

Section I

General Information/Expectations

Community Services Department Leisure Services Branch - Lifeguard Staff Orientation

General Information / Expectations

1. Pay period is the 7th and the 22nd of each month. Cheques can be picked up and signed for at your home site front kiosk. Pay rate for 2000 is \$9.48/hr.
2. Personal schedules are posted every Thursday at your home site. It is your responsibility to pick them up and read them. We use an automated scheduling system to schedule the guards and instructors. Please report any discrepancies in your printed schedule to the scheduling officer, ASAP. The phone number is 975-3003. If you are a student, it is your responsibility to get your exam schedule to the scheduling officer as soon as it is confirmed (check with Deb or Ann). Conflicting shifts will be filled by program staff.
3. Guarding shift changes will be filled out and signed by both parties and given to a Recreation Technician I or II no less than 56 hours prior to the shift. Unlimited shift changes are allowed for guarding. You may not shift change on a shift change and you may not shift change away partial shifts. (i.e. If you are scheduled to guard from 1 p.m. to 5 p.m. you can not give on person a shift exchange from 1 p.m. to 3 p.m. and another person one from 3 p.m. to 5 p.m.)

One shift change is allowed per day in a set of lessons, i.e. one Monday, one Tuesday, etc. This must be within a 7 day period. These shift changes must be in 10 days prior to the lessons and a lesson substitute form included with the shift change. This is not the case for the summer.

4. If additional time off is required, a leave report must be forwarded to the Facility Supervisor five calendar days in advance. A copy of the leave should be left for the Recreation Technician at your home site. Your leaves must be signed and returned to you before your leave is considered approved.
5. If you are ill or there has been an emergency, phone a Recreation Technician immediately. Do not leave a message with the cashier. Please phone as soon as possible.
6. As an employee of CSD, you are required to offer quality instruction and guarding. We expect you to arrive on time and be in position at the time your shift begins, for guarding and instructing. If you have any problems be sure to tell a Recreation Technician, Aqua Technician or the Designated Lifeguard on duty.
7. When you are scheduled at a site for the first time please see the Recreation Technician 15 minutes prior to your shift for a site orientation.

8. If an accident occurs while you are on duty an incident report must be completed. If an accident occurs, and you are in doubt of its' severity, fill out the accident report to be safe. Make sure you understand how to fill out the form, and be specific in describing the situation, locations, etc. The forms can be found in the first aid room at each facility. Forward all incident reports to the Recreation Technician on duty ASAP.

Inform someone? How quickly depending on accident.

9. Please ensure that you read all current information during your shift. You are expected to keep the two-way radio within hearing distance (HBC , LCC & LWC). We do not encourage personal calls at work. Messages will be taken and will be left in your hanging file or at the front kiosk. No personal messages will be sent on the two-way radio. First aid phones are not to be used for personal calls incoming or outgoing.
10. The PA system is to be used for announcements and clearing the pool. It is the full-times and permanent part-times responsibility.
11. The ghetto-blasters or stereo systems are used for aquafitness classes. During public swims, C95 is played. The overhead sound systems extend throughout the entire building. Music volumes must be kept at a reasonable level. (Please note LWC has special guide lines for music during public swims). In terms of Outdoor pools only, there will be no music allowed to be on during operations.
12. All belongings should be locked up. Patrons and staff are responsible for locking up their items. The front kiosk staff will record what is missing when someone reports lost or stolen items. Please send all lost and found items to the front kiosk immediately.
13. Park in designated area only. Staff plug in parking is available. If you work during the day at Harry Bailey please see the Recreation Technician I for a parking pass so that you will not be ticketed.
14. You are to be neat and alert during your shift, as outlined in the Lifeguard Standards Manual. You must be wearing your city issued uniform and carry a Fox 40 whistle while guarding.
15. Guarding is always done with an aid. A tube is preferred, however when there is a shortage, kick boards are used. The number of guards on deck will depend on the number and type of patrons in the pool. (This is the responsibility of every guard to maintain patron to lifeguard ratios).
16. Everyone in or around the pool is included in the bather load count (i.e. people on stairs of water slide, diving boards, sitting on the edge) If you feel an extra guard is warranted due to the type of activity or user group, please speak to a Recreation Technician.

Guarding from the stairs or eating areas is not acceptable. The same goes for leaning up against a wall or chair.

17. There is a participant count book at every facility. It is the responsibility of every guard in position one to record these numbers. The log book needs to be kept up-to-date according to the various swim times.

Rotations are done every 15 minutes unless the Designated Lifeguard has specified a change. Be on time or early for these rotations. On your off rotation, go through the change rooms, playground area, hallways and weight room. Use caution when you are off deck and make sure you are within hearing distance of a whistle. If a whistle is sounded when you are off deck you are responsible to get out on deck for back-up immediately.

18. The guard chair is used for low level swims only. HBAC guard chair may be used during club use (competitive, diving and synchronised swimming), and during early morning lane swim. Guards may sit for 15 minutes and stand for 15 minutes. Lawson and Lakewood morning guard allows guard chair usage during parent & tot swim when there is less than 10 people.

George Ward, Riversdale and Mayfair guard chair usage will be when ever four lifeguards or more are required, it is recommended one guard to be positioned in a lifeguard chair. Whenever 6 guards or more are required as per guard to patron ratio outline by public health and safety, not including water slide guard, it is recommended that 2 guards be positioned in a lifeguard chair.

The guard chair etiquette is as follows:

- 1) Aid up on chair within arms reach
- 2) Sitting straight up in guard chair
- 3) Both feet flat on chair platform
- 4) Alert, attentive and professional
- 5) Moving down from chair to do any public relations

When numbers in the pool drop and we need to go down a guard, a guard is to wait until the next rotation before reducing the number of guards on deck.

18. Registration for swimming lessons is done at the front kiosk. All classes are listed in the Leisure Guide. Please familiarise yourselves with our programs in the guide in order to answer questions patrons may ask. If you do not know the answer be sure to direct the patron to someone who may (i.e. Designated Lifeguard, front kiosk staff, Aqua Technician or Recreation Technician.) Discrepancies in your class lists must be reported to an Aquatic Technician or Recreation Technician immediately.

19. Parent Comment Days are for mid-evaluations during the third and seventh week of a 10 week lesson set and during the third and sixth week of an 8 week lesson set. Parents will be encouraged to speak to their instructors, as well, will have the opportunity to complete evaluation worksheets. To ensure the parents have the accessibility to speak to the swim instructors, we are asking that instructors do not use the hot tub during the third and seventh week of lessons. For the weeks that you do use the hot tub, please ensure that you will be accessible to receive comments from the parents. We are asking that immediately following your lesson, you walk your class to the meeting spot so parents have the opportunity to speak to you.
20. It is every lifeguards responsibility to ensure all patrons shower prior to entry into the water and that there is no outside footwear allowed on deck.

Instructor Orientation Information

Material and Supplies

- Materials and supplies are available at all three sites. You will need to see the Aquatic Technician or Recreation Technician at the specific site to get them.

Program Review

- We offer:
 - Red Cross
 - Aquatots 1, 2, & 3
 - Aquaquest 1, 2, 3 (3 - 5 year olds)
 - Teddy Bears Picnic (LCC only)
 - Aquaquest 1 - 12; Aqualeaders
 - Aqua Adults 1, 2, & 3

Lifesaving Society

- Swim Patrol
- Bronze Medallion
- Senior Resuscitation
- Bronze Cross
- Junior Lifeguard Club



Other programs

- Birthday Parties
- Rent an Activity Leader

Birthday Parties

- Two hours of organised activity for the parties (e.g. 1 hour of games/activities, ½ hour of free time, ½ hour of food and cake)
- Host/Activity Leader plans games in the water appropriate for age of children
- The host is responsible for setting up the birthday area in the wet eating area of the concession. Host is responsible for clean up.
- Pre-school parties follow the pre-school policy. There must be one adult for every 2 children under the age of 6.

Resources

- Canadian Red Cross Society Water Safety Services Instructor Manual
- Laminated Performance criteria sheets for each level
- Safety Education Material
- Other instructors, fulltimes, Aquatic Technicians, and Recreation Workers

Safety Education

- Material is available at each site.
- Feel free to use them and upgrade them or create new ones at any time. We want to be creative and innovative in our presentation of water safety education.

Actar Dolls

- Infant and adult dolls are available
- Please request them through an Aquatic Technician or Recreation Technician prior to your lesson.
- Must be thoroughly cleaned after each use.

Toys and Equipment

- May use any equipment you would like for lessons
- Please clean up after yourself!
- PFD's are to be showered off and hung neatly in the equipment room after lessons.

PDP's (Personal Daily Development Plan), Record Keeping & Booklets

- Keep up to date daily. You have 5 minutes between classes in order to do them. Your PDP's will be evaluated periodically.
- An Aquatic Technician will highlight areas of your PDP's that need improvement/updating. A date will be assigned for the completion of changes.
- Fill in worksheet and PDP's completely - they must be legible with first and last names included.
- Hand in PDP's completed on the last day of lessons. They must be dated, state whether participant has completed or incomplete, and also number enrolled and number certified.
- Please hand out "Hello, My name is..." Sheets to each of your participants on the first day of lessons.
- Your Aquaquest booklets will be put in your basket at each site.
 - Aquatot & Aqua Adults books are to be given out on the 1st lesson
 - Aquaquest 1 - 12 are to be given out the 3rd or 4th lesson.
- Move on to next level with individual candidates when appropriate.
- Give out badges as earned, do not keep until the last day.

Baskets

- Keep your PDP's in your baskets.
- **Do not take your baskets or PDP's home!**

Progress Card

- Progress cards must be neat and legible. Comments must be specific. Your signature must be legible. If it is not, please print your name below it. All progress cards must have the candidates first and last name on them. We now have Aquatot progress cards.
- If a participant gives you previous progress cards, keep them in your basket in a plastic zip lock bag and give it back to them at the end of the lesson set.
- All unclaimed progress cards must be at the front desk and filled at the end of the last lesson.

