



Date: June 2, 2020
To: City Council Members
From: Personnel Committee
Re: West Carver Community Pool Employee Handbook adoption

Attached please find a copy of the updated West Carver Community Pool Employee Handbook (with changes). On May 26, 2020, the Personnel Committee reviewed the handbook for alignment with current Employee Handbook guidelines.

This updated Handbook kept most of the rules and regulations for the pool itself, but changed the employee guidelines to match the current Employee Handbook. It is the recommendation of the Personnel Committee that this adopted Handbook be approved by the Council.

Recommendation: Approve the 2020 West Carver Community Pool Employee Handbook.



WEST CARVER COMMUNITY POOL Manual

Employee Handbook

Welcome to the City of Norwood Young America! As a professional lifeguard, you have been chosen for your maturity, emergency skills, and ability to prevent accidents and provide a safe, enjoyable experience for our patrons. Your efforts are vital to the success of our facility. ~~You are an important part of a larger team effort.~~

~~Be alert at all times. A moment of inattention may cost a life. Your top priority at all time is lifeguarding and safety. Secondary priorities include maintenance and other tasks. Visiting with family, friends and customers should be kept to a minimum. Answer questions from customers while watching swimmers or during a break. If you do not know the answer to a question, please refer the customer to the manager on duty.~~ You represent the City of Norwood Young America - portray a professional image at all times.

The City of Norwood Young America has chosen to adopt the *American Red Cross Lifeguard Training Program* as the certification standard for its lifeguard staff. All rescues, assists, and emergency first aid procedures performed by lifeguard staff members should remain consistent with this training. It is the responsibility of each lifeguard to remain current with his/her training and familiar with the information contained in the *American Red Cross Lifeguard Training Program* text and the protocols established in this manual. After employment, it is up to the individual to keep required certifications current. Copies of all certifications must be submitted with your employment application.

Required certifications:

- American Red Cross Lifeguard Training (includes First Aid, CPR/AED for professional rescuer)
- American Red Cross Instructor (certification strongly recommended)

In-service/Training:

- In-services are scheduled monthly with various training topics covered. Your attendance is required. If you miss the in-service, it is treated like a missed shift and disciplinary action will be taken.
- Concussion Training (online at http://www.cdc.gov/concussion/HeadsUp/online_training.html)

Table of Contents

RULES AND GUIDELINES

Pool Opening	3
Pool Closing	3
Rules and Guidelines	3
Slide Guidelines	3

GENERAL RESPONSIBILITIES

Lifeguarding	5
Swimming Lessons	5
Ongoing Maintenance Tasks	6

HUMAN RESOURCES

Attendance and Absences	6
Meal Breaks and Rest Periods	7
Time Reporting	7
Appearance and Dress Code	8
Personal Phone Calls	8

DISCIPLINE

Oral Reprimand	9
Written Reprimand	9
Dismissal	9

SAFETY AND EMERGENCY PLAN

Whistle Signals	10
Incident Reports	10
Concussion Training	10
Emergency Action Plan	10
Biohazard Response Guidelines	13

IMPORTANT FORMS

Emergency Action Guide	14
Incident Report	14
Bomb Threat Response	17

POLICIES

Respectful Workplace	18
Sexual Harassment Prevention	22

The Pool Rules and Guidelines

HOURS

- ~~The pool will be open Tuesday, June 5, 2018 – Monday, August 20, 2018~~ Friday, June 5, 2020 – Sunday, August 23, 2020
- ~~Open Swim during the week is from 1:00pm – 4:30pm and 6:00pm – 8:30pm~~ 1:30 – 5:00 and 6:15 – 8:30pm.
- ~~Open Swim on the weekends is 1:00pm – 8:30pm.~~
- ~~The pool will be closed on Wednesday, July 4.~~
- ~~There are five~~ seven ~~swimming lesson sessions along with private and semi-private lessons being offered.~~

POOL OPENING

Pool will open to the public on time. All lifeguards are required to be at their stations before anyone enters the pool. The pool cannot open if there are not three lifeguards on duty. Prior to opening each day, all furniture and equipment will be checked for damage and will be appropriately placed and ready for use.

POOL CLOSING

All pool closings are at the discretion of the manager on duty. All pool closings will be posted on the front door with the time and date the pool closed and the time and date the pool will re-open. Weather closings will be on the pool voicemail at least 30 minutes prior to the opening of swim lessons or open swim.

- Daily forecast temperature below 65° and sunny or 70° and cloudy shall close the pool for the day.
- Weather emergencies may also close the pool (see Emergency Action Plan).

SWIMMING LESSON REGISTRATION AND POOL PASSES

Swimming Lesson registration and Pool Passes can be purchased:

- ~~at the City's website~~ www.cityofnyc.com
- ~~at the West Carver Community Pool~~
- ~~at City Hall~~

RULES AND GUIDELINES

Enforcement of our rules should be conducted in a calm, professional manner, attempting to gain voluntary compliance. Be tactful, kind and courteous, yet firm while lifeguarding and watching swimmers. Do not antagonize or escalate situations. Do not threaten customers. If it is too busy, difficult or dangerous to enforce a rule, refer to the manager on duty.

BE SAFE

- Paying adult must be near children under 6 at all times. THERE ARE NO EXCEPTIONS. It is unsafe for them unless they are directly supervised IN the water.
- Only US Coast Guard Approved lifejackets are allowed under direct supervision of an adult. Water wings will be allowed when an adult is in the water supervising the child.
- No horseplay allowed (dunking, pushing, bullying, sitting/standing on shoulders).
- No running on pool deck or in the locker rooms.
- Steps and ladders must always be used when getting out of the pool.

BE RESPONSIBLE

- Diving is only allowed on diving boards or the deck where the boards are anchored. Board users must jump straight off the board and not to either side. One bounce on the board only.
- Always face the water when jumping or diving in from the side. The gradual slant of the pool floor poses a spinal injury hazard for divers who dive deep and at an angle.
- Goggles, masks, fins, snorkels, and kickboards are allowed only for their intended purposes.
- Harder balls, squirt guns, and general flotation devices are not allowed for general use unless special event or for those with disabilities.
- Refrain from using the pool if you have a contagious condition such as chicken pox, pink eye, ringworm, open wound, etc.

