

## **WELCOME TO COMMUNITY POOL SERVICE!**

Our mission: Providing the expertise to ensure safe, clean, and enjoyable swimming pool facilities to our clients.

### **Welcome**

Community Pool Service (CPS) has been in operation since 1977. Careful management and quality service have contributed to CPS's reputation as the best pool management company in the industry.

CPS employees are expected to continue this tradition. In turn, employees who work within the goals of CPS and meet the requirements of good swimming pool management should find their jobs to be successful and rewarding.

We wish you the best of luck and success in your position with us. Welcome!

### **Applicability**

The company's Employee Handbook serves only as an outline of the company's policies, procedures, and benefits. It is not intended to be comprehensive or to address all the possible applications of or exceptions to the policies and procedures described. If there are any questions, please refer them to an authorized company officer or the Human Resources Department.

There is no implied or expressed covenant between the company and any of its employees. The company's policies and procedures, whether or not contained in the Handbook, are not an employment contract nor are they terms of an employment contract.

## **Revisions**

Policies and procedures may be changed at any time with or without notice or revision to this handbook. Changes will be communicated to employees as such revisions occur.

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# **Table of Contents**

I. Employee Conduct.....	5
A. Conduct.....	5
B. Basic Rules.....	5
C. Hospitality.....	6
II. Employee Qualifications .....	8
A. Training.....	8
III. Employee Duties .....	9
A. Opening/Closing Checklists.....	9
IV. Safety and Accident Prevention.....	11
A. Guarding the Pool .....	11
B. Guarding the Pool Area.....	13
C. Handling Chemicals.....	14
V. Company Policies.....	15
A. Discrimination Policy.....	15
B. Anti-Harassment Policy .....	15
C. Complaint Procedure .....	16
D. Alcohol and Drug Policy .....	16
VI. Scheduling, Timekeeping, and Paychecks .....	17
A. Schedules .....	17
B. Scheduling Time Off.....	18
C. Timekeeping.....	18
D. Overtime .....	19
E. Early Closures .....	19
F. Inclement Weather Policy.....	19
G. Paychecks.....	20
Office Hours and Contacts .....	21



# I. EMPLOYEE CONDUCT

New employees share in the feeling of pride that comes from providing a safe, clean, and enjoyable swimming pool. In our business, doing a good job means accident prevention, ensuring a clean facility, and providing extraordinary hospitality.

## A. Employee Conduct

As a professionally trained CPS employee, I will:

- Arrive to work on time.
- Have clean, neat, tidy appearance.
- Clock in and out.
- Know and enforce all pool rules without favoritism.
- Adhere to the 10/20 protection rule.
- Always be rescue ready.
- Always be in uniform when on duty.
- Maintain and carry current certificates in Lifeguarding, Standard First Aid, CPR, and a County Pool Operators license when applicable.
- Promote a pleasant working environment for fellow employees and clients.
- Treat all pool patrons with courtesy and respect.

## B. Basic Rules for all Employees

The following rules pertain to all CPS employees. ***Failure to follow these rules will result in disciplinary action.***

- Never leave the pool unattended.
- Be responsible for working scheduled hours.
- Request at least 2 weeks in advance for any time off.
- Work through your stated period of employment.
- Use of the pool before or after hours is prohibited except for authorized events such as lessons. All employees are

expected to leave the swimming pool upon completion of their shifts.

- Do not admit anyone to the pool without a proper pass. There are no exceptions.
- Pool staff may not bring relatives or friends to the pool.
- Persons bringing you to and from work MUST wait for you off the pool premises.
- At least one CPS staff member must be in the guard station whenever anyone is in the pool.
- Employees must wear uniforms.
- Employees are not permitted to smoke while on duty.
- Gum chewing is prohibited while on duty.
- Do not use personal electronics while on duty.
- Employees are not permitted to receive personal phone calls while on duty.
- Use of alcohol or drugs while on duty or reporting to work inebriated is prohibited and will result in immediate dismissal.
- Insubordination will not be tolerated and is grounds for immediate dismissal.
- Record actual hours worked through Clock IN/OUT. Attempting to record hours not worked or recording someone else's hours is fraud and cause for immediate dismissal. Any employee doing so will be prosecuted to the fullest extent of the law.

