

Sullivan City Pool

Employee Policies

Welcome!

The Sullivan City Pool Policy Guide is designed to provide clear, comprehensive guidelines for all employees to ensure a safe, welcoming, and efficient environment at our public pool in Sullivan, Indiana. This guide outlines everything from emergency procedures and biohazard protocols to customer service expectations and operational standards, ensuring that every team member understands their role in maintaining the highest levels of safety and professionalism.

By establishing clear responsibilities and practical procedures, it serves as both a training resource and a reference tool, supporting our commitment to community well-being and excellence in service.

MISSION STATEMENT:

At the Sullivan City Pool, our mission is to provide a safe, clean, and enjoyable environment where families and individuals of all ages can gather, relax, and have fun. We are committed to upholding the highest standards of safety, professionalism, and community engagement in everything we do. As part of the City of Sullivan, we embrace the city's motto, Take Time to Care, by fostering an atmosphere of respect, inclusivity, and attentiveness—whether it's through vigilant lifeguarding, friendly customer service, or maintaining a well-kept facility for all to enjoy. Our goal is to create lasting summer memories while ensuring the well-being of every guest who walks through our gates.

EMPLOYMENT POLICIES

Working at the Sullivan City Pool is more than just a summer job—it's an opportunity to build valuable skills that will serve you in any future career. For many of our employees, this job is a stepping stone to bigger things, and we want to help set you up for success. By following these employment policies, you'll gain experience in responsibility, teamwork, professionalism, and customer service—qualities that will benefit you no matter where life takes you. While we understand that this may be your first job, we expect all employees to take their roles seriously, follow company policies, and contribute to a positive work environment. These policies ensure that everyone is treated fairly, expectations are clear, and our pool operates smoothly for the community we serve.

At-Will Employment Policy

Employment at the Sullivan City Pool is at-will, meaning that either the employee or the City of Sullivan may terminate employment at any time, with or without cause, and with or without notice. Nothing in this handbook, nor any verbal or written communication, creates a contract of employment or guarantees continued employment for any specific duration. While we strive to provide a positive and supportive work environment, the City of Sullivan reserves the right to make employment decisions in accordance with the laws of the State of Indiana.

Equal Opportunity & Non-Discrimination Policy

The Sullivan City Pool is committed to providing a workplace that is free from discrimination and harassment. We are an equal opportunity employer and do not discriminate based on race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, or any other protected status under federal, state, or local law. We are dedicated to fostering a work environment where every employee is treated with dignity and respect, and we encourage diversity in all aspects of our hiring, training, and promotion practices. Our goal is to ensure that all employees have an equal opportunity to succeed and contribute in a positive, inclusive workplace.

Part-Time Employment Policy

All positions at the Sullivan City Pool are considered part-time. While your role is part-time, there may be opportunities to work additional hours depending on staffing needs and management discretion. We aim to provide flexibility in scheduling, but please note that the number of hours worked will be determined by pool operations and overall staffing requirements.

Seasonal Employment Policy

This is a seasonal position, and your employment with the Sullivan City Pool is temporary, lasting only for the duration of the pool season. Employment will typically end when the pool closes for the season. While this is a temporary role, there is an opportunity to be rehired for the

next season if you are invited back and are interested in returning. We encourage you to take full advantage of the experience, but it's important to understand that there is no guarantee of continued employment beyond the current season.

CODE OF CONDUCT

Following the Code of Conduct policies is essential to maintaining a positive and professional environment at the Sullivan City Pool. These guidelines ensure that all employees are held to the same standards of behavior, which helps create a respectful, safe, and welcoming atmosphere for both staff and guests. Adhering to the Code of Conduct not only fosters teamwork and trust among coworkers, but it also sets a strong example for the community we serve. By acting professionally and respectfully, you contribute to the success of the pool and help maintain the high standards expected in any workplace.

Code of Conduct:

Code of Conduct for Employees

As an employee of the Sullivan City Pool, you are expected to maintain the highest standards of professionalism, integrity, and respect in all aspects of your work. The following Code of Conduct outlines the behaviors and attitudes we expect from all staff members:

1. **Respect and Professionalism:** Treat all coworkers, guests, and management with respect and courtesy. Be mindful of your language and behavior at all times. Demonstrate professionalism by acting responsibly, respectfully, and in accordance with the policies set forth

- **Role Models for Guests:** Remember that many of our guests, especially younger ones, look up to staff members as role models. You are expected to act in a manner that sets a positive example for others. Your actions, behavior, and attitude have a direct influence on the pool's atmosphere and the impression young guests take away from their experience.

2. **Teamwork:** Work cooperatively with your fellow staff members to ensure the smooth operation of the pool. Be willing to assist others when needed, communicate effectively, and contribute to a positive and supportive team environment.

3. **Punctuality and Reliability:** Arrive on time for your scheduled shifts and be dependable. If you are unable to report to work, notify your supervisor as early as possible, following the procedures outlined in the attendance policy.

4. **Dress Code and Grooming:** Adhere to the pool's dress code and grooming standards. Ensure that your appearance is clean, professional, and appropriate for your role. Uniforms should be worn at all times while on duty.

5. **Customer Service:** Provide excellent customer service to all pool guests. Address their concerns and questions in a friendly, helpful, and respectful manner. Always prioritize guest safety and satisfaction.

6. Safety and Vigilance: Prioritize safety at all times. Follow all safety protocols and procedures, particularly in regard to pool operations, emergency response, and supervision of guests. Stay alert and proactive to prevent accidents or issues.

7. Cleanliness and Order: Maintain a clean and orderly environment at all times. This includes keeping all areas of the pool and surrounding grounds tidy, disposing of trash properly, and ensuring all facilities (bathrooms, locker rooms, etc.) are kept in a clean condition. A clean pool reflects our commitment to providing a safe and welcoming space for everyone.

8. Substance-Free Workplace: The use of drugs, alcohol, or any other substances that impair your ability to work is strictly prohibited while on duty. Employees should be alert and capable of performing their job responsibilities at all times. The use of tobacco or electronic vapes should not be done within the Sullivan City Pool area and all employees must follow the legal age restriction for tobacco products.

9. Ethical Behavior: Conduct yourself in an ethical manner at all times. Avoid conflicts of interest, and do not use your position for personal gain. Ensure that all decisions and actions align with the best interests of the pool and the City of Sullivan.

10. Compliance with Policies: Follow all company policies, procedures, and safety guidelines. Familiarize yourself with the employee handbook and other relevant documents to ensure full compliance with pool regulations and local laws.

Failure to adhere to this Code of Conduct may result in disciplinary action, up to and including termination, depending on the severity of the violation. By following these guidelines, you help ensure the success and positive reputation of the Sullivan City Pool.

CHAIN OF COMMAND AND CONTACT INFORMATION

Chain of Command Policy

To ensure effective communication and resolution of any issues, the Sullivan City Pool follows a clear chain of command. Employees are expected to follow this structure if they have concerns or problems that need to be addressed:

1. Head Lifeguard or Concession Lead

The first point of contact for any minor concerns, questions, or problems should be the Sullivan City Pool's Head Lifeguards or Concession Lead.

Head Lifeguards: Avery Wiltermood and Jakob Robb

Concession Lead: Cabela Golish

2. Director of Operations

If you are unable to resolve the issue with the leaders on the staff, always go to the Director of Operations for the Sullivan City Pool next. For any emergency at the pool, any questions with payroll or timekeeping, or any other operational question, problem, or concern - that is who you should contact.

Jessalyn Norris: (812)564-0096

3. Park Board

Should the issue not be resolved, or you have an issue with the Director of Operations, you are encouraged to attend a public Park Board meeting and ask to speak there. Monthly Park Board meeting times can be found by contacting City Hall.

City Hall: (812)268-6077

4. City of Sullivan's Mayor

The Mayor for the City of Sullivan has an open door policy for anyone to speak with him for any issue. If you feel as if your concern has not been addressed or resolved by the prior levels, only then should you contact City Hall and schedule an appointment to see Mayor JD Wilson.

City Hall: (812)268-6077

If there is any emergency (an injured guest, an injured staff member, an angry patron, etc), staff should contact Jessalyn immediately and continue calling repeatedly in the event that she does not answer her phone the first time.

By following this chain of command, employees ensure that all concerns are addressed in an orderly and efficient manner, maintaining a smooth and professional work environment.

WORKPLACE EXPECTATIONS

The workplace expectations outlined in this handbook are designed to help create a safe, productive, and respectful environment for both staff and guests at the Sullivan City Pool. These policies are not just rules—they're essential guidelines that ensure smooth operations and promote professionalism, teamwork, and accountability. Whether you're a lifeguard or a concession worker, these policies will help you understand your role and responsibilities, setting you up for success both now and in the future. By following these expectations, you contribute to a positive work atmosphere, model good behavior for young guests, and build skills that will serve you in any future job. Your adherence to these policies is crucial for maintaining the high standards we've set at the pool.

JOB DESCRIPTIONS

LIFEGUARDS

As a lifeguard at the Sullivan City Pool, your primary responsibility is ensuring the safety and well-being of all pool guests. Your duties include:

Lifeguarding and Surveillance

You will be stationed in rotation at various posts around the pool, actively monitoring the water and poolside areas for any potential hazards. This includes watching for swimmers in distress, enforcing pool rules, and responding to emergencies during both regular public hours and special events.

Poolside and Facility Cleaning

You are responsible for keeping the pool grounds, including bathrooms and all other areas on the property, clean and tidy. This includes picking up trash, sanitizing surfaces, and maintaining a neat and welcoming environment for all guests.

Filter Maintenance

Regularly checking and scheduled cleaning of the pool filters helps to ensure proper functioning. This duty can also include assisting with other pool maintenance tasks, such as adjusting water chemicals and monitoring water levels, to maintain a safe swimming environment.

Maintenance Assistance

When needed, assist with general pool ground maintenance, including setting up for events, repairs, lawn care, or any other tasks that contribute to the upkeep of the facility.

Cross-Department Assistance

Be prepared to jump in and assist in other areas of the pool operations, including the front gate or concession stand, to ensure smooth operations during busy periods or when extra help is needed.

Certification Maintenance

It is your responsibility to keep your lifeguard certification current and provide a copy to the City of Sullivan. You must attend any required re-certification classes and ensure you are always ready to respond to emergencies with up-to-date training and knowledge.

By fulfilling these responsibilities, you help ensure that the Sullivan City Pool remains a safe, clean, and enjoyable environment for all visitors.

CONCESSIONS

As a concession worker at the Sullivan City Pool, your main responsibilities are providing food and beverages to pool guests in a friendly and efficient manner while maintaining high standards of cleanliness and organization. You will interact with customers, take orders, and handle cash transactions while keeping a positive attitude.

Food Preparation and Safety

You will be responsible for preparing and serving food in accordance with all health and safety standards. This includes handling food properly, following sanitation guidelines, and keeping the concession area clean and organized. All food items should be served fresh and presented in an appealing way, ensuring that customers have a pleasant experience.

Cash Handling

Accurate cash handling is essential to your role. You will be responsible for taking payment from customers, making change, and maintaining a balanced cash register throughout your shift. It's important to follow all procedures for processing payments and to report any discrepancies to the Director of Operations.

Sanitation and Cleanliness

Maintaining a clean and sanitary concession area is vital to the health and safety of both staff and guests. You will be responsible for cleaning counters, utensils, and equipment regularly throughout your shift. Properly dispose of trash and ensure that all areas, including the kitchen and storage spaces, are free of debris and sanitized for safe food preparation.

Customer Service

Providing excellent customer service is key to creating a positive experience for pool guests. As a concession worker, you will be the first point of contact for many visitors, and it is your job to greet them with a friendly attitude, answer any questions they may have, and ensure they have a great experience at the concession stand.

Pool and Grounds Maintenance

As a concession worker, you will also be expected to assist with maintaining the entire pool area, including regular cleaning of the grounds and ensuring the pool's general upkeep. This includes sweeping and picking up trash around the pool area, ensuring the lawn is free from debris, and cleaning any outdoor seating or public areas. You may be asked to assist with minor maintenance tasks such as setting up for events, performing basic landscaping tasks, and checking the poolside for hazards. It is important to maintain a clean and safe environment not only for guests enjoying the pool but also for those using the concession stand.

Please note that the job descriptions provided are not exhaustive. As a team member, you may be asked to take on additional tasks or assist with other areas of pool operations as needed. Flexibility and a willingness to help in various capacities are important to maintaining a smooth and enjoyable experience for all guests. Your ability to adapt to different tasks will help ensure the success of the team and the overall operation of the pool.