BE RESPECTFUL

- Profanity and inappropriate behavior will not be tolerated.
- No alcohol is allowed on the premises. Patrons under the influence of drugs or alcohol will be asked to leave the pool immediately and will not receive a refund.
- Tobacco is not allowed on premises including: cigarettes, chewing snuff, cigars, vapor, etc.
- Food and/or beverages are ~~not allowed in the pool, deck or locker room areas~~ only allowed on the pool deck. Absolutely no glass on the pool deck or in the locker rooms.
- No chewing gum is allowed in the pool area.
- Appropriate swim attire required. NO cut-offs with frayed ends. ALL non-toilet-trained babies must wear a swim diaper. Regular "gel" diapers are not allowed.
- Music is acceptable, but limit volume and choices to appropriate music for a children's pool.
- Cleansing shower required before entering pool.
- Spitting or spouting water and similar unhygienic actions are not permitted.

SLIDE GUIDELINES

Strong swimming ability required. Parental or adult supervision recommended. Toddler slide can be used by children age 10 and under only. Water depth is 3.5 feet.

- **FEET FIRST.** Enter pool feet first. No head first sliding. Rider should be lying down with feet and arms crossed.
- **ONE AT A TIME.** One rider at a time. Wait until the landing area is clear before entering the slide. No forming chains, rotating, tumbling or stopping in the flume.
- **LEAVE WHEN DONE.** Leave landing area immediately and exit to closest ladder.

Lifeguarding

GENERAL RESPONSIBILITIES

- **BE ON TIME AND ON DECK.** Lifeguards are expected to be on the pool deck and ready to go at the time that they are scheduled.
- **STAY AT YOUR STATION.** Be at your station before the patrons enter the water and do not leave until all guests are out of the water or until you are properly relieved.
- **BE ALERT AND PROFESSIONAL.** Be alert and professional at all times while on duty, sitting in an alert and professional manner, keeping one foot on the platform. **If you look alert it is easier to stay alert.**
- **KEEP IT PRIVATE.** Employee's personal information such as phone number and address is private data and cannot be given to the public. Personal cell phones should be kept in your vehicle or in a safe area behind the desk while you are on duty.
- **BE THE FIRST RESPONDER.** Lifeguards are expected to respond to and provide emergency assistance when necessary.
 - Follow the established Emergency Action Plan in the event of an emergency. Do not forget to signal the other guards and the manager on duty.
 - Begin the rescue operations properly when it is felt that a swimmer is in trouble or an emergency develops. **Do Not Hesitate!**
 - Follow up by providing additional medical assistance as needed and filling out an incident form. **Following a 911 call, immediately contact the Public Service Director.** The Minnesota Department of Health must be contacted within 24 hours by the Public Service Director.
- Telephones are to be used for emergencies, official use or for children to contact parents.
- Training for pool equipment (slide, pool lift) will be provided during new hire orientation. Contact the Pool Manager if you would like additional training.

SWIMMING LESSONS

- **BE ON TIME.** Instructors and aides should be at the pool, punched in and ready to work prior to the start of their first lesson. This time should be used to prepare equipment for your lesson, answer parent/student questions and make last minute adjustments to your lesson plans. Instructors should start their classes on time and have equipment ready prior to class start.
- **COMPLETE ALL PAPERWORK.** Instructor is responsible for all paperwork and lesson preparation for that class including class outlines, certificates and skill sheets. Course record forms must be completed and signed by a Certified Water Safety Instructor (WSI).
- **BE PRESENT AND ALERT.** **Never** leave your class unattended. If for any reason you need to leave and no guard is available to watch the students, ask them to exit the pool and have a seat away from the pool.
- **MAKE THE LESSON COUNT.** Be an active instructor/aide. Be in the water as much as possible. This is especially important for Levels 3 and below. Games and optional skills can be found in Red Cross Instructor's manuals, game books and other material in the office.
- **COMMUNICATE CLEARLY.** Instructors who wish to use another instructor's area should communicate with each other before bringing their class to that area. This includes the diving area.
- **LEAVE NO TRACE.** Pick up all equipment in your area after each class and put in its proper place in storage room. Help clean the rest of the deck and areas before open swim.

- **PREPARE APPROPRIATELY FOR SUBSTITUTES.** Instructors should commit themselves to teach the entire session. Substitutes need to be approved by Pool Manager. Instructors may not be gone on test day or the day before. Absent Instructors must leave a clear lesson plan written out and left on their clipboard.

ONGOING MAINTENANCE TASKS

Let the manager on duty know if there are any concerns in regards to pool area. Report any equipment that needs to be replaced or repaired promptly, to include the bathrooms. These tasks can be performed by staff after the open swim session ends or during the scheduled breaks:

- **REVIEW DAILY CHECKLIST**
- **LEAVE NO TRACE.** Keep the office area clean and tidy. Pick up trash in the lobby area and pool deck. Straighten up the storage room. Clean locker room - floors are free of trash, showers are turned off.
- **MAINTAIN THE LOST AND FOUND.** Sort through and throw away anything that has been there longer than a month or is unusable.
- **FOLLOW THE CLOSING PROTOCOL.**
 - **FURNITURE IN.** All furniture and loose toys will be secured in the shed each night and the shed door will be locked.
 - **OUTSIDE LIGHTS ON.** Outdoor pool lights will remain on at night. The pool house fan will also remain on at night. All lights inside the pool house will be turned off at night.
 - **DOORS LOCKED.** Front door, back door, office door, fence and chemical door must all be locked.
 - **CAMERAS ON.** Ensure security cameras are operational prior to leaving the building.

