Opening Procedures

1. Clock in on the OneTeam360 App
2. Retrieve keys from the lockbox (lockbox code and location are on the Employee Portal)
3. Review pool walk through video from Employee Portal if needed
4. Unlock the storage closet and retrieve the gear
5. Unlock the pool gate
6. Set up equipment on the pool deck:
   a. Lifeguard buoy
   b. Backboard
   c. First aid kit
   d. LG binder
   e. Clipboard
      i. Blank sign-in sheets
      ii. Weekly procedure sheet (New sheet starts on Saturday)
      iii. Blank incident reports
      iv. Blank guest waivers
7. Open lifeguard and resident umbrellas
8. Test pool chemicals using test kit
      i. Document chem levels on Weekly Procedure Sheet
      ii. Report to MOD asap if chemicals are out of range
9. Unlock facility restrooms
10. Walk the facility and check for hazards, pick up trash and organize pool furniture
11. Report any maintenance concerns or issues to your Manager on Duty (MOD)
    a. Examples: missing pool keys, trash overflowing, pool water looks green, no toilet paper, etc.

During Shift

- Greet all residents as they enter and assist them if they have questions
- Check for proper Military ID from all patrons
- Follow 10-20-30 scanning method + 5-minute rule
- Enforce all rules CONSISTENTLY – See Rules for specifics
- Take pool + deck count every hour on the hour (use Weekly Procedure Sheet)
- Make sure the deck is always clean of trash and the furniture is organized
- Call Safety Breaks at 1pm, 3pm, and 5pm
- Notify your MOD immediately if you have any incident reports

Closing Procedures

1. Straighten pool furniture and pick up trash
2. Close lifeguard and resident umbrellas
3. Complete paperwork
   a. Weekly Procedure sheets
      i. Make sure dates and location name are filled out properly
      ii. Make sure break times and hourly counts are filled in and sign for OP/CP
      iii. Put completed Weekly Procedure sheets in accordion file on Fridays
   b. Sign-in sheets
      i. Make sure date and location name are filled out properly
      ii. Add up total attendance for the day
      iii. Send attendance total and pool name in WIW loop chat (ex: Dolphin- 55)
      iv. Put completed sign-in sheets in accordion file
4. Return ALL gear to storage closet
5. **Lock up the entire facility (bathrooms, pool gates, guard shack, etc.)**
6. Return keys to lockbox and **scramble the code (!)**

7. Clock out on the OneTeam360 App