

Aquatic Center Staff Handbook



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From the Director

Hello Staff,

On behalf of the City of New Bern, I would like to welcome you to the Parks & Recreation Department. The City of New Bern has many assets, including facilities, vehicles, and equipment. But the most important asset is our employees. Without you... our staff, the services we provide to the public would not be possible.

The purpose of this handbook is to provide you with detailed information on how we do things, as well as how you should do your job. As you will see, our expectations are high. Not everyone is well suited for this job. You have been chosen because your supervisor recognizes special qualities in you. Qualities that will meet the objective of providing professional, quality service to our patrons.

COVID-19: The world has certainly changed since this virus affected the world earlier this spring. This virus has affected our way of life and many changes have occurred. Our Aquatics operation has also been affected. A special section in this handbook will describe how we plan on operating this summer in light of COVID-19.

In order to make sure our department operates in a smooth and efficient manner; it takes employees like you. We are glad that you are a part of our team and look forward to working with you now and in the future. If you have any questions, please don't hesitate to see your supervisor. If your supervisor is unavailable, you are more than welcome to speak with me at any time.

Foster Hughes, CPRE
Director of Parks and Recreation

ADMINISTRATIVE GUIDELINES

About our Park System



PARKS & RECREATION IS RESPONSIBLE FOR THE FOLLOWING:

PARKS: The City of New Bern maintains over 25 parks. These park include: Bear Plaza, Council Bluff Green, Carter-Sampson Park, Henderson Park, Donald Miller Park, Down East Dog Park, Fort Totten Park, Glenburnie Park, James Reed Lane, Kafer Park, Lawson Creek Park, Lourenco Park, Mary White Park, Monk Mallard Park, Pierce Park, Pleasant Hill Park, The Riverwalk, Speight Park, Seth West Parrott Park, Tryon Village Park, Union Point Park, United Way Park, the future Martin-Marietta Park and more.

SPECIAL USE FACILITIES: George Street Splash pad, New Bern Aquatics Center, and West New Bern Recreation Center.

CEMETERIES: Cedar Grove Cemetery and Extension, Evergreen Cemetery, Greenwood Cemetery, New Bern Memorial, and Bryan Fordham Cemetery.

SPECIAL EVENTS: Easter Egg Hunts, Family Fun Days, Fishing Derby's, Summer Concert Series, Movies in the Park, 4th of July Celebration, 5K races, Halloween activities, Christmas Flotilla, New Year's Eve Celebration and much more!

YOUTH & ADULT SPORTS: Flag & Tackle Football, Basketball, Volleyball, Kick Ball, Dodge Ball, Ultimate Frisbee and more.

CONTACT INFORMATION

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Office 252-639-2915

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Kari Warren – Special Programs & Events Coordinator

Responsibilities: Staff Schedules, Swimming Lessons, Pool Parties

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Office 252-639-2902

Mobile (252) 286-4496

Veronica Mattocks – Administrative Support Services Supervisor

Responsibilities: Concessions, Payroll

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Office 252-639-2904

Mobile (252) 675-2847

Taurance Williams – Athletic Supervisor

Responsibilities: On site Supervisor; Pool Cleanliness

Mobile: 252-675-7300

Gus Hill – Athletic Coordinator

Responsibilities: On site Supervisor; Pool Cleanliness

Mobile: 252-617-6802

Kelvin Hardesty – Athletic Coordinator

Responsibilities: On site Supervisor; Pool Cleanliness

Mobile: 919-265-7896

George Street Splash pad

252-633-6679

New Bern Aquatic Center

252-639-2981

PERSONNEL POLICIES

This manual contains policies, procedures, and guidelines that all staff are expected to follow. If you have job related problems, time off or work schedule related questions, you should first talk with Kari Warren. If you have problems while on duty, see the on-site Supervisor immediately. If your problem cannot be resolved by speaking with the supervisor, you should schedule a meeting with the Director of Parks and Recreation.

CHAIN OF COMMAND: The on-site supervisor shall be responsible for the day to day operation of the facility. The Head Lifeguard is responsible for assigning Lifeguard rotation and assisting the on-site Supervisor as needed. Special Programs and Events Coordinator schedules the aquatic staff, swimming lessons, pool parties, and coordinates concessions purchases.



DISCIPLINARY ACTION: If we have problems with any aspect of your job, the on-site Supervisor/Special Program & Event Coordinator will discuss the problem with you thoroughly. If the issue cannot be resolved, depending upon the circumstances, you will meet with the Director of Parks and Recreation.

GETTING IN TROUBLE: While working with the City of New Bern, if at any time you are charged with a crime or arrested, you are required to notify the Director of Parks and Recreation immediately. Failure to do so, could result in your dismissal from employment.

QUITTING/RESIGNATION: While we like our employees to be with us as long as possible, we realize that some circumstances may not allow you to work as long as you anticipated due to school, family, etc... If you choose to leave your employment with us, New Bern Parks and Recreation requires a two [2] week written notice. The written notice should be delivered to the Director of Parks and Recreation. Failure to provide a two [2] week notice could result in not being considered for employment with New Bern Parks and Recreation in the future.

WORK SCHEDULES

Work schedules are issued bi-weekly (every two weeks). The new schedule is posted at the Aquatic Center by Wednesday at 5pm for the next two-week period. This schedule is e-mailed to all staff who provide us with their email. It is your responsibility to check the schedule. *If you have not received your e-mail schedule by Wednesday at 5pm, notify your supervisor immediately.*

Work Schedules run Sunday through Saturday. If you are requesting time off, use the **Time Off Request Form**, which is located in the pool file cabinet. Properly fill out the form and put in the time off request folder. These requests are picked up by 10am every Monday. Plan accordingly. Submission of a time off request does NOT guarantee that request will be granted. The supervisor reserves the right to approve or reject a time off request.

INCLEMENT WEATHER

All staff should report to work as scheduled unless contacted by your Supervisor.

If the work schedule has already been completed and you need time off on a day that you are scheduled, you must fill out the **Staff Substitution Form**. You are responsible for finding your own substitute. Substitutes can only be Parks and Recreation staff authorized to perform similar job functions. This form must be signed by you, the substitute and the Special Program & Event Coordinator. Completed forms should be placed in the time off request folder.

As a reminder, these forms are picked up every Monday morning. Forms not received by Monday morning shall not be considered.

It is your responsibility to report to work ON TIME! Showing up late or calling in sick without providing a doctors' note will not be tolerated. If you think you will be late or will not be able to work your shift, call your supervisor immediately.

DOCTORS NOTE REQUIRED: When calling in sick, a doctor's note may be required to excuse the absence. Calling in sick without presenting a Doctor's Note shall result in disciplinary action. If you are sick or can't come to work, it is your responsibility to call the on-site Supervisor/Special Program & Event Coordinator so they will know what's going on. When contacting your supervisor, a phone message or text is permissible. The Supervisor will confirm receipt of message. If you do not hear from your supervisor within 1 hour, assume that the message has not been received and continue to attempt to contact your supervisor.

Failure to report to work, and not informing your supervisor shall result in disciplinary action.

Pool staff are classified as seasonal part-time and regular part-time personnel. No provisions for paid sick leave or vacation time are made. If you are unable to work due to sickness, you should contact the Special Program & Event Coordinator as soon as possible so arrangements can be made.

PAYROLL INFORMATION

PAY PERIOD: The City of New Bern pays every two weeks through direct deposit. The work week starts on a Sunday and ends on a Saturday.

TIME RECORDING:

All staff must punch the time clock:

- When reporting to work.
- When leaving the facility to take a lunch break.
- When the shift ends.
- Note: If you forget to “**clock-in**” or “**clock-out**”, it is our responsibility to notify your supervisor immediately. Failure to do so may result in not being paid for the time that was not officially recorded.

Each staff member will be issued a time card and time sheet. They are located at the file cabinet.

Time sheets should be signed at the start of the week.

If you feel there is a problem with your pay, please speak with the Special Program & Events Coordinator to resolve the issue.

HANDLING SUGGESTIONS & CONCERNS

You will be receiving suggestions and concerns on a variety of topics.

- As a public facility, our patrons are within their rights to ask for explanations of rules, to ask to speak to a supervisor or to request information. Staff may provide the names of the on-site Supervisor, Special Program & Events Coordinator and Director of Parks and Recreation so the public can be more informed on who to talk with about issues that concern them.
- You should not hesitate to involve the on-site Supervisor/Special Program & Event Coordinator. Supervisors will not fault you for involving them in a situation dealing with an irate customer. Supervisors prefer to be involved rather than to hear about problems second-hand.
- It is important that complaints be handled professionally and consistently to ensure the effectiveness of our department.
- Listen attentively, without interrupting. Try to understand their point of view.
- Repeat the patron's suggestion or concern back to them to let them know you understand.
- Thank the patron for bringing the matter to your attention.
- If you feel comfortable, answer the question, explain the purpose of the policy in question or attempt to make the policy clear.
- If they continue to be upset, inform the patron that a suggestion box is located near the front desk and they are welcome to place their comments there.

- Report the suggestion/concern to your supervisor.
- If the concern alerts you to a dangerous situation, such as a broken piece of equipment, alert your supervisor ASAP. If your supervisor is unavailable, contact the Director of Parks and Recreation.

AMERICANS WITH DISABILITIES ACT (ADA)

- This law guarantees people with disabilities access to all public facilities. The US Dept. of Health and Human Services estimates that over 36 million people in the United States have disabilities. Examples of a disability include: Vision, hearing, speech, mobility, etc... We are required to provide reasonable accommodations to all who use our facilities and participate in our programs.

