

## MAPLE MANOR STAFF HANDBOOK

### Table of Contents

Manager Contact List .....	2
General Policies.....	2
Staff Performance Review .....	2
Maple Manor Staff Expectations and Responsibilities .....	3
Anti-Harassment (Sexual, Racial, Ethnic, Bullying, etc.) .....	5
Electronic Communications .....	6
Maple Manor Swim Club Safety & Emergency Action Plan.....	7

*Maple Manor 2017*



# MAPLE MANOR STAFF HANDBOOK

## Manager Contact List 2017

<b>Brandon Pierce</b>	Pool Manager	bp91300@gmail.com	513-312-2941
<b>Emily Nelson</b>	Assistant Manager	enelson2@buffalo.edu	734-507-9111
<b>Ian Flynn</b>	Assistant Manager	itwflynn@gmail.com	267-210-3326

## General Policies

**All staff are to serve as “Ambassadors” for all Maple Manor Swim Club members and guests.**

- **Absence**
  - Employees must notify the manager if they will not be able to work their scheduled hours due to an emergency or illness.
- **Tardiness - Lateness is not acceptable!!! Disciplinary action for tardiness is as follows:**
  - Oral reprimand for first offense
  - Written reprimand for second offense
  - Reduction in hours, termination and/or eligibility for rehire revoked after third offense
- **Dress Code**
  - Maple Manor staff uniforms must be worn when on-duty. Uniforms are not to be worn outside of an employee’s assigned shift.
- **Injuries on the job**
  - Any staff injured on the job should notify the manager on-duty immediately.
- **Personal Use of Individual Entertainment and Communication Electronics**
  - Personal use of individual entertainment and communication electronics (including but not limited to the following devices: iPod; MP3 player; PSP; “Walkman/Discman” type radio; headset; cell phone; camera of any type; personal television; and, personal DVD player) at any time during an active shift is strictly prohibited.
  - Cell phones should be used only when on break. Texting and phone calls will not be tolerated during an active shift. Do not take pictures of participants. If it is absolutely necessary to use your phone during an active shift, let a manager know so that temporary coverage can be arranged.

## Staff Performance Review

- All staff are evaluated on a daily basis throughout the season by the managers with respect to the Maple Manor policies plus staff expectations and responsibilities outlined in this manual.
- Performance during the season will be used by the managers to assign hours plus consideration for potential lifeguard openings.
- At the end of the season employees receive a comprehensive performance review conducted by a 5+ panel management team with respect to expectations and responsibilities. All staff will be rated on a scale of 1 to 5. Ratings from the previous year will be used by the managers and employment committee to determine Maple Manor Swim Club staffing for the upcoming season including re-hire decisions, merit raise and to determine priority for promotion to lifeguard and senior guard positions. Employees receiving a low rating (average 2.75 and under) will be under review may not be asked back the following season.
- Each employee will receive a mid-season review to discuss their performance that could include areas for improvement in order to receive a higher rating.

# MAPLE MANOR STAFF HANDBOOK

## Maple Manor Staff Expectations and Responsibilities

Maple Manor is interested in attracting and retaining the most qualified individuals in the area. We are also interested in employee succession and the continued development of our staff through the ranks. As part of our employee selection for lifeguard, snackbar and front desk positions, preference will be first given to qualified returning employees and to applicants from member families.

**All Maple Manor staff report directly to the Pool Manager and the Assistant Managers on-duty. Employees are expected to interact with Maple Manor management independently and will be held accountable for their assigned responsibilities.\*\***

General expectations of all Maple Manor staff:

