



DIVE IN

EVERYTHING YOU NEED TO
KNOW AS AN AMERICAN POOL
+ L I F E G U A R D +



GUARD FOR LIFE LIFEGUARD OATH



As a lifeguard, your primary responsibility is to maintain a safe swimming environment by enforcing all rules and regulations of the pool and surrounding area. In order to be a successful lifeguard you must have strong skills in certain areas. Here are the 10 most important traits we expect from every lifeguard.



SAFE

A lifeguard will enforce the rules and keep the pool community safe.



SMART

A lifeguard is properly trained to follow all regulations and consistently reviews their skills.



COURAGEOUS

A lifeguard makes smart decisions when faced with an emergency.



RESPONSIBLE

A lifeguard is accountable for the safety of every patron.



PROFESSIONAL

A lifeguard wears a full uniform at all times.



PUNCTUAL

A lifeguard arrives on time to each scheduled shift.



ATTENTIVE

A lifeguard carefully searches the pool for any signs of trouble.



FRIENDLY

A lifeguard has a positive and professional attitude when interacting with co-workers and patrons.



ORGANIZED

A lifeguard maintains a clean and orderly pool facility.



QUALIFIED

A lifeguard is fully certified in a variety of aquatics-related training.



DAILY RESPONSIBILITIES



LIFEGUARD RESPONSIBILITIES

A Lifeguard is mainly responsible for supervising swimmers and preventing accidents. On a daily basis Lifeguards enforce all rules and regulations, report chemical maintenance issues, take chemical readings (if required) and keep the facility clean. A Lifeguard oversees the pool to create the safest swimming environment possible.

GATE GUARD RESPONSIBILITIES

A Gate Guard verifies all pool passes and signs in each pool patron for the day. A Gate Guard is not a Lifeguard and therefore no pool patrons may be in the pool area unless the Lifeguard is present. The Gate Guard is also responsible for assisting with the enforcement of all rules and regulations of the pool.

POOL MANAGER RESPONSIBILITIES

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

POOL ATTENDANT RESPONSIBILITIES

The Pool Attendant is responsible for the upkeep of the pool and surrounding area throughout the day. The Pool Attendant may also greet patrons, check pool passes, and remove trash. Additionally, with proper training, a Pool Attendant may check and maintain chemicals and vacuum the pool. The Pool Attendant is also responsible to call 911 in the event of an emergency.

Opening and closing duties will vary by pool. Check the pool binder for each pool's rules.

OPENING DUTIES

- Upon arrival, open the lockbox and retrieve the keys.
- Clock in using your smartphone via the mobile Clock In/Out app and then put your phone away!
- Take out the rescue tube, first aid kit, chemical testing kit, log book, sign-in sheet and backboard.
- Unlock the bathrooms and ensure they are clean and well stocked.
- Check the water level and add more water to the pool if it needs it. (Note: your water level should be mid-tile line)
- Make sure the pool is clean. Vacuum and skim the pool. Brush the tile line if necessary.
- Straighten the pool furniture, open the umbrellas and dispose of any trash on the pool deck.
- Test the water to see if chemicals need to be added.

CLOSING DUTIES

- Arrange pool furniture neatly and close all umbrellas.
- Dispose of trash and transport trash to the dumpster.
- Put away all of the safety equipment.
- Clock out using your smartphone via the mobile Clock In/Out app.
- Lock and secure the gate, placing the keys securely inside the lockbox.

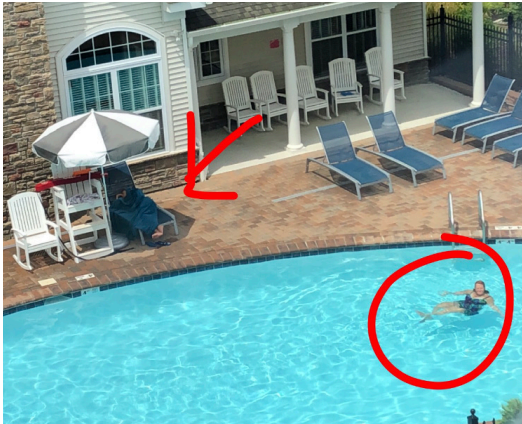


**DON'T LET THIS
BE YOU**



THINK TWICE... PEOPLE ARE WATCHING.

