

# Park Hill Aquatic Center Employee Handbook 2021-2022



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Park Hill School District

Building Successful Futures • Each Student • Every Day

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# Aquatic Center

## Location

8152 N. Congress  
Kansas City, MO 64152  
(816) 359-4080

[www.parkhill.k12.mo.us](http://www.parkhill.k12.mo.us)

## District Office Hours

8 a.m. – 5 p.m. Monday through Friday, except for school holidays. The District Office is open during the summer months.

## Aquatic Center Hours of Operation

<b>Office Hours:</b>
Monday - Thursday 7:00 a.m. - 3:00 p.m. 4:00 p.m. - 9:00 p.m.
Friday 7:00 a.m. - 3:00 p.m.
Saturday 9:00 a.m. – 6:00 p.m.
Sunday 12:00 p.m. – 5:00 p.m.

## **AQUATIC CENTER STAFF**

**AQUATIC CENTER OFFICE** **359-4080**

**AQUATIC CENTER COORDINATOR** **359-6677**

Danielle Stoermann

**ASSISTANT AQUATIC CENTER COORDINATOR** **359-6470**

Tim Wilson

### **ADMINISTRATIVE ASSISTANTS**

Susan Thomas

359-4080 ext. 2

Bert Kilpatrick



The Park Hill Aquatic Center offers a friendly, welcoming atmosphere where individuals and families can enjoy swimming and relaxation. It is the mission of the Park Hill Aquatic Center to create recreational aquatic opportunities that promote personal fitness and healthy lifestyles. We also strive to promote community involvement while fostering the physical and mental well-being of our residents and patrons.

### **PARK HILL AQUATIC CENTER'S GOALS**

- Provide a clean and safe pool environment as well as amenities
- Provide efficient services to the all residents of the community regardless of income, background, and ability
- Effectively plan for the future needs of the community
- Offer a variety of aquatic classes and maintain a high level of professional service
- Continually strive to improve existing facilities while seeking opportunities for future development
- Create a partnership with the community to improve the quality of life for all citizens

## **GENERAL STAFF EXPECTATIONS**

### **Recording Time Worked**

Employees are required to time in and out each day using the Kronos time clocks located in the staff room. No written times will be accepted. Any changes to your Kronos punches must be submitted to the Coordinator or Assistant Coordinator in a timely manner. A “missed punches” sheet will be available in the manager’s office. All employees should approve their timecards at the appropriate time. Staff must be at the pool at least 5 minutes before shift, however, may not clock in more than 5 minutes before shift and must be clocked out 5 minutes after shift ends, unless asked to stay longer by the manager on duty.

### **Identification Badges**

All employees shall wear personal identification badges while in school district facilities. Lifeguards and swim instructors do not have to wear their I.D. badges when they are on the stand or in the water, but are expected to wear them when they are out of the water or not on the stand. Employees of the Park Hill School District shall be provided individual picture identification badges. The badges shall be “clip on”, magnetic or lanyard and worn at the waist level or above in an unobstructed view. Report any adult or visitor not wearing an I.D. badge to the office or building security. An employee who needs a temporary badge for the day may secure one from an Administrative Assistant. In the event that the I.D. badge is lost or stolen, employees are expected to immediately report the incident to the Technology Department at 359-5000 so that appropriate security measures can be taken. Employees will be required to pay a nominal replacement fee for lost or stolen I.D. badges.

\*ID badge must be returned at the end of employment.

## **PERFORMANCE EVALUATION**

The purpose of a performance evaluation is to assure a continued high level of performance. The evaluation process will provide an effective means of communication between the employee and his/her evaluator.

### **General Performance Areas**

- Safety – ability to take every possible action to maintain the safety and security of the district.
- Adherence to Policy and Organizational Support – following procedures, protocols and guidelines.
- Communication Skills – effectively conveying information in a clear, professional, and courteous manner. • Teamwork/Interpersonal Skills/Cooperation – ability to work cooperatively with others
- Attendance and Punctuality – attends work on a regular and punctual basis.
- Quality and Quantity of Work – Thoroughness, accuracy and completeness exhibited in routine assignments and special projects within assigned time.
- Dependability and Reliability – Assumes responsibilities and ensures tasks are completed without sacrificing accuracy or quality.

