

## **Ephrata Recreation Department Mission & Philosophy Statement**

The mission of the Ephrata Recreation Department is to develop parks, facilities and programs that improve the quality of life in Ephrata for all of our citizens and visitors while fostering a sense of community and pride.

## **Splash Zone Aquatic Center Mission & Philosophy Statement**

The goal of the Splash Zone is to enhance the quality of life for all citizens in Ephrata, to establish a well functioning and well-maintained Aquatic Center that will offer recreational opportunities for people of all ages and needs. We will provide a safe and wholesome environment for families, individuals and visitors to enjoy recreational and educational water activities.

### ***TEAM***

As a **team**, the Splash Zone staff can create a facility enjoyed by all, staff and public. We must all work together, communicating our concerns, thoughts, feelings and ideas to each other in a thoughtful, organized manner that is informative and professional. There is no "I" in "TEAM." If you have a problem with another member of the staff, take it to that person, do not talk about others behind their back. If you cannot take the issue to the person, take it up with a supervisor. Our goal should be to not only make this a great place to visit, but a great place to work.

## **Splash Zone Goals and Objectives**

### Goals and Objectives

The goal of Splash Zone is to enhance the quality of life for all citizens in Ephrata, to establish a well functioning and well-maintained Aquatic Center that will offer recreational opportunities for people of all ages and needs. We will provide a safe and wholesome environment for families, individuals and visitors to enjoy recreational and educational water activities.

### 2011 Objectives

1. To incorporate a more comprehensive and complete training program through better preparation and planning with the incoming members of the management team to ensure an uninterrupted flow of service from the beginning to the end of the public's visit.
2. To keep accurate financial records of daily receipts and deposits for future analysis.
3. To incorporate a personnel policy that will help develop important attributes for the youth and young adults who are employed at Splash Zone that will aid in their future employment.
4. To incorporate a public relations policy that will foster a wholesome, family environment through positive public interactions.
5. To continue accommodating use by the Ephrata Tiger Shark swim team, area school districts and other special interest groups when at all possible.
6. To improve the water safety education program through the use of informational handouts, activity pages and better over all presentations.
7. To continue to provide a safe environment by introducing a regularly scheduled in-service training program in which the staff will practice CPR, rescue skills, first aid, complete conditioning exercises and run mock drills with local EMS crews.
8. To ensure proper chemical balance of pool water through continued regular testing and communication with Maintenance Personnel.
9. To work with Maintenance Personnel in the upkeep of the facility so as to maximize its' service life.
10. To better organize the staff through better communication with the appropriate Park staff.
11. To work with the Police Department, Ephrata Youth Assets, and area school districts to devise and develop programs at the Aquatic Center that will help to lower youth crime and violence rates.
12. To research and incorporate new programs that will enhance the recreational opportunities for those who visit the facility.
13. To continue to provide and enhance unstructured recreational opportunities during general, open

swim.

14. To continually review and enhance the facility's handbooks to reflect professional standards which are effective and efficient.
15. To utilize the facility handbooks to ensure operations and procedures are followed.
16. To maintain comprehensive records that are in compliance with local and state guidelines to provide future operational data and history.
17. To continue to grow in education of current professional standards and policies of the aquatics profession through communication with other professionals, appropriate literature and learning experiences at conferences and lectures.

## ***Introduction***

Welcome to Splash Zone and congratulations on being selected to serve at one of the premier, publicly owned outdoor Aquatic Facilities. It will be your job to ensure that people receive the safest, most enjoyable experience possible while inside our facility. We do not accept mediocrity in the Ephrata Parks and Recreation Department, and we will expect your best effort from you at all times.

You have been selected on basis of meeting several criteria, including but not limited to:

1. You have met specific American Red Cross standards.
2. You have demonstrated a willingness to work within a team concept.
3. You have agreed to keep yourself in reasonably good physical condition as to enable you to react appropriately in emergency situations that may arise at the facility.
4. You have agreed to practice your emergency responses on a regular basis as to be determined by the management team.
5. You show a willingness to be pro-active in your duties to the facility as to prevent accidents before they happen.
6. You show the ability and willingness to work with the public in a positive, polite and fair manner.

You will have other duties and expectations placed upon you as the season progresses and as stated in your job descriptions, a member of the management team will address any additional concerns with you at the appropriate time.

We will not be a successful park without your diligent efforts. You and the rest of the team are Splash Zone. How the public perceives you and their interactions with you will determine whether they choose to return, and that in turn determines whether we can continue to employ people like you. Thus, it's mutually beneficial to treat patrons in a courteous, professional manner.

A positive, friendly, caring attitude toward employees and guests will require work to develop and sustain, but the rewards will be worthwhile and fun. This manual has been created to provide you with a reference guide for your job. The information is specific to Splash Zone and is to be used in conjunction with the City of Ephrata Policies and Procedures Manual (available upon request to Supervisor), American Red Cross Lifeguard Training, American Red Cross CPR for the Professional Rescuer, American Red Cross Water Safety Instructor Course, and others as seen fit by the Department Director. As a representative of the Ephrata Recreation Department, you are required to make yourself familiar with these items, if you are not already. Together these materials will assist you in understanding the guidelines within which we work.

Before you begin your first shift of work, you will be given an orientation of the facility and policies in place.