Responsibilities to the Class

- Make sure that your classes have been assigned a meeting place and that they understand to wait for you there, sitting against the wall - not in the water. If you see children in the water without and instructor, **get them out!**
- Please ensure that your classes begin and end on time.
- Safety supervision is critical - always keep everyone where you can see them.
- The Recreation Technicians and the Aquatic Technicians are available to handle any questions or concerns you or a parent may have - please use them.
- Be aware of our limited pool space as this will necessitate co-operation among instructors to ensure you all get a chance to practice strokes and deep water skills.
- Please do not cut through the middle of another class - have respect for the other instructors.

Communicate!!

Hot Tubs, Diving Boards and Water Slides

- Instructors are allowed to sit in the hot tub between their lessons provided your PDP's are kept up-to-date. If they are not, you will not be allowed in the hot tub until they improve.
- Your class may use **one** of the above for 5 minutes on the 5th and 10th lesson. If they are not available that day (i.e. club booking, maintenance) then you do not use them on another day. Waves at Lawson on the 10th lesson only. In an 8 week lesson set, there is no access to the slide or diving boards.
- You may take your Aquatot classes in the hot tub for the last 5 minutes of each lesson. The entire class must go together. We do recommend that you advise the parents of the fact that children can overheat quicker than adults and it is not recommended that children spend time in the hot tub.
- All Saunas at Aquatic sites will be open to the public when lessons are on. The expectation will be that either an instructor or Rec worker who will monitor the sauna on a regular basis i.e. approx. every hour.

Evaluations

- Instructor evaluations are done periodically by the Aquatic Technicians and throughout the lesson sets

Expect Feedback from them!

Evaluation - made simple

1. ***Ask yourself if your student has met the performance criteria for each item in the level.***

If the answer is yes, then the student has completed the item and can proceed to the next level.

If the answer is no, then you need to ask yourself:

2. ***Will more practice enable your student to complete the item?***

If the answer is YES, then the student has not completed the item and repeats the level

If the answer is no, no matter how much the student practices, he or she will NEVER complete the item, then you need to ask yourself:

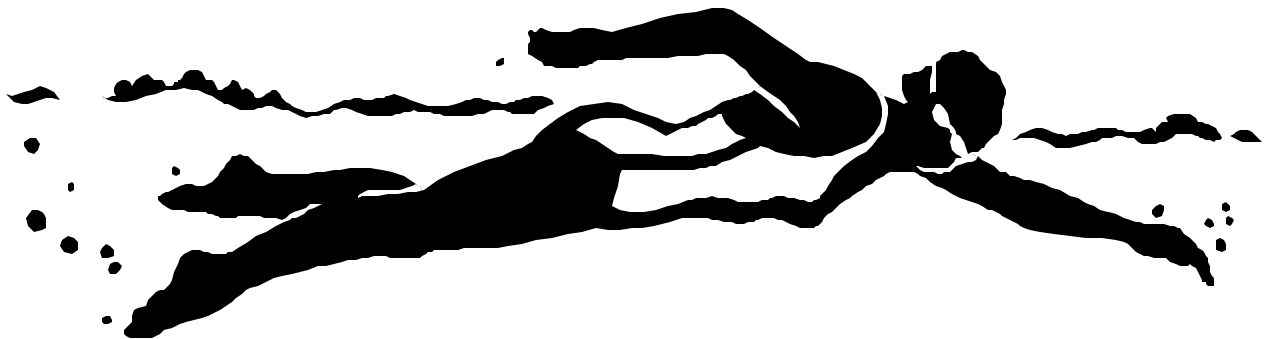
3. ***Will moving the student to the next level jeopardise the student's safety or the safety of other students in the class?***

If the answer is YES, the student may harm himself or herself or others, then the student should NOT be moved forward.

If the answer is NO, then the item is marked not applicable and the student may proceed to the next item/level.

In cases in which you get to the second or third question, seek advice from the Aquatic Technician or Recreation Technician as well as consulting with the parents.

ALWAYS THINK SAFE AND SUCCESSFUL, not COMPLETING A LEVEL.

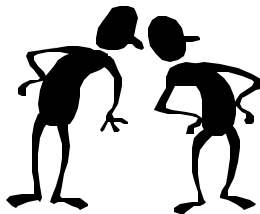


Lifeguarding Orientation Information

1. Signals

- major - one long whistle blast with one arm straight above head
- minor - one short whistle blast with one arm straight out to the side
- guards attention- two short whistle blasts
- pool clear - long whistle blast
- rotation - finger moved in a circular motion
- cover my area - hand sweep in front of body
- waves - hand makes wave motion
- mushroom - two hands together making mushroom
- hot tubs- hand make whirl pool motion
- sauna - hand sweeps across forehead as if wiping perspiration
- first aid- two arms form a cross across the chest
- spinal - hand chops across the back of neck
- P.R. - one hand in front of mouth making the speaking motion
- bubbler - finger across your lips moving up and down.

Signals are very useful in communicating with your other guards, please learn them and use them.



2. Positions & Rotations

- when coming on deck a brief chat with the other guard to find out any information or problems is acceptable - excessive talking is not allowed.
- include your other guards in your scan so that you are making eye contact with them on a regular basis.
- Keep moving at all times to ensure proper coverage of your area
- rotate past the deepest point of the pool example. Bailey do not walk across bulkhead to warm-up pool

3. Rules and Enforcement

- Make an effort to talk to people, do not whistle at them and make hand/face gestures at them. Look at it as an opportunity to educate them.
- If there are consistent troublemakers, present an option for their behaviour and then the onus is on them to make the choice and deal with the consequences.

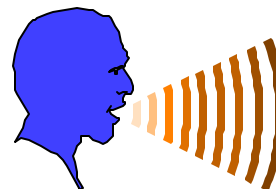
- Three strike rule is in affect.
- Be positive and polite at all times

Some General Rules:

- shoes off while on deck
- pre-school policy - children under 6 years of age **MUST** be accompanied by a parent or responsible adult (16 years or older) within arms reach in and out of the water.
- Food in the eating area only.
- Walking on deck (no running)
- Toys and equipment for public swims are limited

4. Intercom and PA systems

- PA system is used to make announcements and pool clears, etc.



5. Statistics

- For public health records we need to record the bather load information. Make sure that the bather loads are recorded as required.

6. Delivery to EMS

EMS phone directions are located at each facility by the first aid phone.

Make note of the time the call to EMS was placed, and the arrival time of the ambulance.

7. Professional Conduct

We want everyone to have fun while working but we must remember to look professional in the public eye at all times.

8. First-Aid Kits & Fanny Packs

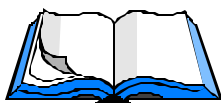
Trauma kits must be restocked after use. Trauma kits are for emergencies.

Kits should be inventoried and re-stocked every two weeks.

Fanny Packs need to be re-stocked as soon as a item is used.

9. Off-Rotation Duties

No homework or reading
shift.



your own material allowed while you are working a

Off Rotation Duties Include:

- Rotating through washrooms, changerooms, and weight rooms. Picking up any garbage.
- Laundry
- PDP's, worksheets, lesson plans
- clean and organise equipment room
- clean staff room and do dishes
- wipe and clean eating area tables and chairs
- pick up any garbage in the patio and concession area
- do stats and read staff education materials for your classes
- check and restock first aid kits
- check safety equipment (poles, spineboards, blankets, etc.)
- check with Recreation Technician for additional duties

10. Emergency Procedures

- Please refer to the Lifeguard Standards Manual

11. Evaluation of Guarding Includes

- performance assessment
- information obtained from observations of the full-time, Aquatic Technician, Recreation Technician I, and from other guards

Community Services Department

General Pool Rules



Always walk on the deck (reason: avoid slipping and falling)

Children 5 years of age and younger must be accompanied by someone 16 years of age or older in the water within arms reach (reason: responsible supervision)

The best place for people with weak or no swimming ability is in shallow water (Reason: avoid drowning)

We will allow tubes, balls and toys in the pool, but under crowded pool conditions they may be removed. (Reason: enjoyable recreation balanced with risk)

A cleansing shower must be taken before entering the pool. (Reason: water quality, limit contamination from peoples bodies)

Outdoor footwear (socks and shoes) must be removed before walking on the pool deck. (Reason: avoids tracking in dirt and contaminants)

Food and drink is only allowed in designated eating areas. An exception is made for water in non-breakable containers. (Reason: avoid contamination of pool water)

All aquatic facilities are “smoke free”. (includes outdoor pools)

Children under the age of 12 years are not allowed in the sauna. (Reason: they do not have the cooling abilities of adults)

Maximum of 12 people in the hot tub at Harry Bailey.

Maximum of 18 people in the hot tub at Lawson

Maximum of 20 people in the hot tub at Lakewood.

Chicken fights, violent wrestling, riding on shoulders, pushing people in, fighting on deck and other horseplay is not allowed.

Diving is not allowed at Lakewood or Lawson. It is only allowed in the deep end of the 50 metre pool at Harry Bailey. And it is allowed in the designated deep end areas at the outdoor pools.

The same goes for somersaults off the side of the pool.

Hanging from the diving boards, ladders, towers or pipes around the pool deck is not allowed.

Patrons are not allowed in the guard room unless it is for first aid purposes.

Flutterboards, flippers and hand paddles are provided for lane swimmers only. They must stay in the designated lane swim areas.

Lesson equipment is not allowed during public swim times.

PFD's are not to be lent out to the public. The only exception is for people with special needs.

Aquafit belts are only lent out to patrons who wish to water jog.

Hanging on the rim of netting of the basketball nets is not allowed.