In today's world, anyone can snap a photo as quickly as they can grab their phone. Most communities also use security cameras that can pick up on activity at the pool. Inappropriate behavior is often captured and shared by people they don't work with. Unprofessional conduct, even when there is no one at the pool, WILL impact your job and our relationship with our customers.



IMAGINE IT THIS WAY...

Swimming pools are a focal point that are prominently featured in a community development. When you are on the job, even if there are NO patrons at your pool, residents or community staff are walking by, looking out from a window above, or taking in a view from the clubhouse. Imagine that every window in your community has a camera. Don't make a mistake that will separate you from your summer job or WORSE -- endanger the people trusted to your watch by the pool.

Here are some examples of things not to do while on duty (including, but not limited to)...

- Laying down
- Nodding off or sleeping on the job
- Using your phone or other electronic devices with patrons in the pool
- Swimming with patrons in the water
- Sitting with patrons or having friends or family at the pool
- Sitting with another lifeguard

As a lifeguard you are a professional rescuer who is tasked with ensuring the patron's safety and protecting lives. In order to achieve this level of professionalism you want to look and act the part and avoid distractions while on the job. You must be mentally, physically, and emotionally prepared at all times.

Begin by showing up to your shift on time, well groomed, in uniform, and well rested. Be a leader, by acting responsible and following all facility rules. When performing patron surveillance sit or stand upright, with rescue equipment positioned for immediate use. Keep your eyes focused on your assigned zone of responsibility at all times. By looking and acting professionally, you will be prepared to prevent injuries and respond to any situation appropriately.



LIFEGUARD AND CPR TRAINING



AMERICAN RED CROSS TRAINING

American Pool is an authorized American Red Cross training organization. Our company-wide pool management staff trains over 2,000 lifeguards a year, making us the #1 provider of American Red Cross lifeguard training among pool management companies in the United States. We offer in-house American Red Cross Lifeguard, CPR/AED, First Aid training and more.



WHICH CLASSES TO TAKE

There are many class options available to become a certified lifeguard. Training can be done any number of ways depending on where you live.

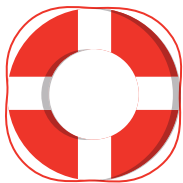
- **New lifeguards** will need to take the full Lifeguard Training course. Depending on your location, you might be required to pass a Lifeguard Prerequisite course before taking a full Lifeguard Training course. The Prerequisite may also be included with your full Lifeguard Training course.
- **Returning lifeguards with expired certifications** will need to take a full Lifeguard Training course. If your certifications are good for the upcoming year, we encourage you to take the Lifeguard Review course.
- **Lifeguards that only need CPR training** can register for a CPR/AED for the Professional Rescuer course.

Which training classes you need to take may vary by location and job requirements. Find an outline of common training paths our lifeguards need to complete in each state at guardforlife.com/training. If you are still unsure, the best way to know which classes you need to take is to speak to your office's staffing department. They will ensure you get enrolled in the right training classes.

HOW TO REGISTER

Visit training.guardforlife.com to find and register for lifeguard training classes.

- Filter classes by office to find upcoming training classes in your area.
- Register and pay for training classes on Eventbrite.
- Many of our locations offer employee discounts on training classes. Check with your office's staffing department to learn about the requirements for these discounts.



PERKS AND SUPPORT PROGRAMS



REFERRAL BONUS

Get your friends to work with us too and be rewarded with a referral bonus! Each location offers their own referral bonus program, so contact your office to see what you can earn for referring your friends.

DISCOUNTS

We offer lifeguard certification training at a great price. Classes include in-house American Red Cross Lifeguard, CPR, First Aid training and more. Additionally, our online uniform store offers an overall retail discount along with seasonal discount codes to keep you looking professional.

SUMMER TO WIN

The popular Summer to Win contest gives you the chance to win prizes by meeting certain goals and expectations. These include approving shifts online, arriving to the pool on time, working holiday weekends or simply working your assigned hours.

GROWTH OPPORTUNITIES

Several opportunities for growth exist within our company. You may start as a lifeguard and be promoted to head guard, pool manager, supervisor or staffing assistant. Many of our top managers and presidents started their careers as lifeguards.

AREA SUPERVISOR SUPPORT

Area Supervisors may be responsible for 10-15 pools in an assigned geographic area. They are able to provide first-hand support to the members of our lifeguard team.