ATTENDANCE AND PUNCTUALITY

Scheduling:

Attendance & Punctuality Policy

At the Sullivan City Pool, punctuality and reliability are crucial to ensuring the smooth operation of the facility. To maintain an efficient work environment, please carefully follow the policies outlined below:

Schedules

Schedules will be posted at least two weeks in advance, except in cases of severe emergency. Employees are expected to review the posted schedule and be prepared to work their assigned shifts.

Clocking In/Out

Employees are required to clock in and out by signing the daily clock-in/out sheet, which will be located in the front gate room. It is mandatory to sign the sheet for every shift worked. Failure to do so may result in accidentally not being paid for that shift. The time recorded on the sheet must be accurate; any discrepancies or instances of time theft will be grounds for immediate termination.

Requesting Time Off

Requests for time off must be submitted in writing (not verbally or through text) at least two weeks in advance using the designated request-off sheet. All employees must submit availability sheets every two weeks. If an employee fails to submit their availability, management will assume there are no scheduling conflicts. If an employee is scheduled for a day they wanted off and did not fill out the availability form, it is their responsibility to adjust or deal with the schedule as assigned.

Weekly Submissions

Every Wednesday, employees must submit one of two documents: their completed timesheet or their updated availability form. These submissions should alternate throughout the season. If an employee is not scheduled on Wednesday, they should submit those forms before the end of their last shift before Wednesday.

Example: an employee works Monday and is off Tuesday, Wednesday, and Thursday. Before they leave on Monday, they should submit whichever document is required that week.

Shift Swaps/Shift Giveaways

Any shift swaps or giveaways must be approved by the Director of Operations at least twelve hours prior to the scheduled shift start time. If a shift swap is not approved, the employee who wanted to give away the shift will be expected to work as scheduled or risk being marked as a no call/no show for that day regardless of if their replacement works the shift or not. An exception for the twelve hours can be made if the employee is suffering from a sudden illness and received permission to give the shift away from the Director of Operations.

Holiday Time Off

Due to the high volume of pool activity during holidays (Father's Day, 4th of July, Memorial Day, Labor Day), employees should not request time off for these busy periods without prior approval. Holiday coverage is essential to pool operations, and staffing is crucial during these times. If the pool is fully staffed for the holiday, employees will be able to enjoy shorter shifts so that they have more time off during the holiday.

Punctuality:

Employees are expected to arrive on time and ready to work for every scheduled shift. Being late or leaving early without approval disrupts operations and puts extra strain on coworkers. Repeated tardiness or absences will result in disciplinary action based on a point system.

Pointing Process:

- Tardy (1-5 minutes late): 1 point
- Tardiness includes: late to rotate, late to being in the chair prior to opening (2 minutes before opening), late to begin working after arriving (example: talking with a friend in another area and not in your place by your shift start time).
- Late (6-15 minutes late): 2 points
- Very Late (16+ minutes late): 3 points (with potential for being sent home without pay for the day)
- Call-off more than 12 hours before shift with no replacement or doctor's note: 3 points
- Leaving shift before released: 3 points
- Call-off less than 12 hours before shift without doctor's note: 4 points.
- No-call/No-show: 7 points

Disciplinary Actions:

- 3 points: Verbal warning.
- 5 points: Written warning and possible depletion of hours to no more than 5 hours weekly for no less than two weeks and not exceeding four weeks.
- 7 points: Final written warning and possible suspension for a period of time not to exceed seven days.
- 10+ points: Termination.

By adhering to these guidelines, we can ensure that the pool operates efficiently and that all employees are treated fairly. Thank you for your cooperation!

UNIFORM AND DRESS CODE

Maintaining a professional and consistent uniform is essential for ensuring the safety, credibility, and overall atmosphere of the Sullivan City Pool. As employees, you represent the pool and the City of Sullivan, and your appearance plays a key role in how guests perceive our facility. A proper uniform makes staff easily identifiable in case of emergencies, promotes a team-oriented environment, and ensures that all employees are dressed appropriately for their job duties. By following the dress code, you help create a safe, professional, and welcoming space for all guests.

Lifeguards:

Lifeguards are required to wear the designated uniform provided for the current season. This includes the official swimsuit selected and purchased for staff, ensuring a professional and consistent appearance. While on duty, lifeguards must always have their rescue buoy strapped securely across their chest and resting on their lap while in the chair. Additionally, the first aid fanny pack must be buckled around their waist at all times by all lifeguards on shift to ensure quick access to emergency supplies even when not in a chair. Maintaining the proper uniform is not just about appearance—it's a critical part of job readiness and safety for both employees and guests. Employees should present themselves in a way that reflects positively on the pool and the City of Sullivan while maintaining a hygienic and safe workspace.

- In cold weather or rainfall, lifeguards are allowed to wear a jacket or sweater over their swimsuit. Ideally, a lifeguard would invest in a sweater that identifies them as a lifeguard. Regardless, understand that if you need to respond to an emergency in the water, you are not given time to remove your sweater or jacket.

Concession Worker Dress Code

Concession workers are expected to dress appropriately for a clean and professional work environment. While there currently is no official uniform, all clothing must be in good condition—no rips in clothes, cropped shirts, indecent attire, or anything with vulgar or inappropriate language or images. Per health department regulations, closed-toe shoes must be worn at all times while working in the concession stand to ensure safety and sanitation. Employees with long hair must have their hair tied back during their entire shift. Employees should present themselves in a way that reflects positively on the pool and the City of Sullivan while maintaining a hygienic and safe workspace.

Point System for Uniform Violations

Adhering to the dress code is essential for maintaining a professional and safe work environment at the Sullivan City Pool. Employees who fail to follow uniform requirements will receive points according to the disciplinary system outlined below.

- 1 point – Minor uniform infraction that is able to be immediately corrected (e.g., missing fanny pack, buoy not strapped properly, inappropriate clothing choice but corrected without disrupting shift).
- 3 points – Major uniform infraction (e.g., failure to wear the designated lifeguard swimsuit, refusal to correct issue when asked, indecent or unapproved attire).
- 5 points – Showing up completely out of uniform (e.g., lifeguard without the correct suit and required safety gear, concession worker in open-toed shoes, etc).

All employees are responsible for arriving in the proper attire and ensuring they are work-ready. Repeated violations will result in disciplinary action according to the point-based system, which can lead to a reduction in hours, suspension, or termination.

Disciplinary Actions:

- 3 points: Verbal warning.
- 5 points: Written warning and possible depletion of hours to no more than 5 hours weekly for no less than two weeks and not exceeding four weeks.
- 7 points: Final written warning and possible suspension for a period of time not to exceed seven days.
- 10+ points: Termination.

WORK HOURS AND BREAKS

At the Sullivan City Pool, we are committed to adhering to Indiana labor laws, especially concerning our minor employees. The following guidelines are in place to ensure compliance with the law and to promote a safe, healthy work environment.

Work Hours for 14 and 15-Year-Olds:

- **During School Sessions:**
- Maximum Hours: 3 hours per school day; 18 hours per school week.
- Permissible Timeframe: Work is allowed between 7:00 a.m. and 7:00 p.m.
- **During Non-School Sessions** (e.g., summer break):
- Maximum Hours: 8 hours per non-school day; 40 hours per non-school week.
- Permissible Timeframe: Work is allowed between 7:00 a.m. and 9:00 p.m.

Work Hours for 16 and 17-Year-Olds:

As of January 1, 2025, Indiana law permits 16 and 17-year-olds to work the same hours and days as adults, with no parental permission required for extended hours.

- Maximum Hours: Up to 9 hours per day and 40 hours per week.
- Permissible Timeframe: No restrictions on work hours.

Break Periods:

Employees under 18 years of age who are scheduled to work 6 or more consecutive hours are entitled to one or two breaks totaling at least 30 minutes. These breaks are mandatory and must be documented appropriately.

- Unless otherwise requested and approved, all employees will receive at least two 15 minute paid breaks to adhere to Indiana guidelines during any shift over six consecutive hours for anyone under 18.
- If an employee chooses to leave the premises for their fifteen minute breaks, it can be documented as unpaid as all paid employees must be on pool property.
- Concession workers should rotate unpaid breaks if one or more employees under 18 are scheduled six hours or more.
- Always speak with the Director of Operations if a problem or issue arises that requires you to leave for an unpaid thirty minute break (example: you have an important errand to run, a parent or guardian called you and you need to run home, etc). Breaks can be lenient if we are fully staffed and operating smoothly.

Ending Shifts Early:

In the event that the pool is not busy enough to require all staff, management reserves the right to adjust staffing levels as needed. Employees may be reassigned to different tasks or

departments, such as assisting with maintenance, cleaning, or supporting other areas of the pool, including the concession stand or gate. If reassignment is not possible and the staffing needs are still minimal, employees may be sent home early. Employees will be notified as soon as possible if such adjustments are necessary, and every effort will be made to ensure that the staffing changes are fair and transparent.

Unless an employee is sent home early by management, they are expected to complete their full shift and can receive disciplinary measures outlined above if they do not comply. Exceptions can be made in event of emergencies (example: family member hospitalized, pet requires emergency care, etc) and employees should communicate to receive such an exception.

STAFF MEETINGS AND TRAININGS

Attending work meetings and training sessions is crucial for ensuring that all employees are fully prepared for their responsibilities and can perform their roles effectively. These sessions provide essential updates on safety protocols, operational changes, and discussing important policies, ensuring that everyone is on the same page. They also help foster teamwork and communication among staff members, which is vital for maintaining a smooth and efficient work environment. By participating in these meetings and trainings, employees demonstrate their commitment to their role and to providing a safe, high-quality experience for all pool guests.

If a meeting is mandatory, an employee must and will be paid.

Mandatory Trainings:

In order to maintain and enhance the skills required for your role, all staff will be expected to attend a mandatory training session every other week throughout the season. These sessions will focus on a variety of critical lifeguard skills, including water rescues, first aid, CPR, and other emergency procedures. The training will take place at the pool during designated hours and will be scheduled in advance to accommodate staff availability.

Participation in these training sessions is required, and staff will be paid for the time spent in training, as it is considered part of their job duties. If a staff member cannot attend a scheduled training session, they must inform the Director of Pool Operations at least 24 hours in advance. Failure to attend mandatory training without prior notice will result in disciplinary action and be treated the same as a call-off.

These sessions not only help you stay prepared and certified but also ensure the safety and well-being of both pool guests and staff. As a staff member, your skills and readiness are crucial in responding to emergency situations, and regular practice will keep you sharp and confident.

All staff must attend at least two of the seven trainings held between Memorial Day and Labor Day to be eligible for rehire the following season. There are zero exceptions to this rule.

Mandatory Meetings:

Mandatory meetings may be called when necessary, such as for emergencies, important updates, or policy revisions. While most communication will be handled via text or phone calls, there may be situations that require in-person meetings for clarity or discussion. These meetings will be considered mandatory, and employees will be expected to attend. If a meeting is scheduled, employees will be informed in advance, expected to attend unless they receive an exemption from the Director of Operations at least 24 hours in advance, and compensation will be provided for the time spent attending, as required by law.

CUSTOMER INTERACTION AND CONFLICT RESOLUTIONS

Customer Interactions:

At Sullivan City Pool, we prioritize excellent customer service and creating a positive environment for all guests. Employees are expected to interact with customers in a professional, friendly, and respectful manner at all times. This includes greeting guests warmly, assisting with any questions or concerns, and maintaining a calm, helpful attitude. Employees are encouraged to be service minded and use common sense to guide them when interacting with guests.

Employees should always follow pool rules and policies when addressing any issues, and ensure that communication remains polite and constructive, even when dealing with difficult situations.

If an employee is unsure how to handle a situation, they should consult with their Head Guard or the Director of Pool Operations. Any inappropriate or disrespectful behavior towards guests or fellow staff members will not be tolerated and can result in disciplinary action such as suspension or termination in extreme cases. Always remember that as a member of the team, you represent both the pool and the City of Sullivan - your actions and behavior are a direct reflection of our commitment to community and service.

If a guest is unhappy or has a concern, employees are expected to listen attentively and empathize with their situation. However, employees are not expected to handle serious complaints or conflicts on their own. It's important to remain calm and professional, acknowledging the guest's feelings and providing reassurance that their concerns will be addressed. In such cases, employees should direct the guest to the Director of Pool Operations for further assistance. This ensures that all issues are handled properly and in line with pool policies, while also relieving staff from unnecessary stress or pressure. Always prioritize the guest's experience, and remember that you have support when dealing with challenging situations.

Conflict Resolutions:

In the event of a conflict between employees or between staff and guests, it is important to address the situation professionally and calmly. Employees are encouraged to first attempt to resolve minor conflicts on their own by communicating respectfully and understanding one another's perspectives. If the conflict cannot be resolved independently or if it escalates, the issue should be immediately brought to the attention of the Director of Pool Operations. For conflicts between staff members, management will mediate the situation in a fair and unbiased manner. It is important to follow this protocol to ensure a harmonious and productive working environment, where any issues are dealt with swiftly and appropriately. All employees are expected to approach conflict resolution with respect, patience, and a solution-oriented mindset.