WORKING WITH DIVERSE CULTURES

- These may be seen or unseen. They may be exemplified through customs, beliefs, and practices. It can also involve behaviors related to any of these characteristics: Age, gender, race, religion or spirituality or sexual orientation.
- Although cultural diversity may lead to differences in patrons' appearance and behavior, culture does not come into play when a person is in distress or drowning. When someone is drowning, everyone displays the universal behaviors.

CLOUD FORMATIONS - Dark Rolling Clouds are a common sight in the summer. Late afternoon showers are common. These storms are sudden **and strong**. **Be Aware and on the lookout for Thunder and Lightning.**

SKY WATCHER CHART

http://www.weather.gov/os/brochures/cloudchart.pdf

High Clouds: cloud bases 16,000 - 50,000ft (5-15km)

H1: Cirrus
In the form of filaments, strands, or hooks

H2: Cirrus
Dense, in patches or sheaves, not increasing, or with tufts

H3: Cirrus
Often anvil shaped remains of a cumulonimbus

H4: Cirrus
In hooks or filaments, increasing, becoming denser

H5: Cirrostratus
Cirrus bands, increasing, below 45° elevation

H6: Cirrostratus
Cirrus bands, increasing, veil above 45° elevation

H7: Cirrostratus
Translucent, completely covering the sky

H8: Cirrostratus
Not increasing, not covering the whole sky

H9: Cirrocumulus
Alone or with some cirrus or cirrostratus

1

2

3

4

5

6

7

8

9

Middle Clouds: cloud bases 6,500 - 23,000ft (2-7km)

M1: Altostratus
Mostly semi-transparent, sun or moon may be dimly visible

M2: Altostratus or Nimbostratus
Dense enough to hide the sun or moon

M3: Altonimbus
Semi-transparent, one level, cloud elements change slowly

M4: Altonimbus
Lens-shaped, or continually changing shape and size

M5: Altonimbus
One or more bands or layers, expanding, thickening

M6: Altonimbus
From the spreading of cumulus or cumulonimbus

M7: Altonimbus
One or more opaque layers, w/ altostratus or nimbostratus

M8: Altonimbus
With cumulus-like tufts or turrets

M9: Altonimbus
Chaotic sky, cloud bases at several levels

1

2

3

4

5

6

7

8

9

Low Clouds: cloud bases Up to 6,500 ft (0-2km)

L1: Cumulus
Cumulus of fair weather with flattened appearance

L2: Cumulus
Moderate strong vertical extent, or towering cumulus

L3: Cumulonimbus
Tops not fibrous, outline not completely sharp, no anvil

L4: Stratocumulus
From the spreading and flattening of cumulus

L5: Stratocumulus
Not from the spreading and flattening of cumulus

L6: Stratus
In a continuous layer and/or ragged shreds

L7: Stratus Fractus
and/or Cumulus Fractus occurs with rain or snow

L8: Cumulus & Stratocumulus
Not spreading, bases at different levels

L9: Cumulonimbus
With fibrous top, often with an anvil

1

2

3

4

5

6

7

8

9

Typical Types: Cirrus (Ci), Cirrostratus (Cs), Cirrocumulus (Cc)

Typical Types: Altostratus (As), Altonimbus (Ac), Nimbostratus (Ns)

Typical Types: Stratus (St), Stratocumulus (Sc), Cumulus (Cu), Cumulonimbus (Cb)

Typical Types: Cirrus (Ci), Cirrostratus (Cs), Cirrocumulus (Cc)

Special photo credit thanks to Jim W. Lee, Eric Kurth, Brian Kimowski, and Eric Helgeson

U.S. NATIONAL DEPARTMENT OF COMMERCE
ATMOSPHERIC AND OCEANIC ADMINISTRATION

GENERAL SWIMMING POOL INFORMATION

SPLASH PAD AT GEORGE STREET PARK

807 George Street, New Bern 252-633-6679

Pool Features: This splash pad consists of an 80' x 80' pad, featuring a variety of interactive play features such as shower tunnels, foam geysers, pop jets and mini popcorn jets; Drinking fountain, picnic tables; restroom a basketball court and off-street parking.

Hours of Operation: Open Daily: 12 noon – 6pm. *(Summer only).*

This facility is open during the summer through Labor Day.

Fees & Charges

- **Admission Fee:** There is no charge during regular hours of operation. Groups scheduling supervised time are charged \$1.00 per person.

NEW BERN AQUATIC CENTER

1155 Laura Lane, New Bern 252-639-2981

General outdoor Pool Features: 90,000 Gallons. 18 Yards (3 lanes); 0' – 4'7" depth; 2 sets of steps; Kiddy Frog Slide, Mushroom, Tipping Buckets, Spray features, Large Water Slide; Shade structure; Bath house.

Facility Hours of Operation: Monday – Friday 12 noon – 6pm; Saturday 10am – 6pm; Sunday 1pm – 6pm; Thursday Night Swim 7:30pm – 9:30pm (July/August); Group Swim Monday – Friday 10am – 12 noon *(Spaces limited, time must be reserved through Pool Supervisor/Special Program & Event Coordinator in advance.)* This facility is open Memorial Weekend through Labor Day.

Fees & Charges

DAY SWIM

- | | City Resident | Non-Resident |
|---|-----------------|-----------------|
| • Admission Fee: | | |
| Up to age 2 | \$2.50 | \$3.25 |
| Parent and one child up to age 2 package | \$4.50 | \$6.75 |
| Age 3 – 17 | \$4.00 | \$5.00 |
| Age 18 – 54 | \$4.50 | \$5.50 |
| Age 55 & Older (Senior) | \$3.50 | \$4.50 |
| Family Night Swim | | |
| Admission Fee: | | |
| Up to age 2 | \$1.00 | \$1.50 |
| Age 3 – 17 | \$2.00 | \$2.50 |
| Age 18 – 54 | \$2.50 | \$3.00 |
| Age 55 & Older (Senior) | \$1.50 | \$2.00 |
| Season Pass (Per Person, regardless of age) | \$60.00 | \$75.00 |
| • Pool Party: 2 hours. | \$150.00 | \$200.00 |
| ○ <i>This rate is for up to 30 participants. There is a \$5.00 charged for each additional participant.</i> | | |
| ○ <i>Pool parties may be booked by calling New Bern Parks and Recreation at 252-639-2901.</i> | | |

Pool Programs:

- **Pool Parties:** Pool party times are Friday, Saturday or Sunday from 6:30pm – 8:30pm. (Fees and charges listed above. *Dates are subject to availability*).
- **Swimming Lessons:** All Swimming Lessons are held at the New Bern Aquatic Center. During the summer, morning and evening sessions are offered. (*Please see swim lesson flyer for more details*).
- **Aquatic Exercise:** Monday through Friday a variety of classes are offered to members and paying guests. Classes and their descriptions can be found on the Aquatic Schedule. This schedule is posted at the Front Desk and on the bulletin board.
- **Group Swim:** Group swim time is offered in 2-hour blocks Monday through Friday. Group swim times normally begin at 10am. To reserve a group block, interested groups should call Kari Warren at 252-636-2902.

COVID-19

1. When you report to work:
2. Complete the Daily Symptom Screening Questionnaire. If symptomatic, you will be sent home to isolate.
3. Staff members feeling sick during the day should notify their supervisor immediately.
4. Check the board for your cleaning assignment and start the opening process by preparing the facility to open.
5. Be on the Lifeguard Stand and ready guard one minute prior to opening.
6. Face masks shall be required for Concession staff, Front Desk Attendant, Waterslide guard and when near (closer than 6 feet) other people. It is not required for Lifeguards on the stand to wear a mask. Rovers shall wear a mask.
7. Additional cleaning is required. Every hour, after the pool break, all common high touch areas (*counters, doors, door handles, slide handrails, sinks, flush handles, etc..*) are to be cleaned.
8. Tables and chairs shall be cleaned after use and the end of the day.
9. Employees have access to hand sanitizer in the office area. Please use frequently.
10. The Pool will have limited admissions until further notice. Maximum capacity at any one time will be **100** until further notice. This number is subject to increase or decrease.
11. Plexiglass shields are installed at the concession stand and front desk to help prevent the transmission of the virus.
12. Signage will be posted on the decks directing ALL traffic counterclockwise.
13. Line barriers will be installed at the entrance and concession area.
14. Social distancing shall be enforced.

FACILITY ATTENDANT GUIDELINES

THE FACILITY ATTENDANT

An employee in this classification is responsible for providing quality customer service to patrons, assisting Lifeguards with ensuring the safety of the facility patrons by preventing emergencies and assisting staff with emergencies.

KNOWLEDGE AND SKILLS:

- An understanding of facility policies, procedures and rules.
- Leadership qualities and public relations skills.
- Ability to count change.
- Ability to enforce rules.

CERTIFICATION & MINIMUM QUALIFICATIONS:

- Be at least 15 years of age
- First Aid/CPR/AED

RESPONSIBILITIES:

- Enforces & Follows facility policies, rules and regulations.
- Recognizes and responds effectively to emergencies.
- Inspects the facility on a daily schedule and reports unsafe conditions and equipment to supervisor.
- Completes records and reports.
- Participates in In-service training.
- Perform a variety of cleaning tasks.
- Completes additional duties as assigned by the supervisor.
- Assists other staff members as needed.
- Reports to work on time and in uniform.

FACILITY ATTENDANT DUTIES: Facility Attendants serve five (5) main functions:

1. Front Desk Operations – This includes the following:

- Answering general questions.
- Selling daily admissions and Pool Passes.
- Selling Swim Diapers.
- Providing information on pool parties and swimming lessons.

2. Concessions Operations

- Customer Service
- Stocking concessions
- Selling general items

3. Slide Crowd Control

- Verifying patrons meet the minimum size requirements.
- Enforcing rules and regulations
- Regulating when participants may go down slide.