Area Supervisors are directed to visit your facility 3-4 times a week to ensure smooth operation. Our supervisors work proactively and get to know each lifeguard. They are on call when their pools are open to provide support for the lifeguard staff.

PROMPT PAYMENT

In-house payroll assures that you receive timely payment. Payroll is issued every other week (see Payroll Calendar for full schedule). Please submit any payroll problems or questions online at guardforlife.com.

NEARBY LOCATIONS

We manage pools in your area. Often, we can place you within minutes of your neighborhood. All locations and directions are discussed before the employee agrees to travel to any facility we manage.



ONLINE RESOURCES AND EMPLOYEE PORTAL



CERIDIAN SELF SERVICE WEBSITE

The Ceridian Self-Service System is designed for use by all employees.

With the Ceridian website you will be able to:

- View your bi-weekly earnings statements online
- Change your payroll address
- Change your Federal Form W-4 information
- Find useful links to Newport Group & other benefit program websites
- Update direct deposit

To access the system, please use this URL: <https://sss2.ceridian.com/pools> (Use Internet Explorer)

Username: First letter of first name in CAPS + full last name of employee

Ex. John Smith = JSmith

(Exception: For common last names, employee may have to try a number behind the username.

Ex. If 3 employees with same name: John Smith = JSmith , Jane Smith= JSmith1, Joseph Smith= JSmith2)

Default Password: DOB Format of MMDDYYYY | Ex. May 10, 1998 = 05101998

THE SCHEDULER APPLICATION

The Scheduler is an online scheduling system for lifeguards on guardforlife.com. It allows guard employees to view, confirm and manage their schedules simply by logging into the employee portal. This is an important tool for lifeguards to learn before the season begins.

- We make our best attempt to ensure that each lifeguard will be assigned a schedule in advance.
- Scheduling will be done online through the Scheduler application, which can be accessed through guardforlife.com.
- 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 adhere to your office's day off request policies and procedures. The sooner you place the request the more likely you are to receive it. Remember it is a request, it is not guaranteed until it has been approved by your staffing department.

Please be sure to review and know your schedule. Unconfirmed shifts are still considered your shift. If for any reason you need to change your schedule after it has been assigned, you will need to assist the staffing department in finding a shift substitute. You are still expected to work the shift until a substitute has been found.

ONLINE GUIDES AND EMPLOYEE PORTAL

The following resources may be found on the Guard For Life employee portal on guardforlife.com:

- **Employee Handbook** - This handbook is a must read. It contains all company policies and procedures.
- **The Scheduler Guide** - This guide will help you understand how to manage your schedule online.
- **Payroll Calendar** - See when payday is and check when pay periods start and end.
- **Explanation of Pay** - See the dates, hours and pools you worked at.

**Additional resources may be added throughout the season.*



ONLINE EMPLOYEE PORTAL



WELCOME TO THE GUARD FOR LIFE PORTAL

Our Guard for Life portal is designed to work better for you, our lifeguards. We want you to have a great experience working with us. Here is a quick tour of what you can do with the new portal.

GET STARTED


1. Visit guardforlife.com
2. Click “Login” located at the top of the page
3. Login – Using your Guard for Life/clock-in credentials

THE HOMEPAGE

The homepage is your dashboard for all important news and information. It includes:


- Upcoming Shifts
- Upcoming Days Off
- Unconfirmed Shifts
- Items Needed For Employment (i.e. documents, signatures)

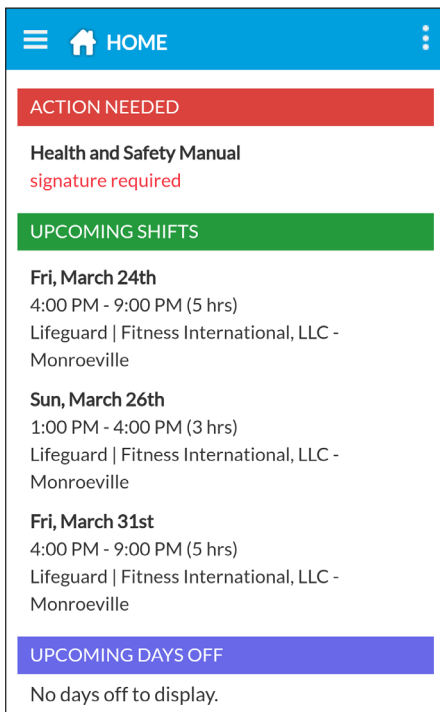
Home | [s://crm-goodness.com/](https://crm-goodness.com/) | 25 |