- Decision Making/Judgment/Problem Solving – identifying problems and drawing appropriate conclusions, communicating issues in an appropriate and timely manner.
- Job Knowledge –Depth of understanding of the content and procedures of the job.

### **Supervisory Skills**

- Leadership and Organization - Ability to convey instructions and organize tasks or people to carry them out.
- Development of Others – effectively coaching and motivating others.
- Resource Management – managing all assets effectively and efficiently.

### **Evaluation Types**

Formative evaluations will take place throughout the year. Summative evaluations will consist of the Classified Performance Evaluation from a compilation of data from formative evaluations.

#### *Probationary Employees:*

Two Performance Evaluations will be completed by the supervisor, one evaluation at or before 90 days of employment and one annual evaluation.

#### *Non-probationary employees:*

A Performance Evaluation will be completed by the supervisor annually.

## **INCLEMENT WEATHER GUIDELINES**

Several factors need to be considered when making weather-related decisions about closure. These factors may include: ice on the sidewalks, lack of snow removal, temperature, wind chill, heat index, or air quality. The Park Hill Aquatic Center will no longer follow the lead of the Park Hill School District. The Aquatic Center will close along with the District for the morning, but the evening hours will be determined by the Coordinator and Assistant Coordinator. For example, if the Park Hill School District cancels classes due to inclement weather, the Park Hill Aquatic Center will be closed 7am-3pm, and then determine on their own accord if conditions are safe and appropriate to open for evening hours to the public. The Park Hill School District often makes school closing decisions based on weather conditions early in the morning. This approach may not always apply to later afternoon weather conditions.

## **GUIDELINES AND RESPONSIBILITIES**

### **ALL STAFF**

#### Expectations and Guidelines

1. Be a representative of the Park Hill Aquatic Center, greet patrons, be friendly.
2. Be knowledgeable of facility programs, hours, rules, etc.
3. Look professional - clean staff uniform, wearing staff ID badge when appropriate, appropriate grooming and personal hygiene.
4. Be prepared for job assignment - for example, have all class items ready prior to class start time.
5. Help maintain a clean and safe facility - report messes to the manager, pick up trash as you see it, ensure equipment is returned, report broken or damaged equipment to the manager.
6. Report any public concerns or complaints to the manager.
7. Take pride in your work, respect your team, give your best effort.

### **ASSISTANT MANAGERS**

#### Essential Job Functions

1. Register students for Aquatic Class registrations.
2. Answer Aquatic Center questions and be familiar with the on-goings of the Aquatic Center.
3. Be familiar with classes and enrollment procedures.
4. Work closely and communicate with the Aquatic Coordinator and other pool managers.
5. Effectively manage a staff of four to eight employees consisting of lifeguards, swim instructors, aerobics instructors, swim team coaches, front desk attendants, and administrative assistants.

#### Performance Responsibilities

- I. Manager expectations
  - A. Responsible for the safety of the facility patrons.
  - B. Supervises lifeguards/and other staff.
  - C. Enforces all Park Hill Aquatic Center facility policies, rules and regulations.
  - D. Follows all Park Hill Aquatic Center facility policies, rules and regulations.
  - E. Follows all regulations as set forth by the Park Hill School District - Board of Education.
  - F. Recognizes and responds effectively to emergencies.
  - G. Responds to patron inquiries and concerns.
  - H. Supervises the general care and cleaning of the facility and the maintenance and minor repair of equipment.
  - I. Inspects the aquatic facility on a daily schedule and reports unsafe conditions and equipment to the Aquatic Coordinator and/or Assistant Coordinator.

- J. Maintains records, reports, and information regarding patron attendance, water chemistry, and other incidents.
- K. Participates in-service training when offered and assists the Aquatic Coordinator or the Assistant Coordinator in conducting these sessions as needed.
- L. Performs lifeguard duties when needed.
- M. Completes additional duties as assigned by a supervisor.