Human Resources

SCHEDULING

- ~~**CHECK THE SCHEDULE.** You are responsible for your shift.~~
- ~~**FIND YOUR OWN REPLACEMENT.** If you are unable to work one of your scheduled days, you are required to find a replacement.~~
- ~~**LET THE MANAGER KNOW.** "Trade Forms" must be completed and approved by the Pool Manager prior to the shift.~~

ATTENDANCE AND ABSENCES

The operations and standards of service in the City of Norwood Young America require that employees be at work unless valid reasons warrant absence. Pool employees who are going to be absent from work are required to **notify their supervisor** as soon as possible in advance of the absence. In addition, pool employees are required to **find their own replacement**. In case of an unexpected absence, employees should call their supervisor before the scheduled starting time and keep in mind the following procedures:

- If the supervisor is not available at the time, the employee should leave a message that includes a telephone number where he/she can be reached and/or contact any other individual who was designated by the supervisor.
- Failure to use the established reporting process will be grounds for disciplinary action.

PAYROLL / TIMESHEETS

- ~~**DO IT YOURSELF.** Each employee is required to complete their own timecard. Do not write on or complete another employee's timesheet.~~
- ~~**BE ON TIME.** Unless there is an emergency or you received pre-approval from the manager on duty, you are required to be at your work station by your start time.~~
- **TAKE YOUR BREAKS.** Employees that are scheduled to work eight hours in one shift are required to take a 30 minute unpaid meal.
- ~~**CHECK YOUR TIMESHEET.** Check your timesheet for the appropriate name, dates, and total hours worked. Be sure to have your timesheet completed and signed by the last day of the payperiod. Place all completed timesheets in the Pool Manager's file folder.~~
- ~~**CHECK THE DEPOSIT.** Employees are paid by direct deposit every other Thursday. Pay period runs Saturday – Friday. Contact the Pool Manager or the City Clerk if you believe you were paid incorrectly.~~

MEAL BREAKS AND REST PERIODS

A paid fifteen (15) minute break is allowed within each four (4) consecutive hours of work. An unpaid thirty (30) minute lunch period is provided when an employee works eight (8) or more consecutive hours. Employees are expected to use these breaks as intended and will not be permitted to adjust work start time, end time, or lunch time by saving these breaks. Exceptions must be approved by the supervisor or city administrator.

TIME REPORTING

Pool employees are expected to work the number of hours per week as established for their position. The monthly schedule will determine the number of hours per week worked. Pool employees will be paid according to the time reported on their timesheets. To comply with the provisions of the federal and state Fair Labor Standards Acts (FLSA), hours worked are to be recorded daily and submitted to payroll on a bi-weekly basis. Each time reporting form must include the signature of the employee and immediate supervisor. Reporting false information on a time sheet may be cause for immediate termination.

The City of Norwood Young America will comply with applicable state and federal laws governing accrual and use of overtime. Overtime earned will be paid at the rate of time-and-one-half. Overtime is paid for actual hours worked that exceed 40 hours in a workweek. All overtime must be pre-approved by the pool supervisor.

DRESS CODE

- ~~**ALWAYS WEAR THE UNIFORM.** City-issued guard suit must be worn at all times while on duty. A swimsuit uniform and a pool t-shirt is issued at the beginning of employment. Lifeguards are responsible for purchasing additional uniforms if needed.~~
- ~~**ALWAYS WEAR A WHISTLE.** Whistle is required while in rotation.~~
- ~~**ALWAYS WEAR A NAMETAG.** Nametags are required while on duty.~~
- ~~**ALWAYS CARRY THE TUBE.** Rescue tube while in rotation. The rescue tube strap must be worn around the neck/shoulder and under the arm. Reminder: Do not drag the tube while rotating. Do not place the tube under/behind the guard stand bars. Do not sit on your rescue tube; this shortens the life of the tube, as well as appearing unprofessional.~~

APPEARANCE AND DRESS CODE

Pool employees are **required to wear the city designated uniforms** at all times while working. This includes city-issued guard swimsuit and t-shirt, whistle and nametag. A rescue tube must be worn around the neck/shoulder and under the arm while in rotation. The uniform policy is as follows:

- Guards will be issued a swimsuit and t-shirt at the beginning of employment. Upon issue, uniforms become the responsibility of the employee for maintenance and care.
- Hoop or dangling earrings or any other jewelry that may cause a safety issue are not permitted.

PERSONAL PHONE CALLS

Personal telephone calls are to be made or received **only when truly necessary** (e.g., family or medical emergency). They are not to interfere with city work and are to be completed as quickly as possible.

POOL BREAKS / GUARD ROTATION

- **TAKE A BREAK.** A 10 minute break will be taken at 2:45pm and 7:15pm (weekends at 6:30pm).
 - Whistle blast and announce to the public to please clear the pool for a short break.
 - Concessions will remain open.
 - Long whistle blast to signal patrons allowed back in pool and guards are at their posts. Do not let patrons in the pool until you are in a position to watch your zone.
- **ROTATE AS DIRECTED.** Rotations will be set up at the discretion of the manager on duty, and will rotate between the high chair, low chair, and admissions desk. **There must be a guard in the high chair position at all times.**
- **ALWAYS STAY ALERT.** When rotating or switching guards, one guard must always face the pool while the other is climbing up or down the ladder.

DISCIPLINARY ACTION

Disciplinary Action will be taken by the Pool Manager for the violation of any rules or duties included in this manual and/or the job description. These violations may include, but are not limited to:

- **BE ON TIME.** Arriving late for work or leaving without authorization, or not showing up without prior approval is prohibited.
- **BE ALERT.** Sleeping or inattentiveness on guard stands is unacceptable. Use of any substance, such as alcoholic beverage, illegal drugs, prescription drugs, or other substances that will impair judgment, before or during pool hours is forbidden.

On the first offense, employee will meet with the Pool Manager and be given a verbal reprimand. On the second violation, employee will be given a written reprimand. On the third violation, employee will be terminated. Depending on the severity of the offense, immediate termination could occur.

