



  
**Clear Blue Pool Management**

# Employee Handbook

**W**elcome to Clear Blue Pool Management, L.L.C. It is with great consideration that we have extended an offer of employment to you and we look forward to a productive working relationship. We expect that you will experience a successful season with our company as we strive to provide exceptional pool management services to our clients.

Your primary responsibility as an employee of Clear Blue Pool Management, L.L.C. is to provide a safe and secure environment for our clients and their members. Being careful and vigilant are vital in your successful fulfillment of your position and we expect the utmost concentration and respect.

As a lifeguard, your primary responsibility is safety. This should underscore every decision you make on a daily basis. However, you will also be expected to assist us in the implementation of an extensive customer service campaign. To that end, you will be required to maintain a clean and organized swimming pool area and do whatever is necessary to maintain quality customer relations. You are the first line in our interaction with our clients. The decisions you make reflect directly on your superiors and the company as a whole. We trust in your judgment and are confident that you will stay cognizant of your role and the expectations involved.

This handbook is designed to provide the information you need to deliver quality staffing and exceptional customer service. It outlines policies and procedures and shall serve as a reference for our employees. You are expected to be aware of company policy and this handbook shall aid in your learning of this invaluable material.

Clear Blue Pool Management, L.L.C. is a rapidly growing service company founded upon the ideals of safety and precision. We strive to better our competitors with superior customer service and an exceptional attention to detail. We need your help to uphold these ideals. We wholeheartedly acknowledge your significance as we attempt to maintain positive client relationships and recognize that relations are brokered on the performance of our lifeguards. Please remember this as you fulfill your job. We know how important you are to our business and demand that you remember this also.

If you ever have any questions, concerns, or problems, please do not hesitate to contact our offices directly. It is with pride that we extend an offer of employment and we look forward to many years of mutually beneficial performance.

Sincerely,

*Glenn Di Loreto*

Glenn Di Loreto, President

# Employee Expectations

In accordance with lifeguard training mandates, your most important responsibility is to the safety of each and every patron at a Clear Blue operated facility. Mothers, fathers, grandparents, babysitters, and guardians all look to you to provide a safe and comfortable environment in which to enjoy their day. Your role is hugely important and you must never forget that. Not on the most crowded day. Not on the slowest day. Life threatening accidents can happen at any time and you must keep that in the back of your mind as you go to and from work.

In addition to protecting the members and guests at your pool, you are responsible for the following:

## **Professional Standard of Behavior**

You are responsible to protect lives. Your behavior must reflect the seriousness of your position.

## **Customer Service**

Being kind and respectful to pool patrons will assist you in successfully administering authority and getting the respect of the members. You are the authority figure, but you must remain approachable and congenial.

## **Respect for your co-workers**

All Clear Blue employees deserve equal treatment.

## **Professional Appearance**

Clear Blue Lifeguards are required to wear a lifeguard swimsuit with clearly identified lifeguard insignia. Additionally, Clear Blue T-Shirts are issued to every guard and it is expected that these will be worn while on duty.

## **Scheduling**

Employees are expected to follow a set schedule. Changes to the schedule shall only be permitted if addressed through a supervisor. Failure to report to an assigned shift is cause for immediate termination.

## **Punctuality**

All Clear Blue Lifeguards are expected to arrive on time to all shifts.

## **Certifications**

All Clear Blue Lifeguards must keep their current certifications on them at all times. A badge case is provided, and it is expected that your credentials shall remain in this case and in your possession at all times while on duty.

# Safety Considerations

The success, and longevity, of Clear Blue Pool Management depends on your ability to maintain a safe swimming pool environment. Your attention to these matters is paramount, and should never be discounted or neglected.

## **Patron Surveillance**

Lifeguards should actively observe patron behavior and look carefully for signs of distress. Continuously scanning the entire pool area and avoiding fixating on a certain area best accomplish this. Lifeguards should look at swimmer breathing, arm and leg motion, body position, and locomotion to assess a situation. Your ability to utilize effective scanning techniques will help ensure a safe pool.

For pools with multiple lifeguards, zones can be established to help ensure adequate coverage. These zones should overlap, however, and lifeguards must remember to continue to scan no matter how many lifeguards are on duty.

## **Safety Check**

To ensure that the swimming pool and surrounding area are as safe as possible, Clear Blue Lifeguards should monitor certain guidelines to best maintain patron safety. These guidelines are implemented by Clear Blue Pool Management and reflect local and state board of health requirements:

- During a lifeguard switch, guard 1 should step down from the chair while guard 2 watches the pool from the deck. Guard 2 then climbs into position while guard 1 watches from the deck. When guard 2 is in position, he/she can indicate that guard 1 may now be relieved. At no time during the switch should the pool be ignored.
- Make sure the spinal injury backboard is on deck and in proper working order. Check straps and head immobilization periodically.
- Make sure the first aid kit is on deck and well stocked according to board of health requirements.
- Every pool must have two (2) extension poles on deck and one (1) ring buoy and rescue tube for each staffed lifeguard.
- Review the facility emergency action plan. Consult the operations manual and periodically review its components. Review the aquatic supervision plan. Consult the operations manual periodically to review its components.
- Make sure the site telephone is in working order and is easily accessible.
- Make sure all doors/gates are securely locked upon closing. Never leave a pool gate unlocked upon closing for the day.
- Check facility equipment and grounds periodically and make a note of any cracks, tears, or other areas of concern. Bring these to the immediate attention of your supervisor.
- Maintain a constant and vigilant concern for all surrounding equipment and grounds and be prepared to take steps to address areas of concern.

**Rescue Drills**

Throughout your term of employment with Clear Blue Pool Management, L.L.C. you may be required to participate in rescue scenarios and emergency drills conducted by Clear Blue supervisors on a routine basis. Essential lifesaving skills will be practiced, like backboarding, CPR, shallow and deep water retrievals, among others.

