

## Opening & Closing Procedures

### Facility Information

- All locker room entry and exit doors are located on the pool deck
  - Patrons cannot enter the facility until facility opening time to use the locker rooms
- Pool 5 Dimensions: 25 yards by 13 yards
- 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

- Gate 10 must be used for entry if entering before 7:00am
  - Gate 9 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 Gray Gate using current lockbox code
3. Use the silver key inside the Premier Lockbox to open the gray 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. Remove Master Lock from the gate and let yourself into the facility
  - a. Replace Master Lock on the gate until it is time for the facility to open
7. Unlock the Lifeguard Shack
8. Unlock the Locker Room Entry and Exit doors and check each stall for hazards
  - a. Turn on all lights
  - b. Report any problems to the Manager on Duty
9. 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
10. Place clipboards on the podium for residents and guests to sign in
11. Place Lap Challenge Binder on the podium, if available
12. Place Backboard on the wall on the hooks located outside the Guard Shack
13. Place Maintenance Issues Whiteboard in the window of the Guard Shack by the sign in podium, facing the pool
14. 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
15. 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.
16. Using keys open door at the bottom of the stairs located to the right of the Spa
- 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.
17. Straighten chairs, pick up trash, and check the deck for hazards
- a. Contact Manager on Duty with any issues
18. Open all umbrellas
19. During Winter Months
- a. Remove Pool Covers according to policy
  - b. Remove Spa Cover
- 20. At scheduled facility opening time**
- a. Remove Master Lock from the gate**
  - b. Place on gate**
21. 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 5, (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 answer
6. Remove/Replace Lane Lines
  - a. See current lane line policy for more information
7. Residents and their guests are not allowed to be in the pool during Saddleback Classes

## LAGUNA WOODS- POOL 5

### Closing Procedures

1. Close water and deck at time of facility closure
2. Straighten chairs, pick up trash, and check the deck for hazards
  - a. Contact Manager on Duty with any issues
3. Close all umbrellas
4. 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
5. Retrieve Facility Keys from designated hook in Lifeguard Shack
6. 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
7. Complete Pink Sheet with the total number of residents and guests for each hour the facility was open
8. Staple the Resident and Guest Sign-In Sheets together and place them in the Aquatics Paperwork folder
9. Remove/Replace Lane Lines
  - a. See current lane line policy for more information
  - b. **All lane lines must be removed Wednesday night in preparation for cleaning day**
10. During Winter Months
  - a. Place Pool Covers according to policy
  - b. Place Spa Cover according to policy
11. Lock Lifeguard Shack
12. 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 when Locker Rooms 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
13. Lock Locker Room entry and exit doors
14. **Place Master Lock back on the Gate and lock it**
15. Open the Premier Lockbox hanging on the fence to the right of the gate using current lockbox code
16. Use the silver key inside the Premier Lockbox to open the gray lockbox that is welded to the gate
17. Place facility keys back in the gray lockbox that is welded to the gate
18. 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
19. Clock-out for your shift at your scheduled time