 American Pool Lifeguards
GUARD FOR LIFE

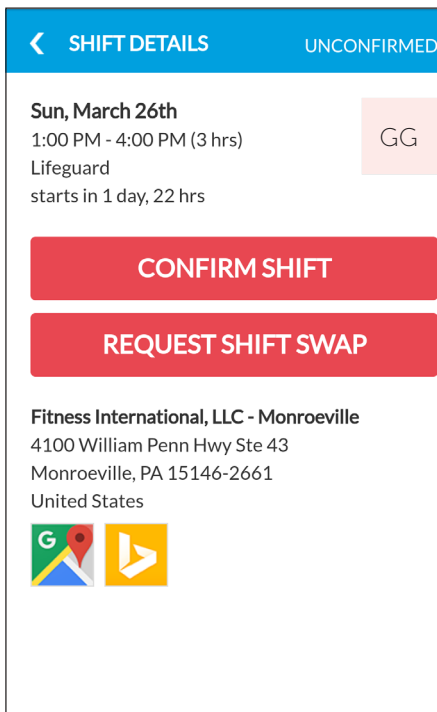
Username or Email

Password

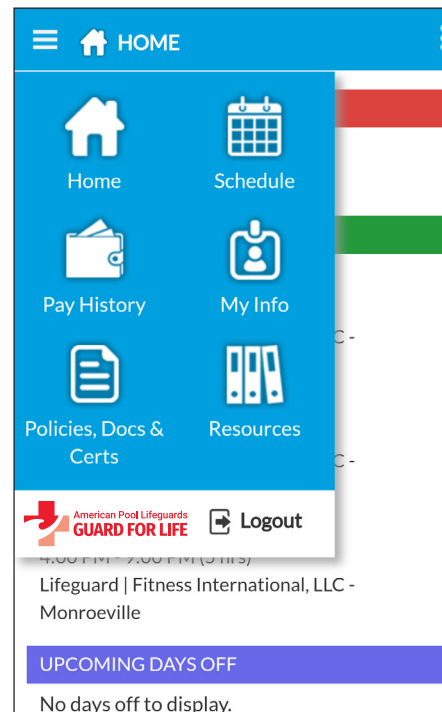
 **LOGIN**



If anything is required for your employment, it will appear here.



By clicking on a particular shift a new window will open with details, including options to confirm shifts or request a swap.

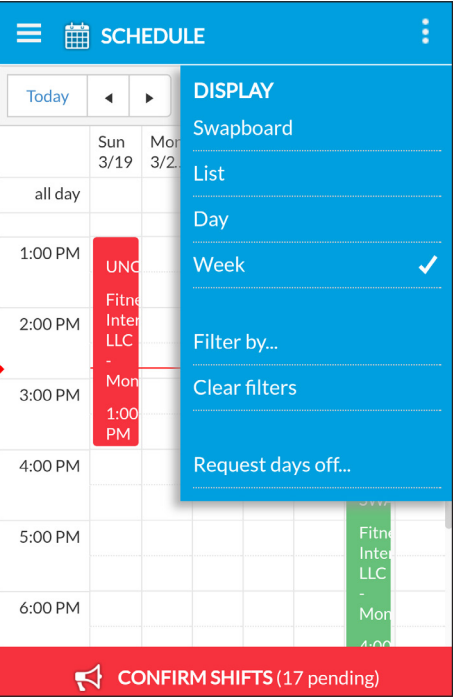


Click the three horizontal lines in the top left corner to reveal quick links.

SCHEDULE

Check out what's ahead.