Discipline

Supervisors (pool managers) are responsible for maintaining compliance with city standards of employee conduct. The objective of this policy is to establish a standard disciplinary process for employees of the City of Norwood Young America. City employees will be subject to disciplinary action for failure to fulfill their duties and responsibilities at the level required, including observance of work rules and standards of conduct and applicable city policies.

Discipline will be administered in a non-discriminatory manner. An employee who believes that discipline applied was either unjust or disproportionate to the offense committed may pursue a remedy through the grievance procedures established in the city's personnel policies. The supervisor and/or the city administrator will investigate any allegation on which disciplinary action might be based before any disciplinary action is taken.

ORAL REPRIMAND

This measure will be used where informal discussions with the employee's supervisor have not resolved the matter. All supervisors have the ability to issue oral reprimands without prior approval.

Oral reprimands are normally given for first infractions on minor offenses to clarify expectations and put the employee on notice that the performance or behavior needs to change, and what the change must be. The supervisor will document the oral reprimand including date(s) and a summary of discussion and corrective action needed.

WRITTEN REPRIMAND

A written reprimand is more serious and may follow an oral reprimand when the problem is not corrected or the behavior has not consistently improved in a reasonable period of time. Serious infractions may require skipping either the oral or written reprimand, or both. Written reprimands are issued by the supervisor with prior approval from the city administrator.

A written reprimand will: (1) state what did happen; (2) state what should have happened; (3) identify the policy, directive or performance expectation that was not followed; (4) provide history, if any, on the issue; (5) state goals, including timetables, and expectations for the future; and (6) indicate consequences of recurrence.

Employees will be given a copy of the reprimand to sign acknowledging its receipt. Employees' signatures do not mean the employee agrees with the reprimand. Written reprimands will be placed in the employee's personnel file.

DISMISSAL

The City Administrator, with the approval of the City Council, may dismiss an employee for substandard work performance, serious misconduct, or behavior not in keeping with City standards.

Safety & Emergency Plan

WHISTLE SIGNALS

To get the attention of a swimmer:	1 short whistle blast
To activate the emergency plan:	3 short whistle blasts
To clear the pool:	1 long whistle blast

INCIDENT REPORTS

Incident Reports must be completed for incidents of any sort. It is critical they are filled out completely and accurately. The person completing form should sign their first and last name with initials. Sheets should be given to the manager on duty. **Following a 911 call, immediately contact the Public Service Director.** The Minnesota Department of Health must be contacted within 24 hours by the Public Service Director.

CONCUSSION TRAINING

Individuals working with youth are required to take the CDC's online Concussion Training at http://www.cdc.gov/concussion/HeadsUp/online_training.html prior to the first in-service day. Click on "Take the Training". The training will take approximately 30 minutes. Upon completion, you must print the certificate with your printed name and turn it in to the pool manager.

EMERGENCY ACTION PLAN (EAP)

1. Stay calm.
2. Lifeguard recognizes that someone needs immediate help.
3. Lifeguard activates EAP: Before leaving a station, the guard first activates the EAP by giving three (3) short whistle blasts. This alerts other lifeguards and staff. They can provide back-up coverage, give additional help and call 911.
4. Lifeguard follows the General Rescue Procedures for the type of emergency.

WATER EMERGENCIES

- Survey the scene and safely enter the water.
- Determine the condition of the victim - distressed, active or passive.
- Perform an appropriate rescue.
- Move the victim to safety.
- Remove the victim from the water.
- ***The guards should not talk to anyone, other than the on-duty staff, regarding the rescue and victim's status. Do not answer any questions from the media.***
- Chain of command notification - The lifeguard who made the rescue notifies the manager on duty. With a serious injury or death, the manager on duty will notify the Public Service Director as soon as possible.
- The lifeguard who made the rescue fills out the report completely and accurately as soon as possible, but must complete before the end of the shift.
- The lifeguard checks the equipment and supplies used in the rescue. Any damaged or missing items should be replaced or reported to Public Service Director. If the facility was cleared during the incident, all required equipment must be back in place before reopening.
- Corrective action taken - Any situation that may have contributed to the incident is corrected before the facility is reopened or as soon as possible. If needed, restrict access to any unsafe area.
- Reopen the facility if it has been closed.

DROWNING IN PROGRESS

Definitions as defined by the American Red Cross Lifeguard Training Manual:

	Distressed Swimmer	Active Drowning Victim	Passive Drowning
--	--------------------	------------------------	------------------

			Victim
Breathing	Can continue breathing and may call for help.	Struggles to breathe; cannot call out for help	Not breathing
Arm and leg action	Floating, sculling or treading water.	Arms to sides moving up and pressing down; no supporting kick.	None
Body position	Horizontal or diagonal	Vertical	Horizontal or face down, up or submerged.
Locomotion	Little or no forward progress	None; has only 20-60 seconds before submerging	None

LAND EMERGENCIES

- Survey the scene and approach the victim.
- Determine the condition of the victim.
- Call 911, if necessary.
- Administer basic first aid.

LIFE THREATENING EMERGENCY - (spinal injury or unconscious victim)

Water:

- Upon victim recognition, the guard notifies guards with 3 short whistle blasts that there is an emergency situation and help is needed.
- Guard entering the water first will become the primary rescuer, perform the primary survey and checks the ABC's before notifying the third guard of the extent of the situation.
- The second guard will alert the third and fourth (if there are 4) guards on duty. The second guard will release backboard ropes and bring the backboard to the edge of the pool, if necessary. They will become the secondary rescuers.
- The third guard will give one long whistle blast and clear the pool directing the swimmers to the bleachers while maintaining crowd control. If a fourth guard is on duty, they will assist other guards, as necessary with the rescue and emergency procedures.
- The third guard calls 911, letting the operator hang up the phone before the guard hangs up. They will then call the Public Service Director.
- The third or fourth guard will meet the emergency medical service personnel at the front doors and guide them to the scene.
- Guards will backboard victim if necessary and remove the victim from the water and administer appropriate care as needed.

