



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Be a Leader, Be a Lifeguard

Cook County Community YMCA

Lifeguard Manual

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Greetings!

We're happy and excited that you've decided to become a part of our team – a team that is essential in operating a safe and efficient aquatic environment. Your decision to become a lifeguard demonstrates that you have goals, are willing to work hard, and want to take on a rewarding and challenging responsibility that allows you to give back to your community. At the Y, we work side by side with our neighbors to help make sure everyone has an opportunity to learn, grow, and thrive.

We work hard to deliver quality and safe programming at all times. We are committed to the safety of everyone who uses the aquatic facility. It is critical that we diligently train Y staff to prevent, recognize, and respond to all aquatic incidents.

Working as a lifeguard is a rewarding, challenging, and fun experience. This manual will provide you with guidelines, policies, and procedures in regards you'll need in order to be a successful lifeguard at our facility. It will help you gain an understanding of your role as a lifeguard, as well as the specific expectations you will be held accountable to.

Beyond your orientation to this manual, a supervisor will help you work through the many tools we've provided for you. Please feel free to ask the Aquatics Director, to sit down and review with you any parts of this manual you find unclear. Take notes and ask questions as you review this document, and remember that we are all one team working together to make this the safest swim facility possible. If you have an idea to share that will help us improve it, please speak up!

Again, welcome, and we are happy you are on this journey with us!

Sincerely,

The Aquatics Team



LIFEGUARD CODE OF ETHICS

The Cook County Community Y promotes a safety conscious attitude while ensuring the enjoyment of our members and guests in their aquatic activities. We work in a potentially dangerous area. It only takes a brief moment for a tragic accident to take place around the water. Guests count on us to provide a safe place to swim. Following the lifeguard code of ethics is one way to ensure a safe and enjoyable experience for our guests.

Lifeguard Code of Ethics:

- I will remain Rescue Ready at all times when on duty
 - I will always carry my rescue tube with the lanyard over my opposite shoulder
 - I will always wear a whistle
 - I will always carry my personal protective equipment
 - I will always wear my lifeguard uniform (red lifeguard shirt)
- I will remain vigilant and proactively scan my zone at all times that I am on duty
- While on duty, I will observe the suggested guard to swimmer ratio of 1 guard for every 25 swimmers
- I will constantly perform safe scanning when on duty, looking through the water as well as on top
- I will perform no duties other than scanning and managing behavior while on duty
- I will always position myself at pool's edge and face the water while on duty
- I will not sit while on duty unless I am positioned in an elevated guard stand
- I will never leave my post as lifeguard until relieved by another certified guard or the pool is cleared and all entrances locked
- I will maintain a level of health and fitness consistent with the demands of my position
- I will actively participate in all in-service trainings and drills
- I will maintain current certifications and practice my skills regularly
- I will not consume substances that could impair my vigilance or judgment while on duty
- I will never carry or use a non-job-related electronic device while on duty
- I will report any concerns to my supervisor as soon as possible
- I will maintain a strong understanding of the EAP (Emergency Action Plan) at my facility
- I will ensure that all policies and rules are consistently enforced while on duty

LIFEGUARD STAFF EXPECTATIONS

Along with the 'Lifeguard Code of Ethics' these expectations will be followed to ensure safety within the aquatics area. These expectations are in place for safety of the YMCA's guests, and community members. They also ensure that we are helping to provide a quality experience for our programs participants as well as for you the Lifeguard.

- There will be a lifeguard on deck during all times the pool is open. Do not leave a pool unguarded for any reason (even if it is empty at the time)
- Check communication often (changes, schedules, requests, etc. often come through email and when to work)
- Maintain a safe pool area by enforcing all rules and policies firmly but politely
- Report situations and conditions that are unsafe to the Aquatics Director
- Be on time for all shifts and secure your own qualified sub if you are unable to work. You should be clocked in, changed, and taking the tube from the guard stand at the start time of your shift
- Scan with a smile and welcome swimmers to the pool area. Members and guests are never an inconvenience.
- Be attentive to patrons
 - Reading, using the phone and extended conversation are grounds for immediate dismissal
 - Staff should never have books/magazines, food, or phones anywhere on the pool deck (even when you are not on duty)
- Make sure pool deck is picked up and clean
- Check lifesaving equipment at the start of every shift to be sure it is available and in working condition
- Do not sit slouched, with feet up on chairs, stools, or bars
- Use whistles when needed
 - **One short whistle:** Grab attention of pool patron
 - **Two short whistles:** Grab attention of lifeguards
 - **Three short whistles:** Activates the EAP
 - **One long whistle:** Clear the pool but is not an emergency
- Treat people and equipment with respect. Don't leave tubes on the floor, drag them on the floor, pick at them or rest on them
- Move lane lines at appropriate times during the day and direct traffic for lap swim
- Fill out behavior/injury incident reports as needed
- 5-5-5 sit, stand, stroll every 5 minutes to stay vigilant
- Be rescue ready at all times whether there is one patron or 100 patrons
- Wear the correct uniform at all times (lifeguard shirt, swimsuit and/ or shorts, whistle, rescue tube, and hip pack)
- Lifeguards must have and maintain current certification (either YLG or Red Cross Lifeguarding/First Aid and CPR/AED for the Professional Rescuer)
- Attend all in-service training and practice skills willingly during assessments and drills.
- Know and follow the Emergency Action Plan
- Remember to communicate when rotating, letting the other guard know if there are any weak swimmers in the pool. DO NOT take your eyes off your zone. Even when a direct supervisor comes to talk to you, keep searching the water.

