



501 Sproul Road, Villanova, PA 19085

EMPLOYEE HANDBOOK FOR A CONESTOGA SWIM CLUB (CSC)

NOTE: This employee handbook is applicable to ALL club employees (e.g. managers, administrative staff, lifeguards, coaches, swim instructors, tennis and paddle pros, as well as Otter's Den Snack Bar personnel).

Welcome

Welcome to Conestoga Swim Club (CSC or Club). We operate year-round to provide aquatics, racquet sports, lessons, and events for members and guests. Every employee plays a critical role in safety, cleanliness, and member experience. This handbook outlines policies, expectations, and procedures. It is not a contract; employment is at-will. Consult your manager and role description for specifics.

SECTION 1. Core Policies and Employment Practices

1.1 Equal Employment Opportunity and Respectful Workplace: CSC provides equal employment opportunities and prohibits discrimination or harassment on any protected basis (e.g., race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity). Bullying, retaliation, and workplace violence are not tolerated. Report concerns promptly to a manager or the Board President, Vice President or appropriate designee; reports are investigated with appropriate action and anti-retaliation protections. CSC complies with the Americans with Disabilities Act (ADA) and will consider reasonable accommodations for qualified disabilities.

1.2 At-Will Employment and Classifications: Employment is at-will; either party may end employment at any time, with or without notice or cause. Positions may be full-time, part-time, or seasonal.

1.3 Onboarding, Certifications, and Clearances

- The following are required forms for all employees:
 - Application
 - I-9 form and required documentation
 - Federal/State W-4
 - Direct deposit authorization

- Working papers if under 18.
- The following background and child safety checks are required for all employees:
 - Pennsylvania State Police Criminal Record Check
 - FBI Criminal Background Check
 - Required for employees 18 years of age or older or for any employee that has not lived in Pennsylvania for the past 10 years.
 - For employees between 14 to 17 years of age, a signed affidavit attesting no criminal activities.
 - Child safety training (e.g., SafeSport if applicable)
 - CSC Child Abuse Prevention Code of Conduct acknowledgment.
- The CSC Board and website contains links to these requirements and forms. See also management for questions regarding application and documentation.

- Role-dependent certifications (must remain current; copies on file) are as follows:

Role	Certification
Lifeguards, Swim Instructors, Coaches	Lifeguard with CPR/AED/First Aid
Food handling	ServSafe Certification for Snack Bar managers and shift leaders
Aquatics management	Pool Operator License preferred for senior management roles

- CSC Board staff and senior management will provide mandatory pre-season, training and orientation. Regular in-service/safety drills will be held throughout the season.

1.4 Professional Conduct and Standards

- All CSC employees are expected to behave with professionalism by acting respectfully, inclusively, and member-focused. This should be done consistently with and not in place of rule enforcement.
- Employees are expected to keep member information confidential. Employees are also expected to keep all matters related to employment confidential (including, but not limited to, hiring, terminations, employee complaints, and employee information). External inquiries should be directed to management.
- CSC is a substance-free workplace. There will be no illegal or intoxicating drug or alcohol used while on duty. Employees shall not be under the influence of any alcohol or illegal drugs while on duty. Additionally, there is no smoking or vaping on CSC property.
- Appearance and uniforms:
 - Employees should avoid wearing uniforms while off duty.
 - Off-duty facility use by staff requires a pool membership if the employee works less than an average of 32 hours per week.