Land:

- First guard seeing injury alerts other guards by giving three short whistle blasts and pointing.
- First guard leaves station to attend to injured person.
- Second closest begins scanning the zone vacated by the guard attending to the victim and prepares to assist the first guard. Another guard should come to the vacated chair to monitor the zone vacated by the rescuer.
- The first guard immediately assesses the victim's situation and takes appropriate action. For extensive bleeding, use the universal precautions prior to exposing yourself to blood.
- The third guard will follow appropriate steps for clearing pool and call 911.

FIRE EMERGENCY

- If you see a fire, call 911.
- Follow the nearest designated fire escape routes posted on signs throughout the building. Do not attempt to put out a fire.

- **DO NOT** touch electrical items (machines, lights, fuses, etc.) as you are leaving.
- Evacuate the building immediately.
- If weather permits, gather on grass area to the southeast flowerbed of the pool area.
- During inclement weather, gather under the open shelter at the Legion Park.

WEATHER EMERGENCY

Definitions

Severe Weather or Tornado Watch - conditions are present for severe weather to occur, be alert for changing weather conditions; review tornado warning instructions listed below.

Lightning, Hail, Severe Winds - causes automatic closing of the pool.

Severe Weather or Tornado Warning - straight line winds or a funnel cloud has been spotted, or tornado has touched the ground, or winds in excess of 70 mph have been recorded. Outdoor warning sirens may be sounded.

Action To Take During Weather Emergency

- Clear the pool.
- All patrons should be personally escorted to the Norwood Young America South Fire Station. One remaining guard should stay at the facility to ensure all patrons are gone, the doors are closed, and a sign is posted. Minors are to be physically restrained, if necessary and possible, from leaving the party headed to the shelter. Non-minors are advised to come with the group seeking shelter, but cannot be forced to come. Minors are to be released only to parents and guardians in such situations.
- Patrons are allowed to leave the shelter when a parent/guardian has come to pick them up or the weather has cleared. If conditions are unsafe due to storm damage, the patrons stay at the shelter until assistance is reached to bring all patrons home safely.
- When reaching the shelter during a storm, a message should immediately be put onto voicemail letting concerned adults know where patrons are.

MISSING CHILD EMERGENCY

Most missing children have usually wandered off out of the parent's line of sight. However, **if a child abduction is suspected, call 911 to notify the police immediately. Do not hesitate.** If the child is found after the police have been called, call them at the non-emergency number 952/361-1231 and let them know.

- If a parent notifies a guard on duty that a child is missing, that guard should immediately activate the EAP, and inform others guard of the situation.
- The guard should obtain a brief description of the child from the parent: sex, age, height/build, hair color, what they were wearing when last seen.
- Clear the pool - Guards should scan entire pool, hot tub and patio areas for missing child. If the child is not in the pool area, guards should do a quick walk through locker rooms and post a guard at the exit on pool end of the building.
- Notify Public Service Department, who can assist in the search.

BOMB THREATS

- Save the threat if left as message (voicemail, email, letter, fax, etc).
- Immediately call 911.
- Inform the Public Service Director.
- The person who received the bomb threat should try to document information on the bomb threat response form (see Appendix F).
- The manager on duty should confirm the placement of the 911 call.
- If necessary, instruction will be given to evacuate the building. If so, leave the building as you would during a fire and do not re-enter the building until the public safety officials (police, fire, etc.) have indicated that it is safe to do so.

BIOHAZARD RESPONSE GUIDELINES

Chemical tests are done by the Public Services Department only. Readings will be taken before the pool is opened to the public. **No manager or regular guard should adjust chemical controllers or add chemicals!** Contact the following if there is a biohazard issue:

On-Call Public Works Staff 952/769-7284

Tony Voigt 320/761-5008 ~~Brent Aretz 952/212-0226~~ Steve Helget 507/581-2679

VOMIT OR FORMED STOOL

- Immediately clear the pool (make sure everyone gets out of the water). Do not offer any "guesstimates" on a potential reopening time. Turn off slide pump at pool.
- Remove fecal matter/vomit from water with a net. Nets and poles (if needed) are available on the fence. Contaminants should be placed in a red biohazard bag and then either disposed in a toilet or thrown in the dumpster. Do not throw contaminants into a garbage/trash can.
- If vomit settles to the bottom of the pool and cannot be removed with a net, call the Public Service Director.
- If fecal matter settles to the bottom of the pool and cannot be removed with a net, it must be allowed to pass through the main drains and filtration system. Do not attempt to vacuum fecal matter.
- Public Service Department will test free chlorine and pH levels and will record these levels in the biohazard incident log book. Chlorine and pH levels must be at the levels posted in the chemical room.
- The amount of time the pool will remain closed depends on maintenance's response time and the time it takes to remove all visible contaminants from the water, while maintaining proper pH and chlorine levels. Once all of these conditions have been met, the pool can reopen.
- Public Service Department will record incident data in biohazard log: date/time of incident; bio type; pH and free chlorine readings before incident (taken from chemical log book), right after the incident occurred and after treatment (3 readings total); time pool closed, time pool reopened; initials of staff member responding to incident, and method(s) used to remove contaminants. Biohazard incident log is located in the chemical room.
- Exercise common sense when closing and reopening pools. If an incident occurs within 60 minutes of the scheduled pool closing time, send patrons home and close for the day.

DIARRHEA

- Clear the pool and contact the Public Service Department person on duty (consult staff schedule). After hours, call the individuals on the biohazard contact list. Do not leave a message. Continue calling until you talk to an actual person. Receive instructions from them.