- Maple Manor staff are expected to conduct themselves in a mature, courteous manner at all times and follow assignments as instructed by all pool managers.
- All employees must strive to maintain an environment that offers the best experience possible for Maple Manor membership.
- Staff must indicate the hours they are available to work via the online "WhenToWork.com" module.
- Employees are accountable for the hours to which they have been assigned in the system by the Pool Manager as posted in the online "WhenToWork.com" module.
- Employees are responsible for finding substitutes when necessary and ensuring that schedule changes have been communicated to the manager(s) on duty.
- Be on time for all scheduled shifts. Be proactive, not reactive.
- Maple Manor staff uniforms must be worn when on-duty. Uniforms are not to be worn outside of an employee's assigned shift.
- Staff must limit snack bar intake as reasonable or lose all food & drink privileges. Any item that leaves the snack bar and is not paid for will be considered stolen and the proper action will be taken.
- Employees not meeting expectations, taking time off without permission from the managers, chronically late or not conducting themselves in a responsible and courteous manner will have their hours reduced and/or face termination.

**FRONT DESK:** primary responsibilities include signing in all members, recording all guests and collecting associated fees, plus logging guests in the corresponding member's account for tracking. Front desk staff should be outgoing and personable. This position can necessitate the employee to be assertive with adults and peers in order to ensure that club entry is authorized.

- Serve as "Maple Manor Ambassadors" for members and guests entering Maple Manor Swim Club.
- Provide answers to queries involving general club operations and activities.
- Ensure that all members are signed-in and all guests are accounted for.
- Coordinate and track sign-out of recreational equipment.
- Make certain that equipment is returned and placed in the proper location/bin.
- Assist with selling of event tickets raffles.
- Report any incidents or altercations immediately to the manager on duty.

**SNACK BAR ("Snackie"):** primary responsibilities include preparation and serving of food items sold in the snack bar plus maintenance of the interior and exterior of the snack bar and the patio area.

- Preparation and Serving of Food and Drink:
  - Become familiar with the preparation of all food items and proper food handling and serving techniques.
  - Serve all items using the appropriate containers.
  - Make certain that all condiments, relishes and paper items are available. Replace when necessary.
- Maintenance of Facilities:
  - Clean windows, floor, appliances, grill, ovens, and shelves daily.
  - Wipe off all picnic tables and clean patio area when necessary.
  - Perform all other maintenance duties as directed by the Pool Managers.
  - Cleanliness is of the utmost importance, including personal hygiene, plus proper attire as required in the snackbar (footwear and shirt at all times!)
- Stocking and Inventory:

## MAPLE MANOR STAFF HANDBOOK

- Aid in stocking supplies.
- Assist the Pool Managers in compiling an up-to-date inventory list as needed.
- Inform the Pool Managers when supplies are below minimum levels.
- General Procedures:
  - Customer service is a top priority!
  - Keep all unauthorized personnel out of the snack bar facility.
  - Snack Bar Employees are required to stay in the snack bar during their shift. The staff table is only for lifeguards who are on duty.
  - Report all accidents to the Pool Managers and complete the proper forms & log.
  - Report any condition requiring maintenance or repair to the Pool Managers at once.

**LIFEGUARD:** primary responsibilities involve enforcement of the health, safety, and general pool regulations, plus maintenance of pools, equipment and grounds around the pools. Lifeguards are expected to be alert, focused and assertive when necessary. **All guards MUST possess current Lifesaving, First Aid and CPR certifications.**

- Attend all training sessions during the season.
- Enforcement of Health and Safety Regulations. Guards who do not meet expectations will be cautioned. Repeat issues with lack of focus on safety will face removal from the lifeguard rotation.
- ALWAYS BE ALERT WHILE ON DUTY! TAKE CHARGE!
- Enforce all pool rules politely but firmly.
- Keep all necessary conversation with the membership brief while on duty.
- NEVER leave the pools unattended. All pools are required to have a guard on duty at all times, regardless of whether or not the pools are in use.
- Keep children over 6 years of age out of the baby pool (be vigilant during adult swim).
- Know where all first-aid and life-saving equipment is located
- Prepare accident reports as needed. All first aid incidents should be written up on the incident reporting document. This helps Maple Manor Swim Club know if there are any changes or improvements needed. (for example, bee stings...clover remediation in the fields; stubbed toe...concrete surface is uneven/repair.)
- The staff table is only for lifeguards who are on duty.