Role	Appropriate Uniform
Lifeguards/managers on guard duty	Board-approved lifeguard suit; rescue tube with strap; first-aid fanny pack; whistle. Footwear allowed off deck and when required by task.
Snack Bar staff	CSC staff shirt;sneakers or non slip close toed shoes.
Coaches/Instructors	Professional swim/athletic attire appropriate for youth settings

- No phones or electronics will be used while guarding or actively serving members. Personal devices are permitted during breaks in designated areas.
- Designated areas include staff break room, snack bar, break tent, parking lot and lawn areas.
- Pool/club phones and WiFi/internet are for operations/emergencies only.
- Only authorized personnel may hold/use keys. Keys may not be given to anyone not previously authorized to hold/use keys, and no after-hours presence without authorization is allowed.
- When using social media and electronic communications:
 - Do not share confidential or personally identifiable information regarding Club members or staff;
 - Do not represent CSC without authorization.
 - all electronic communications between employees and members related to pool matters shall be professional and limited to operations needs. CSC reserves the right to inspect such communications if necessary. The same applies to electronic communications between employees.

1.5 Scheduling, Attendance, and Substitutions

- Work schedules will be posted routinely both in hard copy as well as through the Club's scheduling software (iSolved People Cloud as of 2026).
- Employees are expected to arrive on time to start their shift. Failure to do so may result in disciplinary action.
- Employees shall punch in and out at the start and end of each shift using the designated methods by CSC management; verify hours; and never alter another's time records.
- At the request of the management or at least one week prior to the requested date(s) staff should provide dates for which they are unable to work to their designated manager.
- When an absence is anticipated, employees should notify managers in advance.

- For unexpected absences or tardiness due to illness or emergency, employees should notify managers early and before shift starts. Excessive or patterned absences may result in discipline.
- Employees are responsible for arranging a qualified substitute of the same role, per manager's process, typically an electronic or web-based schedule systems to notify and seek shift coverage.
- Managers must approve substitutions; vacations require early approval. If sent home due to weather, employees should remain reachable and ready to return during a scheduled window.

1.6 Compensation and Payroll

- Employees who hold hourly positions will be paid at their contracted rates on a regular pay cycle. CSC will notify staff of their hourly rate prior to opening weekend, typically the memorial holiday weekend.
- Overtime requires pre-approval and follows applicable law.
- Taxes and other lawful deductions will be deducted from paychecks.

1.7 Performance and Discipline

- Employees are expected to act under the principles of safety, vigilance, punctuality, teamwork, rule enforcement, customer service, cleanliness, and task completion.
- Performance reviews will be held between mid-season and end-of-season, with appropriate coaching and documented feedback.
- Progressive discipline will be followed. For most employment performance issues, employees will receive 1) a verbal warning, 2) a written warning, 3) suspension, 4) termination. Issues such as theft, violence, falsification, drugs/alcohol at work, and serious safety breaches will be cause for immediate termination. Reminder that employment in Pennsylvania is *at will*.

SECTION 2. Facility Safety and Operations

2.1 General Safety and Health

- All staff help maintain clean restrooms, showers, changing areas, decks, offices, grounds and other areas as identified by management, throughout shifts.
- Do not come to work if you have vomiting, diarrhea, fever, or contagious conditions. Report any exposures from others to your manager.
- For fecal/vomit/blood incidents, follow CDC and health-department guidance (see **Appendix C**).
- Employees must follow standard chemical safety practices. This includes the use of personalized protective equipment; never mixing incompatible chemicals; proper chemical storage, and following **safety data sheet (SDS) guidance**.
- Workers' compensation and unemployment is provided in accordance with Pennsylvania law and carrier policies. Any work-related injuries should be reported immediately to managers and managers must complete incident reports.
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- **In the event of chemical incidents, clear the area; call 911 as needed; and provide **SDS** to responders.**

2.2 Opening and Closing (Aquatics/Facility) – These are typical staff-level responsibilities. Specific tasks regarding operation of pool filtration and chlorination systems are separate from this handbook for designated staff and management.

