**Washington Borough Recreation**

**Commitment to excellence in building strong youth and families in our community.**

**Employment Manual**

**Lifeguard**



**Prepared By**

Recreation Director

**Note** The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between Washington Borough Recreation and any of its employees.

Washington Borough Recreation at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

INTRODUCTION

This document has been developed in order to familiarize employees with Washington Borough Recreation and provide information about working conditions, key policies and procedures affecting employment at the Borough Pool.

## Welcome

Welcome to Washington Borough Recreation! We are happy to have you as a new member of our family!

The mission of Washington Borough Recreation is to provide a variety of activities for the whole family, such as athletic teams, aquatics, and various classes and clinics. We share the hope of inspiring families to stay active and healthy while allowing children to choose and stay involved in positive after school activities, all of which improves socialization, self-perception and self-esteem, helping our youth to reach their full potential.

## Changes in Policy

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, Washington Borough Recreation reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.



# 

# EMPLOYMENT POLICIES

## Equal Employment Opportunity

Washington Borough Recreation is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

## Americans with Disabilities Act

It is the policy of Washington Borough Recreation to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). Washington Borough Recreation will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person’s physical or mental disability.

## Immigration Law Compliance

All offers of employment are contingent on verification of the candidate’s right to work in the United States. On the first day of work, every new employee will be asked to provide original documents verifying his or her right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form.

## Employee Background Check

Prior to making an offer of employment, Washington Borough Recreation may conduct a job-related background check. A comprehensive background check may consist of prior employment verification, professional reference checks, education confirmation, and credit check.

## Criminal Records

When appropriate, a criminal record check is performed to protect Washington Borough Recreation’s interest and that of its employees and clients.

## Personnel Records and Administration

The task of handling personnel records and related administration functions at Washington Borough Recreation has been assigned to the Human Resources Department. Personnel files will be kept confidential at all times and include some or all of the following documents:

* Employment Application
* Employment Eligibility Documents
* Professional Certifications

All medical records, if any, will be kept in a separate confidential file.

## Change of Personal Data

Any change in an employee’s name, address, telephone number, marital status, dependents, or insurance beneficiaries, or a change in the number of tax withholding exemptions, needs to be reported in writing without delay to the Human Resources Department.

## Building Security

Employees are not allowed on Washington Borough property after hours without prior authorization from their supervisor.

## Health-related Issues

Employees who become aware of any health-related issue should notify their supervisor of health status as soon as possible.

## Employee Requiring Medical Attention

Employees should report all work-related injuries and accidents immediately to their supervisor, and then follow theses steps:

1. Notify Recreation Director
2. Notify Barbara Van Why at Borough Hall who will provide further instruction

## Employment of Relatives

Washington Borough Recreationis pleased to consider for employment qualified applicants who are related to employees. When Washington Borough Recreation employs more than one member of a family, one family member may not supervise the other. If such a situation should arise and the employees are unable to develop a workable solution, management will decide which employee may be transferred.

## Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In such instances, Executive Staff will decide on the closure and Human Resources will provide the official notification to the employees.



# STANDARDS OF CONDUCT

## General Guidelines

All employees are urged to become familiar with Washington Borough Recreation rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company’s business.

## Attendance and Punctuality

Washington Borough Recreation expects employees to be ready to work at the beginning of assigned daily work hours, and to reasonably complete their projects by the end of assigned work hours. Each employee will have a timecard and must punch in with the time clock located in the Managers office upon arrival, and out at the end of their shift. Employees working a full shift must also punch out and back in for their “lunch” break. . Lifeguards are required to arrive 15 minutes Before their scheduled shift, in order to be at their assigned post at the start of their shift.

## Absence and Lateness

From time to time, it may be necessary for an employee to be late or absent from work. Washington Borough Recreation is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact all affected parties if they will be absent or late. Any employee arriving late to their shift habitually will be subject to disciplinary action. If any employee is unable to work a scheduled shift they are required to find a replacement within 24 hours of the shift. Any employee calling out sick the day of their shift must contact the Pool Manager And Recreation Director.

## Unscheduled Absence

Absence from work for three (3) consecutive days without notifying management or the Human Resources Department will be considered a voluntary resignation.