Pool, grounds and equipment maintenance:

- Perform all opening and closing functions as directed by management, which will include preparation of facility for opening and cleaning of locker room facilities as required through the day and at closing.
- Keep grounds, chairs around the pools and bathrooms clean – all day long! This will include cleaning of floors, sinks and toilets.
- Patrol of facilities and ground during break. Ensure that bathrooms are clean; restock soap, paper towels, toilet paper, etc. where needed.
- Check all equipment, including diving board, periodically to ascertain that it is in proper working order.
- Vacuum and skim pools as needed.

**\*\*The Maple Manor Board and Pool Management recognizes that this will be an inaugural employment experience for many; however, all staff will be held accountable for their assigned responsibilities, which includes responsibly communicating with the pool managers and fellow staff. Employees are expected to approach the Pool Manager and Assistant Managers directly with questions involving their assignments, schedules, new ideas, concerns or issues. Parental guidance and support of your child's employment experience is encouraged; however, parents are asked not to interfere with staff operations and employment responsibilities as outlined in the position expectations.**

## MAPLE MANOR STAFF HANDBOOK

### Anti-Harassment (Sexual, Racial, Ethnic, Bullying, etc.)

#### POLICY:

A fundamental policy of Maple Manor Swim Club to provide a workplace free from tensions involving matters which do not relate to the business of Maple Manor Swim Club. In particular, an atmosphere of tension created by non-work-related conduct, including harassment based on race, color sex, religion, national origin, protected activity, age or disability; animosity, unwelcome sexual advances or requests for sexual favors of other such conduct as defined more fully below does not belong in our workplace.

Harassment of employees or of applicants by other employees is prohibited. Harassment includes, without limitation, verbal harassment (epithets, derogatory statements, slurs), physical harassment (assault, physical interference with normal work or involvement), visual harassment (posters, cartoons, drawings, letters, notes and E-mail), and innuendo.

Sexual harassment is a violation of State and Federal law. It includes the foregoing as well as unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other verbal or physical conduct of a sexual or gender context. Visual forms of harassment of a sexual nature are also included. All such conduct is expressly prohibited. Submission to any such conduct is further forbidden to (1) explicitly or implicitly be made a term or condition of any employee's employment; (2) to be used as the basis for employment decisions; or (3) to have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. It also includes non-sexual derogatory statements made to persons because of gender.

You cannot be forced to submit to such conduct as a basis for any employment decision and Maple Manor Swim club will do its best to provide an environment free of any conduct which creates an intimidating, hostile or offensive work environment for our employees.

#### SCOPE:

In the event that an employee experiences any sort of harassment described above, they are urged to contact the Pool Manager immediately. If an employee feels uncomfortable bringing the matter to the Pool Manager or the Pool Manager is thought to be involved in the harassment, the employee (or in the case of a minor, an employee's parents) may contact the Maple Manor Board President or any member of Board with whom they feel comfortable. Charges of harassment will be promptly and thoroughly investigated and a report will be made to the employee concerning the results of the investigation (or in the case of a minor, the employee's parents).

Once an investigation has been completed, a decision will be made as to the investigation. In the event that there is no substantial basis to conclude that there has been harassment of any kind, both the complainant and the accused will be informed. If Maple Manor Swim Club determines that harassment has occurred, appropriate relief for the employee bringing the complaint and appropriate disciplinary action against the harasser, up to and including immediate discharge, at the sole discretion of management will follow. A non-employee who subjects an employee to harassment in the workplace will be informed of the policy of Maple Manor Swim Club and appropriate action will be taken. In all cases, Maple Manor Swim Club will make follow-up inquiries to ensure that the harassment has not resumed.

The complaint and information collected during an investigation will be kept confidential to the extent possible and will not be disclosed unnecessarily or to persons not involved directly in conducting the investigation and determining what action, if any, to take in response to the complaint. Maple Manor Swim Club will not tolerate retaliation against any employee who complains of the foregoing harassment or provides information concerning any such complaint.

