

VIRGINIA POOL SERVICES

EMPLOYEE HANDBOOK

April 2015

*P. O. Box 579 - Haymarket, VA 20168
571-248-4400 or 1-866-422-7665
Fax 571-248-4403
Email: vaps@comcast.net
www.vapoolservices.com*

Index

Section I Company Information

Section II Employee Information

1. Obligations of VAPS Employees
2. Employment
3. Employment Forms and Certifications
4. Conduct and Responsibilities
5. Termination of Employment
6. Exit Interview
7. Problem Solving Procedure
8. Company Property
9. Conflicts of Interest
10. Worker's Compensation
11. Unemployment Compensation
12. Equal Employment Opportunity Policy
13. Sexual Harassment Policy
14. Criminal Activities
15. Personal Property
16. Smoke-Free Environment
17. Compensation
18. Work Schedule
19. Pay Checks
20. Pay Periods
21. Attendance
22. Uniforms and Appearance

Section III Lifeguard/Manager Duties and Responsibilities

Section IV Safety and Accident Prevention

Virginia Pool Services, Inc.

This handbook sets forth general policies and procedures, as well as ethical and professional standards which govern employee and business activities. This handbook is applicable to all employees of Virginia Pool Services, Inc. (VAPS)

It is the responsibility for all employees to read this handbook and to follow the policies and procedures. Employees are to sign the certification document provided at either an interview or at one of the Orientations indicating that you, the employee, will read this document. By signing the acknowledgement form, you are verifying that you will read the handbook. You further agree to conduct yourself in a professional manner consistent with the policies, procedures and standards set forth.

The policies and guidelines described in this Handbook supersede all previously stated or implied policies, practices and procedures, and are subject to change at any time without notice at the discretion of Virginia Pool Services, Inc.

If you have any questions, please email the office at vaps@comcast.net or call the office and speak to one of the supervisors.

SECTION I - Company Information

ADDRESS Virginia Pool Services, Inc. (VAPS)
PO Box 597
Haymarket, VA 20168

TELEPHONE 571-248-4400
1-866-422-7665

Fax: 571-248-4403

EMAIL vaps@comcast.net

WEB SITE www.vapoolservices.com

OFFICE HOURS Staffed from 9:00AM to 5:00PM
April 1 through September 30
Monday through Friday

From October 1 to March 31, the office is not staffed at all times.
Email the office or leave a message if no one is in the office at the time you call.

The office is closed after hours and on Saturday and Sunday

FOR EMERGENCIES

- Call the office at 571-248-4400 or 1-866-422-7665
- Wait for the answering service to respond
- Give a message to the answering service to have supervisor paged,
Do not leave a voicemail

For non-emergencies, email the office at vaps@comcast.net, or call the office and leave a message.

SECTION II – Employee Information

1. **OBLIGATIONS OF VAPS EMPLOYEES**

As a VAPS employee, you must:

- Be on time to your scheduled shift
- Wear full VAPS uniform (shorts, bathing suit, shirt, whistle)
- All certifications must be up to date and on your person at all times when working for VAPS
- Any and all personal electronics, including cells phones, must be kept out of view at all times, charging of these items are not permitted in view of patrons

2. **EMPLOYMENT**

Employees must provide to VAPS an employment application, copies of current and applicable acceptable certifications, and completed state and federal withholding exemption certificates, and any other necessary forms and/or documents required for employment. A Form I-9, Employment Eligibility Verification, will be completed prior to the time you start work. Personnel are not considered an employee until all of the forms are completed and returned to the office. Employment is at the will of VAPS and there is no contract, express or implied, regarding employment.

3. **EMPLOYMENT FORMS AND CERTIFICATIONS**

Paychecks will not be issued until all forms and certifications have been completed and provided to VAPS.

- ✓ VAPS Employment Application
- ✓ Form W-4, Employee's Withholding Allowance Certificate (Federal)*
- ✓ Form VA-4, Employee's Virginia Income Tax Withholding Exemption Certificate*
- ✓ Form I-9, Employment Eligibility Verification. Your signature on this form and the documentation must be witnessed and signed by your supervisor.
- ✓ Work Permits

Current copies of the front and back of Certifications required for your position. **Original Certifications must be kept readily available while on duty. A current copy should be provided to office and a copy maintained at primary pool.**

*New forms are required when exemptions change.

