



2021 Lifeguard Handbook

As a lifeguard for the Hammond Hill Suburban Club your primary responsibility is the health and safety of the pool patrons. This includes everyone inside the pool enclosure. Anytime swimmers are in the pool, a lifeguard must be on duty, with the exception of a 10 minute per hour break. At that time adults (18 years of age and older) may swim at their own risk.

It is important for you to know the pool rules and enforce them consistently. You are responsible for everyone's safety and are a role model for children. You must follow the rules as well if you want the members to follow them. Your behavior reflects on all the lifeguards.

Lifeguarding can be a lot of fun but is a very serious job. We expect you to be a responsible individual who understands the importance of a safe swimming environment. To provide the safest environment possible we expect you to work as a team and share all responsibilities in caring for the facility, pool, and patrons.

Lifeguard code of conduct

The following rules apply to all Lifeguards.

- Act in a professional manner. A Lifeguard must be able to balance being friendly with being firm.
- Always wear proper uniform when on duty, including whistle and Lifeguard hip pack.
- Enforce the rules of the pool in an effective, fair, and consistent manner. Speak clearly and use appropriate language.
- Always sit in the designated location for proper patron surveillance
- Never, for any reason, leave the pool unattended when swimmers are in the pool during open swim.
- Recognize and respond quickly and effectively to all emergency situations.
- Be a good role model and mentor to young swimmers.
- Handle general daily maintenance to maintain a safe and sanitary facility.
- Complete all required records and reports.
- Demonstrate pride in your job and place of employment.
- Work as a member of the team, supporting and helping each other to provide a safe and fun environment for patron of the pool.

Minimum qualifications

- Must be 15 years old
- Posses current Lifeguard training, First Aid, and CPR Certifications
- Attend regular in-services and meetings
- At the beginning of every pool season, each Lifeguard must sign a form stating that they have read/ reviewed the lifeguard manual and agree to the job responsibilities and pool rules.

Certifications/ licenses



2021 Lifeguard Handbook

It is your responsibility to be sure that you possess current lifeguard training documentation, CPR and First Aid certifications. Your certification must be current for every day that you work. Copies of your certification cards are to be kept at the pool by the pool manager as required by the health department.

Job description

1. Arrive 5 min prior to your shift starting. Clock in and out daily.
2. Be in uniform at all times. (men: red or blue lifeguard shorts, whistle, and lifeguard hip pack
women: red or blue lifeguard bathing suit one piece or two, whistle, and lifeguard hip pack)
Do not wear your uniform if you are not on duty.
3. Open and close pool on schedule
4. Work the times you are scheduled or find a substitute requesting through the app.
5. Check in swimmers at the sign in window, collect payments for guests giving wrist bands.
6. Safety equipment (rescue tube) must be in arms reach or easily accessible from your designated lifeguard position.
7. Memorize the emergency action plans and be prepared to administer CPR or First Aid if necessary.
8. Immediately notify the pool manager of any incident, accident, pool chemical imbalance, equipment failure or facility problem.
9. Fill out logbook of any incidents or accidents.
10. Maintain clean pool and surrounding areas (follow the check lists)
11. Check chemicals of the main pool and baby pools at the times required and log it in the book.
12. Cleaning chores are every guard's responsibility on every shift. Guards are to keep the bathrooms clean, trash picked up and emptied, and slippery water areas cleared.
13. Sign off on checklists once you complete.
14. Maintain a list on the white board of supplies and snacks needed to be replenished for the pool manager.
15. Inform the pool manager when more help is needed to be extra staffed.
16. Each guard should work the shack when not lifeguarding this includes selling snacks and working the check in window.
17. Closing guards should leave together after checklists are finished and all locks are secured
18. Attend all in-service lifeguard training and review unless excused by the pool manager.
19. Cell phones are not to be used during shift and put in appropriate spots during shift
20. If there are not members at the pool this time should be spent doing additional cleaning and when finish report to the pool manager.

Pool communication signals

1. One (1) short whistle blow- used to gain members attention
2. Two (2) short whistle blows and pointing – used for emergency in the pool and to gain the attention of another guard



2021 Lifeguard Handbook

3. Three (3) short whistle blows- used to alert staff that you are leaving the stand for a save.
4. One (1) long loop whistle- is used for a break time to clear the pool of everyone below the age of 18

Pool coverage

- Generally, the pool operates with two to three lifeguards on duty. The number of people at the pool and the activities going on will determine the need to have a second guard on duty. There should be one guard for every 25 persons in the pool at one time.
- If three guards are on duty and only one is needed to lifeguards, one should manage the concessions and check-ins, while the other works as a rover handling the daily maintenance responsibilities.
- Notify the pool manager if additional help is needed.
- If a guard does not show up to work and you are not able to contact them, attempt to find a replacement and immediately call the pool manager.