The City of Ephrata processes payroll once a month. Pay periods run from 12:00 AM on the 24<sup>th</sup> until 11:59 PM on the 23<sup>rd</sup>. The work week begins on Monday at 12:00 AM and ends at 11:59 PM on Sunday. Be sure to complete your time card.

The 2011 Lifeguard minimum wage is \$8.55/hr, Front Desk and Concessions staff will begin at \$8.55/hr. From there Lifeguards may earn a raise by: 1<sup>st</sup> step: Taking the ARC Lifeguard Test. Employees have to get 90 percent or better on each section to qualify for 2nd/3rd step, 40 points. 2<sup>nd</sup> step: Facility specific written test. Two points for each correct answer, 60 points possible. 3<sup>rd</sup> step: Skills test, outlined later in this manual. The pay scale is as follows:

Minimum LG = \$8.55/hr.

80 - 115 pts. = \$8.70/hr.

115 - 140 pts. = \$8.95/hr.

140 - 160 pts = \$9.20/hr

Life Guards will earn an additional \$0.50/hr if they have a valid WSI certification and \$0.50 for LGI certification. You will also be given \$0.10 for each year you return with a max of 3 years.

## ***Public Relations***

Employment at an Aquatic Center is vastly different from at an ordinary pool. Due to public and political obligation, an Aquatic Center must approach daily operations in a more business-oriented manner. We must have a higher level of understanding to ensure our customers are having an enjoyable experience. We must approach them with more patience and go out of our way to help them comprehend our policies and procedures.

Always treat a customer in the manner you would want to be treated. A person's leisure time is very important to them, and no matter how tempted you may be, always be courteous to them.

### ***REMEMBER:***

- Our guests are the reason we are here.
- Our guests are not dependent on us. We are dependent on them.
- Our guests are not an interruption, but the sole purpose of our work.
- Without guests, we will not be here.
- They have dedicated their money and time to us. We owe them a great leisure experience.
- Always take the time to greet a patron. Make eye contact and say, "Hello," or, "May I Help You."



## ***Personnel Policies***

As an employee of the City of Ephrata, you will have high expectations placed upon you. You will be required to live up to the expectations set forth in your job description, this manual and other related duties as assigned.

### **Expectations:**

1. *Be on time for every shift of work.* When you are late, you put others at risk.
2. *Always be in uniform,* which includes proper suit, shirt, sunglasses, two way radio if appropriate and whistle. Shorts will not be “sagged.” Waistbands will be around the waistline and sizing of shorts shall be at the discretion of the Management. (If your waist size is a 30, you will not be issued XL shorts). Pants will be either navy blue, grey or black and also sized/worn properly. All attire is at the discretion of the Management.
3. *Be professional* at all times, to the public and co-workers. Always treat others with respect, the way you would like to be treated.
4. Complete all assigned duties as instructed quickly and efficiently.
5. Display a *positive attitude* toward your job.
6. Interact with the public in a polite and professional manner, always give an answer. Refer a question to a manger if you do not know the answer. All personnel should have a good understanding of the programs offered through this facility so they may answer any questions.
7. If you have questions...ASK!!! BE INFORMED.
8. No illegal drugs or alcohol allowed, no tobacco products are to be used inside the aquatic center.
9. Employees should not be under the influence of drugs, alcohol or the after effects of alcohol while on duty.
10. Employees must adhere to the City’s policy on sexual harassment in the work place (as described later in this manual).
11. All employees have the right to work in a harassment free, non abusive, non threatening environment. If you infringe on those rights of others, you may be suspended or terminated.
12. Personal radios, food, stereos, and magazines that may be distracting to employees are not allowed while on duty. While on duty you are to have your attention focused on your area of responsibility. (Water bottles or sport bottles with a hydrating beverage are required.)
13. Employees who choose to purchase items from the concession stand must wait in line and pay for all food items.
14. Theft of any kind is grounds for immediate termination, including food items from concession stand. There are to be no charges or IOU’s.
15. Profanity and discourteous behavior toward the public or coworkers will not be tolerated.
16. Employees are required to stay on premises during breaks.
17. All long hair must be restrained or pulled back so it does not interfere with CPR or swimming.
18. No Jewelry may be worn while on duty, some exceptions for wedding bands with pre-approval.
19. Any measures of discipline other than sitting out must be done by a Head Guard or Manager.
20. If need arises, be able to explain the reasons that certain rules are in effect and the inherent dangers of not following policy.
21. Office space is for those who need to conduct business, do paper work, plan and schedule. It is not a break area. Please attempt to keep noise to a minimum. School homework and other non related activities will be allowed at supervisor’s discretion, and only on scheduled breaks.
22. Certain areas are for certain staff, lifeguards and grounds crew should not be in cashier’s

area, cashiers should not be in concession stand, etc.

23. Phones, computers and office equipment should be used for business purposes only. Personal phone calls should be kept to a minimum, incoming calls will be taken by message at the front desk and personnel may return them at scheduled break time.
24. After hours use of the facility is strictly forbidden, unauthorized use or tampering with equipment is grounds for immediate termination.
25. Changing areas are in the appropriate locker areas. DO NOT use staff area as a changing area. It is inappropriate and grounds for dismissal.
26. Your family and friends are encouraged to use the facility, however, during an employee's scheduled shift; work is to be the priority. You are still expected to exhibit a strict level of professionalism at all times.
27. Enforcement of rules and policies is standard. Preferential treatment is not to occur for any persons.
28. No pets allowed at any time. It is also not recommended to leave them in your vehicle while you are at work.
29. If you choose to date (see, show an interest in, etc) a fellow employee, it should not effect your job performance. Behavior at all times during a shift shall remain professional and appropriate. Kissing, excessive flirting, changing places in rotation to be near each other, groping, fondling, etc., will not be tolerated. It is inappropriate, unprofessional makes others feel uncomfortable and creates an offensive work environment.