LIFEGUARD PROCEDURES

Opening Procedures; Start of morning shift AND afternoon/ evening shift

- Arrive on time, dressed, and ready to begin at the start time of your shift (make sure you are clocked in)
- Make sure sauna door is shut
- Check chemicals for pool and spa
- Check the pool area for any hazards or potentially dangerous conditions
 - Make sure all equipment is working correctly
 - Check all rescue equipment to make sure that it is ready for use
- Remove the pool vacuum from the pool if necessary
- Put in the lane lines if necessary
- Unlock the locker rooms
- Get into rescue ready position and greet swimmers

Operating Procedures

- Maintain good public relations with members and guests
- Enforce all rules firmly but politely with emphasis on prevention
- Constantly maintain three-dimensional scanning, looking through the water as well as on top of it
- Respond to injuries, emergencies, and potentially dangerous behavior or situations
 - Incident reports must be filed, even for minor accidents
 - They are also to be filled out for any disciplinary action taken; such as asking a guest to leave the pool
- Check first aid supplies, notify Aquatics Lead of any supplies that need refilling
- Keep pool deck clear of obstructions, including standing water
- Make sure you are guarding from appropriate places that allow you to see all of your coverage area
- Never leave the pool unattended – If a break is needed, please make sure an appropriate person is watching while you take your break

Closing Procedures; End of morning shift AND afternoon/ evening shift

- Clear the pool area of any patrons
 - You may inform them to start clearing out at 5 minutes before pool close time.
 - Double check to see that all patrons have exited the pool area.
- Lock all locker room doors
- Remove lane lines if necessary
- Remove all toys and equipment from the pool, pool bottom, and surrounding deck
- Put the vacuum into the pool if necessary
- Spray and squeegee the deck
- Bring any lost and found up to the bin by the front desk

Daily Tasks

Daily tasks can be found in the green chemical log book or on the chalkboard in the aquatics office

STAFF DISCIPLINARY PROCEDURES

First Strike: **Verbal warning** – A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.

Second Strike: **Written warning** – Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning. Three written warnings may lead to termination of employee.

Third Strike: **Termination** – Employees of the Duluth Y are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

Below are some examples of why a staff member may receive a warning (not a finite list):

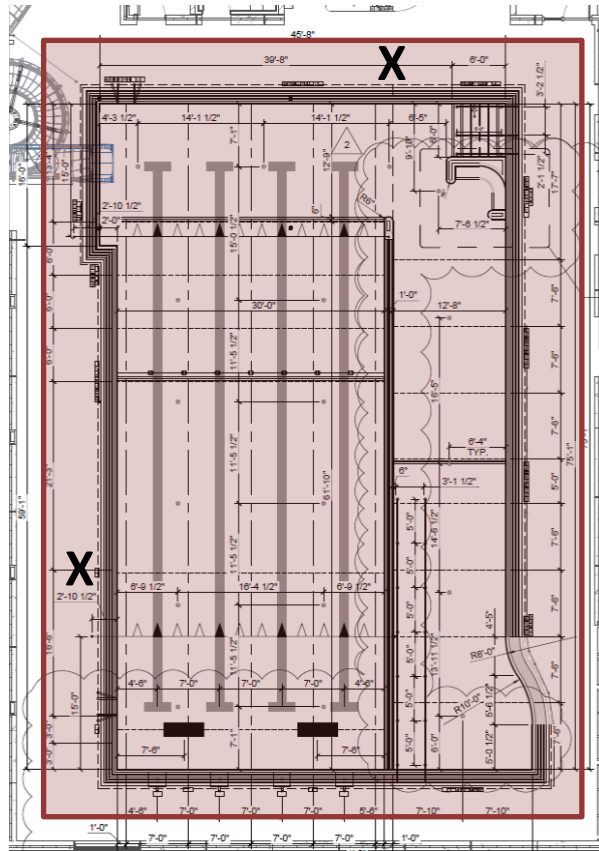
1. Failure to carry out any policies or procedures outlined in the Job Description or in this manual
2. Behavior not in accordance with the YMCA Code of Conduct or Core Values
3. Failure to attend scheduled shifts or mandatory meetings

Some behaviors result in immediate dismissal and termination of the employee. These include having a cell phone out on the deck, leaving the pool area unattended, reading while on duty, harassment, etc.

