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 UNC Asheville

Job Title:  Lifeguard  
Campus Recreation Department 

Supervisor:  Assistant Director of Campus Recreation-Sport Programs 

Purpose:
Provide supervision, maintain accurate count of pool users, enforce policies, and administer lifesaving techniques when necessary to all patrons using the pool.

Specific Duties and Responsibilities:

- Enforce all aquatic facility policies, rules, and regulations 
- Recognize and respond effectively to emergency situations 
- Inspect the aquatic facilities and report unsafe conditions and equipment to the Aquatics Coordinator 
- Actively guard and scan the pool area at all times; refrain from socializing while guarding 
- Secure the pool area by locking all doors when a lifeguard is not on duty 
- Attend and participate in mandatory trainings and in-service trainings 
- Attend to participant questions and comments 
- Complete daily reports 
- Complete additional duties as assigned 
- Perform regular chemical testing of pool water 

Knowledge, Skills and Abilities:

- Lifeguards must hold a certification in Lifeguarding, CPR/AED for the Professional Rescuer, and First Aid. 
- Knowledge of Campus Recreation general policies and all aquatic area rules, regulations and policies.

Minimum University of North Carolina at Asheville Hiring Standard:

- Currently enrolled as a student at UNC Asheville 
- Previous Lifeguarding experience preferred
Lifeguard Employment Policies

Hiring Policy – Individuals are hired each semester and on a ‘needs’ basis. Lifeguards can continue to work as long as they meet the employee expectations and remain in good standing with the employee accountability policy.

Scheduling – Work schedules are completed and set each semester. Before the beginning of the semester, you will be asked to fill out an Availability Form. The Assistant Director will develop a schedule based on all lifeguards availability and will confirm the schedule with all guards before it is finalized.

Pay Rate – $7.85 per hour

Paychecks – Paychecks are directly deposited into your bank account. You will need to complete a student employee contract as well as additional paperwork with the payroll department located in Phillips Hall.

Submitting Hours – All student employees are responsible for recording their own hours and submitting them online through the Oneport system. If you have questions or issues with Oneport, you may contact your supervisor or the payroll department.

Substitutions – Lifeguards are responsible for covering hours that they are scheduled to work. In the event you are not able to work, it is your responsibility to find a substitute lifeguard. This is done by filling out the ‘request a sub’ form online. It is also suggested that you call/email all other guards to try and find a sub. You are responsible for your shift until another guard has picked it up and notified the scheduling supervisor. If a substitution occurs last minute, you must notify either the Assistant Director or the Building Supervisor on duty.

Phone/Email – Make sure the Assistant Director has the most up to date contact information for you in order to get in contact with you. Check your email and voicemail often! If your student email is not your primary email, make sure to forward your student emails to your primary one.

Tardiness – You are expected to be in uniform and ready to be in the stand five (5) minutes before you are scheduled. The lifeguard uniform includes your UNC Asheville issued staff shirt, whistle, and swim wear. Please refer to Campus Recreation Employee Manual for Disciplinary Procedures. Head gear, socks and tennis shoes are not permitted while on duty.

Reporting an Absence Due to Illness – Lifeguards should not work when they are ill. If you are ill and scheduled to work, call the Assistant Director immediately. If you cannot reach the Assistant Director, leave a message on the voicemail, and call the Customer Service Desk at 828-232-5650 and ask to speak to the Building Supervisor. You are expected to find a substitute for your shift. When returning to work, you may be required to bring a note from the Student Health Center or your personal physician to confirm your illness.

Breaks – Lifeguards may be granted a 15-minute break when working a shift of three (3) hours or more. Breaks should be coordinated with the Building Supervisor. If the pool is busy, more than 10 people, during your shift, you cannot take your 15-minute break for that three-hour period and it does not carry over to the next time block. UNDER NO CIRCUMSTANCES SHOULD THE POOL BE WITHOUT A LIFEGUARD ON THE POOL DECK!
Secondary Guard – As the secondary guard who is not on the stand and in the office, it is your responsibility to record patron counts, and support the primary guard as needed. ABSOLUTELY NO HEADPHONES as the support guard. You must be in the position to react to an emergency as necessary.