Lifeguard Schedule

The pool manager will post the list of the lifeguards, their emails, and their phone numbers in the shack. It is the Lifeguard's responsibility to notify the pool manager of any changes in his/her contact information.

The pool manager will post the Bi-weekly schedule in the shack and post it to the app. The schedule will be available every other Sunday and each schedule will begin with the Monday through Sunday. You should be arriving 5 min before your shift every day.

Finding substitutes

Lifeguarding is a temporary and seasonal position. Working weekends and Holidays is part of the job. If you are unable to work your scheduled time, you are responsible for finding a replacement. Please request of the schedule change on the app and wait for it to be approved, along with messaging the pool manager to let them know. Two first year guards are not permitted to work alone with out permission of the pool manager.

Swimming lessons

At this time swim lessons are not allowed at the Hammond Hills Suburban Club due to Covid-19 restrictions.

Lifeguards may teach swimming lessons during the normal operating hours of the pool. This is a great way to promote water safety at the pool and earn extra money. All lessons will be booked through the website and a percentage of the payment will go towards the pool. We will help schedule the lessons and members can request a certain lifeguard to teach lessons. If the patron is not a member of the pool, they will have to pay an extra fee (guest fee).

Working private parties



2021 Lifeguard Handbook

The pool manager will send out a notice to the lifeguards when after hour parties are scheduled. These parties will be assigned lifeguards on a first come first serve basis. First year guards are not allowed to work after hours without special permission of the pool manager. Payment for after hour parties is time and a half.

Inservice training and evaluations

There are three main purposes of Inservice training.

1. To assist Lifeguards in remaining sufficiently familiar with emergency procedures
2. To educate lifeguards of what to expect and how to cooperate effectively in a real emergency.
3. To provide management with an effective tool with which to evaluate lifeguard performance and insure sufficient in-service training in all areas is addressed.

Various in-service, staff meetings, and emergency drills will be scheduled throughout the summer. All guards must attend, unless excused by the pool manager. Guards will be paid for these meetings.

Communications is key to working effectively as a team. The pool manager will provide input to you on a regular basis relating to the positive aspect of your job performance and areas which warrant improvements.

Pay Schedule

Lifeguards are paid every two weeks using the HomeBase app to determine hours worked. Therefore it is important for guards to accurately log into the system. It is Advisable for guards to also keep a personal record of hours worked. The pool manager will send each lifeguard a W2 form each January for income tax filing.

Pool Rules

The pool rules are posted on the fence at the pool. Safety must be enforced at all times.

- Do not allow any type of rough play in the pool.
- No chicken fighting at all
- No obscene language
- No diving in the shallow end
- No type of flotation devices allowed in the deep end
- No one is to be in the shack except the lifeguards who are on duty, the pool manager, approved volunteers, and board members.
- The pool radio should only be operated by the lifeguards and should be kept to a appropriate levels at all times
- The pool landline is for pool operations and emergencies. Calls made by lifeguards or pool members should be kept brief.



2021 Lifeguard Handbook

- No smoking is allowed only in permitted areas
- members must be able to show the ability to swim across the deep end to be able to use the big slide
- when entering the water from the big slide members must swim directly to one of the two ladders
- no patrons are allowed on the guard chairs
- bathrooms are for dressing and bathroom use only
- only swim diapers are allowed in the pool
- a swimmer must clear the slide before the next swimmer starts to climb the slides ladder
- The Lifeguard will put a stop to any entries into the water the consider unsafe or unwise
- NO running on the deck
- No horseplay around ladders and steps

Accident Report

An accident reports is very important document and must be filled out for any accident or injury requiring more than a band-aid. Please fill out the report with as much detail as possible. Witnesses are essential! You must get names, addresses, and phone numbers. Details concerning the nature and location of the injury are also important to include. The pool manager or an officer of the pool must be immediately contacted.

Incident report

Incident reports are to be completed in case of an "incident" that does not involve physical injury. An example of this would be if the guard must ask someone to leave the pool are due to unsafe behavior or refusal to follow the pool rules. This provides document to backup the guard's action. As with accident reports, please include as much detail as possible and give the report to the pool manager.

Discussion with a patron while on the lifeguard stand

If a discussion is initiated while you are in the guarding position, do not look away from away from your designated area. The proper way to minimize conversation is to tell the patron that you can not give them your full attention while guarding and ask the patron to wait to wait till after you are off duty or to seek out another guard.

Corrective Action of a Patron

A lifeguard must be assertive in any and every instance to take corrective action where the safety or the personal rights of a patron are involved.