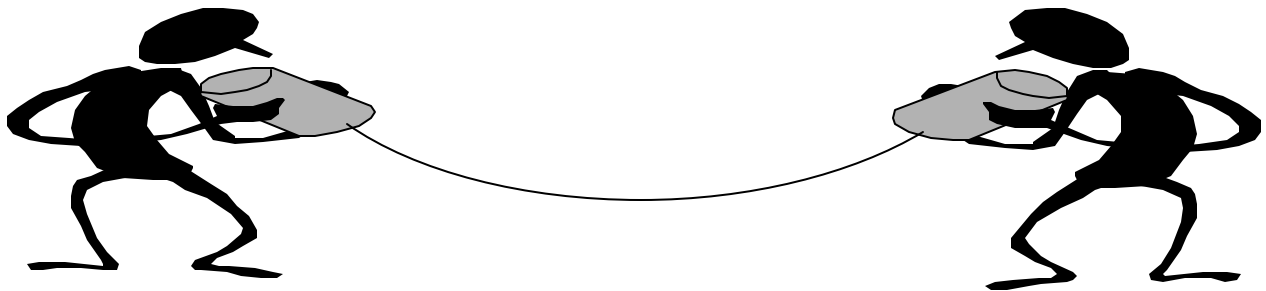
Public swimmers are not allowed to use the starting blocks.

No sitting or hanging on the lane ropes.

Swimming under the diving boards is not allowed.

Climbing on glass partitions or railings in eating areas or playground areas is not allowed.

Foul language is not acceptable



Customer Service Standards for Front-Line Personnel

How to Build a Relationship with Each Customer

Communication

Do I appear approachable?

Is my voice tone, body language and the words I choose, fun, energetic and enthusiastic?

Do I explain rules, policies, procedures to their satisfaction?

Do I ask questions, listen and then repeat back what I think I heard to make sure I understand?

Do I show interest in the lives of the patrons using our service?

Dealing with Upset Customers or Complaints

Do I listen to the complaint, without interrupting, taking notes if possible?

Do I repeat the concern back to the patron, and add “I can understand why you must be upset.” (if appropriate)?

Do I repeat the **SOFTEN** technique to ease the tension: **S**mile, **O**pen Posture, **L**ean **F**orward, Use a friendly **T**one of Voice, **E**ye Contact, **N**od to Acknowledge?

Do I say, “I don’t know , but I’ll be happy to get that information for you or have someone call you” and then follow up?

When it is necessary to complete a customer comment, do I direct the customer to where they can find the forms?

If a patron completes a comment card or program evaluation form, do I thank the patron and let them know we appreciate their suggestion?

If the situation warrants a call back from a supervisor do I let the patron know the supervisor’s schedule so they will have a good idea when to expect a call?

Greeting the Customer

Do I introduce myself and show pride that I am part of the program?

Do I take every opportunity to call the customer by name?

Do I acknowledge the customer's presence by the time they get within two feet

Do I say: "Hello", "Good Morning", "Good Afternoon", or "Good Evening!"

Do I ask "How may I help you?"

or if I am with a customer do I let them know that "someone will be right with you!"

When talking with co-workers, do I interrupt my co-workers when a customer approaches so that the customer knows that they are first priority?

Do I wear a staff uniform so that I am easily recognisable to the customer?

Safety and Cleanliness

Safety #1, Cleanliness #2

Do I pick up trash on the floor and do whatever I can to help the facility look neat and tidy?.

Do I alert maintenance or janitorial staff to cleaning or supply needs immediately? Do I report it if something is broken?

Do parents feel the environment is safe and secure when their child is in the program?

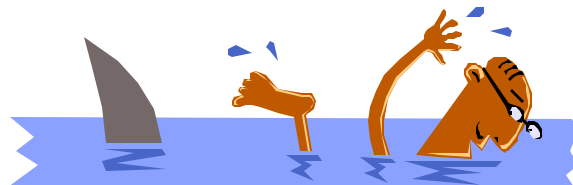
Section II

Individual Pool Requirements

Harry Bailey Aquatic Centre - Lifeguard Orientation Information

Phone Numbers:

Front Kiosk (general number)	975-8389
Site Administrator	975-2813
Recreation Technician II	975-2930
Recreation Technician I	975-3324
Aquatic Technician	975-7872
Staff Room	975-2931
First Aid Phone	975-7872 (not for personal calls)
Maintenance	975-2932
Scheduling Officer	975-3003



Harry Bailey Staff are allowed to park in the designated areas while you are working. If you work at Harry Bailey between 7a.m. and 4 p.m., Monday to Friday, please ask the Recreation Technician for a pass so that you will not be ticketed.

You are always welcome at the front kiosk, but please remember that it is a place of business. At the front office, you will find:

- pay cheques
- lost and found
- schedules
- reference manuals
- unclaimed report cards
- Recreation Workers Offices
- Scheduling Officer
- a cheerful, helpful clerical staff

Please check for messages/memos at the start of your shift. Messages and information are sent through the radio and/or kept at the front kiosk, or in your mail slot. Please stay current with all information provided. Personal messages will not be sent through the radio but will be kept at the front desk.

There is an access code to enter the staff room. Please ask a Recreation Technician for the code. Your **baskets** are to be kept in the **staff room**. The fridge, microwave, etc. are for your use. Remember to please clean up after yourself. If Harry Bailey is your home, site you will have a hanging file folder assigned to you where your schedule and any other information for you will be put. Please remember to check this every time you come to work.

The exit doors across from the staff room have alarms on them and are not to be used.

Men's and Women's staff change rooms must be kept clean. All towels should be put in the laundry bin when you are done. Please keep your lockers locked.

The men's and women's public change rooms have quarter lockers as well as a few lockers in each that patrons can use their own locks.

The 50 metre pool is our competitive pool. The temperature is kept at 82°F. (It fluctuates occasionally due to club events.) The starting blocks are for swim teams only, public are not allowed on them. During public swim times when both pools are open there are 4 lanes in the shallow end set up for lane swimming. Patrons must be swimming laps and following the lane arrows to be in this area.

The deepest end of this pool is 16 feet deep. The diving area is as follows: two - 1 metre boards, two - 3 metre boards, one - 5 metre tower, one 7 1/2 metre tower together / South 3 metre and 5 metre tower open. The 10 metre tower is only used by the diving club and is never open to the public. As a guard it is your responsibility to change these boards. Do not let the patrons change them themselves.

The viewing area is open for the public during lessons, etc. Remember you must keep an eye on this area, if you notice any disruptive behaviour it is your responsibility to deal with it.

The guardroom is located just off the 50 metre pool deck. The laundry machines are located here. This is one of your off rotation duties. Towels are stored in the white cupboards. There should always be ice made in Styrofoam cups and kept in the fridge. If we run out of cups please let the full times know. The radio chargers are kept in this room, the radios must be shut off and placed on the chargers at night.

The communication book is kept in the guardroom. It is used to keep everyone informed. Please remember this a place of business and this book must reflect this. The guardroom must also be kept clean.

The facility log sheets are posted in the guardroom and must be adhered to. If there is a conflict, the log sheet is to be assumed CORRECT and refer the patron(s) to the front kiosk to speak with a Recreation Technician or Booking Clerk.

The bulkhead schedule is posted beside the door in the guardroom. Please assist the custodians when they move the bulkhead.

The equipment room is located off the 50 metre pool. PFD's, aquafit equipment, club equipment, etc., are kept in this room. Please make yourself familiar with the equipment in this room. Tidying this room is also one of your off rotation duties.

The guard chair may be used for rentals. Any public swim times require the guard to be on deck. If the only activity is aquafit the chair may be used, 15 minutes on, 15 minutes off. Public relations are important to all of us.

Clubs are a large part of our usage at Harry Bailey. Please be sure that they are using their designated areas according to the facility log sheets. Any problems with the athletes should be reported directly to the coaches. Remember, even though some of these are high calibre athletes, guarding standards are

the same as with any other patrons. There is a lot of club equipment on the deck. The patrons are not to use these items.

The first aid room must be kept neat and tidy. Be sure the cupboards are stocked with appropriate first aid supplies. If there is something we need please let a full time or Recreation Programmer know. The emergency phone is located in this room. The EMS call list is located at the phone. There are to be no personal outgoing or incoming calls to this number.

The warm-up pool is a six lane pool, it's temperature is kept at 86°F in the main part and the tot pods at about 86°F. There is no diving allowed in this pool.

Lessons toys and equipment are located in the blue boxes by the tot-pod. Feel free to use them. These areas must remain neat and toys must be put in their proper baskets. The slides can be used for lessons and parent & tot toy time. They are not to be used for public swims.

The large mats and balls are for patron use during public swim times. These toys must remain in the warm-up pool.

We have two hot tubs. There are 12 people allowed in each hot tub at a time. We only open one tub at a time during slow times. When there is a red sign up you may open the tub if needed. If there is a yellow sign up you must ask the building operator over the radio if you can open it. The hot tubs are kept at 104°F.

The whirlpools now have two additional control buttons located on the 25m pool shower poles:

- green for "on"
- red for "emergency stop"

Patrons can now operate these jets by depressing the green button. The jets will stay on for 15 minutes and then cut out.

If the emergency stop button (red) is pressed, the jets will stop. To activate the jets again the whirlpool "key" must be inserted into the red button and turned. The jets should resume. If they don't, try pressing the green button or check to see that the master switch is on in the Rec I office (glass office) on deck. The key to turn off the red button is located in the Fire extinguisher cabinet North of the Sauna.

The sauna is for patrons over 12 years of age, or supervised by an adult. It is a dry sauna and is kept at approximately 165°F.

Our weight room is open while the building is open. You must be 16 years old to use the weight room. Remember your leisure card gives you access to the weight room while you are not working, be sure to take advantage!

The glass door to the eating area is kept locked during public swim times and kept open during lessons. The Designated Lifeguard key opens this door. If patrons want to sit in this area during public swim they must go through the change rooms to the deck.

The meeting room is for rental groups and some upper level classes. The doors to the meeting room should remain locked when it is not in use.

There are public washrooms located beside the front entrance. The concession is open during our operating hours. There are staff prices on items. Be sure to identify your self to them as staff.

Sask Rescue and Whistles: whistles are allowed to be blown for the first half hour of practice times and in the warm-up pool only.

Water valve turn on for Diving Club: If the Diving Club requests the “sprayers” to be turned on, this key is located in the Chemical room attached to a white buoy just right of the entrance door.

We are not equipped with Family changerooms, therefore, please enforce the posted signage on the women’s changeroom i.e. parents with opposite gender children are to change in the cubicles and keep them from running around or they will be asked to change in the front building washrooms.