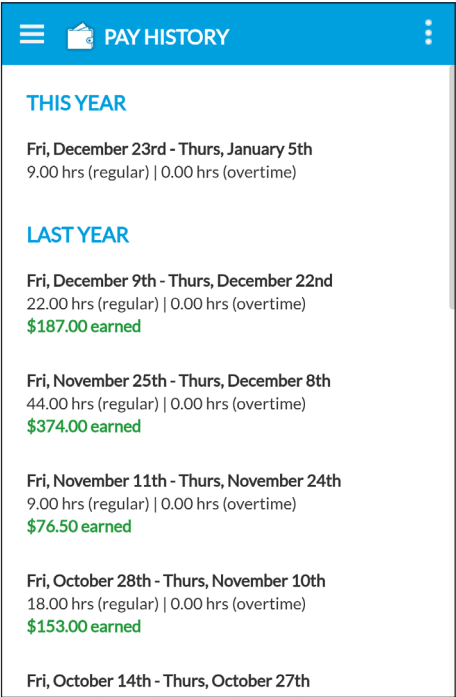
- Calendar and list view
- Swapboard
- Available days off



PAY HISTORY

View a record of past payments.

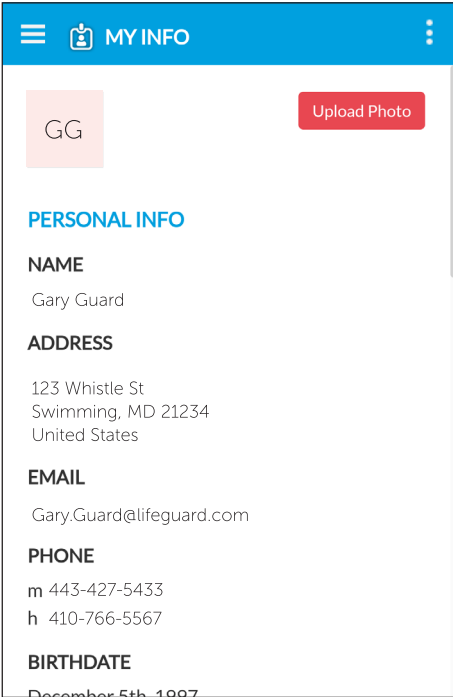
- Provides summary of pay history since 1/20/16
- Explanation of pay



MY INFO

Review account settings.

- See and update personal information
- Upload your photo icon



POLICIES, DOCS & CERTS



Access imports forms and docs.

- Review and sign policies and procedures
- Upload documents and certifications

RESOURCES

Everything you need at your finger tips.

- Access Federal and State forms
- Training videos and other resources

  POLICIES, DOCS & CER...

MY POLICY AGREEMENTS

HEPATITIS B VACCINATION
signed March 23rd, 2017

**BLOODBORNE PATHOGEN
EXPOSURE CONTROL PLAN**
signed March 22nd, 2017



**PERSONAL PROTECTIVE
EQUIPMENT**
signed March 22nd, 2017

UNIFORM SIGNOFF
signed March 22nd, 2017

HEALTH AND SAFETY MANUAL
signature required

DAYS OFF POLICY
signed March 22nd, 2017

MY CERTIFICATIONS

  POLICIES, DOCS & CER...

HEALTH AND SAFETY MANUAL
signature required

DAYS OFF POLICY
signed March 22nd, 2017



MY CERTIFICATIONS





**BLOODBORNE PATHOGEN
TRAINING**
uploaded on May 27th, 2016
expires in 64 days

LGT/CPR
uploaded on May 16th, 2016
expires in 417 days

OSHA CHEMICAL HANDLING
uploaded on May 27th, 2016

OSHA HEAT STRESS
uploaded on May 27th, 2016
expires in 64 days

  RESOURCES

FEDERAL AND STATE FORMS

I-9 Form and Instructions
Use this form for international eligibility verification.
Official Website of the Department of Homeland Security [Open](#)

Federal Withhold Form (W-4)
Use this form to add federal withholdings per paycheck.
IRS [Open](#)

State Withholding Form (W-4)
Nhttp://www.irs.gov/pub/irs-pdf/fw4.pdf (This state uses the Federal W4 form for state taxes. To indicate separate state tax allowances, write STATE across the top of the form.)ULL



CLOCKING IN AND OUT ON YOUR SMART PHONE




THE PROCESS


1. Visit guardclockin.com on your smart device
2. Enter your username and password (these are the same as your scheduling credentials and were emailed during the application process or by a recruiter)
3. You will see that day's shift listed on the screen
4. Clock in (must be at your pool's location & no earlier than your scheduled shift start)
5. Hooray, you are now clocked in, now put your phone away! (Clock out using the same procedure as above)

Guard Clock In

Login



Forgot Username?



Forgot Password?