**In-Service Training**

In addition to rescue skills, Clear Blue conducts regular site instruction in equipment operation, facility rules and regulations, board of health considerations, chemical safety, emergency services, etc. Your attendance to these sessions is encouraged, and may be mandatory, depending on the subject matter.

**Site Inspections**

Facilities operated by Clear Blue Pool Management, L.L.C. will be routinely subject to unannounced visits by various levels of management. In addition to your direct supervisor, you may be subject to inspection by other levels of Clear Blue administration seeking to ensure that Clear Blue is doing its best to meet the expectations set forth by our company and the client.

**Pool Signage**

It is your responsibility to be aware of all facility rules and regulations. These are posted in the form of signs at our swimming pools and you are encouraged to learn these rules and refer to them as needed. In the successful administration of pool rule enforcement, it is often helpful to bring the signage to the attention of the offending patron.

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## Certifications

All lifeguards must maintain current lifeguarding certification and keep a record of classes taken. Lifeguards must maintain, at minimum, certification in Lifeguarding, CPR for the Professional Rescuer, and Standard First Aid. Pool Operators must maintain licensure in pool operation through training program such as The National Swimming Pool Foundation (CPO) and The National Spa & Pool Institute (PPSO).

It is the responsibility of the lifeguard to make sure their certification is current and will not expire before the end of the season. Clear Blue conducts re-certification classes at various times and locations throughout the year and employees are encouraged to contact our offices to learn course schedules and availability.

## Uniform Policy

Lifeguards employed by Clear Blue Pool Management, L.L.C. are required to wear appropriate lifeguard gear at all times on duty. Swimsuits shall be lifeguard design, with 'Lifeguard' clearly stated on the swimsuit. If lifeguards are wearing a shirt while on duty, it must be a Clear Blue company T-shirt. A whistle and lanyard will be given to each employee and it is mandatory that you wear these while on duty.

It is imperative that pool guests be able to easily and quickly identify the lifeguard on duty. For this reason, you must wear the appropriate swimsuit and a company T-Shirt that will be provided. Failure to be consistently identifiable poses danger and could result in slower emergency response time.

Lifeguards will be provided with Clear Blue T-Shirts, one whistle, and one lanyard with badge case. It shall be the responsibility of each employee to safeguard these items and make sure to keep them in good condition. If any of these items are lost or damaged, replacements will be issued at moderate cost to the employee.

# Lifeguard Behavior

As a lifeguard your purpose is to protect the public and prevent injury. Pool patrons look to you as an authority figure and your behavior should always reflect the importance of your position. Decisions you make should be well thought out and in alignment with company philosophy and sound judgment. Your image will be best upheld by remembering a few key guidelines:

- Pay strict attention to the pool at all times, especially when there are swimmers in the water. Utilize elevated lifeguard stands where applicable, or pull a chair up to the coping to more closely monitor swimmers.
- Do not hesitate to move your chair to stay close to swimmers. Be especially cognizant of children, especially those who have parents who are not directly supervising them.
- Do not let outside factors intrude upon your active surveillance. Don't allow yourself to be distracted and avoid unnecessary conversations with pool guests.
- There is no swimming at any facility before or after stated pool hours. Swimming lessons or other activities shall be conducted within stated pool hours unless explicitly stated by Clear Blue Pool Management representatives.
- You are not to entertain guests at the pool. Failure to adhere to this policy is grounds for immediate termination.
- No reading, card games, or game playing when there are patrons present anywhere on the pool deck.
- Lifeguards are discouraged from bringing personal equipment to the pool, i.e. radios, CD players, etc. Televisions and laptops are strictly forbidden.
- Pool amenities are for patron and tenant use. Clear Blue employees are prohibited from using pool amenities such as spas, exercise equipment, etc.

## **Personal Phone Calls**

Phones (including personal cell phones) are to be used for business and emergency use only. Clear Blue will not tolerate long and/or frequent personal calls, both incoming and outgoing, during an assigned shift. Long distance phone calls should not be made under any circumstances. Unauthorized calls made from site telephones will be deducted from employee paychecks.

## **Smoking**

Smoking is not permitted anywhere on pool grounds. At no time should the lifeguard's responsibilities be left unattended or the pool closed in order for him/her to leave the pool and take a smoking break.

## **Pool Visitors**

Friends are absolutely forbidden from visiting Clear Blue employees at work. If something, like lunch, must be dropped off, it must be done so quickly and in such a way as to not distract the lifeguard from his/her duty. If associates of a lifeguard happen to reside in the facility where he/she is placed, discretion must be used in conversing with the member and in the enforcement of facility rules and regulations.

# Public Relations

As a lifeguard you are responsible for the safety of each and every patron that enters the pool area. You are also a visible figure, one that sets the tone for the pool. Your attitude and behavior guide the overall mood at the pool and as an employee of Clear Blue Pool Management, L.L.C. you are expected to exude confidence, care, and enthusiasm.

## **Working with the Public**

A successful summer season depends greatly on how pool guests view the lifeguard. When lifeguards are courteous and respectful, they are likely to receive the same treatment in return. This is a vital element to Clear Blue's philosophy and practice. Pool patrons are out for a good day in the outdoors, usually with family and friends. It is our responsibility to do what we can to guarantee them a good experience. Negative behavior on our part will ultimately lead to reciprocal attitude that will make your day more difficult in the end. Along those lines, make your day and those patron's we serve a positive one from the start. Consider the following fundamental principles to quality customer care:

- Greet every visitor with a smile. Speak in a warm and courteous manner. Remember that each member is, in essence, a part owner of the pool and they expect kind and respectful treatment.
- Anticipate needs. Be proactive and eager to accommodate. If a family arrives and is setting up at a table, approach and ask if they need an umbrella.
- Recognize repeat guests and their preferences. Most pools have regulars, and developing a positive rapport with them is a first step in providing exceptional customer service.
- Follow proper uniform and hygiene standards. Remember, you are the primary company contact on site.
- Take ownership of customer complaints. Assure the client that you will either look into the problem yourself, or refer it to your supervisor. Do not be defensive, even if the complaint involves you. Just listen, respond appropriately, and take the necessary action.
- Say goodbye to pool guests as they leave.
- Be knowledgeable about facility rules and regulations. Periodically review bather rules to support your disciplinary action.
- Take extreme care with all pool and spa related equipment. Use resources wisely. Do your part to ensure that equipment is running at optimal level and be prepared to report mechanical problems to the proper authority.
- Practice teamwork with co-workers, members, and their guests. Understand the importance of the safety team and its value in an emergency.
- Be especially kind to children at the pool. They will receive great satisfaction in learning your name and greeting you on a daily basis. Nurture this relationship and be a positive role model.
- Remember that you are the authority figure. A successful lifeguard is one who maintains a careful balance between customer service and consistent rule enforcement.