ZONES OF COVERAGE

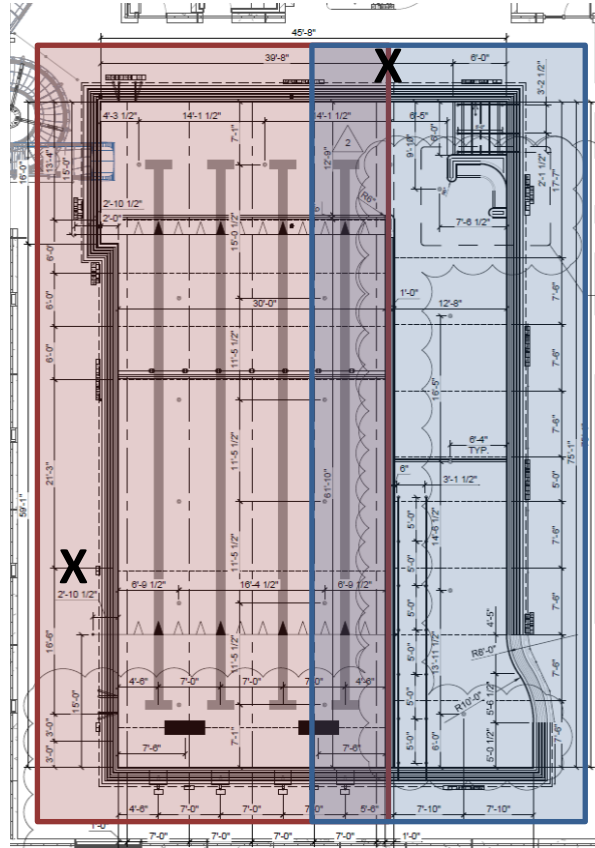
1 Lifeguard on Duty – Total Coverage

Most common type of coverage used at the Cook County Community YMCA. Lifeguard may walk, stand, or sit in one of the elevated guard stands (marked by the 'X' in the diagram below). Lifeguard should NOT sit on the benches or plastic chairs along the locker room entrance wall.



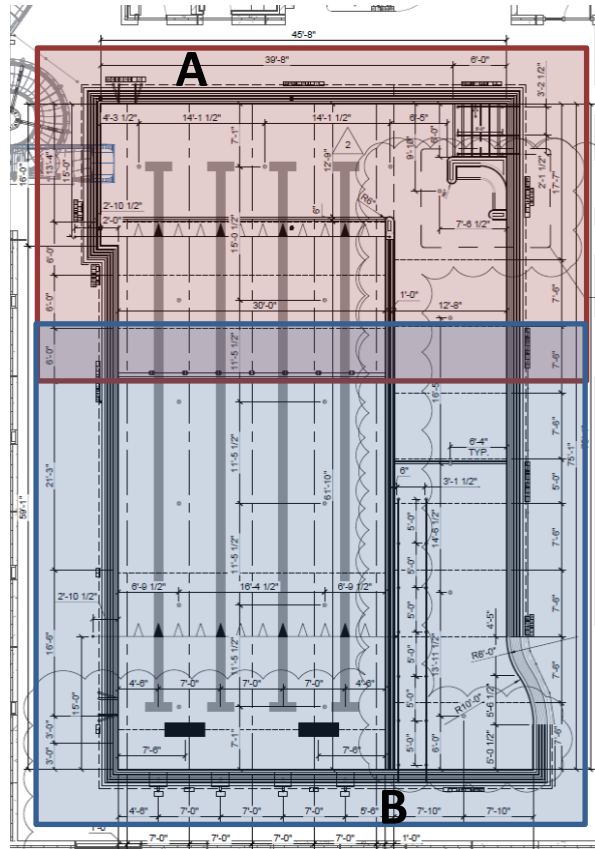
2 Lifeguards on Duty – Zone Coverage – Slide Off

Used for busy nights (holiday break, spring break, summer evenings, etc.) and events. Lifeguard may walk, stand, or sit in one of the elevated guard stands (marked by the 'X' in the diagram below) in their designated zone. Lifeguard should NOT sit on the benches or plastic chairs along the locker room entrance wall. Rotate every 20 minutes starting from the deep end.



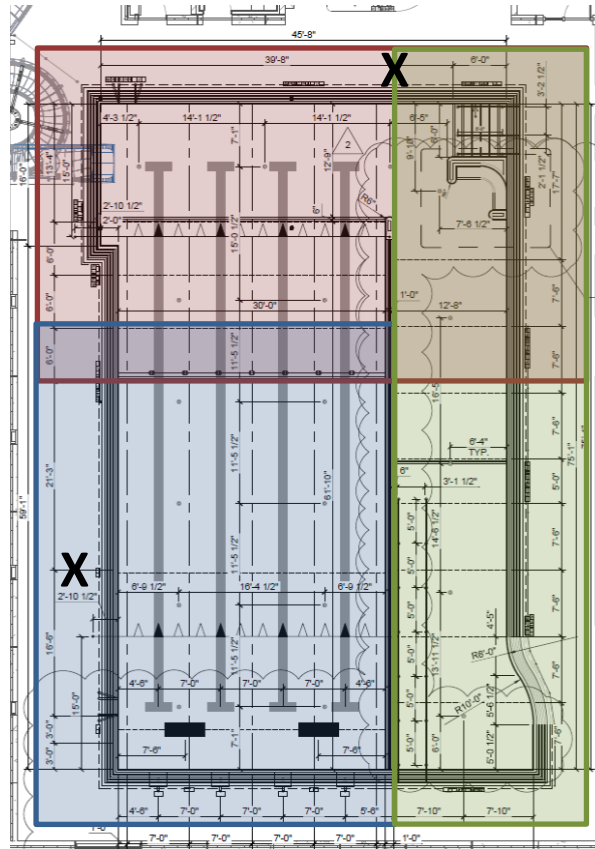
2 Lifeguards on Duty – Zone Coverage – Slide On

Used for busy nights (holiday break, spring break, summer evenings, etc.) and events. Lifeguards may walk or stand in the immediate area of points 'A' and 'B' but should NOT use the elevated guard stands. Lifeguard should NOT sit on the benches or plastic chairs along the locker room entrance wall. Rotate every 20 minutes starting from the deep end.



