

FIRST YEAR INSERVICES: WORKPLACE EXPECTATIONS STATION

Instructor Notes

Goal: To inform first year lifeguards about workplace expectations and ensure all staff understand the importance of being a lifeguard

The Why: To limit possible conflicts with staff and patrons that may occur without proper knowledge and behavior

Focus: Job expectations during breaks, in the chair, walking down from the chair, communicating with staff, and general behavior during shifts

For each section:

- ☐ State general expectation
- ☐ Ask highlighted question
- ☐ Determine if first year answer meets all criteria of this guide...
- (IF ANSWER IS CORRECT= verbally agree with answer and restate what person said loudly to group)
- (IF ANSWER IS INCORRECT OR INCOMPLETE= verbally correct person and state to group correct/missing information or give another individual the opportunity to answer correctly- to save time, do not ask more than two people)
- ☐ Finish with the why aka why it is important that all staff must meet these expectations

Week One: Job Expectations

Scheduling

Staff Expectation: All staff must arrive to assigned shift on time

How to meet this expectation:

1. Know when you are scheduled and for what time by using humanity and going to upcoming shifts

GROUP QUESTION- What are acceptable and non-acceptable reasons for missing a shift?

ANSWER-

- NOT ACCEPTABLE= Forgetting shift, forgetting plans, or failing to input availability/leave
- ACCEPTABLE= Only acceptable reason for missing/being late to a shift is a EMERGENCY OR BEING TOO SICK TO COME IN

GROUP QUESTION- What MUST you do if you have to miss a shift for an acceptable reason?

ANSWER-

- Try to find someone to cover your shift using group-me or another form of communication
- If you cannot find a sub and you cannot make your shift you MUST message the manager on shift and explain when you cannot come in and your reason for missing the shift. Needs to be prior to the shift by at least 2 hours if possible. Even if you don't have an acceptable reason it's more important to managers/head guards that you let them know you won't be there.

INSTRUCTOR DEMONSTRATION: Finding who is managing on a shift

- ☐ Use phone and face towards group *MAKE SURE TO VERBALLY STATE PROCESS
- ☐ Open Humanity and go to shift planning
- ☐ At top switch from "My Shifts" to "All"
- ☐ Click on Filter button bellow dates
- ☐ Click on Shifts On My Locations
- ☐ Show example of head guard/manager on a specific shift

Messaging Managers through Group-me

Staff Expectation: All staff must properly and appropriately communicate with managers/headguards, especially regarding scheduling conflicts

How to meet this expectation:

1. Message managers/headguards with any questions, conflicts, or other reasons in a respectful manner
2. If you have a conflict and cannot make a shift or you will be late to a shift you MUST MESSAGE A HEADGUARD/MANAGER
3. This message should include...
 - The date, time, and pool you are scheduled to work of the shift you cannot make or will be late to
 - (Optional) Your reason for missing the shift, allows managers and Jeff to better understand your situation

Messaging staff through Group-me

Staff Expectation: All staff must properly and appropriately communicate with staff, especially regarding scheduling conflicts

How to meet this expectation:

1. Message staff in Group-me by going to chat and typing name of staff member
2. Messages to staff members must include...
 - Whether you want to trade this shift or if you want the other person to take it as a released shift
 - The date, time, and pool you are scheduled to work
3. Message all staff in Deerfield Aquatics Shift Trades, requests, and Updates
 - In message include the date, time, and pool you are scheduled to work (optional but recommended to include if you are willing to trade with somebody)

INSTRUCTOR DEMONSTRATION: Showing how to see who is available on Humanity if you want to trade a shift or release a shift

- ☐ Use phone and face towards group *MAKE SURE TO VERBALLY STATE PROCESS
- ☐ INSTRUCTOR GOES TO OWN UPCOMING SHIFTS
- ☐ Click on one of your upcoming shifts and press “can’t work” button
- ☐ Pick release shift and show examples of staff who is available to take that shift
- ☐ Pick trade shift and show examples of shifts in which you can trade

Arriving to shift/before going up to chair

Staff Expectation: All staff must arrive at the assigned shift 15 minutes beforehand with proper uniform and equipment and need to be in the assigned chair by the time labeled on humanity that their shift starts.