It is the responsibility of the employee to notify the VAPS office of all changes. CHANGES RELATING TO EMPLOYEE PERSONAL INFORMATION MUST BE SUBMITTED TO THE OFFICE BY EMAIL OR LETTER, OR A WRITTEN CHANGE PROVIDED TO A SUPERVISOR. PHONE MESSAGES WILL NOT BE ACCEPTED.

4. **CONDUCT AND RESPONSIBILITIES**

Employees are expected to perform their assigned tasks to the best of their ability and perform their duties in a professional and courteous manner. Failure to perform duties, responsibilities, and proper conduct will result in disciplinary action. Disciplinary action ranges from a verbal warning through discharge depending on the seriousness of the violation.

CERTIFICATIONS AND LICENSES

Lifeguards are to have proper certifications/licenses with them at all times while they are working. Lifeguards are responsible for maintaining current certifications and licenses. A copy will be maintained at the office and a copy should be maintained at your primary pool facility as well as available to you where ever you work. If a pool facility is inspected and a lifeguard on duty does not have current or proper credentials, they will not be permitted to work until they are correct. If the pool is closed because of improper credentials, the lifeguard will be charged \$100.00 and deducted from your paycheck.

TRESPASSING

Lifeguards are not permitted on pool facility grounds at any time other than to work as a lifeguard unless they are a member of the community pool, or as authorized by VAPS. No exceptions to this policy, it will be considered trespassing and grounds for criminal prosecution.

REMAINING ON DUTY

If at any time the relief-shift person does not arrive in a timely manner, notify supervisor immediately and remain on duty until the supervisor or relief arrives. **A POOL FACILITY LEFT UNATTENDED IS GROUNDS FOR IMMEDIATE DISMISSAL.**

CHLORINATORS

Managers of a pool will be charged \$100.00 for each incident when the chlorinator is not turned off at the end of the work day, and will be deducted from paycheck. It covers the additional cost of chlorine used unnecessarily.

ELECTRONIC DEVICES

Use of all electronic devices is not permitted while lifeguarding or in the pool facility. The only exception would be to call the office if the pool phone is not working, or if it is an emergency. No texting, calls, games, etc. If you are found using your cell phone during work, you will be fined \$10.00 per incident.

OTHER

Friends or family may not visit you at the pool. While on duty, lifeguards are not permitted to sit on lounge chairs at any time.

Causes for Disciplinary Action or Termination include but are not limited to the following:

- Unauthorized presence at the pool facility
- Insubordination
- Deliberate damage to property or equipment
- Falsifying information
- Failure to maintain required certifications
- Inability to perform duties in a harmonious and productive fashion with co-workers, patrons or client personnel
- Theft or misappropriation of funds, records, equipment from VAPS, our clients or other employers or patrons
- Drug or alcohol abuse including possession of alcohol or an illegal drug, or reporting to work under the influence
- Fighting or committing an assault or illegal possession of a weapon
- Abusive, profane, or threatening language or behavior
- Leaving the work area without authorization
- Clocking in or clocking out another employee
- Unexcused failure to arrive at scheduled work shift time
- Excessive absenteeism and/or tardiness
- Poor job performance

- Neglect of duty
- Creating or failing to correct unsafe or unsanitary conditions
- Unapproved use of equipment, property or supplies
- Sexual harassment, racial or ethnic slurs
- Use of pool before or after hours
- Bringing relatives or friends to the pool
- Smoking, eating, or reading while on duty (eat at designated time and area)
- Not maintaining a diligent awareness of pool and patrons to ensure a safe environment
- Not wearing the appropriate uniform
- Not sitting in appropriate guard chair whenever there are patrons in the pool
- Use of electronic devices of any time in the pool area

5. **TERMINATION OF EMPLOYMENT**

Employment will be terminated if VAPS loses the contract to serve the site, upon conclusion of the seasonal contract covering the site, due to resignation, layoff, discharge, or retirement.

If you resign, you are expected to give a minimum of two weeks written notice.