SAFETY AND EMERGENCY PROCEDURES

Emergency and safety procedures are crucial to ensuring the well-being of both guests and staff. These guidelines provide clear, step-by-step actions to take in the event of an emergency, helping to minimize risk and prevent panic. By following these procedures, employees can respond quickly and effectively, ensuring a safe environment for everyone at the pool. It's important to be prepared and knowledgeable about these procedures so we can all act confidently when every second counts. Safety is our top priority, and everyone plays a vital role in maintaining it.

LIFEGUARD RESPONSIBILITIES AND SURVEILLANCE

Zones of Coverage

Each lifeguard is assigned a specific zone to monitor and ensure the safety of all guests within that area. Zones will be shown to all employees prior to the start of the season, and each lifeguard is responsible for observing their assigned area at all times while on duty. Lifeguards should maintain a clear line of sight to their zone and remain vigilant for any potential hazards or signs of distress. Zones will be adjusted based on crowd size or specific events, and lifeguards must be prepared to adapt as needed.

- If a lifeguard notices an incident in another zone, they are still responsible for calling attention to it and correcting it.

Rotation Schedules

Lifeguards will rotate positions every 15 minutes to maintain constant focus and prevent fatigue. This rotation allows for more effective surveillance of the pool, ensures lifeguards stay alert, and provides a break from the demanding job of monitoring large groups in the summer heat. The rotation will begin promptly 2 minutes before the 15 minute mark (12:13, 1:43, etc) and must be followed without exception. Lifeguards should always be ready to take over their next post and be attentive to their surroundings during the transition.

Lifeguards will have two fifteen-minute segments off the stands. The first of those segments must be spent on cleaning and maintenance - walking around the entire pool deck checking for trash and taking the initiative to help any guest in need; walking through the top deck to check for trash, take out full bags, assisting guests, checking furniture for wear or tear; walking the outside of the pool to check for litter in parking lot or trash that has fallen from top deck; and checking the restroom for cleanliness, trash cans, and stock of supplies such as soap and toilet paper. The second of the fifteen minute segments should be spent as a break - hydrating, eating, relaxing, etc. Employees will only be pulled from that second 15 minute segment (their paid break) in the case of emergency, etc. and their break will be made up if able and/or required by law.

In order to minimize disagreements amongst staff, rotations will be set according to the schedule and must be followed without exception unless specific permission is granted by the Director of Operations or one of City of Sullivan's staff who overrule the Director of Operations.

Example:

The first two columns in this example are the published work schedule for the day, the third column is the rotation order set according to the order on the schedule.

10:30-3p	Harry	Kiddie Pool
10:30-3p	Hermione	First Chair
10:30-3p	Ron	Slide
10:30-3p	Fred	Second Chair
11-3p	George	Third Chair
11-3p	Neville	Fourth Chair
11-3p	Dean	Cleaning
11-3p	Lavender	Break

This rotation is set so that the second an employee sees their work schedule, they know where they are in the rotation schedule for the day. There should be no arguments nor concerns over fairness through this method. Employees cannot trade rotations, the breaking-guard (Lavender, in the example) should not be late to beginning the rotation process. As discussed before, without exceptions made only by the Director of Operations or above, being late to rotations can be counted as tardiness and employees can be pointed.

Expectations

Lifeguards are expected to stay attentive, professional, and ready to respond at all times. While on duty, lifeguards must actively monitor their designated zones, watch for signs of distress, and be prepared to intervene immediately if necessary. They are also responsible for maintaining a safe pool environment, ensuring guests are following rules, and acting as a role model for others. Lifeguards should never engage in distractions, including excessive conversations or using phones while on duty. Their primary focus is always on ensuring the safety of the pool area and its visitors.

There are to be absolutely **zero** electronics being used in the lifeguard stands. This includes but is not limited to: cell phones, AirPods, ear buds, smart watches, headphones or any sort. Using any of these electronics while lifeguarding can cause a serious distraction and disrupts employee ability to be fully focused on surveillance. This will be treated as an extreme break in policy and disciplinary actions can be severe.

Lifeguard should be fully and confidently prepared to respond to a swimmer or guest in distress during their shifts. This includes and is not limited to: being in complete 'ready to respond' uniform while in chair, not being distracted with personal conversations with any one guest or coworker, staying **awake and alert**, etc. If a lifeguard feels as if their ability to actively enforce safety and survey swimmers is compromised in any way (examples: eye injury, excessive fatigue, emotional or mental distress distracting the guard, etc), they should immediately reach out to the Director of Operations for resolutions to the issue.

The safety of our guests is absolutely our **number one priority**. Because of this, any lifeguard who is not treating their position with all of the responsibility, maturity, and care that it requires can and will be subject to swift disciplinary actions.

It's okay to have fun, it's okay to be friends with our guests and remain optimistic and outgoing on shift - all of these things are encouraged. We want to foster a positive and upbeat environment both for the guests and the staff, but **never** at the expense of safety.

EMERGENCY ACTION PLANS (EAPs)

Swimmer in Distress (Any Area)

1. Recognize the Distress: A swimmer is having difficulty staying afloat, possibly showing signs of panic.
2. Activate Emergency Action: Three quick, loud whistles are sounded.
 - Responding lifeguards assist in rescue and treatment, while one takes over coverage of the zone.
 - Concession staff responds, leaving one at the register.
3. Rescue:
 - a. The lifeguard goes into the water without delay and performs the save.
 - b. The responding breaking lifeguards and concession staff bring the backboard, AED, medical supply bag, and cell phone.
4. Treatment and Evaluation: The swimmer is safely removed from the pool and provided necessary first aid.
5. 911 Decision: The Director or staff will decide whether to call 911.
 - a. The concession staff not assisting with the treatment should call the Director without delay if they are not present.
6. Report and Resumption of Duties: The responding lifeguard and assists should all write a detailed report before resuming their duties.

Active Drowning (Any Area)

1. Recognize the Distress: A swimmer is actively drowning, visibly struggling, and unable to stay afloat, gasping for air.
2. Activate Emergency Action: The lifeguard blows three quick, loud whistles.
 - All lifeguards not on the stands immediately respond: one assists with the rescue, and one takes over coverage of the zone.
 - All concessions staff respond, with only one remaining at the register to call Director of Operations if they are not currently present on property.
3. Rescue:
 - a. The lifeguard goes into the water without delay and rescues the swimmer.
 - b. The responding (breaking) lifeguards and concession staff bring the backboard, AED, medical supply bag, and cell phone.
4. Treatment and Evaluation: The swimmer is removed from the water and treated immediately.
5. 911 Decision: The Director of Operations or staff makes the decision to call 911. This call should never interfere with guest/patient care and if the staff are unable to make the call while treating the patient/guest - they should loudly call out for a nearby guest or staff member not monitoring the water to make the call.
6. Report and Resumption of Duties: Once treatment is provided, the lifeguard and assisting staff must complete a detailed incident report before resuming duties.

Passive Drowning (Any Area)

1. Recognize the Distress: The lifeguard identifies a swimmer who is unresponsive or motionless, either floating or submerged.
2. Activate Emergency Action: The lifeguard blows three quick, loud whistles.
 - All lifeguards respond: one assists with the rescue, and one takes over coverage of the zone.
 - Concession staff responds, leaving only one at the register.
3. Rescue:
 - a. The lifeguard goes into the water without delay and performs the rescue.
 - b. The responding (break) lifeguards and concession staff bring the backboard, medical supply bag, AED, and cell phone.
4. Treatment and Evaluation: The swimmer is removed from the water, and appropriate first aid or CPR is given immediately.
5. 911 Decision: The Director of Operations or staff decides to call 911. In the case of **all** passive swimmers or any unconscious guest - 911 **MUST** be called without delaying patient/guest care. In severe cases such as passive drowning incidents, staff should not even attempt to call 911 while treating the patient as every single second counts in those situations. Unless there are no other guests or staff members to make the call, **treatment should never be paused or delayed for even a second.**
6. Report and Resumption of Duties: After treatment, a detailed report should be written detailing the incident by all responding staff members before returning to the prior duties.

General Procedure for All Emergencies:

- Responding to the call:
 - If any staff hears the alert of the emergency call (the three sharp whistles) they should immediately **run** to respond to the call. There is no exception to this rule aside from lifeguards who are monitoring their areas of coverage.
 - Lifeguards monitoring their zones during emergencies should be focused on their zone, resisting the temptation to watch the rescue and treatment. Do not allow yourself to become distracted by it.
 - All concession staff except for the designated cashier should respond, all guards not in a lifeguard chair should drop what they are doing to respond. Failure to respond to a coworkers whistle will be treated as a severe breach in policy and the employee can face disciplinary action up to and including immediate termination.
- Rescue Equipment: Always bring the backboard, AED, medical supply bag, and a cell phone - so long as bringing the phone to call 911 does not delay response.
- 911: The Director of Operations or staff must always make the decision to call 911.
 - General Rule: it is always better to call 911 and not need them than it is to not call and need them. If the thought appears in your mind 'Should I call?' always err on the side of caution for the maximum safety of our guests and staff.
 - There is an emergency phone located between the main entrance and the men's restroom on the pool deck side of the wall. The phone immediately connects to emergency dispatch and should be used if needed.
- If the Director is not present, the concession worker not assisting in treatment must call the Director of Operations immediately.
- Documentation: After providing treatment and before resuming their duties, all responding staff should write a detailed report of the incident.
 - This report should be so detailed that there is zero question of what exactly happened. Staff should take as much time as needed on this documentation and not be pressured or feel pressured to hurry it along.
 - Example beginning to show the level of detail required in report: "At 12:18pm on Monday, July 17th 2025, I was monitoring the Sullivan City Pool Zone between the rock wall and diving board when I spotted a swimmer in distress. They were bobbing under the surface of the water, frantically flapping their hands, and fear could be seen on their facial expression. I then..." and then detail every single action you made, including the actions you **witnessed** your coworkers make (as opposed to any sort of guess work), etc.
 - This report starts from the second you saw the incident begin until what happened right up to before you began writing. Any phone calls, any statements you **heard** family members or other guests make, etc. should all be included.
- It is important to stay calm and to show the face of confidence when dealing with an emergency. The mandatory trainings are to ensure that employees are confident when responding and sure of what they should do in any given situation.

- Crowd Control: the responding staff who are not taking over the lifeguard chair should assist in crowd control as long as it does not interfere with their treatment of the guest/patient. Staff should be calm, authoritative, and keep all guests away from the area where the guest/patient are being treated.
 - This **does** include parents/guardian of the patient. Regardless of their relation, staff should **respectfully** keep even loved ones away from the treatment zone.
 - A frantic family member can be a distraction and **every second counts** in emergency situations. There is zero room for distractions and staff members responding but not directly assisting in care should keep that in mind while dealing with crowds during emergencies.
- Unaccompanied Minors: in situations where an injured/drowning guest is an unaccompanied minor, staff should follow the emergency action plans and only attempt to find out their name and/or parent's information **after** the patient is treated and the report is written.
 - We live in a tight-knit community, an unaccompanied minor is **almost** always a local child who visits our pool frequently. It is okay to ask other guests who already witnessed the incident if they know the name of the child.
 - When writing the report without the child's name, simply refer to them as the 'male patient', 'young female guest', etc.
 - In the case of unaccompanied minors having a medical emergency and/or suffering from an extreme trauma, staff do not need to wait for any parental permission to treat. There is an implied assumption of life and in extreme cases where the child is unconscious or not alert, there is an implied consent for treatment.
- Staff should **never** discuss the detailed care of a patient/guest or any emergency situations involving medical care with anyone outside of coworkers who witnessed the incident or 'upper management' (Director of Operations, Park and Rec Director, any City of Sullivan official who outranks the Director(s)). Always respect the guest's privacy.
 - Example One: "Mom, you'll never believe what happened. You know the little girl who lives on Washington Street? The one with the blonde hair, braces, and blue bike? She drowned today, it was awful. We had to call 911."
 - Not okay: it's okay to tell your family that there was an incident at work (especially if the incident caused you mental or emotional distress), it is not okay to give details about the guest themselves.
 - Example Two: "Hey, Ron, I just saw the little boy that we rescued last month on the diving board. I know that's your area of coverage next, I would keep a close eye on him."
 - Okay: that coworker had been involved in the prior care and the conversation is regarding ensuring their safety. No personal details are shared with an uninformed party.
 - Example Three: a social media post asking for positive thoughts for the child who drowned at the Sullivan pool.
 - This is a grey area as making the post itself (even without details) opens you to a situation where others might comment details about the child or

begin asking you what happened. It is **always** better to err on the side of caution and not post about work related incidents in any form on social media.