## Meal and Break Periods

Employees working a full 8 hour shift are allowed a one-half hour lunch break generally between the hours of 3:00pm and 5:00pm. Another employee must be present to cover the necessary post during all breaks.

## Harassment Policy

Washington Borough Recreation does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to: words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

## Sexual Harassment Policy

Washington Borough Recreation does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

## Violence in the Workplace

Washington Borough Recreation has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect Washington Borough Recreation or which occur on Washington Borough Recreation or client property, will not be tolerated.

## Confidential Information and Nondisclosure

By continuing employment with Washington Borough Recreation, employees agree that they will not disclose or use any of Washington Borough Recreation’s confidential information, either during or after their employment. Washington Borough Recreation sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, employment with Washington Borough Recreation assumes an obligation to maintain confidentiality, even after an employee Washington Borough Recreation’s employ.

## Ethical Standards

Washington Borough Recreation insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind Washington Borough Recreation’s great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with Washington Borough Recreation’s principles and standards.

## Dress Code

Employees of Washington Borough Recreation are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects Washington Borough Recreation’s reputation or image is not acceptable.

Pool employees will be provided with a uniform t-shirt that must be worm at all times while on duty. Female guards must wear a one-piece bathing suit that is not cut exceptionally high in the leg. Male guards must wear trunks that have at least a 6 inch inseam.

## General Appearance/Behavior

All employees should be constantly aware of public scrutiny. Employees must always be polite, courteous and presentable to the public. It is necessary to ALWAYS enforce the rules, even when a patron may disagree, however it should always be done in a constructive, polite manner. It is important to inform the patron of the rule that they are breaking.

## Use of Equipment

Washington Borough Recreation will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of Washington Borough Recreation —unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

Absolutely NO electronic, portable devices, books or magazines are allowed during work hours. Any such item must be left in a secure location with the rest of the employees belongings. An employee may use these items while on a scheduled break.

## Use of Computer, Phone, and Mail

Washington Borough Recreation property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

## Smoking Policy

No smoking of any kind is permitted inside any Washington Borough Recreation office or on Borough Park grounds.

## Alcohol and Substance Abuse

It is the policy of Washington Borough Recreation that the workplace be free of illicit drugs and alcoholic beverages, and free of their use. In addition to damage to respiratory and immune systems, malnutrition, seizures, loss of brain function, liver damage, and kidney damage, the abuse of drugs and alcohol has been proven to impair the coordination, reaction time, emotional stability, and judgment of the user. This could have tragic consequences where demanding or stressful work situations call for quick and sound decisions to be made.

## Gifts

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client. Employees are not permitted to give unauthorized gifts to clients.

## Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute noncompany literature in work areas at any time during working time.

## Complaint Procedure

All Pool Employees are under the direction of the Pool Manager, Recreation Director and Borough Manager. The Pool Manager is responsible for the daily operation of the pool facility during their shift. Any problems, complaints or suggestions should be brought to the attention of the Pool Manager. If the problem involves the Pool Manager the Employee may go directly to the Recreation Director. If the problem is with the Recreation Director the employee may go to the Borough Manager.

## Corrective Procedure

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Decision-Making Paid Leave/Counseling Session, (d) Termination

## Crisis Suspension

An employee who commits any serious violation of Washington Borough Recreation policies at minimum will be suspended without pay pending an investigation of the situation. Following the investigation, the employee may be terminated without any previous disciplinary action having been taken.

## Employment Termination/Resignation

After the application of disciplinary steps, if it is determined by management that an employee’s performance does not improve, or if the employee is again in violation of Washington Borough Recreation practices, rules, or standards of conduct, following a Decision-Making Leave, employment with Washington Borough Recreation will be terminated.



# 

# COMPENSATION

## Base Compensation

It is Washington Borough Recreation’s desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

## Timekeeping Procedures

By law, Washington Borough Recreation is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate electronic Washington Borough Recreation time record each week, and time records must be completed in accordance with the Borough of Washington time-reporting guidelines.

## Payroll and Paydays

The frequency of Washington Borough Recreation payroll distribution is dependent upon an employee’s employment status. Regular salary and hourly employees are paid on the 15th and 30th of each month, unless either of those days falls on a weekend, then the employee will be paid on the Friday before.