### **Working with On-site Personnel**

Your particular pool has a resident manager or other on site supervisor whose responsibility it is to oversee daily operations in the community as a whole. These professionals are an essential part of the execution of Clear Blue's commitment. Lifeguards need to form a positive working relationship with these authority figures just as they would their own supervisor.

Whenever possible, introduce yourself to members of the community, management representatives, and board members. Take the time to listen to their perspective on community issues and member concerns. They are part of your support structure and echo Clear Blue's commitment to the client.

Arguments with resident managers, board members, or other community representatives will not be tolerated. If unusual or inappropriate demands are being placed on Clear Blue lifeguards, this should be brought to the immediate attention of management. Clear Blue takes great strides to support its employees and this underlies our commitment to you as well as our clients.

The role of Clear Blue Pool Management, L.L.C. is to relieve the resident manager or board of directors of the responsibility of running the pool. The pool manager and/or lifeguards should handle the majority of problems at the pool. If a situation arises that warrants reporting to the resident manager or board of directors, Clear Blue should be notified first and given the opportunity to remedy the problem. Open communication between all parties at, or concerned with, the pool will make for a successful season.

### **Being an Authority Figure**

In order to properly administer your position as a lifeguard, you must gain the respect of the patrons at the pool. Establishing yourself as an authority figure is essential and will result in more rapid rule enforcement and effective customer relations. The following guidelines will assist you in fulfilling your role properly:

- Enforce rules in such a way as to not embarrass the patron. Be courteous and inoffensive in your execution of company policy.
- Be fair and consistent. Exceptions made often lead to more problems later.
- Refrain from shouting and using inflammatory language. Show distinct discipline when dealing with children and always make sure punishment is consistent with the offense.
- Do not enter into confrontations. If a situation becomes uncomfortable or combative, distance yourself from the situation and notify your supervisor immediately. Make every effort to diffuse the problem until your supervisor arrives. If any situation becomes dangerous to you or the people around you, do not hesitate to call the police. Clear Blue makes every possible effort to support its staff in all matters, especially poolside confrontations. We expect, in return, to be notified of all situations that fall into this category. This will help us respond in your aid and prevent further problems. Please keep management informed of any difficulties you are having at your pool.

# Daily Operations

Effective lifeguarding extends to the effective maintenance of the pool area and all of its equipment and supplies. Paying close attention to details will increase the likelihood that your pool is free from potential hazards. Certain duties must occur regularly and you are expected to fulfill them daily. Each facility has a checklist of specific items that are to be completed each day. Refer to this list as you arrive to work and before you complete your shift. At a minimum, the following are to be completed daily:

## Opening Duties

- Unlock all doors and gates to the pool
- Take chemical readings and adjust chlorinators as needed
- Check water level and add as necessary
- Thoroughly vacuum the pool, remembering to store vacuum equipment away from pool deck when finished
- Backwash filters as pressure indicates
- Skim pool for leaves, needles, and other floating debris
- Put up umbrellas
- Empty skimmer baskets
- Check bathrooms for cleanliness and supplies

## Daily Duties

- Maintain a careful log of chemical readings, weather, bather load, etc.
- Take chlorine/ph readings every two (2) hours. Adjust chlorinators as needed to maintain proper levels (CL= between 1.0 and 4.0, PH= between 7.2 and 7.8)
- Clean pool tiles and scum line around pool perimeter
- Straighten chairs around deck and maintain a uniform appearance with all deck furniture
- Pick up trash and debris on pool deck
- Check badges of those entering pool area
- Remember to accommodate these secondary duties only when there are no swimmers in the water

## Closing Duties

- Empty trash and take to curb on appropriate evening
- Clean deck area
- Straighten chairs and close umbrellas
- Straighten and clean lifeguard room
- Turn down chemical feeding equipment
- Turn on security lights (where applicable)
- Lock all doors and secure facility gates

# Pool Regulations

All pools operated by Clear Blue Pool Management, L.L.C. have established rules and regulations that we, as the management company, are required to enforce. It is your responsibility to use any means necessary to learn these rules and implement their proper enforcement. Check with your specific pool to understand particular guidelines. The following apply to all Clear Blue operated facilities:

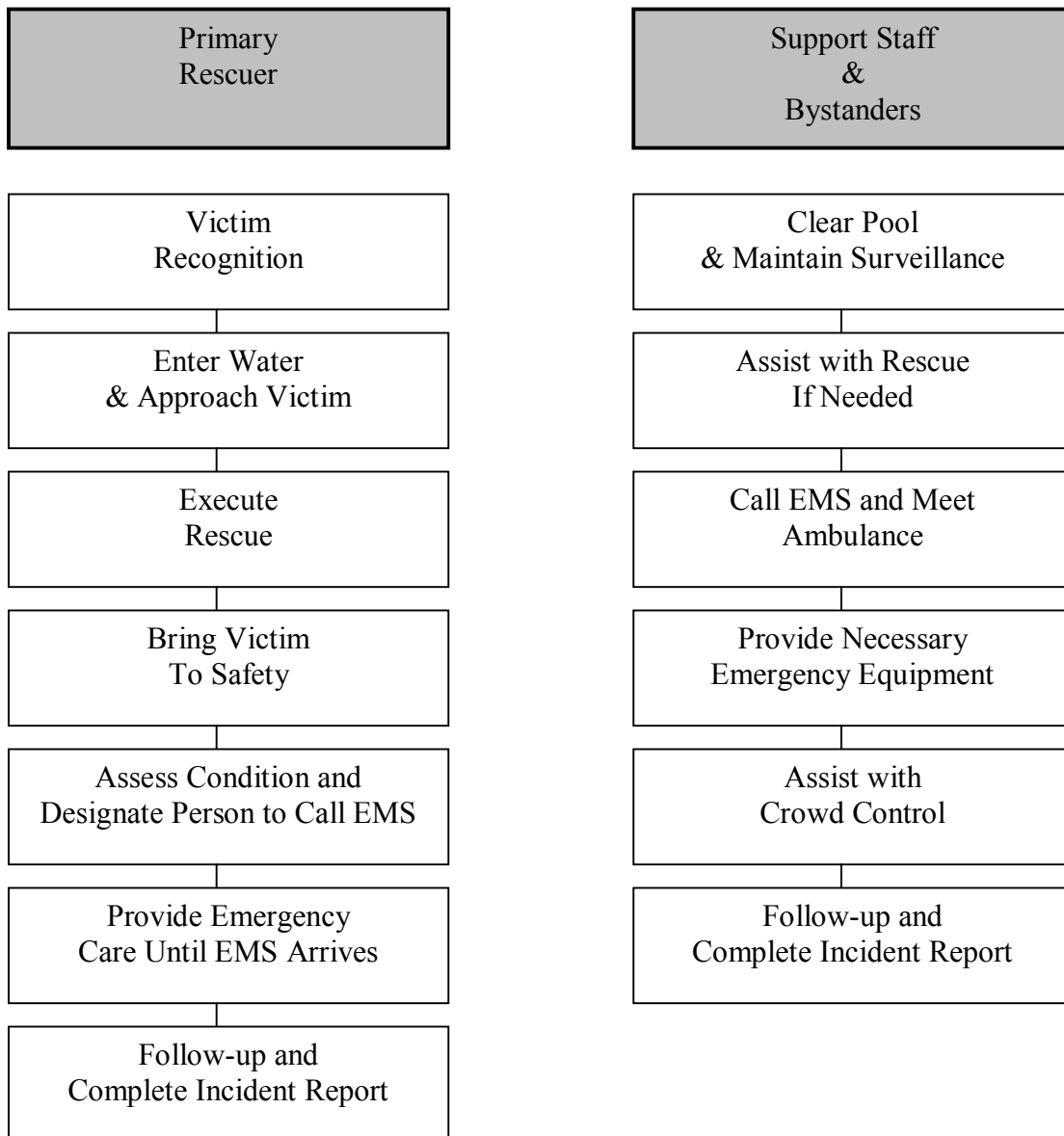
- Check and/or collect a current pool pass from every person who enters the gate to use the pool and/or the pool deck.
- Children under 12 years of age who wish to swim without a parent or guardian present and in water over their heads must pass a swimming test. The pool manager or a designated lifeguard will administer swimming tests. Children who do not pass the test must have a parent/guardian present and will be restricted to swimming in the shallow end of the pool. A standard test will have children swim the length of the pool and tread water for one minute.
- No smoking in the pool area, unless otherwise permitted by the facility.
- No eating or drinking in the pool area, unless otherwise permitted by the facility. Absolutely no glass is allowed anywhere in the pool area. Lifeguard meals are to be eaten in an appropriate location and care to be taken for proper disposal.
- Free swimming is not allowed in the area around the diving board (where applicable).
- Swimmers may not splash water on others outside the pool or on the pool deck.
- Running, horseplay, playing ball or tag games are not permitted on the pool deck. Swinging on ladders or pushing people into the pool is strictly forbidden. Monitor games such as 'sharks & minnows' and 'Marco Polo' so that they do not become a nuisance to other bathers.
- No flotation devices (water wings, life jackets, inflatable rings) are permitted in the water. Inner tubes and rafts are forbidden. Only U.S. Coast Guard approved rescue devices are permitted in the water.
- Non-swimmers are not allowed in the deep section of the pool. It is the responsibility of the lifeguard to administer and enforce deep water competency assessments.
- Radios and CD players must be kept away from the water at all times. Volume must be at a level that is not at all disturbing to other bathers. Music must be in good taste and not use profane language. At no time are televisions allowed in the pool area.
- Some pools have an adult swim policy. Be aware of your particular pool's policy and strictly enforce the hours. Adult swim time hours are still the responsibility of Clear Blue Pool Management, L.L.C. and the lifeguard should remain in his/her post.
- Absolutely no swimmers are permitted in the pool area after posted hours.

# Emergencies

The most effective way to promote a safe pool is to remain alert and be preventive. Accidents can and will happen, and despite your best efforts to be protective you may be confronted with an emergency and quick action is essential. Being properly trained in emergency action procedures can speed rescue efforts and potentially save lives.

## Emergency Action Plan

Single guard and multi guard facility



### **Serious Injuries**

If a patron sustains a major injury, activate EMS immediately. Be prepared to give relevant information to the EMS operator such as patient age, gender, status, nature of injury, etc. Make sure you know the exact location of your pool and be prepared to relay this information to the authorities.

Your first responsibility is to protect your own safety. Never put yourself in danger to assist someone else. Always survey the scene to ensure it is safe to execute a rescue. Take necessary precautions to protect yourself from blood-borne pathogens. Avoid contact with the injured party's bodily fluids.