Failure to perform duties expected of certified lifeguards can result in disciplinary actions up to and including immediate termination. It is important that all staff are confident in their skills and prepared to respond.

It's okay to be scared or nervous in these unexpected and isolated incidents, but you shouldn't let those emotions interfere with your actions. Adherence to the Emergency Action Plans is critical in ensuring the safety of all guests. If at any time you feel that you are unable to follow these procedures effectively or are unable to perform your duties to maintain a safe environment, it is your responsibility to communicate this concern. Failure to adhere to safety protocols may result in reassignment or termination, as the safety of our guests is the highest priority. We encourage you to consider whether this role is a good fit if you cannot commit to these standards.

These Emergency Action Plans (EAPs) will be posted in all employee areas and should be periodically reviewed so that staff are always aware of what they should do if there is an emergency.

FIRST AID AND CPR PROCEDURES

Adult CPR (Ages 8 and older)

- One Rescuer:
 - Chest Compressions: 2 hands in the center of the chest, about 2 inches deep.
 - Rate: 100-120 compressions per minute.
 - Compression-to-Breath Ratio: 30 compressions to 2 breaths.
- Two Rescuers:
 - Chest Compressions: One rescuer does chest compressions while the second rescuer provides rescue breaths.
 - Rate: 100-120 compressions per minute.
 - Compression-to-Breath Ratio: 30 compressions to 2 breaths.

Child CPR (Ages 1-8)

- One Rescuer:
 - Chest Compressions: One or two hands in the center of the chest, about 2 inches deep.
 - Rate: 100-120 compressions per minute.
 - Compression-to-Breath Ratio: 30 compressions to 2 breaths.
- Two Rescuers:
 - Chest Compressions: One rescuer does chest compressions while the second rescuer provides rescue breaths.
 - Rate: 100-120 compressions per minute.
 - Compression-to-Breath Ratio: 30 compressions to 2 breaths.

Infant CPR (Under 1 year)

- One Rescuer:
 - Chest Compressions: 2 fingers in the center of the chest, about 1.5 inches deep.
 - Rate: 100-120 compressions per minute.
 - Compression-to-Breath Ratio: 30 compressions to 2 breaths.
- Two Rescuers:
 - Chest Compressions: One rescuer provides chest compressions using both thumbs (about 1.5 inches deep) while the second rescuer gives rescue breaths.
 - Rate: 100-120 compressions per minute.
 - Compression-to-Breath Ratio: 15 compressions to 2 breaths.

Key Takeaways:

- For Adults & Children: The compression-to-breath ratio is 30:2, whether you have one or two rescuers.

- For Infants: When there is one rescuer, the compression-to-breath ratio is 30:2. When there are two rescuers, the ratio is 15:2.
- Chest compressions are meant to be deep and forceful enough to reach the heart. If you are performing adequate CPR, you could hear and/or feel ribs breaking beneath your hands. While the goal is never to cause damage to a patient/guest, it is a typical side-effect of CPR and should not distress you or distract you from continuing care.

This is the official Red Cross guideline and should be followed for consistency and accuracy in training.

General and Common First Aid Plans

Scrapes and Minor Cuts:

- Step 1: Clean the area with mild soap and water to remove any dirt or debris.
- Step 2: Apply an antiseptic (such as iodine or use an alcohol prep pad) to the wound to prevent infection.
- Step 3: Cover the wound with a sterile bandage or gauze pad.
- Step 4: Monitor for any signs of infection (redness, swelling, warmth). If infection occurs, escalate to a supervisor for further action.

Lacerations:

- Step 1: Apply pressure to the wound with gauze or a rag to slow the bleeding.
- Step 2: If the cut is on an arm or a leg, elevate the limb to help reduce blood flow.
- Step 3: Once the bleeding is controlled, clean the wound with iodine or saline to prevent infection.
- Step 4: Wrap the wound with a sterile bandage or gauze dressing.
- Step 5: If the bleeding does not slow or stop (if they bleed through the wrapping quickly), escalate to a supervisor for further action.

Falls Resulting in a Bump (Bruise):

- Step 1: Apply an ice pack (wrapped in a cloth) to the affected area for 10-15 minutes to reduce swelling.
- Step 2: Monitor for any unusual symptoms like dizziness, nausea, or severe pain. If these occur, escalate the situation and seek medical attention.
- Step 3: If symptoms persist after ice application, contact a supervisor for further evaluation and possible medical care.

Bee Stings:

- Step 1: If a stinger is present, remove it gently using the tweezers in the first aid kit.
- Step 2: Clean the sting site with soap and water to prevent infection.
- Step 3: Apply an ice pack to reduce swelling and discomfort.
- Step 4: Monitor for signs of an allergic reaction (swelling beyond the sting site, difficulty breathing). If these occur, call 911 immediately.
- Step 5: Disinfect the tweezers with alcohol wipes before returning them to the first aid kit.

Heat Exhaustion:

- Step 1: Move the individual to a cooler area away from direct sunlight (lifeguard room or managers office with supervision).
- Step 2: Have them rest and offer small sips of cool water.

- Step 3: Apply a cold, damp cloth to their forehead, neck, and armpits to help lower their body temperature.
- Step 4: If symptoms worsen or the person does not improve after 15 minutes, escalate the situation by calling for medical help.

Sunburn:

- Step 1: Remove the individual from sun exposure immediately.
- Step 2: Apply aloe vera gel or hydrocortisone cream to the affected area to soothe the burn.
- Step 3: Encourage the individual to drink plenty of water to stay hydrated.
- Step 4: If blisters form, or if the person experiences severe pain or dizziness, escalate the situation to a supervisor for further action.

Sprains and Strains:

- Step 1: Apply an ice pack to the injured area for 20-30 minutes to reduce swelling.
- Step 2: Elevate the affected limb above heart level if possible.
- Step 3: If pain persists or the injury appears severe, escalate the situation to a supervisor and seek medical assistance.

Insect Bites (Non-Bee):

- Step 1: Clean the bite area thoroughly with soap and water.
- Step 2: Apply an anti-itch cream or hydrocortisone to relieve itching and swelling.
- Step 3: Monitor the area for excessive swelling, redness, or signs of infection. If symptoms worsen, notify a supervisor for further assistance.

Nosebleeds:

- Step 1: Have the person sit up straight and lean forward slightly to prevent blood from draining down the throat.
- Step 2: Pinch the nostrils together firmly for 10-15 minutes while applying a cold compress to the back of the neck or the nose.
- Step 3: If bleeding continues after 15 minutes, escalate the situation and contact a supervisor or medical help.

Blisters:

- Step 1: Clean the blistered area gently with soap and water.
- Step 2: Apply a sterile bandage to protect the blister and avoid infection.
- Step 3: If the blister is large or painful, consider using a specialized blister bandage to cushion the area.
- Step 4: Avoid popping the blister to reduce the risk of infection. If signs of infection appear, escalate to a supervisor.

Stings (Other Than Bees):

- Step 1: Remove the insect (such as a wasp or hornet) by gently removing it with the tweezers in the first aid kit.
- Step 2: Clean the sting site with soap and water to reduce the risk of infection.
- Step 3: Apply a cold compress to reduce swelling.
- Step 4: If an allergic reaction occurs (difficulty breathing, swelling spreading), call 911 immediately and inform a supervisor.
- Step 5: Disinfect the tweezers with alcohol wipes before returning them to the kit.

General Guidelines:

- In most cases, minor injuries that do not impede the guest's ability to remain at the pool do not require documentation. However, if the guest is injured or sick enough to leave for the day, always document the incident before returning to your duties.
 - If you believe that the incident should be documented even if the guest stays, document it. It is always better to have a report of what happened and not need it than to need it and not have it.
- In the case of unaccompanied minors, always call a parent or guardian to inform them of the injury no matter how minor it may seem.
- If a common incident escalates to a severe one (example: a guest feeling dizzy suddenly faints), use your whistle to activate an emergency regardless of where you are. Your whistle is your call for assistance and should **always** be around your neck in easy reach regardless of if you are in the stands or not.
- The same line of thought applies to the first aid kits for lifeguards. There should always be one buckled around your waist regardless of what you are doing or where you are while on duty at the pool. If you are on the clock - you must have a first aid kit buckled on your waist. Quick access to your CPR mask or other medical supplies can make the difference between life and death in emergent situations.
- **Always** wear gloves when dealing with **any** kind of injury that involves blood or other bodily fluids. You never want to risk exposing yourself to any sort of disease or blood borne illness/infection.
 - Even for children some people have a tendency of thinking 'blood doesn't bother me and they're a kid, they don't have any diseases' and forgo gloves when dealing with injuries or illnesses - this is incorrect and unsafe and against Sullivan City Pool Policy.

These guidelines ensure the proper response to common first aid situations, ensuring a safe environment for all guests and staff. Always remember to escalate situations to a supervisor if needed and never hesitate to call for medical assistance when in doubt.

CHEMICAL AND FACILITY SAFETY

Chemical Safety Policies

1. Chemical Handling and Storage:

- All chemicals used in pool maintenance, including chlorine, pH balancers, and algaecides, must be stored in their designated areas at all times. These areas are clearly marked and secured to prevent unauthorized access.
- Chemicals should always be stored according to the manufacturer's instructions, ensuring they are kept in a cool, dry place away from heat sources, sunlight, and other incompatible chemicals.
- Never mix chemicals unless directed to do so by a supervisor or the manufacturer's instructions. Improper mixing of chemicals can cause dangerous reactions.

2. Pump House Access:

- Staff should never enter the pump house alone due to the potential risk of chemical exposure in the air.
 - When entering the pool house, the second person should wait at least thirty seconds before entering to ensure that if there are any chemical exposures in the air, they are not both rendered incapacitated.
- The pump house should only be accessed if directly instructed by the Director of Operations or the Parks and Recreation Director (Cody McKinley). No exceptions will be made to this rule.
- Any staff entering the pump house should wear proper PPE as instructed, including gloves, respirator, and goggles. Staff should always follow the safety procedures for the pump house outlined in the training.

3. Personal Protective Equipment (PPE):

- When handling chemicals, employees must wear appropriate PPE, including gloves, goggles, and, if necessary, a respirator. Ensure that PPE is worn according to safety guidelines for each specific chemical.
- Any employee who handles pool chemicals must be trained in the proper use of PPE.

4. Spills and Leaks:

- If a chemical spill occurs, immediately notify a supervisor. The area should be evacuated if needed, and a chemical spill kit should be used to contain the spill. Follow the procedure outlined in the chemical spill response protocol.
- Do not attempt to clean up chemical spills unless you are trained to do so. Always err on the side of caution and call for assistance.
- After a chemical spill, report the incident immediately, and document the action taken.

5. Chemical Exposure:

- In case of chemical exposure, such as skin or eye contact, immediately rinse the affected area with water for at least 15 minutes.
- If the chemical has been inhaled, move the person to fresh air immediately. If symptoms persist or if the exposure is severe, seek medical attention immediately.
- In the case of ingestion, contact 911 immediately or contact Poison Control (1-800-222-1222).

BIOHAZARD AND CONTAMINATION PROTOCOLS

1. Feces in Pool or Pool Deck:

- Immediate Action: If feces are found in the pool, immediately clear the pool of all swimmers. Close off the affected area and prevent anyone from entering.
- Containment: If feces are found on the pool deck, block off the area to prevent access until it has been properly cleaned.
- Cleaning Procedure:
 - Use the appropriate PPE (gloves, mask, and apron) when handling the feces.
 - If feces are found in the pool water, treat with appropriate levels of chlorine and allow for a pool closure time of at least 30 minutes after treatment to ensure proper disinfection.
 - For the pool deck, disinfect the area with a specific disinfectant for biohazard cleanup, ensuring the entire area is covered.
- Document the incident and report it to the Director of Operations.

2. Blood in Pool or Pool Deck:

- Immediate Action: In the case of blood in the pool, clear the pool of all swimmers and restrict access to the area. For blood on the pool deck, block off the area and restrict access.
- Containment: Immediately isolate the contaminated area. Ensure that no one comes in contact with the contaminated surfaces.
- Cleaning Procedure:
 - Wear the appropriate PPE (gloves, goggles, mask) to prevent exposure.
 - Use an approved disinfectant to clean the blood spill in accordance with standard biohazard cleaning protocols. This includes wiping up all blood, disinfecting surfaces, and cleaning the surrounding area.
 - For blood in the pool water, treat with appropriate levels of chlorine and close the pool for a minimum of 30 minutes.
- Document the incident and report it immediately to the Director of Operations for further action.

