



# Seasonal Employee Handbook

**-Condensed Edition-**

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1-877-709-7665  
[www.guardforlife.com](http://www.guardforlife.com)

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## Employee Information

### Our Mission

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“To be the leader of the swimming pool service industry, providing the highest level of safety and service to our customers.”

### Standards of Conduct

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1. THEFT (attempted or actual)
2. DRUGS
3. PUBLIC DISPLAYS OF AFFECTION
4. FALSIFYING INFORMATION
5. ABSENTEEISM or TARDINESS
6. INSUBORDINATION
7. CRIMINAL ACTIVITY
8. POOR CONDUCT
9. OFFENSIVE LANGUAGE
10. CHEWING TOBACCO, SMOKING, or SPITTING
11. VIOLATIONS of the DRESS CODE
12. SAFETY VIOLATIONS
13. NEGLIGENCE
14. LOITERING
15. SLEEPING
16. HARASSMENT
17. UNAUTHORIZED ENTRANCE

### Job Descriptions

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#### Lifeguard

A Lifeguard’s primary responsibility is to ensure injury prevention by enforcing all rules and regulations of the pool and surrounding area.

#### Pool Manager

In addition to the duties of a Lifeguard a Pool Manager is responsible for supervision of entire pool staff, staff scheduling and confirmation, chemical maintenance and record-keeping.

#### Gate Guard

A Gate Guard’s primary responsibility is to check all pool passes and have every patron to the pool sign in for the day. A Gate Guard is not a Lifeguard.

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## Uniform & Appearance

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We want to present a professional and athletic appearance to our customers at all times.

### Lifeguards:

#### Acceptable Swim Suits

**Female Lifeguards** –Females may wear ‘cheerleader’ style or ‘board short’ style shorts in red only.



### Male Lifeguards



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## Scheduling

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- Each lifeguard will be assigned a schedule for a minimum of two weeks in advance.
- Scheduling will be done online through our website.
- Once your schedule is done you will receive an email telling you to go online and view it.
- This schedule is made based on the availability that you gave us in the beginning.
- If there are any permanent changes to your availability you SHOULD contact the office as soon as possible.
- If you need to request a day off please do so through this site before the schedule has been made.  
*The sooner you place the request the more likely to receive it.*

## Lunch or Dinner Breaks

- Some of our pools have scheduled lunch or dinner breaks.

Very few of our pools provide a lunch or dinner break. If you are unsure if your pool does provide a break, please ask your Supervisor or the Recruiting and Staffing Manager.

## Clocking In and Out

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- Every lifeguard will receive a PIN number, you need to memorize this number or carry your PIN number card with you at all times.
- When you first get to work, you will use the designated phone and call the clock-in number.

## The Process

1. Dial Clock-in number
2. Voice will say “Enter PIN Number”
3. Enter your PIN number and press #
4. Voice will say “you’re name; you are now clocked on at ‘pool you are working at”
5. Hang up. You are now clocked in.

\*Clock out using the same procedure as above, instead of saying that you are clocked in, it will tell you that you are clocking out.

## Payroll

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- Paychecks are issued bi-weekly and will be mailed to the address we have on file.
- Paychecks will also include an Hours Summary Report, which includes all hours you worked during the payroll period.
- Our pay period begins on Friday and runs through Thursday.

## Payroll Questions

If you have any issues with your paycheck, please go online to [www.guardforlife.com](http://www.guardforlife.com) or contact your office directly.

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## Employee Expectations

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- Always follow the rules and regulations set forth in your American Red Cross or equivalent lifeguarding handbook
- All employees should arrive to work at their scheduled time
- Lifeguards should be in uniform at all times.
- All employees are responsible for keeping the restrooms and pool area clean throughout the day.
- Lifeguards are required to keep the pool clean and clear throughout the day.