6. **EXIT INTERVIEW**

An exit interview can be requested when employment terminates. The purpose is to discuss the reasons for leaving and to provide the employee with an opportunity to offer constructive suggestions regarding employment with VAPS.

During the exit interview, arrangements will be made regarding the following items:

- Computing pay and other entitlements due
- Leaving a forwarding address
- Returning VAPS property

7. **PROBLEM SOLVING PROCEDURE**

If there problems with your job, contact your supervisor immediately to either discuss or schedule a time to meet to discuss your issues.

Questions concerning pool operations, lifeguard duties, paychecks and schedules should be addressed to the office immediately.

You can take the following steps to make sure your problem gets a fair hearing:

- **Discuss your problem with your supervisor**
- **Speak to Regional Supervisor**
- **Request a meeting with an officer of the company**

8. **COMPANY PROPERTY AND EQUIPMENT**

Exercise reasonable care when using VAPS property or equipment, or client property and equipment. Use of such property/equipment should be for authorized purposes only. Negligence in the care and use of any property or equipment will be cause for disciplinary action up to and including termination.

Return all VAPS or client property, such as keys to a facility, to a Supervisor when your employment terminates. The last paycheck will not be released until all property has been returned in good condition. If property cannot be returned or is returned damaged beyond what is reasonable through normal use, its value may be deducted from your pay.

9. **CONFLICTS OF INTEREST**

Employees scheduled to work for VAPS are expected to give full attention to the performance of their job. Other employment should not interfere with the performance.

10. **WORKER'S COMPENSATION**

Worker's Compensation insurance covers work-related injuries occurring during scheduled hours. If an injury occurs, the employee must immediately complete an accident report and report it to VAPS. If the injured person does not submit a report within 72 hours, coverage may be delayed or denied.

VAPS's liability insurance is effective only during VAPS sponsored hours of operation. Injuries to employees due to negligence (such as failing to wear goggles while priming a chlorinator) are not covered by Worker's Compensation Insurance. Also, injuries to employees that occur before or after VAPS work hours also are not covered. All employees who work as an independent agent in activities not associated with VAPS (private swim lessons, etc.) do so at their own risk.

11. **UNEMPLOYMENT COMPENSATION**

You may be eligible for Unemployment Compensation if your employment with VAPS is terminated involuntarily. Your eligibility is determined by the Virginia Employment Commission. If you do not reside in Virginia, you may file for benefits through your local State employment service.

12. **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

All applicants and employees are recruited, hired, assigned, and promoted on the basis of merit. VAPS recognizes the rights of all persons in employment, compensation, promotion, education, positions of leadership and authority and shall not at any time discriminate against any employee because of race, color, religion, political affiliation, national origin, gender, sexual orientation, disability, age, marital status, veteran status, or any other legally protected status.

13. **SEXUAL HARASSMENT POLICY**

VAPS does not tolerate discrimination, sexual harassment, or racial ethnic slurs. If you feel that your or another employee has been subject to discrimination based on race, color, religion, sex or national origin, notify the office immediately. All reporting will be kept confidential.

VAPS recognizes federal and state measures to protect individuals from harassment including unlawful conduct and behavior. Any behaviors felt to be objectionable should be reported in writing to your supervisor and owners immediately. We prohibit any form of retaliation against an employee for filing or threatening to file a complaint under this policy. This policy also applies to non-employees, clients and suppliers.

14. **CRIMINAL ACTIVITIES**

Report all theft or criminal activities immediately to VAPS and the local police.

15. **PERSONAL PROPERTY**

Virginia Pool Services or the property owners will not be held responsible for any type of personal item while on duty. Any personal possession left in an auto or at the pool facility is not the responsibility of VAPS or the property owners. Theft of or damage to your vehicle or its contents is not the responsibility of VAPS or the property owners. No use of any type of entertainment/electronic device while on duty.

16. **SMOKE-FREE ENVIRONMENT**

Employees are not permitted to smoke at pool facility and grounds managed by Virginia Pool Services.

17. **COMPENSATION**

a. Wages

Wages are based on job responsibilities, location(s), time of year during which you work, and experience. Individual wages are determined and agreed upon at the time of hire. Raises are based on performance and knowledge of proper pool operations.