EMERGENCY ACTION GUIDE

EMERGENCY	ACTION	ALERT AND NOTIFICATION
Hazardous Material Emergency	<p>Do the following upon discovering or witnessing a hazardous material release or spill that poses a threat to people, property or the environment:</p> <ul style="list-style-type: none">● Identify the substance if possible without endangering personal safety and health.● Alert other employees in area/activate local alarm.● Evacuate to a safe distance and assist any injured to escape (generally best to go uphill and upwind from release).● Provide first aid to injured (observe universal precautions) and summon emergency assistance if required.● Call 911 for Fire Department.● Isolate area and keep others away – eliminate potential ignition sources.● Take prudent measures to maintain existing and/or restore lost vital operations and essential services.	<p>Alert Other Employees</p> <p>Activate Local Alarm</p> <p>Call 911</p>
Criminal Act/Work Place Violence	<p>Do the following upon witnessing a criminal act or work place violence:</p> <ul style="list-style-type: none">● Alert other employees in area of danger and inform manager on duty of situation.● Take prudent actions to protect yourself and others; e.g. evacuate to a safe location or lock doors.● Provide first aid to injured (observe universal precautions) and summon emergency assistance if required.● Call 911 for Police.	<p>Alert Other Employees</p> <p>Inform Manager on Duty</p> <p>Call 911</p>
Life-Threatening Medical Emergency	<p>Do the following in the event of a life-threatening medical emergency:</p> <ul style="list-style-type: none">● Alert other employees.● Do a primary survey of Airway Breathing Circulation (ABCs).● Call 911 for EMS.● Provide lifesaving first aid/CPR (observe universal precautions).	<p>Alert Other Employees</p> <p>Activate Local Alarm</p> <p>Call 911</p>

West Carver Community Pool

INCIDENT REPORT



PERSONAL DATA

Name _____ Date of Birth _____

Address _____ Phone _____

If under 18, Name of Parent/Guardian. _____ Phone _____

INCIDENT DATA

Date of Incident _____ Time of Incident _____

Description (include): where the incident occurred, was it during open swim or swim lesson, any names/phone numbers of witnesses, and any other information you feel is pertinent to the incident.

CARE PROVIDEDThe injured person: ☐ Accepted assistance from employee ☐ Refused assistance from employee

Name of staff that provided care: _____

Was Emergency Medical Services called? YES ☐ NO ☐If minor, was the parent called? YES ☐ NO ☐Was the injured person able to resume normal activity? YES ☐ NO ☐

In detail, describe the care that was provided:

Employee Signature_____
Date_____
Manager Signature_____
Date



West Carver Community Pool

BANDAGE REPORT

Date _____ Time _____ Staff Initials _____

Name _____ Date of Birth _____ Phone _____

Location of bandage (circle one)

Left Foot _____ Left Leg _____ Left Arm _____ Left Hand _____ Other _____

Right Foot _____ Right Leg _____ Right Arm _____ Right Hand _____

Any information that you feel is pertinent:



West Carver Community Pool
BOMB THREAT RESPONSE FORM

Date _____ Time call received _____

Phone Number _____ Staff Name _____

Questions to ask the caller:

When will the bomb explode? _____

Where is the bomb? _____

What does the bomb look like? _____

What will cause it to explode? _____

Why was the bomb put here? _____

Who are you? _____

Exact wording of the threat:

CALL 911

Description of Caller: (circle all items associated to call):

Male _____ Female _____

Young _____ Old _____ Middle-Age _____ Age guess _____

Voice

Deep _____ Soft _____ Raspy _____ Accent _____ Intoxicated _____ Nervous _____

Background Noise

None _____ Traffic _____ Train _____ Music _____ Voices _____ Static _____

Office _____ Factory _____ P.A. System _____ Other (describe): _____

Threat Language

Well-spoken _____ Foul _____ Irrational _____ Incoherent _____ Message Read _____

Other: _____

Time Call Ended _____ After calling 911; contact the Public Service Director at 320/761-5008.

RESPECTFUL WORKPLACE POLICY
(includes sexual harassment prevention)

The intent of this policy is to provide general guidelines about the conduct that is and is not appropriate in the workplace. The city acknowledges that this policy cannot possibly predict all situations that might arise, and also recognizes that some employees are exposed to disrespectful behavior, and even violence, by the very nature of their jobs.

Applicability

Maintaining a respectful work environment is a shared responsibility. This policy is applicable to all city personnel including regular and temporary employees, volunteers, firefighters, and City Council members.

Abusive Customer Behavior

While the city has a strong commitment to customer service, the city does not expect that employees accept verbal abuse from any customer. An employee may request that a supervisor intervene when a customer is abusive, or they may defuse the situation themselves, including ending the contact.

If there is a concern over the possibility of physical violence, a supervisor should be contacted immediately. When extreme conditions dictate, 911 may be called. Employees should leave the area immediately when violence is imminent unless their duties require them to remain. Employees must notify their supervisor about the incident as soon as possible.

Types of Disrespectful Behavior

The following types of disrespectful behaviors cause a disruption in the workplace and are, in many instances, unlawful:

Violent behavior: includes the use of physical force, harassment, or intimidation.

Discriminatory behavior: includes inappropriate remarks about or conduct related to a person's race, color, creed, religion, national origin, disability, sex, marital status, age, sexual orientation, or status with regard to public assistance.

Offensive behavior: may include such actions as: rudeness, angry outbursts, inappropriate humor, vulgar obscenities, name calling, disparaging language, or any other behavior regarded as offensive to a reasonable person based upon violent or discriminatory behavior as listed above. It is not possible to anticipate in this policy every example of offensive behavior. Accordingly, employees are encouraged to discuss with their fellow employees and supervisor what is regarded as offensive, taking into account the sensibilities of employees and the possibility of public reaction. Although the standard for how employees treat each other and the general public will be the same throughout the city, there may be differences between work groups about what is appropriate in other circumstances unique to a work group. If an employee is unsure whether a particular behavior is appropriate, the employee should request clarification from their supervisor or the city administrator.

Sexual harassment: can consist of a wide range of unwanted and unwelcome sexually directed behavior such as unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, and other verbal or physical conduct or communication of a sexual nature when:

- Submitting to the conduct or communication is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submitting to or rejecting the conduct or communication is used as a factor in decisions affecting an individual's employment; or

- Such conduct or communication has the purpose or result of substantially interfering with an individual's employment or creating an intimidating, hostile or offensive work environment.

