

Project

HUNTER
COLLEGE



HAPPY

Swim Staff Handbook

Welcome to the Project HAPPY Aquatics team.

The benefits of swimming are endless, and we believe that everyone can learn to swim. Our mission is to provide participants with safe, fun, and high-quality instruction to help them meet and exceed their aquatic goals. The purpose of this manual is to acquaint you with the policies and procedures that help us accomplish this.

Please familiarize yourself with the information in this manual and keep it as a reference.

If you have any further questions about our policies **do not hesitate to ask!**

We look forward to working with you!

Sincerely,

Nicholas Dunkley, Aquatics Director

Natalie Palmer, Aquatics Coordinator

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STAFF POLICIES AND PROCEDURES

Scheduling

Schedules will be made at the beginning of the week. Minor changes may need to be made throughout the season. Days off must be requested before the Saturday of program. If you need to request additional time off for any reason, **you must email PENNY: projecthappynyc@gmail.com**

We want to be as flexible as possible, but keep in mind that once program begins, the more advance notice we receive, the more we are likely to be able to ensure the safety of our student ratio.

We count on all of you to be here when you say you will.

Lateness and Absence Policy

At Project HAPPY we promise our students an excellent swimming experience provided by 1-1 staff when necessary. Always be on time for your shift. You be in the water or on the deck waiting for students to arrive **BEFORE** the scheduled start time of the first lesson. Lateness or absence is **unacceptable**. If you are going to be late or absent you must **email or call PENNY** as soon as you think you may not make your shift as scheduled (e.g. if you are sick the night before, call immediately!). **PENNY CELL 917-882-0757**. Volunteers and staff who are late or absent without previous notice may be eligible for termination after one warning. **Any absence without at least 24 hours notice (no call/no show) is grounds for immediate termination**. Lateness of over 15 minutes may be considered absence.

Grooming and attire

You will be working with a diverse population of students, so it is important that you present yourself in a professional manner. Maintain proper personal hygiene and come to work well groomed. Please cover any offensive tattoos. For your own safety, large hoop earrings or other dangling jewelry are prohibited.

Wear the proper attire.

Appropriate, practical swimwear must be worn at all times. For men this means mid-thigh length (not overly long or baggy) swim trunks with the drawstring securely tied, and for women this means a one-piece suit or two-piece jog-bra style only (bikinis are not allowed).

Flip-flop style sandals are the only allowable footwear.

Alcohol and Drug Use

Anyone under the influence of alcohol or illegal drugs while on duty will be terminated immediately. Any use of illegal drugs, or the consumption of alcohol by minors, will constitute grounds for termination. Consumption of alcohol by staff of legal drinking age is prohibited within eight hours of the beginning of each shift.

Facility and Equipment Use

Follow all POOL RULES designated by the Dept. of Health

Please help keep the pool, locker rooms, showers, bathrooms, and any other areas used during program as clean as possible. If you see garbage on the floor, pick it up. If there is a spill wipe it up.

NO GLASS BEVERAGES ARE ALLOWED.

Much of the equipment we use is owned by other groups that use the pool, so treat it with respect and put it back properly when you are finished. Make sure all rescue equipment is stored properly and ready to use at any time. Hang any wet equipment or towels out to dry before putting them away.

STAFF RESPONSIBILITIES

Instructor

Our students entrust their safety to their instructors. A negligent, unprofessional, or unskilled instructor can jeopardize the health and safety of our students.

Instructors need to use the following guidelines **at all times**:

Always behave professionally and responsibly.

You are a role model for your students.

Teach in accordance with the teaching methods and philosophies provided by the Lifeguard and the Aquatics Director during class time.

NEVER turn your back to any student or **leave a student unattended**. Keep all of your students within your field of vision.

On the first day of class, inform the students of the pool rules, where to wait each day, and what to expect. Introduce yourself and learn the names of your students. Let the Lifeguard or Aquatics Director know immediately if 2 or more students are mismatched.

Instructors should always be in the water with their students. Exceptions may be made for advanced students with approval from Lifeguard or Aquatics Director.

Instructors are expected to demonstrate proper swimming technique to students.

Keep students engaged by presenting skills in a fun, interesting way, but be as efficient as possible in your use of time. All exercises and activities should improve the students' swimming and water safety skills in some way. Five minutes of structured "free time" at the end of class can be used as an incentive for good behavior with the students. ****Supervise free time, ensure that all activities and games are safe, and incorporate the use of swimming skills into these activities.**

Safety is the most important skill we teach. Take time to explain basic water safety skills and pool rules, particularly with young students.

During group classes avoid conversation with volunteers as much as possible. Be courteous and explain that you can talk at a later time.

Occasionally, an Instructor-In-Training may assist you. They are there to increase class efficiency by helping with students and to learn from you. When directing the Instructor-In-Training during class time, be clear and concise to ensure that their presence improves the quality and efficiency of the class instead of being a distraction.

We teach a diverse population of students, including many with various and severe special needs. If you have any questions or concerns about meeting a student's needs or you do not understand a particular skill, method of teaching, or anything else, please ask the Lifeguard and the Aquatics Director or a fellow instructor. We are HAPPY to help!

Lifeguard

While you are on duty, the safety of **all** students and staff is your primary responsibility. Lifeguards need to be ready at all times to recognize, prevent, and respond to potentially hazardous situations.

Practice Preventive Lifeguarding. Familiarize yourself with the facility and rules!

Enforce all of the rules consistently! No Exceptions

Regularly inspect the pool, deck, locker, shower, and bathroom areas, as well as all rescue equipment and first aid supplies. Correct any unsafe conditions found or inform Management of these conditions immediately.