Timing	Checklist
Opening	<ul style="list-style-type: none"> ● Test water chemistry of bathing areas ● Vacuum/brush as needed ● Inspect pumps/filters ● Remove cleaning devices from pool ● Confirm rescue/backboard/AED ● Unlock areas ● Raise umbrellas/flags ● Restock restrooms ● Set furniture ● Conduct safety walk ● Leaf blow tennis courts <p>*Snack Bar staff are responsible for these and other tasks within food prep and dining areas as required by managers and shift leaders.</p>
Closing	<ul style="list-style-type: none"> ● Clean/disinfect bathhouses ● Hose down pool decks ● Secure rescue gear ● Verify chlorinators/chemicals ● Remove trash from pool, tennis, paddle areas ● Deploy lane lines for AM lap lanes, swim practice ● Deploy overnight cleaning devices, robots, etc. ● Lower umbrellas and reorganize chairs ● Secure funds in safe ● Lock doors/gates ● Tuesday nights, remove furniture from grass areas for landscaping on Wednesdays. <p>*Snack Bar staff are responsible for these and other tasks within food prep and dining areas as required by managers and shift leaders.</p>
Job boards/checklists	<ul style="list-style-type: none"> ● Complete assigned tasks ● Initial checklists ● Report hazards/defects immediately

2.3 Customer Service and Member Conduct

- Employees are expected to provide excellent customer service to CSC members and guests. Employees should greet members, answer questions, and escalate concerns appropriately to management and/or Board representatives.
- Rule enforcement is crucial for pool safety and operations. When enforcing rules, explain the safety rationale and be discreet if possible (for example, avoid calling across the pool). Immediately refer to the manager when adults are uncooperative or combative. Staff are not expected to handle these situations, this is why management is always present.
- Progressive discipline will be used for members and guests who are minors. Most violations will start with a warning, then a brief sit-out, and then possible ejection with parental notification and an incident report. Immediate ejection will take place for more serious violations such as profanity or harassing behavior directed at staff or club members, violence, possession/consumption of alcohol or substance use, or damage of property. Discipline will be enforced at the discretion of staff in a fair, consistent manner as described above.

2.4 Emergencies and Environmental Closures

Condition/Trigger	Required Action & Reopening
Lightning or thunder	<ul style="list-style-type: none"> • Clear the pools immediately and move to indoor/safe shelter of the bathrooms and snack bar • In the event of dangerous winds or tornado, shelter in place in bathrooms. • Pools may reopen 30 minutes after the last lightning or thunder.
Heavy rain (drains not visible)	<ul style="list-style-type: none"> • Close the pools if heavy rain reduces visibility such that drains are not visible.
Poor visibility and contamination	<ul style="list-style-type: none"> • Clear the affected pool(s) immediately. • Follow hyperchlorination/closure times for fecal and vomit incidents (Appendix C).

SECTION 3. Role-Specific Standards and Responsibilities

3.1 Lifeguards

Responsibility	Details
Prevent incidents and protect life	<ul style="list-style-type: none"> ● Follow pool safety vigilance and proactive prevention
In-chair conduct	<ul style="list-style-type: none"> ● Actively scan the zone in an upright position ● No conversations beyond brief safety interactions ● Sit with rescue tube on lap with strap; consume water only; no food or devices ● Use whistle blasts to enforce rules ● Wear the appropriate uniform and possess proper safety equipment ● Compact jump only where depth ≥ 5 ft ● Never dive from chair ● No dressing/undressing in the chair.
Coverage and rotation	<ul style="list-style-type: none"> ● A lifeguard must be in a stand whenever the pool facility is in use ● Do not leave the post until relieved. ● Use formal relief exchange (“I got it” sequence) to maintain continuous surveillance. ● Complete other tasks when down from stand ● Perform hourly water tests as assigned and record results.
Specific area rules	<ul style="list-style-type: none"> ● Baby pool: <ul style="list-style-type: none"> ○ Caregiver 14+ must remain within children ○ Swim diapers required ● Diving/slide: <ul style="list-style-type: none"> ○ One user at a time ○ Clear area before next user ○ No flotation use off boards ○ Feet-first slide ○ Swim tests required for deep-water features ○ No inwards/gainers outside supervised practice.
Training	<ul style="list-style-type: none"> ● Attend orientation and in-service/guard drills ● Maintain certifications through season’s end