### **Exposure Control Plan**

Clear Blue Pool Management, L.L.C. has an exposure control plan that instructs its employees in proper handling of potential exposure to blood-borne pathogens. The following precautions are recommended:

- Use Personal Protective Equipment (PPE) such as latex gloves, eye protection, face shield, apron, and mouth barrier.
- Do not attempt to pick up any sharp objects with your bare hands. Use a broom and dustpan or other appropriate equipment.
- Have emergency response personnel remove and dispose of any objects that may have been contaminated with bodily fluids.
- Keep all cuts and/or abrasions properly bandaged at all times.
- Thoroughly clean and disinfect the area where an injury occurred.
- Pay special attention to areas of skin and mucous membranes that may have been exposed. Thoroughly clean these areas and inspect your body for contamination.
- Always report all exposure incidents to Clear Blue Pool Management, L.L.C.
- If you determine that an exposure has occurred, you will be directed to a nearby medical facility for a Hepatitis B vaccination and any necessary medical counseling. If you decline such medical attention, you must do so in writing.

### **Major Injuries**

If a serious injury occurs, proper sequence of emergency procedures is critical. The following guidelines should be practiced in such an event:

- Alert staff members and patron bystanders of an emergency. Activate EMS.
- Check Airway, Breathing, and Circulation and control major bleeding. Begin CPR or rescue breathing if necessary.
- Immobilize the head. Check for evidence of spinal injury and care appropriately.
- Do not attempt to remove a spinal injury victim from the water. Stabilize the victim, secure on a backboard, and monitor ABC's.
- Keep the victim calm, covered, and lying down to avoid shock.
- Never give water or any other liquid to a victim with altered consciousness.
- Maintain crowd control. Use other staff members or bystanders if necessary.
- Make sure to fill out an incident report. Be thorough in your gathering of important details and information relating to the injury.

# Pool Closure

## **Thunder and Lightning**

At the first sound of thunder or the first sight of lightning, lifeguards must immediately clear the swimming pool and the pool deck. Lifeguards must not allow patrons to congregate under tall objects like trees or umbrellas, as lightning is attracted to these objects. Lifeguards should seek refuge indoors, or in their car, until the storm has passed. Pool patrons should not be permitted back into the pool area until 30 minutes after the last thunder, or 60 minutes after the last lightning.

Whenever a lifeguard makes a pool closing determination, he/she must immediately notify the acting supervisor. It will be his/her responsibility to communicate with Clear Blue management to make a final determination as to re-opening. At no time shall a lifeguard make a pool closing decision on his/her own.

## **Fecal Matter and Vomit**

When an accident occurs in the pool involving fecal matter or vomit, the pool must be closed for at least one hour. Remove the fecal matter or vomit from the water, dispose of it properly, and add one (1) gallon of chlorine to the area where the accident occurred. After one hour has passed, check the pool to make sure it looks clean and conduct a water test. If these two determinations are acceptable, re-open the pool for use.

## **Cold Weather**

Pools operated by Clear Blue Pool Management, L.L.C. remain open until weather conditions pose a threat to pool patrons. Accordingly, only extreme cold temperatures will warrant a pool closing. Contact your supervisor if you feel such conditions exist.

# OSHA Regulations

## **OSHA Right To Know**

Federal law requires employers to develop, provide and maintain Material Safety Data Sheets (MSDS). These documents describe, in detail, the chemicals used in pool sanitation, testing, and water balancing. Their purpose is to reduce exposures, encourage safe work practices, and prevent the occurrence of work-related illnesses and injuries.

Employees have the right to:

- Access MSDS on a continual basis
- Obtain copies of MSDS at no charge
- Receive training on chemical hazards
- Be a part of safety planning and consideration
- Refuse to work with chemicals if not properly trained
- Stop work immediately if a serious health risk is present

Employees have the responsibility to:

- Know where to access information on hazardous chemicals
- Read and understand MSDS reports
- Identify hazards before starting a job
- Ask questions
- Use personal protective equipment and follow safe work practices
- Follow proper procedures for disposal and clean up
- Learn emergency procedures

## **Chemical Safety**

All pools need chemicals to keep them sanitary and safe according to health department standards. Exercise extreme caution when working with chemicals. Chemicals must be used properly to insure the safety of staff and patrons. There are many factors that influence the level of toxicity including concentration, entry route, and duration of exposure and frequency of exposure. Individuals may be exposed to chemicals through inhalation, skin contact/absorption, injection and ingestion. The body may respond immediately with acute effects or chronic effects may occur years later. Lifeguards must use their senses to detect hazards. Be aware of eye irritation, odors, visible clouds of dust or fumes and leaks or spills.

There is a variety of written information on hazardous chemicals. Labels provide the product name, chemical ingredients and hazard warnings. MSDS contains a wealth of information including product name, chemical ingredients, health hazards, personal protective equipment, safe exposure limits, spill/fire/emergency information and handling/storage/disposal information.

Only certified pool operators are trained to handle chemicals. Therefore, staff not certified as a pool operator should at no time handle chemicals at the pool. Clear Blue encourages all lifeguards to further educate themselves on chemical safety by becoming certified pool operators

Staff should never, under any circumstances, mix sanitizing chemicals. All chemicals used for pool sanitation should be stored in a well-ventilated area and inside clearly marked containers. Improper storage of chemicals present a danger to all who come into contact with them, especially curious children. Adhere to the following guidelines when working with chemicals:

- Always wear personal protective equipment including gloves, goggles, an apron, and safety shoes. Unless exposed to blood borne pathogens, used personal protective equipment may be discarded with the trash.
- Properly store all chemicals when not in use.
- Never mix chemicals. Mixing a full-strength acid with chlorine will release a toxic chlorine gas.
- Take care when priming a chemical feeder.
- Never store chemicals in anything other than their original container.
- Wash hands before eating, drinking, smoking and leaving the worksite.

All necessary precautions must be taken when adding chemicals so that the chemicals never adversely affect the patrons. At all times the health department's designated levels for proper chlorine residue and pH must be maintained. Health department officials will close the pool if lifeguards fail to maintain proper chemical levels. The pool will remain closed until the pool staff corrects the problem and the health department deems it safe to re-open the pool.