### **C. Hospitality and Professionalism**

Our business depends on employee attitude and hospitality towards our customers. The role of a CPS employee is to ensure that our customers enjoy their swimming pool. Our jobs depend completely on our patrons and their satisfaction. A warm smile and courteous service make a difference and win loyal customer relationships.

In order to maintain those good relationships, remember to:

- Always wear a smile.
- Greet and welcome the patrons and guest.
- Have a clean and professional appearance.
- Provide a helping hand when needed.
- Ask customer “Did you enjoy your visit?” and thank them for visiting.

### **1. Professionalism**

Remember to be courteous and respectful to ALL pool patrons. Rude or threatening behavior toward patrons is strictly prohibited and be cause for immediate dismissal. Call management if necessary to maintain order.

### **2. General Appearance**

Guard uniforms are required. A uniform not only identifies employees as part of our organization but, more importantly, identifies members of the lifeguarding team. Shirts and bathing suits will be issued to every employee. It is each employee’s responsibility to obtain and pay for the required uniform from CPS.

Men must wear solid red trunks with a guard patch. Women must wear a red one-piece suit with a guard patch.

All guards must have a whistle, fanny pack, and CPS T-shirt.

Do not wear jewelry. Items such as chains, beads, and earrings may interfere or cause further injury when performing a rescue.

Good personal hygiene standards are required. Other employees as well as the customers have the right to expect general cleanliness from each employee.

## **II. EMPLOYEE QUALIFICATIONS**

The following information provides a summary of responsibilities to be performed while or before working.

### **A. Lifeguard, CPR, Pool Operator and OSHA Training**

- 1. Lifeguard Certification** – American Red Cross, or equivalent, lifeguard certifications are valid. It is the responsibility of each lifeguard to maintain valid certifications.
- 2. CPR** – Each lifeguard is responsible for keeping their CPR certification valid.
- 3. Pool Operator** – Pool Operator license requirements vary in each area. All pool managers and assistant managers must be pool operators.
- 4. OSHA** (Occupation Safety and Health Administration) - CPS requires all employees to complete the OSHA training. Below is a link for the OSHA training that is on our web site. All employees need to take OSHA training before they start working. Once signed up, the training takes approximately 1 hour.  
**<http://communitypools.com/employment/lifeguard-training/osha-training/>**



### **III. EMPLOYEE DUTIES**

The following duties are to be shared by all employees. Employees may not accept or enlist the assistance of patrons to perform their job assignments.

#### **A. Opening and Closing Checklists for Duties Completed**

All employees are required to complete opening and closing checklists. The following checklists are provided as guidance. Checklists may vary by individual pools according to their needs.

#### **OPENING CHECKLIST**

- Clock in.
- Take chemical readings and adjust as needed.
- Add fresh water to pools to maintain proper levels (to middle of tiles).
- Vacuum and brush pools.
- Put up umbrellas.
- Clean skimmer baskets.
- Clean handrails and ladders.
- Empty trash cans.
- Check filters operation.
  - Backwash if the pressure differential is too high or the flow rate is too low.
  - Clean hair and lint strainer basket.
  - Bleed air from filters periodically.
- Check operation of chemical feeding equipment.
- Check inventory of supplies and chemicals.
- Prepare sign-in sheets for the day.
- Make sure bathhouse is clean.
- Unlock facility (gates and bathrooms) and open pool on time.

