Pool Operator Manual

Mission Statement
The Department of Campus Recreation Services is established to provide varied programs and services which will contribute to the health and well-being of the University of Maryland community. It is the mission of this department to educated participants in the responsible use of leisure by providing an atmosphere which fosters the development of lifelong patterns of recreational activity and opportunities for participation in such activity for all members of the university community, regardless of age, sex, race, or motor ability. To do so, the department develops and maintains recreation facilities and resources designed to provide appropriate environments for its participants and employees.

General Information
All Campus Recreation Services (CRS) employees will be expected to comply with departmental, university, and state regulations at all times. Additionally, it is expected that employees act and behave in a professional manner, when representing CRS.

Aquatic employees with questions concerning CRS policies, procedures or information are urged to discuss them with their Head Guard, Aquatics Manager, or Aquatics Director.

Since other University departments share facilities used by CRS it is important that employees be cooperative with employees of these departments; any problems should be reported to Aquatics Director.

Payroll Information
During Fall & Spring semesters of employment the following pay rates are in effect (as of July 1, 2009):

<table>
<thead>
<tr>
<th>Position</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pool Operator (OP2)</td>
<td>$10.65/hr</td>
</tr>
<tr>
<td>Holiday/Interim (OP2)</td>
<td>$1.50/hr over regular rate</td>
</tr>
<tr>
<td>Summer Rate (OP3)</td>
<td>$12.25/hr</td>
</tr>
<tr>
<td>Training/Meetings (HR4)</td>
<td>$7.55/hr</td>
</tr>
</tbody>
</table>

Employees may pick up their checks at the CRS main office no earlier than 8:00 am on the check issued date. The weekend following the pay day, checks can be picked up at the Membership Services desk. Employees are encouraged to sign up for direct deposit. This form can be picked up at the CRS main office. Anyone failing to pick up their checks after 3 pay periods will have their checked mailed to them with a service fee of $10.00 charged to their student account. If you have direct deposit, you are asked to pick up your stub during this same time frame.

*You should drop off self-addressed stamped envelopes at the CRS main office to have your checks mailed to you over holiday or semester breaks.

Any problems in your pay check should be directed to the Manager of Pool Operations. You can check your hours by logging on to www.timesheets.umd.edu. It is encouraged that students do this at least one a week. At the end of the pay period you will receive and e-mail stating that your timesheet have been approved.

Pay Raises
Pay Raises are given by semesters, excluding the summer.

Tenure Raises
1. Attend all meetings/trainings. (No Excuses)
2. Work 120 hours during the semester
3. Complete all work assignments
4. Come to work in appropriate uniform

**Merit Raises** (For going above and beyond the call of duty)
1. Attend all meetings/trainings. (No Excuses)
2. Complete tasks with the highest quality of work
3. Work at least 5 weekend shifts
4. Work at least 5 opening shifts
5. Show initiative to work as a substitute
6. Wears appropriate uniform
7. Work on special projects
8. Report to work on time all the time
9. Uses the time clock all the time
10. Take pride in his/her work
11. Demonstrate knowledge of the mechanical workings of the systems
12. Complete additional tasks when asked

**Schedules**
Depending on the specific job, employees will be scheduled on a semester basis. Schedules are based on a number of factors including availability, reliability, class schedule, job performance, evaluation, and seniority. Schedules will be made at a meeting well in advance of the beginning of the semester. Individuals who cannot attend will have a chance to pick up open shifts after the meeting is over or have a co-worker sign up for shifts in their absence.

An employee is responsible for working his/her assigned shifts once the schedules have been set and distributed. It is likely that the Manager of Pool Operations will need to adjust the schedule at some point during the semester. If this occurs, all concerned employees will be notified. Although new break schedules are created for the university breaks, employees are expected to help out and work their fair share when at all possible.