Sexual harassment includes, but is not limited to, the following:

- Unwelcome or unwanted sexual advances. This means stalking, patting, pinching, brushing up against, hugging, cornering, kissing, fondling or any other similar physical contact considered unacceptable by another individual.
- Verbal or written abuse, kidding, or comments that are sexually-oriented and considered unacceptable by another individual. This includes comments about an individual's body or appearance where such comments go beyond mere courtesy, telling "dirty jokes" or any other tasteless, sexually oriented comments, innuendos or actions that offend others.
- Requests or demands for sexual favors. This includes subtle or obvious expectations, pressures, or requests for any type of sexual favor, along with an implied or specific promise of favorable treatment (or negative consequence) concerning one's current or future job.

Names and Pronouns:

Every employee will be addressed by a name and by pronouns that correspond to the employee's gender identity. A court-ordered name or gender change is not required.

Possession and Use of Dangerous Weapons

Possession or use of a dangerous weapon (see attached definitions) is prohibited on city property, in city vehicles, or in any personal vehicle, which is being used for city business. This includes employees with valid permits to carry firearms.

The following exceptions to the dangerous weapons prohibition are as follows:

- Employees legally in possession of a firearm for which the employee holds a valid permit, if required, and said firearm is secured within an attended personal vehicle or concealed from view within a locked unattended personal vehicle while that person is working on city property.
- A person who is showing or transferring the weapon or firearm to a police officer as part of an investigation.
- Police officers and employees who are in possession of a weapon or firearm in the scope of their official duties.

Employee Response to Disrespectful Workplace Behavior

Employees who believe that disrespectful behavior is occurring are encouraged to deal with the situation in one of the ways listed below. However, if the allegations involve violent behavior, sexual harassment, or discriminatory behavior, then the employee is responsible for taking one of the actions below. If employees see or overhear a violation of this policy, they are encouraged to follow the steps below.

1(a). Politely, but firmly, tell whoever is engaging in the disrespectful behavior how you feel about their actions. Politely request the person to stop the behavior because you feel intimidated, offended, or uncomfortable. If practical, bring a witness with you for this discussion.

1(b). If you fear adverse consequences could result from telling the offender or if the matter is not resolved by direct contact, go to your supervisor or city administrator. The person to whom you speak is responsible for documenting the issues and for giving you a status report on the matter no later than ten business days after your report.

1(c). In the case of violent behavior, all employees are required to report the incident immediately to their supervisor, city administrator, or Police Department. Any employee who observes sexual harassment or discriminatory behavior, or receives any reliable information about such conduct, must report it within two business days to a supervisor or the city administrator.

2. If, after what is considered to be a reasonable length of time (for example, 30 days), you believe inadequate action is being taken to resolve your complaint/concern, the next step is to report the incident to the city administrator or the mayor.

Supervisor's Response to Allegations of Disrespectful Workplace Behavior

Employees who have a complaint of disrespectful workplace behavior will be taken seriously.

In the case of sexual harassment or discriminatory behavior, a supervisor must report the allegations within two business days to the city administrator, and an investigation will be conducted. A supervisor must act upon such a report even if requested otherwise by the victim. In situations other than sexual harassment and discriminatory behavior, supervisors will use the following guidelines when an allegation is reported:

1. If the nature of the allegations and the wishes of the victim warrant a simple intervention, the supervisor may choose to handle the matter informally. The supervisor may conduct a coaching session with the offender, explaining the impact of his/her actions and requiring that the conduct not reoccur. This approach is particularly appropriate when there is some ambiguity about whether the conduct was disrespectful.
2. If a formal investigation is warranted, the individual alleging a violation of this policy will be interviewed to discuss the nature of the allegations. The investigator will obtain a description of the incident, including date, time and place, and the following:
 - Corroborating evidence.
 - A list of witnesses.
 - Identification of the offender.
3. The supervisor must notify the city administrator about the allegations.
4. As soon as practical after receiving the written or verbal complaint, the alleged policy violator will be informed of the allegations. The alleged violator will have the opportunity to answer questions and respond to the allegations.
5. After adequate investigation and consultation with the appropriate personnel, a decision will be made regarding whether or not disciplinary action will be taken.
6. The alleged violator and complainant will be advised of the findings and conclusions as soon as practicable.

Special Reporting Requirements

When the supervisor is perceived to be the cause of a disrespectful workplace behavior incident, a report will be made to the city administrator who will assume the responsibility for investigation and discipline.

If the city administrator is perceived to be the cause of a disrespectful workplace behavior incident, a report will be made to the mayor and/or city councilmember, who will confer with the city attorney, regarding appropriate investigation and action.

If a councilmember is perceived to be the cause of a disrespectful workplace behavior incident involving city personnel, the report will be made to the city administrator and referred to the city attorney who will undertake the necessary investigation. The city attorney will report his/her findings to the City Council, which will take the action it deems appropriate.

Pending completion of the investigation, the city administrator may at his/her discretion take appropriate action to protect the alleged victim, other employees, or citizens.

Confidentiality

A person reporting or witnessing a violation of this policy cannot be guaranteed anonymity. The person's name and statements may have to be provided to the alleged offender. All complaints and investigative materials will be contained in a file separate from the involved employees' personnel files. If disciplinary action does result from the investigation, the results of the disciplinary action will then become a part of the employee(s) personnel file(s).

Retaliation

Consistent with the terms of applicable statutes and city personnel policies, the city may discipline any individual who retaliates against any person who reports alleged violations of this policy. The city may also discipline any individual who retaliates against any participant in an investigation, proceeding or hearing, relating to the report of alleged violations. Retaliation includes, but is not limited to, any form of intimidation, reprisal, or harassment.

SEXUAL HARASSMENT PREVENTION POLICY

General

The City of Norwood Young America is committed to creating and maintaining a work place free of harassment and discrimination. Such harassment is a violation of Title VII of the Civil Rights Act of 1964 and the Minnesota Human Rights Act.