Login

Guard Clock In

Prev 2019-07-28 to 2019-08-03 Next

4 Shift(s)

Monday, July 29, 2019
08:00 AM-08:00 PM
The Station @ Xchange
4000 Riverside Station Blvd
Secaucus, NJ

Tuesday, July 30, 2019
08:00 AM-08:00 PM
The Station @ Xchange
4000 Riverside Station Blvd

Guard Clock In

Shift #4332924

Monday July 29, 2019
08:00 AM-08:00 PM
The Station @ Xchange
4000 Riverside Station Blvd
Secaucus, NJ

Time Clock

Note to the Office:

Monday July 29, 2019
08:00 AM-08:00 PM
The Station @ Xchange
4000 Riverside Station Blvd
Secaucus, NJ

Time Clock

Note to the Office:

Clock In



PAYROLL CARD AND ELECTRONIC PAYMENT



Your paycheck may be given to you on a payroll card, an electronic alternative to using paper checks. Each pay period, the money you've earned will be immediately deposited onto the card. A payroll card acts like a bank debit card. Your funds are accessible online 24/7 for transfers or direct deposit.

PAYROLL CARD BENEFITS

- The wait is over for paper checks! Payroll is automatically deposited onto your card every pay day.
- Easier access to your cash. You can access your wages with your payroll card 24/7 at an ATM. (Fees may apply)
- Check your balance anytime. Keep track of your money from anywhere by checking the balance online or by phone. [You can even sign up for free text message alerts.](#)
- Setup automated transfers to your personal bank account, just like direct deposit. Funds will become available after two business days.

ACTIVATING THE CARD

- Your payroll card will arrive by mail. Please look out for a plain white envelope. Check with your staffing department for an estimated arrival date.
- As soon as you receive your card, activate it by calling the number on the sticker. Activation is required before you can use the card.
- Once activated, the phone number on the card can be called anytime you want to check the balance of the card. You may also set up text message alerts online.

- You can sign up for online access to your card at cardholder.comdata.com. You will need your card number and activation code to register. Your registration code is your birthday (MM/DD/YYYY).
- If you need a replacement card, contact your office, Comdata Customer Service or request a new one via the self service website.

USING THE CARD

- You may obtain cash at ATMs, but you may incur fees depending on the ATM. Please see the full Payroll Card “How to Get Started and More” guide for an explanation of fees.
- You may use your card anywhere MasterCard is accepted.
- You may make purchases at PIN-based POS merchants that accept MasterCards. Many retailers will allow you to get cash back when you make a purchase.
- You may transfer funds to a bank account after completing the required paperwork online. You can set up auto-transfer for free after each pay load.

If you lose your card, call Comdata Customer Service at 1-888-265-8228 to report it. The first replacement card is free and will take up to 10 business days to arrive. In the meantime, you will still have access to your funds online.

EXPLANATION OF PAY

- A pay stub is a document that will allow you to see every detail regarding your paycheck. (Pay rate, hours worked, taxes taken out, YTD, etc.)
- Hours breakdown will be available by logging into guardforlife.com.
- To access your pay stub, you will need to log on to <https://sss2.ceridian.com/pools>. (See Online Resources and Employee Portal)
- Please contact the Staffing Department with any questions.

For full information about your card, see the Comdata Payroll Card “How to Get Started and More” guide.



PAYROLL CARD AND ELECTRONIC PAYMENT



PAYROLL CALENDAR

Pay periods will typically cover two weeks, starting on a Friday and ending on a Thursday. Pay for the pay period will be issued on the Friday of the following week.

PERIOD START	PERIOD END	PAY DAY
05/15/2020	05/28/2020	06/05/2020
05/29/2020	06/11/2020	06/19/2020
06/12/2020	06/25/2020	07/02/2020
06/26/2020	07/09/2020	07/17/2020
07/10/2020	07/23/2020	07/31/2020**
07/24/2020	08/06/2020	08/14/2020
08/07/2020	08/20/2020	08/28/2020
08/21/2020	09/03/2020	09/11/2020
09/04/2020	09/17/2020	09/25/2020
09/18/2020	09/24/2020	10/02/2020*

(Continuing bi-weekly thereafter; *one week period)

Please note that this is the payroll calendar for the 2020 summer season. Please contact your local office or recruiter if you need the full year's schedule or a schedule for the following year.

