

CITY OF LOCK HAVEN

Lifeguard Handbook

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FROM THE DIRECTOR

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Hello!

On behalf of the City of Lock Haven, welcome to our Staff! With your help, I know we will have a successful summer season, providing a safe recreational experience for our residents.

The purpose of this handbook is to provide you with detailed information on how we do things, as well as how you should do your job. As you will see, our expectations are high. You were hired because you possess the knowledge and skills necessary to provide professional, quality service to our residents.

In order for our department to operate in a smooth and efficient manner, it takes employees like you! I am excited to welcome you to our team, and I look forward to working with you this summer.

Kasey Campbell
Director of Community Life



CONTACTS

KASEY CAMPBELL

Director of Community Life
kcampbell@lockhavenpa.gov
Office: 570-893-5612
Cell: 215-510-9291

JARED GIST

Public Property Foreman
Office: 570-893-5906
570-893-5917

CITY HALL

570-893-5900
20 E Church St
Lock Haven, PA 17745

NON-EMERGENCY POLICE

Before 5:00 pm -- 570-893-5911
After 5:00 pm -- 570-725-3501



ABOUT OUR BEACH



Our city beach is managed by the Director of Community Life, and cared for by our hardworking Public Works Department.

Located along the Susquehanna River, hours of operation are 12:00-6:00 Monday through Saturday, June 12 through August 20.



PERSONNEL POLICIES



This manual contains policies, procedures, and guidelines that all staff are expected to follow. If you have job-related issues, time off or work schedule related questions, you should first talk to Kasey Campbell. If you have problems while on duty, Kasey can be reached by cell phone at any time.

Disciplinary Action:

If we have problems with any aspect of your job, the Director of Community Life will discuss the problem with you directly. If the issue cannot be resolved, depending on the circumstances, you will meet with the Director of Community Life and the City Manager.

Getting in Trouble:

While working with the City of Lock Haven, if at any time you are charged with a crime or arrested, you are required to notify the Director of Community Life immediately. Failure to do so could result in your dismissal from Employment.

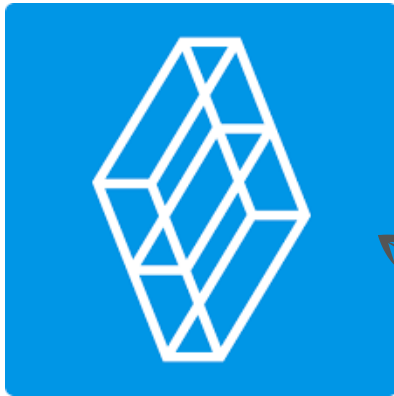
Quitting/Resignation:

While it is always our goal to have our guards stay the entire season, we understand that some circumstances may not allow you to work as long as you originally anticipated.

If you choose to leave your employment with us, the City of Lock Haven requires a two (2) week written notice, to be turned in to the Director of Community Life.

Failure to provide a two (2) week notice could result in not being considered for employment in the future.

WORK SCHEDULES



Work schedules are issued bi-weekly (every two weeks). The new schedule is posted at the Beach Office by Wednesday at 5 pm for the next two- week period. The schedule will also be emailed to all staff, and available to view on the Sling App.

If you do not receive the schedule by 5pm Wednesday, notify the Director of Community Life immediately.

Shifts will be managed using the Sling App. Employees will log in to the app and have access to the shifts available. Employees are responsible for finding coverage if they cannot work a shift they signed up for once the schedule is complete.

It is your responsibility to show to work ON TIME. Showing up late or calling in sick without providing a doctor's note/finding a substitute will not be tolerated. If you think you will be late or will not be able to work your shift, call the Director of Community Life immediately. Failure to report to work, and not informing your supervisor will result in disciplinary action.