### **Expectations on Safety:**

1. Always be pro-active in your guarding, *prevent accidents* before they happen.
2. Keep yourself alert and ready to respond in a moment's notice.
3. Be able to complete any in-service training within the standards set forth by the management team and the American Red Cross.

4. You will guard to the best of your ability, and then some.
5. The strap on the rescue tube will be worn while on duty.

### **Scheduling**

Employees are expected to work the hours they are scheduled or have agreed to. **Walking out on a shift, or not showing up for a shift without making prior arrangements will not be tolerated. No-shows and walkouts will be considered as resignations, effective immediately.** If you become sick or have an emergency, notify your supervisor immediately. Every possible attempt should be made for you to cover your scheduled shift in advance. Any change in schedule must be approved by the manager.

Any full time employee not scheduled for a period of one month will be dismissed unless previous arrangements have been made.

Leave requests must be submitted at least two (2) weeks in advance. Any substitutions must be requested at least twenty-four (24) hours in advance and accompanied by a substitution form. ***No substitutes will be allowed for swimming lessons/instruction.***

To request days off, **NEATLY PRINT YOUR NAME** on the large wall calendar. Requests must be made prior to the schedule period being made/posted. In-service training is not excused unless you speak to a manager. Requesting a day off on the calendar does not count for in-service training!

### **Resignation:**

City of Ephrata Parks and Recreation Department employees are requested to give two (2) weeks notice of resignation in order to receive a positive recommendation from the department and to be considered for future employment. All Parks and Recreation Department equipment must be returned before future employment with the department. It may also be requested that the employee complete an exit questionnaire and/or interview.

will then complete the appropriate paperwork, terminating the employee.

### **Employee Disciplinary Action Guidelines:**

Under certain situations an employee may be terminated immediately. These situations include but are not limited to:

1. Theft of any kind.
2. Assault or threatening behavior.
3. Sexual Harassment.
4. Using or being under the influence or after effects of alcohol or drugs.
5. Use of tobacco products while in the facility.
6. Lying to or deceiving a supervisor.
7. Any abuse or neglect of a policy/procedure which places a person in danger.

At other times an employee found to have disregarded a policy or procedure, the following steps may generally be taken: First offense or minor infractions will consist of a documented verbal warning. A verbal warning may be given for things such as tardiness, foul language, inconsiderate behavior toward others, falling below standards in a guard or instructor audit, etc. A verbal warning may be administered by a member of the management team.

A second violation will result in another verbal explanation of the offense, accompanied by a written explanation in letter form. The explanation will include a set amount of time, considered probationary time, which the employee must adhere to the policies and procedures as set forth in the letter or face termination. This is documented as a written warning and can only be administered by the Department Director.

However, a violation may result in suspension without pay, at the discretion of the Department Director.

If the employee cannot meet the standards set forth in the written warning within the set amount of probationary time, the employee may then be terminated. The manager

### **Job Performance and Evaluations:**

Both lifeguards and instructors can expect to be evaluated on a regular basis as time permits the management team. It is the intention of the management to evaluate/audit each staff member at least 3 times each season. If an employee is audited, they will be called in to meet with the Manager and/or Head Guard to discuss the score and how a higher score and better level of awareness can be achieved (if necessary). These evaluations are intended to be a tool for improvement and constructive, however, they may be taken to reflect your performance. If an employee receives a score below acceptable, it will be treated as a first offense on policy, and a verbal warning given as described in the disciplinary section of this manual. Again scoring below the acceptable range will be treated as a written warning and after a third below acceptable rating the employee may be terminated. Video tape recorders may be used at any time. Poor ratings may affect future pay rate increases.

### **Audit Criteria:**

Surveillance is very important. According to Washington State Administrative Code, a guard must have a 30 second response time. This is in conjunction with the American Red Cross 10/20 response time. You must scan your area in ten seconds and be able to reach a victim in twenty. This can only be measured if your head is moving from side to side while scanning. WAC also addresses distraction of duty, or RID Factors; stating that a guard should be doing nothing but guarding. Distractions include talking to friends, daydreaming, etc. At no time will you be asked by a manager to perform duties that will interfere with your guarding.

<p>It is vitally important that these evaluations be seen by the employee as a tool to improve job performance and document that the</p>
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public are being protected by competent personnel. They are not intended to be threatening, but to be a constructive form of correction.

**In-service training:**

In-service training is required and will be held at various times throughout the season. It is mandatory thus employees will be paid for their time. It is designed to be a forum through which all employees are given new materials and techniques or practice those which they should be already familiar with.

New employees will be given an in-service training/orientation session before they are scheduled to work their first shift.

**Certifications:**

It is the responsibility of the employee to ensure that all certifications required for their relevant position be kept current. The employee must provide a copy of all current certifications to the manager. At times throughout the summer, CPR for the Professional Rescuer and the ability to a re-certify your American Red Cross Lifeguarding may or may not be offered.