Rate of pay for seasonal employees working less than a full year, will be established at the time of hire or rehire. Wages are confidential and not to be made public, unless required by law, and should not be shared with co-workers; this is grounds for termination or loss of raise.

Changes to wages will be provided on a payroll change status form and provided to the office before any changes are processed. The form establishes the date the change is to become effective and the rate. Rate changes are not effective until the next two-week pay period, they will not become effective in the same pay period submitted.

b. Overtime

Overtime must be authorized in advance by a supervisor. Situations develop requiring a lifeguard to work more hours than scheduled. The lifeguard must first obtain approval from the pool manager. The pool manager should contact their supervisor to let them know. Every effort should be made to ensure that a person does not work overtime.

c. Pool Parties, Swim Meets and Practices

Lifeguards may sign up to work pool parties, swim meets and practices, or other functions, this is not considered overtime. A separate time sheet must be submitted in order to be paid for it.

d. Swim Lessons

Qualified lifeguards who want to provide swim lessons at a pool facility must obtain prior approval from VAPS and from the pool facility manager. Swim lessons are performed at the lifeguard's discretion and time. Swim lessons cannot be held during a lifeguards scheduled work time, and are not to be given during pool hours. Payment for swim lessons is not the responsibility of VAPS; it must be obtained from the individuals requesting the swim lessons.

e. Promotion

VAPS promotes from within for higher level job positions. Priority consideration is given to internal candidates who possess the necessary job qualifications and time employed with VAPS. Wages are adjusted accordingly.

f. Vacation

Seasonal employees may have five (5) consecutive, non-paid vacation days per season. Vacations must be approved by VAPS before employee is hired. Lifeguards should ensure they are not on the schedule to work during a scheduled vacation.

g. Military Leave

Provide the office with a copy of US Military Reserve orders at least 2 weeks in advance of the scheduled start of your leave.

18. **WORK SCHEDULE**

a. Lifeguard Duty Schedule

A Lifeguard Duty Schedule is prepared based on a two-week pay period. The schedule is posted at each facility/pool and shows the assigned work schedules for all employees. All employees must know their schedule; it is the employee's responsibility. Call the manager or supervisor if you have questions or concerns about your schedule. Only managers and supervisors can make changes to the Lifeguard Duty Schedule. Lifeguard Duty Schedules are picked up each week.

b. Time Sheets

Time sheets are prepared weekly for a two week pay period. Each lifeguard enters their own time worked on the time sheet. Supervisors will send a copy to the office on each Friday for the pay period ending Wednesday. VAPS only pays for the hours posted on the time sheet. If you forget to post the hours worked, you must notify your manager and/or supervisor to verify the information.

c. Non-Scheduled Work

Situations develop requiring a lifeguard to work more hours than scheduled. The lifeguard must first obtain approval from the pool manager. The pool manager should contact their supervisor to let them know. Every effort should be made to ensure that a person does not work overtime.

19. **PAY PERIOD/PAY CHECKS**

The pay period begins on Thursday and ends on the following Wednesday of each week. Pay checks are delivered to your primary work location every other Friday. If you do not work on the date pay checks are delivered, your pay check will be held at your primary work location until you can pick it up. Notify the office in advance, via email if you want it delivered to another location or mailed. Pay checks will be mailed on Fridays when pay checks are normally delivered. Pay checks due former employees will be mailed to the address on the application form unless other advised in writing or email.

YOUR LAST PAYCHECK WILL BE MAILED. PLEASE ENSURE THAT YOUR ADDRESS IS CORRECT (CHECK YOUR LAST PAYCHECK) AS IT WILL BE SENT TO THAT ADDRESS. ALL CHANGES TO PERSONAL INFORMATION MUST BE EITHER EMAILED OR MAILED TO OFFICE. TELEPHONE MESSAGES WILL NOT BE ACCEPTED.

Replacement checks will be issued free of charge if verifiable proof can be provided that it was destroyed. Any other replacement check without proof will be charged a stop-payment fee (\$45.00) on the missing check.

NOTIFY THE OFFICE OF ANY ERRORS IMMEDIATELY. ALL INFORMATION MUST BE PROVIDED TO THE OFFICE BEFORE ANOTHER PAYCHECK IS DELIVERED. EITHER EMAIL THE INFORMATION OR CALL THE OFFICE AND SPEAK TO SOMEONE IN THE OFFICE. NO RECORDED MESSAGE WILL BE ACCEPTED.