If you have any questions see your full time guards, Aquatic Technicians or Recreation Technicians.

Lawson Civic Centre - Lifeguard Orientation Information

Phone Numbers:

Front Kiosk (general number)	975-7873
Site Administrator	975-2953
Recreation Technician 2	975-2955
Recreation Technician 1	975-2956
Aquatic Technician	975-2957
Guard Room	975-2957
Maintenance	975-2960



This orientation has been written in a way to walk you through the facility. It will hopefully answer all your questions and make your life that much easier at Lawson.

Front Desk

- This is where you can locate your cheques when they come in.
- This is also where you can direct any patrons that may have questions that you can not answer.
- Please remember to scan your leisure card number before or after your workout.

Staff Room

- The lockers are located in the closet area when you first walk in the door and also along the wall in the main area. Please use them and keep your clothes and bags off the floor. We are trying to keep a neat and clean first aid area.
- The bulletin board, by the lockers, has a calendar in which all the rentals are written.
- The birthday parties and activity leader sheets are also located on this board.
- Below the bulletin is the facility schedule in the blue binder.
- Below the bulletin board is a hanging file folder. If this is your home site you will be assigned one. This is where your weekly schedule will be put. Please check it when you come in.
- First aid supplies are located under the first aid bed. There is no sink in Lawsons first aid area so you have to go to the family bathroom.

On Deck**Hot Tub**

- Maximum number of persons is 20
- Temperature of hot tub is kept at 104°F, in case someone asks.
- Recommend that pregnant women or children should not be in the hot tub.

Sauna

- Capacity is 10 people
- No water or liquid is allowed in the sauna to prevent short circuiting of the elements
- 12 years and under are not allowed in the sauna unless accompanied with an adult (children under 12 do not have fully developed sweat glands their bodies cannot release the heat)

Laundry Room

- Towels are located here
- Please wash, dry and fold towels on your off rotations

Equipment Room

- Please keep the door for this room shut because it is cold and also so patrons stay out of it.
- This room is to be kept clean.
- All toys for lessons and public swim are found here (this is also where the dolphin goes - for the morning person)

Control Panel

- The control panel is located in the old guard tower.
- The controls are for the waves, hot tub jets, and other pool features.
- On top of the tower is the control for the wave stop, which is used in an emergency. It is a large red button - which requires a key to unlock once hit key is located in the guard room

Playground Area

- Make sure everyone is entering by the gate.
- Must be 7 years or under to be in the playground.
- Patrons must be dry in order to play in area, this is for their own safety.
- Mats should be located around equipment to help minimise injury.
- No food or drink is allowed in area (if parents need their coffee we would rather see them drink it and watch their children in the playground area than have them sit in eating area and leave kids alone in playground)
- Must be a guard on deck if there is no one in the pool but someone is in the playground.

Lakewood Civic Centre - Lifeguard Orientation Information

Phone Numbers

Front Kiosk (General)	975-2944
Site Administrator	975-2940
Recreation Technician 2	975-2941
Recreation Technician 1	975-2943
Aquatic Technician	975-2946
Guard Room	975-2948
Maintenance	975-2949

General Information

- Staff parking is available behind the building. In main parking lot, use designated Lakewood Civic Centre parking spaces only.
- Cheques can be picked up in front kiosk area.
- Fridge and microwave are available for use in staff room.

Guard Room

- Please help keep the guard room clean and put personal articles out of public view. Use staff room to hang up coats.
- Key on the pink band by the door to the pool is for the side exit door on the pool deck. This door is used for EMERGENCIES ONLY.
- First Aid sink must be kept clean at all times.
- First Aid supplies are in the cupboard above the sink.
- Facility schedule binder, communication book, and the policies and procedures manual are all located on the side desk. The hanging files by the side desk contain schedules and other relevant information.
- The switches for hot tub, sauna, etc. are on the wall above the side desk. *Note swirl pool switches are on the pool deck by the maintenance window.
- Bulletin board contains lots of information. Please take time to read it.
- Guard Shower: We only have one shower available to staff in the Guard room. You are responsible to keep it clean.
- Lockers are assigned to all guards that have Lakewood as their home site.

On Deck

- The equipment room is located just behind the guard chair. All toys and equipment for public swims, lessons, and aquafitness are located here as well as the washer and dryer.
- The hot tub is kept at 104°F; its capacity is 20 patrons.
- The sauna is for patrons over 12 years of age. It is a dry sauna.
- The pool temperature is 87°F.

Riversdale Pool - Lifeguard Orientation Information

Phone Numbers:

Cashier's Office (general number) 975-3353
Recreation Programmers Office 975-2753 (fax #)

Riversdale Pool is located at 822 Avenue H South. There is public parking east of the pool. If you ride your bike to work, bring it into the facility and lock it in the filter room.

The room surrounded by windows is the cashiers office. It is also where we give out locks and balls. Locks are \$.75 to use for the day. Before locks are handed out please get patron's name and phone number. Locks should be returned to the cashiers office at the end of the day. There is a separate cash box that this money is stored in. We lend out balls to patrons. They must leave something of value for a deposit. We accept a **pair** of shoes, a hat, a shirt, etc. We do not accept towels. Please record the patrons name and phone number and what they left for the deposit.

You are welcome in the cashiers office and on hot days are expected to assist the cashier as an off duty rotation. The main phone, stereo system and P.A. system are in the cashiers office. We ask that you do not use this phone for personal calls. Making announcements over the P.A. system is the Designated Lifeguard or Recreation Technicians responsibility.

Adjacent to the cashiers office is the first aid room. There is a fold down bed, a sink and a cupboard of first aid supplies. This room must be kept clean at all times. Please make yourself familiar with the supplies we have. Remember that all guards on deck must carry a first aid fanny pack. If supplies are used from that fanny pack, please restock it for the next guard. If you find that we are low or out of any supplies let the Recreation Technician know.

In the first aid room we have the security system control panel. The Recreation Technician and Core Staff will be given codes in order to arm/disarm the system.

Next we come across the staff room and the Recreation Technicians office. If Riversdale is your home site for the summer you will be assigned a locker. These lockers do not have locks but feel free to bring your own. There is fridge and a microwave for your use. The laundry machines are used to do the towels and lost and found material. Please remember that we do not wash socks or underwear, they are to be disposed of. We want you to feel comfortable in the staff room. Please pick up after yourself and do your own dishes. It will make your guard room a much more enjoyable place to spend time in.

The Recreation Technicians office is located in the staff room. The fax machine is located in the Recreation Technicians office, it is for business use only. At all of our facilities we have an open door policy between lifeguards and Recreation Technicians. Feel free to go to them with any questions or concerns you may have.

There is a men's and women's public change room. There are two entrances to each of these. As a guard it is your responsibility to patrol the change rooms on your off rotations, watching for vandalism or inappropriate behaviour. Remember to pick up any garbage.

The equipment and filter rooms are attached. The door to these rooms must remain locked during all public swim times. Equipment is to be taken out of the room before swimming lessons begin. There is a key for this room located in the cashiers office, Designated Lifeguard and Recreation Technicians also have a key. You are allowed to store your bikes in the equipment room while you are at work.

The equipment room is full of toys, lesson teaching aids, tot slide, PFD's, briquettes, umbrellas, lane ropes and mates. We also store the green window covers in here during the day. Please put things back where you found them and keep this room neat and tidy.

The filter room is where pool tests are done and temperatures taken. It is the core staff responsibility to do these tests. Please make yourself familiar with this room and the equipment in it. It is the core staff responsibility to make sure filters are cleaned once every 3 - 4 hours, any guard changing filters must take a partner down with them. Please get Recreation Technicians approval before doing this.

All the patrons lockers are located outside. Once again these lockers do not have locks on them. Patrons may bring their own or they may rent a lock from our cashiers office. Please keep an eye on these lockers as theft and vandalism have been a problem. We must always encourage patrons to lock up their belongings. Patrons are allowed to **walk** their bike into the facility and lock them on the east fence behind the water slide. **The City of Saskatoon is not responsible for lost or stolen articles.**

Riversdale Pool has a concession that is open during all hours of operation. It is leased privately so the people working in it are not City employees. They do offer us "Staff Prices", so remember to identify yourself to them as staff. If you have any concerns with the concession about service please let the Recreation Technicians know.

Riversdale Pool has a bather load maximum of 750. The main features of the pool are the slide and the diving boards. Please make yourself familiar with all the different depths of the pool. We use general slide and diving board rules.

Slide -

- One person at a time
- Must start feet first and end feet first
- Patrons are allowed to go on knees only if they exit the slide feet first
- Must wait until the rider in front of you has passed the flag before going
- No toys, jewellery or sharp objects allowed on the slide.
- Ensure patrons walk on the stairs up to the slide.
- Be sure all users of the slide are able to swim to the edge of the pool.
- Pre-school age children may sit on a parents/guardians lap to go down the slide.
- Remember the slide guard position is not a resting one, interact with the public and actively enforce pool rules

Diving Board - Must wait your turn at the bottom of the ladder.
 One person on the board at a time
 Must jump-dive straight off the end of the board.
 Make sure area is clear.
 Take one bounce and go straight off the end.
 Swim quickly to nearest edge so the next person can go.

Other rules that we have at Riversdale pool are common to all of our pools so please refer to the “General Rules” section of this manual.

Two of the most popular features of Riversdale are the basketball nets and the volleyball court. Appropriate language and conduct is to be used by patrons at all times. Patrons are welcome to use these during our public times.

Riversdale is a very busy pool which means your off-rotations are also busy. Here is a list of your off rotation duties:

- Must always be available to perform back up roles in an emergency (listen for whistles)
- Performs minor first aid at the first aid station.
- Patrols change rooms, watching for vandalism or inappropriate behaviour. Picking up any garbage, especially in front of the concession.
- Walk through grass area. Remember that there is no smoking within the facility, direct all people asking to smoke outside the gate area. Pick up garbage, changing any full bags.
- Record bather load on log sheet in the guard room.
- Hand out locks and balls in the cashiers office.
- Wipe off tables and chairs.
- Laundry (towels and lost & found)
- Tidy the equipment room.
- Clean staff room and do dishes.
- Pool tests and filter cleaning (head guards)
- Customer education as assigned by Recreation Technicians or Designated Lifeguard in charge.
- Other duties as assigned

We offer barbecue rentals to our patrons, they can book them through the cashier. We have one electric B.B.Q. and several portable ones. If you are asked about them just direct patron to the cashier on duty. You may be asked to set the barbecue up on your off rotation. Please ask the core staff or Recreation Technician for assistance.