Do NOT allow

- Harassment of other swimmers



2021 Lifeguard Handbook

- Behavior which infringes on the rights of other patrons (examples: splashing or horseplay)
- Profanity, spitting, or other socially unacceptable behavior.
- Disregard of safety
- Disregard of rules
- Disruptive behavior which monopolizes the guard attention
- Children who are not skilled swimmers to be left unattended by adults

Give warnings, then 5-10 minutes out of the pool sitting next to the guard stand. If the problem continues, remove the person from the pool for the day and inform the pool manager.

If a guard must remove a patron from the pool, the guard must fill out a written incident report on his/her break stating why the patron was removed.

Do not debate with an adult. Contact the pool manager first, and if needed then contact a board member to handle the situation.

Inclement weather policy

Lifeguards should report to the pool for the morning shift (unless a delayed opening is confirmed by the pool manager or board member). The decision to close the pool is the responsibility of the manager.

In the event of heavy rain, thunder, lightning or hazardous conditions the lifeguards on duty will clear the pool. The swimmers are to remain out of the water for 15 minutes from the thunder call was made or from the last hearing of thunder, if there is lightning swimmers should remain out of the pool from the last sighting of lightning. If the rain is too heavy for the lifeguard to be able to see the bottom of the pool patrons should be cleared from the pool until confirmed safe by the assigned "head guard" on shift.

Safety and Accident Prevention

Preventing accidents is the primary job of the lifeguard. This means you must take care that the decks, grass, and bathhouse are free of danger. You must patrol the pool area to spot potential hazards and notify the pool manager when appropriate.

Potential hazards include:

- loose steps, ladders, and or railings
- broken glass, nails, etc.
- slippery spots on the deck from standing water
- soap on the bathroom floor
- broken concrete, loose rocks, etc.



2021 Lifeguard Handbook

- loose or broken skimmer lids
- plugged drains and toilets
- leaking faucets, toilets, etc.
- broken chairs, damaged fences, furniture out of place, etc.
- insect problems

Pool Care

The following should be done as often as needed or followed on the checklists

1. vacuuming
2. clear gutters and returns
3. brushing walls and floor of the pool
4. cleaning tiles
5. checking the water levels
6. testing the chemicals

Testing samples should be taken from the deep-end elbow deep into the water. Making sure your hands never touch the sample in the vial. Proper water balance can only be achieved by proper and regular testing. All testing must be recorded in the log book along with the time of testing. This should be done daily and if chemicals are unbalanced Lifeguards should notify the Pool Manager immediately.

Cleaning procedure for fecal matter/ vomit in the Pool

1. clear the pool of all patrons.
2. contact the pool manager immediately.
3. announce that the pool will be closed for the rest of the day for the safety of the pool members.
4. remove as much of the contaminated material as possible with a pool skimmer and dispose of in a sanitary material. Clean and disinfect the items used to remove the contaminated material.

Bathrooms maintenance

Bathrooms should be checked twice a shift and should be cleaned after a shift. Follow the cleaning check list to clean the bathrooms.

1. Hose down or mop the floor.



2021 Lifeguard Handbook

2. Clean the sinks.
3. Clean the toilets.
4. Clean the showers.
5. Replace the supplies.
6. Take out the trash.

Trash cans

All trash receptacles must be emptied every day and hosed down once a week.

Grounds, picnic tables, deck chairs

- Grounds are to be kept clean; trash picked up.
- Pool furniture should be arranged in a 6ft distance.
- Deck should be blown daily and hosed down if needed.
- All chairs tables and major touch points should be sprayed with the Covid-19 disinfectant every hour on the hour (at the 10 min. adult swim break)

Shack and concessions

- Water, popsicles, and sunscreen are provided for the lifeguards on duty.
- Guards are to keep cooking equipment, counters, sink, and floors clean and remove all trash at the end of every shift.
- Snacks are not free to patrons or lifeguards and no tabs are allowed for anyone.
- The guards on duty of a food shipment are to help enter the merchandise into the clover system and help restock every day.

Covid-19 prevention

As this is our second year with the coronavirus, we have set up steps to make sure that everyone feels safe and comfortable with coming to the pool.

- Masks are made available to the guards if a lifeguard were not to feel comfortable without one, but lifeguards are not required to wear them as it is not safe to wear them while sitting long periods in the sun.
- Members and patrons are not required but can wear masks to the pool but can NOT wear a mask in the water at the pool.
- Hand sanitizer bottles are set up around the pool and are to be refilled as needed.
- Covid-19 disinfectant spray should be sprayed every hour on the hour on every touch point. (during the 10 min adult swim break)
- Pool chairs are to be separated at the beginning of every shift at a 6ft distance and sprayed with the Covid-19 disinfectant.



2021 Lifeguard Handbook

- A 30 min break between sessions will be taken to clean the facility with a total of 4 Lifeguards cleaning.