#### RESPONSIBILITY FOR THIS POLICY

Administrative responsibility for this policy is assigned to the Pool Manager.

All managers/supervisors have the same responsibility for conformance with this policy as for all other Maple Manor policies. All managers are responsible for ensuring that Maple Manor is free of any form of harassment and that employees who report incidents or corroborate evidence of harassment are adequately protected from any act of retaliation from either co-workers or management.

# MAPLE MANOR STAFF HANDBOOK

## Electronic Communications

Maple Manor Swim Club recognizes the prevalence of electronic communication and social media in today's world. Most of our employees use these means as their primary method of communication. While Maple Manor acknowledges the value of these methods of communication, Maple Manor also realizes that there are associated risks that must be considered when adults use these methods to communicate with minors, in this case, Maple Manor employees under the age of 18 (this policy also applies to communications with Maple Manor non-staff members under the age of 18)

### TEXTING & EMAIL

Texting and email between managers and minor staff must be limited to the purpose of communicating information directly related to Maple Manor employment and operational activities.

### GENERAL CONTENT

All communications between a manager and staff must be professional in nature and for the purpose of communicating information about club operational activities. For example, electronic communication should not contain or relate to any of the following:

- drugs or alcohol use
- verbal harassment (epithets, derogatory statements, slurs), physical harassment (assault, physical interference with normal work or involvement)
- visual harassment (posters, cartoons, drawings, letters, notes and E-mail), and innuendo.
- sexually oriented conversation; sexually explicit language; sexual activity
- the adult's personal life, social activities, relationship or family issues, or personal problems
- inappropriate or sexually explicit pictures

Note: Any communication concerning an employee's personal life, social activities, relationship or family issues or personal problems must be transparent, accessible and professional.

The guiding principle to always use in communication is to ask: "Is this communication something that someone else would find appropriate or acceptable in a face-to-face meeting?" or "Is this something you would be comfortable saying out loud to the intended recipient of your communication in front of the intended recipient's parents, the manager, the board, or other employees or club members?"

With respect to electronic communications, a simple test that can be used in most cases is whether the electronic communication with staff is Transparent, Accessible and Professional (T.A.P. criteria).

- **Transparent:** All electronic communication between managers and staff should be transparent. Your communication should not only be clear and direct, but also free of hidden meanings, innuendo and expectations.
- **Accessible:** All electronic communication between managers and staff should be considered a matter of record.
- **Professional:** All electronic communication between managers and staff should be conducted professionally as a representative of Maple Manor. This includes word choices, tone, grammar, and subject matter that model the standards and integrity of a staff member. If your communication meets all three of the T.A.P. criteria, then it is likely your method of communication with staff will be appropriate.

### FACEBOOK, MYSPACE, BLOGS, TWITTER AND SIMILAR SOCIAL MEDIA

Managers and minor staff members are not permitted to "private message" each other through social media. Managers are not permitted to communicate with a minor staff member via personal social media as a "friend." A manager should not accept any "friend" request from a minor employee or club member. In addition, the manager should remind the minor staff member that this is not permitted.



# MAPLE MANOR STAFF HANDBOOK

## Maple Manor Swim Club Safety & Emergency Action Plan

As a staff member of Maple Manor Swim Club, an essential part of your skill base must be the ability to appropriately respond to emergency situations at your level and ability of training. All lifeguards and pool managers are required to maintain current certifications in CPR (Community or Professional Rescuer), Use of Automatic External Defibrillator (AED), Basic First Aid, Water Safety Instructor or Lifeguard and any additional certifications required by your job description. The following plan will help to acquaint you with the procedures and site details that are essential for preventing that become important in the case of an emergency. You are asked to become familiar with response methods to the different emergencies outlined in the plan, and be prepared to implement them in a calm and professional manner.

