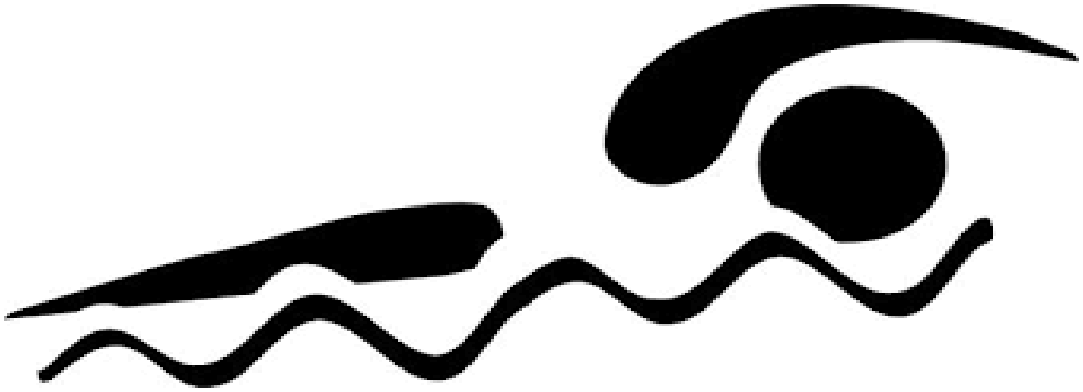
TOWN OF BISCOE

Deaton-Monroe Recreation Park Swimming Pool

Approved & Adopted March 13, 2017 by the Biscoe Town Board

221 Mill Street ♦ Biscoe, NC 27209

Policies & Procedures



Opening and Closing Procedures

Hours of Operation Park Hours 7:30 am - 12 midnight

The pool is open to the public

- Monday-Friday 10am to 5pm
- Saturday 12pm to 6pm
- Sunday 1pm to 6pm
- Thursday Nights are Public Night Swims from 7-9pm (Cost is $1)

Swimming Lessons: (Monday - Friday)
9 am to 10 am and 5 pm to 6 pm (June-August)
$30.00 per child (Free to employees & their children.)

Private parties can be booked at a cost of $100 for a 2-hour period or $150 for a 3-hour period on Tuesdays, Wednesdays, Fridays, Saturdays, & Sundays from 7-9 pm. We also have 10 AM—12 noon available for parties on Saturday mornings.

The Park opens at 7:30 AM each morning and is open until 12:00 each night. Some events require that the park remain open for extended hours and can be scheduled through either the Police Department or Town Hall.

Any related charges or fees: There is no fee to enter the park or to use the year-round facilities at the park. There are fees for using the swimming pool during the summer season. Admission to the pool is $2.00 per person. For group rates and special events, please contact Town Hall.

The Biscoe Park offers a number of small town recreation services. We have a swimming pool that is opened during the summer months, tennis courts, basketball goals, a walking trail, a volleyball court, a picnic shelter, horseshoe pits, softball field, and a baseball field. The park also includes a number of playground equipment for kids to play on.

Chart will be made for guards to have opening and closing duties assigned each day.

Opening Procedures
(8:00 a.m. – 9:00 a.m.)

1. Check chemicals and record
2. Put out lifeguard equipment
3. Check & empty skimmers
4. Pick up trash around entire park
5. Clean outside pool bathrooms
6. Check entire deck for cleanliness
7. Check bathrooms for cleanliness and paper supplies

Closing Procedures

(5:00 p.m. – 5:30 p.m. - basket room person should do this if other guards are giving lessons)

1. Check chemicals and record
2. Pick up toys, towels, trash around deck and in bathrooms
3. Empty trash cans, replace with clean liners and take out to dumpster
4. Clean bathrooms following bathroom cleaning procedures and close windows
5. Rinse out bathrooms & sweep out excess water
6. Check paper supplies in bathrooms
7. Pick up trash around entire park
8. Check water level of pool (add water if needed)
9. Count money and then deposit in Nightly Deposit box at the Town Hall.
10. Close umbrellas (after nightly party)
11. Straighten chairs and put chair backs up, clean chairs as needed
12. Clean debris from entire deck
13. Shut off all lights
14. Lock doors and gates

Lifeguard Policies and Procedures

Lifeguard Assignments

- 2-5 Guards *(2 Minimum*)
- 1-3 guards on deck (depending on patron load. There will 1 guard patrolling for every 75 swimmers, more if situation demands it.)
- 1 guard maintenance break
- 1 guard on personal break

Rotations

- 20-Minute rotations
- Rotate clockwise starting with the pool house lifeguard stand

Station Descriptions

On the stands:

- Pool house stand – covers kiddie pool and shallow end
- Tennis Court stand – covers shallow and deep end of pool
- Deep End stand –deep end and 5 foot section

Maintenance –check bathrooms, eating area, trash cans, deck, and do other assigned tasks as needed.