## Commonly Asked Questions Answered

- **Cell Phones** - Your personal cell phone should be turned off and stored in a secure location (i.e. backpack or purse) while at work.
- **Off-Duty Use of the Pool** - Off-duty use of the pool is strictly prohibited unless prior approval has been given.
- **Personal Visitors** - You may NOT have any of your friends or families visit you at the pool.
- **Manners** - Always be courteous to members and guests.
- **Breaks** - Every guard will get a ten or fifteen minute break at the end every hour (check with your head guard on your pool's policy). These breaks are called "SAFETY BREAKS." They are intended for you to get out of the sun, get some water, check the water chemistry and pump room, and check the restrooms.
- **Smoking** - Smoking at or near the pool is strictly prohibited.
- **Safety Equipment Checks** - Your supervisor will be thoroughly checking all safety equipment on a regularly basis
- **Supplies** - Your supervisor will deliver all of the supplies you need.
- **No Lounge Chairs** - Whether you are stationed at a permanent lifeguard stand or have the ability to choose your location, remember that lounge chairs are not permitted.

## How to Contact Your Supervisor

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Always notify your supervisor of:

- improper chemical levels
- algae growth
- if the water becomes cloudy or greenish in color
- if you see any safety hazards or county violations

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## Daily Responsibilities

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- **Safety Audits** - We engage in different practices including Skills Testing and Safety Audits to ensure proper compliance with safety standards, please be aware that this could take place during your shift.
- **Skills Testing** - Supervisors may administer, monitor, and record the outcome of skills tests for lifeguards.
- **In-Service Training** - Training sessions provided to lifeguards to target specific topics and/or skills.
- **Health Inspections** - Your pool will be inspected throughout the summer by a county health department official. These visits are always unannounced, so always be prepared.
- **Checklists** - The daily checklists (used for opening and closing) should be completed on a daily basis.
- **Bathrooms** - are an ugly part of being a lifeguard but they are essential. They should look and smell clean at all times!
- **Trash** - Trash should be removed daily to keep bees and insects away from the pool area.
- **Chemicals & Record Keeping** - Local health department regulations require that a log of the chemical readings at each pool be maintained for the summer.

## Daily Facility Maintenance

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### Opening procedures

1. Unlock the gate and scan the pool and deck area.
2. Always check for any vandalism or broken glass that could cause an accident later in the day.
3. CLOCK- IN.
4. Get all of the Chlorine Reading/Safety Check & Sign-In books out.
5. COMPLETE THE SAFETY CHECKLIST IN BOOK.
6. Open the bathrooms and make sure they are cleaned and stocked for the busy day ahead.
7. Make sure you go around and clean out all of the skimmers.
8. Check the water level and add more water to the pool if it needs it. (note: your water level should be mid-tile line)
9. Properly clean the hair and lint strainer prior to backwashing.
10. Check the pressure gauges on filters if high backwash the filter.
11. Check operation of chemical feeding equipment.
12. Ensure ALL of the chairs are lined up and the backs are either all down or all up.
13. Put any umbrellas up.
14. Test the water and add chemicals as needed.
15. Skim the pool and begin to vacuum.

### Closing Procedures

1. Clean the bathrooms.
2. Take out all trash.
3. Line up all the chairs and place the backs either up or down.
4. Put down all umbrellas.
5. Turn off the chlorinator.
6. Put all the books, test kit, and telephone away.
7. Lock all the doors.
8. CLOCK-OUT.
  - Put Key back in Lock Box.

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## Swimming Pool Rules

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\*Refer to specific pool rules at each facility

### Pool Signage

- Please make sure the facility has the appropriate signage and that it is posted at the facility every day.
  - 911 Sign
  - Pool Name
  - Clock-In

## Reasons for Closing a Pool

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### Acceptable Reasons to Close a Pool

- The water is cloudy and or green and you are unable to see the main drain.
- Feces or vomit is found in the pool
- A significant amount of blood is in the pool.
- A Health Inspector shuts down the pool.
- The Chlorine level is below standard.
- The filter system is not running.

### Weather

- Thunder - When the first roar of thunder is heard, the lifeguard will clear the water. Patrons may stay on the deck of the facility.
- Lightening - When the first strike or flash of lightening is seen, all patrons should leave the pool area and the gates should be locked.
- Rain - Alone, rain does not cause any serious hazards to swimmers. Many patrons still swim in the rain (it is only water.) Facilities should stay open during rain showers.
- Lifeguards are required to stay at the facility until they are contacted by the office. If you are told to leave by a Property Manager, please have the Property call the office and we will contact you.