Food Consumption – You may bring food and beverages to consume on your break. These may be stored in the refrigerator in SRC 204. No food or beverages on the pool deck except bottled containers. You may consume your food in 204 or other appropriate areas other than the pool deck. Please dispose of trash properly.

In-service Training – Your attendance at in-service training is MANDATORY. You will be paid for attending and participating. Dates and times of meetings will be posted on the website as well as communicated to you well in advance. If you are unable to attend the scheduled in-services, you must schedule a make up with the Assistant Director immediately. It is your responsibility to keep the certifications required for your position current. Additional training will be made available to you throughout the year. If you fail to take advantage of this opportunity, you must get re-certified on your own. You cannot continue guarding with expired certifications.

Monthly Swim - It is highly suggested that every lifeguard on staff, including substitutes, swim at least a 300 twice a month. You can swim while you are guarding if the pool is empty or you are on your break. If you do swim on shift, you must inform the supervisor on duty. This is part of your normal expectations as a professional rescuer.

Radios – Located in the pool office. Lifeguards must have a radio with them at all times. Make sure to have the radio turned up to where you can hear it. If you are the only guard on duty, have the radio with you at the lifeguard stand. To charge the radios, turn them off and then place them in the holder. Radios should always be on Channel 1.

Emergency Phones – Located in the Pool Office. When opening the pool, check the phone to ensure that it is functioning. Patrons are not to use the office phone. There is a courtesy phone located in the lobby by the customer service desk.

Lost and Found – Lost and Found articles are to be taken to the Customer Service Desk. If goggles or other swim related items are found, they can be temporarily stored in the lifeguard office.

Cleaning – Throughout each shift, lifeguards must perform cleaning duties as assigned.

Counts – Record how many people enter the pool during each shift. Record these counts in the operations manual located in the pool office.

Rotations – Lifeguards will rotate every 20 minutes while on shift. If guards choose to rotate quicker they may do so if both approve. Rotations more than 20 minutes shall not occur.

Evaluations – All of the elements within this manual will all be taken into consideration at the end of the Fall and Spring semesters for your evaluation.
Lifeguard Performance Standards

- The primary responsibility of a lifeguard is to protect the safety and well being of each person using the pool. No other duty should jeopardize this primary responsibility.

- **Never leave the Pool unattended!** Only UNC Asheville hired lifeguards can watch the pool—NO EXCEPTIONS (unless approved by the Assistant Director).

- One lifeguard must be in the guard stand when swimmers are in the pool. Both lifeguards should be watching the pool if there are more than 20 swimmers in the pool. One guard should be in the guard stand and the other positioned appropriately to compliment the guard in the stand. Guards are not to be sitting together while both are monitoring the water.

- Promptly enforce all rules and regulations specifically showering and no shallow water diving. Stop all unsafe actions and report all unsafe conditions to the Building Supervisor and/or the Assistant Director.

- Lifeguards must have a rescue tube, UNC Asheville issued staff shirt, and whistle worn at all times while on duty.

- Refrain from talking extensively with patrons or having visitors when on duty.

- Remain alert at all times. This is demonstrated by good posture, proper positioning at your station, using a method of zone coverage and having a constant awareness of your surroundings. If you feel fatigued, notify the Building Supervisor or the Assistant Director.

- Absolutely no cell phones are allowed on the guard stand or around you while you are on duty. Please leave your cell phone with your personal belongings which should be stored in Pool Office. If you need to make a call, do so in the pool office or outside the pool area while on your break. If a work order needs to be placed please notify the building supervisor or the Assistant Director.

- Do not bring personal items to guard chair, i.e. planners, books, or notes. NO EATING ON DECK. Guards may bring a plastic water bottle to their chair.