Personal break – put on sunscreen, eat lunch, get drinks, and take bathroom breaks. You may use cell phones **ONLY** in the Guard shack. **You are NOT to leave Swimming Pool this includes going to the parking lot.** If you must leave, see the manager or asst. manager for permission.

Other stations maybe added as needed.

Lifeguard Uniforms

- Red suit or swim trunks
- T-shirt or tank top issued by Town of Biscoe with lifeguard on front and/or back
- Only one piece swim suits are permitted
- Visors (highly recommended)
- Flip flops or water shoes. Bare feet not recommended. Deck gets very hot. No shoes or socks permitted.
- Fanny packs
- Sun glasses (highly recommended)
- Whistles

Sunscreen Required. Recommend to put on at each personal break.

Whistle Checkout Policy

All lifeguards must have a whistle to be on duty.

Whistle Blowing Communication

- One short blast – get patron's attention
- Two Short blast – get another lifeguard's attention
- One long blast – Emergency; clear the pool
- Three blasts –five minute break

Chemical Testing

Chlorine: 2 – 5 ppm recommended depending on patron load. To test chlorine, fill small cylinder with water up to line. Add 5 drops of DPD 1A and 5 drops of DPD 1B into small cylinder. Place lid on top and turn cylinder upside down to mix. Check color with test kit. If it is below 1 ppm, report it to the Senior Guard or Pool Manager. Recommend testing at opening, mid-day, and closing by lifeguards or pool manager.

pH: 7.4 – 7.6 recommended. To test pH, fill cylinder with water up to line. Add 5 drops of pH into cylinder. Place cap on top and turn cylinder upside down to mix. Check color with test kit. If below 7.2 or above 7.7, report it to Senior Guard or Pool Manager.

Lifeguard Maintenance Procedures

Duties should be completed during the maintenance break. Opening and closing duties are posted to remind the opening and closing guards of their responsibilities and must be initialed once completed. Maintenance break duties will be assigned by senior guard or managers.

Senior Lifeguard Procedures

This position is responsible for assisting the pool managers with the supervision of the lifeguard staff and overall operation of the Swimming Pool.

Eating and Drinking

- Lifeguards are required to have water while on duty.
- Eating lunch/dinner is done during personal break.
- Food must be eaten in the guard room.

Lifeguard Responsibility

Being on time – It is required that all lifeguards be on time for their shift. Being late is unacceptable. Lifeguards are warned the 1st time, written up 2nd time, and dismissed the 3rd time for unexcused tardiness. If you foresee a problem, call Park Director Mark Miller at (910) 220-0410 and inform him as soon as possible.

Sick policy – If you are sick, please call your supervisor as soon as possible to allow plenty of time to find a replacement. Unexcused absences are unacceptable.

Shift coverage request forms – Request for specific days and times off are considered, but once the schedule is posted, it is the lifeguard's responsibility to arrange coverage for his/her shift.

A shift coverage form must be filled out by and approved the pool manager.

To ensure adequate coverage, there must be notification at least 24 hours prior to any shift changes.

Staff Meetings – All staff are expected to attend. Staff meetings and in-service trainings are one of our ways to communicate with each other so we can make the improvements that will enable our facility to operate more smoothly

In-Service Trainings – attendance is mandatory.

- Spinal Injury Management
- Water Rescue Skills
- CPR and First Aid
- Customer Service
- Weekly In-Service swimming
- EAP and Evacuation plan

Leaving the deck for bathroom breaks

If you must leave your station, you must make sure a pool manager, senior guard, another lifeguard on maintenance, or personal break will cover your station. Leaving your station without coverage is a negligent act and disciplinary action will be taken.