4. Swim Test

- As needed, may assist Lifeguard with Swim Test by putting wrist band on swimmer's wrists.

5. Facility Cleanliness

- All staff are responsible for facility cleanliness.

CONCESSION STAND OPERATION

The Facility Attendant is responsible for the following:

Selling concessions items; restocking concessions; cleaning the concession stand; and assist in the cleaning of the Aquatic facility; Answer questions; Assist staff as needed.

Expectations:

- Be at work on time and in uniform.
- Be friendly.
- Answer questions and concerns. If you are unsure, do NOT assume, ask the Supervisor on duty.
- Provide accurate information about the Aquatic Center and its programs.
- Follow and enforce the rules and regulations of the facility.
- Assist customers in a prompt, courteous manner.
- Report any problems to the supervisor immediately.
- Keep the workplace clean.
- Perform your cleaning duties in an efficient manner.
- Do NOT use your smart phone or other electronic devices while on duty.
- If you need assistance, contact the Supervisor immediately.
- Do not leave the workplace unattended.

Concession Stand rules.

- No Refunds.
- Personal belongings of patrons and staff are not to be stored in the concession stand. Staff may use lockers in the office. Patrons have the opportunity to use lockers in the restrooms.
- All sales will be rung up through Rec Desk. A receipt must be issued to each customer.
- Tell your supervisor and make note on the Concession report of any items we are running low on.

FRONT DESK DUTIES

- Answering general questions.
- Selling daily admissions and Pool Passes.
- Selling Swim Diapers.
- Providing information on pool parties and swimming lessons.
- Making announcements on the PA system.
- Assisting the On-site supervisor as needed.
- Cleaning the main office.

New Bern Parks and Recreation

Aquatic Center
Rec Desk POS (Point of Sale) Register

CONCESSION STAND REGISTER

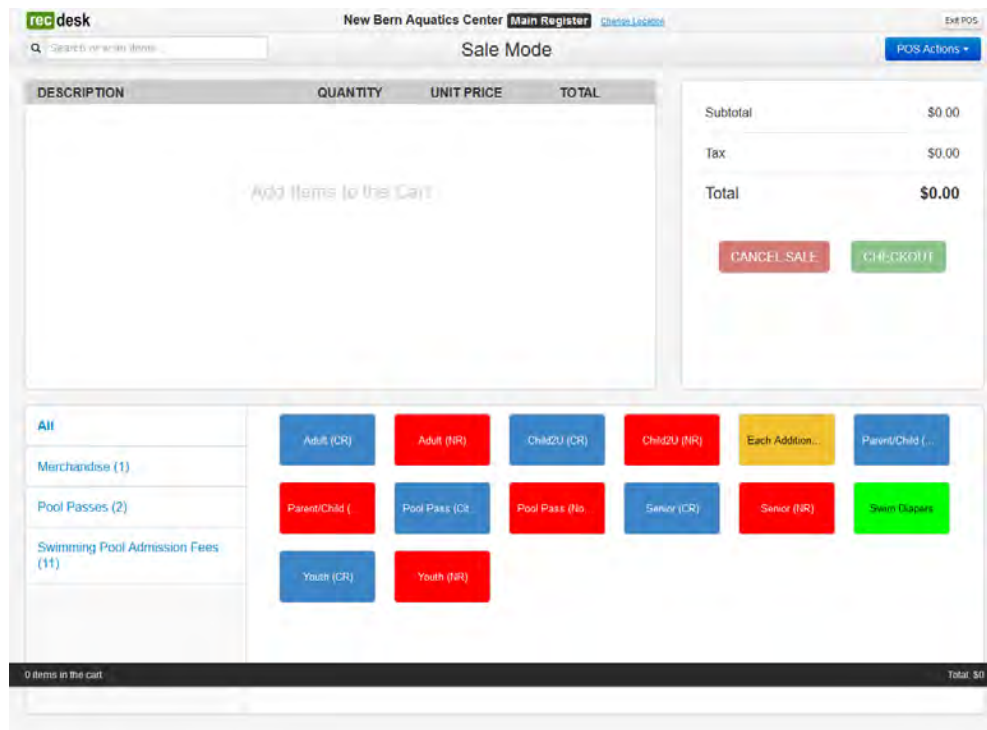
TO OPEN:

1. Press **Control+Alt+Delete**
2. Enter your **USERNAME** and **PASSWORD**.
3. Double Left Click on the **Fire Fox Icon**.
4. On the Rec Desk Page, enter your **USERNAME** and Rec Desk **PASSWORD**.
5. Under Select Location, Press the drop-down arrow. Scroll down and click on **NEW BERN AQUATIC CENTER CONCESSIONS**.
6. Under Select Register, press the **DROP-DOWN ARROW**. Scroll down and click on the **MAIN REGISTER**.
7. Click the **CHECK BOX** to enable Receipt Printer and Cash Drawer.
8. The POS register will appear on screen.
9. Enter the amount of **PETTY CASH** for the till – normally \$50.00.

TO RING UP A SALE:

Colored Buttons are located at the bottom of the screen.

The buttons represent menu items that we sell (*Note additional may be added from time to time*).



1. Click on the appropriate **Item(s)**. The description will then show up in the Description Box on the top left.
2. Click the +/- **QUANTITY** button to reflect the appropriate number of admissions for that age group.

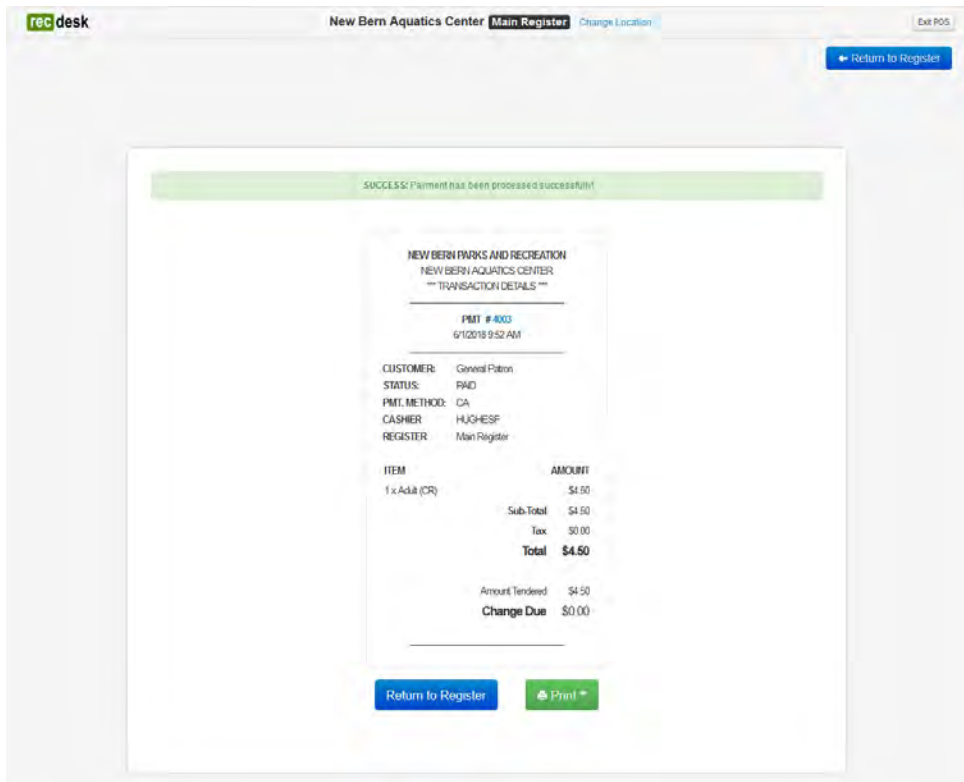
3. Click the Green **CHECKOUT** Button, located in the Box located on the Right side of the screen.

The screenshot shows the 'rec desk' interface for the 'New Bern Aquatics Center' in the 'Main Register' window. A blue 'Return to Register' button is in the top right. The central area is titled 'Select Payment Method' and contains three buttons: 'Cash' (green), 'Check' (green), and 'Credit Card' (blue).

4. Select the appropriate Payment method (*Cash, Check, Credit Card*).

The screenshot shows the 'Process Payment' screen. It displays a summary: 'Sub Total: 4.50', 'Sales Tax: 0.00', and 'Total Amount: 4.50'. Below this, there are fields for 'Member Making Payment' (set to 'Patron, General'), 'Payment Method' (set to 'Cash'), and 'Amount Tendered' (set to '4.50'). There is a 'Note' text area and a 'Continue' button at the bottom right. Search and Add New buttons are also present next to the Member Making Payment field.

5. Enter the amount of funds presented in the **AMOUNT TENDERED BOX**.
6. Click **CONTINUE** box at the bottom Right.
7. If the Amount Tendered was entered correctly, the **CHANGE DUE** will reflect the proper amount of change due to the patron.
8. Click **OK** at the bottom Right.



9. An invoice will appear. If the invoice does not automatically print off, click the Green **PRINT** Button.
10. Then click **RETURN TO REGISTER** and prepare for next transaction.
11. Hand the receipt to the paying patron. **Remind them to Keep their Receipt for the entire day. (Don't Lose it).**

SHIFT CHANGE

During a shift change, the staff member that is logged in on Rec Desk and on computer should log out. The next staff member should log back in on the computer and then onto Rec Desk.

