

Opening & Closing Procedures

Facility Information

- Pool 4 is the warmest pool in Laguna Woods
- Pool 4 Dimensions:
 - Long Lap Length: 25m
 - Short Lap Length: 15m
- The pool temperature is kept between 85 and 88 degrees
- The maximum temperature for the hot pool is 104 degrees

Instructions for Reporting to Work

- Gate 5 must be used for entry if entering before 7:00am
 - Gate 6 can be used for entry after 7:00am
- 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 White Gate using the current lockbox code
3. Use the silver key inside the Premier Lockbox to open the white lockbox that is welded to the gate
4. Retrieve Facility Keys
5. 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
6. Unlock the Locker Room Entry and Exit doors in the hallway and check each stall for hazards
 - a. Turn on the 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
7. Unlock White Entrance Gate handle
 - a. Go inside the facility, but make sure the white gate handle remains locked until it is time for the facility to open
8. Turn on the hallway light
9. Unlock the Lifeguard Shack
10. 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
11. Place clipboards on the podium for residents and guests to sign in
12. Place Lap Challenge Binder on the podium, if available
13. Place Backboard on the wall on the hooks to the left of the Men's Locker Room

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14. Set up Maintenance Issues Whiteboard in the Guard Shack window on the left
 - a. Do not block the pool capacity sign
15. Check Emergency Phone for a dial tone
 - a. Contact Manager on Duty with any issues
 - b. When you pick the phone up you should hear a low continuous beeping noise
16. 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.
17. Using keys open door to the right of the Women's Locker 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.
18. Straighten chairs, pick up trash, and check the deck for hazards
 - a. Contact Manager on Duty with any issues
19. Open all umbrellas
20. During Winter Months
 - a. Remove Pool Covers according to policy
 - b. Remove Spa Cover
21. At scheduled facility opening time
 - a. Unlock white gate handle
 - b. Unlock Locker Room doors leading to the pool deck
22. Place facility keys on the designated hook

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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 4, (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. 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 hook in Lifeguard Shack
3. Lock the Locker Room doors that lead to the pool deck once all patrons have exited the deck
4. Lock White Gate handle
5. Straighten chairs, pick up trash, and check the deck for hazards
 - a. Contact Manager on Duty with any issues
6. Close all umbrellas
7. Check to make sure the Emergency Exit Gate is locked
8. Check Emergency Phone for a dial tone
 - a. Contact Manager on Duty with any issues
 - b. When you pick the phone up you should hear a low continuous beeping noise
9. 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
10. Complete Pink Sheet with the total number of residents and guests for each hour the facility was open using the Resident 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
 - b. Place Spa Cover according to policy
13. 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. Turn off lights in the Locker Rooms once they are clear
 - d. Notify Manger on Duty with any issues
 - e. Contact Laguna Woods Security and Manager on Duty for residents and guests that will not exit the locker room
14. Lock Lifeguard Shack
15. Turn off hallway light
16. Lock Locker Room entry and exit doors in the hallway
17. Open the Premier Lockbox hanging on the fence to the right of the gate using current lockbox code
18. Use the silver key inside the Premier Lockbox to open the white lockbox that is welded to the gate
19. Place facility keys back in the white lockbox that is welded to the gate
20. 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
21. Clock-out for your shift at your scheduled time