



Lifeguard Training Manual



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Purpose

The purpose of this training manual is:

- to train you in the knowledge, skills, and abilities necessary to properly perform your duties;
- to instill in you a strong service ethic toward our members and your fellow workers;
- to provide you with the tools and techniques to comfortably perform all assigned tasks;
- to prepare you for potentially difficult situations by providing you with the approved way of dealing with them.
- to ensure you have a thorough understanding of the rules and regulations of the Club.
- to instill in you a level of confidence that enables you to do your job with the highest degree of professionalism and courtesy.

Responsibilities

The Activities Director and the Pool Manager are responsible for properly and completely training you for your position.

It is your responsibility:

- to diligently apply yourself to mastering the material presented in this manual, and
- to notify the Activities Director or Pool Manager of any difficulties encountered in the performance of your duties that might require modification of operational policies, procedures, standards, or training.
- to notify the Activities Director or Pool Manager if you do not understand a rule or policy regarding pool safety. You will be questioned by members, so you must have a thorough understanding of all rules and policies

It is the responsibility of the Activities Director or Training Manager to review training material and programs to ensure that they meet the need of providing high quality training to you and your fellow employees.

Your Supervisor

Each Club employee comes under the direct control of a Supervisor, in your case, the Pool Manager. He or she, in turn, answers directly a Department Head who reports to the General Manager. Your Supervisor is an important link in the management chain and is responsible for the daily work of your team.

Your Supervisor is responsible for training you in the proper way to do your job and ensuring that your work is completed according to our quality and performance standards.

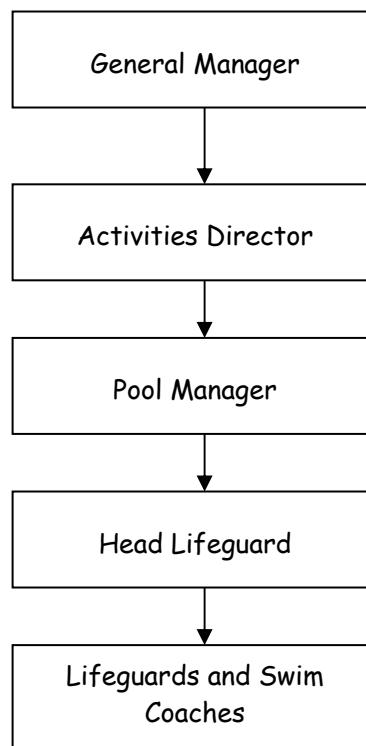
A major responsibility of every Supervisor is to provide you with the assistance and

Responsibilities, Continued

support you need to do your job properly. If you have a question about any aspect of your work or you need help, see your Supervisor. We only ask you to remember that your Supervisor is a busy person with many responsibilities. Please show courtesy and understanding by approaching him or her at an appropriate and convenient time.

In the absence of your Supervisor, a duty manager, or other assigned supervisor, assumes control of your team.

Chain of Command



The Chain of Command is the structure that ensures the delegation of necessary staff functions and also dictates how to properly handle certain situations. Please use the chain of command if you have questions, have concerns, or to make suggestions.

Background

A private club creates a special environment for its members. It is a place of refuge from the busy world around us. It is a place where friends and business associates can gather and enjoy the amenities of the Club. It is a place where they are known by name and those of us who serve them know their preferences and desires.

One of the primary amenities offered by the Club is the Club's Family Activities Center and Aquatics complex. Our role as Club staff is to enhance members' enjoyment of the Club and provide them with the highest quality recreational experience. The nature of our business is SERVICE. As members of the Club's staff, our efforts are directed toward providing the highest possible level of service to our members and their guests. Therefore, we must anticipate their needs and desires, set standards of excellence that challenge us daily, train continually, and constantly examine and improve the details of our operation to enhance our members' experience. The success of our efforts and excellence of our operation is ultimately measured by their satisfaction.

The quality of our operation is determined by our stated standards of services, facilities, cleanliness, maintenance, and service. Achieving these standards is dependent upon the efficiency of our organization, the quality of our staff, the thoroughness of our training, the depth of our attention to detail, and the strength of our commitment to accountability for results.

The key to meeting our responsibilities to our membership is the committed involvement of our staff. This commitment flows naturally from people who are valued as individuals, properly trained, highly motivated, and well led.

To do your job properly, there are many things you must know. We trust that after working through this self-study training manual and being trained in the specific techniques of service, you will be equipped with all the necessary knowledge, skills, and abilities to do your job with grace and ease.

Your Attitude

Satisfying our members is not an easy matter. They expect high quality food, recreation, and service in a clean, friendly, well-maintained and operated environment. To meet their expectations you must have a keen commitment to our standards of service and the right attitude to make it happen.

The right attitude is the most important requirement for success in any endeavor. How you approach your work has a direct bearing upon the quality of your work, and more importantly from your standpoint, the enjoyment and the sense of satisfaction you derive from working here. If you dwell on the negative, your work and every aspect of your life will be negative. You must choose instead to see your work in a positive way and take pride in your contributions to the larger effort.

We feel strongly about maintaining a positive attitude. One sour, negative attitude can ruin the workplace for all of us. Our members don't need it and we don't need it.

So we say with deep conviction,

"BE OF GOOD CHEER OR DON'T BE HERE!"