Dismissal Policy – 3 strikes

1. Verbal warning – supervisor will document the conversation
2. Written warning – employee will be given a written warning
3. Dismissal

**The 3 strike policy includes warnings on being late, and not performing required duties.*

** There are actions that would be grounds for immediate dismissal including but not limited to: Fighting, profanity, disrespecting a patron or supervisor, sleeping on duty, alcohol or drug use, not showing up or calling for a shift.*

Rescue Tube and Fanny Pack Policy

While on duty, lifeguards must carry a rescue tube and wear fanny pack around waist at all times. Fanny pack must have breathing barrier, gloves, and first aid supplies.

Maintenance Duties and Responsibilities

A. Pool Manager & Assistant Pool Manager Responsibilities

1. Assign and ensure lifeguard maintenance duties are completed. This includes…
   a. Opening and closing.
   b. Keep inventory of chemicals and reorder.
   c. MSDS sheets are in order.
   d. Backwash filters ***(depending on pressure)***
   e. Handle adding chlorine and other chemicals to pool.
2. Responsible to see that all maintenance is completed and/or reported to the Maintenance supervisor.

B. Senior Guards Responsibilities

1. Doing regular scheduled maintenance duty.
2. Follow up with other lifeguards to make sure all duties are completed.
3. Report any problems or hazards to pool manager, maintenance supervisor, or Aquatics Dir.
4. Lifeguard rotation.

C. Lifeguards

1. Responsible for following through with all scheduled duties assigned.
2. Report to supervisor any problems or hazards in the area.
3. Maintenance duties should never interfere with patron surveillance and safety.

D. Certified Pool Operator

1. Responsible for water clarity and making sure chemicals are balanced.
2. Responsible for ensuring backwash is done regularly.
3. Handle chemicals to make sure added to chlorinator and that cylinders are changed.
4. Reorder chemicals as needed.

Patron Dress Code

1. No cut-off jeans
2. No workout clothes
3. Only time clothes are allowed
    a. Religious beliefs
    b. Background beliefs
4. T-shirts may be worn, but bathing suits must be worn under t-shirt
5. All non-toilet trained children must wear swim diapers and/or rubber pants under bathing suits.

Swimming Pool General Rules

- Children under 10 years old must be accompanied & supervised by an adult 16 or older.
- Members shower before entering pool area.
- Glass objects, chewing gum, personal radios, alcohol or the use of tobacco products will not be permitted.
- No diving is allowed in the shallow end of the pool.
- No running, shouting, playing rough, spitting is allowed.
- Only feet first, forward facing entries off the side of the pool in the shallow end of the pool.
- Non-toilet trained children must wear swim diapers and/or rubber pants under swimsuit.
- Proper swimwear required. No cut-off jeans or workout clothes.
- Open sores, cuts, or contagious conditions are not allowed in the pool.
- Only approved flotation devices may be used.
- Do not allow members to hang on ropes
- Scheduled programs always have priority.
- No Pets
- Personal displays of affection between members are not allowed. (Kissing, hugging, body contact)

Parties

- Are offered each evening~~s~~ from 7 – 9 PM (or 7 – 10 PM)
- Offered each Saturday morning from 10 AM – 12 PM.
- Patrons must clean up after party.

Food and Drink Policy

- Coolers are allowed in the swimming pool area. Trash cans are placed around the park. Members are asked to clean up any food or drinks spilled to prevent onset of insects and bees.
- No glass containers or No alcoholic beverages allowed.

CPR and First Aid Procedures

Procedures for giving a member care will be handled as mandated in your lifeguard training manual. An incident report will be written up after each incident.

1. *Bee Stings and Insect Bites* – If a member is having a severe allergic reaction, call 911. An allergic reaction could become a breathing emergency. To care for a member with a bee sting without an allergic reaction:
   a. Follow preventative disease transmission precautions.
   b. Wash the wound with soap & water.
   c. Cover site and keep it clean.
   d. Apply a cold pack to the injury.
   e. Care for life-threatening conditions and monitor airway, breathing, and circulation.
   f. Keep the victim comfortable.

2. *Sunburns* – are usually a first-degree burn.
   a. Get the person out of the sun into a cool place.
   b. Apply cool wet towels to the burn.
   c. Keep the victim comfortable.
   d. Monitor the airway, breathing, and circulation.

3. *Heat Related Emergencies* – 3 types of emergencies: (1) Heat Cramps, (2) Heat Exhaustion, and (3) Heat Stroke.
   a. Move the victim to a cool spot.
   b. Loosen or remove clothing.
   c. Fan the victim.
   d. If heat cramps, have victim stretch the muscles lightly and massage the area.
   e. Move the victim into circulating air while cooling the victim with cool damp towels.
   f. Give cool water to drink if conscious.
   g. If the victim's condition gets worse, call 911.
   h. If you suspect heat stroke, call 911.