	MON 13	TUE 14	WED 15	THU 16	FRI 17	SAT 18	SUN 19
UNASSIGNED SHIFTS	0h	0h	0h	0h	0h	0h	0h
AVAILABLE SHIFTS	10:30A - 6:30P + 7h 30min Lifeguard - City of Lock Haven 01	10:30A - 6:30P + 7h 30min Lifeguard - City of Lock Haven 02	10:30A - 6:30P + 7h 30min Lifeguard - City of Lock Haven 02	10:30A - 6:30P + 7h 30min Lifeguard - City of Lock Haven 02	10:30A - 6:30P + 7h 30min Lifeguard - City of Lock Haven 02	10:30A - 6:30P + 7h 30min Lifeguard - City of Lock Haven 02	10:30A - 6:30P + 7h 30min Lifeguard - City of Lock Haven 02
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PAYROLL INFORMATION

The City of Lock Haven pays every two weeks through direct deposit. The work week starts on Monday and ends on Sunday.

Time Recording:

All staff must punch the time clock (using the Sling App):

- When reporting to work
- When leaving the facility for lunch
- When the shift ends

NOTE: If you forget to clock-in or clock-out, it is your responsibility to notify your supervisor immediately.

Time Sheets:

Each staff member will be issued a time sheet. They will be located in the beach office.

Time sheets must be signed by the end of the time period.

If you have an issue with your pay, please speak with the Director of Community Life.

HANDLING SUGGESTIONS & CONCERNS



You may be receiving suggestions and concerns on a variety of topics

- As a city-owned facility, everyone is within their rights to ask for explanations of rules, to ask to speak with a supervisor or request information. Staff may provide the name of the Director of Community Life and their contact information so the public can be more informed on who to talk to about issues that concern them. Business cards will be provided in the beach office.
- Do not hesitate to involve your supervisor, if needed. Your safety is the number one priority if dealing with an irate patron.
- Always handle complaints professionally, and consistently, to ensure the effectiveness of our department.
- Listen attentively, without interrupting. Try to understand their point of view.
- Repeat the patron's suggestion or concern back to them to let them know you understand.
- Thank the patron for bringing the matter to your attention.
- If you feel comfortable, answer the question, explain the purpose of the policy in question, or attempt to make the policy clear.
- If they continue to be upset, inform the patron they can speak with your supervisor, or they can use the Lock City App to address their concerns.
- Report the suggestion/concern to your supervisor before the end of your shift.
- If the concern alerts you to a dangerous situation, such as a broken piece of equipment, alert your supervisor ASAP.

AMERICANS WITH DISABILITIES ACT

This law guarantees people with disabilities access to all public facilities. The U.S. Department of Health and Human Services estimates that over 36 million people in the United States have disabilities. Examples of disability include: Vision, hearing, speech, mobility, etc.

We are required to provide reasonable accommodations to all who use our facilities and participate in our programs.

WORKING WITH DIVERSE CULTURES

These may be seen or unseen. They may be exemplified through customs, beliefs, and practices. It can also involve behaviors related to any of these characteristics. Age, gender, race, religion or spirituality, or sexual orientation.

Although cultural diversity may lead to differences in patron's appearance and behavior, culture does not come into play when a person is in distress or drowning. When someone is drowning, everyone displays universal behaviors.

All employees are expected to treat patrons with respect regardless of varying cultures and beliefs.



LIFEGUARD ⁵ GUIDELINES

Being a professional lifeguard means more than just getting a paycheck. Professionalism means being mentally and physically prepared to do your very best at all times. It means you bring commitment and competence to your job every day.



Lifeguard professionalism begins with training and certification. Your knowledge and skills are the most obvious requirements for any lifeguarding job. Being an effective lifeguard also involves certain physical, mental, and emotional characteristics.