**DAILY FACILITY MAINTENANCE PROCEDURES**  
**DO NOT LEAVE POOL UNATTENDED! GUARDING THE**  
**POOL IS YOUR TOP PRIORITY.**

The following duties must be completed periodically during the day as needed:

- Clean entire pool deck.
- Clean water line tiles.
- Maintain chemical logs.
- Maintain proper pH and chlorine residuals during opening hours and maintain records in accordance with county health regulations.
- Check operation of chemical feeding equipment.
- Bleed air from filter tanks periodically.
- Keep filter room clean and floors dry.
  - Do not store dry chlorine directly on floor
  - Do not store acid near chlorine
- Pick up trash periodically.
- Maintain signs posting pool rules and regulations.
- Brush pool daily.
- Check bathrooms hourly to maintain cleanliness.
- Keep bathrooms supplied with soap, paper towels, and toilet paper.
- Keep guard office and entrance clean and neat.
- Keep entrance sign-in table clean and neat.
- Check all areas for trash, glass, and other hazards.
- Empty trashcans and clean daily.

**CLOSING CHECKLIST**

- Clean and disinfect entire facility including:
  - Toilets, sinks, shower stalls, urinals, floors, pool office, filter room
  - Fill soap, toilet paper, paper towels, and dispensers as needed
- Empty and clean trash and cigarette cans.
- Patrol entire facility for garbage, glass, and other potential hazards.

- Take down umbrellas.
- Arrange furniture in an orderly fashion. Remove any broken furniture.
- Turn off all chemical feeding equipment except CAT controllers.
- Turn off fresh water fill spout.
- Make sure **ALL** patrons have left the facility.
- Turn off all lighting.
- Clock out
- **MAKE SURE ALL DOORS AND GATES ARE LOCKED WHEN YOU LEAVE. (Double check)**
- Return keys to lock box.

#### **IV. SAFETY AND ACCIDENT PREVENTION**

All employees are required to follow safety procedures while on duty and are required to properly use necessary safety equipment. Each employee will be assigned safety equipment and is responsible for the replacement of this equipment in the event it is lost or stolen.

All employees will be responsible for using proper safety and maintenance procedures when using company equipment. All equipment should be checked prior to use and stored in its proper place each day. Any employee found abusing equipment will be held fully responsible for any damages resulting from misuse.

##### **A. Guarding the Pool**

It is critical that you remember that you were hired to protect the safety of others while on duty. You are trained to ensure safety and to provide assistance when required. These are the most important aspects of your job. Accident prevention and enforcement of the rules contribute to a safe and rewarding summer for everyone. The following rules

are to help you keep your pool safe and accident free. Use them in conjunction with the posted rules and regulations set by the individual pool. If you need assistance, call the office.

- All persons who wish to enter the pool area must check in with the guard and show the necessary pass.
- Guard desks and entrances must be kept neat and clean at all times.
- Children under 12 must be accompanied by an adult. Do not allow the child into the pool without an adult. (Age limit varies by property)
- Children over 6 are not permitted in the wading pool. Children under 6 must be accompanied by an adult. (Age limit varies by property)
- Allow only one person on the diving board at a time and only one person (the previous diver) in the diving well at a time. Do not allow horseplay or swimming games in the diving well.
- Do not allow diving in the pool other than into the diving well.
- Do not allow running, tag, pushing, or any other potentially hazardous games.
- Do not allow spitting in the pool or on the deck.
- Do not allow food, drink, or cigarettes in the immediate pool area.
- Do not allow non-swimmers in the deep water.
- Schedule an adult swim every hour for about 10-15 minutes. This not only allows the adults to swim without interruption, but also gives children a needed rest period.
- **Check with your supervisor to find out individual requirements for your assigned pools. Rules and regulations vary by pool.**

## **B. Guarding the Pool Deck and Pool Areas**

The primary responsibility of our lifeguards is the safety and well-being of all patrons. The following basic safety concerns are critical for helping to prevent accidents.

### **1. Guard Your Station**

Lifeguards must be rescue ready at the designated guard station. This rule must be observed even if there is only one swimmer in the pool. A guard must always be on deck when the pool is open. **Never leave the pool unattended.**

### **2. Pay Attention**

While at your station, your attentiveness to the swimmers is of the utmost importance. Do not engage in distractions.