3.2 Senior/Head Guards and Assistant Managers

Responsibility	Details
Supervision	<ul style="list-style-type: none"> ● Oversee guard rotations, stations of safety, opening/closing, and daily task boards. ● Mentor guards and enforce standards
Operations	<ul style="list-style-type: none"> ● Maintain filtration/mechanical/chemical checklists ● Monitor chemistry (free/combined chlorine, pH hourly, alkalinity/hardness per schedule) ● Respond to incidents ● Ensure AED/backboards and first-aid supplies are ready
Cross-area oversight	<ul style="list-style-type: none"> ● Coordinate with front desk and Otters Snack Bar on access control, cash handling, and customer issues while on duty
Events/Sporting	<ul style="list-style-type: none"> ● Plan/coordinate parties and meets with club committees
Staff development	<ul style="list-style-type: none"> ● Participate in orientations, drills, and performance evaluations

3.3 Club Manager

Responsibility	Details
Leadership	<ul style="list-style-type: none"> ● Oversee overall facility operations, staffing, hiring (with board approval), training, and supervision ● Ensure compliance with health, fire, and other inspections ● Year-round property stewardship
Scheduling and availability	<ul style="list-style-type: none"> ● Create schedules ● Manage guard rotation ● Join lifeguard rotation when swimmer load requires or guards are unavailable ● Remain reachable/on-call during operating hours
Administration	<ul style="list-style-type: none"> ● Create budgets and purchase inventory ● Manage and oversee inventory ● Total and reconcile cash and accounts ● Provide accurate records to Treasurer ● Communicate as needed with the Board ● Enforce Club policies
Safety and compliance	<ul style="list-style-type: none"> ● Oversee incident reporting ● Lead Emergency Action Plan if triggered ● Ensure water chemistry and equipment meets standards ● Coordinate repairs

3.4 Front Desk Responsibilities (Lifeguards work front desk)

Responsibility	Details
Access control	<ul style="list-style-type: none"> ● Verify member status; register and collect guest fees; maintain accurate guest logs both for entry AND exit.
Member service	<ul style="list-style-type: none"> ● Provide basic policy/rules information ● Answer common questions or direct to manager
Desk coverage	<ul style="list-style-type: none"> ● Keep desk staffed at all times ● Maintain orderly appearance
Cash handling	<ul style="list-style-type: none"> ● Follow POS/cash procedures ● Reconcile per shift ● Secure funds per policy

3.5 Otter's Den Snack Bar (Concessions) Staff

Responsibility	Details
Food service	<ul style="list-style-type: none"> ● Provide friendly service ● Accurately take orders ● Operate point of service system ● Handle cash per procedures
Food safety	<ul style="list-style-type: none"> ● Follow hygiene, glove use, temperature monitoring, and cross-contamination prevention ● Maintain Food Manager/Safe Food practices where required
Cleaning	<ul style="list-style-type: none"> ● Complete opening/closing duties ● Sanitize preparation and dining areas ● Restock ● Manage waste ● Keep unauthorized personnel out of concessions
Inventory	<ul style="list-style-type: none"> ● Monitor stock ● Notify manager of low items ● Help with receiving/dating inventory
Conduct	<ul style="list-style-type: none"> ● Stay in assigned area during shift ● Adhere to attire requirements (staff shirt, appropriate footwear).

3.6 Swim Instructors and Coaches

Responsibility	Details
Instruction	<ul style="list-style-type: none"> ● Teach water safety and techniques appropriate to ability ● Plan progressive lessons ● Assess and document progress ● Communicate with parents/guardians
Safety	<ul style="list-style-type: none"> ● Maintain vigilant supervision during lessons ● Enforce facility rules ● Coordinate with on-deck guards
Program coordination	<ul style="list-style-type: none"> ● Work with Manager on scheduling and assignments ● Attend meets/events as assigned ● Model sportsmanship and positive conduct
Private lessons	<ul style="list-style-type: none"> ● Lifeguards may schedule private lessons with Club members on their own and not during work shifts.