TO CLOSE

1. Click on **POS ACTIONS** (Top Right-hand corner).
2. Scroll down to **CLOSE** Register.
3. Count **ALL** money in the till.
4. Enter the **TOTAL AMOUNT** of Cash (including petty cash) in the till.
5. Make any notes as need and type **YOUR NAME** in the box.
6. Click on the **CLOSE REGISTER** button.
7. Give the money to the Supervisor on Duty along with any other paperwork.
8. Log **OFF** the computer. **Do NOT turn the computer off.**

THE FRONT DESK ATTENDANT

The Front Desk Attendant is responsible for the following:

Serving as Cashier by selling daily admissions, merchandise and Season Passes during hours of operation; Answer questions; Assist staff as needed.

Expectations:

- Be at work on time and in uniform.
- Be friendly.
- Answer questions and concerns. If you are unsure, do NOT assume, ask the Supervisor on duty.
- Provide accurate information about the Aquatic Center and its programs.
- Follow and enforce the rules and regulations of the facility.
- Answer the telephone when not assisting customers.
- Report any problems to the supervisor immediately.
- Keep the workplace clean.
- Perform your cleaning duties in an efficient manner.

General Admission rules.

- No Refunds.
- Those entering the facility to swim or sunbathe must pay the admission fee.
- A Black wrist band (Free Admission) may be issued for the following:
 - Those who are only watching their children, grandchildren, etc.... AND are NOT:
 1. Swimming;
 2. Sunbathing;
 3. Are remaining in street clothes.

The number of black wrist bands issued should be tracked and reported at the end of the shift. Anyone with a black wristband observed in the pool or sunbathing will be charged the daily rate.

- No Coolers, Food or drinks allowed from the outside.
- A colored wristband is issued to each paying patron. The color will vary per day. Verify that no one in the party already has a wristband on. If they do, have it removed. This wrist band is used to identify those who have already paid, in the event they leave the facility to visit their vehicle.
- Every person or group that pays the admission fee will be issued a receipt.
- In the event the facility closes due to rain, anyone swimming less than three (3) hours (Day Swim) will be issued a rain check. The rain check will consist of stamping the receipt.

New Bern Parks and Recreation
Aquatic Center
Rec Desk POS (Point of Sale) Register

FRONT DESK REGISTER

TO OPEN:

10. Press **Control+Alt+Delete**
11. Enter your **USERNAME** and **PASSWORD**.
12. Double Left Click on the **Fire Fox Icon**.
13. On the Rec Desk Page, enter your **USERNAME** and Rec Desk **PASSWORD**.
14. Under Select Location, Press the drop-down arrow. Scroll down and click on **NEW BERN AQUATIC CENTER**.
15. Under Select Register, press the **DROP-DOWN ARROW**. Scroll down and click on the **MAIN REGISTER**.
16. Click the **CHECK BOX** to enable Receipt Printer and Cash Drawer.
17. The POS register will appear on screen.
18. Enter the amount of **PETTY CASH** for the till.

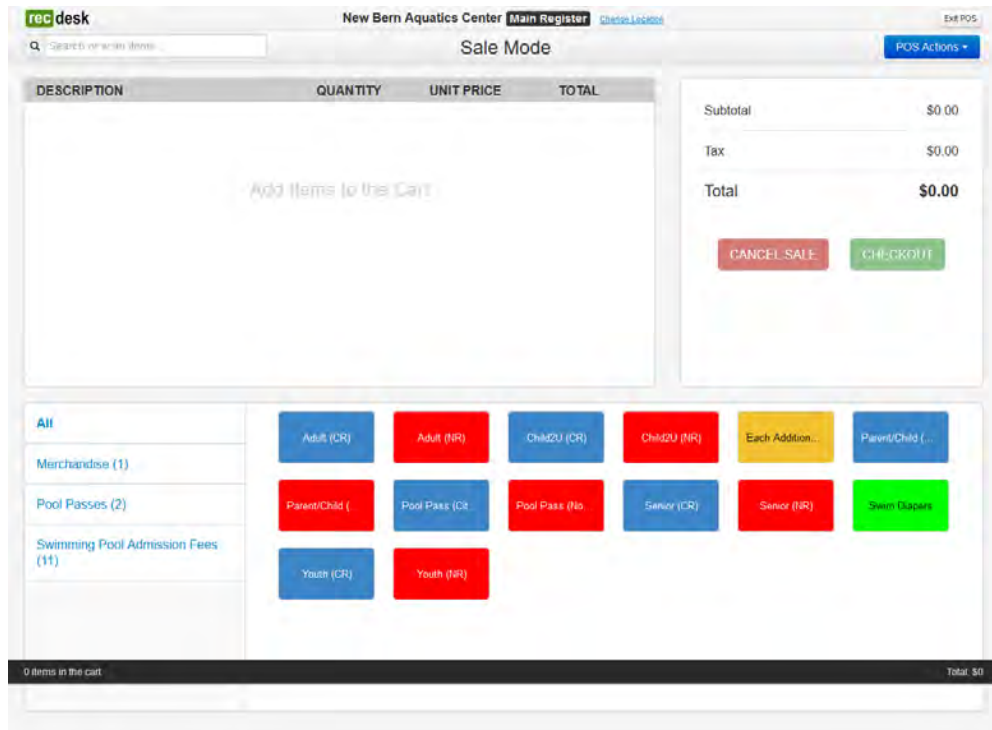
TO RING UP A SALE:

Colored Buttons are located at the bottom of the screen.

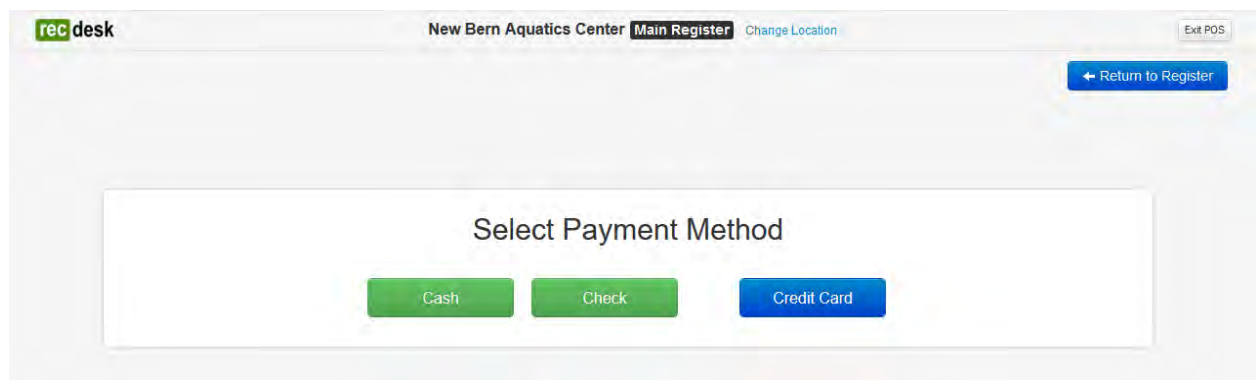
The buttons represent the following (*Note additional may be added from time to time*):

BLUE Buttons are City Resident Rate. **RED Buttons** are Non-Resident Rate

- **Adult (CR):** Adult City, Resident Rate
- **Adult (NR):** Adult Non, Resident Rate
- **Child2U(CR):** Child 2 & Under City, Resident Rate
- **Child2U(NR):** Child 2 and Under, Non-Resident
- **Each AD...:** Each Additional Child, up to age 2
- **Parent/Child Combo (CR):** Parent/Child (Up to age 2) Combo, City Resident
- **Parent/Child Combo (NR):** Parent/Child (Up to age 2) Combo, Non-Resident
- **Pool Pass (CR):** Pool Pass, City Resident
- **Pool Pass (NR):** Pool Pass, Non-Resident
- **Senior (CR):** Senior age 55+, City Resident
- **Senior (NR):** Senior age 55+, Non-Resident
- **Swim Diaper:** Swim Diaper sales
- **Youth (CR):** Youth age 3 – 17, City Resident
- **Youth (NR):** Youth age 3 – 17, Non-Resident



12. Click on the appropriate **Admission button(s)**. The description will then show up in the Description Box on the top left.
13. Click the +/- **QUANTITY** button to reflect the appropriate number of admissions for that age group.
14. Click the Green **CHECKOUT** Button, located in the Box located on the Right side of the screen.



15. Select the appropriate Payment method (*Cash, Check, Credit*).

rec desk New Bern Aquatics Center Main Register Change Location Exit POS

Return to Register

Process Payment

Sub Total 4.50
Sales Tax 0.00
Total Amount 4.50

Member Making Payment: Patron: General

Payment Method: Cash

Amount Tendered: 4.50

Note:

Continue

16. Enter the amount of funds presented in the **AMOUNT TENDERED BOX**.
17. Click **CONTINUE** box at the bottom Right.
18. If the Amount Tendered was entered correctly, the **CHANGE DUE** will reflect the proper amount of change due to the patron.
19. Click **OK** at the bottom Right.

rec desk New Bern Aquatics Center Main Register Change Location Exit POS

Return to Register

SUCCESS: Payment has been processed successfully!

NEW BERN PARKS AND RECREATION
NEW BERN AQUATICS CENTER
--- TRANSACTION DETAILS ---

PMT # 4003
6/12/2019 9:52 AM

CUSTOMER: General Patron
STATUS: PAID
PMT METHOD: CA
CASHIER: HUGHESP
REGISTER: Main Register

ITEM	AMOUNT
1 x Adult (CR)	\$4.50
Sub-Total	\$4.50
Tax	\$0.00
Total	\$4.50
Amount Tendered	\$4.50
Change Due	\$0.00

Return to Register Print

20. An invoice will appear. If the invoice does not automatically print off, click the Green **PRINT** Button.
21. Then click **RETURN TO REGISTER** and prepare for next transaction.

