



Frequently Asked Questions

What do I do if there is no one in the pool/pool deck?

If there is no one on the pool deck or in the pool, you should sweep, clean up trash, and straighten chairs to make the pool deck look nice. If you complete that and there is still no one on the pool deck or in the pool, you may read a book or do homework that does not require electronics.

**** You may not use your phone (unless it is an emergency), computer, tablet, headphones, e-readers, smart watches, or any other electronics. You also may not take a nap. ****

What do I do if there are people on the pool deck, but no one is in the pool?

If there is anyone in the pool area at all, you must remain on the lifeguard stand. You may not read, use your phone, leave the pool deck, etc.

Can I sit on the lounge chairs if no one is at the pool?

No, you may not sit or lay on the lounge chairs. They are for residents/guests only. You may sit on a regular chair or on the lifeguard stand if the pool area is empty. We want to keep a professional image and do not want you to be in a position where you may potentially fall asleep.

What do I do if I have to use the restroom and there are people in the pool?

If you're lifeguarding alone and there are people in the pool, and you need to use the restroom, call your manager on speakerphone to let them know that you need someone to relieve you. Depending on what time it is, they may or may not be able to come to you right away. If they cannot come right away, and you cannot wait, you may call a safety break (clear the pool and have everyone sit away from the pool's edge) to use the bathroom. This is for **emergencies only** and should never be done without the knowledge of your loop manager.

What do I do if I have to use the restroom and there is no one in the pool?

If there is no one in the pool but there are people on the pool deck, you should first call your manager on speakerphone to let them know that you need someone to relieve you. Depending on what time it is, they may or may not be able to come to you right away. If they cannot come right away, and you cannot wait, let the patrons on deck know that you need to use the bathroom, and kindly instruct them to stay out of the pool and away from the pool's edge until you return.

If there is no one in the pool or on the pool deck, please first notify your MOD that you are using the restroom to cover you if someone complains that the pool is closed. Then lock the pool gate, use the bathroom, and unlock the gate again once you return so that no one enters the pool while you are gone. Use the bathroom quickly.

What if I get hungry while on the lifeguard stand?

We highly encourage you to bring snacks to eat during your 10 min breaks and your 30 min lunch. However, if you absolutely must eat while on the lifeguard stand, you may eat something small that you can easily snack on and doesn't hinder you from lifeguarding diligently.

Acceptable: trail mix, pretzels, chips, or anything that is in a bag and takes one hand to eat.

Not acceptable: sandwiches, yogurt, a steak dinner, a bowl, or anything you need a fork or two hands to eat.



Frequently Asked Questions (Cont.)

When will the refrigerators be cleaned out?

The refrigerators get cleaned out every Friday. Do not leave any food or drinks in the fridge at the end of your shift. If you realize that you left something in the fridge at a pool on a Thursday, you should notify the MOD on Friday morning. They may or may not throw out your food/drinks.

Where can I keep my food/drinks if there is not a refrigerator at my pool?

If your pool is at a District Office, you may put your food in the fridge inside the office, except Sundays when they are closed. If it is Sunday and you are working at a pool with no fridge, please plan to bring food that does not need to be refrigerated. Please check the Employee Portal for details on which pools have refrigerators. Please be respectful of communal spaces if you do go inside the district offices.

Can I eat my lunch on the pool deck/in the clubhouse?

No, you may not eat your lunch in the clubhouse. Even if they are unlocked, we are not allowed to use the clubhouses because residents rent them out for events.

Please utilize the picnic tables outside of the pool area. If you are working at a pool at a district office, you may also eat in the breakroom, but please do not eat or hang out in the lobby.