3 Lifeguards on Duty – Zone Coverage

Used for special events. Lifeguard may walk, stand, or sit in one of the elevated guard stands (marked by the 'X' in the diagram below) in their designated zone. Lifeguard should NOT sit on the benches or plastic chairs along the locker room entrance wall. Rotate every 15 minutes starting from the deep end.



AQUATICS AREA RULES

Lifeguards are on duty to respond in case of an emergency and to promote pool safety. Users are expected to observe all Aquatics Area rules and observe pool schedules. Users not following these rules or directions of the lifeguards will be asked to leave the pool.

General Aquatics Area Rules

- Food and beverages (excluding water in a shatter-proof container) are not allowed in the aquatics area
- Glassware and ceramics are strictly prohibited in the aquatics area. Full face scuba masks with tempered glass lenses are allowed
- Street shoes and boot are not allowed. Clean sandals that have never been worn outside are allowed
- For your safety, please walk at all times in aquatics area and locker rooms. Absolutely no running
- Please keep the deck, especially around the locker rooms, clear from congestion
- Cell phone and the use of electronic devices in the pool it not recommended. Phone use in the locker rooms is strictly prohibited

Main Pool Rules

- [STATE LAW] Please shower before entering the pool
- [STATE LAW] Anyone using the spa must shower before re-entering the other pools
- [STATE LAW] Persons with open sores, wounds, or infectious diseases are not permitted in any pool
- All swimmers must wear a bathing suit
 - Cotton clothing, outdoor wear, undergarments, and see-through materials should not be used as swim wear
 - Fully synthetic leggings, rash guards, shorts, and sports wear are acceptable as long as they do not contain cotton
- Disposable or cloth diapers are prohibited
 - If a diaper is needed it must be a swim diaper
 - For additional protection, a swim suit must be worn over swim diapers
- Rough play, including piggyback or shoulder rides, are not permitted
- Diving is only permitted in the 9 ft area of the pool
- Backwards jumps, front and back flips, and twists are not allowed anywhere in the pool
- Prolonged underwater swimming and breath holding games are not permitted
- Please do not hang on the floating ropes, lane lines, or rope railings
- Please do not play on the ramp, stairs, or in the metal railings. These features are for entrance and exit only
- No walk, jumping, or climbing on the water wall that separates the lap area from the shallow area
- Inflatable flotation devices like rafts and water wings are not allowed
- Use of masks, fins, and snorkels is at the discretion of the lifeguard on duty
- All life vests must be US Coast Guard approved
- Circle swimming is required when three or more swimmers are sharing a lap lane
- Lap swim times can also accommodate activities such as aqua jogging. Please use the outer most lanes for these activities
- Orange wrist bands are required for all participants under 16 years in order to swim in the deep end of the pool.

Supervision of Minors

Lifeguards reserve the right to ask those not following the rules to leave or require adult supervision if determined unsafe in either swimming or behavior.

- Children 6 years or younger must be actively supervised by an adult in the water and within arm's reach at all times regardless of swimming ability
- Youth 7-9 years must have active adult supervision in the aquatics area during open swim times
- Youth 10 and older may use the aquatics area without a designated adult during open swim times

Sauna Rules

- A shower is required prior to using the sauna. Users must shower again before entering any of the pools.
- Sauna use is restricted to those 16 years and older
- Use of soaps, oils, and/ or shampoo is prohibited
- Please refrain from exercising in the sauna
- Shaving is not permitted while in the sauna
- For your safety and to accommodate others, do not exceed 15 minutes in this area
- Individuals under the influence of drugs and/ or alcohol are not permitted to use the sauna
- **Before Using the Sauna**, please consult your physician if you have a heart condition, high blood pressure, circulatory problems, diabetes, and/ or are pregnant

Hot Tub Rules

- A shower is required prior to using the hot tub. Users must shower again before entering the pool.
- Hot tub use is restricted to those 16 years and older
- Hot tub capacity is 16 individuals
- Users may not submerge their entire head
- Use of soaps, oils, and/ or shampoo is prohibited
- For your safety and to accommodate others, do not exceed 15 minutes in this area
- Individuals under the influence of drugs and/ or alcohol are not permitted to use the hot tub
- **Before Using the hot tub**, please consult your physician if you have a heart condition, high blood pressure, circulatory problems, diabetes, and/ or are pregnant
- **Please Note**, hot tub will be closed for regular maintenance

Slide Rules

- Riders must be 48" tall OR have passed the swimming skills assessment to earn an orange wrist band
- No running, standing, kneeling, rotating, tumbling, or stopping in the flume
- Only one person at a time
- Keep your hands inside the flume
- No diving from the flume
- Leave the flume pool promptly after entering
- No tubes, mats, or lifejackets are permitted in the waterslide
- The line should form on the deck with only one rider on each platform at a time
- Rider assumes all risk of injury due to misuse of this slide or failure to follow these rules