Because state law requires a pool operator to be at the facility at all times it is possible that a rotating schedule will be used to fill open shifts. The rotating schedule will include all operators working during that semester, and will cycle through alphabetically. The assigned operator is responsible for that shift.

**Changes in Work Schedule**
All possible changes in assigned work schedules and any anticipated absence from work for any appropriate reason must be cleared through the Manager of Pool Operations. Any permanent changes in the work schedule must always be discussed and cleared by the Manager of Pool Operations.

**Due to the nature of the job, calling in sick without finding a substitute cannot be an option. Employees are still expected to find an appropriate substitute if they are unable to work due to illness or any other reason.**

**Substitution Policy**
1. It is the responsibility of the employee to pick up a current phone list at the beginning of each semester and at staff meetings thereafter.
2. It is the responsibility of each employee to obtain his/her own substitute (must be a trained employee) from the list of fellow workers. A pool operator must find another fellow pool operator to replace them.
3. All scheduled shifts must be filled—if an employee cannot be at work for the entire shift, he/she must find a suitable replacement for all or part of the shift.
4. If the substitution has been taken online and the substitute fails to show up for the shift, the substitute will be held responsible.
5. If the substitution has **NOT** been taken online and the operator fails to show for the shift, the
regularly scheduled employee will be responsible.

6. Out of courtesy to your co-workers, calls should not be made between the hours of 10:00pm and 9:00 am, when possible. E-mail and Voice mail messages can be sent during these hours.

**Certifications**

Pool operators are required to have a Prince George’s Pool Operator License. The pool operator must maintain their Prince George’s County CPO license which needs renewal every three (3) years.

All pool operators are required to have current CPR for the Professional Rescuer, Community First Aid and Lifeguard Training certifications as a condition of employment. It is your responsibility as an employee to obtain and renew your CPR certification every year, your Lifeguarding and Community First Aid certifications every 3 years.

We must have a copy of the certification and license on file.

**Dress Code**

1. Each student employee will be provided a CRS Pool Operator shirt. NO OTHER SHIRTS WILL BE ACCEPTED AS SUBSTITUTES. Due to the varying temperatures of the two facilities other clothes may be worn, however, the pool operator shift must be on top.
2. Employees are required to wear bathing suits and shorts. Shorts that cannot be dried in 5 minutes may not be worn. Sweat pants are acceptable.
3. Employees must report to work have a NEAT and Clean uniform (No stains, holes, severe, fading, or altered uniforms).
4. Hats are not permitted. Flip flops and sandals can be worn when walking around the deck.

When dealing with chemicals, street shoes should be worn.

Since all CRS positions involve interaction with the public, employees should always keep a neat and clean appearance. Wearing of inappropriate attire will diminish your professionalism and the ability to deal with patrons. Do not read, prop feet up, or lay your head down while working.

**Meetings and In-Service Trainings**

Employees are required to attend all scheduled employee meetings throughout the semester. Pool operators will be required to attend monthly meetings. These meetings are to provide new information, update old policies, and to clear up any problem areas. All employees will be notified of such meetings well in advance, and attendance is **MANDATORY**. Any meeting missed can result in immediate disciplinary action.

Memos, letters, or new policies will be placed in each resource book and the bulletin board in the guard office. Employees are responsible for knowing any new information given to them via the resource manuals, and must abide by new policies and by policies set forth in this handbook unless they have been otherwise amended in writing.

**Acting as a Resource**

Patrons may approach you with questions about the facility or programs. It is up to you to find the answer and help them in these cases.