22. Hand the receipt to the paying patron. **Remind them to Keep their Receipt for the entire day. (Don't Lose it).**

SHIFT CHANGE

During a shift change, the staff member that is logged in on Rec Desk and on computer should log out. The next staff member should log back in on the computer and then onto Rec Desk.

TO CLOSE

9. Click on **POS ACTIONS** (Top Right-hand corner).
10. Scroll down to **CLOSE** Register.
11. Count **ALL** money in the till.
12. Enter the **TOTAL AMOUNT** of Cash (including petty cash) in the till.
13. Make any notes as need and type **YOUR NAME** in the box.
14. Click on the **CLOSE REGISTER** button.
15. Give the money to the Supervisor on Duty along with the list of black bands issued and any other paperwork.
16. Log **OFF** the computer. **Do NOT turn the computer off.**

LIFEGUARD GUIDELINES

THE LIFEGUARD

An employee in this classification is responsible for ensuring the safety of the facility patrons by preventing and responding to emergencies.

KNOWLEDGE AND SKILLS:

- Thorough knowledge and application of lifeguarding surveillance and rescue techniques.
- An understanding of facility policies, procedures and rules.
- Leadership qualities and public relations skills.
- Good swimming ability.
- Ability to teach or assist with swimming lessons.

CERTIFICATION & MINIMUM QUALIFICATIONS:

- Be at least 15 years of age
- Current Nationally recognized certification in the following:
- Lifeguard Training
- First Aid/CPR/AED

RESPONSIBILITIES:

- Follow standards of safe and proper lifeguarding techniques set forth by National organizations.
- Enforces & Follows all facility policies, rules and regulations.
- Recognizes and responds effectively to emergencies.
- Inspects the facility on a daily schedule and reports unsafe conditions and equipment to supervisor.
- Completes records and reports.
- Participates in In-service training.
- Supervises the pool complex, maintaining safety, and enforcing rules.
- Adheres to staff conditioning program.
- Prepare lesson plans, teach and evaluate students in swimming classes.
- Perform a variety of cleaning tasks.
- Completes additional duties as assigned by the supervisor.
- Assists other staff members as needed.
- Reports to work on time and in uniform.

THE PROFESSIONAL LIFEGUARD

Being a professional lifeguard means more than just getting a paycheck. Professionalism means being mentally and physically prepared to do your very best at all times. It means you bring commitment and competence to your job every day.

Lifeguard professionalism begins with training and certification. Your knowledge and skills are probably the most obvious requirements for any lifeguarding job. Being an effective lifeguard also involves certain physical, mental, and emotional characteristics.

KEEP YOUR SUPERVISOR INFORMED: Keep your supervisor informed of all situations at all times. Your immediate supervisor is available in person or by phone during all hours of operation. Make sure your supervisor is aware of any situations regarding work that arise. If your supervisor cannot be reached, contact the Special Program & Events Coordinator. If they cannot be reached, contact the Director of Parks and Recreation immediately.

BE RELIABLE: Both your co-workers and the public need to feel they can trust and depend on you. You show that you are reliable by arriving to work on time, accepting assignments willingly, respond to all incidents promptly and effectively and NOT horse playing or goofing off on the job.

BE MATURE: As a lifeguard, you have an important leadership role. You need maturity to take initiative, be resourceful and take your job seriously. The mature lifeguard stays calm and makes good decisions in both everyday tasks and emergencies.

BE COURTEOUS AND CONSISTENT: Courtesy means being kind and polite to everyone. Consistency means that you enforce rules firmly and uniformly. Courtesy and consistency help you gain the respect and cooperation of patrons and other staff. **FRIENDLINESS** - As an employee of the City of New Bern, you are considered a public servant. Someone is always watching what you are doing and how you are doing it. Remember to be friendly and engaging to all patrons. Greet everyone who comes into your area with a smile and "hello". Do not be overbearing, but always offer your help.

HAVE A POSITIVE ATTITUDE: Your attitude significantly affects your job. With a positive attitude, you can enjoy your job and be successful. You can let others see your positive attitude through everyday actions, such as cooperating with co-workers and treating patrons with respect.

ENFORCE RULES & REGULATIONS: One of the most important job functions a lifeguard has is to enforce the rules and regulations of the facility. You are responsible for knowing and understanding the purpose of those rules. Even more importantly, enforcement of our rules is mandatory. In most instances, as a Lifeguard, you will be younger than our patrons. Your job is to enforce and protect. If a patron, no matter the age or demeanor violates a rule, you are required to correct the infraction. Do not be intimidated. Follow the rules. If you have any issues with patrons that you are not comfortable addressing, see your supervisor immediately.

CONFIDENTIALITY: From time to time, you will be subject to seeing and hearing confidential information about our members and visitors that use this facility. If you are made aware of sensitive information, keep it to yourself. Failure to follow this guideline can result in disciplinary action.

COMMERCIAL ACTIVITY: No commercial or other private “for profit” activity may be conducted at any City facility without prior written approval from the Director of Parks and Recreation. Examples of these activities include but are not limited to personal training (*land or aquatic*), physical therapy, massage therapy, team training, practicing or coaching, etc....

PHONE USE: The use of personal cell phones, computers, smart watches, or any other wireless devices for personal use while at work is NOT ALLOWED. If you must bring a device to work, it must be stored in the guard room. If you are seen or reported to have a device on the pool deck disciplinary action will be taken. You are here to work, not play on your phone.

PHONE OR IN PERSON SOLICITATION: From time to time, telemarketers make cold calls in an effort to solicit business. If you answer the phone and a telemarketer makes an attempt to pitch a product or sell an item, HANG UP THE PHONE. Notify your supervisor immediately. You are NOT AUTHORIZED to make purchases. If a telemarketer walks in and attempts to sell a product, refer them to Parks and Recreation Administration.

POOL ADMISSION: All patrons must pay the admission fee. Friends and relatives **must pay**. **Family Members of City Employees must pay.**

FRIENDS VISITING WHILE YOU WORK: When you are at work, you are there for a reason...**TO WORK!** This is not a meeting place for your friends to come visit you. While guarding patrons, DO NOT let friends or patrons gather around your lifeguard area. DO NOT bring your boyfriend, girlfriend or significant other to work with you. DO NOT bring family to work with you. Again, you are here to work, not socialize.

SMOKING: Smoking is not allowed in the pool complex.

HEALTHY & FIT

In an emergency, a lifeguard often responds with a burst of strenuous activity. Staying healthy and physically fit is part of being a professional because it helps ensure that you have the attentiveness, strength and stamina to prevent and respond to emergencies. The flexibility and endurance that come with being in good physical condition can help you perform rescues with minimal personal danger. Being healthy and fit also improves your overall wellbeing. You simply feel better. Here are some guidelines on staying healthy and fit.

- **Exercise:** Regular exercise improves your ability to respond quickly to any situation. Perform even the most strenuous rescues. Stay alert. Cope with stress and fatigue. Stay healthy. Feel good.

- **Rest:** Being rested when you come to work helps you stay focused and alert. This means sleeping 6 - 8 hours each night. Caffeine can give you a temporary lift, but it can't take the place of sleep.
- **Nutrition:** A balanced diet helps provide the energy a lifeguard needs to stay alert and active. Drinking plenty of water or other non-carbonated, sugar filled fluids also helps you stay at a level for peak performance. Drink plenty of water. Take it easy on soft drinks and candy. You need plenty of fluid to prevent dehydration, which can be caused by exposure to sun, wind, and high temperatures.
- **Sun Protection:** Lifeguards risk health problems caused by too much exposure to the sun. Over exposure to the sun can cause many problems from sunburns to sun poisoning, heat stroke, heat exhaustion, and even skin cancer. Your tolerance to the sun depends on many factors, such as length of exposure, skin type, family health history, and the use of certain medications. Always ask your doctor about the effects of any medications he/she may prescribe for you. You may reduce the harmful effects of the sun by using a sunscreen with a high sun protection factor (SPF) or by wearing protective clothing, such as a t-shirt and hat. What you do now will affect your skin condition in the future.
- **Staff Conditioning:** Proper conditioning, both mental and physical, is a necessity for all guards. Lifeguards should swim at least **3 laps** each day that you work.

DRESS CODE

All guards should present a neat, well-groomed appearance. Staff will be provided with the following uniform: Staff shirt, bathing suit, whistle, lanyard and ID.

- Staff may only wear the Authorized STAFF T-Shirt when on duty
- Staff may only wear the Authorized Swimsuit when on duty. (*Shorts for males/1 piece or 2 piece for females*).
- Whistle and lanyard must be in your possession while on duty (*not in your car or bag*).
- Staff ID.
- Sweatpants over bathing suit is acceptable.
- Sandals are acceptable.
- Sunglasses (*When working outdoors, Lifeguards are required to provide their own Sunglasses*).
- Necklaces are not permitted. If wearing earrings, only studs allowed.
- Phones are NOT part of the uniform and are NOT allowed on the stand or while on patrol.

Please Note:

Failure to wear your uniform will result in disciplinary action. Long hair should be pulled back so as not to obscure vision or interfere with breathing while swimming.

Jackets, towels, blankets, etc... Should be worn in such a manner so they may quickly be removed to allow for a proper swimming rescue. Wearing any jewelry at work is not recommended and is done so at your own risk. Nose Rings, and Eyebrow rings are not allowed. Belly rings should not dangle or be capable of being pulled out.

TRAINING:

- **In-service Training:** In-Service training sessions will be scheduled as needed. Topics of discussion and practice will include: Customer Service, Lifeguard Liability, Swimming Lessons, Emergency Plan, First Aid, CPR, Sanitation, Spinal Injury Management, Lifeguarding Skills, Safety Procedures, Blood borne Pathogens, Fire Extinguisher Certification and other topics as needed. You are required to attend and participate in these sessions.