3.7 Tennis/Paddle Pros

Responsibility	Details
Instruction and events	<ul style="list-style-type: none"> ● Provide safe instruction and organize events ● Communicate rules and scheduling ● Coordinate with manager on facility usage and weather impacts
Safety and professionalism	<ul style="list-style-type: none"> ● Monitor courts for hazards ● Ensure participant safety ● Maintain professional conduct with members of all ages

SECTION 4. Emergency Action Plan (EAP)

4.1 Whistle Codes and Pool Clearing

Signal	Meaning
One short blast	Patron attention for rule enforcement.
Two short blasts	Alert staff to assist/cover for minor incidents.
Three short blasts	Major emergency; prepare to clear pool.
One long blast	Clear pool immediately.

4.2 Emergency Priorities and Roles

Role	Responsibility
Primary rescuer	<ul style="list-style-type: none">● Size up scene● Don PPE● Perform rescue/care within training scope (water or land)
Secondary rescuer	<ul style="list-style-type: none">● Maintain surveillance coverage● Clear area● Bring equipment (backboard, AED, O2 if available)● Remove lane lines/demarcation lines if needed
Manager/lead	<ul style="list-style-type: none">● Direct EAP● Call 911 for life-threats (no breathing/pulse, suspected spinal, severe bleeding, chest pain, anaphylaxis, seizures in water, signs of stroke, shock, etc.)● Coordinate responder access● Communicate with parents/guardians for minors● Oversee documentation

4.3 Specific Emergencies

Emergency	Actions
Drowning/ respiratory arrest	<ul style="list-style-type: none"> ● Activate EAP ● Clear pool ● Perform rescue breathing/CPR/AED per training ● Call 911.
Suspected head/neck/back injury	<ul style="list-style-type: none"> ● Activate EAP ● Clear pool ● In-line stabilization ● Backboard ● Call 911
Medical emergencies on land	<ul style="list-style-type: none"> ● Initial assessment (responsiveness, breathing, pulse, severe bleeding) ● Call 911 if life-threatening ● Provide care per training ● Use PPE
Chemical emergencies	<ul style="list-style-type: none"> ● Evacuate area ● Avoid incompatible mixing ● Call fire department if reaction/fire or unknown exposure ● Provide SDS
Mechanical failures	<ul style="list-style-type: none"> ● Clear affected area ● Shut down equipment only if trained ● Post closure signage ● Contact manager/vendor as necessary

4.4 Documentation

- Complete incident reports for all injuries, expulsions, and emergencies
- Submit to manager and club board
- Retain records per policy
- Do not disclose incident details to anyone besides CSC staff, police, or EMS.

SECTION 5. Selected Rules of Play and Area Policies

- In general, CSC requires:
 - Shower before pool entry if appropriate
 - Only approved flotation devices and only at designated times
 - No running on the pool deck or horseplay in the pool
 - Food confined to designated areas
 - No glass
 - Respect for lap lanes/demarcation lines.
 - Swim diapers with waterproof vinyl diaper cover required for children not fully potty trained.
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- Baby pool:
 - Lifeguard posted at all times
 - A caregiver aged 14+ must remain within an arm's reach of the baby pool
 - Maximum age of swimmers is 6 years
 - Swim diapers with waterproof vinyl diaper cover required.
- Diving boards/wells:
 - One person at a time
 - Users wait until prior diver exits
 - One bounce per dive
 - Forward direction only
 - No flotation off boards
 - Advanced dives only under coach supervision.
- Slide:
 - Swim test required
 - One user on the stairs or slide at a time
 - Feet-first/upright descents
 - Clear landing before next slider
- Prohibited behaviors:
 - Backflips from deck
 - Hanging on lane ropes
 - Games that endanger others' safety, or create excessive noise or splash, or otherwise impede other members' use or enjoyment of pool
 - Smoking or vaping anywhere on property.