## **LIFEGUARDS**

### Essential Job Functions

1. Skilled in verbal communication with both children and adults.
2. Available to work at least one shift during the week and one weekend day.
3. Be able to work until 10pm on certain weekend nights.
4. Provide emergency first aid/CPR if needed.
5. Develop positive relationships with both students and parents.
6. Provide a safe swimming environment for all the individuals that use the Aquatic Center.
7. Maintain a clean and safe pool deck.
8. Clean the facility on a daily basis.
9. Have mobility and strength to enter the pool and rescue patrons that weigh up to 350 pounds.
10. Work collaboratively with other staff members and management.
11. Follow directions from the Aquatic Center Coordinators and assistant managers.
12. Abide by Red Cross lifeguarding principles and ideals.
13. Be on stand when patrons are in the water. Be on the pool deck anytime a patron is on the pool deck.

### Performance Responsibilities

1. Lifeguard expectations
  - a. Sit upright in the lifeguard stand.
  - b. Do not cross legs while in stand.
  - c. Maintain constant surveillance.
  - d. Assist patrons as long as surveillance is maintained, ask for assistance if needed.
  - e. Conversations must be brief, even with other staff.
  - f. Phones are to stay in the staff room or in an employee's vehicle.
2. Uniform: All lifeguards are required to wear the following as part of the lifeguard uniform:



- a. All guards are required to wear a staff shirt while on duty.
- b. All female guards are required to wear a “guard” suit while on duty. All male guards are required to wear “guard” swim trunks while on duty.
- c. You must have a whistle on you at all times while guarding.
- d. Long hair must be pulled back and in a ponytail.
- e. First Aid fanny packs must be properly stocked and worn at all times.
- f. Guards must bring their resuscitation (seal-ez) masks for each shift.
- g. No street shoes may be worn on the deck or in the chairs while lifeguarding.
- h. Sandals may be worn on the deck but not while lifeguarding.
- i. May not wear pants while lifeguarding.

### 3. Rules/Regulations

- a. All staff members are required to follow all the pool rules as outlined in the “Park Hill Aquatic Center Pool Rules.”
- b. There is no smoking, use of tobacco products, or use of imitation tobacco products allowed on Park Hill School District Property or surrounding areas. This also includes any property under contract to be lifeguarded by Aquatic Center lifeguards. (See Park Hill School District Board of Education policy on tobacco).
- c. No guard may be under the influence of alcohol and/or drugs while lifeguarding (See Park Hill School District Board of Education policy on possession/use of alcohol by students).
- d. No guard may be in possession of any alcohol, drugs, or illegal substance while lifeguarding on the property of the Park Hill Aquatic Center or other pools contracted to be staffed by the Aquatic Center. (See Park Hill School District Work Rules in the Support Staff Handbook).
- e. All staff members must sign in and out on a daily basis using the Kronos time management system. If a staff member misses a punch in/out, it is his/her responsibility to inform the Coordinator or Assistant Coordinator.
- f. Be on time for work, find a substitute when necessary, and begin working at the scheduled time required.
- g. Attend one in-service a month.

### 4. Secondary Duties: You will have many duties to perform as a lifeguard when you are not involved in your primary duty of surveillance of the pool. Some secondary responsibilities include:

- a. Keep the locker rooms and bathrooms clean and free of trash, dispensers filled, stools flushed, lockers closed and showers turned off. Perform this task every 15 minutes when you go on break.
- b. Keep the deck clean and other areas picked up (this includes the bleachers, viewing area, hallway, and staff room).
- c. There are many other responsibilities that may be assigned by the pool manager or staff supervisor as necessary.

## 5. Snack Bar

- a. The snack bar is usually open during the hours you will work as a lifeguard. The snack bar is here to serve our patrons first, and staff second.
- b. Lifeguards are not allowed in the snack bar unless told by the manager in charge. If a lifeguard needs something out of the snack bar, ask the manager on duty.
- c. Staff may purchase food and drink from the snack bar.
- d. A \$5 certificate will be presented on staff birthday's each year and for Employee of the Month.