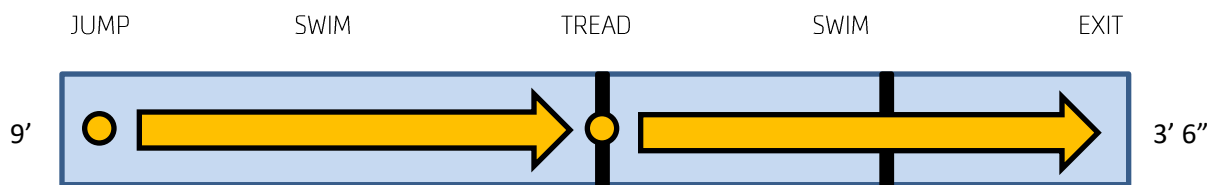
SWIMMING SKILLS ASSESSMENT

Our YMCA is committed to providing a safe and enjoyable pool experience for all. Youth 15 and under may participate in a swim skills assessment and will be provided an orange wristband after successful completion. These bands assist our certified lifeguards in keeping all of our swimmers safe. Orange wristband areas include going in water above the swimmer's shoulders. Lifeguards will gladly conduct one swim assessment per child per day when the space and staffing allow.

The Assessment – Earning an orange wrist band

1. **Plunge:** Swimmer jumps feet first into the deep end of the pool and returns to the surface unassisted.
2. **Swim:** Swimmer continues to swim towards the shallow end of the pool (10-15yds) unassisted and without resting stopping at the first black line. Swimmer maintains a horizontal body position and swims on their front with an over arm recovery.
3. **Tread:** Swimmer treads water for 20 seconds while keeping their ears and face out of the water.
4. **Exit:** Swimmer continues to swim to the shallow end and safely exits the water using the side.

All four skills should be completed consecutively without resting. If all skills are demonstrated successfully the swimmer will earn an orange wrist band and will be able to swim in the deep end of the pool. All who do not take the assessment or do not pass the assessment will be designated 'non-swimmers'.



Non-Swimmers – Those who have not earned an orange wrist band

Youth who cannot demonstrate the required skills in the assessment listed above or who do not wish to participate in the assessment will be classified as a non-swimmer and will not be given a swim band.

- Non-swimmers must remain in areas where their feet can comfortably reach the bottom of the pool and be actively supervised by an adult OR may enter the deep end with a supervising adult while wearing a properly fitted US Coast Guard approved lifejacket
- The YMCA can provide US Coast Guard approved lifejackets if needed
- Non-swimmers must participate in a vest check conducted by a lifeguard to ensure a proper fitting life vest is used
- One adult can be responsible for no more than two non-swimmers NOT wearing lifejackets

EMERGENCY ACTION PLANS

One Rescuer:

Water Emergencies – Assess the victim’s condition, clear the pool, move the victim to safety, and perform an initial assessment.

Life Threatening-

- Use the safety turtle button located on each guard stand to contact the front desk. They will come with an AED. They will also call 911.
- Care for any life-threatening injuries until EMS arrives. If a spinal injury is suspected, be sure to maintain inline stabilization.
- Front desk will manage bystanders and contact the Crisis Communication Team and the Program Director. Keep pool closed until staff person has a chance to debrief.
- Complete an incident report

Non-Life Threatening-

- Adult; advise them to stay where they can touch or wear a PFD
- Child; talk to guardian about preventative measures for the future. The person may continue swimming if their assessment shows no signs of trauma or injury
- Complete incident report

One Rescuer:

Sudden Illness, Cardiac or Breathing Emergency – Clear the pool, help the victim onto the pool deck and perform initial assessment.

Life Threatening-

- Use the safety turtle button located on each guard stand to contact the front desk. They will come with an AED. They will also call 911.
- Care for any life-threatening injuries until EMS arrives. If a spinal injury is suspected, be sure to maintain inline stabilization.
- Front desk will manage bystanders and contact the Crisis Communication Team and the Program Director. Keep pool closed until staff person has a chance to debrief.
- Complete an incident report

Non-Life Threatening-

- Contact staff on duty, perform a secondary assessment, aid with any medication and continue to monitor the person
- If the person's condition worsens; go to life threatening scenario
- If person's condition improves, advise the person to cease activity for the day; staff on duty can assist them out
- Complete incident report

Two Rescuers:

Water Emergencies

Primary Rescuer – Assess the persons condition, activate the EAP, and move the person to safety

Life Threatening-

- Alert the secondary lifeguard
- Spinal and Non-Spinal; call for a backboard and work with secondary rescuer to backboard and remove victim from the water
- Care for whatever conditions you find until EMS arrives and takes over
- Complete an incident report

Non-Life Threatening-

- Adult; advise them to stay where they can touch or wear a PFD
- Child; talk to guardian about preventative measures for the future. The person may continue swimming if their assessment shows no signs of trauma or injury
- Complete incident report

Secondary Rescuer – Assess the Situation

Life Threatening-

- Use the safety turtle button located on each guard stand to contact the front desk. They will come with an AED. They will also call 911.
- Spinal or Non-Spinal; bring the backboard and work with the primary rescuer to backboard and remove victim from the water
- Care for whatever conditions you find until EMS arrives and take over
- Assist with crowd control and provide rescuer with any support they need
- Assist with the completion of an incident report

Non-Life Threatening- Provide coverage for the lifeguard that is performing the rescue (clear pool if necessary)

Staff on Duty-

- Assists with crowd control and provide rescuer with any support they need
- Contacts the Crisis Communication Team and Program Director. Close the pool until staff person has a chance to debrief
- Complete an incident report