SECTION 6. Communication, Complaints, and Member Relations

6.1 Open-Door Communication and Complaint Procedure

Employees may bring concerns to a supervisor or directly to the designated Board contact. When informal resolution fails, submit a brief written complaint describing the issue and desired resolution to a supervisor or designated Board contact. CSC will review promptly, conduct an investigation and/or interview involved parties as needed, and communicate the findings of such investigation and any resolutions. Retaliation from other staff or a supervisor for good-faith reports is not tolerated, and should be reported.

6.2 Cash Handling, Records, and Data

Employees handling cash must collect and log guest and concessions revenue accurately. At close, cash should be reconciled and secured. Employees should deliver records to the Manager or Treasurer as appropriate.

Acknowledgment

All employees must sign an acknowledgment that they have received, read, and agree to follow this handbook, understand at-will employment, and will maintain required certifications and training. Role-specific SOPs, daily procedures, and checklists in the appendices are considered part of this handbook.

Appendix A. Opening/Closing and Daily Checklists (by Role)

A1. Lifeguard Daily Checklist

- € Arrive 10–15 minutes early; uniform on; inspect stand, rescue tube/strap, fanny pack, whistle.
- € Park in the correct parking spots
- € Assist with vacuuming/brush as assigned; check AED/backboard; set demarcation lines; place signage.
- € Conduct water chemistry tests (free/combined chlorine, pH); document results; inspect deck for hazards.
- € Follow relief protocol; complete FTBJ tasks; perform safety walk during breaks.
- € Store rescue gear; straighten deck; assist with pool tests as assigned.

A2. Senior/Head Guard & Assistant Manager Checklists

- Opening:
 - € Mechanical/chemical walk-through
 - € Verify pumps/filters
 - € Backwash as needed
 - € Confirm AED/backboard/first-aid supplies
 - € Unlock gates/doors
 - € Raise umbrellas/flags
 - € Staff briefing on stations, conditions, and special events
- Mid-shift:
 - € Filtration/mechanical/chemical checklist
 - € Review chemistry logs
 - € Adjust dosing within parameters
 - € Confirm front desk and snack bar coverage
 - € Resolve issues
- Closing:
 - € Secure chemicals and mechanical rooms
 - € Verify chlorinators/chemical feed settings
 - € Lock facilities

- € Reconcile cash from desk/snack bar
- € Prepare deposit per policy
- € Complete closing checklist
- € Set security lighting/alarms

A3. Front Desk Checklist

- Opening:
 - € Power up POS
 - € Verify cash bank
 - € Set up sign-in systems
 - € Confirm guest fee schedule and forms
- During shift:
 - € Verify memberships
 - € Log guests and collect fees
 - € Answer questions
 - € Keep the area tidy
 - € Report concerns
- Closing:
 - € Reconcile cash/POS
 - € Secure forms and funds
 - € Organize desk

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A4. Otters Snack Bar Checklist

- Opening:
 - € Hand hygiene
 - € Check hot/cold hold temps
 - € Verify sanitizer concentration
 - € Restock disposables/condiments
 - € Prep equipment.
- During shift:
 - € Time/temperature logs
 - € Glove changes
 - € Clean as you go
 - € Manage waste
 - € Deny back-room access to unauthorized persons.
- Closing:
 - € Cool down and store per policy
 - € Clean/sanitize all surfaces/equipment

- € Mop, trash out
- € Lock storage
- € Cash reconciliation

A5. Swim Instruction/Coaching Checklist

- Pre-session:
 - € Review roster
 - € Set teaching area
 - € Ensure safety gear
 - € Coordinate with on-deck guard
- During session:
 - € Adhere to ratios
 - € Active supervision
 - € Progress notes
 - € Communicate with parents/guardians as needed
- Post-session:
 - € Debrief with staff if necessary
 - € Update attendance/progress
 - € Store equipment.