## **SWIM INSTRUCTOR**

### Essential Job Functions:

1. Skilled in verbal communication with both children and adults.
2. Available to work 7 to 10 hours every week.
3. Develop & implement lesson plans effectively.
4. Provide emergency CPR if needed.
5. Maintain positive relationships with students, parents & community patrons.
6. To be active in the teaching process.
7. Model the four major strokes and other swimming techniques in & out of the water.
8. Be fully trained in the Aquatic Center lesson program.
9. Complete swim lesson certificates for the students in the class.
10. Please do not allow the participants to drink or spit the pool water.

### Other Performance Responsibilities:

1. Work collaboratively with other staff members and management.
2. Have a positive influence on students.
3. Follow directions from the Aquatic Center Coordinators.
4. Work additional hours & attend meetings as requested by administration.
5. Conversations with other teachers should be kept to a minimum and should only pertain to the classes at hand. We encourage instructors to ask the manager on duty for assistance before disturbing other classes.
6. Stay with your class for the entire class.

## **FRONT DESK**

### Essential Job Functions

1. Greet all patrons entering the facility.
2. Collect daily entry fees, sell refreshments and balance a cash drawer.
3. Maintain a clean snack bar area.
4. Maintain positive relationships with students, parents & community patrons.
5. Stock merchandise as needed.
6. Answer phones and direct callers to appropriate personnel.
7. Remain at the front desk unless job function requires staff to leave (bathroom break, grab cleaning supplies).

## **WATER AEROBICS INSTRUCTOR**

### Essential Job Functions

1. Work evening and weekend hours (approximately 6 per week).
2. Effectively teach deep water and shallow water aerobics to groups of 6 to 20 persons.
3. Ensure that participants maintain a healthy heart rate for a minimum of 45 minutes.
4. Maintain a conducive and safe environment.
5. Develop and implement lesson plans.
6. Model the desired movements in and out of the pool.
7. Communicate directions in a clear and positive manner.
8. Ensure that equipment is ready for class and properly maintained. 5 minutes before and after class allowed for set up/tear down.

### Performance Responsibilities

1. Work collaboratively with other staff members and management.
2. Follow directions from the Aquatic Center Coordinators.
3. Be energetic and out-going in a manner that will keep the class energized.
4. Be able to motivate class participants on an individual basis.

## **WORK SCHEDULES**

Work schedules are distributed on a monthly basis. Schedules will be completed at least 5 days prior to the start of the month. Schedules will be printed and posted as well as emailed to staff work email accounts.

It is the responsibility of employees to review the schedule and work their assigned shifts. If unable to work an assigned shift, it is the responsibility of the staff member to secure a replacement. Employees must notify management so they may make adjustments to the master schedule.

Conflict sheets are provided in the staff room at the Aquatic Center. It is the responsibility of the employee to fill out and turn in their availability either via work email or printed and filed in the staff room. If you do not fill out the availability sheet, you will be scheduled as needed and be held responsible for those shifts. If extenuating circumstances arise, please contact the Aquatic Coordinator or Assistant Aquatic Coordinator as soon as possible.

## **DISCIPLINARY POLICY**

The disciplinary policy at the Park Hill Aquatic Center is based on a point system with the following repercussions:

- 1 point or First Infraction – Write up
- 2 points or Second Infraction – Write up & Conference
- 3 points or Third Infraction – 1-week suspension
- 4 points or Fourth Infraction – 2-week suspension and possible meeting with Human Resources
- 5 points or Fifth Infraction – Termination

Individual infractions will be expunged from an individual's record one year after receiving the point.

1 point Infractions - Excessive tardies (3), unprepared to teach class, uniform infractions, multiple missed punches in a pay period (3)

2 point Infractions - no call, no show; insubordination; refusal to complete job duties.