If you see anyone, students or staff, engaging in behavior you consider unsafe, correct this behavior **immediately**, even if there is no specific rule against such behavior.

Look for high-risk situations (a nervous swimmer, an overly confident child, etc.) and Ask yourself: How might this situation become dangerous? Can I prevent that from happening? How will I respond if it does?

Wear the proper attire

Appropriate, practical swimwear must be worn at all times.

For men this means mid-thigh length (not overly long or baggy) swim trunks with the drawstring securely tied.

For women this means a one-piece suit or two-piece jog-bra style only (bikinis are not allowed).

You may wear a plain (no designs, logos, or words, please) t-shirt when on duty and shorts made of a light, quick drying material over your suit if you desire

Do not wear towels or any clothing that may slow your reaction time during a rescue or impede your progress in the water.

Flip-flop style sandals are the only allowable footwear.

Use proper scanning technique.

Scan your entire area of responsibility.

Respond **IMMEDIATELY** if you suspect a swimmer is in danger. Do not wait for the situation to worsen.

Do not let secondary duties interfere with scanning. Secondary duties may include getting equipment for instructors, performing cleaning or maintenance tasks, assisting a student.

Position yourself so that you have an unobstructed view of each student at all times.

Correct rule infractions or other unsafe behavior quickly, politely, and firmly. Do not argue or negotiate with the student.

Cell phones must be turned off and put away during your entire shift.

Come to work prepared for your shift.

Emergency Action Plan (EAP)

Active Victim Rescue

- Primary Rescuer (lifeguard) recognizes victim.
- Primary Rescuer activates EAP with one long whistle blast.
- Instructors and Counselors remove all children and staff from the water.
- Primary Rescuer makes appropriate approach and rescues victim.
- Primary Rescuer and Aquatics Director remove victim from water and perform primary/secondary surveys and care for any conditions found.
- Aquatics Director performs buddy check, then Instructors and counselors return children to the water.
- Staff debriefing occurs at end of shift to assess Emergency Response.

Passive Victim Rescue

- Primary Rescuer (lifeguard) recognizes victim.
- Primary Rescuer activates EAP with one long whistle blast.
- Instructors and Counselors remove all children and staff to the locker area or gymnasium.
- Primary Rescuer makes appropriate approach and rescues victim
- While assessing victim for consciousness and breathing, Primary Rescuer yells “Someone call 911, I have a(n) conscious/unconscious victim! I need a backboard!” and brings victim to northwest corner of pool (deep end, hallway side).
- Instructor or Counselor dials 9 then 911 on hallway phone. After the 911 dispatcher hangs up, Instructor or Counselor dials 200 to notify the Front Desk of emergency. Instructor or Counselor then keeps the hallway door open until EMS arrives.
- Aquatics Director brings backboard, CPR mask, and First Aid kit to northwest corner of pool.
- Aquatics Director becomes Secondary Rescuer and assists Primary Rescuer in victim extraction. Primary Rescuer and Aquatics Director perform primary/secondary surveys and care for any conditions found.
- Aquatics Director briefs EMS on the situation when they arrive.
- Aquatics Director performs buddy check, then Instructors and counselors return children to the water upon approval from the Athletic Facility Coordinator.
- Staff debriefing occurs at end of shift to assess Emergency Response.

Spinal Victim Rescue

- Primary Rescuer (lifeguard) recognizes victim.
- Primary Rescuer activates EAP with one long whistle blast.
- Instructors remove all children from the water and move any ropes, lane lines, platforms, or other equipment that may obstruct the path of the Primary Rescuer and victim. Counselors take all children to the locker area or gymnasium.
- Primary Rescuer makes appropriate approach and rescues victim
- While assessing victim for consciousness and breathing, Primary Rescuer yells “Someone call 911, I have a(n) conscious/unconscious spinal victim! I need a backboard!” and calls for a rescue tube if needed. Primary Rescuer brings victim toward northeast corner of pool (shallow end, hallway side).
- Instructor or Counselor dials 9 then 911 on hallway phone. After the 911 dispatcher hangs up, Instructor or Counselor dials 200 to notify the Front Desk of emergency. Instructor or Counselor then keeps the hallway door open until EMS arrives.
- Aquatics Director brings backboard, rescue mask, and First Aid kit to northeast corner of pool.
- Aquatics Director enters water with backboard and becomes Secondary Rescuer, assisting Primary Rescuer in securing the victim to the backboard. Primary Rescuer, Aquatics Director, and an Instructor extract victim from the water. Primary Rescuer and Aquatics Director perform primary/secondary surveys and care for any conditions found.
- Aquatics Director briefs EMS on the situation when they arrive.
- Aquatics Director performs buddy check, then Instructors and counselors return children to the water upon approval from the Athletic Facility Coordinator.
- Staff debriefing occurs at end of shift to assess Emergency Response.

Sudden Injury or Illness on Land

- Primary Rescuer (lifeguard) recognizes victim.
- For minor injuries or illness Primary Rescuer notifies Aquatics Director, who performs any necessary first aid while lessons continue.
- For serious or life-threatening injury or illness, Primary Rescuer activates EAP with one long whistle blast.
- Instructors and Counselors remove all children and staff from the water.
- Instructor or Counselor dials 9 then 911 on hallway phone. After the 911 dispatcher hangs up, Instructor or Counselor dials 200 to notify the Front Desk of emergency. Instructor or Counselor then keeps the hallway door open until EMS arrives.
- Primary Rescuer and Aquatics Director perform primary/secondary surveys and care for any conditions found.
- Aquatics Director performs buddy check, then Instructors and counselors return children to the water upon approval from the Athletic Facility Coordinator.
- Staff debriefing occurs at end of shift to assess Emergency Response.