Two Rescuers:

Sudden Illness, Cardiac or Breathing Emergency –

Primary Rescuer – Activate the EAP, help the victim onto the pool deck/ chair and perform an initial assessment

Life Threatening-

- Alert the secondary lifeguard
- Care for any life-threatening injuries until EMS arrives. If a spinal is suspected, be sure to maintain inline stabilization
- Front desk will manage bystanders and contact the Crisis Communication Team and the Program Director. Keep pool closed until staff personnel has a chance to debrief
- Complete Incident Report

Non-Life Threatening-

- If the persons condition worsens at any time go to Life Threatening Scenario above
- Contact the staff on duty if deemed necessary, perform a secondary assessment, aid with any medication and continue to monitor.
- If persons condition improves advise them to cease activity for the day; staff on can assist them out
- Complete an incident report

Secondary Rescuer – Assess the situation and either move into position to cover the primary rescuers zone or clear the pools in order to assist

Life Threatening-

- Use the safety turtle button located on each guard stand to contact the front desk. They will come with an AED. They will also call 911.
- Care for any life-threatening injuries until EMS arrives. If a spinal is suspected, be sure to maintain inline stabilization
- Front Desk will manage bystanders and contact the Crisis Communication Team and the Aquatics Director. Keep pool closed until staff personnel have a chance to debrief
- Complete incident report

Non-Life Threatening- Provide coverage for the lifeguard that is performing the rescue (clear pool if necessary)

Staff on Duty-

- Assist
- with crowd control and provide rescuer with any support they need
- Contacts the Crisis Communication Team and Program Director. Close the pool until staff person has a chance to debrief
- Complete an incident report

INCIDENT REPORTING

Minor Incident

Fill out a minor incident report when basic first aid is performed and no additional medical attention is needed or advised

- If child is a minor, their parent needs to be contacted
- Department supervisors must review minor incident logs weekly and follow-up with members/guests as needed

Major Incidents

Report within 24 hours and fill out a full incident report when:

- The parent/guardian expresses concern of medical care needed
- Aquatic emergency responses
- Serious injury or illness occurs
- Incidents where a lifeguard enters the water
- Any injury where the member or participant received medical care following the incident or is asking the Y to assist with payment of medical bills.
- Locker thefts or car break-ins
- All auto accidents involving YMCA owned vehicles
- All incidents involving damage or destruction of YMCA property, contents or premises.
- All other incidents or accidents where it appears the member or participant may pursue a liability claim against the Y

Report Immediately, contact the crisis communication team and fill out a full incident report when:

- Safety of a member/participant, volunteer or staff is in jeopardy
- Blood borne Pathogen Exposure - Immediately
- Alleged Abuse/Peer to Peer Inappropriate Touch
- Reputation of the YMCA, branch or program is in jeopardy
- Fatality occurs
- Injured person is admitted to the hospital
- 911 is called, Administer CPR/Oxygen/AED
- Incident occurred outside the YMCA that may affect the YMCA
- If media calls or arrives on scene

Instructions to Complete an Incident Report:

- Select the appropriate form from the drawer; either the minor incident report log or the incident report form.
- Report as thoroughly as possible; complete the front and back of the Incident Form, checking all of the applicable boxes
- Do not alter the document once it has been completed
- The only people who should be made aware of an incident are the team members directly involved, their direct supervisor, and the branch's Executive Director
- Remember, a team member injured while on duty must fill out a Workers' Compensation Claim Report with their supervisor
- If they are injured while using the facility on their own time, an incident report needs to be used
- All incident reports should go directly to your supervisor or to the incident report mailbox behind the member service desk if your supervisor is not present

When do you communicate to the parents?

- If their child is under 18 years of age and:
 - If their child is injured
 - If medical attention is administered
 - If the incident involves blood borne pathogen exposure

When a staff person gets injured on the job:

- The injured staff member must obtain and complete a First Report of Injury Form
- A full incident report must be completed by an observing staff member
- All completed documentation is to be placed in the incident and injury drop box within 24 hours of the injury

BIOHAZARD RESPONSE

Fecal/Vomit/Blood Contamination Response Plan

Fecal incidents and other bodily fluids in the pool are a concern and an inconvenience to both pool operators and patrons. Pool operators and lifeguards should carefully explain to patrons why the pool needs to be closed in response to an incident of this nature. Understanding the pool closure is necessary for proper disinfection and protection of the health and safety of swimmers is likely to promote support rather than frustration. Pool closures allow chlorine to do its job – to kill germs and help prevent recreational water illnesses (RWIs).

Bodily fluids/biohazard material on deck

1. Contain and prevent from entering pool.
2. Section off area so no one comes into contact with the material.
3. Use universal precautions to clean up material.
 - a. Wear gloves. Wear shoes or sandals, if possible.
 - b. For small spills, use a solution of bleach water (1:10 ratio) and paper towel. Let the bleach treat the soiled area for at least 10 minutes. Put waste in the garbage can. When clean up is complete, take the trash bag to the dumpster in the back.
 - c. For larger spills, a body fluid clean up kit can be found at the front desk. Follow the directions on the kit.
4. Add the incident to the minor incident log.
5. Leave a note for the Aquatics Coordinator and Aquatics Lead.