NO CHANGES WILL BE MADE RETROACTIVELY IF THE OFFICE IS NOTIFIED AFTER THE TWO WEEK PAY PERIOD. IF YOU FORGET TO SIGN IN OR OUT ON THE TIME SHEET, THE TIME YOU WORKED CANNOT ALWAYS BE VERIFIED AND YOU WILL NOT BE PAID FOR TIME THAT CANNOT BE VERIFIED.

20. **ATTENDANCE**

a. Work Schedule

All employees are expected to be at their scheduled pool on time and ready to open on the date and time scheduled. Absenteeism or tardiness is not acceptable. If you know in advance that you will be late or absent, notify your manager immediately. Lifeguards are personally responsible for notifying their manager. Only in an emergency situation can someone else call in for you.

FAILING TO ARRIVE ON TIME IS A SERIOUS OFFENSE. IF A POOL DOES NOT OPEN ON TIME BECAUSE THE LIFEGUARD IS LATE, THE LIFEGUARD WILL BE CHARGED \$100.00 AND DEDUCTED FROM YOUR PAYCHECK. TERMINATION WILL RESULT IF THE OFFENSE OCCURS MORE THAN TWICE. CALL THE SUPERVISOR IMMEDIATELY IF YOU THINK YOU ARE GOING TO BE LATE.

b. Substitutes

If you cannot work your scheduled shift, YOU are responsible for finding a qualified replacement. First ask your co-workers. If none can help you, refer to the employee phone list at the pool and other employees in the area supplied by your supervisor. After you have made every effort, contact your supervisor immediately and ask for assistance.

Always let your manager know the name and telephone number of the substitute you have secured, and the time he/she has agreed to work as your replacement. Your manager must approve the substitute you secure 48 hours in advance of the start of the shift you will miss.

c. Incllement Weather

Thunder and lightning is not a cause to not open or to shut down a pool at any time. Your manager will notify you if the pool is not opening or closing early. **UNLESS OTHERWISE NOTIFIED BY A SUPERVISOR OR MANAGER, REPORT TO YOUR POOL FOR SCHEDULED SHIFT.**

ONLY A VAPS SUPERVISOR OR PROPERTY MANAGER HAS THE AUTHORITY TO CLOSE A POOL. LIFEGUARDS CANNOT CLOSE A POOL AND WILL REMAIN ON SITE AND PERFORM MAINTENANCE CLEANING UNTIL RELEASED BY A SUPERVISOR. THE OFFICE, YOUR SUPERVISOR AND PROPERTY MANAGER MUST BE NOTIFIED IMMEDIATELY OF THE APPROVAL TO CLOSE.

21. UNIFORMS AND APPEARANCE

Employees are required to maintain a clean appearance and hygiene. Hairstyles should not interfere with vision or hamper life saving functions. Visible body piercing is not permitted. Lifeguards cannot wear jewelry that dangles, this is a safety precaution.

All lifeguards are required to purchase a complete uniform package before their first day of work. If you purchase uniform from VAPS, the cost may be deducted from your first pay check or you may purchase separately. Only VAPS approved swimwear will be worn, no other swim wear may be substituted. Uniforms that are stretched, torn, or otherwise show signs of excessive wear and tear must be replaced. Lifeguards should also wear appropriate sunglasses or hats to protect their eyes from the sun.

You may also purchase the following items from VAPS:

- Guard or Lifeguard tank tops
- Long or short sleeved T-shirts
- Sweat shirts
- Hip packs
- Whistles with lanyards.

To order any of these items, contact your supervisor. The cost for the items can be deducted from your paycheck.

SECTION III – Lifeguard/Manager Duties and Responsibilities

While on duty, the primary responsibility of all lifeguards is to ensure the safety and health of the pool patrons and to prevent injury by enforcing all rules and regulations of the pool and surrounding area. This includes everyone inside the pool facility.

AT ANY TIME A PERSON IS IN THE POOL AND DURING SWIM BREAK, A LIFEGUARD MUST BE SITTING IN GUARD CHAIR

Lifeguard duties and responsibilities will be posted at each pool.