- Being under the influence of alcohol or any other illegal substance is prohibited while on duty.
Opening Procedures

1. Get pool key from SRC 204.
2. Turn On all lights for the pool including pool office.
3. Before pool opens, ensure no items/debris are inside or outside the pool. If items do exist, retrieve them and place in appropriate area.
4. Complete the water chemistry tests outlined in this manual and record in the “Pool Chemistry Section.” Sign off on pool tests, located on form.
5. Retrieve rescue tube from the pool office and put at lifeguard stand.
6. Observe all other areas of the pool to ensure no issues exist that would halt the pool opening.
7. Make sure Radio is TURNED ON before opening for patrons.
8. **If you notice anything that you are uncomfortable with for an opening, contact Facility Supervisor and/or Aquatics Director immediately.**

Closing Procedures

1. If patrons are in the pool 5 minutes prior to closing, politely let them know that the pool closes in 5 minutes.
2. Once all patrons have left the pool area, ensure all pool items are removed from the pool and pool deck and stored properly.
3. Make sure pool office is neat and clean before leaving for the day.
4. Turn off all lights including pool office.
5. Make sure radio is turned off and on the charger.
6. 

**Daily Duties**

1. Test pool chemicals (pH, free chlorine, temp)
2. Weekly tests for alkalinity and calc. hardness as indicated on chemical test sheet
3. Ensure all equipment is properly stored.
5. Follow daily performance standards.

**ANY TIME YOU DO NOT FEEL SAFE COMING TO OR LEAVING WORK, YOU MAY REQUEST A POLICE ESCORT BY CALLING (828) 251-6710.**
Pool Chemical Procedures

Please make sure you fill in all areas in log when checking chemicals. It is very important that our chemical logs are correct and complete. Chemicals will be checked at the opening of each shift, everyday.

If we have to close a pool due to a problem with the chemicals, or any other reason, write in the comments section time of pool closing and time of pool opening.

<table>
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<tr>
<th></th>
<th>Minimum</th>
<th>Ideal</th>
<th>Maximum</th>
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<tbody>
<tr>
<td>Free Chlorine, ppm</td>
<td>1.0</td>
<td>1.0-3.0</td>
<td>3.0</td>
</tr>
<tr>
<td>Combined chlorine, ppm</td>
<td>None</td>
<td>None</td>
<td>0.2</td>
</tr>
<tr>
<td>Bromine, ppm</td>
<td>2.0</td>
<td>2.0-4.0</td>
<td>4.0</td>
</tr>
<tr>
<td>pH</td>
<td>7.2</td>
<td>7.4-7.6</td>
<td>7.8</td>
</tr>
<tr>
<td>Total Alkalinity, ppm</td>
<td>60</td>
<td>80-100</td>
<td>180</td>
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Always close the pool if the chemicals are outside the high or low levels based off the chart above or if you have any doubt if it is safe for swimmers. Post signage in the locker rooms and on the doors leading to the pool to notify patrons of closures.

If the chemicals are not within the ideal range, or if you have questions about the pool being open, contact the following in this order and leave a message:

1. Jeremy (Assistant Director) at 828-250-2339 (office) and/or (540) 560-1785 (cell).
2. Close the pool and put up the proper signage.

Follow the chemical testing procedures as outline in each chemical testing kit. If you feel there is an error on your readings, use the second chemical testing kit before closing the pool and/or contacting professional staff. RECORD YOUR CHEMICAL READINGS CORRECTLY!!
POOL RULES

1. Each person must shower before entering the pool.

2. Other than lifejackets or noodles, no outside flotation devices or other outside items allowed in the pool.

3. Food, drinks, and gum are not allowed in the pool area.

4. No glass or pets in the pool area.

5. No Running.

6. Do not climb, sit, or stand on the lane lines.

7. Share lanes and practice proper lap swim etiquette when pool is busy.

THE LIFEGUARD ALWAYS HAS COMPLETE AUTHORITY OVER THE POOL AREA.