Bodily fluids/biohazard material in water

1. For all types (formed stool, diarrhea, vomit or blood) close the pool to swimmers. Do not allow anyone to enter the pool until the disinfection process is complete.
2. For formed stool and vomit use universal precautions to clean up material. DO NOT use the pool vacuum.
 - a. Wear gloves. Wear shoes or sandals, if possible.
 - b. Remove as much of the fecal material as possible, and dispose of the material in a sanitary manner (in the trash, no red bag).
 - c. Leave net in the pool to disinfect.
 - d. Close the pool for 30 minutes after cleanup is complete. Notify the Member Service Desk of the proposed time of reopening. When talking about the issue to patrons or staff, use the term “incident” – not accident.
 - e. Add the incident to the minor incident log.
 - f. Leave a note for the Aquatics Coordinator and Aquatics Lead.
3. For diarrhea, or large amounts of blood, the pool must remain closed for 9–13 hours for hyper-chlorination. Notify the Building Manager/CPO as soon as possible as well as the Aquatics Coordinator and Aquatics Lead.
 - a. Remove as much of the fecal material as possible, and dispose of the material in a sanitary manner. DO NOT use the pool vacuum. Disinfect the item(s) used to remove the material with a solution of disinfectant. Let the disinfectant rest on the item for a minimum of 10 minutes. When cleanup is complete, take the trash bag to the dumpster in the back.
 - b. Notify the Member Service Desk of the proposed time of reopening. When talking about the issue to patrons or staff, use the term “incident” – not accident.
 - c. Add the incident to the minor incident log, and leave a note for the Aquatics Director/Coordinator.

CHILD ABUSE PREVENTION

Unfortunately, child abuse occurs every day in every community across the nation. One of your responsibilities as a lifeguard is to prevent child abuse whenever possible. This means being alert to the signs of abuse in pool patrons and reporting those signs should you see them. This also means keeping yourself out of situations in which you could be suspected of child abuse.

Things to watch for (the four types of abuse):

- Physical Abuse: An injury or pattern of injuries that happen to a child that are not accidental. These could be injuries in the shape of an object, welts, bites, and bruises in various stages of healing.
- Neglect: This is when an adult responsible for the well-being of a child fails to provide for the child. This could include not giving sufficient food, clothing or shelter; failing to keep a child clean or with-holding medical care.
- Emotional: Any chronic and persistent act by an adult that endangers the mental health or emotional development of a child. This could include rejection, ignoring, terrorizing, corrupting, constant criticism, mean remarks, insults, and giving little or no love, guidance, and support.
- Sexual Abuse: The sexual use of a child for an adult's pleasure. This could include non-physical (indecent exposure, obscene phone calls, peeping toms), physical (long intimate kissing, genital or oral stimulation, fondling or sexual intercourse), violent (rape, beatings), or pornography (forcing children to view pornography or using them in pictures, films, or tape recordings).

Watch for all of these indicators, but don't overreact if you see them. You want to look for a pattern of indicators, a combination of them, or if they happen more than once (unless the signs are obviously from abuse).

If children show any of these physical signs, if you see any of these things, or if a child tells you about abuse, you should use the following guidelines:

Reporting Guidelines:

1. Documentation- Incident report forms located in the Director's office
 - a. Please follow the incident report form, being as detailed as possible in your report
 - i. The date and time of the incident or discovery of signs
 - ii. The name of the child/participant involved in the incident
 - iii. The signs you saw or the exact words the child said to you
 - iv. What happened before during and after the incident
 - v. If it did occur at the Y, where and during what activity
2. The Next Step- Your supervisor will then complete an incident report, gather all your information and take the necessary steps to complete the reporting process

Remember that is not your job to prove or disprove the abuse, just report it. Further to protect yourself from allegations, remember the following guidelines:

1. Rule of 3- Never be alone with a child, especially while children are changing or using the locker room. If children need supervision while taking a trip to the rest room, stand in the hallway where others can see you while you wait for the child.
2. Do Not-use inappropriate discipline methods during class (verbal or emotional abuse, shaming, physical punishment, etc.)

3. Do Not- inappropriately touch a child at the Y (during swim lessons remember to hold children with palms open or down and talk through touch when you need to assist a child with a skill)
4. Do Not- become involved outside of the Y with children you've met at the Y (i.e. babysitting)

** Child abuse prevention is very serious and very important. Please remember to err on the side of caution if you suspect abuse (or see a pattern of abuse) and speak with your supervisor.

SCHEDULING

Scheduling Periods

Scheduling is done on a per month basis. In order to be considered a **part-time** employee, you must work at least one shift per pay period on the regular schedule. In order to be on **sub status**, you must work at least one shift per month, or be in contact with your supervisor regarding your employment intentions.

Availability

We use **When to Work**, an internet-based scheduling program. Availability is due to your supervisor no later than the 10th of the month. Schedules are published on or near the 20th of the month. (For example, availability for March is due February 10th. The March schedule will be published on/close to February 20th.) All staff must submit availability or a notice of their employment status each scheduling period. If you are submitting a request to be placed on sub status, it must include the date that you are expected to return to the regular schedule. If you do not return to the regular schedule, your employment may be terminated.

Requesting Days Off and Subbing Policies

Time off requests are REQUESTS. Your supervisor will attempt to schedule a sub for you if you request time off. If this is not possible, you will need to find your own qualified sub in order to have the day off.