TIPS FOR ENSURING CORRECT PAYCHECKS

1. **Know and confirm your schedule.** Confirming your shifts online is mandatory. By doing so, you confirm that you and your staffing department understand your submitted weekly schedule.
2. If you need to make changes to your submitted schedule, call your staffing department for assistance and authorization.
3. The Opening shift may be scheduled prior to the pool opening to allow time for preparation and setup.
4. Ensure that any overtime is approved by your staffing department.
5. If, for any reason, you fail to clock-in or out, please contact the payroll department within 24 hours of the shift.
6. Never clock another employee in or out, utilize a different PIN number, or attempt to utilize an unapproved telephone (such as your cell phone) to clock-in and clock-out. This may be considered payroll fraud and may lead to termination of employment.

OVERTIME PAY

All overtime must be pre-approved and authorized by the staffing department. We guarantee overtime pay for any hours worked over the standard full-time 40 hour work week. All overtime paid is at 1.5 times your hourly rate.

Area Supervisors do not have the required authorization to approve overtime hours. All lifeguards are only authorized to work the hours and shifts they have been scheduled. Any and all additional hours (including overtime hours) must be pre-approved by your office's Staffing Department.



WEATHER PROCEDURES



Unfortunately, lightning and thunderstorms occur more often in the summer. It's always best to be safe when dealing with inclement weather.

IF THUNDER OR LIGHTNING OCCUR

- At the first sound of thunder or first sight of lightning, clear everyone from the water. Get down from the lifeguard chair immediately and move everyone to a safe area away from water, plumbing or electrical circuits. If possible, move everyone inside a building rather than a picnic shelter or gazebo.
- Call your office to inform them the pool is temporarily closed due to weather. Never close the pool area and leave without checking with your office first.
- Keep everybody out of the showers and locker rooms during storms as water and metal can conduct electricity. Also keep people away from windows and metal objects.
- Do not use a telephone connected to a landline except in an emergency.
- If possible, check weather reports to monitor the storm's activity and to watch for more oncoming storms.

You may reopen the pool 30 minutes after the last sound of thunder or sight of lightning. If the storm is exceptionally strong, wait 45 minutes for it to clear the area. Call the office to inform them once the pool has reopened after a storm.

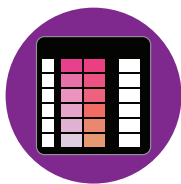
IF IT STARTS RAINING

Keep the pool open for any patrons who would like to continue to swim in light rain. However, if the rain impairs visibility of the bottom of the pool, or around the pool facility, you must clear everyone from the water until the rain slows down.

If it is raining before your scheduled shift:

- Assume the pool is open unless you are told otherwise.
- Contact the office to double check on pool status before leaving for your shift.
- Pools may be on a delayed opening or close during prolonged weather events.

Never leave the pool when it is raining unless given explicit instructions from your office. **Always clock out** at the site when you are told the pool will be closing for the day.



QUICK GUIDE TO CHEMICAL TESTING



CHEMICAL HANDLING GUIDELINE

No employee is to handle pool chemicals unless they have completed the OSHA Chemical Handling and Bloodborne Pathogens Training. If you are asked to handle pool chemicals and you have not received the training, please do not follow the request and contact your office immediately.

When handling chemicals, one should always wear appropriate PPE such as gloves, goggles, apron and closed toe shoes.

Per OSHA – no one 15 years or younger is allowed in the chemical room.

CHEMICAL TESTING AND RECORD KEEPING

Local Health Department regulations require that a log of the chemical readings at each pool be maintained for the summer. Each pool has a logbook for this purpose. These readings should be taken according to local Health Department regulations and as directed by your supervisor. Be sure to fill out the log book sections completely and make sure you are testing all bodies of water and recording separately. The results of your chemical readings will determine if any action is required at the pool.

TESTING PH

(Recommended Level: 7.2-7.8)

1. Fill the large comparator with pool water.
2. Add 5 drops of reagent #4 into the large comparator.
3. Cap and shake to mix.
4. Match the resulting color with the colors indicated on the comparator.
5. Record as pH in the log book.

TESTING CHLORINE

(Recommended Level: 2-5ppm)

1. Fill the small comparator with pool water.
2. Add 5 drops of reagent #1 into the small comparator.
3. Then add 5 drops of reagent #2 into the same comparator.
4. Cap and shake to mix.
5. Match the resulting color with the colors indicated on the comparator.
6. Record as chlorine in the log book.