How to meet this expectation:

1. Know when assigned shift begins and plan to arrive at facility 15 minutes before it starts

GROUP QUESTION- If a shift on Humanity says you’re working at Deerspring from 2-6, what time should you arrive at Deerspring?

ANSWER-

- 1:45

GROUP QUESTION- Where can you find where to park at each facility?

ANSWER-

- On Humanity click on menu then training then onboarding and find “Mitchell/Deerspring Parking Requirement”
2. Wear proper uniform and bring all equipment to shift which includes...
 - Lifeguard swimsuit, Guard Pack, mask, a whistle, sunglasses, visor, a towel
 - Optional things but recommend are snacks, sunscreen, lifeguard sweatpants/sweatshirt
 - Sometimes staff members have extra gear, if you fail to bring a mandatory piece of equipment **YOU MUST ASK IF THERE ARE ANY EXTRAS**
 3. Upon arriving at a facility let the manager/headguard know you have arrived and punch in with an iPad, you cannot use your phone or punch in more than 15 minutes before your shift starts. Jeff will know.
 4. Check whiteboard to find starting chair position, ask if unsure the chair locations
 5. Put extra items like backpacks and keys in a locker or in front of the lockers, keep guard office tidy, **MUST LEAVE PHONES/APPLE WATCHES/EARBUDS IN GUARD OFFICE**
 6. Be at assigned chair 3 minutes before shift begins, the 3 minute rule continues to apply when you are on break

GROUP QUESTION- If you are supposed to go up at 12:30 what time should you leave the office?

ANSWER-

- At 12:17 you should be walking to the chair, with all your gear already on and a tube in hand. People will be annoyed if you make them late to their break. If someone is late to you, you will be annoyed too.

THE WHY- Lifeguards must show up to shifts and if needed find a replacement, have efficient time management before and during shifts, and bring proper equipment because...

1. It is the law, there must be someone watching certain parts of the pool at all times or else the pool could be sued if an accident happens
2. It causes stress for managers/staff, if someone does not show up to their assigned shift managers have to change the rotation, this can cause your fellow friends to be up in the chair for longer than usual and becomes unfair to them.
3. You were hired to show up, working at the pools means you are responsible for your time management and the safety of others, there is a certain amount of people assigned to a shift for a reason, this reason is to make sure that all areas of the pool are scanned by a trained lifeguard and ensure that if there was an accident we would have enough people to efficiently take care of that situation
4. Being on time eliminates stress, caused by tardiness, which both guards and managers endure, without proper communication there will be chaos. By arriving 15 minutes before your shift starts

you are not arriving “early”. Humanity schedules you for when you are meant to be in the chair, not when you should be pulling into the parking lot.

5. Having your uniform and equipment shows the public you can be trusted with their lives AND it is necessary to do your job, in addition it shows professionalism. Just like how you might wear business clothes in an office, your uniform shows others you can and should be respected. This also includes posture when in the chair and not looking “bored” as well as not swiveling in your chair.
6. Going up to the chair 3 minutes early shows others you are responsible and respect their given break time.
7. There must be effective communication between staff because there needs to be a certain amount of staff at each pool to maintain safety. Including needed information in messaging increases the chances of getting your conflicts resolved and helps you establish yourself as a responsible and proactive coworker.

Week two: Communicating with patrons

Enforcing Rules

Staff Expectation: Staff must enforce rules by using a variety of methods and communicate with public in a respectful and efficient manner

How to meet this expectation:

1. Know the pool rules and the why. You are required to know what actions are forbidden at the pool and why we have them in place.

GROUP ACTIVITY- Have the group answer the question of "What are some pool rules?"

- ☐ Have each person give an example of a pool rule AND why it is important to have. Ex: No running on deck to prevent people from falling and getting injured
- 2. Know and use different methods to make sure rules are being followed

GROUP QUESTION- What whistle do we use to get a patrons attention?