### **Blood borne Pathogens**

Blood, mucous, saliva, stomach fluid/vomit and other body fluids are possible routes of exposure to harmful viral or bacterial infections. Blood borne diseases include human immunodeficiency virus (HIV), hepatitis B, delta hepatitis, non-A hepatitis, non-B hepatitis, hepatitis C, syphilis and malaria. Infection may enter the body by direct contact, indirect contact, airborne transmission or vector transmission.

- Use extreme caution and treat all human blood or other potentially infectious material as if it were infected.
- Administer first aid only with protective clothing including gloves, goggles, apron, and face shield at a minimum. Whenever possible, have injured person apply Band-Aids or direct pressure with gauze pads themselves. Rescue breathing and CPR must only be performed using face shields with one-way valves.
- Carefully remove protective equipment avoiding direct contact with body fluids on the equipment. Immediately wash hands, face and skin on other parts of the body that may have been exposed.
- Dispose of all materials suspected of contacting body fluids by carefully placing them in a red biohazards infectious waste bag.
- Disinfect any equipment or surfaces that are contaminated with body fluids by using chlorine.
- If you think you have been exposed to body fluids, immediately contact your Clear Blue supervisor. A hepatitis B vaccine will be offered within 24 hours of exposure.

## Pool Maintenance

Clear Blue Pool Management, L.L.C. is responsible for all equipment within the pool enclosure and will repair items or supply equipment connected with the immediate pool operations (filter, vacuum hoses, etc.). Please notify your supervisor immediately if the facility is missing any necessary equipment and Clear Blue will respond appropriately. The property takes care of the housing units and grounds maintenance, and is responsible for repairs such as broken windows, fences, etc. Lifeguards should communicate such repairs either to their supervisor or directly to the property manager in order for the property to handle the repairs.

In most cases, unless otherwise specified in the contract, the property provides bathroom supplies, such as brooms, toilet paper, paper towels, soap, etc. Therefore, staff should alert the property at least one week before running out of supplies. This gives the property adequate time to order and replenish the supplies.

In the case of a mechanical malfunction, it is very important that lifeguards make no attempt to repair or adjust equipment. These efforts may be seen as tampering by the pool contractor and could potentially be blamed for the cause of the malfunction. In an emergency, such as a power outage, please notify both the resident manager and the Clear Blue office immediately. In the event that repairs are not completed on schedule or equipment is delayed, call the Clear Blue office.

## Health Department

Clear Blue Pool Management, L.L.C. works very closely with local jurisdictions to provide a safe and enjoyable swimming experience. Integral to the achievement of this goal is the relationship with the local board of health department. Local officers establish strict codes and regulations and Clear Blue employees must be aware of these standards and ensure that they are being maintained.

Special care must be taken to ensure that Chlorine levels and pH levels are properly maintained. Each pool has a test kit and a strict policy of regular water chemistry testing. It is the responsibility of the on duty lifeguard to check the pool chemical levels every two (2) hours and log the results in the daily log. Never make an entry without having conducted a test. Board of Health officers, along with your direct supervisors, will make routine stops at your pool, and inconsistencies in test results could lead to pool closure and possible employment ramifications for you as the lifeguard.

### **Inspections**

Board of Health officers will conduct routine inspections of swimming pools within their jurisdiction. It is imperative that lifeguards follow procedure and pay special attention to pool clarity and chemical levels, among other things. Notify a supervisor immediately if levels are out of range or a potential safety hazard exists.

# Performance Standards

Clear Blue Pool Management, L.L.C. acknowledges the vital role its lifeguards play in the successful implementation of its customer service goals. Further, Clear Blue strives to recognize those lifeguards that play an especially important part in the fulfillment of its business plan. To that end, we believe lifeguards must be evaluated frequently and recognized for successes and redirected for lapses. Frequent communication is paramount in this relationship and as a lifeguard, you can expect frequent visits from superiors and routine discussions regarding your performance, based on the following lifeguard indicators:

## **Maintains a clean and safe pool**

- Original certifications available at all times while on duty.
- Familiar with facility's Emergency Action Plan.
- Familiar with location and use of emergency equipment.
- Remains alert to potential safety hazards. Takes action and reports them immediately.
- Meets safety and cleanliness standards as defined by local health officials and Clear Blue Pool Management, L.L.C.
- Familiar with pool rules and regulations. Enforces them in a fair and consistent manner.
- Seeks to better skills through attendance to in-service training sessions. Takes advantage of learning opportunities.
- Completes opening, closing and daily duties as often as necessary to achieve cleanliness and safety standards.

## **Remains attentive and properly positioned.**

- Sits in chair (multi-guard facility) or with feet on coping stone (single-guard).
- Scans entire pool area every 10 seconds.
- Maintains an upright, alert position at all times.

## **Demonstrates ongoing communication with clients.**

- Smiles and greets every visitor.
- Knows and maintains personal contact with patrons, on-site personnel and board members.
- Takes ownership of patron's complaints. Takes action and reports complaints immediately.
- Anticipates guests' needs.
- Answers inquiries in a friendly and knowledgeable way.
- Maintains ongoing and effective communication with fellow employees and pool manager.

## **Opens the pool on time every day.**

- Consistently ready to work when shift begins.

## **Adheres to proper Clear Blue uniform standards at all times while on duty.**

- Wears a Clear Blue approved bathing suit.
- Carries a whistle at all times while on deck.
- Wears proper Clear Blue attire over bathing suit (t-shirt, sweats, etc.).
- Uniform is kept neat and in the original condition in which it was issued.

# Compensation

## **Schedules**

Employees receive full-time or part-time status at the time of hire. Full-time employees will work no more than 40 hours per week, and part-time employees will work up to 30 hours per week. Hours of work will vary, depending upon individual pool schedules. Any schedule changes are due to the Clear Blue office at least two weeks prior to the week in consideration.