**If using a tablet test kit, please refer to the additional directions in your kit.*

IF READINGS ARE OUT OF RANGE

If any of the chemical readings are out of the recommended range or falling over time, contact your supervisor or office. Failing to communicate chemical issues so they are able to be addressed, may result in a warning or job termination. Don't hesitate to call your office about any chemical problems.



LIFEGUARD FREQUENTLY ASKED QUESTIONS



WHAT TO DO WHEN I ARRIVE AT MY POOL?

- Open the lockbox and retrieve the keys. The combination will be given to you prior to your first day.
- Clock in using your smartphone via the mobile Clock In/Out app and then put your phone away!
- Take out the rescue tube, first aid kit, chemical testing kit, log book, sign-in sheet and backboard.
- Put up all umbrellas, straighten pool furniture and pick up any trash.
- Unlock the bathrooms, turn on the lights and make sure they are clean.
- Clean the pool: skim the water's surface, vacuum the pool, empty the skimmer baskets, and put the lid back on securely.
- Brush the tile line if necessary.

AM I ALLOWED ON MY CELL PHONE?

American Pool understands the danger of cell phone use on the lifeguard stand. This is why we have strict policies that may result in suspension or termination if you are on a cell phone while on duty. This is no fun for anyone, so be aware of the impact of your actions. The consequences of using your phone on duty are real. When it comes to an emergency situation, the damage cannot be undone—it is a matter of life and death.

During your break, it's acceptable to check your texts and emails. But it is important to remember that when you are sitting in the lifeguard chair, you must remain focused on the people you have been hired to keep safe, and your phone is to be kept away from you at all times.

WHAT DOES A WARNING MEAN?

A warning is given as a result of negative or inappropriate behavior. Behavior that would lead to a potential warning includes, but is not limited to: consistent lateness or call-outs, texting/talking on your cell phone while on duty, not wearing appropriate uniform and not doing expected lifeguard duties. Three or more warnings may result in job termination.

WHAT DO I DO IF I HAVE TO CALL OFF WORK?

Please only call off in the most extreme circumstances and with as much notice as possible. If you must call off, call the office and speak to someone about the time and location of your shift and your reasoning. You are never to call off through email or text alone. If you leave a message, you must follow up with another phone call to ensure your message was received.

All medically-related call outs require a doctor's note dated for the day of the call out. A call out is not considered valid until you have spoken with someone from the staffing department directly and they have approved it. If there is already a shift on your calendar for the day you are requesting off, please call the office. Call out requests still listed as "pending" are not valid. You are responsible for that shift until it disappears from your calendar. Please ask your office about call out policies and procedures as they vary by location. Failure to properly communicate a call out will result in disciplinary action.

MY SHIFT IS OVER, DO I JUST LEAVE?

Do not leave the pool if a guard has not arrived to replace you. If the lifeguard replacing you is late, call the office to let us know. Do not clock out until shift relief has arrived.



SMARTER U



All American Pool lifeguards are given access to SmarterU, our online training platform. At SmarterU you can take advantage of many voluntary training classes to help you achieve poolside success. Keep an eye out for an email from our Learning and Development Manager with your personal account information. Remember new classes are added all the time so check in regularly!

What You'll Learn:

- Lifeguard Skills and Techniques
- Customer Service
- Swimming Pool Maintenance
- Poolside Safety
- Paycard Use & More!

Keeping up with our online course shows initiative and helps you build skills. Thank you for your commitment to excellence in safety and service!

WHAT OUR LIFEGUARDS HAVE TO SAY

I loved how flexible the scheduling was and it was very convenient to communicate with the office staff. Who doesn't love spending time by the pool!"

– Paul M. | Long Island

Lifeguarding is a fun job! The staffing department at American Pool is very understanding, and the supervisors are very helpful. There's no better summer job than sitting by the pool all day!

– Dylan S. | Southern New Jersey

American Pool is one of the coolest companies I've worked for. They were very helpful when it came to questions and made work fun by doing lifeguard appreciation week, and giving out amazon gift cards. This is one of the most laid back companies most will ever work for because of their friendly staff.

– Yasmin C. | New York

Working for American Pool as a lifeguard was amazing. It's a fun summer job that provides employees with wonderful environments and experiences.

– Erica J. | Long Island



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