ANSWER- One short whistle, must POINT at person as well

- Repeat whistle and pointing until patrons attention turns to you, verbally state the rule they are breaking Ex: No running on deck, If patrons fails to stop or does not notice either continue whistling or double whistle for assistance (make sure when you are repeating the single whistle it does not sound like our emergency whistles)

GROUP QUESTION- What do you do to get assistance from a manager/headguard?

ANSWER- Double SHORT whistle and raise fist in air, keep fist raised until you see someone walking to your chair

Directing patrons to a manager/headguard

Staff Expectation: Staff must understand when to call for assistance from a manager or headguard to efficiently help patrons

How to meet this expectation:

1. If a patron asks a question you cannot answer with 100% confidence you must call a manager or headguard over or direct the patron to the guard office. It is okay to not know the answer to a patron's question but you must find a way to get the patron a right answer. Giving a patron false information or responding in an ineffective way can cause unnecessary conflict. If you do not know an answer to their question you can tell them, "I want to provide you with the right information so I can either call my manager over or I can direct you to the guard office".

2. If you are in the chair you must be scanning the water at all times. If a patron asks you a question that you do not know or a question that would take a longer time to answer, double whistle for a manager or headguard to come over. If it is a short question, you can continue to answer as long as you are still scanning. It is okay to tell the patron, "My attention must be directed towards the water but I am calling a guard over to assist you." Do not turn to face the patron or get down from your chair unless it is an emergency(in case of an emergency you must do a single or double whistle)

GROUP QUESTION- What are situations where you need to get down from your chair to help a patron?

ANSWER-

- If someone motions are tells you they are choking
- If someone has an open wound, broken bone, or other serious injuries
- If someone is unconscious on the deck

GROUP ACTIVITY- Practicing answering questions and knowing when to double short whistle for a manager

- Have each guard sit and pretend like they are scanning
- Instructor walk up to each guard and ask a question pretending you are a patron(switch from asking a short easily answered question and asking a long question where a guard would need to call for assistance)
- Make sure guard answers question appropriately and or tells patron (instructor) a manager can better assist them and double short whistle while not interrupting their scanning pattern

Picking up trash/tending to deck

Staff Expectation: Staff must remain observative after coming down from chair and be responsible for the cleanliness and maintenance of the deck

How to meet this expectation:

1. After coming down from the chair, do a deck sweep in which you look for trash in the grass, around pool chairs, and the general area
2. Look for pool chairs that are sitting up but are not occupied, put chair back in resting position
3. Look to see if nearby patrons are breaking rules such as eating on the pool deck, running on the deck, and rough housing. If you notice something, say something.

Talking to counselors/handling camp kids

Staff expectation: Staff must make sure camp kids are following rules and counselors are watching them.

How to meet this expectation:

1. Camp kids are especially prone to breaking rules. Make sure to whistle, point, and yell at any rule they break to make sure they are safe. If kids continue to misbehave, call over a nearby counselor(will be identifiable by shirt) and inform them of the situation.
2. If you notice a counselor is not watching the kids or is not properly making sure kids are safe, double whistle for a manager or headguard, point out the counselor, and inform them of the situation. It is not your job to babysit the camp kids. It is your job to make sure they are safe by enforcing rules and making sure camp counselors are providing extra security by watching them. You can call over a counselor by whistling at them and saying “please tell your kids to follow the rules” or “please watch the kids so we can keep them safe”

THE WHY: Lifeguards must know the rules of the pool, enforce the pool rules, efficiently help patrons even if they are scanning the pool, take proper care of the deck, and provide first aid to patrons because...

1. We are responsible for patrons safety. Enforcing the rules by any means possible is needed to protect the public’s lives.
2. We are also responsible for communicating appropriately and kindly with patrons. It is your job to assist them or make sure they are helped by calling over a manager or headguard if needed.
3. Taking care of the deck is making sure patrons are safe and giving them the proper clean experience they paid for.
4. You are still responsible for helping patrons when you are in the office. Being down from the chair/ on break does not mean you are exempt from certain tasks.

