

Opening & Closing Procedures

Facility Information

- Pool 6 is a seasonal pool, typically open Memorial Day Weekend through September 30
- Pool 6 is kidney shaped pool and dimensions cannot be determined
- The pool temperature is kept between 82 and 84 degrees
- This facility does not contain a hot pool
- When open, Pool 6 is used for kids swim from 12pm-4pm

Instructions for Reporting to Work

- The closest gate for entry is Gate 10
 - Gate 9 can also 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 gate using 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. Using the Facility Keys, unlock the storage room that is located behind you
7. Using the Facility Keys, unlock the gate to the facility, but do not let patrons enter the facility until opening time
8. Unlock the locker room doors that lead to the pool deck and check each stall for hazards
 - a. Report any problems to the Manager on Duty
 - b. Do not unlock the locker room doors that lead into Clubhouse 6
9. Set up the Lifeguard Tower with the required gear
 - a. Rescue Buoy
 - b. Phone
 - c. First Aid Kit
 - d. Lifeguard Binder
10. Place clipboards on the podium for residents and guests to sign in
11. Set up Maintenance Board by the podium
12. Place Backboard on the wall on the hooks underneath the Emergency Phone and AED
13. Check Emergency Phone for a dial tone
 - a. When you pick the phone up you should hear a low continuous beeping noise
14. Check the Pool 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

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- c. If pool temperature feels off when you stick your hand in, contact Manager on Duty.
- 15. Using keys open door to the right of the Women'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.
- 16. Straighten chairs, pick up trash, and check the deck for hazards
 - a. Contact Manager on Duty with any issues
- 17. Open all umbrellas
- 18. At opening time, you can let residents and their guests in
- 19. Place facility keys in First Aid Kit so they do not get lost

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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 6, (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 resident and guest 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

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Closing Procedures

1. Close water at designate closing time
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. When you pick the phone up you should hear a low continuous beeping noise
5. Using the Facility Keys, unlock the storage room
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 using the sign-in sheets
8. Staple the Resident and Guest Sign-In Sheets together and place them in the Aquatics Paperwork folder
9. 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
10. Lock the locker room doors that lead to the pool deck
 - a. Report any problems to the Manager on Duty
 - b. Do not lock the locker room doors that lead into Clubhouse 6
11. Lock the gate using the facility keys
12. Open the Premier Lockbox hanging on the fence to the right of the gate using current lockbox code
13. Use the silver key inside the Premier Lockbox to open the white lockbox that is welded to the gate
14. Place facility keys back in the white lockbox that is welded to the gate
15. 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
16. Clock-out for your shift at your scheduled time