3. Urine in Pool or Pool Deck:

- Immediate Action: If urine is noticed in the pool, continue to monitor the pool for safety, but there is no need to close the pool for this specific issue. For urine on the pool deck, block off the area and clean the surface immediately.
- Containment: For urine on the pool deck, block off the area and clean the surface right away.
- Cleaning Procedure:
 - Disinfect the pool deck using a specific disinfectant for biohazard cleanup after a urine incident.

- If large amounts of urine are present in the pool, adjust the chlorine levels accordingly and ensure the pool's filtration system is running efficiently to maintain water cleanliness.
- Document the incident and report it to the Director of Operations.

4. Vomit in Pool or Pool Deck:

- Immediate Action: If vomit is found in the pool, clear the pool of all swimmers immediately. If vomit is on the pool deck, block off the area to prevent access.
- Containment: Isolate the contaminated area and prevent anyone from coming into contact with the vomit until it is cleaned.
- Cleaning Procedure:
 - Use PPE, including gloves and mask, to handle the situation.
 - For vomit in the pool water, increase chlorine levels and close the pool for a minimum of 30 minutes to ensure proper disinfection.
 - For vomit on the pool deck, clean the surface with a specific disinfectant for biohazard cleanup and ensure thorough coverage of the contaminated area.
- Document the incident and report it to the Director of Operations.

5. General Guidelines for Biohazard Cleanup:

- Always use proper PPE, including gloves, masks, and face shields, when cleaning up biohazards such as feces, blood, urine, and vomit.
- **Never perform clean up without gloves on.**
 - Failure to use proper PPE when dealing with bio-hazardous cleanup can be considered a severe breach in protocol and employees can face extreme disciplinary measures up to and including termination.
- Ensure the cleaning products used are specific disinfectants for biohazard cleanup with effectiveness against viruses and bacteria.
- For any biohazard clean-up, a minimum of 15 minutes should be allowed for disinfectants to work before re-entry into the area.
- Immediately report any biohazard incidents to the Director of Operations for follow-up and documentation.
- Always follow up with a report detailing the incident, actions taken, and any further recommendations for preventive measures.
- In case of staff being exposed to hazardous material, immediately report to the Director of Operations for further actions to ensure staff health, wellness, and safety.
 - Staff who are properly utilizing PPE should not have any exposure to hazardous substances or bodily fluids in any common situation.

EXTREME WEATHER PROCEDURES

Extreme Weather Policy

Rain Without Lightning:

- The pool will likely remain open for light rain, and decisions will be made on a case-by-case basis if heavier rainfall occurs.
- Employees are expected to report for their shifts unless the Director of Operations instructs otherwise.
 - The Director of Operations will make every honest effort to communicate any possible closure and/or delay as far in advance as possible. Unfortunately, oftentimes in the cases of weather, it is usually a last minute decision.
- In the event of heavy rainfall, the day may be used for indoor staff training, maintenance, or deep cleaning.

Rain with Lightning:

- If lightning is detected within 10 miles of the pool, all swimmers must evacuate the pool immediately.
- The Director of Operations will decide whether to close the pool or wait it out.
 - Occasionally, if there is lightning in the earlier hours of the day, the pool may close temporarily. Employees are always expected to stay and work their shift or possibly be permitted to leave (signing out when they do) and return for the reopening at the Director's decision.
 - **Never** assume that you are not expected to show up for work unless you were specifically told not to by the Director of Operations.
- No swimmers are allowed in the pool for at least 30 minutes after lightning strikes within the 10-mile radius.

Extreme Weather:

- In cases of extreme weather, all staff and guests must shelter in place for safety. The designated shelters are the bathrooms and the concession stand's storage room.
- Employees are not permitted to leave the premises during shelter-in-place protocols. If the shelter time exceeds their scheduled shift, they will still be paid as it is then mandatory that they stay.
- Employees must remain on-site, even if their parent or guardian contacts them and tells them to come home. The safety of our staff is the highest priority, and upset parents are encouraged to contact the Director of Operations for reassurance.
 - Any staff member who leaves the premises during a shelter in place event can face disciplinary actions up to and including termination.
 - This policy is in place for **your** safety. There are **zero** exceptions to this policy.

- While we strongly encourage guests to stay in shelter, we acknowledge that we cannot control the actions of adults who choose to leave. Encourage them to stay, reminding them of the risk of driving in extreme weather, but we are ultimately unable to force them to stay in place.
- Any unaccompanied minor(s) should be directed to shelter in place by staff.
 - Staff who are sheltering in place with guests should be positive, calm, and work to keep guests calm. If staff are panicking, guests will panic.
 - When keeping kids calm in these situations, consider playing quiet and simple games such as I-Spy, 'Guess What Animal I'm Thinking Of', patty cake, etc.
 - Reassure guests that the shelters are secure and windowless for safety and that they would be in much more danger if they attempted to leave.
- **Always Remember:** a car can be replaced, any personal property can be replaced - your life cannot be replaced. As highly as we treat guest safety, the safety of all employees is just as important. So while some policies may seem tedious or 'annoying', they are in place for everyone's safety.

OPERATIONAL POLICIES

Operational policies are essential for ensuring the smooth, efficient, and safe functioning of the facility. These policies provide clear guidelines for staff behavior, responsibilities, and the protocols to follow in various situations. By adhering to these standards, we maintain a positive environment for both employees and guests, minimize risks, and comply with local regulations. Operational policies also ensure that everyone is on the same page, creating consistency and fairness in decision-making and performance across the team. Ultimately, these guidelines help protect the wellbeing of our staff and visitors while allowing the facility to run at its best.

POOL RULES AND ENFORCEMENT

Pool Rules:

1. Absolutely no running on pool property.
 - a. The only exception to this is when staff members are responding to an emergency call. That is it. There should be no other guest or staff member running on the pool deck, the top deck, on the stairs, the restrooms, the lobby, or the sidewalks around the property.
 - b. Lifeguards should always enforce this policy by blowing their whistle and instruction guest (or staff) to stop running regardless of what job duty they are fulfilling at the time.
2. No food or drinks outside of the gated concession stand area or the top deck.
 - a. As of summer 2025, guests **are** allowed to bring in outside food and drinks. They must keep the food and drinks in the gated concession area though. If the food/drinks are contained in a cooler or lunch bag, it can be on the pool deck. As soon as it is opened, it should be moved to the concession area.
 - b. Lifeguards and Pool Staff are allowed to eat in employee areas (concession stand, front gate, Director's office, lifeguard room). Staff **must** clean up and dispose of all food and drinks before the end of their shift.
 - i. Failure to clean up after yourself will result in the disciplinary steps outlined in prior section.
 - c. Guests cannot use the far staircase to go to the top deck with their food but are required to use the stairs connected to the concession stand. This ensures that there's no food or open containers on the pool deck at any time.
3. Shower before getting in the pool.
 - a. Showering before entering the pool helps remove dirt, oils, sweat, and bacteria from your body, which can reduce the spread of germs and keep the water cleaner. It also helps prevent contaminants like sunscreen or lotions from affecting the pool's water chemistry and filtration system. This simple step ensures a safer and more pleasant swimming environment for everyone.
 - b. Staff are not required to enforce this rule, but are required to encourage it.
 - i. Example: "Hey, Billy! I'm so happy to see you came today! Why don't you go shower off before you get in the pool and I'll play catch with you on my break?"
4. Do not leave small children unsupervised in the pool.
 - a. While lifeguards main duty is to ensure the safety of swimmers, they cannot focus on only one child in their zone. Because of this, parents or guardians are required to monitor their children under 12 at all times while swimming.
 - b. No toddler should **ever** be left unsupervised in the kiddie pool area. If a staff member sees an unaccompanied toddler, they should immediately blow their whistle three times so another guard takes their spot while the staff informs the Director of Operations.

- c. Due to the safety risk of a public pool and past incidents of vandalism: parents and families can be banned from the city pool for consistent violations of the rules. Every violation should be documented by staff and Director of Operations to ensure a clear and precise paper trail of noncompliance.
- 5. No diving outside of the deep end.
 - a. Diving in shallow areas can result in serious injuries due to the risk of hitting the bottom of the pool. The deep end is designed to safely accommodate diving with enough water depth.
 - b. If a guest is caught diving outside of the deep end, calmly remind them of the rule and direct them to the appropriate area. If they continue to ignore the rule, notify a staff lead or the Director of Operations for further action
 - c. In addition to no diving outside of the deep end: there are to be ***ZERO*** dives, flips, etc off the rock wall. The effort and power put into pushing the body off the wall can and will cause damage if done consistently. ***STAFF*** should be setting the examples for proper pool behavior.
- 6. Absolutely no bullying allowed.
 - a. There is a zero tolerance policy for bullying at the Sullivan City Pool. All guests and staff should feel welcome and safe while at the pool.
 - b. Bullying is defined for our purposes as any ***intentional*** behavior that causes harm, discomfort, or distress to another person.
 - c. This includes and is not limited to: name-calling, threats, insults, hurtful 'jokes', hitting, pushing, tripping, any unwanted physical contact, exclusion or encouraging others to exclude someone, harassment of any kind, and even texts or messages sent that are insulting and hurtful in nature while on the pool's property.
 - d. Lifeguards and staff should intervene immediately if they witness any incident of bullying.
 - i. For minor infractions (example: a mild verbal insult), the offending party should be given a warning and a reminder of the zero tolerance bullying policy.
 - ii. For moderate to severe infractions (examples: holding someone under the water, any physical contact, a shouting verbal argument) the guest could/should be instructed to leave depending on the severity and intent.
 - iii. While repeat offenders can face a temporary, seasonal, or permanent ban from the pool - even an isolated incident can be given the same punishment in extreme cases (example: dangling a child or peer over the ledge of the top deck).
- 7. No throwing or having hard balls in the main pool and absolutely no throwing of anything in the kiddie pool.
 - a. A hard ball is considered any ball or object that is firm, solid, or has the potential to cause injury if thrown. This includes and is not limited to: standard footballs, tennis balls, soft balls, baseballs, standard basketballs, and any dense rubber or plastic balls.

- b. Allowed items in the **main pool only** include and are not limited to: soft and lightweight balls, magnetic closing water balls, lightweight foam balls, beach balls.
 - c. Children, toddlers, and infants can play with balls in the baby pool, but the lifeguard must step in and remind the guest and/or their parent about the rule on throwing the ball if it occurs. It is for the safety and comfort of all of our young guests to not allow throwing of anything or any kind in the baby pool.
 - d. Lifeguards should also use their judgement and common sense when dealing with balls being thrown in the main pool. A friendly game of catch or 'keep it up' between children is fine in most instances (if they have an approved ball), a teenager or adult playing an intense game of catch across the pool while others are swimming is not fine. **If there is the potential for harm, step in.**
- 8. No children (guests under 18) are allowed unsupervised on the top deck.
 - a. This is one of the only rules that is not hard and fast. In most cases, unsupervised children on the top deck are safe, non-destructive, and fine to be on the top deck.
 - b. However, in the cases of an unaccompanied minor disrupting others, damaging property, 'building forts' with furniture, or any other not-allowed activity, the rule is in place so that staff can and should ask that child to leave the top deck.
 - c. The top deck is currently one of our only areas that are not covered by security cameras. If there is property damage or any sort of altercation between guests up top, we are unable to review any footage of it. For that reason, if any staff sees or suspects that something unsafe/unallowed is happening with minors on the top deck, they should remind the guest of the rule and escort them to the lower pool deck.
- 9. No smoking, vaping, or use of tobacco inside the pool.
 - a. Guests are allowed to bring their vape, cigarettes, etc inside the pool doors - they are **not** allowed to use them. This includes and is not limited to: using the vape, lighting a cigarette, spitting smokeless tobacco in a bottle.
 - b. Any guest caught doing so by any staff member should be respectfully and firmly reminded of this rule.
 - c. Employees under the age of 21 should never have any tobacco product in their possession at the Sullivan City Pool. It is **illegal** and can result in serious disciplinary measures including termination if it happens.
 - d. Employees over the age of 21 are required to only use tobacco products outside of the pool, out of sight of guests, and only during their breaks.
- 10. No rough play on pool property.
 - a. Rough play can include and is not limited to: wrestling, pushing, shoving, dunking, excessive splashing directed at another person, jumping in the pool too closely to other guests or in an unsafe way, and any other behavior that a lifeguard or staff deems to carry the potential to cause harm to the guest themselves or others.
 - b. In a pool setting, even innocent enough incidents of rough play can turn dangerous and deadly. It only takes one second for someone to get seriously

injured which is why it is important that staff stop the behavior the second they see it.