KNOWLEDGE & SKILLS

- Thorough knowledge & application of lifeguarding surveillance and rescue techniques
- An understanding of facility policies, procedures, and rules
- Leadership qualities & public relations skills
- Good swimming ability

CERTIFICATION & MINIMUM QUALIFICATIONS

- Be at least 15 years of age
- Current Nationally recognized certification in the following:
 - Lifeguard Training
 - First Aid
 - CPR
 - AED

RESPONSIBILITIES

- Follow standards of safe & proper lifeguarding techniques set forth by National organizations
- Enforces & follows all facility policies, rules and regulations
- Recognizes and responds effectively to emergencies
- Inspects facilities on a daily schedule and reports unsafe equipment to supervisor
- Completes records and reports
- Supervises the beach, maintaining safety, and enforcing rules
- Performs a variety of cleaning tasks
- Checks restrooms regularly
- Assists other staff members as needed
- Reports to work on time and in uniform

DRESS CODE

All guards should present a neat, well-groomed appearance. Staff will be provided with a staff shirt and whistle.

- Staff should wear a GUARD suit when on duty. No bikinis.
- Whistle must be in possession while on duty (not in your car or bag).
- Sweatpants or shorts over bathing suit is acceptable.
- Sandals are acceptable.
- Sunglasses are encouraged for UV protection.
- Phones are allowed on stand but are only to be used in an emergency. Any guard found texting while on stand will result in disciplinary action.

A lifeguard may be judged as failing to properly perform their duties if they do not:

- Enforce all policies & procedures, rules & regulations
- Inspect the pool facility and equipment and report hazards
- Foresee the possibility of an accident
- Act promptly in an attempt to rescue a victim
- Stop activities that are dangerous to others (i.e. dunking others beneath the water)

ROADMAP TO A SUCCESSFUL SUMMER

Here are a few tips to being the best lifeguard for your coworkers and patrons:

KEEP YOUR SUPERVISOR INFORMED

Keep your supervisor informed of all situations at all times. Your supervisor is available in person or by phone during all hours of operation. Make sure your supervisor is aware of any situations regarding work that arise.

BE COURTEOUS & CONSISTENT

Courtesy means being kind & polite to everyone. Consistency means that you enforce rules firmly and uniformly. Courtesy and consistency help you gain the respect and cooperation of patrons and other staff. FRIENDLINESS - as an employee of the City of Lock Haven, you are considered a public servant. Someone is always watching what you are doing and how you are doing it. Remember to be friendly and engaging to all patrons. Greet everyone who comes in your area with a smile and "hello". Do not be overbearing but always offer your help.

ENFORCE RULES & REGULATIONS

One of the most important job functions as a lifeguard has is to enforce the rules and regulations of the facility. You are responsible for knowing and understanding the purpose of those rules. Even more importantly, enforcement of rules is mandatory. In some instances, as a lifeguard you may be younger than a patron. Your job is to enforce and protect. If a patron, no matter the age or demeanor violates a rule, you are required to correct the infraction. Do not be intimidated. Follow the rules. If you have any issues with patrons you are not comfortable with addressing, contact your supervisor immediately.

PHONE USE

The use of personal cell phones, computers, smart watches, or any other wireless devices for personal use while on the stand is NOT allowed. If you are seen using your phone while on the stand, disciplinary action will be taken.

BE RELIABLE

Both your co-workers and the public need to feel like they can trust and depend on you. You show that you are reliable by arriving to work on time, accepting assignments willingly, responding to all incidents promptly & effectively, and NOT horse playing or goofing off on the job.

HAVE A POSITIVE ATTITUDE

Your attitude significantly affects your job. With a positive attitude you can enjoy your job and be successful. You can let others see your positive attitude through everyday actions, such as cooperating with co-workers, and treating patrons with respect.

Remember: attitudes are contagious!

SMOKING

Smoking is NOT allowed in the beach area.