**Suggestions, Concerns & Complaints:**

Staff members with suggestions and/or complaints should present those issues directly with the supervisor at an appropriate time and in an appropriate manner. Calm, professionally thought out and presented materials will be considered much more valid than hasty, overly emotional sessions.

**Suspected or Concern over Child Abuse:**

As a person who has frequent contact with children, we have a moral obligation to report any circumstance in which there is a, “reason to believe,” abuse or neglect of a child to the proper authorities. Consult with management if you believe a child may be a victim of abuse.

**Crisis Communication:**

In a matter of crisis or emergencies that may occur at the Aquatic facility, at no time

should information be divulged to anyone except City Staff, Police, Fire or other people as directed by the management. At no time should information be divulged to members of the media, or persons who may or may not depict themselves as representatives of any group, including but not limited to the person(s) involved in the incident, unless so directed by the City Administrator, City Attorney, or Recreation/PR Director. When answering questions always give facts, never give opinions.

It is important that the identities of those involved be protected from the media. Leaking the names out to the press could be detrimental to the families. It is for their sake we let the proper authorities handle any press relations.

In the circumstance that Splash Zone will be closed, always refer the public in a manner which will not allow misinterpretation as to the nature of the emergency or closure. Example, “Splash Zone is closed temporarily, we anticipate reopening at ‘blank time’ on ‘such date.’ We apologize for the inconvenience.”

**Blood-borne Pathogens:**

It is required that before applying any kind of first aid, latex gloves must be put on by the person rendering first aid. It is also required that a face mask or pocket mask be used while performing rescue breathing or CPR. Clean up of bodily fluids must be completed by using appropriate materials, including latex gloves and goggles or other protective wear if necessary. All employees exposed to the potential of blood-borne pathogens may be required to take blood tests to establish immunity levels. Failure to adhere to this policy will constitute an automatic written warning.

**Two Way Radios:**

Two way radios will be distributed as seen necessary by the management. These are intended as a means of meaningful and professional communication. Conversation must be limited to work related concerns and topics only. Concerns over plans for the weekend, or how a person fills their swimsuit will not be deemed as professional.

**Lifeguard Information:**

Lifeguards and Instructors must always follow procedure as set forth by the American Red Cross and the facility's emergency action plan as practiced during in-service training, when performing a rescue or rendering first aid.

**Sexual Harassment:**

According to the City of Ephrata Policies and Procedures Manual Number 3020 B, Sexual Harassment is covered as followed:

“Sexual harassment has been defined by state and federal regulations as a form of sex discrimination. It can consist of unwelcome sexual advances, requests for sexual favors, the display of derogatory posters, cartoons or drawings, or other physical or verbal conduct of a sexual nature by supervisors, department heads or others in the workplace.”

If any employee of Splash Zone feels that he/she is a target of sexual harassment or believes they have witnessed sexual harassment, a complaint providing as much specific detail as possible, shall be submitted directly to the Recreation/P.R. Director. The Recreation/P.R. Director shall initiate a thorough investigation in consultation with the proper City personnel. If the Recreation/P.R. Director is the target of the complaint, submit the complaint to the City Administrator who shall initiate the investigation.

The City of Ephrata holds a no tolerance stance on sexual harassment and clearly states that it shall be grounds for immediate dismissal.

The Splash Zone Management team will not tolerate any form of sexual harassment and stands firm with the City of Ephrata in the ideals and beliefs that gender is not to be used in any form to make personal or professional gain.

**Example Opening and Closing Procedures**

Being on time means:

- In your chair at your scheduled shift time
- In your correct uniform, with your sunglasses and whistle
- With a hydrating beverage (water, etc)
- With sun screen on
- With tube, mega-phone, radio, umbrella up

At closing:

- You do not get out of your chair until your area is clear
- Double check bottom of pool prior to getting out of chair and as you circle in toward the office
- Bring in all equipment: tube, mega-phone, and radio.
- Put umbrella down.
- Public should not be behind you as you walk in
- Get your assignment from the head guard
- You are not excused from your shift until a head guard or assistant manager excuses you
- Do not change out of your guard uniform or gather personal belongings until instructed by a Head Lifeguard

## Disciplinary Action Guidelines

The following are guidelines for disciplinary measures taken for Splash Zone Employees.

V-Verbal Warning    W-Written Warning    S-Suspension    T-Termination

	1st	2nd	3rd	4th
Violation:				
Eating in unauthorized areas:	V	W	S	T
Using Tobacco:	S	T		
Tardiness:	V	W	T	
Not showing up for a shift:	S/T			
Non-critical Policy Infraction:	V	W	S	T
Missing more than 3 days w/out doctor's excuse:	W	T		
Failure to fulfill duties as assigned:	S	T		
Insubordination to Authority:	S	T		

Any other behavior or action deemed detrimental or harmful to Splash Zone, its staff, guests or goals, as determined by the Recreation/P.R. Director, will be cause for immediate termination.

Examples may include but are not limited to:

Dishonesty (includes stealing), allowing in non-paid guests, destruction of public property, falsifying facts related to work situations, using or being under the influence of any mind altering substance while on duty, being under the after effects of any mind altering substances (hangover) while on duty, falsifying time sheets, using profanity in the company of guests, discourteous behavior toward guests, improper handling of revenue, horseplay, leaving without authorization, failure to carry out critical operation procedures, sexual harassment.