GENERAL STAFF GUIDELINES

Staff members should remember that you are employees of the City of New Bern and are public servants. You will be watched closely by the public. It is important that you do your job properly. Below is a list of guidelines that you should follow when performing your duties:

- All Staff are responsible for adhering to, following, and enforcing all Swimming Pool rules and regulations.
- When arriving to work, clock in.
- Check your work assignment and begin work. You are not being paid to sit around and play on your phone. Be proactive. Use initiative.
- If supplies are low or needed, or you are aware of needed repairs, let the Pool Supervisor/Special Program & Event Coordinator know immediately.
- Business phones are for official use only. Cell phones are NOT ALLOWED while on duty. Phones must be left in the guard room or in your car while working. Don't call your friends and don't let your friends call you. You are at the pool to do a job, not talk on the phone, surf the internet or social media sites, or play games. In cases of sickness and emergency, messages will be delivered to staff members during duty hours.
- All staff are equally responsible for the cleanliness of the pool, deck, bath house and storage areas. The Pool Supervisor/Special Program & Event Coordinator is responsible for assigning your cleaning duties. All staff will be trained how to properly clean the facility. **Take initiative, please do not have to be told what to do all of the time.**
- All staff members have the authority and responsibility to correct rule violations. If repeated problems continue and suspension is needed, get help from Management.
- When you call someone down, try not to offend or embarrass patrons. Be firm, but also be aware of your choice of words, body language, and tone of voice. Never apologize for enforcing pool rules.
- Do NOT allow yourself to be intimidated by patrons.
- Know all pool rules and regulations. Make sure that you understand the reasoning and logic behind all rules. If you don't know, ask.
- Other than exchanging pleasantries or to correct rule violations, do not talk to patrons and do not let them talk to you while you are guarding swimmers. *When you talk with people while you are guarding, you are being distracted from your job.*
- While guarding, do not lay down on the deck. Either sit or stand. Make sure that you are being attentive to the swimmers.

- Do Not Ever argue with a staff member in public or question your Supervisors directions. If you have a problem with a staff member or with your Supervisor, follow the chain of command.
- Park your cars only at the designated parking spaces in the parking lot.
- NEVER TURN YOUR BACK ON THE POOL OR PATRONS IN THE WATER!
- No Cell Phones Allowed While on Duty!
- Act in a professional manner.
- Be prepared at all times.
- Be courteous and greet patrons as they come in your area.
- Assist patrons if they have a question, while keeping your eyes on the water.
- Enforce all rules and regulations in a firm manner.
- Use the whistle to gain attention.
- Never turn your back on the pool while patrons are in the water.
- Keep the area neat and clean.
- Remember that you are constantly being watched at all times.
- Do the job you are being paid to do.
- Never let patrons enter the pool without you being in place and ready to go.
- Know how to use all safety equipment.
- Wear your Rescue Tube the proper way. DO NOT write on the Rescue Tube or attempt to deface in any way.

While Lifeguarding

- Pay attention to swimmers in the water!
- Correct rule violations.
- Be polite and greet patrons with a smile and a "Hello, If I can help you, please let me know".
- Answer patron's questions. If you do not know the answer say, *"I'm not sure, but I will definitely ask my supervisor."* Get their contact information and tell your supervisor so that proper follow up can be made.
- Keep track of the Daily Records, fill them out correctly.
- Follow the rotation schedule.
- Clean the facility while there is no one in the pool.
- Enforce ALL pool rules.
- Sit up straight in the stand. Do not slouch.
- Keep conversations to a minimum.
- Prevent accidents before they happen.
- Use your common sense.
- Scan the pool every few seconds.
- Do not turn your back to the pool with patrons in the water at any time.

Remember, you are being watched. You are responsible for your actions and will be held accountable.

Water Safety

Behaviors which may lead to a life-endangering situation or a serious injury:

- Children pulling themselves along the gutter into deep water or along a rope.
- Underwater breath holding for distance swimming contests.
- A poor swimmer who is obviously tired.
- Pushing beneath the surface, particularly in deep water.
- Headfirst dives into shallow water.
- When scanning watch for these signs of distress:
 - Excessive thrashing of the arms in a frantic manner.
 - The body may be stiff or tense.
 - The head may be tilted back with the mouth open trying to breathe.
 - A complete disregard of or failure to acknowledge a whistle or a call.
 - Frantic efforts to proceed in one direction but body remains in a stationary position.
 - Someone attempting to grab an object for support.
 - Watch for swimmers whose face remains on the surface who cannot level themselves off or stand up. The body may remain in a horizontal or vertical position.
- Guards should keep their eyes on the pool area at all times. Their eyes should always be moving, looking for anyone in need of assistance

A Lifeguard may be judged as failing to properly perform his/her duties if he/she does not:

- Restrict swimmers from the diving area, water slides or other high involvement area.
- Enforce all policies and procedures, rules and regulations.
- Give safety instruction to participants.
- Inspect the pool facility and equipment and report hazards.
- Foresee the possibility of an accident.
- Act promptly in an attempt to rescue a victim
- Stop activities that are dangerous to others (i.e. dunking others beneath the water).

POOL BREAKS

Pool breaks are held 10 minutes prior to each hour (except for the last hour of operation).

- Pool breaks last no more than 10 minutes.
- Swimmers should be back in the water on the hour.
- When breaks are announced, all patrons must exit the water.

To start a Pool Break:

- The Supervisor or Facility Attendant will announce the Pool Break on the PA System by saying "Pool Break!"
- Lifeguards will stand and blow their whistles at the same time.
- All lifeguards will stay on their stand watching the patrons until they have **ALL** exited the water.
- The deep end guard shall remain on deck to monitor the crowd during the break.

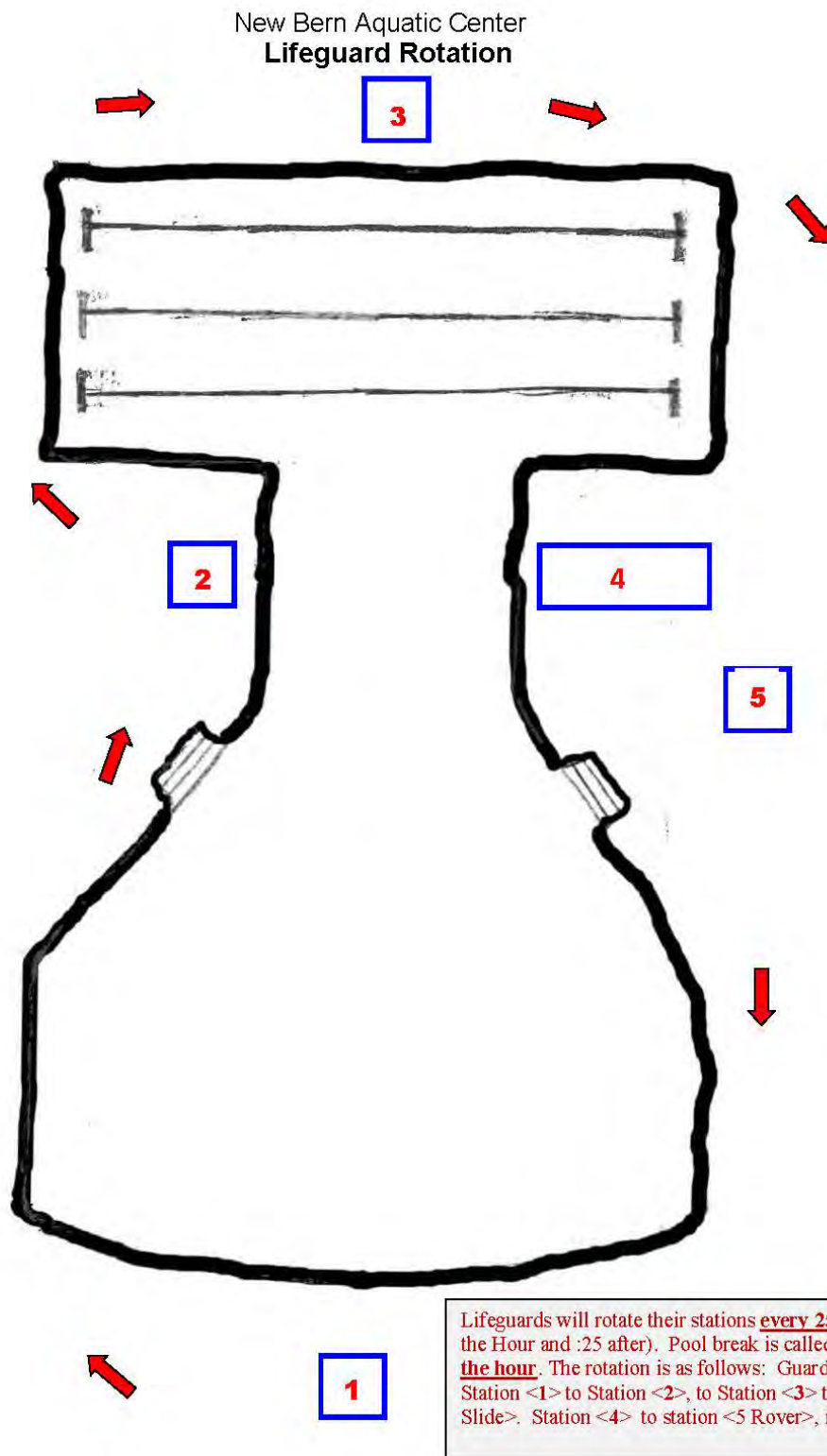
During breaks, lifeguards may:

1. Swim your laps.
2. Patrol the area for trash, etc...
3. Check bathrooms for cleanliness.
4. Take care of any personal business.
5. Take a break in the office, as long as the Supervisor has no other duties for you to perform.