Appendix B. Emergency Action Plan Aids

B1. Whistle Code Reference (post at each stand)

- 1 short: Attention/rule.
- 2 short: Guard assist/cover.
- 3 short: Major emergency.
- 1 long: Clear pool.

B2. EMS Call Script (post near phones)

- “This is Conestoga Swim Club at 501 Sproul Road. We have a [*describe emergency*]. The phone number is 610-688-5686. Number of patients: [*number*]. Current condition/interventions: [*brief description*].”
- Do not hang up until dispatcher ends the call.

B3. Equipment Locations Map

- AED(s), backboards, first-aid kits, rescue tubes, throw bags, spine immobilizers, chemical SDS binder, fire extinguishers, mechanical rooms, main entries for EMS.

B4. Incident Report Form (see Appendix D)

Appendix C. Contamination and Water Quality Protocols

C1. Formed Stool

- Clear pool; remove solids with net.
- Adjust pH ≤ 7.5 ; raise free chlorine to ≥ 2.0 ppm; ensure proper circulation.
- Maintain level for required CT; minimum closure 1–2 hours after balance restored.
- Record incident and actions; retest before reopening.
- Document.

C2. Diarrheal Release

- Clear pool; remove material with net.
- Hyperchlorinate per CDC (e.g., 20 ppm free chlorine for set CT value depending on CYA); verify current procedure with manager/local health code.
- Maintain pH ≤ 7.5 ; ensure turnover; extend closure per guidance (historically 12+ hours if not hyperchlorinating to higher levels).
- Document.

C3. Vomit/Blood

- Clear pool; remove material.
- Adjust pH ≤ 7.5 ; free chlorine ≥ 2.0 ppm; circulate; close 2–3 hours after balance restored.
- Document.

C4. General Notes

- Patrons with active diarrhea in prior 2 weeks should not swim.
- Swim diapers required for non-toilet-trained children.
- Maintain chemistry logs (FC, CC, pH hourly; alkalinity and calcium hardness per schedule).

Appendix D. Forms and Templates

D1. Employee Handbook Acknowledgment

Personnel Handbook Receipt and Acknowledgement

I have received the Employee Handbook of Conestoga Swim Club. I understand that it is my responsibility to read and understand the contents of this Handbook. I further understand that if I have any questions about the interpretation or application of anything in the Handbook, I should ask the pool manager.

I understand and acknowledge that this Employee Handbook of Conestoga Swim Club provides guidelines and information but that this Handbook is not, nor is it intended to constitute, an employment contract of any kind. I understand that my employment and compensation can be terminated at the option of either Conestoga Swim Club or me, at any time and for any reason. I further understand that the employment policies and practices of Conestoga Swim Club are subject to modification, revocation, suspension, termination or change by Conestoga Swim Club at any time with or without notice. Furthermore, such policies and practices contained in this Handbook do not constitute a contract between Conestoga Swim Club and me. I understand that Conestoga Swim Club will apply such policies and practices to particular situations as it deems to be in the best interest of Conestoga Swim Club.

I certify that I have reviewed, understand and acknowledge the policies of Conestoga Swim Club.

Employee Name (Please Print)

Employee Signature Date

D2. Incident Report Form

- Date/time/location; staff involved; patron info (if minor, parent/guardian contact); description; care provided; disposition; witnesses; manager review.

CONESTOGA SWIM CLUB

INCIDENT / ACCIDENT REPORT

CONFIDENTIAL — Retain on file. Forward copy to Club Manager within 24 hours.