In keeping with this commitment, the city maintains a strict policy prohibiting unlawful harassment, including sexual harassment. This policy prohibits harassment in any form, including verbal and physical harassment.

This policy statement is intended to make all employees sensitive to the matter of sexual harassment, to express the city's strong disapproval of unlawful sexual harassment, to advise employees against this behavior and to inform them of their rights and obligations. The most effective way to address any sexual harassment issue is to bring it to the attention of management.

Definitions

To provide employees with a better understanding of what constitutes sexual harassment, the definition, based on Minnesota Statute §363A.03, subdivision 43, is provided: sexual harassment includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature, when:

- Submitting to the conduct or communication is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submitting to or rejecting the conduct or communication is used as a factor in decisions affecting an individual's employment; or
- Such conduct or communication has the purpose or result of substantially interfering with an individual's employment or creating an intimidating, hostile or offensive work environment.

Examples of inappropriate conduct include but are not limited to: unwanted physical contact; unwelcome sexual jokes or comments; sexually explicit posters or pinups; repeated and unwelcome requests for dates or sexual favors; sexual gestures or any indication, expressed or implied, that job security or any other condition of employment depends on submission to or rejection of unwelcome sexual requests or behavior. In summary, sexual harassment is the unwanted, unwelcome and repeated action of an individual against another individual, using sexual overtones as a means of creating stress.

Expectations

The City of Norwood Young America recognizes the need to educate its employees on the subject of sexual harassment and stands committed to providing information and training. All employees are expected to treat each other and the general public with respect and to assist in fostering an environment that is free from unwanted harassment. Violations of this policy may result in discipline, including possible termination. Each situation will be evaluated on a case-by-case basis.

Employees who feel that they have been victims of sexual harassment, or employees who are aware of such harassment, should immediately report their concerns to any of the following:

- Immediate supervisor;
- City administrator;
- Mayor or city councilmember.

In addition to notifying one of the above persons and stating the nature of the harassment, the employee is also encouraged to take the following steps:

1. Make it clear to the harasser that the conduct is unwelcome and document that conversation.
2. Document the occurrences of harassment.
3. Submit the documented complaints to your supervisor, city administrator, mayor, or any member of the City Council. Employees are strongly encouraged to put the complaint in writing.
4. Document any further harassment or reprisals that occur after the initial complaint is made.

The city urges that conduct which is viewed as offensive be reported immediately to allow for corrective action to be taken through education and immediate counseling, if appropriate.

Management has the obligation to provide an environment free of sexual harassment. The city is obligated to prevent and correct unlawful harassment in a manner which does not abridge the rights of the accused. To accomplish this task, the cooperation of all employees is required.

The city will take action to correct any and all reported harassment to the extent evidence is available to verify the alleged harassment and any related retaliation. All allegations will be investigated. Strict confidentiality is not possible in all cases of sexual harassment as the accused has the right to answer charges made against them; particularly if discipline is a possible outcome. Reasonable efforts will be made to respect the confidentiality of the individuals involved, to the extent possible.

Any employee who makes a false complaint or provides false information during an investigation may be subject to disciplinary action, up to and including termination.

The City is not voluntarily engaging in a dispute resolution process within the meaning of Minn. Stat. § 363A.28, subd. 3(b) by adopting and enforcing this workplace policy. The filing of a complaint under this policy and any subsequent investigation does not suspend the one-year statute of limitations period under the Minnesota Human Rights Act for bringing a civil action or for filing a charge with the Commissioner of the Department of Human Rights.

Retaliation

The City of Norwood Young America will not tolerate retaliation or intimidation directed towards anyone who makes a complaint of employment discrimination, who serves as a witness or participates in an investigation, or who is exercising his/her rights when requesting religious or disability accommodation. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment. While each situation is very fact dependent, generally speaking retaliation can include a denial of a promotion, job benefits, or refusal to hire, discipline, negative performance evaluations or transfers to less prestigious or desirable work or work locations because an employee has engaged or may engage in activity in furtherance of EEO laws.

It can also include threats of reassignment, removal of supervisory responsibilities, filing civil action, deportation or other action with immigration authorities, disparagement to others or the media and making false report to government authorities because an employee has engaged or may engage in protected activities. Any individual who retaliates against a person who testifies, assists, or participates in an investigation may be subject to disciplinary action up to and including termination.

If you feel retaliation is occurring within the workplace, barring any extenuating circumstances, please report your concern immediately to any of the following:

1. Immediate Supervisor;
2. City Administrator;
3. Mayor or City Councilmember

In the event an employee feels retaliation has occurred by the City Administrator or the City Council, then reporting may be made to the City Attorney.

Supervisors who have been approached by employees with claims of retaliation will follow the response process within "Supervisor's Response to Allegations of Disrespectful Workplace Behavior" including reporting the allegations within two business days to the city administrator, who will who will decide how to proceed in addressing the claim/complaint



I, (print name) _____, have read the information sheet about Hepatitis B and the Hepatitis B Vaccine. I understand the benefits, risks and possible side effects associated with receiving the vaccine or refusing the vaccine. I accept these risks. I understand that the vaccine is given by injection on three separate dates, and that it is my responsibility to receive the doses according to the schedule that is established. I also understand that the vaccination series is offered to me at no cost.

- ☐ I have already received the Hepatitis B Vaccine (many receive this immunization at birth).
- ☐ I wish to receive the Hepatitis B Vaccine.
- ☐ I do not wish to receive the Hepatitis B Vaccine at this time. However, I understand that I may receive the vaccine in the future at my request.
- ☐ I grant permission for the City of Norwood Young America to provide the Carver County Public Health Nurse with my name and date of birth to verify whether or not I have received the vaccination.

Employee Signature

Date



West Carver Community Pool

WCCP MANUAL

I (print name) _____, have received the 2019 West Carver Community Pool Manual from the City of Norwood Young America. I will adhere to the policies of this manual. If I have any questions or concerns, I will contact the Pool Manager, the Public Service Director, or the City Clerk.

Employee Signature

Date

Manager Signature

Date