As part of your preparation to work at Maple Manor Swim Club, please come to know where the following items are located: emergency assembly area, emergency phone numbers list, Automatic External Defibrillator (AED), first aid kits all exits, fire extinguishers and incident report forms.

Risk management, safety awareness and emergency response ability are fundamental parts of your job as an employee. While on duty, you are asked to be alert to potential hazards from equipment, activities, and human behavior. You should be quick to respond to problems whenever they may arise. You play a key role in protecting the safety of Maple Manor members, staff, and facilities.

**The first responsibility of all Maple Manor lifeguard staff and pool management is to ensure a safe environment and prevent incidents from occurring;** however, it is imperative that all staff members are prepared and familiar with their role in the case that a minor incident or serious accident or medical emergency occurs.

## Lifeguard Rotation Procedures and Pool Coverage Criteria

All pools will be guarded when members are present in the club. Guards will rotate every 15 minutes in order of the following guard stations as directed by the pool manager on duty:

1. Baby Pool
2. Main Pool (deep end - stand closest to the club entrance)
3. Main Pool (shallow end – stand opposite from club entrance)
4. Diving Well
5. Roaming Guard – at least on required for the busiest time periods (e.g. float night, activity days)
6. Break area. Prior to going on break a guard should do a lap around the facility to check for safety and any maintenance issues (e.g. bathrooms, trash). The areas to be checked include locker rooms & clubhouse (#6) and activity area (#7). The pool manager on duty should be made aware of any issues.

## Whistle Use – Rule Enforcement and Raising Alarms (Lifeguard)

The method of communication using a whistle is as follows:

- One (1) Whistle Blast - attracts the attention of the pool users. This would be used to enforce rules such as no running, rough play, pushing, diving board safety, etc.
- Two (2) Whistle Blasts - attracts the attention of other pool staff. This would be used in situations where a guard may need to assist a swimmer or attend to a minor injury. In this case the other guards on duty, manager or guard that is on break should immediately make sure that the pool is appropriately guarded in that location. Guards at other pool stations will stand up to cover the area if incident requires primary guard to enter the pool.
- Three (3) Whistle Blasts - indicates that the lifeguard is about to take emergency action - which could include clearing the pool and dialing 911. Immediately notify the pool manager on duty and the front desk (#7) and take appropriate steps as laid out in the action plan schematic.
- One (1) long blast (following 3 whistle blasts) is to clear the pool for a major emergency situation.
  - NOTE: one long blast also used to signal adult swim. Guards should be prepared to notify swimmers if there is confusion.

*Whistles will be used sparingly and must be followed by relevant verbal and/or visual instruction (e.g. directive, explanation, hand signals).*