- Use the REC GUIDE for information on programs and facility hours
- Rec-Check (4-5454) is a recording that gives information regarding CRS programs
- Membership Services (5-PLAY)
- Main Information (6-4500)
- Main Office (6-4400)
- Ask supervisors if you cannot find an answer after using these resources
Expectations

- Conduct chemical readings every 2 hours on all pools and document all information on the datasheet. If there are major discrepancies from the previous test, another reading should be done. If there is still a discrepancy, contact the Manager of Pool Operations.
- The first and last test of the day should include Calcium Hardness and Total Alkalinity.
- Any chemicals added to the pools should be done with approval from Manager of Pool Operations and documented on the data sheet.
- Wear proper protective equipment when dealing with chemicals
- Ensure that all equipment is in proper function at the beginning, in the middle, and the end of your shift (Valves, Pumps, Filters, UV, etc.)
- Complete ALL duties on the checklist and initial (if unable due to a swim meet or some other excused reason please explain in the comments section)
- Your initials on checklists, data sheet, and safety checklists are binding. These are legal documents.
- Keep the pool deck free of all debris
- Provide assistance to patrons with the changing of pool set up for programs
- Keys should be picked up and returned to the student facility Supervisor.
- Any lost keys or radios will be charged to the employees student account for replacement
- Communicate effectively with supervisors, co-workers, and patrons
- Listen to and answer the radio if called for
- Show initiative and take pride in your work
- Be proactive with risk management and safety concerns
- Attend all meetings and in-service trainings
- Maintain current certifications
- Eating is permitted inside the classroom, not on the pool deck
- Employees can swim on duty if all tasks have been completed
- Employees are expected to maintain a clean and well organized work area

Prohibited

- Sleeping
- Propping feet on tables
- TV’s, cell phones, mp3 players, CD players, laptops and books
- Homework, magazines, newspapers, and crossword puzzles
- Personal phone calls and texting, patrons are prohibited from using the phone on the pool deck
- Entertaining friends, keep conversations short
- Leaving the facility unattended for any reason
- Smoking or other tobacco products while on duty or in uniform
- Wandering the building or playing in other areas outside the pool (Basketball, racquetball, volleyball, etc.)

Breaks

DO NOT LEAVE THE FACILITY

Should an extenuating circumstance arise, please notify the Manger of Pool Operations and the head guard of the situation.

If you work a shift that is more than 4 hours in length, you are allowed to get food ON CAMPUS and eat it at the pool. Your total break time will be no longer than 30 minutes. You must notify the Manager of Pool Operations or the head guard where you are going.

**Failure to return on time will result in be written up.**
**Time Clocks**
All employees are expected to clock in and out for work. This is done by using your student ID at the time clock. Make sure you know what job code you are supposed to use. If there is a problem with your ID, a new one can be obtained at the Mitchell Building. If you forget your ID make sure you see one of the Aquatic Managers so you can be clocked in. If there is a problem with the clock, a timesheet needs to be filled out and placed in the Manager of Pool Operation's mailbox in the MAIN OFFICE. Timesheets can be obtained from the facility supervisor.

**Shift Tasks**
Each shift has specific responsibilities assigned to it. These are **ALL** to be completed each day and signed off on the checklist by the pool operator. Special events may change the structure of the tasks. Always check with the Manager of Pool Operations if you are unsure of a certain task. Data Sheets and Tasks Sheets should be placed in the Manager of Pool Operations mailbox in the guard office at the end of the night for filing.

**Evaluations**
During each semester student employees will be periodically evaluated by their Manager. These evaluations will be used as a basis for improving job performance, awarding pay increases, granting references, continued employment, and other personnel actions. Employees should meet with the Manager of Pool Operations to discuss their evaluation. The results of an employee’s evaluation may be viewed by that employee upon request.

**Disciplinary Action Policy**
As a CRS employee, there are many individuals who are you depending on you to do your job. Some of these people are your co-workers, facility users, and the CRS administrative staff. Therefore, there will be consequences if you fail to meet the outlined expectations.

Falsifying time sheet/time clock information, leaving your area unattended, reporting to work under the influence of alcohol or illegal drugs will result in immediate termination. Remember calling in sick is not an excuse.

