

Opening & Closing Procedures

Facility Information

- Pool 1 is a covered pool
- Pool 1 Dimensions: 25m by 15m approximately
- The pool temperature is kept between 82 and 84 degrees
- The maximum temperature for the hot pool is 104 degrees

Instructions for Reporting to Work

- The closest gate for entry is Gate 1
 - Gate 3 can also be used for entry
- All employees are required to clock-in on time using the current clock-in procedures

Opening Procedures

1. Clock-in for your shift at your scheduled time
2. Open the Premier Lockbox hanging on the fence to the right of the Black Gate using current lockbox code. Use the silver key inside the Premier Lockbox to open the white lockbox that is welded to the gate
3. Retrieve Facility Keys
4. Place silver key back in the Premier Lockbox and lock the lockbox
 - a. To lock the lockbox:
 - i. Close the lid
 - ii. Jumble the code
 - iii. Close black cover
5. Remove master lock and chain from Black Gate and prop open doors
 - a. Lock chain and master lock to the right side of the gate doors so it will not fall off or get lost
6. Unlock White Entrance Gate to gain entry
 - a. Go inside the facility, but make sure to relock the white gate handle until it is time for the facility to open
7. Unlock the Locker Room Entry and Exit doors in the entry way and check each stall for hazards
 - a. Turn on lights for the Locker Rooms
 - b. Report any problems to the Manager on Duty
 - c. Do not unlock the locker room doors on the pool deck until it is time for the facility to open
8. Unlock the Lifeguard Shack
9. Set up the Lifeguard Tower with the required gear
 - a. Rescue Buoy
 - b. Phone
 - c. First Aid Kit
 - d. Lifeguard Binder
 - e. Put whiteboard with facility maintenance issues in window of guard shack facing the pool
10. Place clipboards on the podium for residents and guests to sign in
11. Place Backboard on the wall on the hooks to the right of the Lifeguard Shack
12. Check the Pool and Spa Chlorine and PH levels with test kit provided.

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- a. Follow directions in test kit
 - i. Ph range: 7.2 - 7.8
 - ii. Chlorine range: 1-10
 - b. Contact Manager on Duty with any issues or chemicals out of range
 - c. If pool or spa temperature feels off when you stick your hand in, contact Manager on Duty.
13. Using keys open door to the right of the Men's Locker Room to access the pump room.
- a. Do a visual and auditory check to ensure there is not excessive amounts of water on the floor or pumps that sound like they are screaming.
 - b. Contact Manager on Duty with any issues.
14. Straighten chairs, pick up trash, and check the deck for hazards
- a. Contact Manager on Duty with any issues
15. Open all umbrellas
- a. Using the crank handle, turn it clockwise until the umbrella is completely open
16. Unchain the Emergency Exit gate to the right of the Men's Locker Room
17. During Winter Months
- a. Remove Pool Covers according to policy
18. At scheduled facility opening time
- a. Unlock white gate handle
 - b. Unlock Locker Room doors leading to the pool deck
19. Place facility keys in designated spot

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During Shift Tasks

1. Take pool and deck count every hour and record on the Daily Procedure Sheet in the Lifeguard Binder
 - a. Any comments/issues mentioned inform Manager on Duty
2. Answer the deck phone politely and answer residents' questions
 - a. Example: "Thank you for calling Laguna Woods 1, (your name or lifeguard) speaking, how may I help you?"
3. Keep the deck organized by:
 - a. Cleaning up trash
 - b. Picking up lost and found
 - c. Organizing chairs
4. Enforce Laguna Woods policies and procedures politely and consistently
 - a. See current Laguna Woods Operating Rules
5. Answer residents' and guests' questions
 - a. If you are unable to answer their question(s):
 - i. Direct them to the Clubhouse Office
 - ii. Take their contact information and inform them we will get back to them with the answers
6. Residents and their guests are not allowed to be in the pool during Saddleback Classes or Aquadette Practice.

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Closing Procedures

1. Close water and deck at time of facility closure
2. Retrieve Facility Keys from designated spot
3. Chain the Emergency Exit gate to the right of the Men's Locker Room
4. Lock the Locker Room doors that lead to the pool deck once all patrons have exited the deck
5. Lock White Gate handle
6. Straighten chairs, pick up trash, and check the deck for hazards
 - a. Contact Manager on Duty with any issues
7. Close all umbrellas
 - a. Using the crank on the umbrella turn counterclockwise until umbrella is all the way closed
8. Cover disability chair
 - a. Make sure to cover the chair and battery pack
9. Put away all gear in Guard Shack
 - a. Rescue Buoy
 - b. Phone
 - c. First Aid Kit
 - d. Lifeguard Binder
 - e. Backboard
 - f. Clipboards from Resident and Guest Sign-In Sheets
 - g. Any Lost and Found Items
 - h. Maintenance Issue Whiteboard
10. Complete Pink Sheet with the total number of residents and guests for each hour the facility was open from the SIGN IN SHEETS
11. Staple the Resident and Guest Sign-In Sheets together and place them in the Aquatics Paperwork folder
12. During Winter Months
 - a. Place Pool Covers according to policy
13. Lock Lifeguard Shack
14. Place the chain on the White Gate leading to the pool deck
15. Clear the locker rooms by checking each stall
 - a. Announce your presence before going into the opposite gender locker room
 - b. Clean up any trash
 - c. Notify Manger on Duty with any issues
 - d. Contact Laguna Woods Security and Manager on Duty for residents and guests that will not exit the locker room
16. Lock Locker Room entry and exit doors in the hallway
 - a. Turn off lights for the Locker Rooms
17. Shut the Black Gate and place the chain on the gate
18. Open the Premier Lockbox hanging on the fence to the right of the gate using current lockbox code
19. Use the silver key inside the Premier Lockbox to open the white lockbox that is welded to the gate
20. Place facility keys back in the white lockbox that is welded to the gate
21. Place silver key back in the Premier Lockbox and lock the lockbox

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- a. To lock the lockbox:
 - i. Close the lid
 - ii. Jumble the code
 - iii. Close black cover
22. Clock-out for your shift at your scheduled time