Water Rescue Procedures

Water Rescue skills at a Swimming Pool are the same rescue skills that lifeguards use when guarding at any other facility. Remember to activate the EAP before making a rescue (1 long whistle blast~~s~~). There are additional skills used at a Swimming Pool, these include:

Entries

- Compact jump – enter water less than 5 feet no higher than the deck level or from an elevated stand.
- Stride jump - use the stride jump with a rescue tube only if the water is at least 5 feet deep and he or she is no more than 3 feet above the water
- Run and swim entry – enter the water from a gradual slope

Assists

- Assist entry and exit points
- Assist tired swimmer to shallow water or a ladder
- A Simple assist could be helping a swimmer to his or her feet

Removal from water

- Walking assist – help conscious victim walkout
- Front and back carry – 2 guards required. Unconscious victim cannot get out of the water without help.

Spinal Procedures

General Rescue Procedures for Suspected Spinal Injury:

- Recognize possible spinal injury.
- Activate facilities emergency action plan.
- Survey the scene and enter the water.
- Minimize movement of the victim's head/spine.
- Position the victim's face at the surface, using proper in-line stabilization technique.
- Check for consciousness.
- If victim is in deep water, move to shallow water.
- If two or more guards are on duty, immobilize the victim on a backboard. DO NOT try to backboard victim with bystanders.
- Remove from water.
- Provide emergency care as needed.
- Complete accident report.

Extreme Shallow Water Technique

This technique is used when finding a victim face down in extreme shallow water, less than 2 feet. The modified head-splint technique is used.

Emergency Action Plan

- Lifeguard recognizes an emergency and blows whistle to alert other guards.
- Primary guard enters the water to make rescue.
- Secondary guard (guard closest to the primary) clears the pool area if further assistance is needed.
- If pool is not cleared, secondary guard takes over additional coverage including primary guard's area.
- All other guards help clear pool if necessary or helps take other additional lifeguard coverage until primary guard resumes guarding duties.
- Basket room attendant calls 911 and brings AED.
- Guards help move the victim to dry area.
- Primary and secondary start CPR until AED arrives.
- Secondary guard sets up AED for use; Primary continues CPR until AED is ready.
- Dry off victim and make sure no puddles of water are under victim.
- Make sure no one is standing in puddles of water connected with the victim when AED is in use.
- Dry lifeguard should push AED button.

- Other guards on duty help clear the pool, clear the deck, and bath houses, then assists with the emergency.
- Remain with member and continue to provide care until EMS arrives (pool remains closed.)
- If member is a child, contact member's parents. Remember: ONLY use Pediatric AED pads on Children 0 – 8 years old or on any person under 55 pounds.
- If a minor is transported to the hospital without a family member present, a staff member must go to the hospital with the minor.
- Complete incident report.
- Pool Manager or Senior Guard oversees that the victim is being properly cared for and all other guards are following through with their responsibilities.

Emergency in the Bath Houses

- Pool Manager or Senior Guard enters locker room to determine the problem.
- Alerts outside front desk to call 911 and to get AED if needed.
- Outside front desk gets guard on concessions duty to come and assist in locker room.
- A third guard may need to help with crowd control in locker room and assist other guards if needed.
- Remaining guards on duty take over additional coverage for the guards assisting with rescue. This may mean closing a section of the pool for crowd control until all guards are back on duty.
- The rescuers move the victim to a dry area.
- The rescuers start CPR until AED arrives.
- Rescuer one continues CPR until the AED is ready for use while rescuer two sets up the AED for use.
- Dry off victim and make sure there are no puddles of water under the victim.
- Make sure no one is standing in a puddle of water that is connected with the victim when the AED is in use.
- Guards remain with member and continue to provide care until EMS arrives.
- Complete incident report.

Chlorine Procedures

If chlorine gets too low:

- Chlorine drops below 2.0 ppm, report it to supervisor on duty.
- Check to see if chlorine control needs to be turned on or up.
- Add liquid chlorine to pool

Fecal Accidents in the Pool

- **CLEAR THE POOL**. **DO NOT** allow anyone to enter the pool until all contamination procedures are completed.
- Remove as much of the fecal matter as possible using a net or scoop, then dispose of it in a sanitary manner. Clean and disinfect the net or scoop. After cleaning and

disinfecting, leave the net or scoop immersed in bucket containing 10 parts water to 1 part bleach.