## MAPLE MANOR STAFF HANDBOOK

### When to call 911 – emergencies that require emergency medical services (EMS)

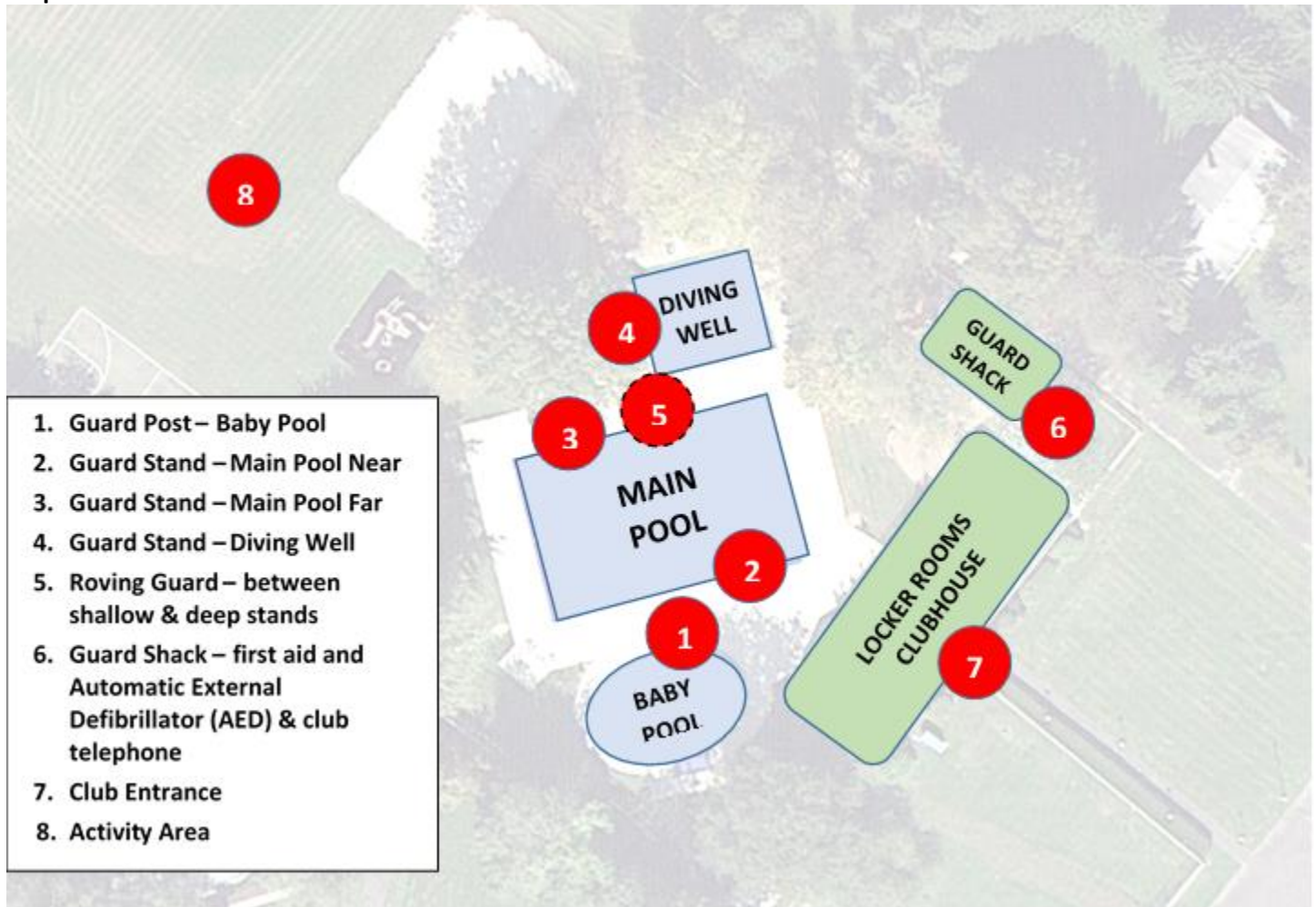
Major or serious accidents or injuries including the following conditions (following head to toe exam):

1. No breathing
  2. Heartbeat not detected
  3. Head or eye injury
  4. Neck or back injury
  5. Chest pains
  6. Unconsciousness
  7. Severe external or suspected internal bleeding
  8. Shock
  9. Broken bone
  10. Dizziness or faintness over an extended time period
  11. Obstructed Airway
  12. Seizure in the water
- EMS should be called immediately if any of these conditions occur.
  - Dial 911 (see Major Emergency Procedures)

### Single guard rescue – in situations that require a lifeguard to leave their post:

1. Recognize emergency and act accordingly
2. Whistle blast (appropriate for situation)
3. Proceed with rescue
4. Guards at other posts stand to provide backup and coverage and remain alert for signal requesting additional help with rescue/situation.