# Risk Management

**ANY EXPULSIONS, ACCIDENTS OR SAFETY CONCERNS REQUIRE AN  
INCIDENT REPORT FORM TO BE COMPLETED AND RETURNED TO THE  
MANGER'S OFFICE IMMEDIATELY AFTER THE INCIDENT IS DISCOVERED  
OR DEALT WITH.**

## Emergency Action Plan

1. Guard recognizes situation, and performs the American Red Cross established seven basic steps to a rescue. They Include:

1. Activating the Emergency Action Plan (blow whistle)
2. Entering the water
3. Approaching the victim
4. Performing an appropriate rescue
5. Moving the victim to safety
6. Removing the victim from the water
7. Providing emergency care as needed

\*\* Whenever performing a rescue, always take and use your rescue tube.

2. The nearest guards determine whether their assistance is required (spinal). If so, give assistance. Assistance may include unhooking ropes (chairs 3 and 4), placing tube under rescuer, or notifying other staff to bring a backboard. If assistance is not needed, join other guards by standing on station with rescue tube held up over head. All guards must acknowledge the incident and adjust zones appropriately.

3. If situation so requires, have guard on break notify EMS. If EMS is not required, head guard or extra guard replaces guard who made rescue in rotation.

4. Provide proper First Aid or CPR as needed.

A. If EMS is required:

- i. Continue providing proper First Aid/CPR
- ii. Clear pool if necessary
- iii. Control crowd as needed
- iv. Check and replace equipment
- v. Make corrective measures to prevent any further accidents
- vi. Return to duty if appropriate

5. Complete paperwork as required. Do not introduce any facts of the emergency to members of the public unless so instructed by the Recreation/P.R. Director, City Administrator, or City Attorney.

***The address of Splash Zone is: 780 A Street SE, Ephrata.***

## **Lost Child/Parents**

In the case of a found child who has lost their parent/guardian:

1. Try to get information from the child (name, name of parents, etc.).
2. Ask the child who they came with and where they put their towels when they came in.
3. Comfort the child throughout the process.
4. Go to the area the child indicated and look for a parent.
5. If no parent is found, bring the child to the office, show the child as you walk and have the child look for a parent/guardian as they walk.
6. If you reach the office and still haven't found a parent, allow the child to sit with a manager and wait for the parent no longer than five minutes.
7. Make an announcement over the PA system that you have a lost child, and if the parent can describe the child to you they can claim them. Send staff into the locker room and ask for the parent.
8. If a parent still does not claim the child, contact the Police Department.

If a parent reports a missing child:

1. Get a description of the child
2. Share that description with the front desk staff to ensure the child doesn't leave (kidnapped).
3. Share the description of the child on the radios, so the staff can look while scanning.
4. Walk around the pool with the parent to try and identify the child, informing other staff to keep an eye out for the child. Send staff through the locker rooms to search for the child. Keep in mind certain age groups will be drawn to play in certain areas, so look there first.
5. Staff will take a frenzy break, which will clear the pool and allow you to review rules and page the child.
6. If the child does not respond contact the Police Department at the parental unit's request.

## Emergency Procedures

Always follow any medical precautions as detailed in an American Red Cross First Aid and/or CPR for the Professional Rescuer Course. Never attempt to remedy situations beyond your specific level of training. When in doubt contact the Management, or an EMS professional, for any medical situations of which you do not feel qualified or capable to handle. Always error on the side of safety. Any incident which requires first aid of any kind requires an incident report form be completed and turned in before you leave for the day.

### Medical:

1. Any emergency medical situations that need EMS as described in an American Red Cross class, or beyond the scope of treatment learned in American Red Cross First Aid/CPR Training, should be brought to the attention of Emergency Medical Services, or 911.
2. If American Red Cross First Aid/CPR Training can remedy the situation, apply the appropriate treatment, and then notify EMS if necessary.
3. If EMS is notified for any medical situation, contact the Recreation/P.R. Director or City Administrator as needed.
4. The staff member should not transport any subject at any time under any circumstances. If a parent/guardian, Manager and/or Recreation/ P.R. Director cannot be reached, contact the police department and explain the situation to them. They will transport the subject or contact the proper authorities to transport the subject.

### Fire:

1. Immediate evacuation of the Aquatic Center is required. Direct all patrons to the gate farthest from the fire.
2. Check the building if at all possible while yelling, "Fire, everyone outside!" If possible, check all storage areas, locker areas, offices, concessions building and the maintenance room.
3. Have a staff member call 911. This person

may have to use the payphone or a nearby home. They should also call the Recreation/P.R. Director and/or City Administrator.

4. It is vitally important that all patrons, especially youth, be accounted for and, "contained," in the same area after the incident until released by the appropriate personnel, be it Police, Fire, Medical or Parks and Recreation staff.

### Chemical Leak:

1. If it is discovered that chlorine is leaking contact the Recreation/P.R. Director and appropriate Parks Maintenance personnel.
2. Keep people and property away from any spill. A strong odor may cause headaches and nausea. Liquid chlorine is generally considered very safe.

### Exposure Control Procedure

Always use barriers to prevent direct contact or exposure to the fluid. (Gloves, goggles, etc.) Clear path from excretion/contaminated material to nearest drain.

Apply a generous amount of disinfectant. Scrub with brush and wipe up with paper towels. Re-apply disinfectant.