## **PATHOGEN EXPOSURE CONTROL PLAN**

1. Any first aid treatment that requires physical contact with that of a victim/patient will require the staff member/first aid giver to take universal precautions to prevent any exposure and/or disease transmission. Such precautions include:
  - a. Wearing disposable (single-use) gloves.
  - b. Remove gloves according to the Red Cross Standards.
  - c. Discard gloves that are discolored, torn, or punctured.
  - d. Do not clean or reuse disposable gloves.
  - e. Avoid handling items, such as pens, combs, or radios when wearing soiled gloves.
  - f. Change gloves when you give care to a different person
  - g. In addition to gloves, wear protective coverings, such as a mask, eye ware, and gown whenever you are likely to contact blood or other body fluids that may splash.
  - h. Cover any cuts, scrapes, or skin irritations prior to putting on protective clothing.
  - i. Use breathing devices, such as disposable resuscitation masks and airway devices.
  - j. Use a NIOSH-approved high efficiency particulate air (HEPA) respirator if you are likely to be exposed to TB or other airborne pathogens.
  - k. Wash your hands before and after providing care.
  
2. All staff will be trained on ways to prevent disease transmission prior to working in a lifeguard or instructor environment where exposure to pathogens may occur.
  
3. If you believe you have been exposed to a pathogen while on the job; it is the staff member's responsibility to notify the immediate supervisor on duty at the time; whom will then notify the Aquatic Coordinator or Assistant Coordinator. The staff member should seek a medical evaluation to determine the extent of the exposure.
  
4. All staff members should keep in contact with their personal physician or local health department facility and ensure they are up to date on all recommended immunizations. Remember preventing infectious diseases begins with maintaining good health and always practicing good personal hygiene.
  
5. If an exposure occurs on the pool deck or other areas where in-direct contact may spread a pathogen the custodian (if applicable) must be notified at immediately. The area affected will immediately be closed to ensure no exposure occurs. The area will then be cleaned and disinfected by the building staff immediately.

## POOL RULES

1. Obey the lifeguards and manager on duty. They are here for your safety and protection.
2. Complete showers must be taken before entering the water.
3. No walking across or swimming under the bulkhead
4. No food or drink except water shall be taken onto the pool deck. Please use the snack bar area or viewing area behind the glass windows instead. No glass containers will be allowed on the pool deck. This includes the bleachers.
5. Proper swimwear is required. We do not allow any clothing with cotton fibers (including but not limited to: T-shirts, cut offs, gym shorts)
6. Swim diapers are required for children who are not toilet trained.
7. The use of any tobacco products or alcoholic beverages is strictly prohibited.
8. Profanity will not be tolerated.
9. United States Coast Guard approved life jackets will be the only recognized flotation safety devices and may not be used off of the diving boards. The Aquatic Center does not provide any flotation devices for patron use.
10. Any child requiring the use of a lifejacket must be within arm's reach of their parent/guardian at all times.
11. Children six years old and younger must be accompanied by an adult at all times.
12. A lifeguard or coach must be present before entering the pool.
13. No running, pushing, shoving, rough play or dunking.
14. Throwing is not allowed.
15. No extended breath-holding activities
16. No jumping into crowded areas.
17. Chewing gum will not be allowed in the pool.
18. Please do not allow the patrons to drink or spit the pool water.
19. Diving or doing flips from the side of the pool is prohibited.
20. No diving/jumping from the starting blocks unless under the supervision of a coach.
21. Return kick boards and buoys to the kickboard box. They are for competitive usage only.

### Basketball Rules

1. When using the basketball goals all parties involved must be in the water and cannot participate from the deck.
2. No dunking or hanging from the basketball rims and/or nets.
3. Horseplay will be kept to a minimum

## **Diving Board Rules**

1. Refer to the diving rules posted on the north wall in the diving well area. No swimming or diving will be allowed in the diving well without a lifeguard or coach on duty in the diving well.
2. Do all flips, front dives and back dives off the diving boards only.
3. Only one person on the board at a time.
4. Be sure the diving board area is clear before diving. The previous diver must be at the wall before the next diver is allowed to go off board.
5. No jumping or diving from the sides of the boards.
6. No running on the diving boards.
7. Floatation devices may not be used on the diving board.
8. Goggles must be removed before jumping off the diving board.
9. Double bouncing, hanging, handstands, or springing from a sitting position is prohibited.
10. The fulcrum must remain at the front of the board. The fulcrum may be moved only with the permission of the pool manager or the diving coach. At the end of practice the fulcrum must be returned to the front of the board.