Week Three: Properly participating in situations

Hearing a single/double long whistle from inside the guard office

Staff Expectation: Staff must respond to a long whistle/s by grabbing equipment and leaving the office to respond to the whistle/s

How to meet this expectation:

1. If you hear a whistle, give all attention towards responding. Make sure a backboard, an AED, an oxygen bag, and most commonly forgotten a tube leaves the office. It should be your first instinct to grab a piece of equipment, if you get to a piece of equipment first verbally tell the other guards that you have got it. Ex: I have the AED. As you prepare to respond to the situation, look around and make sure every piece of equipment needed for the situation is taken.
2. Even if you are not responsible for a piece of equipment, you must leave the office and go tend to the situation. There will always be something to do or some way to help out. Take initiative and look for ways to help your fellow staff members.

GROUP QUESTION- What are ways you can help out during your situation if you do not have a job?

ANSWER-

- If you do not have a role in the save, you can work to calm the public and make sure enough space is between patrons and the guards. Creating a wall to block the victim from the public eye is another way to ensure privacy and space.
- If 911 must be called, waiting outside to direct paramedics and firefighters is another role you can take to make sure that paramedics can get to the situation easily.
- Being an extra person to rotate in, if needed

Reacting to a Timmy

Staff expectation: Staff will swiftly respond to a Timmy and treat the drill as if it is a real life scenario.

How to meet this expectation:

1. If you see a Timmy, whether a doll or a guard, react upon first signs of struggle. Even if the Timmy or person is far away or in between two chairs, whichever guard notices it first should respond.
2. Remember to whistle and follow the necessary steps as if the Timmy was a real person. Do not stop the drill until a manager or a head guard tells you it is over.

Audits

Staff expectation: Staff will properly prepare and participate in audits to reflect knowledge and understanding of job

How to meet this expectation:

1. Staff should always be working and on guard no matter what. An audit does not mean you suddenly perform well, it means you and other staff members show an auditor we can handle the lives of patrons and we continue to do so throughout the summer
2. Being picked for an audit is a random process, while first-years aren't as likely to have a role in a graded save, you are still expected to help other staff members out during an audit. This typically means staying in the chair for longer than a typical rotation, helping any first aid that occurs, answering patron questions as best you can. Managers will let everyone know when an auditor is at the pool, they will let you know if you have to stay up longer. While it is inconvenient do not call over a manager or headguard to complain or slack off in the chair. Other staff members are pulling their weight by actively participating in the audit. Remain professional at all times even during a longer rotation.
3. While an auditor comes once a month, the date and time is completely random. Just because an audit has already happened it does not mean Timmys or scan audits won't be conducted by other staff.
4. It is important to keep up professionalism when in the guard office while a manager is talking with an auditor.

Participating in first aid

Staff expectation: Staff are expected to participate in providing first aid and efficient care to patrons

How to meet this expectation:

1. If a patron comes into the office needing first aid, you must stop any other tasks and direct your attention toward giving them care. DON'T WAIT FOR A MANAGER/ HEADGUARD unless you don't know what to do. There will always be something to do whether getting information for the first aid binder or helping another guard provide care. Never sit around while someone is receiving care in the office. (no phones at this time, stop eating if you are, no reading, no working on your computer, no side conversations with your friends) *be proactive or get out of the office so you are not in the way or looking unprofessional

GROUP QUESTION- What do you do if a patron comes up to you asking for first aid while you are scanning the pool?

ANSWER-

- Tell them you must continue to scan the pool. Ask them if they are able to go to the guard office, if they can direct them to the office, if not double whistle for assistance and inform them guards are coming to help.

FINISHING STATEMENT: This job means you are responsible not just for yourself but for your peers and the public. You may think that nothing will happen but there are always incidents every year. Show

others by meeting these expectations that you can be trusted in any situation. Communication is a key and necessary skill for this job. If you can't show up to a shift, tell the manager. If you forgot your gear, ask around for an extra. People are watching you from the office. We do not want side distractions while a patron is in the office because it shows unprofessionalism. There are cameras and patrons watching you at all times. We are responsible for other people's lives and we must act that way at all times.