CITY BEACH RULES & REGULATIONS

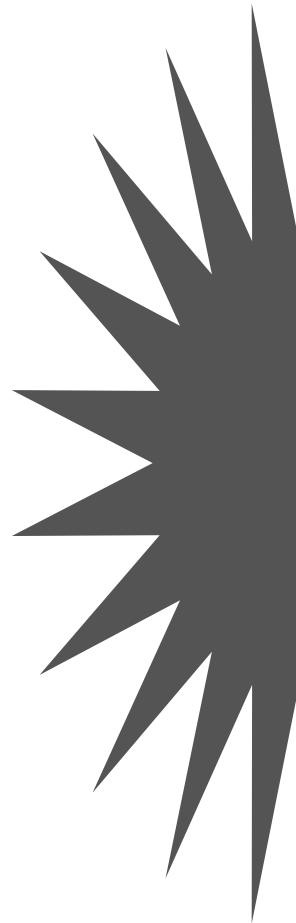


1. NO throwing rocks, sticks, or sand
2. NO hanging on ropes
3. Swimming inside of roped off area only
4. Floatation devices are allowed, but child in them needs to be within arms reach of adult
5. NO dogs
6. NO fishing
7. Appropriate language only
8. NO smoking/drinking/drug use

If any issues arise, do not hesitate to signal the other guard and call 911. State who you are and where you are at, then state your issue.



Lock Haven City Beach
Perry's Alley
Lock Haven, PA 17745



WHAT TO DO ON THE STAND



1 2 3

COUNT, COUNT, COUNT!

Count the swimmers in the water.

When switching guards, ask for the count of how many swimmers are in the water. It only takes a second for a young child to slip under the water and go down stream.

There must always be one guard scanning while switching positions.



Scan the water: left to right, right to left.

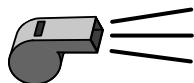
Be respectful to everyone visiting the beach



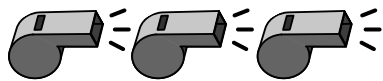
REMEMBER:



1 SHORT whistle is used to get a swimmer's attention



1 LONG, NONSTOP whistle signals other guard to call 911 as they come down to the water



3 SHORT whistles signals other guard to come down to the water to help you

If any issues arise, do not hesitate to signal the other guard and call 911. State who you are and where you are at, then state your issue.



Lock Haven City Beach
Perry's Alley
Lock Haven, PA 17745



IN THE EVENT OF...

INCLEMENT WEATHER

All staff should report to work as scheduled unless contacted by your supervisor

- At the first sound or sighting of thunder or lightning, clear the water with TWO SHORT, ONE LONG whistle. The area should be free of thunder/lightning for 30 minutes before anyone is permitted to re-enter the pool.
- Do not let anyone take a shower during a thunderstorm. Water and metal can conduct the electricity of lightning.
- Advise patrons to take shelter under the beach pavilion. Stay away from water and grounded objects, such as fences, rails, and pipes. Keep everyone away from structures such as fences, and lifeguard stands.
- If the storm is severe enough, ask all patrons to leave the beach area.

VANDALISM/PROPERTY DAMAGE/THEFT

The City of Lock Haven is not responsible for lost or stolen items.

- If a patron reports something lost or stolen, give them the option for us to call 9-1-1.
- If you notice something is missing or stolen in the facility, call Kasey immediately.
- Vandalism to the beach property will need to be reported to the police immediately.

TIPS TO PREVENT & BE PREPARED FOR A VIOLENT SITUATION

- Make sure everyone is aware of the beach rules. Establish your authority at the facility. Your behavior helps set a tone of safety. Look and act professional at all times. Be alert and enforce rules fairly and uniformly, particularly those concerning horseplay and disorderly behavior. If you put an end to dangerous behavior quickly and effectively, it tends not to escalate into violence.
- Know your patrons. Never approach a patron that has a weapon --Call 9-1-1 immediately and barricade yourself and others inside the office if necessary. Your safety and the safety of others is the number one priority.
- Stay calm yourself. This not only helps calm the person but also helps keep others present from becoming agitated or frightened.
- Be mindful of your own non-verbal messages. Avoid threatening stances or gestures. Keep your hands open, and don't make sudden moves. Give the person enough space. Stay close enough to communicate but far enough away to avoid danger (6 ft should be accurate).
- Be direct and reassuring toward the person. Call the person by name if possible. To find out what they want or need, ask questions that require more than a yes or no answer. Tell the person you want to help. Be open-minded about what they say. Answer in a calm, direct tone. Avoid raising your voice. Sometimes a soothing voice can stop or diffuse a situation.
- Listen carefully. Pay attention to every word. Try to identify the problem, but don't give advice.