Rinse with a very generous amount of water, again ensuring that path of runoff to drain is clear.

Throw away used paper towels.

Discard gloves. Ensure careful removal of gloves to minimize possible secondary exposure. Return equipment to proper area.

**IF AT ANY TIME, YOU BELIEVE YOU MAY HAVE BEEN EXPOSED TO BLOOD OR OTHER BODILY FLUID IN A MANNER WHICH MAY PLACE YOU AT RISK OF INFECTION, NOTIFY A SUPERVISOR IMMEDIATELY.**

### Lightening

Lightening is a dangerous and often avoidable situation in the Aquatic Industry. Always follow the guidelines set by the National Lightening Safety Institute. Immediately clear

the pool. Direct all patrons to the appropriate locker rooms as quickly as possible. Do not allow people to take shelter under Umbrellas, near guard stands, near picnic shelter, near slides or diving boards and keep them away from the flagpole. All could act as lightening rods. Keep area clear until twenty minutes have passed from the last sighting.

**Robbery:**

Do whatever the perpetrator asks, do not argue or aggravate them.

Once the perpetrator has left, notify a Manager to call 911.

Fill out an incident report form as soon as possible, entailing physical characteristics of the individual.

**Bomb Threat:**

Notify 911 and a manager immediately.

Note all communications between yourself and the person making the threat.

Clear the area in an orderly manner.

Attempt to direct guests away from potential hazards.

Do not re-enter the building or allow others to re-enter until proper authorities give permission.

**Power Outage:**

Clear facility in an orderly manner.

Notify Maintenance Department and Manager.

Do not allow anyone to ride slides or use other amenities..

**Earthquake:**

Stay indoors. Take cover under a desk or doorway.

Watch for falling or unstable objects, including glass windows.

Evacuate building after quake has stopped. Do not re-enter building.

Other situations which may be of concern may include gang activity and mischievous teens or youth. Be pro-active with these situations.

Communicate your concerns to a manager and express why you are concerned.

**MSDS:**

Material Safety Data Sheets are documents that contain information about any hazardous material located within the facility. MSDS will include any precautionary measures necessary when handling cleanup procedures and disposal methods. All instructions outlined in MSDS must be strictly followed. If you have any questions about any chemicals in the facility, refer to the MSDS or ask a supervisor. MSDS are located in the mechanical room on the North wall of the building.

**Social media**

No pictures taken at Splash Zone will be allowed to be put on the internet (myspace, facebook, twitter, etc) without the approval of the Parks and Recreation Director. Comments unbecoming and/or about coworkers and/or patrons shall be cause for disciplinary measures including suspension and/or termination.

**Closing Early:**

The City of Ephrata reserves the right to close the facility early due to low attendance or inclement weather:

Policy:

30 minutes or longer with less than 20 people in the facility after 2:00 pm

OR

Inclement weather and less than 10 people in the water for a period of 30 minutes at any time

## ***Splash Zone User Rules***

### **GENERAL RULES/Policies:**

1. The City of Ephrata is not responsible for lost, stolen, or damaged items.
2. No refunds will be given for closure due to weather or to individuals dismissed from the facility for behavioral problems.
3. Persons with colds, skin infections, bandages, communicable diseases or open wounds are not allowed to enter the pool.
4. Swimmers need to shower using soap and water before entering the pool.
5. Lifeguards must be obeyed at all times.
6. Flotation devices are subject to approval. Children under the age of 8 must be accompanied and supervised by a parent or guardian at all times. No child shall be left unattended.
7. Children between the ages of 8 and 12 must be accompanied by and under direct supervision of a person at least 16 years old.
8. Barbecues may be used only in designated areas and the coals must be removed from the facility by the person(s) using the barbecue.
9. Ice chests may be brought into the facility but are subject to search.
10. Food and drink is allowed only in designated areas.
11. All patrons entering Splash Zone (i.e., swimming, sunbathing, and child supervision) will be assessed a daily admission fee. The only exceptions are for observing swim lessons and parents seeking children to return home.
12. This facility will follow the guidelines set by the National Lightning Safety Institute.
13. At times swim lessons, aquatic exercise class, lap swimming, or other programs may close portions of the pool to other activities.

### **THE FOLLOWING ARE PROHIBITED:**

1. Glass.
2. Pets.
3. Gum.
4. Use/possession of tobacco, drugs, and alcohol and persons under the influence of them.
5. Running, dunking, excessive splashing, throwing objects recklessly, spitting, or rough play/horseplay.
6. Loud, profane, boisterous or unruly conduct. Fighting will not be tolerated. The police will be notified at the first signs of confrontation.
7. Violence or threatening behavior toward people and/or property.
8. Acts which endanger people or property are not allowed.
9. Spitting, urinating, defecating, or otherwise contaminating the pool or surrounding areas.
10. Fraternalizing/harassing, or bothering the staff. Verbal and/or physical abuse towards any employee will result in immediate dismissal from the facility. If a lifeguard is watching you bother them, who's watching the water?
11. Inappropriate dress is at the discretion of City Staff and includes cut-off jeans or garments with hanging threads.
12. Portable radios, televisions, musical devices (with the exception of a small walkman type device with headphones).
13. Objects that may endanger the safety of the patrons (i.e., knives, sharp edges, etc.)
14. Diving, except from the diving boards Swimmers must be able to swim 2 laps in order to use diving boards or play in the deep end.
15. Crossing over, under or hanging on rope

- lines.
- 16. Use of equipment for other than designed uses.