Whistle Communication

**One short blast**
- alert patron of rules (SHOWER, please walk, no diving, etc)

**Two short blasts**
- clear the pool; alert other lifeguard of coverage (getting off stand, need assistance, etc)

Pool Closure Signs

- If you need to close a pool for any reason, please place pool closure signs in the following locations:
  - On the outside of the door leading into the pool from the locker room hallway.
  - Have supervisor place ‘Pool Closed’ sign on the inside doors of each locker room leading to the pool.
  - Notify the Customer Service Desk of the pool closure.
- All ‘Pool Closure’ signs will be kept in the pool office.
Emergency Action Plan
SRC Pool

Emergency Action Plan Steps:

1. Lifeguard recognizes that someone needs immediate help in the water or on land.

2. Lifeguard activates Emergency Action Plan
   a. Before leaving the lifeguard stand, the primary lifeguard first activates the Emergency Action Plan by giving 2-whistle blasts to clear the pool and alert other lifeguard.
   b. The secondary lifeguard responds by clearing patrons from pool or providing back-up coverage, gives additional help, calls student supervisor, and calls Campus Police personnel if necessary (6710).
   c. Lifeguard follows the General Rescue Procedures for emergencies that occur in the water or on land.

3. Non-life and Life Threatening Injuries
   a. For all injuries immediately contact the facility supervisor or professional staff member. Use the radio or call the customer service desk at ext. 5650.
   b. If the injury is life threatening, upon contact a Campus Rec staff member, call Campus Police (6710).
   c. Remain calm and assist Campus Rec staff and/or medical professionals where necessary.
   d. First Aid supplies are available for patrons and can be found in the pool office. Additional supplies are available through a Facility Supervisor.

4. Chain of command notified: Primary lifeguard ensures Assistant Director and student facility supervisor are notified as soon as possible for all major injuries.

5. Accident/Incident Report Forms: Once an injury or incident occurs, the primary lifeguard and/or must complete an accident/incident report form. You must gather all appropriate information as listed on the form. If some information is N/A, please make aware on the form itself. Once the form is complete, make sure Assistant Director receives report.

6. Witnesses interviewed: For any major incidents primary and secondary Lifeguards with the help of the Facility Supervisor interview witnesses to the incident.

7. Test Water Chemistry: If an accident/incident occurs and fluid is released into the pool, test the water in the pool where incident occurred immediately. Record water chemistry results on accident/incident report.

8. Equipment checked:
   a. The lifeguards must check the equipment and supplies used in a rescue. Any damaged or missing items are reported or replaced. If the pool was cleared during the incident, all required equipment must be back in place before reopening the facility.
9. **Corrective Action Taken:** Any situation that may have contributed to the accident/incident is corrected before the facility is reopened or as soon as possible.

10. **Follow-up Staff Discussion.** Staff should be involved in a debriefing within a reasonable period after the incident.

**Evacuation Route**
- When fire alarm sounds, blow your whistle and clear the pool.

- Lifeguards make sure patrons exit SRC Pool through door leading to the Emergency Exit just outside the Olympic Weight Room. Secondary exits are all other doors exiting the multi-purpose courts.

- If primary exits 1 & 2 are blocked, exit through doors either leading to front of Justice Gym or up towards SRC Front Desk.

- No patrons are allowed to enter or exit locker rooms.

- Make sure that one lifeguard has a radio on at all times to assist with communication.

- One lifeguard should go to the Customer Service Desk and get towels and clothing for patrons.

- Once outside, proceed to designated safe areas. Areas include: back left corner of outdoor track (soccer field side), and the bulldog statue on University Heights. If these two areas are not accessible, continue to a safe location, ample distance from the facility.

- A student supervisor or professional staff will notify lifeguards that it is safe to re-enter building.

- Direct patrons to return all towels and clothing and return them to the Equipment Desk.