Form #IR-01

1. INCIDENT DATE, TIME & LOCATION

Date of Incident: _____ Time: _____ AM / PM: _____ Exact Location: _____

2. STAFF INVOLVED

Reporting Staff Name: _____ Title / Position: _____ Other Staff Present: _____

3. PATRON / MEMBER INFORMATION

Name of Person Involved: _____ Age: _____ Member / Guest #: _____

Address: _____ Phone: _____

IF MINOR: Parent / Guardian Name: _____ Emergency Contact Phone: _____ Relationship: _____

4. DESCRIPTION OF INCIDENT

Describe what happened in detail (include sequence of events, conditions, contributing factors):

5. CARE / FIRST AID PROVIDED

First Aid / Treatment Given: _____ Provided By: _____

EMS Called? Yes No If yes, time called: _____ Report #: _____ Hospital / Transported To: _____

6. DISPOSITION / OUTCOME

Patron Refused Aid Released to Parent/Guardian Transported by EMS Left on Own Incident Only (No Injury) Other:

7. WITNESSES

Witness 1 Name: _____ Phone: _____ Address / Email: _____

Witness 2 Name: _____ Phone: _____ Address / Email: _____

8. REPORTING STAFF CERTIFICATION

I certify that the information above is accurate and complete to the best of my knowledge.
Staff Signature: _____ Date: _____ Time: _____

9. MANAGER REVIEW & FOLLOW-UP

Reviewing Manager Name: _____ Date Reviewed: _____ Time: _____

Follow-Up Actions / Notes:

Manager Signature: _____ Notify Board / Insurer? _____

D3. Chemical/Mechanical Checklist (for pool managers) - To be updated by Managers and Board

Daily Tasks

Task	Description
Water chemistry tests	Check free/combined chlorine and pH; record results.
Mechanical walkthrough	Inspect pumps, filters, feeders, and equipment.
Safety equipment	Verify AED/backboard readiness.
SDS/PPE	Ensure chemical safety materials accessible.

Weekly Tasks

Task	Description
Alkalinity/Hardness tests	Perform full panel tests beyond daily checks.
Backwash filters	Backwash based on pressure or schedule.
Inspect fittings	Check valves, strainers, seals.

Monthly Tasks

Task	Description
Deep equipment inspection	Review pumps, motors, chemical systems thoroughly.
Flow meter calibration	Verify accurate flow readings.
Record audit	Audit logs for compliance.

Appendix E. Selected Definitions and Quick Reference (Aquatics)

- **Automated External Defibrillator (AED):** A portable emergency device used to analyze heart rhythm and deliver a shock if needed during cardiac emergencies. AEDs are located in designated areas around the facility and must be checked regularly.
- **Backwash:** A maintenance procedure that reverses water flow through the filter to remove trapped dirt and debris, helping maintain filtration efficiency.
- **Calcium hardness:** The amount of dissolved calcium in pool water. Maintaining appropriate levels (generally 200–400 ppm) prevents corrosion, scaling, and cloudy water.
- **Combined chlorine:** Chlorine that has already reacted with contaminants and is no longer effective at sanitizing. High levels indicate the need for additional treatment.
- **Flow meter:** A device installed in the circulation system to measure the rate of water flow, ensuring adequate filtration, sanitation, and turnover of pool water.
- **Free chlorine:** The portion of chlorine in the pool that is available to actively sanitize and kill bacteria and contaminants.
- **Hair/lint strainer:** A filtration component that captures debris—such as hair, lint, and small particles—before water enters the pump, protecting equipment from blockages and wear.
- **Inline stabilization:** A technique used during suspected head, neck, or spinal injuries to keep the swimmer’s head and spine aligned until further immobilization or rescue steps can occur.
- **pH:** A measure of how acidic or basic the pool water is. Proper pH (typically 7.4–7.6) ensures swimmer comfort and allows chlorine to work effectively.
- **Rescue tube:** A standard flotation and rescue device used by lifeguards to support distressed swimmers during water rescues.
- **Total alkalinity:** A measure of the water’s ability to resist sudden pH changes. Proper alkalinity (typically 80–120 ppm) stabilizes pH and protects pool surfaces and equipment.
- **Turbidity:** The clarity of the water, based on how much suspended particulate matter is present. High turbidity reduces visibility and creates safety risks for lifeguards.
- **Universal precautions:** A safety practice assuming all blood and bodily fluids may be infectious; staff must use PPE and follow hygiene procedures when providing first aid or cleaning biological material.