### Maple Manor Site Locations and Posts





# MAPLE MANOR STAFF HANDBOOK

## Procedure For Major Emergencies:

1. Gloves must be worn at all times.
2. Perform any first aid needed. Stabilize the victim or injury. Do not move unless victim is in immediate danger. (Fire, drowning, etc.)
3. Keep crowds away from the accident area and victim.
4. Do not leave the victim unattended. Call on assistance of any club member, if necessary. If you are alone, leave the victim only long enough to call 911.
5. Call 911 with the information as soon as possible. State the following:
  - “This is an emergency at Maple Manor Swim Club located at 1552 Dillon Road, Maple Glen”
  - Describe the nature of the injury
  - Give the club phone number 215-646-2936
  - Give your name
  - How many people are injured
  - The condition of the victim
  - What care is being given
  - Arrange to have someone meet the emergency personnel at the club entrance at end of driveway and direct them to the emergency entrance at the front desk (#7).
  - DO NOT HANG UP UNTIL THE DISPATCHER HANGS UP
  - Return and report to the staff who is caring for the victim
  - Continue care until emergency medical services (EMS) arrives
6. Notify the victim’s parents (if victim is a minor).
7. After the victim has been stabilized, fill out an incident report form and submit to the Pool Manager on duty.
8. Employees will not give out information regarding any accident report except to the Police or Paramedics. Refer all questions to the Pool Manager.

## Minor Incidents:

Minor incidents, if handled properly, will not result in a life-threatening situation. Examples of incidents of this nature include slipping on poolside, a minor cut, bump or bruise and a simple reaching rescue in the water. While these may be routine, they may result in increased risk of a more serious incident if proper processes are not followed.

## Procedure For Minor Injuries: (Minor injuries include minor cuts, scratches, sprains, etc.)

1. Gloves must be worn at all times.
2. Perform any first aid needed. Stabilize the victim or injury. Do not move the victim unless the victim is in immediate danger. (Fire, drowning, etc.)
3. Offer the victim ice or first aid materials as needed. These are the only medical items we will give out.
4. Do not attempt to diagnose any medical conditions.
5. Fill out an incident report form and submit to the Pool Manager on duty.
6. Employees will not give out information regarding any accident report except to the Police or Paramedics. Refer all questions to the Pool Manager.

## Instructions for handling clothing or towels soiled with potentially infectious fluids:

1. Gloves must be worn at all times.
2. Put potentially infectious material into a plastic bag. This bag must be disposed of separately.
3. Clean any areas where the material was laying with bleach/water and/or appropriate disinfectant.
4. Dispose of your gloves in the same plastic bag as above.

## Spinal Injury Rescue (Shallow or Deepwater)

- All lifeguards should have knowledge of Spinal Injury Rescues.
- Refer to the American Red Cross Lifeguard Training Manual.

# MAPLE MANOR STAFF HANDBOOK

## Weather Situations Involving Thunder & Lightning

- Thunder: Pool cleared for 20 minutes after last heard thunder, patrons and staff can stay on deck.
- Lightning: Pool cleared for 20 minutes after last seen lightning, patrons and staff must clear deck and grounds and move to appropriate cover (under porch, locker rooms, guard shack, snack bar, clubhouse). Trees are especially dangerous and do not constitute appropriate cover.

## Fire Emergency Procedures

In the event of a fire, a safe and speedy response is of the utmost importance. Employees need to be prepared for any and all emergencies. Please follow these guidelines in the event of a fire:

1. Evacuate the room or area and notify the Pool Manager on duty of the situation immediately. Snackbar employees are not to attempt to fight a fire and must evacuate the snack bar in all fire situations.
2. Call 911. Give them your name, the facility name, the address, and state the problem.
3. If there is no danger to the employee, the Pool Manager must walk through the facility to make sure the building is clear, checking all areas of the building. Make sure all doors and windows are closed.
4. The pool manager will designate a Maple manor staff member to meet the Fire Department when they arrive at the driveway entrance to the parking lot in order to answer questions and provide facility access information.
5. Complete an incident report form as soon as possible.
6. Employees Should:
  1. Know the location of alternative exits from all areas of the building.
  2. Know the location of the nearest fire extinguisher and how to use it.