## Safety

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### Employee Safety Expectations

- Observe all company safety practices.
- Work hand and hand with other employees to maintain everyone's health and safety.
- Use proper personal protective equipment when needed.
- Observe all safety messages.
- Know where first aid and hazardous material kits, firefighting equipment, MSDS sheets, and other safety devices are located.
- Follow all driving safety policies.
- Use proper lifting techniques.
- Wear appropriate footwear to reduce the risk of trips or falls.
- Report all work-related accidents to management promptly.

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- Attending any and all required safety and health meetings.
  - Do not perform any work related tasks that you have not been trained to do

STOP AND ASK QUESTIONS IF EVER IN DOUBT ABOUT THE SAFETY OF ANY OPERATION.

## Personal Safety

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There are several risks that are related with being a lifeguard.

- Dehydration
- Heat-Related Illnesses
- Damage to the skin and eyes
- Skin Irritations

## Accident and Incident Reports

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If you don't write it down, it didn't happen.

Incident Reports are a summary of an event and used to document an unusual incident at the pool. Incident reports should be written for, but not limited to:

- Any save in which you had to enter the water
- Anytime you provided care for a patron other than giving them a band-aid
- Any instances in which a patron confronted you
- You witness other patrons confronting each other
- To document any items at the pool that seemed out-of-the-ordinary
- Any instance in which you came into contact with blood or a bodily fluid while wearing or not wearing gloves
- Any instance in which you were injured on the job (whether minor or major)
- Any instance in which a patron was injured at the pool
- Any instance in which a patron was ejected from the pool
- Any instance in which 911 or EMS was summoned
- Any instance where care seemed justified but was refused

## Chemical Hazards in the Workplace

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The following Hazardous chemicals that may be found in our workplace:

- Calcium Hypochlorite
- Sodium Bicarbonate
- Sodium Hypochlorite
- Muriatic Acid
- Diatomaceous Earth
- Calcium Chloride
- Soda Ash



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- Isocyanuric Acid
  - Dry Chlorine
  - Sodium Thiosulfate
  - Tri-Sodium Phosphate

The basics for all of the chemicals you will be using are:

1. Don't Inhale
2. Don't Ingest
3. Don't Get in Your Eyes
4. Don't Get on Your Skin

Information about all of these chemicals is found in the Material Safety Data Sheets (MSDS). The MSDS are located at every swimming pool and also at each office.

## Safety Practices for Handling Chemicals

- It is the employee's responsibility to follow all of the following procedures.
- Never add water to chemicals; add chemicals to water.
- Never mix any chemicals.
- Follow all instructions on the chemicals container.
- Never mix any chemical with powder or liquid chlorine-a dangerous gas can develop.
- Always use a clean scope to dip into a container.
- Keep the lids on the chemicals at all times.
- Always keep the area dry around chemicals.
- Always wear personal protective equipment while handling chemicals.
- Keep chemicals away from electrical equipment and flames.
- Always clean up any spills.
- Always empty chemical bags into a trashcan labeled for this particular use.
- Never refill an empty chemical bucket or bag with another chemical.
- Store all chemicals separately off the ground.

## Personal Protective Equipment

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Before handling any of the chemicals it is required that the following items be used:

- Rubber gloves
- Goggles
- Apron
- Respirator

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## More Safety Information:

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Comprehensive safety information can be found in our “Full Edition” of this manual, which is available from your office or you may contact our safety officer Sabraya Ghale.

She can be reached at:

[sghale@americanpool.com](mailto:sghale@americanpool.com)

443-501.4213

We also have Fact Sheets that specifically reference the following topics:

- What are bloodborne pathogens?
- Occupational Exposure to Bloodborne Pathogens
- Personal Protective Equipment (PPE)
- Labels
- Hepatitis B Vaccination
- What is the Hepatitis B virus?
- Hepatitis A Fact Sheet
- Hepatitis B Fact Sheet
- Hepatitis C Fact Sheet
- AIDS and HIV Fact Sheet

## Company Policies

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### Sexual Harassment Policy

Sexual harassment is not permitted at anytime. Sexual harassment refers to behavior of a sexual nature, which is not welcome, is personally offensive, debilitates morale, and interferes with the work performance and effectiveness of its victims.

#### **How do I make a complaint?**

If you believe you are the subject of sexual harassment, you should report such incidents to the Office Manager. The report of such incidents may be given verbally or written and are strictly confidential.

### Alcohol and Drug Policy

In compliance with the Act, drugs or alcoholic beverages are not permitted on Company premises.

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