11. No pets are allowed inside the pool (past the front door).
 - a. In accordance with the Americans with Disabilities Act (ADA) and Indiana state law, service animals are permitted on the pool deck and in all areas where the public is allowed. However, service animals are not allowed in the pool water itself, as this is restricted by public health regulations.
 - b. Emotional Support Animals (ESAs): ESAs, therapy animals, and companion animals do not qualify as service animals under the ADA and Indiana law. Therefore, they are not permitted in the pool area or in the pool water.
12. Always listen to and respect all pool staff.
 - a. All guests are expected to listen to and follow the instructions of pool staff at all times. Lifeguards and other employees are responsible for ensuring a safe and enjoyable environment, and their directions must be followed without argument.
 - b. Disrespectful behavior toward staff, including but not limited to arguing, ignoring instructions, name-calling, threats, cursing, or any form of harassment, will not be tolerated.
 - c. Pool staff have the authority to enforce all safety rules, and their decisions are final. If a guest has a concern, they may speak with the Director of Operations, but defying or mistreating staff will not be accepted.

Steps for Incidents of Rule-Breaking:

The general steps for incidents of guests breaking the rules should be followed as such:

1. First Incident: respectfully and firmly remind the guest of the rule that they have broken/are breaking and warn them of more serious consequences if it continues.
2. Second Incident: instruct the guest to remove themselves from the pool or deck area and to sit on the bench for a set period of time not to exceed ten minutes.
 - a. A general rule of thumb for time-outs is one minute for every year of age. Example: a five year old would sit for five minutes.
 - b. The maximum time should be ten minutes though regardless of age.
3. Third incident: instruct the guest to leave the pool for the rest of the day.
 - a. If the guest reaches this level, documentation is required by staff with all known information up to that point.
4. Fourth incident: the guest faces the possibility of being banned from the pool for a length of time to be determined by the Director of Operations depending on the severity of the incident.
5. Staff should **never** instruct a guest to do any sort of physical labor as 'punishment' for breaking a rule.

Key Guidelines:

- Any guest can be sent to sit on a bench for up to ten minutes regardless of their age. If a lifeguard or staff have already warned the guest once of the rule-breaking behavior and

they did break it a second time, they should be 'benched'. The lifeguards and staff should feel comfortable and confident in enforcing the rules regardless of the offending guest's age.

- If the guest refuses to follow a staff's command to sit on the bench, it should be immediately escalated to the Director of Operations or Head Guard(s) in the Director's absence.
 - In some rare cases, you may be faced with the interference of a parent. While this is a stressful situation for staff, be confident in knowing the rules. If you have directed a child (or adult) to sit on the bench and another guest interferes, warn them that refusing to follow the orders of staff can result in being asked to leave or being banned.
 - Always remind parents or guardians of rule-breaking guests that the rules are in place for everyone's safety and that being benched or asked to leave is only intended to show the guest(s) the dedication of the staff to ensure every guest is safe while at the pool.
- Incidents do not need to be committed in the same day to count as escalating incidents. Example: you know that a guest was already verbally warned the last month to not throw a hard football in the pool and they did it again under your watch, the guest should then be directed to the bench.
- At each incident, the guest should be respectfully and firmly informed of what will happen with another breach. Example: "Charlie, this is the third time that you've been told that we do not tolerate bullying at the pool. You have to leave for the rest of today now and if it happens again when you come back then you can be banned from the pool, maybe even for the rest of the summer."
- There are **zero exceptions** to these rules.
- Any extreme cases of a rule break can and will be escalated to an appropriate level. Example: if a first time shoving match results in an injury to a guest, the offending party can and will be asked to leave for at least the day.
- The rules listed are not exhaustive and lifeguards and staff should use common sense when enforcing any unwritten rule (example: showers are meant for showering, not playing).
- In any incident of a guest being asked to leave for the day, the following needs to happen:
 - The Director of Operations, or Head Lifeguard in their absence, should be pulled from any other task or duty (outside of emergencies) to assist the staff in removing the guest. This is to ensure that there are **two** staff members present while the rule is being enforced.
 - If it is the fourth incident or the incident is great enough that the Head Guard(s) deem it to be an extreme case and the Director of Operations is not present, staff should ask the guest to leave and inform them that the Director of Operations will call and follow up with information on the length of their ban.
 - If a guest is being asked to leave for any reason and the Director of Operations is not present - call them immediately.
 - Document the incident and everything you **know** about it.

- Example: “At 12:30pm I was monitoring the kiddie pool. A female guest of roughly eight years old was throwing a water ball in the pool. I blew my whistle and immediately informed the guest to stop due to the rule of no throwing of anything in the kiddie pool. I knew that that specific guest had been warned against the behavior at least twice before. I asked another guest to go ask one of the concession staff to inform the breaking guard to replace the Head Guard so that the guest could be asked to leave.”
- If an underage guest is being asked to leave or facing a ban, every effort should be made to get ahold of their parent before being removed from the property.
- **Never** tell a young guest to leave if there isn't a parent present to pick them up or if they are not a child who typically brings themselves to the pool. The guest should be sat in the gate room and monitored by that attendant while waiting for an appropriate parent or guardian to arrive.
- We cannot physically prevent a guest from leaving - if a young guest is informed that they are being removed for the day and a parent is being called, the guest could become upset and run off from the pool. In that very extreme case, the staff should call the parent/guardian while following the guest to ensure they are not harmed or become lost in their distress.
- If you **ever** feel unsafe dealing with **any** guest, always call the Director of Operations. We want staff to be comfortable and safe when enforcing the rules, we never want an incident to escalate to where a staff member is being screamed at, cursed at, or threatened in any manner.
 - In that very extreme example, the offending guest **will be banned** from the pool. Our staff being safe and respected is not a requirement that we give any leniency on.
 - If staff **ever** feels unsafe or threatened, always contact 911 to send a police officer for safety and assistance.
- **Do not show favoritism or allow exceptions when enforcing rules.** As we encourage staff to build positive relationships with guests, we understand that a friendly and appropriate bond can form between staff and guests. Despite this, you must always be absolutely fair in enforcing the rules. Not only is it our policy, but it prevents unfair and needless confusion for our younger guests.
 - Example: you have made a bond with Pansy and quietly shake your head at her, but don't interfere when she is pushing others off the Lily pads. On your day off when another guard sees it happen, they recall seeing it happen before and assume that you gave a verbal warning and so they bench Pansy. Pansy forgot that not shoving was a rule and is upset at why they are being sent to a bench for what seems (to them) to be a minor and first-time offense.

EQUIPMENT AND FACILITY MAINTENANCE

Equipment and Facility Maintenance Policy

All employees are responsible for treating pool equipment and facilities with care. Any damage to pool property, whether caused willfully, intentionally, or by disregarding safety rules and procedures, may result in consequences, including but not limited to:

- A formal warning and documentation of the incident.
- A requirement to participate in retraining on proper equipment use.
- A request for financial reimbursement for damages. If an employee is under 18, their parent or guardian may be contacted regarding repayment.
- Termination of employment for serious or repeated incidents.

The pool cannot deduct wages for damages without a signed agreement, but failure to take responsibility for avoidable damage may lead to further action, including possible civil claims against the employee and/or their parent(s)/guardian as allowed under Indiana State Law. Employees are encouraged to report accidents immediately so that necessary repairs can be made, and further damage can be prevented.

Equipment and Facility Upkeep Policy

All employees are responsible for keeping the pool facilities and equipment in good condition. This includes and is not limited to:

- Proper Equipment Use: All equipment should be used only as intended. Employees should not misuse, throw, or otherwise damage equipment.
- Lifeguard Room & Work Areas: Workspaces, including the lifeguard room, should be kept neat and orderly. Personal belongings should not be left behind at the end of the day, and all employees should clean up after themselves.
 - Repeated incidents of the lifeguard room being left dirty, disorderly, or outside of expected standards can and will result in staff losing the lifeguard room. This would effectively shorten every lifeguard's daily allotted hours so as not to overheat any employee and takes away the air conditioned room to break in.
 - **Do not be the employee who sets that chain of consequences off for your coworkers.** Clean up after yourselves, throw away your food and drinks. Utilize common sense and common courtesy in all employee areas.
 - **The lifeguard room will be inspected by the Director.** A staff lead should be the first person to remark on dirty employee areas, the employee areas will be inspected by the director though. A staff lead who is not ensuring compliance on cleanliness and order can and will be replaced.
- Routine Maintenance & Reporting: If any equipment or facility area is broken, missing, or unsafe, it must be reported to the Director of Operations immediately so it can be

repaired or replaced. Employees should never attempt to fix damaged equipment themselves unless explicitly instructed to do so.

Keeping the pool clean, organized, and fully operational is a team effort. Employees who repeatedly fail to maintain their workspaces or mistreat equipment may face disciplinary action.

OPENING AND CLOSING

Opening and Closing Procedures

To ensure the pool is safe, clean, and fully operational, all staff must follow the designated opening and closing procedures.

Opening Procedures:

1. Facility Inspection: The Director of Operations and/or employees will inspect the pool area, pump house, and restrooms for cleanliness, safety hazards, or necessary maintenance.
2. Water Quality Check: Chemical levels must be tested and recorded before opening. If levels are off, adjustments must be made before allowing swimmers.
3. Equipment Setup: Lifeguard stands, rescue tubes, first aid kits, backboards, and other safety equipment must be placed in their proper locations.
4. General Cleanup: Pool decks, chairs, and common areas should be checked for trash or debris and cleaned as needed.
5. Staff Readiness: Lifeguards must be in uniform, have their rescue tubes, and be at their assigned positions before swimmers are allowed in.

Closing Procedures:

1. Clearing the Pool: Lifeguards will ensure all guests exit the water and pool area safely at closing time.
2. Water Quality Check: Chemical levels must be tested and recorded at the end of the day.
3. Equipment Storage: All rescue equipment, lifeguard gear, and pool accessories must be returned to their designated storage areas.
4. Final Cleanup: Trash must be picked up, restrooms cleaned and stocked, and any lost and found items placed in the designated area.
5. Facility Lock-Up: The Director of Operations or a Head Guard will ensure all gates, pump rooms, and buildings are securely locked before leaving.

Failure to follow opening and closing procedures may result in disciplinary action, as these policies are in place to maintain the safety and cleanliness of the facility.

The brief summaries listed above are not exhaustive and there will often be times where more strenuous cleaning is required at closing time (example: scrubbing the pool or top deck). In general, time consuming tasks such as scrubbing the deck and cleaning the filters will be scheduled on a regular and set basis.

All employees scheduled at those times are expected to assist with opening and closing procedures. If everyone works together as the team that we are, tasks will be completed more quickly and thoroughly. Taking the time to bicker or trying to make sure that you don't do any

more work than anyone else is not tolerated and only serves to lengthen the time it takes for opening and closing.

If closing procedures take longer than the employee's scheduled off time, an employee can be kept for up to two hours past their scheduled time according to Indiana State Law as long as it does not breach any regulations of minor work laws. Every honest effort will be made on the Director's behalf to ensure that does not happen, but it stresses the importance of regular deep cleaning, regular maintenance, and working together.

(Opening and Closing LG Checklists Here)

LOST AND FOUND

Lost and Found Policy

All items found on the premises should be turned in to the designated Lost and Found area, located at the front gate area in the marked containers. Items will be logged and stored for a period of 7-14 days before being discarded or donated.

- Valuable items (e.g., phones, wallets, keys) should be immediately reported to the Director of Operations and securely stored.
- Clothing, towels, and other non-valuable items will be kept in the Lost and Found for 7-14 days before disposal or donation.
- Unclaimed food and perishable items will be disposed of at the end of the day.

Employees should not keep or claim lost items for personal use unless past the storage time and with permission from the Director of Operations. Guests inquiring about lost belongings should check the Lost and Found and provide a description of the missing item. The pool is not responsible for lost, stolen, or unclaimed items.

LOCKERS

- When a guest returns their locker key at the end of their stay, their locker should be checked for forgotten items or cleanliness before the key is returned to the available locker box.
- All daily rental lockers should be checked and cleaned at the end of each day. Seasonal lockers should be cleaned when a guest returns their key at the end of the season unless a guest asks for cleanup in the event of spills, etc.
- Never invade the privacy of a guest's rented locker unless directly instructed to do so by the adult guest renting the locker, the Director of Operations, or - in extreme cases - by the Sullivan City Police Department.

CONCESSION STAND POLICIES

Food Preparation Policies

Proper food preparation is essential for safety, quality, and efficiency in the concession stand. Staff must follow all food handling guidelines to ensure that all items are prepared, stored, and served correctly.

Hot Dogs (Roller Grill)

- Hot dogs should be placed on the roller grill and rotated on medium heat until they are fully cooked and reach a safe internal temperature of 140°F or higher.
- Once cooked, hot dogs must remain on the roller at a safe holding temperature.
- Tongs should always be used when handling hot dogs to maintain hygiene.