Creating the Schedule

Once you have submitted your availability, the supervisor will compile a schedule based on the number of hours people have requested and the times you are available. If you do not submit availability on time, you may not be included. Staff may work between 0-29 hours per week. Guard shifts are usually 2 to 6 hours in length. Hours may vary depending on programming needs and the pool schedule. We cannot guarantee a set number of hours to any given employee, but will try to honor as many requests as possible.

Assigned Sub Shifts

If a person requested a day off during the time we collected availability, you may be ASSIGNED a sub shift to replace them. We will do our best to honor all subbing requests during the time we create the schedule. Once the schedule is published, any additional subbing arrangements need to be made independently by you.

Approving the Schedule

Once the schedule has been published, any changes from that point forward need to be made independently by you. Shifts are your responsibility until there is another person's name in that shift. (For instance, if you find someone to work for you but they don't pick up the shift in W2W and then neither of you show up, you will receive the disciplinary notice.)

Position Abandonment

To stay employed as a sub, you are required to work at least one shift per month. If you are not able to meet this requirement, your absence must be pre-approved by a supervisor. If your absence is not approved and we do not hear from you, we will determine that you have abandoned your position. In that case, your employment will be terminated and you must reapply if you plan to work at the YMCA in the future.

What do I do if I need a sub?

1. Post your shift on the trade board in When to Work.
2. Call, text and/or email other staff. Posting your shift on the trade board is NOT THE ONLY thing you should do.
3. Your shift can be split if needed; please let your supervisor know if you need this done.
4. Keep calling people until you've gotten a response from EVERYONE.
5. Ask your supervisor for help if you are still having trouble finding someone and you have exhausted all of your available resources.

What do I do if there is an emergency and it is LESS THAN 24 HOURS before the shift?

- CALL THE AQUATIC LEAD'S CELL PHONE! Leave a message if there is no answer.
- CALL THE MEMBERSHIP AND PROGRAM DIRECTOR'S CELL PHONE! Leave a message if there is no answer.
- If you are not able to speak to the lead or director, call the Y. Explain that you have left your supervisors a message, and need some help getting a shift covered.

What is an emergency shift coverage situation?

- Sudden illness
- Death in the family
- Car accident
- Weather related travel issues
- Other circumstances beyond your control

If you get up in the morning and think you are sick enough not to make it to your shift at 5 pm, please let your supervisor know you are sick and start working on finding a sub! If you aren't successful in getting your shift covered, your supervisor needs as much notice as possible to try to make arrangements to cover.

What is NOT an emergency situation?

1. Concerts
2. Appointments and meetings
3. Other jobs
4. School – school is important, and we will do what we can to make sure you are able to make it to academic related activities. However, you are responsible for planning ahead and managing your schedule. Please let us know ahead of time if your school schedule changes and we need to make adjustments to your schedule.

MAINTENANCE OF CERTIFICATION

Lifeguard Certification

All persons applying for a lifeguard position at the Cook County Y must possess a current certificate from the American Red Cross as a Lifeguard, Waterpark Lifeguard, or Waterfront Lifeguard. Aquatic Attraction Lifeguarding and Shallow Water Lifeguarding are not sufficient for our facility. Interested applicants may be eligible for on-site lifeguard training after successful interview, reference check, and background check.

It is the responsibility of the lifeguard to maintain their certification. If the lifeguard chooses to participate in a recertification class at the Cook County or Duluth Y, the employee will be paid a training rate equivalent to minimum wage to attend class. The Aquatics Department will cover the certification fee for the employee. If the employee chooses to participate in a recertification class outside of the Duluth Y Association, the employee will be responsible for the certification fee, and their time will NOT be compensated. In either case, the employee is responsible for ensuring that copies of their certification are given to appropriate supervisors.

Lifeguard, CPR and First Aid Instructors and Instructor Trainers

A person employed by the Cook County Y with instructor or instructor trainer level certifications as a Coordinator or Director can expect to have the Duluth Y cover certification fees and compensate for their time if the certification is listed in the job description. All others are responsible for the fees and time associated with their certification. If the instructor/instructor trainer certification can be obtained in a course at the Cook County Y, the employee may pay an internal staff rate for the course. The employee is responsible for ensuring that copies of their certification are given to appropriate supervisors.

Staff Seeking Additional Certification

Employees seeking certifications above what is required by their current position will do so at their own expense, unless an additional position within the Cook County Y can be achieved as a result. If the new certification obtained by the employee can be found to benefit the Cook County Y as well as the employee, the certification fee may be paid by the Cook County Y, so long as it is fiscally responsible. The employee will not be compensated for their time to take a certification class that is not required by their position.

Lapse in Required Certification

Employees with a lapse in certification will receive a disciplinary notice and be removed from the schedule until proof of current required certification is produced. State and local regulations, as well as YUSA guidelines have led the Cook County Y to require all staff have certification in CPR/AED and First Aid. Significant liability risk to the employee and to the Y results in keeping an employee on the schedule that does not meet certification requirements.

In Service and Mandatory Meetings

The Aquatics Department holds a mandatory meeting/in service trainings at least once per quarter. All lifeguards are required to attend every in service. If a scheduling conflict cannot be avoided, or in case of illness, the lifeguard MUST notify their supervisor.