bath houses that are dirty make a very bad impression. You must do the following everyday and as often as needed:

- a. Police bath house for loose debris - paper, trash, etc.
- b. Clean sinks, toilets, urinals, mirrors and counters
- c. Hose down floor or mop.

All trash receptacles must be emptied and hosed down everyday, and as often as needed. Hot summer days make for very nasty trash, but not if you stay on top of it.

OPERATIONS

Flow Meters

Flow meters sometimes get stuck. You may **carefully tap** the pipe under the flow meter to knock the flow bead loose. If that doesn't work, carefully unscrew plug on top of flowmeter and let some water flow out. Keep your hand on top or you will lose the flow bead.

Pumps

Make sure you check pumps for overheating and any loud and straining noises. Report these problems on your weekly inspection form and to your Supervisor ASAP.

Pumps occasionally need to be re-primed. Turn pump off. Add water to the hair and lint strainer basket, keeping all lines closed. Re-seal top, open suction valves and re-start pump. Do this until primed.

Chlorinators

Chlorinators will break down. Chlorine will sometimes clog up the injector. This can be prevented by running 5 gallons of water through the chlorinator every week. Sometimes it may help to add a pint of acid to the bucket to help unclog chlorinator lines. **Do not leave your chlorinator on overnight unless instructed to do so by your supervisor.**

WARNING: Muriatic acid and sodium hypochlorite (liquid chlorine) must never come in contact with each other. Run a bucket of water through the line before adding acid and again after acid.

If chlorinator stops pumping - bubble in discharge line will not move:

1. Check chlorine level in the vat (it could be empty, or below line reach).
2. Un-screw discharge line at injection. See if bubble will move. If bubble moves, you have a clogged injector. Turn system off (pump, etc.) and unscrew injector and clean.
3. Hook everything back up. If bubble is still not moving, the feeder tube may be bad. Replace it. Re-assemble it. Add lubricant when applicable.

4. If chlorine comes up to main tube and it won't pump past it, you could have a faulty foot strainer or a faulty tube. Check and clean foot valve and replace feeder tube. If this still doesn't work, the "H" Block may be bad. Contact your Supervisor.

Bromine & Brominators

Bromine

Bromine is widely used in whirlpools/spas, and in indoor pools. As the industry learns more about it, it is gaining popularity for its use in outdoor commercial pools as well. (It is already widely used in residential outdoor pools.)

Bromine is a disinfectant and oxidizer, just as chlorine. The greatest advantage in using bromine is that it is not pH dependent. This means that its effect as a disinfectant remains constant at any pH value. It is also not adversely affected by sunlight and in tablet form, it doesn't have an effect on pH levels of pool water. Be aware of whether your pool uses bromine or chlorine and do not call in an order to the office for chlorine if your pool uses bromine.

It does affect, over time, the total alkalinity levels of pool water and especially spa water. The use of sodium bicarbonate is required at times but in relatively small quantities.

The minimum requirement for use in a **swimming pool is 1.5 ppm and 3.0 ppm in a spa**. (Some jurisdictions require higher bromine levels at pools, check your local health department regulations.)

Brominators

Brominators are used to mechanically disperse bromine. They are categorized as bromine feeders and they work on a dissolution principle. The higher the concentration of bromine in the canister, the quicker the residual level will increase. Therefore, the brominators must be kept to the full line, and should be checked every 3 days.

The inlet valve lets water into the canister from the return line of the pool. The outlet valve, which is

calibrated, allows water (bromine solution) out of the canister and into the pool. The calibration runs from 0-6. Make sure inlet valve is opened when outlet valve is opened or your will not get any bromine to flow out.

Instructions for Adding Bromine to Brominator

1. Put on Personal Protective Equipment (PPE)
2. Close both inlet and outlet valves to brominator
3. Open air bleeder
4. Remove lids, add bromine tablets to canister
5. Replace lid, make sure good seal is made
6. Open inlet-outlet valves. Make sure calibrated valve is set to proper setting
7. After air is completely out of brominator, close air bleeder

Instructions for Mixing Dichlor (Chlorine Concentrate)

1. Put on Personal Protective Equipment (PPE)
2. With any ordinary garden hose begin filling 55 gallon vat with water. While filling, add 1 cup soda ash. This allow the soda ash and water to mix properly.
3. After vat is full add 12 and ½ pounds chlorine concentrate to vat of soda ash and water mixture. Mix well until dichlor is dissolved.
4. Place suction side tubing of chlorinator in vat of chlorine and begin pumping at desired rate of speed.
5. If you have any questions regarding mixing procedure, please do not estimate! Please contact your Supervisor immediately through the WPM main office.

CONCLUSION

This manual should help you with any questions you may have. Additionally, you have your Supervisor and the WPM office to back you up. Use your resources and common sense.

A positive relationship, based on good communication with the Resident Manager can make your season even more pleasant. Remember that "**Total Customer Satisfaction**" is our fundamental objective. This means it is your primary responsibility to impress the on-site property manager with quick and courteous responses to their needs. Visit your Resident Manager at least two times per week. Be courteous, attentive and professional and keep him/her informed about pool operations.

You are a representative of Winkler Pool Management. You are a mature, responsible individual who understands the importance of a safe swimming environment. Lifeguarding can be a lot of fun, but it is a serious job. We look forward to an outstanding pool season. Welcome to our team!