Know the pool rules and enforce them consistently. Pool rules are posted at each facility/pool. The lifeguard is responsible for knowing the rules at the facility and enforcing these rules.

Emergency Phone Numbers

The following phone numbers are posted near the office/guard room phone and in the operational book:

- Police
- Fire
- Ambulance
- Pool Address and Phone Number
- VAPS Office and Phone Numbers
- Staff names and phone numbers
- Property Manager's name and phone numbers

The telephone numbers of staff members are confidential and should not be given out, unless otherwise permission has been given.

Messages

Each pool has an operable land line telephone. Each supervisor is equipped to receive messages. Call the VAPS Office (571-248-4400 or 1-866-422-7665) if you have any question or you want to have your supervisor paged. Wait at the phone for a response. In addition, there is a 24-hour answering service where you can leave a message for your supervisor or the office.

Pool and Facility Work Area

A clean, orderly work place is safe work place. Lifeguards are responsible for keeping the pool and surrounding area as clean and orderly as possible. Pick up broken glass or other sharp objects, trash and litter, and put in a trash receptacle.

Always wear safety gloves and footwear when cleaning the bathrooms.

Fix or report to the pool manager or supervisor potential hazards such as loose diving boards and ladders, slippery floors, broken or chipped concrete, broken chairs, damaged fences or gates, cracked skimmer lids, etc. immediately. Keep all pool equipment, including buckets and hoses, off the deck when not in use; equipment should be properly stored at all times.

Operational Report

Refer to the Daily Operational Report and Log for duties and complete this log accurately each day.

SECTION IV - Safety and Accident Prevention

Work smart and safely! If you are injured on the job, report your injury immediately to your supervisor.

Accident Report Form

If you are injured on the job, report injury to the pool manager or supervisor immediately and no later than 24 hours from the time it occurred. Fill out an accident Report Form completely or if unable to do so, have another employee do it for you.

Access to the office/guard room and to the pump room is restricted to VAPS employees and other persons specifically authorized to these areas.

Be safety-conscious, identify and correct unsafe or unhealthy working conditions immediately. Think about what you do before you do it.

Preventing accidents is a primary job of the lifeguard, to ensure the safety and well being of all patrons including swimmers and patrons on the deck. This means checking the pool, deck, grass area, bath house, etc. to make sure they are free of danger. Following are some guidelines:

- Watch the pool at all times
- Be sure to call rest breaks on time (15 minutes to the hour). This will help you stay alert, and give children a chance to rest.
- Never leave the pool area while people are in the water. This includes going in the pump room or answering the phone. Wait for break time or in some cases, ask everyone to get out of the pool for a few minutes.

When there are no swimmers in the water, patrol the pool area to spot potential hazards:

- Loose diving board and steps
- Loose ladder, broken steps, loose railings
- Broken glass, nails, etc.
- Slippery spots on the deck from standing water, clean up the puddles
- Pool equipment that is not properly stored off the deck.
- Slippery bathroom floors
- Inspect deck for broken concrete, loose rocks, etc.
- Loose or broken skimmer lids
- Broken chairs, damaged fences, furniture out of place. etc.
- Cracked tiles or coping

Chemicals

The Health Department requires chemical readings be conducted on an hourly basis and results recorded on the Operational Report; only Lifeguards with a Pool Operators Certificate can perform this task. If pH adjustments are needed, the pool should be cleared immediately and acid added as needed. If you are not sure of the proper method of handling a chemical or making a water balance adjustment, call the office to have your supervisor paged. This should be done prior to opening. Always exercise proper caution when adding chemicals to the pool water.

All chemicals are provided by VAPS. If you are running low on chlorine (one vat left), call VAPS immediately. Larger pools with four vats or more should call when two vats are empty. Also call VAPS if the acid is running low.

Always use proper storage and handling procedures for your own safety and that of the pool patrons. NEVER store acid near chlorine, and store chemicals out of the sun. Keep them in the guard room or other designated room. Refer to the Operational Book for additional instructions.

- Hazardous Materials Compliance Requirements
- Water Testing Tips
- Storing and Handling All Dry Chemicals
- Handling Accidents
- Manager Guidelines