**ZERO DEPTH POOL RULES:**

- 1. Shallow end entries only. Diving into the zero depth pool from the deck is prohibited.
- 2. Running into or out of shallow end of zero depth pool is prohibited.
- 3. Care should be taken for smaller children in and amongst larger children.
- 4. Climbing on the structures is prohibited.

**DIVING TANK:**

- 1. Guests must be able to swim two widths of pool before using the diving boards.
- 2. One person on board at a time.
- 3. One bounce only.
- 4. Inward or handstand dives are not permitted.
- 5. No loitering on the board or in the dive tank area.
- 6. Go straight off end of board.
- 7. After completing dive, diver must swim to closest ladder and exit pool.
- 8. Next diver must wait on deck until previous diver has entered the water.
- 9. Next diver should not start dive until previous diver has reached the pool wall or ladder.
- 10. Balls, flippers, goggles, etc. are not allowed on board.
- 11. No one may catch children off the diving board.

**FROG SLIDE RULES**

- 1. Riders must not exceed the 4' height limit.
- 2. Riders must be 7 years of age and under.
- 3. Go down feet first only.
- 4. One rider at a time on the slide.
- 5. Wait for landing area to clear before sliding down the slide.
- 6. No horseplay, unruly behavior, diving, standing, or jumping off of the frog is permitted.

- 7. Do not crawl up the slide or sit/stand in the slide path.

**LILLY PAD RULES**

- 1. Obey the commands of the lifeguards at all times.
- 2. Only one person allowed on a floatable at a time.
- 3. Wait to cross until person in front has exited pool.
- 4. Cross in only one direction.
- 5. No jumping from floatable to floatable.
- 6. Lilly pad users must be 4'6" tall.
- 7. No diving from floatables.
- 8. Horseplay or stunts not permitted.
- 9. Stay out from under floatables.
- 10. Caution! The surface of the floatable is wet and can be slippery. Do not stand fully upright at any time
- 11. Failure to abide by rules may result in injury to self or others and may result in dismissal from pool facility.

**SLIDE RULES:**

- 1. Begin decent of slide only when signaled by guard.
- 2. Guests should be seated or lying on their back, feet first, when going down slides.
- 3. One person at a time may ride down the slide.
- 4. Only one person is aloud per landing. The line is to start on the concrete.
- 5. Riders must be 48 inches tall to use slide (no exceptions) and must weigh less than 300 lbs to use the slide.
- 6. Pushing, shoving, cutting or saving places in line on the approach to the slide is prohibited.
- 7. Guests must exit splashdown area immediately by way of the stairs.
- 8. No jumping or diving into splashdown pool.
- 9. Sharp objects are not allowed on the slide. Cutoffs or shorts with rivets will not be permitted on slide. Eyeglasses should be securely attached to rider.
- 10. Life jackets are not allowed on slides.
- 11. Splashdown pool is not for swimming

purposes.

### **Patron Disciplinary Procedures**

The Ephrata Parks and Recreation Department strives to provide a safe, fun, supervised environment where aquatic recreation can be enjoyed by all. All disciplinary decisions will be made with this as our primary objective.

Unruly behavior will be treated with a “three strikes and your out,” like philosophy. There will be a verbal warning given, the second violation may result in temporary expulsion or time out from water activities or a second verbal warning, and the a third infringement may result in expulsion ranging from the remainder of the afternoon to permanent. Severity of expulsions will be at sole discretion of Parks and Recreation staff. Any subject ordered removed for a period of longer than twenty-four (24) hours will have their parent(s)/guardian(s) notified if at all possible. Any ejection longer than twenty-four (24) hours must be approved by the Recreation/

P.R. Director. Any person(s) who does not leave upon being notified of their expulsion will be treated as a trespasser and the proper authorities will be notified to remove the subject(s).

Violent acts, or acts that may lead to violence, as determined by the Parks and Recreation staff, infringement of the drug/alcohol policy and acts of vandalism will be treated as legal matters. Actions may include: intervention, arrest, prosecution, conviction, probation, admittance into a detention facility, or any combination.

The Ephrata Parks and Recreation Department strives to provide a safe, fun, supervised environment where Aquatic Recreation can be enjoyed by all. All disciplinary decisions will be made with this as our primary objective.

## ***Splash Zone Pay Scale 2011***

**Effective July 10, 2009**

Prerequisite: ARC Lifeguard Test. Employees have to get 90 percent or better on each section to qualify for 2nd/3rd step. 40 points possible.

2<sup>nd</sup> step. Facility specific written test: 2 pts each correct answer. 60 points possible.

3<sup>rd</sup> step. Skills test for those who qualify. Physical test is as follows:

### 500 yd swim

6 min or less = 5 pts.

6:00:01-7 min = 4 pts.

7:00:01- 8 min = 3 pts.

8:00:01- 9 min = 2 pts.

9:00:01-11 min = 1 pt

### 50 yd swim

25 sec. or less = 5 pts

25:01-27 sec. = 4 pts.

27:01-32 sec. = 3 pts.

32:01-37 sec. = 2 pts.

37:01-45 sec. = 1 pt.