## Opportunities for Advancement—Progression and Promotion

Washington Borough Recreation would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, Washington Borough Recreation reserves the right to look outside the company for potential employees as well.



# BENEFITS

## Worker’s Compensation

All employees are entitled to Workers’ Compensation benefits paid by Washington Borough Recreation. This coverage is automatic and immediate and protects employees from work-related injury or illness. If an employee cannot work due to a work-related injury or illness, Workers’ Compensation insurance pays his or her medical bills and provides a portion of his or her income until he or she can return to work.

## Unemployment Compensation

Unemployment compensation is designed to provide a temporary income for those who are out of work through no fault of their own. Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with Washington Borough Recreation. The Division of Unemployment Insurance of each State’s Department of Labor determines eligibility for Unemployment Compensation. The Borough of Washington pays the entire cost of this insurance program.

## Social Security

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, employees are required by law to contribute a set amount of weekly wages to the trust fund from which benefits are paid. As employer, Washington Borough Recreation is required to deduct this amount from each paycheck an employee receives.



# 

# 

# EMPLOYEE COMMUNICATIONS

## Open Communication

Washington Borough Recreation encourages employees to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Recreation Director. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

## Staff Meetings

In order to keep the communication channels open, Washington Borough Recreation may choose to hold department-wide staff meeting. Employees will receive communications from the Recreation Department about the agenda and discussion topics before each meeting.

## Suggestions

Washington Borough Recreation encourages all employees to bring forward their suggestions and good ideas about making Washington Borough Recreation a better place to work and enhancing service to Washington Borough Recreation customers. Any employee who sees an opportunity for improvement is encouraged to talk it over with management. Management can help bring ideas to the attention of the people in the organization who will be responsible for possibly implementing them. All suggestions are valued.

## Closing Statement

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at Washington Borough Recreation.



# 

# 6 LIFEGUARD PROCEDURES

6.1 **Duties**

Each lifeguard must use an effective scanning technique to help identify patrons in need of assistance. Lifeguards must be sure to not allow distractions to decrease their performance. Lifeguards must always be vigilant, defined by “a state of readiness to detect and respond” to any necessary incident. No Lifeguard should be conversing with a fellow employee or patron while on post.

The State of New Jersey requires at least one certified Lifeguard for every 60 bathers. Lifeguards must be aware of the size of their scanning zone depending on the number of guards posted.

Lifeguards will work in 30 minute rotations. If there are 2 or more guards on post each Lifeguard will:

* spend 30 minutes at one post,
* transfer and spend 30 minutes at a second post
* Come off post and perform other duties for 30 minutes.

When changing posts, one post should be changed at a time. The incoming guard should watch the bathers while the outgoing guard climbs off the stand, then the outgoing guard should watch the bathers while the incoming guard climbs the stand. The outgoing guard should inform the incoming guard of any situations that may need special attention. During the 30 minutes off stand Lifeguards are Not permitted to use their cell phones, read or play games unless it is a scheduled break time. Guards on duty during a 30 minute off post time are responsible for testing the water, checking and cleaning bathrooms as well as checking the perimeter of the pool and pool area for hazards or garbage. Lunch breaks need to be scheduled into one of a guards 30 minute off post time.

6.2 **Uniform/Dress Code**

Lifeguards are required to arrive daily wearing their guard bathing suit (any solid color red bathing suit with or without guard symbol), guard t-shirt (provided by Recreation) and whistle (provided by Recreation). Hair below shoulder length must always be tied back away from face. Repeated failure to arrive prepared will result in disciplinary action. Any employee that misplaces or damages their Recreation purchases equipment will be required to replace the item themselves before their next scheduled shift.

# ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Washington Borough Recreation Employment Policies, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding Washington Borough Recreation company policies I should direct them to my manager or the Recreation Department.

I know that Washington Borough Recreation company policies and other related documents do not form a contract of employment and are not a guarantee by Washington Borough Recreation of the conditions and benefits that are described within them. Nevertheless, the provisions of such Washington Borough Recreation company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that Washington Borough Recreation, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Printed Name Position

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature Date



# 