DECK GUARD/ROVER: The deck guard has a responsibility to monitor his/her zone, to prevent accidents on the deck, and assist any guard on the stand in the event of an emergency or if a disciplinary situation arises.

When available - The Rover is responsible for roving the entire facility. The Rover will serve as a trouble shooter for the other guards and assist them when required.

LIFEGUARD ROTATION: In our Rotation system, lifeguards rotate positions every 25 minutes.



POOL EQUIPMENT USAGE: Due to COVID-19, none of the following equipment will be allowed in the pool. This includes items that may be brought from home. Pool Equipment is used to aid in swimming, water exercise and in some instances for play. This equipment is costly and is not to be damaged. If you notice a patron not being respectful to the equipment, approach them or the parent and inform them of the correct use of the equipment. If they are not using equipment in the proper manner, put equipment away for them.

Equipment Storage: This equipment is stored in the Guard area and is available on a first come-first served basis. If the pool is crowded, Use good judgement on whether or not to allow certain items in the water.

Items available for use:

Kickboards- Used to aid in kicking during a swim work out or to isolate kicking while upper body is holding kickboard. Children may use these to aid in swimming. Do not allow anyone to sit or stand on these.



Noodles- Can be used for kids to float, water exercise, stretching. These can be used by kids to play. Do not allow anyone to bite or hit as this can damage the equipment.

Fins- These are used as training tools by competitive swimmers. These should be used under the direct supervision of an instructor. These are easily damaged by improper use. Anyone wanting to practice for scuba diving may also want to use these.



Buoyancy Belts- These devices are for deep water aerobics. They suspend the swimmer so that there is zero impact on their joints, and they can perform aerobic exercises. These are NOT lifejackets or lifesaving devices and should not be used as such.



Pool Toys- (Rings, Diving Sticks, Diving Eggs, Balls, Bath Toys) - These toys are reserved for swimming lessons. They aid in teaching skills and encouraging young children.



RULES & REGULATIONS

SWIMMING POOL RULES & REGULATIONS

****PLEASE SHOWER BEFORE ENTERING THE POOL!**

1. No Profanity!
2. Pool Breaks are held 10 minutes prior to the hour. When the break is announced, all patrons must exit the water.
3. Please obey the Lifeguards as they enforce the facility rules.
4. The City of New Bern assumes **NO RESPONSIBILITY** for lost or stolen articles.
5. No diving allowed in this facility.
6. All swimmers must pass a swim test to swim in the lane area or to use the giant slide.
7. Swimmers may take the swim test ONCE in their allotted time at the pool.
8. No Running, please Walk.
9. Glass is prohibited in the facility.
10. Food & Drinks are not allowed within 6 feet of the swimming pool.
11. Noise making devices such as whistles, horns, etc... Are prohibited.
12. Injuries occurring on the premises should be reported to staff immediately.
13. Anyone having a communicable skin disease (open sore, rash), or who is wearing a bandage, will not be allowed to enter the water.
14. Anyone with eye, ear or respiratory infections should not enter the water.
15. Anyone with diarrhea or experiencing nausea **SHOULD NOT** enter the water.
16. Only authorized personnel will be allowed in the Filter Room & Storage areas.
17. No Pets Allowed. Service Animals are permitted on the deck.
18. Chewing gum is not permitted.
19. Swimmers must be in bathing suits. No street clothes permitted.
20. No horseplay of any kind will be allowed.
21. Children 10 and older may swim without parent or guardian supervision.
22. Only flotation devices approved by the US Coast Guard will be allowed in the water.
23. Any toys, balls, flotation devices, masks, fins, snorkels must be approved by the Lifeguard on duty, prior to use in the pool. These items are subject to removal at the discretion of Staff. Nerf/Spongy types of play toys are NOT permitted.
24. Squirt guns are not allowed.
25. Children of diaper age **MUST WEAR** diapers approved for swimming pool use. Swim diapers are available for purchase at the Front Desk.
26. Please do not play with buoys on the safety rope.
27. Extended breath holding and underwater swimming activities are NOT allowed.

POOL SLIDE RULES

1. Follow the Lifeguards instructions.
2. A Swim Test is required.
3. Social distancing is enforced on pool steps.
4. Slide feet first on back or sitting position.
5. No headfirst sliding.
6. Wait until landing area is clear before sliding.
7. Exit the area immediately after entering the water.

8. No lifejackets or flotation devices allowed while sliding.

CORRECTING RULE VIOLATIONS

In the event of rule violations, the Lifeguard staff should use the following guidelines to correct infractions:

- Know the rules and regulations.
- Be consistent in rules enforcement.
- The patron is informed of the violation and asked if they understand the rule. Remind patron that rules are posted and recommend they should follow the rules.
- A **second warning** will result in sitting out of the pool for no more than 10 minutes.
- A **third warning** will result in sitting out of the pool for no more than 30 minutes.
- After the time out period, before allowing the patron to enter the water, remind the patron of the rule violations.
- If the patron refuses the time-out, they will be suspended for the day.
- A **fourth warning** about the same violation will result in being removed from the facility for the day. (*Information must be documented and approval from the Special Program & Events Coordinator or Director of Parks and Recreation must be obtained prior to any action being taken.*)
- If you constantly have problems with a patron, let your on-site Pool Supervisor/Special Program & Event Coordinator know, and additional action will be taken.

Don't put up with any harassment. Let your supervisor know, and if necessary, they will call the Police. Remember, keep your supervisor informed of disciplinary issues.

POOL PARTIES RULES & REGULATIONS

Pool parties are booked on a regular basis at the pool. Parties are held on Friday, Saturday and Sunday. With approval from the Parks & Recreation Director, parties may be held at other times. Pool parties will be listed on the staff schedule. A copy of the party contract will also be available for the Lifeguards on duty to review. Pool parties may begin their set-up no more than 30 minutes in advance of the contracted start time. Pool parties may NOT exceed their contracted time without authorization from the on-site Pool Supervisor/Special Program & Event Coordinator.

When a party first arrives, one staff member MUST meet with person who booked the party.

The following items MUST BE COVERED in detail:

- Introduce yourself and any other Lifeguards. Let them know if they need anything to “*let us know*”.
- The contract is located at the Front Desk in the Pool Rental Binder. Use this contract to:
 - Verify the Party Start and End Time by reviewing the agreement.
 - Cover the Party host responsibilities.
 - Cover the Clean-up Duties.
 - Cover the Pool Rules & Regulations.
- Let them know that you will remind them with 15 minutes remaining.

Remember to be polite. If you have any questions or problems, contact your supervisor immediately.

EMERGENCY PREPAREDNESS

NEW BERN AQUATIC CENTER

Location: 1155 Laura Lane, New Bern, North Carolina 252-639-2981

IN CASE OF EMERGENCY:

New Bern Aquatic Center

Dial 9-1-1

(Emergency Phone in pool area, dial 9-1-1)

State, in detail, the emergency. Hang up after the dispatcher hangs up. Contact your supervisor immediately. Provide assistance as necessary.

GEORGE STREET SPLASH PAD

Location: 807 George Street, New Bern, NC 252-633-6679

IN CASE OF EMERGENCY:

George Street Splash pad

Dial 9, 9-1-1

(Emergency Phone at restrooms, dial 9-1-1)

State, in detail, the emergency. Hang up after the dispatcher hangs up. Contact your supervisor immediately. Provide assistance as necessary.

LIFEGUARD WHISTLE SIGNALS

1. Short Whistle blast (1-1.5 seconds) = Patron attention
2. 2 Short blasts = To get the attention of a fellow Lifeguard
3. 3 Short blasts = To signal the fellow Lifeguards that an emergency is taking place; Action must be taken.
4. 1 Long blast = To clear the pool for pool breaks or a significant emergency.

POOL DANGER AREAS

Entrance Area	Guard Stations	Pool Deck
Pool Ladders	the Fence	Skimmers
Shallow Water Diving	Drains	Overflow Troughs

SAFETY EQUIPMENT

The following safety equipment is available at each pool. All staff must be proficient in the proper use of the following:

1. Ring Buoy
2. Shepherd's Crook
3. Rescue Tube (*Do NOT pick, cut, drag or otherwise abuse this equipment.*)
4. Back Board & Cervical Collars
5. First Aid Kit (*Inform supervisor if supplies are running low.*)

BLOOD BORNE PATHOGENS

To prevent Blood Borne Pathogens, you are required to wear medical gloves and other Personal Protective Equipment (PPE) when treating all injuries. No Exceptions!!

EMERGENCY ACTION PLAN (EAP)

IN THE EVENT OF AN EMERGENCY SITUATION:

- Evaluate the situation. ***If there is a Water Rescue or Distressed Swimmer, (Remember, it takes 20 - 60 seconds for someone to drown).***
- Blow your whistle to alert everyone.
- Enter the water if needed.
- The Rover or Lifeguard closest to the guard that has left his/her station will assume area of responsibility.

If the rescue is STANDARD (*distressed swimmer, tired swimmer, etc...*) with no injuries:

The pool WILL NOT be cleared for a Standard Rescue.

- Fill out the Accident Report.
- Have swimmer rest before allowing to re-enter the water with restrictions of not going in over his/her head.
- Return to your station and resume your duties.

If the Rescue is SEVERE (*Unconscious, Spinal Injury, Broken Bones, etc...*)

The pool will be cleared for a Severe Rescue.