Please make yourself aware of all the opening and closing duties you are responsible for. These duties are posted in the staff room. Also please become familiar with the rotation chart. It is important that you know the rotation positions when you work at Riversdale. There is a chart included on the next page as well as a chart posted in the staff room.

If you have any questions, feel free to talk to the Recreation Technicians, Aquatic Technician, or a Designated Lifeguard. Have Fun!

Mayfair Pool - Lifeguard Orientation Information

Phone Numbers

Cashiers Office (general number) 975-3352
Recreation Programmers Office 975-2752 (fax #)

Mayfair Pool is located at 1025 Avenue F North. There is parking South East of the pool. Please remember if you ride your bike to work lock it up.

The room surrounded by windows is the cashiers office. The main phone and the P.A. system are in there. We ask that you do not use this phone for personal calls.

Adjacent to the cashiers office is the first aid room/staff room. Here we have the Recreation Technicians desk with a phone and a fax. We also have a washroom with a shower for staff use only. We have a sink and two cupboards of first aid supplies. Lockers for the guards, two sofas and a fridge.

In the front office we have a security system control panel. The Recreation technicians and Designated Lifeguard will be given codes in order to arm/disarm the system.

There is a men's and women's washroom. There are two entrances to each of these. As a guard it is your responsibility to patrol the change rooms on your off rotation, watching for vandalism or inappropriate behaviour. Remember to pick up any garbage.

The site has .25 lockers for patrons to lock up clothing.

The equipment room is full of toys, lesson teaching aids, tot slide, PFD's, barbecues and briquettes and mats. Please put things back where you found them and keep this room neat and tidy. Please keep door locked.

The filter room is found beside the washrooms. This is where pool tests are done and temperatures taken. It is the head guards responsibility to do these tests. Please make yourself familiar with this room and the equipment in it. Keep this door locked.

Mayfair pool has a concession that is open during all hours of operation. It is leased privately so the people working in it are not City employees. They do offer us "Staff Prices", so remember to identify yourself to them as staff. If you have any concerns with the concession about service please let the Recreation Programmer know.

Mayfair Pool has a bather load maximum of 600. The main features of the pool are the two slides.

Slide Rules -

- One person at a time.

- Must start feet first and end feet first.
- No toys, jewellery, or sharp objects allowed on the slide.
- Be sure all users of the slides are able to swim to the edge of the pool.

We also have a volleyball court, but no volleyballs. Patrons are welcome to bring their own.

Here is a list of off rotation duties:

- Must always be available to perform back up roles in an emergency (listen for whistles).
- Performs minor first aid at the first aid station.
- Patrol change rooms and washrooms.

George Ward Pool - Lifeguard Orientation Information

Phone Numbers

Cashiers Office (general number)	975-3350
Recreation Programmers Office	975-2750 (fax #)

George Ward is located at 1915 - 5th Street East. There is parking north of the building. If you ride your bike to work please remember to lock it up.

Through the front entrance and to the right is the cashiers office. In this office there is a cash register, a phone, and some office supplies. We ask that you do not use this phone for personal calls. In the same room as the cashiers office is where we store baskets for patrons. Patrons bring a basket from the change room and are then given a key by the cashier or an off rotation guard. In this room we also store mats and balls and other lessons equipment. The mats and balls are to be in the water prior to the start of public swim for patron use.

We do not give out or trade in any other water toys, guards are to busy to keep track of what has been traded. Things go missing and our staff gets blamed. We do however exchange volleyballs for something of value.

Adjacent to the cashiers office is the guard room/first aid room and Recreation Programmers office. These rooms need to be kept neat at all times so we ask that you pick up after yourselves. If you find that we are out of any first aid supplies please let the Recreation Programmer know.

If George Ward is your home site for the summer you will be assigned a locker in the guard room. Patron lockers are available for a fee of .25 cents.

There is a phone and a fax in the Recreation Programmers office. You are welcome in this office. But please leave things the way you find them.

Near the back door of the guard room there is a security panel. The Rec. Programmer Designated guards will be given codes to arm and disarm the security system.

As for the pool main features are the diving boards.

Diving Boards Rule

- Must wait your turn at the bottom of the ladder
- One person on the board at a time
- Must jump /dive straight off the end of the board
- Make sure area is clear
- Take one bounce and go straight off the end
- Swim quickly to nearest edge so the next person can go.

Mats, balls, and floaty toys are allowed in the pool but they must remain in the shallow end, east of the first rope.

George Ward has a concession. It is privately leased from the City so the people working in it are not City employees. They do offer us “Staff Prices” so remember to identify yourself as staff.

Your off rotation duties are:

- must always be available to perform back up roles in an emergency (listen for whistles).
- performs minor first aid at the first aid station.
- Patrols change rooms and washrooms. Watching for inappropriate behaviour. Picking up any garbage. Checking to make sure the shower drains are not plugged with leaves or toilet paper.
- Walk through grass area. Pick up any garbage, changing any full bags. Checking rock garden on east side for kids climbing as we have had many injuries here in the past.
- Record bather load on log she
- Laundry (towels, lost and found)
- Tidy the equipment room
- Clean staff room and do dishes
- Pool tests

Please make yourself aware of all opening and closing duties you are responsible for. These duties are posted in the staff room.

Some specifics of George Ward are:

- gate between grass and pool deck needs to be **locked open** daily.
- gate between entrance and pool deck needs to be **locked closed** except during lesson time.
- West emergency exit - Opening guard will unlock this gate but it is kept closed and the closing guard will lock it at night. (This gate must be easily accessible for EMS)
- Water quality must be checked twice daily.
- Opening guard must do a visual check of pool bottom for broken glass (beer bottles)

It is very important that you make yourself aware of the different rotation for this pool. There is a rotation chart for George Ward on the following pages and there is one posted in the staff room.

If you have any questions, please talk to a Recreation Programmer, Aquatic Technician or Designated Guard.

Lathey Pool - Lifeguard Orientation Information

Phone Numbers

Cashiers Office (general number)	975-3333
Recreation Programmers Office	975-2733 (fax #)

Lathey Pool is located at 815 Taylor Street. There is parking west of the building. If you ride your bike to work please remember to lock it up.

When you first walk through the front gates at Lathey the window for paying is on the right. This is the cashiers office. In this kiosk there is a phone (that is for business calls only). The cash register, some stationary supplies, the P.A. system, and a chair. You are welcome in the cashiers office but please do not get in their way.

Next to the cashiers office is the guard room. There are 4 cubicles with chairs, a couch, a change room (unfortunately in the change room there is no shower or toilet so you would have to use the public washroom, lockers for guards, shelves with lost and found, first aid supplies, and balls. This room needs to be kept neat and tidy. Please pick up after yourself.

Just off the guard room there is the Recreation Programmer office. There is a phone and fax in here. Once again you are always welcome in here, but please remember to leave things the way you found them.

Just outside the kiosk and guard room is the courtesy phone. A little farther down are the changerooms and a storage room with lifejackets, lesson equipment, brooms, and stairs that go down to the filter room.

Lathey has a concession area. The concession is leased out and ran privately. Therefore the people working in it are not city employees. They do offer “Staff Prices” so be sure to identify yourself as staff.

Lathey is a nice sized pool. Capacity is 300. There are a few features. There is a mushroom sprayer and a water slide. We follow the general water slide rules are:

Slide Rules:

- One person at a time
- Must start feet first and end feet first
- Must wait until the rider in front of you has passed the flag before going.
- No toys, jewellery or sharp objects allowed on the slide.
- Be sure all users of the slide are able to swim to the edge of the pool
- Pre-school age children may sit on a parents/guardians lap to go down the slide

Lathey follows the rest of the general public rules, please refer to the section of the manual.

Lathey is a very busy family oriented pool. Here is a list of your off rotation duties:

- Must always be available to perform back up roles in an emergency (listen for whistles)
- performs minor first aid at the first aid station.
- Patrols change rooms and washrooms. Watching for inappropriate behaviour. Picking up any garbage. Checking to make sure the shower drains are not plugged with leaves or toilet paper.
- Walk through grass area. Pick up any garbage, changing any full bags. Checking rock garden on east side for kids climbing as we have had many injuries here in the past.
- Record bather load on log sheet
- Take care of baskets (assist the cashier)
- Laundry (towels, lost and found)
- Tidy the equipment room
- Clean staff room and do dishes
- ◆ Pool tests

Please make sure yourself aware of all opening and closing duties you are responsible for. These duties are posted in the staff room. Also please become familiar with the rotation chart. It is important that you know the rotation positions when you work here.

If you have any question, feel free to talk to the Recreation Programmer, Aquatic Technician , or Designated Lifeguard. Enjoy your summer!

Kinsmen Play Village - Lifeguard Orientation Information

Phone Numbers

General Number Guard Room 975-2714

Kinsmen Play Village is a paddling pool located in Kinsmen Park behind the Kinsmen Rides at the foot of the University Bridge.

KPV's hours of operation are from 10:00am- 8:00pm daily. There are guards on duty during all hours of operation. Main features of KPV are the small water slide, foam forest, sand box, swings and climbing apparatus.

There is no Recreation Programmer stationed at KPV there fore the full time guards are in charge. Any problems you have should be immediately taken to them.

When guarding at KPV you need to be very aware of our Department Pre-school Policy. You need to be constantly enforcing this policy as it had been a major problem in the past.