Mission Statement

The Club is a private, residential lake and golf community consisting of primary residences and second homes with a wide range of recreational facilities. The Club is operated as a non-profit entity for the benefit of its members. The Club has been envisioned and designed to set the standard for quality, service, and attention to detail.

The mission of all the Club staff is:

**To ensure maximum member satisfaction
with all aspects of services and facilities.**

This mission requires our team to achieve the highest level of member satisfaction possible. It is very important that we function as a team or else we will fail in our mission. There is no room for bad attitudes or non-team players, and neither will be tolerated. The mission is too important to the health and vitality of our business.

Lifeguard Expectations

Service and cleanliness are the key components to our product and we must provide them at the highest levels possible to our members and their guests. To do this we must:

- Meet the expectations of excellence that are placed upon the team.
- Understand that when a member perceives a problem, the problem is ours.
- The burden of solving that problem lies with the team.
- Show a sense of enthusiasm about our mission. A good attitude is very contagious.
- Graciously accept comments, criticism, and complaints that will teach us how to provide a better product for our members.

All team members should realize the general responsibilities that are associated with being a professional lifeguard. In order to fulfill these general responsibilities and expectations you must have a thorough understanding of lifeguarding surveillance and rescue techniques covered later in this manual, plus possess outstanding public relations skills and have a thorough knowledge of The Point's policies, procedures, and standards.

Hence, you must have a complete understanding of this handbook. The tests that you take are an evaluation mechanism used to determine if you have the ability to do what is required of a member of Club team.

In order to effectively execute the "Mission" of the Club, our team members must be equipped with additional training and customer skills not provided in your initial lifeguard training. Although the "Mission" is the primary objective of the team, we must also convey a perception of professionalism and courtesy to our members. In addition to the previous obligations, the following list of responsibilities should be followed at all times in order for the team to operate efficiently.

Lifeguard Expectations, Continued

- Know the chain of command. Efficient communication is essential. The Pool Manager should be notified of any upset members, accidents, unauthorized users, or anything else out of the ordinary. If the Pool Manager is not available, please use the chain of command to notify the Activities Director or General Manager. **Never attempt to handle an upset member or potentially volatile situation on your own!**
- Your primary concern is the safety of others. **Be alert at all times.**
- Show mature judgment at all times. Follow the guidelines in this manual when making decisions. **Never raise your voice and always maintain your composure!** Many members will view your actions and how you respond to situations.
- Enforce all pool rules to the letter with consistency. You do not have the authority to change or disobey any of the Club's rules or policies. These rules apply to all members of the team as well. This is true during shifts and while guarding private pool parties.
- If you do not know the answer, ask and find out! Use common sense.
- You are required to have your uniform on during **each and every shift**. It must be clean and in good repair or you will be asked to leave or be issued a new one at your own expense. **No exceptions!**
- Always set a good example! You should never act in an unsafe manner or ignore the facility rules yourself.
- The facility will be kept impeccably clean at all times and the team is responsible for this. If it is dirty, clean it. If it is on the ground, pick it up.

Lifeguard Expectations, Continued

- Keep physically fit during the season. This will only add to the perception of professionalism that we want to convey.

Remember that service is the main product that we sell. Our level of service is the major thing that differentiates The Point from its competitors. All of our members have paid for the entitlement to enjoy the facility and therefore they are especially deserving of our full attention and respect. In addition to ensuring the safety of our guests, it is the team's job to make each member feel welcome and important.

Gracious hospitality is exhibited both verbally and non-verbally. Your nonverbal communication often has a large impact on the way a member perceives what you are saying to them verbally; hence, your body language is particularly telling and very important. Your posture, gestures, facial expressions, manner, tone, activity (or lack of), and general attitude combine to amplify the hospitable, positive, and warm attitude that our membership deserves. Remember that members will view every action you take on the pool deck. Make every effort to do whatever is within your means to make our members and their guests proud to be part of the Club.

The Club only invites professional lifeguards to join the team. Being a professional lifeguard and team member means more than just getting a paycheck. In order to remain on the team, you must be mentally and physically prepared at all times to meet the high expectations that are placed upon you and ensure the safety of all our members and guests. This means bringing commitment, competence, and common sense to your job every day. The following characteristics must be displayed at all times to be considered a professional lifeguard:

Reliability - Do not be late. Do not miss a shift. Never leave your team short-handed.

Courtesy - Be polite to everyone, all the time. Never yell at anyone. Never get angry.

Lifeguard Expectations, Continued

Positive Attitude - This is the only attitude allowed at the Club.

Well Groomed - Keep your uniform clean and in good condition. Always wear your uniform and wear it properly.

Composure - Everything you do will be heard and seen, stay calm and composed at all times.

Maturity - Because of the safety implications inherent in your position, there is no room for bad decisions and carelessness.

Consistency - Be fair to all. Do not pick on specific members.

Initiative - Don't wait to be asked to do something; do it when it needs doing.

Alertness - This is a must to ensure the safety of our members and guests. One careless moment could affect the rest of your life.

Review I

Give two of the purposes of this training manual.

1. _____

2. _____

What are your responsibilities regarding this training material?

1. _____

2. _____

Should you be sick and unable to come to work, what should you do?

What is the "Mission" of the Club?

It is permissible to not enforce some pool rules at certain times. True False

You are required to wear your uniform during each shift. True False

Maturity and composure are not considered important values. True False

What phrase summarizes the Club's feelings about employee attitude?

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