**Minor Offences**
These include, but are not limited to, not wearing the proper uniform, receiving or making personal phone calls while on duty, improper use of the radio, etc.
Tardiness will not be tolerated. Everyone must be in uniform, keys, radio and read to work by the time your shift starts.
Should this happen:

You will receive a verbal reprimand and warning. An employee performance report will be completed and placed in your file. This will be done for your first and second violation. By the Aquatics Professional Staff.

The third offense will result in being placed on probation for the remainder of the semester, with the understanding that you must show improvement to be rehired as a pool operator the following semester.

The fourth offense will result in termination.

**Major offenses**
This includes, but is not limited to, failing to show up for assigned shifts. Should this happen:

First offense you will receive 2 shifts assigned to work
Second offense you will meet with the Director of Aquatics. You will receive a suspension totaling 6 hours of scheduled shifts. During that time, you will not be able to work any shifts. You must attend any scheduled meetings.
Third offense, you will be dismissed.
**Voluntary Termination/Resignation**
A two-week notice is requested when an individual wishes to terminate his/her employment with CRS. Notice should be given both verbally and in writing to the Manager of Pool Operations. This notice will provide the manager ample time to hire a replacement or distribute hours. Failure to provide this notice may result in a poor employee record which may be supplied to future employers. All employee uniforms must be returned to the Manager of Pool Operations at the time of termination/resignation. A $10.00 fee will be administered to the students account for failure to do so. Three missed shifts in a row will be considered voluntary termination.

**Grievance Procedure**
If a student employee has a disagreement with a supervisor, policy or the CRS Department with regard to matters such as dismissal, evaluation, fellow employees, or head guards, the employee may file a grievance using the following guidelines.

1. A prompt appeal must be made verbally and in writing to the staff member directly responsible for that area within seven days of the occurrence of the disagreement. A written response to the appeal will be sent to the appealing party within five days.
2. A second appeal may be submitted to the Assistance Director of Student Personnel in writing no more than seven days after the response to the first appeal has been received.
3. Further appeal may be presented to an Associate Director for Campus Recreation Services.

**Blood borne Pathogen Information and Training**
All employees who have the potential for occupational exposure to blood borne pathogens will be provided awareness education and training. Training shall be conducted on an annual basis or as necessary to ensure employee awareness of any modifications in the current exposure plan or emergency procedures. **Failure to attend will result in automatic termination as an employee of CRS.**

**Handling of Blood and Body Fluids**
While the risk of becoming infected while administering first aid is remote, it should be noted that there is a small chance that some blood borne infectious disease can be transmitted. In order to reduce risk, the following procedures should be used if confronted with blood or other potentially harmful bodily fluids.

When administering first aid:

- Before treating any injury involving blood or other fluids, gloves and other personal protective equipment must be worn by the person administering first aid.
- Secure area and clean all blood contaminated surfaces and equipment with the supplies provided.
- Any materials, including gauze, band-aids, and paper towels that come into contact with blood or other body fluids must be handled while wearing gloves. All items should be deposited into a biohazardous waste bag; and place this bag into a biohazardous container immediately. **DO NOT DISCARD, OR LET THE VICTIM DISCARD, ANY MATERIAL INTO A TRASH RECEPTACLE.**
- Immediately wash hands and other skin surface with soap and water when finished.
- Any time biohazardous waste is created, it **MUST** be stated in the Accident Report what items were disposed and where they were disposed of.

**If you feel you were contaminated with blood/body fluids please contact the Health Center or your doctor immediately.**
Swimming Pool Data Sheet
Pool Operators will be the only employees responsible for the testing and the recording on this sheet. The ACTUAL WATER TEST will be done first. This will be done from each pool, the 50 meter pool and the instructional pool. The outdoor pools are the recreational pool and the splash pool. Record the information on the pool data sheet. In each mechanical room record the information off of the CAT unit on the wall. You will see PH and OPR. If there is a red light blinking please record the message displayed on the data sheet. Record the GPM’s and Differential Pressure off of the micro processors.