### **3. Be Vigilant**

If you are at work but not at your guard station maintain an orderly pool, enforce the rules, and watch for potential hazards. Most accidents can be prevented with alertness on your part. The following potential hazards need to be reported to your supervisor:

- Loose diving boards and ladder
- Broken glass, nails, etc.
- Slippery bathroom floors and/or algae growing in puddles.
- Pool equipment not properly stored, including poles, hoses and buckets
- Broken concrete
- Improperly stored chemicals. Never leave chemicals out by the pool. Always label chemicals clearly.
- Loose or broken skimmer lids
- Broken furniture
- Damaged fencing

### **C. Handling Chemicals**

The Occupational Safety and Health Organization requires that all companies having contact with hazardous chemicals must notify its employees of the right to know what chemicals are being handled, what safety guide lines should be used in handling those chemicals, and where specific information regarding those chemicals can be obtained. The company has compiled a book of Material Safety Data Sheets which provides the information on all chemicals an employee may come in contact with in the workplace. We will provide the employee with a copy of any and all sheets requested within 24 hours. The entire book of Material Safety Data Sheets is available at the office for review on request.

Basic safety procedures should be followed when using any chemical. Part of your training with CPS involves an orientation on chemical handling and safety.

- Material Safety Data Sheets (MSDS) on each chemical used are posted at all swimming pools. Make sure you know their location and refer to them.
- Be sure the area used to store chemicals is dry, clean, and kept locked.
- Keep chemicals off the floor.
- Always wear your personal protective eyewear (PPE).
- **DO NOT MIX CHEMICALS!**
- Store different chemicals in different areas.
- Check that no containers are leaking, broken or damaged. Ensure that only one container of a product is unsealed at any time.
- Read the MSDS provided.
- Be sure you understand your assigned pools' emergency action plan.

- If you are unsure of what you are doing ask your supervisor.
- Always use protective equipment when handling chemicals.

## **V. COMPANY POLICIES**

### **A. Discrimination Policy**

It is the policy of this company to provide equal employment opportunity to all employees without regard to age, race, color, religion, gender, national origin, disability, veteran status, or any other non-job related characteristic. The company gives equal opportunity and consideration to all applicants and employees in personnel actions which include, but are not limited to, assignment, promotion, compensation, transfer, layoff or termination of employment.

In order to make this policy effective, employees are expected to share the company's commitment to the principles of equal employment opportunity. The company will not tolerate any acts of discrimination by one employee against another. The company intends for all employees to have a work environment unaffected by age, race, color, religion, gender, national origin, or disability and no acts of discrimination based on such factors will be tolerated.

### **B. Anti-Harassment Policy**

The company is committed to the creation and maintenance of a work environment in which all persons can work in an atmosphere free from all forms of harassment. The company does not condone or tolerate any form of harassment. The company will take appropriate action to prevent and correct behavior that violates this policy, If necessary; the company will also

take disciplinary action against employees, including oral or written reprimand, reassignment, demotion, or termination.

- 1. 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. Prohibited conduct may include, but is not limited to unwelcome behavior with sexual overtones that is intimidating or offensive to the recipient or observer of the behavior. The company encourages reporting of all incidents of harassment or retaliation, regardless of who the offender might be.

### **C. Complaint Procedure**

All complaints will be investigated in a confidential manner, promptly, thoroughly and impartially. Only those with a need to know, including the alleged harasser or retaliator and any witnesses, will or may learn the identity of the complainant. Any misconduct found will be dealt with promptly and appropriately. If you believe you are the subject of harassment, you should report such incidents as soon as possible. You may report this information verbally or in writing to your company president or to the personnel department.

### **D. Alcohol and Drug Policy**

It is company policy to maintain a workplace that is alcohol and drug free. In compliance with the Drug Free Work Place Act of 1988, drugs or alcoholic beverages are not permitted on company premises or our client's premises. For your own safety, you are prohibited from working under the influence of alcohol or drugs. Impaired conduct endangers yourself, your co-workers,



and our customers, and it damages the reputation of our organization. Employees using prescription drugs, as prescribed by a physician, which may impair your ability to drive or operate company equipment must immediately report the usage to your supervisor. Management may require an employee to submit to a drug or alcohol test, where there is a probable suspicion of drug or alcohol use. Employees who report to work under the influence of alcohol or drugs will not be permitted to work. Consuming alcohol on the job can result in immediate dismissal. Consuming, selling, transferring, or distributing illegal drugs on or off the job or any violation of the above company policy can result in immediate dismissal.