## **Wages**

Individual wages are determined and agreed upon at the time of hire. Clear Blue will review wages at the start of each new season. **Wages are confidential** and not to be made public, unless required by law.

## **Labor Laws**

Employees 14 and 15-years old are required to adhere the United States Department of Labor's child labor laws. The law includes, but is not limited to the following requirements:

Minors 14 and 15-years old may not work...

...more than three hours/day on a school day

...more than 18 hours/week in a school week

...more than eight hours/day on a non-school day

...more than 40 hours/week in a non-school week

...before 7 a.m. and after 7 p.m., except June 1st through Labor Day when they may work as late as 9 p.m.

## **Overtime**

Hours worked cannot exceed those approved on the weekly schedule, unless authorized by Clear Blue. If extenuating circumstances arise that require an employee to work additional hours, the employee is responsible for contacting Clear Blue to receive authorization to work beyond his/her scheduled hours.

## **Pool Parties**

Lifeguards must receive approval to work additional hours for pool parties.

## **Swim Lessons**

Swim lessons must go through the Clear Blue office. If a lifeguard is not on Clear Blue's authorized list of swim instructors, company insurance will not cover the swim lesson.

## **Timekeeping**

In order to keep accurate records of hours worked, Clear Blue uses an automated telephone timekeeping system. Employees must clock in and clock out every day they work. The system can only be activated from the pool phone. In the event a guard is delayed, Clear Blue can respond proactively and send a supervisor to the pool promptly.

## **Payment**

Pay periods occur on a weekly basis and checks will be distributed via mail on Friday. The pay period runs Wednesday to Tuesday. If a replacement check is requested, there will be a \$25 stop payment fee incurred by the employee.

## **Address Change**

Employees should notify the Clear Blue office whenever their primary address, telephone number or emergency contact changes. This policy holds true in the off-season as well, due to the necessary disbursement of W-2's and other company mailings.

# Benefits

## **Letters of Reference**

Clear Blue Pool Management, L.L.C. will gladly write personalized letters of reference on behalf of its lifeguards, as they seek acceptance to college or academic organizations. We will, further, supply letters of recommendation as our lifeguards move on to careers in other fields. Of course, professional letters of reference are based upon work performance. Therefore, exceptional work performance will warrant an exceptional letter of recommendation.

## **Referral Bonus**

Employees will receive a \$25 referral bonus for each new employee they refer to Clear Blue. Before an employee receives the referral bonus, the new employee must work a minimum of 120 hours.

## **Free Training**

Clear Blue provides free lifeguard, first aid and CPR training to our employees. Clear Blue also offers free in-service training seminars to refresh and upgrade lifeguards skills.

## **Flexible Scheduling**

Clear Blue Pool Management, L.L.C. makes every effort to accommodate the needs of our employees. Employees have the opportunity to interview for full time work (40 hours/week with higher pay for overtime), part-time work (up to 30 hours/week) and substitute work (on an as needed/as available basis). Flexible scheduling must not be interpreted as a license to compromise staff coverage and therefore, the safety of the pool. Additional hours may be available through swim lessons and pool parties. Those interested in additional hours may contact their supervisor.

# Scheduling

Clear Blue Pool Management, L.L.C. makes every effort to devise schedules well in advance. Once an employee receives his/her schedule, it is his/her responsibility to fulfill assigned shifts. Requests for time off must be submitted in writing at least two weeks in advance. An online form has been established for this purpose.

## **Substitutes**

Employees must find their own substitutes in the event time off is needed inside the two week time period. Substitutes must be current employees of Clear Blue and hold certification equal to or greater than the employee seeking time off. Any changes made to the existing schedule must be brought to the attention of the supervisor. At no time will arbitrary and unannounced schedule changes be tolerated.

## Worker's Compensation

Worker's compensation covers work related injuries that occur on the job, while performing one's duty during scheduled hours. If such an injury occurs, the employee must immediately submit an incident report to Clear Blue's office for review.

Clear Blue's insurance extends only to injuries that occur while on the job. Injuries occurring due to employee negligence or outside of scheduled hours will not be covered. Any employee who works as an independent agent in activities not directly associated with Clear Blue's operations does so at his/her own risk.

## Security

Report any theft or criminal activity immediately to both Clear Blue and the local police. Personal items, such as wallets, watches, cash, clothing and other valuables should be secured. Clear Blue Pool Management, L.L.C. is not responsible for lost or stolen property. Employees are never to lend keys or reveal security code information to non-employees.

## Equal Opportunity Policy

Clear Blue Pool Management, L.L.C. is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, color, religion, gender, sexual orientation, national origin, citizenship, age or disability. We assure you that your opportunity for employment with Clear Blue Pool Management, L.L.C. depends solely on your qualifications.

## Sexual Harassment Policy

Clear Blue Pool Management, L.L.C. is committed to creating a workplace free from unlawful discrimination and more specifically, from harassment or intimidation based upon gender. This policy prohibits any form of unwanted or unwarranted advances of a sexual nature by supervisors and co-workers and prohibits the granting of preferences or denial of opportunities or benefits because of an individual's submission to or rejection of these sexual advances.

Sexual harassment includes, but is not limited to the following:

- Sexual advances;
- Threats, demands or requests for sexual favors;
- Physical conduct such as assault, unwanted touching or groping, blocking normal movement or interfering with an individual's work;
- Verbal conduct such as questions about an individual's sex life or experiences; epithets; lewd, sexually suggestive or derogatory comments; jokes; innuendoes; or slurs; Visual conduct such as lewd, derogatory, sexually suggestive and/or sexually oriented computer images, posters, photography, e-mails, or gestures.

Sexual harassment also includes all other conduct of a sexual or otherwise offensive nature, especially where:

- Submission to such conduct is made a term or condition of an individual's employment;
- Submission or rejection of such conduct is used as the basis for decisions affecting a term or condition of an individual's employment;
- Conduct that has the purpose or effect of creating an intimidating, hostile, abusive or offensive working environment.