### Shallow Water Spinal

Ranked 0 (poor) to 5 (excellent) according to technique and effectiveness. Rescuer enters water in 3.5 feet. Victim will be face down and it will be assumed they have a head/neck/back injury and rescuer must use the head-chin support technique. Rescuer must roll the victim over and walk them for ten yards.

### Compact Jump

Rescuer must perform a compact jump off chair #6 (next to drop slide) swim out to the third black line using either heads up breast or heads up crawl stroke without a rescue tube, perform a head first surface dive and retrieve a ten pound diving brick. The rescuer will then bring the brick back to the nearest edge and set the brick on the deck. Time will begin when the rescuer hits the water and stop when the brick is set on the deck.

15 sec. or less = 5 pts.

>15-18 sec. = 4 pts.

>18-21 sec. = 3 pts.

>21-26 sec. = 2 pts.

>26-31 sec. = 1 pt.

### Stride Jump

Rescuer performs a stride jump from next to Life Guard chair and swims out three black lines using the heads up crawl or heads up breast stroke without a rescue tube. The rescuer will then perform a feet first surface dive and retrieve the ten pound diving brick. The rescuer must then swim back to the edge while carrying the brick and set the brick on the deck. Time will start on contact with the water and end when the brick makes contact with the deck.

15 sec. or less	= 5 pts.
>15-18 sec.	= 4 pts.
>18-21 sec.	= 3 pts.
>21-26 sec.	= 2 pts.
>26-31 sec.	= 1 pt.

### Head Splint

Ranked 0 (poor) to 5 (excellent) according to technique and effectiveness. Rescuer will recognize that victim is face up, in water 12' 6" deep, and suspects a head/neck/spinal injury. The rescuer must then perform a rescue using the head splint technique and swim with the victim 15 yards (roughly three black lines).

### 50 yd Tow

The rescuer must hold both hands on the ten pound diving brick at all times. The rescuer will swim 50 yards on their back using only their legs.

1:00 or less	= 5 pts.
>1:00-1:05	= 4 pts.
>1:05-1:10	= 3 pts.
>1:10-1:20	= 2 pts.
>1:20-1:35	= 1 pt.

### 25 yd underwater swim

Points are awarded according to distance. One point for less than half way, three points for over half way. Five points awarded for swimming the entire 25 yards. Distance is marked at the first point the rescuer breaks the surface of the water.

Subjective scoring:      Attitude = 0 (poor) - 10 (excellent) pts.  
   Effort     = 0 (poor) - 10 (excellent) pts.

2011 Pay scale: for valid WSI add \$0.50/hr and for a valid LGI add \$0.50/hr.

Minimum LG = \$8.67/hr.  
80 - 115 pts. = \$8.80/hr.  
115 - 140 pts. = \$9.00/hr.  
140 - 160 pts = \$9.20/hr  
\*\*\* HG will make \$11.10 (for valid WSI add \$0.35/hr and for a valid LGI add \$0.35/hr)

**City of Ephrata  
Splash Zone  
Employee Acceptance Form**

I, the undersigned employee, do hereby acknowledge that I have received, read, understand, and agree to adhere to the policies and procedures detailed in the Splash Zone Employee Manual (Manual) in its' entirety.

I agree to make every effort to comply with these policies and procedures as stated in the Manual, and understand that if I do not comply with the stated policies and procedures that I will be disciplined according to the standards of the manual.

I understand that if I have any questions, I may bring such questions to my supervisor at an appropriate time and in an appropriate manner.

I do hereby agree to allow the City of Ephrata to request a criminal background check if they so desire.

I understand that I must have this form completed and returned to the Recreation/P.R. Director or Splash Zone Management prior to In-Service Training.

Employee Name (Print) \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

(if Employee is Under 18)  
Parent/Guardian Name (Print) \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_

Date \_\_\_\_\_

**City of Ephrata**

**Drug Free Work Place Employment Consent Form**

*Applicants, please read and sign below.*

I understand, as required by the City of Ephrata policy, all employees must submit to drug and/or alcohol tests. A urine specimen will be collected at a site selected by the City of Ephrata and tested for drugs at a DHHS/SAMHSA-certified laboratory. The laboratory results of the drug test will be reviewed, reported and maintained by a third party administrator (currently QCL, Inc.) selected by the City of Ephrata. If the drug test is negative, the third party administrator will report the test result to the city. I may be given an opportunity to discuss a positive laboratory test result with the Medical Review Officer before the drug test is reported to the city as a verified positive. I consent to the release of test results to the City of Ephrata's designated representative on a need-to-know basis and to additional parties in accordance with my written authorization or as otherwise required by applicable federal or state law.

I also understand that I may be required to submit to additional drug and/or alcohol tests as outlined in the company policy and supportive material.

I hereby agree to voluntarily submit to a drug and/or alcohol test and further understand that if said test(s) is verified/confirmed as a positive drug and/or alcohol test and/or if it is determined that there has been any interference with the collection or testing process (including adulteration and/or switching specimens), I may be terminated from my position with the City of Ephrata.

Employment with the City of Ephrata is conditioned on negative test results.

***If you have any questions, please discuss them with the City of Ephrata before signing.***

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Required if applicant is less than 18 years of age:***

I am the parent/guardian of \_\_\_\_\_. I hereby consent to his/her participation in an employment drug and/or alcohol test as detailed above. I understand that test results will only be disclosed to the applicant.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_