## **VI. SCHEDULING, TIMEKEEPING, AND PAYCHECKS**

### **A. SCHEDULES**

Schedules will be assigned at least two weeks in advance. You will be able to view your schedule online and must confirm all the shifts you are scheduled to work.

Schedules can be accessed through  
[www.communitypools.com](http://www.communitypools.com) > Employees > View  
Schedule

Your username and password will be provided to you once the hiring process is complete.

You MUST confirm and work your assigned shift.

## **B. Scheduling Time Off and Emergencies**

All time off must be pre-approved by the office. Employees are responsible for finding their own pre-approved substitute and clearing that person with the office. Any day off request must be submitted two weeks in advance, to avoid penalties.

In cases of emergency, employees who are unable to work must notify the office immediately.

## **C. Timekeeping**

Each employee is responsible for working his/her own scheduled hours.

### Clocking In and Out

Every lifeguard will receive a PIN number assigned by your staffer. When arriving or leaving a job site, you will use the designated phone and call the clock-in number. This number will be posted above the pool phone.

### Procedure

1. Dial Clock-in number list in the pool book
2. Voice will say "Enter your 4 digit PIN"
3. Enter your PIN number
4. Voice will say "Got it"
5. Hang up. You are now clocked in.

\*To clock-out use the same procedure above.

### Lunch Break

Please understand that you may be deducted for a **thirty minute break** each day you work at least a seven (7) hour shift at a multi-guard facility (2 or more guards)

The preceding procedures will help to prevent voided or incorrect paychecks.

#### **D. Overtime**

There will be NO overtime unless it is approved in writing by the CPS office before it is worked.

#### **E. Early Closures**

Weather, mechanical breakdown, or accidents are some of the situations which may cause an early closing. Contact your supervisor immediately BEFORE closing the pool. CPS will make the decision whether or not to close the pool and for how long. Managers and guards may clear the pool for chemical imbalance, or if the lifeguard must leave the pool deck. When in doubt, always call the supervisor.

#### **F. Inclement Weather Policy**

In the event of lightning or thunder, employees must follow these procedures:

- Close the pool and whirlpool for one half hour **from** the occurrence of lightening or thunder.
- If, during that half hour, there is another occurrence of lightening or thunder, close the pool and whirl-pool for one half hour following **that** occurrence.

For example, if you observe lightning at 1:30 pm, close the pool/whirlpool until 2:00 pm. If lightning occurs again at 1:45 pm, close the pool until 2:15 pm. Each separate occurrence starts the closure procedure over.

## **G. Paychecks**

Pay periods occur every other week and will be mailed. A schedule for pay checks will be sent out with your first check to the address you provided on your application.

- **Payroll Correction**

If you are missing hours from your paycheck you should fill out a payroll correction form. These can be found in your pool book or online through [www.communitypools.com](http://www.communitypools.com). Payroll corrections take at least one pay period to be retro paid.

- **Lost Checks**

If you do not receive your check within a week of it being mailed out you may fill out a Lost Check Affidavit form. After this is processed, a new check will be issued about a week later.

## **OFFICE HOURS AND CONTACTS**

CPS is open 7 days per week during the summer.

### ***Office hours are as follows:***

Monday through Friday 8:00 am to 7:00 pm

Saturday 9:00 am to 7:00 pm

Sunday 9:00 am to 6:00 pm

If you need to contact the main office before or after office hours, you may leave a message on our voice mail. Follow the directions given when calling.

Box #7 is our emergency mailbox for **emergencies only!**

Box #2 is for all other calls coming to the office after closing.

Calls are monitored every half hour.

**We wish you the best of luck and success in your position with us. We look forward to a long and rewarding working relationship and, as always, welcome your comments.**



**COMMUNITY POOL SERVICE, INC.**

**Since 1977  
1-800-966-2500**