- Make sure one lifeguard is in the guard stand before allowing swimmers to reenter the water.

**Thunder and Lightening Procedure**
- In the event of Thunder and/or Lightening, the Customer Service Rep will radio the lifeguards from the customer service desk.

- The lifeguards will then clear the pool and will make sure all patrons wait in another area of the facility other than the pool deck/area.

- Once the pool is cleared, a period of 20-minutes must elapse without thunder or lightening before patrons can re-enter the pool. Place the “POOL CLOSED” sign on the doors and make sure they are
locked before leaving the pool area.

- Each time thunder or lightening occurs the 20-minute waiting period re-starts itself.
- Facility Supervisors will communicate with lifeguards when the “All Clear” is given. ALWAYS MAKE SURE RADIO IS ON!!
- DO NOT re-open the pool until you have been given the ‘all clear’ notification from the facility supervisor.

Pool Contamination Protocol

Surface/Pool Deck Contamination
- Block off area from patrons until spill is cleaned up with signs (wet floor, etc)
- If only one guard, contact facility supervisor to assist
- Always wear rubber gloves while dealing with spills
- Remove excess contaminant material with paper towels, broom, etc.
- Use Blue Wonder solution, add to surface and let sit for 3-5 minutes before wiping it up with paper towels
- Deposit all towels, gloves, rags, etc. into a biohazard bag and contact supervisor for removal
- If any additional materials (mops, brooms, brushes, etc.) are used in the clean up, they must be completely disinfected with Blue Wonder before using again.

In Pool Contamination

Blood
- When there is a blood spill inside the pool, remove all patrons from the pool
- If large enough, help push water surrounding spill into the gutter line for filtration
- Once contaminated water has been filtered, wait 10 minutes before allowing patrons to return to the pool
- The 10 minute wait period begins when all evidence of blood cannot be seen in the water.
- Ensure all patrons that chlorine kills all bacteria associated with blood and they are safe to resume swimming
- If any questions persist, please contact Jeremy.
Fecal Contamination

Vomit and Solid Fecal Contamination
- First clear the pool of all patrons.
- Record the time of incident, age of patron (if known), Free Chlorine level and pH at time of incident. Contact Facility Supervisor, Aquatics Director, and Maintenance.
- Remove all solid, reachable contaminates from the area using a skimmer pole or net.
- Place all contaminates into a Bio Hazard bag located in the pool office and dispose of in SRC 204.
- All equipment used to remove the vomit and fecal matter shall be sanitized immediately.
- **NO PATRONS SHALL BE IN THE POOL UNTIL DISINFECTION PROCESS IS COMPLETE!**
- After 30 minutes, re-test the pool chemistry and if levels are in line (as with opening), allow patrons to re-enter the pool

Non-solid Fecal Contamination (Diarrhea)
- First clear the pool of all patrons.
- Record the time of incident, age of patron (if known), Free Chlorine level and pH at time of incident. Contact Facility Supervisor and Aquatics Director immediately.
- The pool must remain closed for at least 12 hours.
- Assist Facility Supervisor with posting signs to ensure patrons are made aware of closer
- The Aquatics Director will ultimately determine when the pool may re-open.
- When the sanitizing contact period is completed, the pool may reopen once:
  - The free chlorine levels are reduced to the maximum allowed (7.0ppm).
  - The pH is balanced and between (7.2-7.8).
  - The circulation system is operating.
UNC Asheville
Lifeguard-Student Employee Contract

By signing this contract, I agree to:

Support and abide by all policies, procedures and regulations as set forth by the UNC Asheville Campus Recreation Employee Handbook.

Perform in good faith all duties and responsibilities described in the UNC Asheville Lifeguard Manual, job description, personnel memorandums, and discussions at employee in-service training sessions, and meetings.

Represent UNC Asheville and Campus Recreation in an honest, positive and professional manner at all times.

______________________________
Print Name

______________________________
Signature ______________________

Date