Pretzels (Warmer Unit)

- Frozen pretzels should be placed in the warmer according to manufacturer guidelines.
- Once heated, pretzels should be kept in the warming unit and covered to maintain freshness.
- A clean set of tongs should always be used when handling pretzels.

Nachos & Cheese (Crockpot Warmer)

- Nacho cheese should be placed in the crockpot and heated on low to prevent burning. Stir the cheese occasionally to ensure even heating.
- The crockpot lid should remain closed when not in use to maintain temperature and prevent contamination.
- Nacho chips should be stored in a clean, dry area and served using the designated scoop.

Chicken Nuggets & French Fries (Air Fryer & Warming Pan)

- Chicken nuggets and French fries should be cooked in the air fryer and then kept separated in the warming pans.
- Food should be cooked with the instructed time to ensure that it is being served at proper temperatures.
- The warming pan lids should remain closed when not in use to maintain temperature and prevent contamination.

All food must be prepared with clean hands, using gloves when necessary, and served with proper utensils. Staff should monitor food temperatures regularly and discard any items that do not meet safety standards.

Key Guidelines:

- Prepared should never be touched with bare hands, **always** wear gloves when handling food.

- The only food that we store and reuse is the nacho cheese if it was prepared fresh and is visually unburned at the end of the day. When storing it, the cheese is only good for 24 hours and must be **labeled with the date and time of storage** (example: "June 15th, 4:45pm) to comply with Health Department regulations.
- The can of cheese can also be stored if it was opened and not entirely used in the shift. That should also be labeled clearly of **when it was opened** and kept stored in a refrigerator.

CASH HANDLING AND FRONT GATE PROCEDURES

Cash Handling Policies

Proper cash handling is essential for maintaining accurate sales records, preventing loss, and ensuring accountability. All employees handling cash are expected to follow these guidelines at all times:

Starting and Ending the Shift

- Each shift begins with a designated starting cash amount in the register. Employees must count and verify this amount before beginning transactions.
- At the end of each shift, employees may be required to count the cash drawer with the concession lead or the Director of Operations and report the total. Any discrepancies will be documented immediately.

Handling Transactions

- Always state the total price clearly before accepting payment.
- Count back change to the customer to confirm the correct amount is given.
- Only the assigned cashier should handle money during their shift - there will be one assigned cashier for the day in both the concession stand and front gate. No one else should make transactions in order to cut down on guesswork if a discrepancy arises.
- If a mistake is made (e.g., incorrect change given), it must be corrected immediately and documented if necessary.

Security & Accountability

- The cash drawer should **never** be left open or unattended.
- If a guest disputes a transaction, refer them to the Director of Operations for resolution.
- If employees receive large bills (\$50, \$100), they should store them underneath the cash register insert.
- **IN THE EVENT OF ROBBERY:**
 - Never argue against the orders of an individual with a weapon or who threatens to have a weapon on their person.
 - If this situation ever arises, immediately hand over the cash register funds.
 - Money can be made again, your life can not be replaced.
 - Even if you do not see a weapon, if the guest is unstable or threatens to have a weapon on them, **comply immediately**.
 - Do not **ever** attempt to 'be a hero' in the event of a robbery. Our first priority is *always* safety. Do not argue against a robber, do not interfere, do not in any way insert yourself into a robbery if not involved.
 - If you are in another area and see a robbery taking place and can **safely and discreetly** contact 911, that is the only allowed instance of interference.

- **Do not ever attempt to apprehend. Any staff who violates this policy will be subject to severe consequences up to and including immediate termination.**

End-of-Day Procedures

- The cash drawer must be counted and balanced before the cashier leaves. If there is an overage or shortage, it must be reported immediately.
- The final cash total should be recorded, and the deposit must be secured according to the Director's instructions.

Failure to follow cash handling procedures may result in disciplinary action, up to and including termination.

SANITATION AND CLEANLINESS

Sanitation and Cleanliness Policies

Maintaining a clean and sanitary environment is essential for the safety and satisfaction of our guests. All employees are required to adhere to the following sanitation and cleanliness protocols:

Sanitizing Solution Preparation and Maintenance:

- Preparation: Use the designated red buckets for sanitizing solutions. Add one capful of bleach to each bucket filled with warm water (avoid using cold or very hot water) to achieve the appropriate concentration.
- Frequency of Change: Sanitizing solutions must be prepared fresh daily. Additionally, the solution should be changed every 2 hours, or more frequently if the water becomes visibly soiled, to maintain effectiveness.
- Labeling: Clearly record the date and time of preparation and when the buckets were changed and refreshed to ensure proper monitoring and compliance.

Cleaning Procedures:

- Food Contact Surfaces: All utensils and food-contact surfaces must be cleaned and sanitized immediately after each use.
- Non-Food Contact Surfaces: Regularly clean and sanitize high-touch areas, such as door handles, counters, and equipment controls, to prevent cross-contamination.
- Restrooms and Storage Areas: These areas should be inspected and cleaned multiple times throughout the day to ensure they remain sanitary and presentable.

Personal Hygiene:

- Handwashing: Employees must wash their hands thoroughly with soap and warm water for at least 20 seconds before starting work, after handling food, after using the restroom, and any time hands become contaminated.
- Protective Gear: Wear disposable gloves when handling food, and change them regularly, especially after touching non-food surfaces or when switching tasks.
- Personal Hygiene: All employees should arrive with their own hygiene completed in a way that is required for a representative of the City of Sullivan.

Waste Management:

- Trash Disposal: Empty trash cans regularly to prevent overflow and potential contamination.
- The concession area for guests should be checked consistently throughout the day to ensure that the area is free of garbage or other messes.

- Tables should be cleaned a minimum of twice a day- at the start of the day and midway through the day (2pm). They should still be cleaned other times if there are any messes on them.

By diligently following these sanitation and cleanliness policies, we ensure a safe and enjoyable environment for both our guests and staff. Non-compliance with these protocols may result in disciplinary action.

EMPLOYEE RULES

Employee Rules for Concession and Front Gate Workers

All employees working in the concession stand or front gate are expected to conduct themselves professionally and responsibly. The following rules must be followed at all times:

Professionalism and Guest Interaction:

- Always be courteous and respectful to guests. You are the first point of contact for many visitors, and your attitude reflects on the pool as a whole.
- Personal phones should not be used while dealing with customers. If you need to use your phone for an emergency, step away from the view of guests to do so.
- Friends and family may stop by to visit, but socializing should never interfere with job duties. If there are no customers, use that time to clean, restock, or prepare for the next rush.
- No foul language is permitted to be used by employees while working, period. Even when employees are off the clock, remember that Sullivan is a small town and you still represent the City of Sullivan.

Workplace Conduct:

- Employees must remain attentive and engaged during their shifts. Laying on the floor, leaning excessively, or sitting in a way that appears unprofessional is not permitted.
- If an employee receives a break during their shift, it should be taken out of view of guests and should not interfere with shift responsibilities.

Cleanliness and Organization:

- When business is slow, use the time to wipe down surfaces, restock supplies, or organize the workspace.
- All food and beverages must be handled according to health and safety regulations, including proper glove use and regular handwashing.

Honesty and Accountability:

- Employees are responsible for all money and inventory they handle. Any shortages or overages can be means for a verbal or written warning or termination in extreme cases.
- Taking food, drinks, or money without permission is strictly prohibited and will be treated as theft, which may result in serious consequences. If you are unsure about what is allowed, ask the Director of Operations or Concession Supervisor before taking anything.
- All transactions must be completed honestly and correctly. Giving away free food or drinks without proper authorization is not allowed.

- In the next section, we are going to go over when that is allowed and how it should be handled.
- Inventory will be counted twice a week and recorded, extreme shortages can be treated as theft without other documentation. It is very important that employees record **all incidents of waste** (dropped food, broken packages, etc) to avoid disciplinary action.

Failure to follow these rules may result in disciplinary action, up to and including termination. The concession stand and front gate are key parts of our operation, and every employee is expected to contribute to a clean, efficient, and welcoming environment.

GUESTS IN NEED

Policy on Assisting Guests in Need

At our pool, we believe in creating an inclusive environment for all guests, including those who may not have the means to purchase food or drinks during their visit. While we encourage all visitors to bring their own snacks or purchase from our concession stand, we recognize that some of our younger guests may find themselves in difficult circumstances.

Assistance Guidelines:

Identifying Guests in Need:

- If a staff member notices a child who consistently does not purchase food or drinks despite being at the pool for an extended period, they may offer assistance.
- The child should be approached with sensitivity, ensuring no embarrassment or stigma is attached to the offering.
 - Example: “Hey, buddy, do you want a Gatorade? You’re going to melt out here! I’ve got an extra one, do you want red or blue?”
 - Some older guests (preteens, typically) can be embarrassed by being offered free food. You can offer to exchange small ‘jobs’ instead: “Hey, is there anyway you could help me out? If you could go look at the trash cans in the back and tell me if they’re full, I’ll give you a hot dog and pop.”

What Can Be Offered:

- Staff may offer 1 hot food item, 1 drink, including water or soda, 1 candy or frozen treat, such as a popsicle or small candy item, and 1 snack item to any guest in need.
 - Clarifying: Fred and George are at the pool every day from open to close and staff notices that they never have food or purchase food. They can both be offered one item from each category per day.
- These offerings should be kept to one serving of each category per day to ensure fairness and to manage inventory.

Water and Popsicles:

- Water and popsicles can be provided free of charge, and children without money may have as many as they want throughout the day.
- Popsicles and water are very cheap and hydration is an important aspect of safety. If a guest is thirsty and without funds, offer them a popsicle or water.

Documentation:

- Each instance of offering food or drinks should be recorded on the designated “Guest Assistance” sheet. This ensures transparency and allows us to track and maintain fairness in the distribution of assistance.

This policy ensures that every child has access to basic necessities while at the pool, regardless of their financial situation. We aim to create a welcoming, community-minded atmosphere where every guest feels cared for.

EMPLOYEE DISCOUNTS AND FOOD

Employee Discount and Assistance Policy

We strive to ensure that our staff is well-supported during their shifts and never goes without necessary food or beverages. To foster a positive and healthy work environment, we offer the following guidelines for employee discounts and assistance:

Free Items for Employees:

- Water and tube popsicles are available to employees free of charge throughout their shift.
- Employees may enjoy unlimited amounts of water and tube popsicles during their shift.
- All free items (water and popsicles) must be recorded on the employee sheet by staff to ensure proper tracking.

Discounted Purchases:

- All other items at the concession stand, including hot food, snacks, and drinks, are available to employees at a discounted rate.
- Employees must pay for these items at the time of purchase, but the discount is automatically applied.

Assistance for Employees in Need:

- If an employee does not have money to purchase food or drinks during their shift, they should immediately speak with the Director of Operations.
- The Director of Operations will assess the situation and may provide an exception or IOU to ensure the employee has access to food. This ensures that no employee goes hungry, as we prioritize safety and well-being.

This policy is designed to support our staff while ensuring they can stay hydrated, nourished, and energized throughout their shifts without concerns over cost. Please be sure to follow the guidelines and communicate any needs to management promptly.

Opening and Closing Policies

Opening and Closing Policies for Concession Staff

Opening Procedures:

1. Arrive on Time: Ensure you arrive at the time your shift starts to assist in the setup of the concession stand.

Set Up Equipment:

- Turn on all necessary equipment, including hot food rollers, pretzel cookers, and nacho cheese crockpots.
- Ensure the food prep areas are clean and organized before starting food preparation.
- Prepare red sanitation buckets and record the time on the sanitation document.

Prepare Stock:

- Restock all food, drinks, snacks, and supplies as needed.
- Check that all refrigerators, coolers, and shelves are stocked with sufficient items for the day.
- **Twice a week, inventory will need counted and recorded at the end of the day. This must be done on designated days before closing employees leave.**

Cleanliness: Ensure the concession stand is clean and organized before opening for guests. Wipe down surfaces, sanitize areas with the red sanitation buckets, and prepare the cash register.

Closing Procedures:

Finish Concession Stand Clean-Up: Once all food prep equipment has been cleaned and the concession stand is shut down, the entire concession team must assist in cleaning the rest of the facility. This includes:

- Sweeping and mopping the floor.
- Wiping down counters, tables, and other surfaces.
- Taking out the trash and replacing the trash liners.

Help with General Facility Closing:

- No one is allowed to leave until all closing duties are complete and all staff have finished cleaning the entire pool area and surrounding spaces.
- Concession staff is expected to assist with tasks such as sweeping the pool deck, cleaning bathrooms, and any other areas needing attention.