- Vacuuming the stool from the pool is not recommended. Only vacuum if there is no other way to remove the fecal matter from the pool.
- Complete incident report.

Diarrhea

- Raise the free chlorine to 10ppm and maintain the PH between 7.2 – 7.5. The chlorine and PH level should be sufficient to kill Cryptosporidium (water borne virus or germ.). This level should be maintained for at least 16 hours.
- Ensure that the filtration system is operating while the pool reaches and maintains proper chlorine level during disinfection.
- Maintenance should backwash the filter thoroughly after reaching the CT value.
- Swimmers may be allowed back into the pool after the required CT value has been achieved and the chlorine levels are returned to normal range of 2-3ppm.
- Fill out fecal chart

Formed Stool

- If the chlorine is lower than 2.0 ppm, raise it to 2 .0 ppm and ensure the pH is between 7.2 – 7.5
- Maintain chlorine at 2.0 ppm and PH 7.2 – 7.5 and keep pool closed for 30 minutes.
- Pool can be reopened after 30 minutes.
- Fill out fecal chart.

Body Fluid Cleaning Procedures

Body fluid spills on pool deck

- Block off area of the spill until clean-up and disinfection is complete.
- Wear gloves.
- Wipe up the spill using paper towels or absorbent materials. Place in red bio-hazard bag and put out for cleaning crew to throw out.
- Add 9 parts cool water to 1 part bleach, add bleach to water, (never water to bleach), then mix the solution.
- Pour solution onto the contaminated areas.
- Let solution remain for 20 minutes.
- Wipe up or wash out remaining bleach solution into drain.
- Non-disposable cleaning material should be disinfected by soaking in the bleach solution.
- Remove gloves and dispose in red bio-hazard bag.
- Take red bio-bag to main building for disposal.
- Wash hands with soap and water.

Vomit Contamination in pool

Follow guidelines for formed fecal incident procedures.

Blood Contamination in pool

- Check chlorine level. If 2ppm or higher, no further action needs to be taken.

- Blood spills do not require closing the pool. Blood borne pathogens do not survive in properly chlorinated pool water.

Weather Policy/Thunderstorm Procedures

When lightning and thunder are in the area…

1. Patrons will be asked to get out of the pool. They may wait inside locker rooms.
2. The Pool Manager or Senior Guard will make the decision to close.
3. Pool activities will remain suspended until 20 minutes after the last thunder is heard or 30 minutes after the last lightning strike was seen.
4. If heavy rains occur, pool activities will be suspended until the rains let up.

Swim Lessons

- Flyers are sent home with kids from school each year. Contact 910-428-4112 for more information.
- Offer three 2-week sessions which last 45 minutes Monday – Friday at either 9:00–9:45 AM or 5:00–5:45 PM.
- Three levels of classes are offered:
    1. Beginner
    2. Intermediate
    3. Advanced
- Offer Pre-K and Adult lessons once each summer for a 2-week session from 6:00 – 6:45 PM.

Lost and Found

- Is located outside the guard room. Two bins: (1) Towels & Clothes (2) Toys
- Personal hygiene items such as socks, underwear, and hair items will be thrown out daily.
- Wet towels and clothes must be dry before putting into bins.
- Anytime a patron needs to look in lost and found, a lifeguard or staff member must always be present to assist them. Patrons cannot help themselves to the lost & found.

Trash Procedures

- Lifeguards will be responsible for checking and emptying trash cans throughout the day.
- Bags will be taken out and immediately replaced with new ones.
- Trashcans will only be emptied when they are more than half-way full. All trash bags must be taken and disposed of in the dumpster each night at closing.
- Lifeguards will be responsible for picking up trash around the picnic areas and on the pool deck.
- Trash cans will be rinsed out weekly and washed with cleaner bi-weekly or as needed.

Weekend Procedures

A pool manager or assistant pool manager will be on duty at all times during the weekends. If a problem occurs, the Pool Manager will be called. If it is a maintenance problem, the pool maintenance staff will be called. The Pool Manager will determine if Aquatics Director needs to be contacted. If the Swimming Pool needs to be closed due to weather or other situations requiring closure, the Aquatics Director should be contacted.

