

## Opening & Closing Procedures

### Facility Information

- Pool 2 is used primarily for Lap Swimming
- Pool 2 Dimensions: 25 yards by 10 yards
- The pool temperature is kept between 82 and 84 degrees
- The maximum temperature for the hot pool is 104 degrees
- When used for Children's Swim:
  - Kids 0-15 can swim during Children's Swim Hours (see current Pool Schedule for times)
  - Kids are **NOT** allowed in the Spa
  - Please follow all current Children's Swim Rules

### Instructions for Reporting to Work

- The only gate for entry is Gate 12
- 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.
  - a. Gate is located by the Lawn Bowling Greens at the end of the parking lot
  - b. Retrieve Facility Keys
  - c. To lock the lockbox:
    - i. Close the lid
    - ii. Jumble the code
    - iii. Close black cover
3. Remove master lock and chain from Black Gate
  - a. Lock chain and master lock to the right side of the gate doors so it will not fall off or get lost
4. Unlock gate handle
  - a. Go inside the facility, but make sure the Black Gate handle remains locked until it is time for the facility to open
5. Remove master lock and chain from second Black Entrance Gate at top of stairs
  - a. Lock chain and master lock to the right side of the gate doors so it will not fall off or get lost
  - b. Make sure the Black Gate handle remains locked until it is time for the facility to open
6. Unlock the Locker Room Entry and Exit doors and check each stall for hazards
  - a. Locker rooms are located at the top of the stairs to the left of the Spa outside the Black Gate
  - b. Turn lights on for the Locker Rooms
  - c. Report any problems to the Manager on Duty
7. Unlock the Lifeguard Shack

## LAGUNA WOODS- POOL 2

8. Set up the Lifeguard Tower with the required gear
  - a. Rescue Buoy
  - b. Phone
    - i. Place on Velcro on the stand
  - c. First Aid Kit
  - d. Lifeguard Binder
  - e. Place maintenance whiteboard in window of guard shack facing the pool
9. Place clipboards on the podium for residents and guests to sign in
10. Place Lap Challenge Binder on the podium, if available.
11. Place Backboard on the wall on the hooks to the right of the Storage Area located on the deep end side of the pool
12. Check Emergency Phone for a dial tone
  - a. When you pick the phone up you should hear a low continuous beeping noise
13. Check the Pool and Spa Chlorine and pH levels with test kit provided.
  - 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.
14. Using keys open door at the top of the stairs on the right.
  - 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.
15. Straighten chairs, pick up trash, and check the deck for hazards
  - a. Contact Manager on Duty with any issues
16. Open all umbrellas
17. During Winter Months
  - a. Remove Pool Covers according to policy
  - b. Remove Spa Cover
18. At scheduled facility opening time
  - a. Unlock both Black Gate handles
19. Place facility keys on the designated hook in the Lifeguard Shack so they do not get lost

## LAGUNA WOODS- POOL 2

### 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 2, (your name or lifeguard) speaking, how may I help you?"
3. Keep the deck organized by:
  - a. Cleaning up trash
  - b. Picking up noodles, kickboards, etc. and storing them in the brown bin
  - 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 answer
6. Remove/Replace Lane Lines
  - a. See current lane line policy for more information

## LAGUNA WOODS- POOL 2

### Closing Procedures

1. Close water and deck at time of facility closure
2. Retrieve Facility Keys from designated hook in Lifeguard Shack
3. Lock both Black Gate handles once all patrons have exited the deck
4. Straighten chairs, pick up trash, and check the deck for hazards
  - a. Contact Manager on Duty with any issues
5. Close all umbrellas
6. Check Emergency Phone for a dial tone
  - a. When you pick the phone up you should hear a low continuous beeping noise
7. Put away all gear in Guard Shack
  - a. Rescue Buoy
  - b. Phone
  - c. First Aid Kit
  - d. Lifeguard Binder
  - e. Backboard
  - f. Whiteboard
  - g. Clipboards from Resident and Guest Sign-In Sheets
  - h. Any Lost and Found Items
  - i. Maintenance Issues Whiteboard
8. Complete Pink Sheet with the total number of residents and guests for each hour the facility was open using the Resident Sign-In Sheets
9. Staple the Resident and Guest Sign-In Sheets together and place them in the Aquatics Paperwork folder
10. Remove/Replace Lane Lines
  - a. See current lane line policy for more information
  - b. **All lane lines must be removed Tuesday night for cleaning day on Wednesday.**
11. During Winter Months
  - a. Place Pool Covers according to policy
  - b. Place Spa Cover according to policy
12. Place the chain on the Black Gate by the Locker Rooms
13. Lock Lifeguard Shack
14. Place the chain on the Black Gate by the parking lot
15. Open the Premier Lockbox hanging on the fence to the right of the gate using current lockbox code.
  - a. Place keys inside lockbox
  - b. To lock the lockbox:
    - i. Close the lid
    - ii. Jumble the code
    - iii. Close black cover
16. Clock-out for your shift at your scheduled time