Final Check:

- Before leaving, the concession stand should be checked to ensure everything is shut down properly.
- Ensure all equipment is turned off, all items are stored correctly, and the area is neat and organized for the next shift.

Teamwork is Essential:

Remember, closing is a team effort. Everyone, including concession staff, must work together to complete the closing process. This ensures the facility is ready for the next day of operation and everyone can leave safely and on time.

Opening and closing checklists here

GENERAL INFORMATION FOR ALL STAFF

USE OF PERSONAL DEVICES

Use of Personal Devices Policy

General Guidelines for Employees:

- Personal Device Use: Employees may use their personal devices only during slow periods when there are no immediate tasks at hand, and they must be certain there are no other duties to attend to. This includes times when there are no guests needing assistance, no cleaning or maintenance tasks, and no active responsibilities.
- Lifeguards: Lifeguards must **never** have **any** personal electronic devices with them while on duty in the stands. This includes phones, tablets, or any other electronic items. Lifeguards should remain focused and alert at all times to ensure guest safety.
- Guest Interaction: Employees should **never** use their phones in front of guests. Doing so is unprofessional and gives the appearance of being inattentive to their duties. Phones should be kept out of sight and used only during appropriate moments, as outlined above.

Consequences of Misuse:

Failure to adhere to these guidelines may result in a verbal warning, further disciplinary actions, or termination if the behavior persists. The safety of guests and the professional reputation of the facility must always be prioritized over personal device use.

While personal devices can be used when there is no work to be done, they must not interfere with job responsibilities or guest interactions. Lifeguards, in particular, must remain undistracted, and all employees should maintain a professional appearance and demeanor at all times.

If employees are unable to adhere to this policy, the Sullivan City Pool can and will become a cell phone free environment for all employees.

WORK COMPUTER USAGE

Work Computer Usage Policy

Purpose of Work Computers:

The computers at the front gate and concession stand are designated for work-related tasks only. This includes checking in guests, processing transactions, checking guest information, and other job-specific duties. Personal use of the work computers is strictly prohibited.

Minimizing Distractions and Security Risks:

Using the work computers for non-work purposes, such as browsing the internet, playing music, or playing games, can not only cause distractions but also increase the risk of viruses or malware being accidentally installed on the system. The safety and security of the pool's computer systems must be prioritized at all times.

Consequences for Misuse:

- First Violation: The employee will receive a verbal warning regarding the misuse of the work computer.
- Second Violation: A written warning will be issued, noting the seriousness of the issue. The employee may be suspended for a period of time not to exceed five days.
- Third Violation: Further non-compliance with this policy may result in termination.

The consequences are without exception for any employee. The computers are expensive and essential tools for the concession and front gate employees.

COMPENSATION AND EMPLOYEE SHIFT CHANGES

PAYROLL AND TIMEKEEPING

Payroll and Timekeeping Policies:

Accurate timekeeping is essential for both payroll processing and maintaining the integrity of the workplace. Employees are required to record and submit their hours properly, with no exceptions. Failure to adhere to these policies will result in significant consequences, including potential loss of pay or termination for intentional misreporting.

Payroll Schedule:

- Payroll is bi-weekly, paid every other Wednesday for the previous two-week pay period. Employees will receive their paychecks/direct deposit on the scheduled payday unless in the case of severe emergencies - which would be communicated with staff clearly.

Timekeeping Requirements:

- Employee Responsibility: Employees are responsible for accurately recording the hours they work. This must be done on the sign-in/sign-out sheet at the beginning and end of each shift.
 - The exact time should be put on the sign in/out sheet according to the clock in the front gate room. If it is 10:33am when an employee signs in, that is the time they should put on that sheet.
- Failure to Sign In/Out: If an employee fails to sign in or out, there will be no record of the shift worked, and they will likely not be paid for that shift. It is essential to ensure the timesheet is filled out correctly to receive payment.

Timesheet Submission:

- Employees are required to turn in their completed timesheets every other Wednesday. Ensure all hours worked are accurately recorded and submitted on time.
- If employees forgot what they worked, they can ask the Director of Operations for access to the sign in/out sheets for that pay period.
- Timesheets will be kept with the sign in/out sheet in the front gate - it may be simpler for employees to sign out on the sheet and record their hours worked on their time sheet every shift rather than trying to do it all at once at the end of the pay period and risking reporting incorrect hours.

Accuracy of Hours:

- Incorrect Hours: Employees must be diligent and accurate when recording their hours. Any discrepancy or intentional misreporting of hours can be treated as theft from the city and will result in severe consequences, up to and including immediate termination.
- Any timekeeping issues should be reported immediately to the Director of Operations to resolve discrepancies before they become issues.

SHIFT SWAPS AND CALL OFFS

Shift Swaps/Giveaway Policy:

Shift swaps are allowed but must be approved by the Director of Operations in advance. In the case of last-minute issues like illness, employees should text the Director with the necessary details. Without approval, the employee who misses their shift will be treated as a no call/no show, which could lead to consequences.

Approval Required:

- All shift swaps must be approved by the Director of Operations prior to the swap taking place.
- If a shift swap is not approved in advance, the employee who does not show up for their scheduled shift will be treated as a no call/no show.

Last-Minute Approvals:

- In the event of illness or an emergency, last-minute shift swap requests can be sent to the Director of Operations via text message.
- The employee requesting the swap must include the following information in the message:
 - Reason for the swap (e.g., illness, emergency).
 - The name of the employee who will take the shift.
 - How many hours the employee filling in for the shift has already worked that week before the swap is approved.

No Show Policy:

- Employees who fail to show up for their scheduled shifts without prior approval (whether it's a swap or simply a no show) will be considered as no call/no show and will be subject to disciplinary action.

CALL-OFFS:

- Calling off without a valid reason or without giving proper notice can disrupt the entire operation of the pool and the team. When staff members don't show up as scheduled, it creates additional strain on the remaining team, often forcing others to work past their shift or take on extra duties they weren't prepared for. It also impacts the quality of service we provide to our guests.
- We rely on every team member to be responsible and dependable, so the pool can run smoothly and safely. When you commit to a shift, you're not just showing up for yourself, but for the entire team and the guests who rely on us for a great experience.
- In order to avoid excessive call-ins, be sure to submit your availability on time and correctly.

- Employees calling off their shift should do so by **PHONE CALL** to the Director of Operations only. Do not text a call off, always call. Failure to **CALL** can result in the Director of Operations missing a text and the employee being considered a no call/no show.
- Reiterating: **ALWAYS CALL TO CALL OFF A SHIFT**. Shift swaps for approval can be done via text, **calling off your shift cannot be done as a text message, only ever a phone call.**

Pointing Process:

- Call-off more than 12 hours before shift AND no replacement AND without a doctor's note: 3 points
- Call-off less than 12 hours before shift AND doctor's note AND without a replacement: 4 points.
- No-call/No-show: 7 points

Disciplinary Actions:

- 3 points: Verbal warning.
- 5 points: Written warning and possible depletion of hours to no more than 5 hours weekly for no less than two weeks and not exceeding four weeks.
- 7 points: Final written warning and possible suspension for a period of time not to exceed seven days.
- 10+ points: Termination.

RESIGNATION AND TERMINATION

Employee Resignation Policy

1. Voluntary Resignation

Employees who wish to resign from their position at the pool are requested to give at least two weeks' notice to the Director of Operations in writing. The notice should specify the last day the employee will work and the reason for resignation (if employee wishes to share).

2. College Students Returning to School

College students who need to end their season to return to school must provide their resignation notice at least two weeks prior to their return to campus. This notice should be given as soon as possible but no later than two weeks before their last scheduled shift to allow for proper scheduling and staffing adjustments.

3. Exit Process

Employees resigning must return all pool property, including company purchased swimsuits, keys, and any equipment, on their final working day. An exit interview could be requested by the Director of Operations to discuss the reasons for resignation and gather feedback for the improvement of pool operations.

4. Failure to Provide Proper Notice

Failure to give the required two weeks' notice can result in ineligibility for rehire in future seasons. Additionally, the employee may not be entitled to their final paycheck until all pool property has been returned and proper documentation has been completed

TERMINATION POLICIES:

Termination Policy

Employees may be eligible for termination based on, but not limited to, the following reasons:

1. Violation of Pool Policies and Procedures

- a. Repeated or severe violations of pool rules, operational procedures, and safety guidelines.
- b. Disrespect or insubordination towards supervisors and other staff members.
- c. Theft, dishonesty, or failure to follow cash handling and timekeeping protocols.
- d. Failure to maintain a professional appearance or behavior, including using personal devices or working computers for non-work-related activities during shifts.

- e. Misuse or willful destruction of pool equipment and facilities.
 - f. Insubordination, including refusal to follow management directives or decisions.
 - g. Consistently failing to show up for shifts or not providing notice of absence.
 - h. Repeated poor work performance despite corrective feedback.
2. Steps for Termination Process:
- a. Initial Warning
 - i. Employees will be given a verbal warning for minor infractions or first-time offenses. This will be documented by the Director of Operations.
 - b. Written Warning
 - i. If the issue persists or is of moderate severity, a written warning will be issued, and the employee will be required to acknowledge receipt of the warning.
 - c. Final Warning
 - i. A final written warning will be issued if the behavior does not improve, or if a major violation occurs. The employee will be made aware that failure to change will result in termination.
3. Immediate Termination
- a. In cases of severe or egregious violations (e.g., theft, physical altercations, gross negligence, or endangering others), termination may occur immediately without the need for prior warnings.
5. Exit Interview
- a. Employees who are terminated will be given the opportunity to participate in an exit interview, conducted by the Director of Operations, to discuss the reasons for termination and provide feedback for improvement.

Important Note:

Employees who are terminated for serious misconduct, including theft, violence, or gross insubordination, will be ineligible for future rehire. Any incidents including violence, illegal substances, or other criminal activities will be reported to the Sullivan Police Department in accordance with the laws of Indiana. Final paychecks will only be issued once all pool property (uniforms, keys, equipment) are returned.

As the Sullivan City Pool is a department for the City of Sullivan, it is possible that termination from the pool can result in the employee being ineligible for hire by other city departments.

REHIRE AND END OF SEASON POLICIES

Rehire and End of Season Policy

Rehire Eligibility

- Employees who have fulfilled all job requirements, including showing up for shifts, adhering to policies, and performing their duties to the expected standard, may be considered for rehire in the following season.
- Employees who have demonstrated a strong work ethic, professionalism, and respect for pool policies will more than likely be invited back, provided the seasonal position is available.
- There is no guarantee of rehire, as staffing needs may change season to season, and the position is seasonal in nature. Employees should not assume they will be rehired each year.
- Employees who have been terminated for cause, have consistently violated policies, or have failed to meet performance expectations will not be eligible for rehire.

End of Season Procedures

- At the end of the pool season, employees will complete all necessary duties and return any uniforms and equipment issued. Final paychecks will be processed after the season ends, once all responsibilities are fulfilled.
- Employees will not be notified of whether they will be invited back until before the start of the next season.
- College students or other employees with scheduled end dates (e.g., due to school commitments) should notify the Director of Operations as early as possible about their planned end-of-season dates to ensure proper transition.

Seasonal Nature of Employment

- Employees should be aware that this is a seasonal job, and while good performance may make rehire more likely, it does not guarantee continued employment in future seasons.

City of Sullivan's Sexual Harassment Document and Signature Sheet Here

Thank you for being a part of our team! We're excited to have you with us this season, and we truly appreciate the hard work and dedication you bring to your role. We know this policy book can seem like a lot of rules, but at the end of the day, most of it is just common sense. Everything here is designed to ensure safety, smooth operations, and a great experience for everyone.

If, after reading through these policies, you feel that you can't or won't be able to follow any policies, or if you have any questions about these policies, please speak up now by requesting a private discussion with the Director of Operations (this can be requested in text for privacy). It's important that we all work together to maintain a positive environment, and if these policies aren't something you can get behind, it's better to discuss it sooner rather than later.

Remember, as an employee here, you represent the city of Sullivan, and we expect everyone to behave with professionalism and respect both in and out of the pool. We are counting on you to be responsible, reliable, and safe while you're on duty.

Thanks again for being part of the team! Let's make this season great.

Employee Acknowledgment and Agreement

By signing below, I acknowledge that I have received, read, and fully understand the policies and procedures outlined in this Employee Handbook. I agree to comply with all the policies, rules, and guidelines set forth, and I understand that failure to do so may result in disciplinary action, up to and including termination, as detailed in the handbook. I further understand that these policies are subject to change at the discretion of the Director of Operations and that I will be notified of any changes.

I acknowledge that I am responsible for adhering to these policies and understand the expectations of my role.

Employee Name: _____

Employee Position: _____

Employee Signature: _____

Date: _____

Director of Operations Signature: _____

Date: _____