

# Aquatic Staff Manual – Suggested Contents List

## Introduction

- Welcome - identify the target of the manual (ie. Lifeguard/instructor)
- Table of Contents - page numbers and index - so information can be found quickly
- Vision/Mission of organization
- Staff conduct; Norms of behavior
- Facility location(s) and phone numbers
- Directions for travel to facility
- Facility description - answers to commonly asked questions (eg. Dimensions, depth, special features)

## Emergency Procedures

- General procedures - minor and major
- Detailed facility specific procedures - may include spinal procedures, evacuation procedures for fire or chemical exposure, power failure, missing person, lightning, bomb threat, violence, etc.
- Emergency signals
- Emergency phone procedures
- Follow-up procedures
- Management contact and notification procedures - include contact phone numbers
- Incident reporting procedures - include sample forms
- Procedures for handling the media

## Aquatic Supervision Procedures

- Signals and staff communication system
- Lifeguard rotation procedures
- Lifeguard positions
- Lifeguard to bather ratios and decision making procedures
- Safety in changerooms
- Instructor safe teaching practices and class size restrictions
- Procedures for managing visiting groups (ie. Schools, camps) - briefing groups,

## Operational Procedures

- Opening and closing procedures
- Equipment required on deck
- First aid stations - locations and required supplies
- Pool fouling procedures
- Daily telephone and emergency equipment checks
- Drain cover check
- Visibility check and procedures

## Patron Rules

- Height/age of pool access without accompaniment
- Definition of direct supervision
- Age for opposite sex changeroom access
- General facility rules
- Equipment specific rules - hot tubs, diving boards, slides, pool toys, etc.
- Deep water admission policy
- Rule enforcement policies and patron discipline procedures
- Maximum bather load
- Customer service guidelines
- How to respond to customer complaint

**Note:** For maximum effectiveness, write the rules in the same wording used to explain the to customers.

## Regulations

- List those regulations which are relevant for the staff targeted by the manual
- Use clear wording

supervision requirements

### **Instructional Program Information**

- First lesson procedure
- Final lesson procedure
- End of session paperwork
- Registration transfer policies
- Parent/spectator policies
- Facts on cross contamination
- Information on common childhood and communicable diseases
- Instructional devices for rescue breathing practice - use and disinfection
- Class cancellation and make-up policies - due to weather, pool fouling, etc.

### **Human Resources and Administration**

- Position job descriptions
- Terms of employment
- Staff qualifications and records
- Staff orientation and inservice training requirements
- Staff work attendance and replacement policies
- Staff evaluation
- Staff discipline
- Staff uniform
- Pay rates and payroll procedures
- Time sheets
- Facility keys
- Facility rental - booking procedures
- Facility log book

### **Occupational Health**

- WHMIS
- Sun and heat safety
- Cash and reception safety (ie. Robbery safety program)
- Solo lock-up procedures
- Harassment policies
- Cross contamination protective measures

- Registration information

### **Maintenance and Water Treatment**

- Cleaning procedures
- Equipment repairs
- Fouling procedures
- Vacuuming procedures
- Cleaning scum line
- Water testing and records
- Adding chemicals

This listed is included as an example for developing an Aquatic Staff Manual. Content may be added or removed based on the identified training needs and job duties of the targeted staff. For some items it may be more appropriate to reference the staff member to a more detailed description in the Facility Operations Manual.