Any Clear Blue employee who feels that he/she is a victim (either directly or indirectly) of such unlawful sexual harassment should immediately advise his/her Supervisor contact the President/CEO immediately. Clear Blue will keep all complaints confidential to the maximum extent possible. The company prohibits any form of retaliation against an employee for filing or threatening to file a complaint under this policy. Therefore, employees may follow this complaint procedure without fear of censure or reprisal. Clear Blue will promptly and fairly investigate all allegations of harassment and take disciplinary action as appropriate. The company will also take all reasonable steps to prevent and eliminate sexual harassment by non-employees who are likely to have workplace contact with its employees, including clients and suppliers.

## Drug Free Policy

Clear Blue Pool Management, L.L.C. provides a drug-free workplace. The possession, use, abuse and/or distribution of illegal drugs or alcohol in the workplace and/or within Clear Blue owned property is strictly prohibited. Adherence to the drug-free workplace policy is a condition of employment. Any employee who violates this policy or reports to work under the influence of drugs or alcohol will be terminated.

## Liability

As professional rescuers, lifeguards have a serious responsibility and a considerable exposure to liability should they act in any way negligent or harmful to those around them while on duty. Employees of Clear Blue Pool Management, L.L.C. must always keep that in mind. Strict adherence company policy is mandatory, and protects all of us from possible litigation.

### **Negligence**

Negligence is defined as:

- A failure to do what a reasonable person would do in the same or similar circumstances
- Doing something that a reasonable or prudent person would not have done
- Failure to act in accordance with the standard of care

Four components must be present in order for a person to be guilty of negligence:

- The person has a duty (as a lifeguard does)
- The person's actions were a breach of that duty
- The breach was the cause of the harm (injury)
- Damage (harm) to another resulted

## Disciplinary Action/Termination

Employment at Clear Blue Pool Management, L.L.C. is at-will. Both the employee and Clear Blue reserve the right to terminate the employment at any time, with or without cause, at its discretion.

### **Discipline Procedures**

Clear Blue has the right to discipline any employee whose performance is unsatisfactory or whose attitude or conduct in or related to job performance is unacceptable or has or may have a detrimental effect on Clear Blue Pool Management, L.L.C. its goals and reputation, its clients or its employees. The corrective action procedure is intended to give employees advance notice, whenever possible, of problems with their conduct or performance in order to give them an opportunity to improve (where appropriate). It is not meant to promise or infer that Clear Blue needs good cause to terminate its at-will employment relationships.

Normally, the corrective action procedure is progressive and consists of at least one or more verbal and/or written warnings before an employee is terminated for performance reasons. However, exceptions or deviations from the normal procedure may occur when Clear Blue deems it necessary or appropriate.

Employee discipline may take any or all of the following forms and may occur in the order deemed appropriate by Clear Blue Pool Management, L.L.C.:

- Verbal warning
- Written warning
- Suspension (with or without pay)
- Demotion or job transfer
- Pay decrease
- Termination

## **Termination**

Clear Blue Pool Management, L.L.C. retains the right to discharge or discipline employees at any time for inadequate work performance, behavior that significantly impairs the efficiency or productivity of the company or behavior towards the public that could damage Clear Blue's reputation or effectiveness. All employees are required to meet the established standards of performance and conduct. An employee may also be discharged if he/she commits a serious breach of responsibility. Examples of such serious breaches include but are not limited to:

- Negligent behavior and/or gross misconduct such as leaving a swimming pool unattended while patrons are in or around the pool.
- Three unexcused tardiness to work.
- One shift abandoned
- Assault and/or battery against any patrons, visitors, licensees or trespassers, except as may be required in the performance of lifesaving or safety procedures.
- The possession, use, abuse and distribution of illegal drugs or alcohol in the workplace.
- Theft, attempted theft or removal from the premises without proper authorization Clear Blue property or the property of another employee or client.
- Careless or willful destruction or damage to Clear Blue property or the property of another employee or client.
- Willful falsification of Clear Blue records.
- Failure to carry out reasonable job assignments or job requests after being warned that refusal to do so could result in termination.
- Disorderly conduct during working hours or at company sponsored events.
- Conviction of a felony.
- Obscene, abusive, disrespectful or disruptive language, gestures or conduct.
- Unauthorized disclosure, release or sale of any organization information, records, documents or other confidential information.

## **Tardiness to Work**

Clear Blue will not tolerate repeated lateness for scheduled shifts. The following corrective action will occur upon lateness:

First offense: employee will receive a written warning.

Second offense: employee will receive 5 days suspension without pay

Third offense: employee terminated from Clear Blue Pool Management, L.L.C.

## **Absence**

Clear Blue Pool Management, L.L.C. has a strict policy regarding attendance to work. As an employee of Clear Blue, you may be responsible to open a single guard facility. Your absence could mean the pool will not open on time. This is not acceptable. Therefore, it is company policy that should an employee abandon his/her shift without notice, he/she will be immediately terminated from Clear Blue.

## **Resignation**

Employees may resign at any time, for any or no reason. Clear Blue encourages employees who voluntarily leave to provide two weeks notice.

## Employee Files

All employee files are confidential and can be reviewed only by the employee and designated management personnel. The original file may not leave the offices of Clear Blue Pool Management, L.L.C. under any circumstances. Copies of information can only be made with the written permission of the employee.

Clear Blue will not release information contained in employees' files to third parties, except in the following instances:

- Upon employee authorization, information will be submitted to prospective employers as requested by the employee.
- Information requested by law enforcement agencies or information required to be released by statute, regulation or in response to a lawfully issued judicial or administrative order will be made available after consultation with Clear Blue's legal counsel.

## Important Numbers

### **Clear Blue Office Number**

(973) 347-8318

Fax (973) 347-8318

### **Medical Emergency**

9-1-1

### **Morristown Memorial Hospital Corporate Health Services**

(973) 971-7291

### **Chemical Emergency**

1 (800) 451-8346