During your off rotation duties are as follows:

- Must always be available to perform back up roles in an emergency (listen for whistles).
- performs minor first aid at the first aid station.
- Patrols change rooms and washrooms. Watching for inappropriate behaviour. Picking up any garbage. Checking to make sure the shower drains are not plugged with leaves or toilet paper.
- Walk through grass area. Pick up any garbage, changing any full bags. Checking rock garden on east side for kids climbing as we have had many injuries here in the past.
- Record bather load on log sheet
- Walk through grass and play areas. Picking up garbage.
- Tidy up guard room
- ◆ Pool tests, filters and drainage cleaning. (watch the creek, grate plugs up and creek overflows)

Please make yourself aware of all the opening and closing duties you are responsible for. These duties are posted in the guard room. Also please become familiar with the rotation chart. It is important that you know the rotation chart. It is important that you know the rotation positions when you are working here.

If you have any questions, please ask a Recreation Programmer, Aquatic Technician or a Designated Lifeguard.

Section III

Dealing With Difficult Situations

STAFF GUIDELINES FOR DEALING WITH DIFFICULT SITUATIONS

- Always ensure your safety first by not placing yourself in unsafe situations.
- Never restrain a participant
- If a situation escalates - call the Police
- Never isolate yourself in a leader/guard room with the aggressive participants involved.
- Never approach difficult situations in isolation. Try to have at least two staff, but ensure you have someone near the phone ready to dial 911.
- Always talk to aggressor in a calm manner. You will only escalate the situation by raising your voice and becoming aggressive yourself.
- Always move other participants away from the disturbance to keep them safe.

Guidelines for Handling Repeat and Intentional Rule Infractions

- 1st Infraction** - guards follow standards for enforcing rules (i.e.: assume it is unintentional, friendly and courteous approach with explanation of the rule.
- 2nd Infraction** - firmly ensure that they understand the rule
- 3rd Infraction** - ask them to leave the facility and inform a Rec worker. If they do not leave, call the police (see guidelines to follow).

Guidelines for Removing Patrons from the Facility



Lifeguards will have the authority to ask a customer to leave the facility under the following circumstances:

- customer is causing an immediate serious danger (i.e. fighting) to others intentionally and refuses to comply with the requests of the lifeguards.
- customer is intoxicated
- customer pushes lifeguard into the water
- customer uses abusive language

Recreation Technicians, Aquatic Technicians, and designated lifeguards in charge have the authority to ask a customer to leave the facility under the following circumstances:

- customer has intentionally and repeatedly, after 3 attempts at correcting the behaviour, continued to disregard the established rules, after all behaviour modification methods have been exhausted
- customer has been causing a disturbance that has affected the enjoyment and security of other customers after repeated attempts to stop
- the customer has been verbally or physically abusive with other customers and staff
- the customer is causing damage to equipment or property

Law enforcement personnel will be called under the following circumstances:

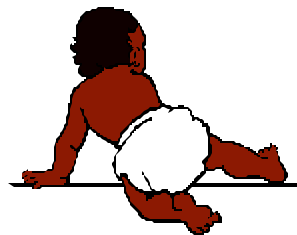
- criminal act is taking place (i.e.: theft, vandalism, assault)
- sexual deviancy
- customer is abusive with staff person in charge and refuses to leave the facility
- the staff in any way feel threatened

Recreation Technicians, Aquatic Technicians, and designated lifeguards have the authority to suspend an individual from the facility. They will inform the Site Administrator of the incident, and together they will determine the length of the suspension. Recommendations will be based on:

- history of problems with the customer in question
- severity of the incident

Pre-school Supervision Guidelines

Pre-school age children (age 5 years and younger) attending a public, parent and tot, or family swim session, must be accompanied by an adult within arms reach (an adult shall be defined as a person 16 years of age or older). The rule that is in effect at swimming pools is as follows:



For every 2 pre-schoolers, there must be one adult (a person 16 years of age or older) in the water at arms length supervising the children's play and activity at all times.

In the event one adult has three or more pre-schoolers with them, they will not be allowed into the public swim session until the adult/pre-school ratio is met.

In the event a pre-school child is left unattended during a swim session, the following actions are carried out by the lifeguard on duty:

1. The lifeguard will remove the pre-schooler from the water and find the pre-schooler's supervising adult. It will be explained to the adult why they must be in the water with the child.
2. In the event an adult does not accompany the pre-schooler into the water for a second time and the lifeguard has previously explained the pre-school guideline to that person within the duration of the same public swim, the adult will again have the guideline explained to them. It will also be explained to them that if they continue to leave their child unattended, they will be asked to leave the facility for the remainder of that public swim.
3. If an adult leaves their pre-school age child unattended for a third time, that adult will be asked to leave the facility for the duration of that public swim.

Jess, 3, was sitting on the dock at his parents' lake front home. His mother was hanging the laundry, and his friends were playing ten yards away. No one noticed when he fell into the water.

Stephen, 2, was left in the care of his 16 year old uncle. The phone rang and the uncle went to answer it. When he returned, he found Stephen face down in the backyard pool.

- * **Drowning is the second leading cause of accidental death among Canadian children.**
- * **Most children who drown are under five years old.**
- * **Drowning accidents almost always take place when adult supervision has lapsed - even for a moment.**

Young children can drown anywhere there is water!

COMMUNITY SERVICES DEPARTMENT **LEISURE SERVICES BRANCH** **HOT TUB GUIDELINES:**

These are the guidelines you are to follow when the hot tub is consistently exceeding the bather limit. (i.e. 20 person limit - averaging 28 - 30 people) There should be at least 20 minutes between the following announcements.

1. Warning Announcement # 1: Educate the Public about the rule:

- May I have your attention, May I have your attention please. This is a reminder that the hot tub patron usage limit is _____. This standard must be followed due to Public Health and Safety guidelines. We ask that you please be patient and respect this rule while using the hot tub.

2. Warning Announcement # 2:

- May I have your attention, May I have your attention please. Due to Public Health and Safety guidelines, we must restrict the hot tub limit to _____. If this limit is consistently exceeded we will be forced to close the hot tub. Please be patient and respect this rule while using the hot tub.

(Rec. I and Cashier are to notified at this point, please advise them of the reopening time.)

3. Warning Announcement # 3:

- May I have your attention, May I have your attention please. Due to Public Health and Safety guidelines, we must **CLOSE** the hot tub, as the bather limit for this area is being consistently exceeded. The hot tub will be reopen in approximately 15 minutes.

4. Reopening announcement:

- The hot tub is now reopened, please respect the hot tub limit of _____, if this limit is consistently exceeded we will have to **CLOSE** the hot tub again. Thank you for being patient and respecting this rule.

Please remember the following when enforcing the Hot tub Guidelines:

- 1. Maintain a positive and polite attitude throughout this entire process. This can be a very frustrating task and on many occasions, patrons will be very rude to staff as a result of the shutdown. However, it is very important that we enforce this rule with a SMILE!**
- 2. Take the time to educate the public when rotating off deck. Stop and speak to the patrons in the hot tub & sauna about the time/bather limit and why it is important to follow these guidelines. Also let them know that the maximum time in the hot tub is 20 minutes.**
- 3. Please note one hour should be between any given 15 minute closure time. This will provide time to educate the public on this policy, while keeping the hot tube open for use.**

Date:	Closure time	Re-open time	Notes:
ie. March 15	3:15 pm	3:30 pm	too many people

DIRECTIVE TO STAFF**SUBJECT: WEAPONS**

All summer program locations are **WEAPON FREE** and the staff should enforce a **ZERO TOLERANCE** philosophy. **ZERO TOLERANCE means that weapons of any kind are not acceptable on site.**

Implementing Zero Tolerance means that the following guidelines should be followed. These guidelines apply to the site itself and the immediate area around the entrance of the site within reason.

It is the staff's responsibility to ensure that all participants are aware of this philosophy.

Consequences must be applied consistently by all staff:

Guns

- *If someone enters the site carrying a gun, dial 911 immediately.* Do not intervene or try to take away the weapon. Ensure the safety of the participants and staff. Inform parents of incident of participant(s) involved.
Permanent suspension
- *If you find a gun,* do not pick it up or handle it. Call the Police.
- Treat all firearms as real and loaded.

Weapons

- *If a weapon is found on someone already on the site, and they are not exposing it,* they will be asked to remove it from the site and told that the **Summer Program Sites are weapon free.** Once the participant has removed the weapon from the site, they may return.
Verbal Warning - weapons are not allowed on site
Repeat Offence - Permanent Suspension
- *If they refuse to remove the weapon,* ask participant to leave. If they refuse to leave - **call 911.** Inform parents of the incident for the participant(s) involved.
1 Week Suspension or more at the discretion of Supervisor
Repeat Offence - Permanent Suspension
- *If a weapon is exposed in a non-threatening way,* tell the participant to leave and they may return the next day with an understanding that Summer Program Sites are **weapon free.**
1 Day Suspension
Repeat Offence - Permanent Suspension

- ***If a weapon is exposed with intent to use, dial 911 immediately.*** Do not intervene or try to take away the weapon. Ensure safety of participants and staff. Inform parents of the incident for the participant(s) involved.

Permanent Suspension

Ensure that an Incident Form is completed.

Depending on situation, all staff have the right to increase the severity of the consequence in discussion with their supervisor.

If a participant is suspended for more than 1 Day, please contact the other sites and your Supervisor so they are aware of this individual. If a participant is suspended from one location, they are not allowed into another location.

DIRECTIVE TO STAFF**SUBJECT: VIOLENCE OR ABUSE (PHYSICAL, SEXUAL, VERBAL)**

All summer program locations are **VIOLENCE AND ABUSE FREE** and the staff should enforce a **ZERO TOLERANCE** philosophy. **ZERO TOLERANCE means that violence and abuse of any kind is not acceptable on site.**

Implementing Zero Tolerance means that the following guidelines should be followed. These guidelines apply to the site itself and the immediate area around the entrance of the site within reason.

It is the staff's responsibility to ensure that all participants are aware of this philosophy.