## Refusal of Assistance:

If at any time an adult refuses first aid, paramedic or other medical assistance when you believe it necessary, completely fill out an accident report stating the nature of the situation and that assistance was refused. Please be sure to have the person sign the form. Similar for parents that refuse assistance for their minor children.

## Emergency Action Plan Schematic

WATER RESCUE/ASSIST	DROWNING RESCUE	HEAD, NECK, BACK INJURY	NON-WATER RELATED MEDICAL EMERGENCIES
<ul style="list-style-type: none"><li>• Acting guard blows two short whistle blasts.</li><li>• Other guards stand to help cover acting guard's station.</li><li>• Pool Manager and/or guard on break cover acting guard's station.</li><li>• Pool Manger on duty assesses situation.</li><li>• Call 911 where EMS are required. Follow EMS protocol outlined above.</li><li>• CPR/AED where required in drowning situations.</li><li>• Victim must stay out of water for one hour minimum. Manager contacts victim's parents if a minor.</li><li>• Manager includes status on daily incident report.</li></ul>	<ul style="list-style-type: none"><li>• Acting guard blows three short whistle blasts followed by one long whistle blast to clear pool.</li><li>• Other guards stand to help clear pool.</li><li>• Pool Manger on duty assesses situation.</li><li>• Call 911 where EMS are required. Follow EMS protocol outlined above.</li><li>• CPR/AED where required.</li><li>• Manager contacts victim's parents if a minor.</li><li>• Manager includes status on daily incident report.</li></ul>	<ul style="list-style-type: none"><li>• Acting guard blows three short whistle blasts followed by one long whistle blast to clear pool.</li><li>• Other guards stand to help clear pool.</li><li>• Pool Manger on duty assesses situation.</li><li>• Call 911 where EMS are required. Follow EMS protocol outlined above.</li><li>• CPR/AED where required.</li><li>• Pool Manager and/or guard bring backboard to location of victim.</li><li>• Manager contacts victim's parents if a minor.</li><li>• Manager includes status on daily incident report.</li></ul>	<ul style="list-style-type: none"><li>• Pool Manger on duty assesses situation.</li><li>• Call 911 where EMS are required. Follow EMS protocol outlined above.</li><li>• CPR/AED where required.</li><li>• If needed, Pool Manager and/or guard bring backboard to location of victim.</li><li>• Manager contacts victim's parents if a minor.</li><li>• Manager includes status on daily incident report.</li></ul>

# MAPLE MANOR STAFF HANDBOOK

The intention of the form below is to confirm that all employees have read and understand the terms of employment as outlined in the Maple Manor Staff Handbook including:

- General Policies
- Staff Performance Review
- Maple Manor Staff Expectations and Responsibilities
- Anti-Harassment (Sexual, Racial, Ethnic, Bullying, etc.)
- Electronic Communications
- Maple Manor Swim Club Safety & Emergency Action Plan

## Maple Manor Swim Club Staff - Acknowledgment of Terms of Employment

I have received, read and understand the Maple Manor Staff Handbook

*initials* \_\_\_\_\_

I will abide by all rules and regulations

*initials* \_\_\_\_\_

I understand that all staff are evaluated on a daily basis throughout the season by the managers with respect to the Maple Manor policies plus staff expectations and responsibilities outlined in this manual. Performance during the season will be used by the managers to assign hours plus consideration for potential lifeguard openings. Staff performance will be reviewed with each employee mid-season. At the end of the season employees will receive a comprehensive performance review conducted by the Maple Manor Swim Club management team (Manager, Assistant Managers and Senior Lifeguards) with respect to expectations and responsibilities and rated on a scale of 1 to 5. Ratings from the previous year will be used by the managers and employment committee to determine Maple Manor Swim Club staffing for the upcoming season including re-hire decisions, merit raise and to determine priority for promotion to lifeguard and senior guard positions. Employees receiving a low rating (average 2.75 and under) will be under review may not be asked back the following season.

*initials* \_\_\_\_\_

NOTE: Employees that receive a rating of 2.50 and under will not be asked back following season.

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_