**IF YOU EVER FEEL UNCOMFORTABLE, OR UNSURE, CALL THE
DIRECTOR OF COMMUNITY LIFE AT 215-510-9291**

STANDARD OPERATING PROCEDURES



It is the lifeguard's responsibility to make sure the beach facility is clean and sanitized. Staff are at work on time, and have been assigned their daily duties. The beach opens and closes on schedule.

OPENING

1. Arrive to work on time; in uniform and clock in using Sling App.
2. Unlock and open the gates and bathroom doors.
3. Perform visual inspection by walking around the beachfront & bathrooms:
 - a. Check for vandalism
 - b. Pick-up any garbage/litter
 - i. in the event you find drug paraphernalia or needles, call the police or Director of Community Life
 - c. Paper products are full in each restroom stall.
4. Put out rescue equipment and beach rules sign
5. Check restrooms for critters/debris.
6. Make sure ropes are secure and in place.
7. Decide on rotation, and prepare to be in the stand when first patron arrives.

DURING YOUR SHIFT

1. Adhere to proper rotation schedule.
2. If no one is swimming guard in stand should remain alert and ready
3. Guards must stay in their rotation while patrons are in the water. Each station is 15 minutes. Refer to rotation schedule posted in office.
4. Verify restrooms are clean and have plenty of paper products and soap.
5. Enforce rules & regulations for the safety of residents.

	10:00			11:00			12:00			1:00			2:00						
Shift 1	Clean/Open	Guard	Office	Guard	Office	Guard	Office	Lunch	Lunch	Guard	Office	Guard	Walk	Office	Guard	Walk	Office	Guard	Walk
Shift 2	Clean/Open	Office	Guard	Office	Guard	Office	Guard	Office	Guard	Office	Lunch	Lunch	Guard	Walk	Office	Guard	Walk	Office	Guard
Shift 3								Guard	Walk	Office	Guard	Walk	Office	Guard	Walk	Office	Guard	Walk	Office

3:00			4:00			5:00			6:00					
Office	Guard	Walk	Office	Guard	Office	Guard	Office	Guard	Office	Guard	Office	Clean/Close		
Walk	Office	Guard	Walk	Office	Guard	Office	Guard	Office	Guard	Office	Guard	Clean/Close		
Guard	Walk	Office	Guard											

CLOSING

1. 15 minutes prior to closing, make announcement, informing patrons that lifeguards will be off duty shortly, and bathrooms will be locked.
2. At closing time, a final announcement is made, blow a long whistle. Let all patrons know that lifeguards are off duty, and any swimming will be done at their own risk.
3. Clean and lock bathrooms. Cleaning list is posted in the office and tasks should be initialed.
4. Bring in Lifeguard on Duty signage, replace with Swim at Your Own Risk signage.
5. Complete daily reports and return to office folder.
6. Place rescue tubes in office, turn off all facility lights and lock all doors and gates.

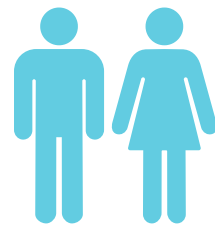


THINGS TO DO WHILE IN THE OFFICE

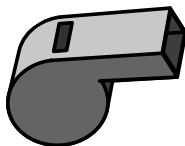


Record the number of people coming to the beach on the daily attendance sheets. Tally as people come, or write the number of people in a group.

Check the bathroom for messes, left items, trash on floors, running water, etc.



Watch for people smoking, having animals at upper beach area.



Listen for guard whistles. Remember a LONG, NONSTOP, CONSTANT whistle means call 9-1-1 as you head down to the water.



Drink water!

Reapply sunscreen!



Assist patrons with First Aid if needed.



Snapchat your friends to show them what an awesome job you have, and convince them to come work here!