Consequences must be applied consistently by all staff:

Physical Abuse

- **If participants are in a situation and *are about to become violent or physically abusive*, the staff should verbally tell the participants to break it up and to separate. **Do not get physically involved or in-between the participants involved.** The staff should then talk to the individuals involved and try to get the participants to work out the problem. The participants should understand that the Summer Program Sites are **Free of Violence and have a zero tolerance philosophy.**
Verbal Warning
Repeat Offence - Permanent Suspension**
- ***If participants become physically abusive or violent*, tell them verbally to break it up or to stop and participants to work out the problem.**
1 - 5 day Suspension depending upon severity. Decision to be made in conjunction with Supervisor
Repeat Offence - Permanent Suspension
- ***If they do not stop fighting*, dial 911 and ensure safety of participants. **The staff are not to try and break up a fight.** Call the parents of those involved.**
3 - 5 day Suspension depending upon severity. Decision to be made in conjunction with Supervisor.
Repeat Offence - Permanent Suspension
- ***If a participant is physically abusive to a staff*, call 911. Inform parents of situation**
Permanent Suspension

Sexual Abuse

- *Any sexual actions or language towards an unwanted participant are not tolerated* at the Summer Program Sites. The participant who initiated the actions or language should meet with a staff who then investigates the situation. **Call your supervisor for support.** Parents should be called and possibly the police depending upon the situation.
1 Day - Permanent Suspension depending upon severity.
Repeat Offence - Permanent Suspension

Verbal Abuse

- *If a participant is verbally abusive to another participant*, pull the abuser aside and ask why. Explain that the Summer Program Sites are free from verbal abuse and that this action is not acceptable.
Verbal Warning - 1 Day Suspension depending upon severity.
Repeat Offence - Permanent Suspension
- *If a participant is verbally abusive to a staff*, tell the participant to leave and that abuse like that is not acceptable and not tolerated.
1 Day Suspension - 3 Day Suspension depending upon severity.
Repeat Offence - Permanent Suspension

Ensure that an Incident Form is completed.

Depending on situation, all staff have the right to increase the severity of the consequence in discussion with their supervisor.

If a participant is suspended for more than 1 Day, please contact the other sites and your Supervisor so they are aware of this individual. If a participant is suspended from one location, they are not allowed into another location.

DIRECTIVE TO STAFF**SUBJECT: DRUGS AND ALCOHOL**

All summer program locations are **DRUG AND ALCOHOL FREE** and the staff should enforce a **ZERO TOLERANCE** philosophy. **ZERO TOLERANCE means that drugs and alcohol are not acceptable on site.**

Implementing Zero Tolerance means that the following guidelines should be followed. These guidelines apply to the site itself and the immediate area around the entrance of the site within reason.

It is the staff's responsibility to ensure that all participants are aware of this philosophy.

Consequences must be applied consistently by all staff:

- ***If substance is found within the site or immediately outside entrance, call Police.***
Suspend for 1 Week
Repeat Offence - Permanent Suspension
- ***If you suspect that a participant is under the influence, get another staff or adult if possible before approaching the participant.*** If the participant is under the influence, call the parents and ask participant to wait outside. You must remove the participant from the site for the safety of the other participants. If parents cannot be located, ask participant to leave. If the individual refuses to leave the site call the police.
3-Day Suspension if person leaves the site. If police are called, Permanent Suspension
Repeat Offence - Permanent Suspension

Ensure that an Incident Form is completed

Depending on situation, all staff have the right to increase the severity of the consequence in discussion with their supervisor.

If a participant is suspended for more than 1 Day, please contact the other sites and your Supervisor so they are aware of this individual. If a participant is suspended from one location, they are not allowed into another location.

DIRECTIVE TO STAFF**SUBJECT: STEALING OR DAMAGING PROPERTY**

All summer program locations are **FREE OF THEFT AND VANDALISM** and the staff should enforce a **ZERO TOLERANCE** philosophy. **ZERO TOLERANCE means that theft or vandalism of any kind are not acceptable on site.**

Implementing Zero Tolerance means that the following guidelines should be followed. These guidelines apply to the site itself and the immediate area around the entrance of the site within reason.

It is the staff's responsibility to ensure that all participants are aware of this philosophy.

Consequences must be applied consistently by all staff:

- **Ask participant to replace or resolve problem through restitution and/or repairs.**
Contact parents if situation warrants it.
1 Week Suspension and restitution at Supervisors discretion
Repeat Offence - Permanent Suspension

Ensure an Incident Form is filled out.

Depending on situation, all staff have the right to increase the severity of the consequence in discussion with their supervisor.

If a participant is suspended for more than 1 Day, please contact the other sites and your Supervisor so they are aware of this individual. If a participant is suspended from one location, they are not allowed into another location.

DIRECTIVE TO STAFF**SUBJECT: INTIMIDATION**

All summer program locations are **FREE OF INTIMIDATION** and the staff should enforce a **ZERO TOLERANCE** philosophy. **ZERO TOLERANCE means that intimidation of any kind is not acceptable on site.**

Implementing Zero Tolerance means that the following guidelines should be followed. These guidelines apply to the site itself and the immediate area around the entrance of the site within reason.

It is the staff's responsibility to ensure that all participants are aware of this philosophy.

Consequences must be applied consistently by all staff:

Any behaviour that interferes with the fun and enjoyment of participants is unacceptable. If a person is intimidating or making other participants uncomfortable by their actions, staff must approach the person and correct the intimidation or that person will have to leave the site.

Some examples of unacceptable behaviour are:

- staring
- intentionally bumping into the same participant
- telling malicious lies about a participant

Verbal Warning - 3 Day Suspension depending upon severity.

Repeat Offense - Permanent Suspension

Ensure that an Incident Form is completed.

Depending on situation, all staff have the right to increase the severity of the consequence in discussion with their supervisor.

If a participant is suspended for more than 1 Day, please contact the other sites and your Supervisor so they are aware of this individual. If a participant is suspended from one location, they are not allowed into another location.

DIRECTIVE TO STAFF**SUBJECT: WHAT TO DO IN A ROBBERY SITUATION**

A robbery usually takes less than two minutes to complete. If staff and Facilities have taken the necessary preventative steps to reduce the chance of a robbery, then the following guidelines should be done to ensure the robbery is completed as quickly and efficiently as possible.

1. **TAKE NO ACTION TO JEOPARDIZE YOUR PERSONAL SAFETY.**
2. Keep calm and obey the robber's instructions.
3. Do not argue or try to talk the robber out of his intention.
4. Do not anger the robber. Be honest about any and all monies.
5. Tell the robber about any possible surprises, such as someone working in the back room.
6. Make no quick movements with your hands or body. Keep your hands in plain view.
7. Without staring, try to get a good mental picture of the robber's appearance and mannerisms.
8. **Under no circumstances must you chase or follow a robber.**

After the robbery has ended, **dial 911 immediately**. Then contact your supervisor. The Police will be asking detailed questions regarding the incident, so be prepared to give information to them such as height, age, appearance, any distinct characteristics, etc. It would be a good idea to make notes immediately after the robbery has ended on any details which will help the Police.

* See the Robbery Prevention Kit located at every City of Saskatoon Leisure Service Facility for more details on prevention and reacting in this situation (all the above information was adapted from this Robbery Prevention Kit, and in association with the Saskatoon Police Services).

Revised: April 3, 2000
Senior Staff '00/Comm Supp./Directive - No Tolerance

Section IV

Evaluation Forms

Resuscitation Skills

Rescue Breathing

- speed in contacting victim
- assessment of possibility of spinal injury or other complicating factor
- determination of unresponsiveness
- call for assistance / activation of EMS system
- open airway - chin lift or jaw thrust as appropriate
- determination of breathlessness; look, listen, feel (10sec.)
- ventilate twice (1-1.5 sec.)
- airway maintenance; good seal: observation of chest; allowance for deflation between breaths, effective inflation
- circulation check – check for movement, coughing, colour, check for carotid pulse (10 sec.)
- continuation of resuscitation
- immediate recognition of complications and demonstration of effective steps to deal with same
- continued ventilation
 - one every 5 sec. - adult
 - one every 3 sec. - child
 - one every 3 sec. - infant (puffs)

Obstructed Airway - Unconscious Victim

- speed in contacting victim
- assessment of possibility of spinal injury or other complicating factor
- determination of unresponsiveness
- call for assistance / activation of EMS system
- open airway - chin lift or jaw thrust as appropriate
- determination of breathlessness; look, listen, feel
- attempt to ventilate (unsuccessful)
- reposition head and reattempt ventilation
- with adult or child jaw thrust attempted
- placement of heel of hand in correct landmark above and clear of xiphoid process 5 distinct chesty compressions
- tongue-jaw lift and visual check of mouth
- reattempt to ventilate
- if unsuccessful, reposition head and reattempt to ventilate
- continue with 5 chest thrusts

- proper modifications for infant:
 - 5 finger thrusts on sternum
 - visual check of mouth; finger sweep only if necessary

- cover mouth & nose to ventilate
- small puffs of air & don't over extend neck

Obstructed Airway - Conscious Victim

- assessment of degree of obstruction: "Are you choking?"
- shout for help
- careful landmarking (clear of xiphoid process and above navel)
- continuous abdominal thrusts
- reassess victim
- if still choking, continue with abdominal thrusts by re-landmarking
- modifications for child and infant

Cardiopulmonary Resuscitation

- determination of unresponsiveness
- call for assistance / activation of EMS system
- open airway: head tilt/chin lift
- determination of breathlessness, look, listen, feel (10 sec.)
- effective seal of mouth and nose
- ventilate twice (1 - 1.5 sec)
- circulation check – check for movement, coughing, colour, check for carotid pulse (10 sec.)
- if no pulse found, careful landmarking, correct hand/body position and cardiac compression's
 - adult = 15 compression's: 2 ventilation's
 - child/infant = 5 compression's: 1 ventilation
- check for pulse after 4 cycles of 15 compression's:2 ventilations, 20 cycles of 5:1
- CPR continues (if no pulse) with breathing / pulse check every few minutes

2 - person CPR option

- One rescuer does compression's & one rescuer does resuscitation
- 15 compression's: 2 ventilations for adults, 5:1 for child

**LIFEGUARD QUEST CLUB
EVALUATION FORM**

COACH _____

LEVEL _____

DATE _____ **TIME** _____ **CLUB**

DAY _____

FACILITY _____ **SESSION** _____ **CLUB MEETING**

_____

A. Were all of the items covered appropriate to the Lifesaving/AquaQuest/ Junior Lifeguard Club levels? (Examples included.)