Total Alkalinity and Calcium will be tested twice a day. The Pool Operator opening and closing on that day will test for Total Alkalinity and Calcium.

Working with Vacuums
Only Pool Operators will place in and remove the automatic pool vacuums from the pools. Place these machines on the carts and roll up the cord in a neat pile when the vacuuming is completed. Wash the machine off with water from the slop sink in pool storage. Store the vacuums in the SCUBA room. Clean the vacuum bags in the large sink in the Aquatic Storage area.

You are responsible for these expensive machines. Any problems with these machines must be immediately brought to the attention of the Manager of Pool Operations.

These machines will be put in at the end of the day and will be removed prior to opening the pool. Spot cleaning with the manual vacuums may be needed. Do not play with the machines or remote controls. The machinery is very sensitive.

If one of these machines is in the shop for repairs, you will put the machine that is working in the 50 METER POOL and you will be responsible for using the manual vacuum to clean the INSTRUCTIONAL POOL. The Pool Operator that is there for closing the facility will be responsible for cleaning the pool. The Pool Operator that will open the facility the following morning will do another vacuum of the INSTRUCTIONAL POOL.

After removing the machine from the pool, you should clean the filter bag. This will only take about ten minutes to clean. You will clean the bag with cold water only, no soaps or detergents. After cleaning the bag place it in a suit drier in the locker room to get as much water out of it as possible. Place the bag with its cart and machine. Place the dry bag in the machine for the night crew. If you are unsure how to perform any of these functions, consult the instructions for operating the vacuum or speak with the Manager of Pool Operations. It is imperative that the vacuums be handled properly and filter bags cleaned, removed and installed properly.

Reports
All paper work (accident, incident, cleaning, data sheets, completed substitutions forms, etc.) should be placed in the Aquatics Manager mailbox in the Lifeguard Office at the conclusion of the last shift of the day.

Emergency Procedures
In an emergency situation, whether large or small, it is the responsibility of the entire staff to assure the safety of all persons in the facility. Be sure to review the updated Emergency Action Plan at least once each semester.
Position Description
Title: Pool Operator

Responsibilities:
Operate the mechanical systems of all CRC pools
Handle all chemicals safely
Work with the Head Lifeguard to coordinate pool maintenance activities performed by the lifeguards
Monitor, regulate and record water chemistry values by state, local, and University guidelines
File all paper work (Inventory, Data Sheets, Shift Tasks, and Reports) in a timely fashion
Ensure that all aquatic storage and mechanical rooms are kept in organized
Keep all certifications current
Set up and tear down of special events
Other duties as assigned

Supervised by:
Manager of Pool Operations
Associate Director of Aquatics
Manager of Lifeguards
Coordinator of Aquatics Programs

Qualifications:
Current Prince George’s County Pool Operator’s License
Current ARC Lifeguard Training and First Aid
Current ARC CPR for the Professional Rescuer and AED
Strong leadership and communication skills
Ability to make impartial, rational decisions
Demonstrate interpersonal skills
Demonstrate experience working as a pool operator
Prior experience as a pool operator preferred, but not required
Lift and carry 50 lbs.

IMPORTANT AQUATIC RELATED PHONE NUMBERS
Carrie Tupper, Associate Director- Aquatics
Office 301-226-5383
Cell 240-447-2328

Amanda Delaney, Manager of Pool Operations
Office 301-226-4423
Cell 301-707-8079

Diana Freedman, Manager of Lifeguards
Office 301-226-4422
Cell 631-241-0933

Natalie Ferdinand, Coordinator of Aquatics Programs
Office 301-226-5382
Cell 240-460-8207

EMERGENCY POLICE 405-3333
911
NON-EMERGENCY POLICE 301-405-3555
Natatorium LG Office 301-226-4443 (unlisted number do not give out)
Outdoor Pool Office 301-226-4472 (unlisted number do not give out)
ERC Main Office 301-226-4400