Winterizing and Shutdown

- Water will be left in pool
- Continuous circulation of the water will control the effects of freezing.
- All outside objects that are non-permanent must be removed and stored inside and locked up for security purposes.
- Items such as office equipment, computers, and electronic equipment need to be stored in a secured room that offers protection from moisture and freezing damage.
- Equipment in pump room must be protected from freezing and damage.
- Make an~~d~~ inventory list of all items and where each item is stored.
- Make sure all nuts and bolts are placed in a plastic bag and attached to the pieces of equipment.
- Chlorine and Ph should be maintained at 1.0 ppm and 7.6 – 7.8.

Locker Room Shutdown

a. All water lines of the showers, lavatories, sinks, and drinking fountains need to be drained to prevent the possibility of freezing.
b. A high-pressure air pump can be used to blow lines dry.
c. Open and shut all shower heads and valves the closest to the most distant, to clear all water out of the lines.
d. Water may have to be dipped out by hand from the commodes and traps. If this is required, pour some anti-freeze in pipes and/or commodes to prevent damage.

*Draining Procedures – these steps should be written up in Paddock's Operations Manual and give to the Aquatics Director after completion.

OSHA / MSDS Sheets

a. All water maintenance chemicals will be stored in the chemical room. No chemicals will be left out on the pool deck, in the Swimming Pool office, or in the bath houses. (with the exception of cleaning materials for bathrooms.) Chlorine and some cleaners do not mix well.)
b. Water maintenance Chemicals will be locked up and not accessible to members.
c. Water maintenance Chemicals will be stored on pallets in chemical room and not sitting on the floor.
d. Water maintenance Chemicals will be stored in original containers or containers that are marked with proper chemical names.
e. Container lids will be on chemicals at all times during storage.
f. MSDS sheets will be on file for all chemicals at the Swimming Pool. Two copies will be on file (one in the aquatics office and the other in the chemical room).
g. Gloves will be worn when adding or handling chemicals.

Missing Child Procedures

Person in charge:

- The senior most employee present and on duty at the Swimming Pool will initiate the emergency procedure.
- Notify senior most employee on duty at the main facility who will activate the missing child procedure in the main building.
- Send Staff member to search parking lot.
- Check with front desk and with all other Swimming Pool staff at their designated areas.
- Secure all three emergency exit gates and main desk exit.
- Check pump house and chemical room.
- Discuss situation with parent or care taker to investigate possible whereabouts of the child.
- Will call 911 if after a thorough search, the child is not found.
- Complete incident report.

Lifeguards:

- Check bottom of pool.
- Evacuate pool if too crowded to see bottom.
- Lifeguards on maintenance or personal break will check both bathhouses, guard room, and then will report to the senior most person on duty.
- Senior guard or appointed lifeguard will take parent or caretaker and search around the Swimming Pool, the Swimming Pool grounds and the parking lot and then report back to the senior most person on duty.

Admission

Each person who enters the pool will pay $2 admission fee. As an added benefit, Town Employees and their families are allowed in free of charge. Each person entering the pool will receive a daily arm band that must be worn while at the pool. The color of the band will change each day. If parents or others do not want to swim, there is no fee but they must wear a yellow color arm band.

Diving Board

Anyone who wants to dive off the diving board must pass a daily swimming test. This test will be conducted by the Pool Director or his/her designee. Once the daily swim test is passed, the patron will be given an arm band with the date written on it. The patron must wear both the admission arm band and the diving board arm band.

Concession Stand Fees

The Town of Biscoe provides a concession stand stocked with drinks and snacks. It is the responsibility of the Pool Director or his designee to purchase all snacks sold at the stand. Each year the Pool Director will submit a list of fees by April 30th to the Town Clerk and Town Manager to review and to submit to the Town Board for approval.

Swimming Pool Signage

It is important to post signs of updated policies and fees in areas where patrons can see them clearly.

TOWN OF BISCOE
BISCOE POOL POLICY & PROCEDURES MANUAL

EMPLOYEE ACKNOWLEDGMENT OF RECEIPT

I hereby acknowledge that I have had the opportunity to read in its entirety the Town of Biscoe Pool Policy & Procedures Manual approved on _____, effective immediately. I have had the opportunity to have explained to me any aspects that I did not understand.

_____
Employee Signature

_____
Date

_____
Department Head Signature

_____
Date