B. Did the coach fill the Club time with New Topics as well as Review Topics. (Examples included.)

C. Was there enough time allotted for each item, proper formations chosen and progressions used? Did the coach make good use of pool space available?

D. Did the coach teach the proper standards and methods according to the Red Cross/Lifesaving Society? For example, resuscitation, removals, etc.

E. Did the coach take into consideration the ability of the club members and therefore provided a safe learning environment?

F. While giving feedback, did the coach concentrate on what is RIGHT, not just what is WRONG, design feedback to improve the next performance and offer immediate feedback and practice.

G. Was there fun activities and games done to teach skills throughout the club time? (Examples included)

H. Did the Coach's PDP's have attendance checked off, and were they kept up to date?

SUMMARY:

AREAS OF ACCOMPLISHMENT:

AREAS OF IMPROVEMENT:

Instructors Signature _____ Date _____

Evaluators Signature _____ Date _____

Copy given to instructor: Yes No

LIFESAVING EVALUATION FORM

INSTRUCTOR _____ **LEVEL** _____

DATE _____ **TIME** _____ **LESSON #** _____

FACILITY _____ **SESSION** _____

A. Were all of the items covered appropriate to the lifesaving level. Examples included.

B. Did the instructor fill the lesson with New Topics as well as Review Topics. (Examples included.)

C. Was there enough time allotted for each item, proper formations chosen and progressions used?
Did the instructor make use of pool space available?

D. Did the instructor teach the proper standards and methods according to the Lifesaving Society?
For example, resuscitation, removals, etc.

E. Did the instructor take into consideration the ability of the candidates and therefore provided a safe learning environment?

F. While giving feedback, did the instructor concentrate on what is RIGHT, not just what is WRONG, design feedback to improve the next performance and offer immediate feedback and practice.

Instructors Signature _____ Date _____

Evaluators Signature _____ Date _____

Copy given to instructor: Yes No

LIFEGUARD EVALUATION FORM

Lifeguard: _____

Date: _____ **Time of Day:** _____

Type of Swim: _____ **Facility:** _____ N/O: Not observed

	Yes	No	N/O
A. Eye contact and communication between guards			
• Includes other guards in scan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Uses whistle to get other staffs attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Communicates through trained methods, i.e. signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Continual movement and scanning while on deck			
• Continual movement while on deck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Walks sideways or backwards with shoulders/hips to pool, to maintain eye contact with designated area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Proper scanning of pool & deck areas (surface and underwater)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Moves to monitor blind spots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Positions and Rotations			
• Aware of positions for site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Uses suitable/proper positions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Rotations done on time and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Shares information about potential hazards or noteworthy activities in that area (brief and does not distract from effective scanning)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Complete coverage maintained at all times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Floatation device, whistle & uniform			
• Carries an approved floatation device, i.e. tube, flutter board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Carries whistle around wrist, and does not play with whistle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is dressed appropriate, wearing uniform provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Identifying problem areas and demonstrating preventative guarding techniques.			
• Aware of pool/facility rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Identifies problem areas and enforces the rules using good judgement and tact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Enforces all observed rule infractions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Recognizes indicators which helps prevent problems and accidents, eg. unsupervised pre-schoolers, poor swimmers, horseplay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Off rotations			
• Checks change rooms and sauna on way off deck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• In close range in case of an emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

• Keeps busy & completes assigned off rotation duties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Asks Recreation Worker for additional duties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Public Relations			
• Approachable body language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Friendly and positive when dealing with patrons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Gets guard coverage for extensive public relation involvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Able to answer direct questions or concerns with enthusiasm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Limits talk with patrons to public relations, education & discipline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Respects patron's point of view & tries to achieve a win-win situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No	N/0
H. Hazard free pool area & administration duties.			
• Makes sure that proper clean-up & maintenance is done during and at the end of a shift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Keeps accurate records of bather loads.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Minor Emergency Situations			
• Recognizes emergency and signals to other guard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Offers rest and reassurance to patron	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Uses universal precautions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Treats injury/situation appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Fills out incident report and forwards it to Recreation Programmer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A. Areas of Accomplishment

B. Areas for Improvement:

C. Area for Team to work on:

Lifeguard's Signature: _____ Date: _____

Evaluator's Signature: _____ Date: _____

Recreation Programmer Signature: _____ Date: _____

Copy given to lifeguard? Yes No

Revised: September 3/99

INSTRUCTOR EVALUATION FORM

Instructor: _____ **Date:** _____ **# of Swimmers:** _____

Lesson #: _____ **Day:** _____ **Level:** _____ **Start:** _____ **Finish:** _____

Facility: _____ **Session:** _____

N/O: Not observed today

A. Professionalism	Yes	No	N/O
• 95% water time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• voice: audible, clear, commanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• speaks at the level of the student	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• smiling, friendly, positive attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• energetic and enthusiastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• lessons start/end on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

B. Practices proper safety supervision	Yes	No	N/O
• students never left alone: constant observation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• uses proper class formations that ensure safety of all students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• appropriate pool depth chosen for skill: constant observation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• aid and whistle within reach during all activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

C. Educates students in safe aquatic behaviours, activities and environment.	Yes	No	N/O
• identifies and familiarizes class with specific safety concerns and emergency procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• establishes a meeting place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• prepared and returned equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

D. Creates a learner/friendly environment:	Yes	No	N/O
• demonstrates activity to be done/visual aids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• uses logical progressions which promotes success	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• uses formations which allow students to hear, see, practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• cooperates and communicates with other instructors for pool space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: _____ _____ _____			
E. Progression management (swimming skills)	Yes	No	N/O
• activities and games appropriate for level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• item broken into parts with the learning activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• identifies which swimming skill error needs to be corrected and uses appropriate drills to enhance correction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• uses at least five stroke drills or activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• referred to performance criteria and/or lesson plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: _____ _____ _____ _____ _____ _____			
F. Feedback/Evaluation	Yes	No	N/O
• communicates that the student is improving or not progressing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• points out an error and offers solutions to correct it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• encourages and motivates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• feedback is short, simple and specific	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• recognizes continuous learning achievement according to performance criteria for that level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

G. Completes administrative duties

	Yes	No	N/O
• makes notes of student’s performance on PDP’s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• communicates with parents regarding students progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• PDP’s kept up to date (attendance/progress) & accurately reflects students performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

H. Practices six steps to a successful safety scene

	Yes	No	N/O
• Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Wise Choices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Slogans: (Stop! Look! Go Slow! Etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

I. Water Safety Education:

	Yes	No	N/O
• was the material delivered in a creative way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• uses visual aids where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• incorporate the material into activities in the water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Covered in small chunks!	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Revised September 03/99

AQUA TOT'S EVALUATION FORM

INSTRUCTOR _____ **LEVEL** _____

DATE _____ **TIME** _____ **LESSON #** _____

FACILITY _____ **SESSION** _____

A. Did the instructor encourage and stimulate the parents and children to learn through songs, games, and the use of toys throughout the class? (specific examples)

B. How did the instructor review proper holds today? Did the instructor teach the parents any new techniques for handling their children in the water, or give out any tips today?

C. Was the instructor able to spend individual time with all of the students? Did the instructor provide the parents with specific feedback on skills practised during the class? If yes what was the feedback given?

D. Was there enough time to allow parents to practice skills with their children? Did the parents provide positive reinforcement on skills done in class today, and was this reinforcement encouraged by the instructor throughout the class?

Instructors Signature _____ Date _____

Evaluators Signature _____ Date _____

Copy given to instructor: Yes No

**COMMUNITY SERVICES DEPARTMENT
LEISURE SERVICES BRANCH
LIFEGUARD PERFORMANCE APPRAISAL**

Name: _____

Date of Employment: _____

Site(s): _____

1. Attach feedback form(s) for lifeguard and instructor during appraisal period.
2. Meet with the lifeguard to discuss your appraisal.
3. Sign and return to Facility Supervisor Program Section, Leisure Services Branch.

Performance Summary

Summary of Lifeguard Technical Skills (strengths and areas of improvement):

Summary of Instructor Technical Skills (strengths and areas of improvement):

Minimum Personal Conduct/Behaviour Expected

Responsible, Reliable, and Trustworthy.			
<ul style="list-style-type: none"> • present and at work on time for all shifts (initial schedule, relief work and shift replacements) • consistently completes duties assigned on time and correctly 			
RATING:			
Unsatisfactory	Developmental	Achieves Standard	Commendable
COMMENTS:			

Good Judgement.			
<ul style="list-style-type: none"> • to enforce rules consistently in a diplomatic manner • ensures a fun and safe environment during all guarding and teaching situations 			
RATING:			
Unsatisfactory	Developmental	Achieves Standard	Commendable

COMMENTS:

Service Oriented.				
<ul style="list-style-type: none"> • greets and interacts with participants, parents in a positive and enthusiastic manner • provides feedback to participants and parents in a positive manner • approachable to receiving comments and suggestions from participants, parents, peers, supervisor • interacts with peers and supervisor in a professional manner 				
RATING:				
<table style="width:100%; border:none;"> <tr> <td style="text-align:center; width:25%;">Unsatisfactory</td> <td style="text-align:center; width:25%;">Developmental</td> <td style="text-align:center; width:25%;">Achieves Standard</td> <td style="text-align:center; width:25%;">Commendable</td> </tr> </table>	Unsatisfactory	Developmental	Achieves Standard	Commendable
Unsatisfactory	Developmental	Achieves Standard	Commendable	
COMMENTS:				

Comments:

Recreation Program Technician II: _____ Date: _____

Recreation Program Technician I: _____ Date: _____

This Section to be Completed by the Employee

I have reviewed the assessment with the evaluator

Please check the appropriate box:

- I am in agreement with the assessment
- I am in agreement with the assessment, with the exceptions noted below
- I disagree with the assessment, as noted below

Comments:

Signature: _____ Date: _____

Personn/SummerTemporaryLifeguard Performance Appraisal/March 29, 1999