- After entering the water and determining this is a Severe Rescue, have Staff clear the pool.
- The Lifeguard on duty that is closest to the office will notify the Manager.
- After the Supervisor evaluates the situation, they will call 911 and the Director.
- The other Lifeguards will provide crowd control, get appropriate equipment, and assist the responsible Lifeguard.
- The Manager will have control over any and all emergencies and will instruct staff of duties as needed.
- After the Severe Emergency has been taken care of,
- Fill out the Accident Report.
- Allow patrons back in the water.
- Return to your station and resume your duties.

Note: If you suspect a Spinal Injury, Consider the following:

- **Where is the victim located?** *Someone unconscious in the middle of the pool, away from the sides most likely is not suffering a spinal injury.*
- **How deep is the water?** *Someone close to the edge of the pool may have hit their head by diving headfirst.*

HEALTH EMERGENCIES

For Major Emergencies:

- Gloves must be worn at all times.
- Perform any first aid needed. Stabilize the victim or injury. Do not move unless victim is in immediate danger. (*Fire, drowning, etc.*)
- Keep crowds away from the accident area and victim.
- Do not leave the victim unattended. Call on assistance of any citizen, if necessary. If you are alone, leave the victim only long enough to call 9-1-1.
- Call 9-1-1 with the information as soon as possible.
- Notify the victim's parents (*if victim is a minor*)
- After the victim has been stabilized, fill out an accident report.

Employees will not give out information regarding any accident report except to the Police or Paramedics. Refer all questions to the Director of Parks and Recreation.

For Minor Injuries: (*Minor injuries include minor cuts, scratches, sprains, etc.*)

- Gloves must be worn at all times.
- Perform any first aid needed. Stabilize the victim or injury. Do not move the victim unless the victim is in immediate danger. (*Fire, drowning, etc.*)
- Offer the victim ice or first aid materials as needed. These are the only medical items we will give out.
- Do not attempt to diagnose any medical conditions.
- Fill out an accident report form and submit to the Director.
- Employees will not give out information regarding any accident report except to the Police or Paramedics. Refer all questions to the Director.

Refusal of Assistance:

If at any time an adult refuses first aid, paramedic or other medical assistance when you believe it necessary, completely fill out an accident report stating the nature of the situation and that assistance was refused. Please be sure to have the person sign the form.

Instructions for handling clothing or towels soiled with potentially infectious fluids:

- Gloves must be worn at all times.
- Put potentially infectious material into a plastic bag. This bag must be disposed of separately.
- Clean any areas where the material was laying with bleach/water and/or appropriate disinfectant.
- Dispose of your gloves in the same plastic bag as above.

Staff Discussion:

The Director of Parks and Recreation will meet with all staff involved in the accident as soon as possible to discuss and evaluate the incident and the rescuer's actions.

Remember, if an accident/incident does occur at the facility, do not talk about the situation to anyone. The only person authorized to talk about things of this nature is the Director of Parks and Recreation.

OTHER FACILITY EMERGENCIES

Not all emergencies happen in the immediate pool area. Below are other situations you may encounter or as a part of the facility safety team you may be asked to respond to.

STORM PROCEDURES:

- At the first sound or sighting of thunder or lightning, clear the pool. The area should be free of thunder/lightning for 30 minutes before anyone is permitted to re-enter the pool.
- Do not let anyone take a shower during a thunderstorm. Water and metal can conduct the electricity of lightning.
- Do not use the phone except for emergencies.
- Have patrons go to a covered area. Stay away from water and grounded objects, such as metal fences, tanks, rails and pipes. Keep everyone away from structures such as Fences, and Lifeguard Stands.
- If the storm is severe enough, require all patrons to leave the pool deck
- Staff must remain.
- Under NO circumstances are you to discourage patrons from entering the facility just because the weather is poor.

HAZARDOUS MATERIAL SPILLS (chlorine, acid, etc.)

- First clear the area.
- Contact your immediate supervisor.
- Call 911.
- Keep area clear, wait for further instructions.
- Complete all reports (accident, incident).

FIRE EMERGENCY PROCEDURES

- In the event of a fire, a safe and speedy response is of the utmost importance. Employees need to be prepared for any and all emergencies. Please follow these guidelines in the event of a fire:
- Call 911.
- Evacuate all areas of the Facility.
- Contact the Director of Parks and Recreation.
- Complete an incident report form as soon as possible.

Employees Should:

- Know the location of alternative exits from all areas of the building.
- Know the location of the nearest fire extinguisher. Staff will be trained in the proper use.

TORNADO

- Remain calm.
- Immediately stop all activity and move restrooms, away from windows.
- First Aid Kits, Flashlights and a Weather Radio are located at the Front Desk.
- Be prepared to handle first aid situations, watch for fallen power lines, and stay out of damaged areas.
- Watch for fires and gas leaks.
- Listen to the radio for information and instructions.
- Keep a log of the event to help you in completing an incident report form, and if necessary, accident report.
- Do not leave the facility until it is secure, and all emergency situations have been addressed, or you have been given permission to leave.
- Keep the Director of Parks and Recreation informed.

VANDALISM/PROPERTY DAMAGE/THEFT

The City of New Bern is not responsible for lost or stolen items. If a patron reports something lost or stolen, give them the option for us to call 9-1-1. If you notice something is missing or stolen in the facility, call 9-1-1 immediately. **Fill out an incident report no matter what.** Contact your supervisor immediately. If you are unable to reach your supervisor, Contact the Director of Parks and Recreation. When completing an incident report form to document the event, please get as much information as possible concerning the theft. Include specifics, such as: location of the theft, description and value of all stolen articles, and addresses and phone numbers of all parties involved.

ARMED ROBBERY

- In the event of an armed robbery, all of the assets in the facility combined would not equal the safety of a customer or staff member. Do not attempt to be a hero! The best thing you can do is to be a good witness and take charge once the incident has ended.
- Immediately call 9-1-1 and direct aid to any injured individuals.
- Immediately contact your supervisor.
- Lock the doors.
- Protect any evidence that may be valuable and direct another staff member to meet the police as they arrive.
- Distribute pencils and paper to all witnesses so they can write down exactly what they saw. Try and prevent them from discussing it with other customers.
- Contact the Director of Parks and Recreation immediately.

BOMB THREAT

- Bomb threat may be received by phone, mail, person-to-person, e-mail, etc.
- In the event of a bomb threat, the following guidelines are in effect:
- The person receiving the call should note the time, the number on the caller ID, sex of the caller, and emotional state of the caller (*calm, jovial, distraught, and angry, etc.*)
- Immediately call 9-1-1 emergency services and report that a bomb threat has been received and that the building is being evacuated.
- Upon hanging up with 9-1-1, the supervisor should be notified.
- Inform all persons in the building that there is an emergency situation and that they need to leave the building.
- Encourage patrons/staff to remain calm and exit in an orderly fashion.
- All patrons and staff are to leave the building except the supervisor and one other staff person.
- The staff will make a sweep of the building to ensure all patrons have exited, then staff will vacate after all patrons have cleared the building.
- The facility will reopen when the Emergency Response providers announce that it is safe.
- Staff may not leave unless directed to do so by the Director of Parks and Recreation.

BUILDING EVACUATION

- Clear the pool and deck area of all patrons and staff. Have patrons leave through the closest exit.
- Move from room to room, starting with occupied rooms, to verbally tell everyone to immediately vacate the building. The recommended message is:
- **“Attention, there is an emergency situation. Please leave the building in a calm and orderly manner, using the nearest exit.”**
- Check for people with disabilities, children, or anyone appearing to need assistance, to see if they need help leaving the building
- Check all rooms, bathrooms, storage closets, etc. on your way out of the building. Close each door after you have verified that a space is vacant.
- Stay with people outside the building until emergency personnel arrive. Be aware of and attend to physical needs of patrons and staff that may have left the building without adequate clothing. Do not let anyone other than emergency personnel enter the facility.
- Confirm with people outside the building that all individuals who were in the facility are accounted for. Do not let anyone leave without notification; make sure that minors are released to responsible guardians. Staff must be able to account for all individuals who were in the facility.
- At the end of the incident, when you have emergency personnel approval, you may allow patrons and staff to re-enter the facility. You will need the supervisor’s approval to resume activities for the day.

TIPS TO HELP PREVENT AND BE PREPARED FOR A VIOLENT SITUATION:

- **Make sure everyone is aware of facility rules.** Establish your authority at the facility. Your behavior helps set a tone of safety. Look and act professional at all times. Be alert and enforce rules fairly and uniformly, particularly those concerning horseplay and disorderly behavior. If you put an end to dangerous behavior quickly and effectively, it tends not to escalate into violence.
- **Know your patrons.** Never approach a patron who has a weapon - CALL 911 immediately.
- Sometimes a situation is not violent but involves a patron or patrons who are more agitated or argumentative than uncooperative. There is always a chance that such a situation could become violent. However, the way you handle it may help calm the people involved. Here are some general techniques for reducing a stressful situation:
- **Stay calm yourself.** This not only helps calm the person but also helps keep others present from becoming agitated or frightened.
- **Be mindful of your own non-verbal messages.** Avoid threatening stances or gestures. Keep your hands open, and don't make sudden moves. Give the person enough space. Stay close enough to communicate but far enough away to avoid danger (6 feet is adequate). Be careful about your facial expressions. Avoid frowning or looking angry.
- **Be direct and reassuring toward the person.** Call the person by name if possible. To find out what they want or need, ask questions that require more than a yes or no answer. Tell the person you want to help. Be open-minded about what they say. Answer in a calm, direct tone. Avoid raising your voice. Sometimes a soothing voice can stop or diffuse a situation.
- **Listen carefully.** Pay attention to every word. Try to help the person express what is bothering them. Express what the person is saying in your own words; don't just repeat their words. Try to identify the real problem, but don't give advice.

MEDIA: In the event you are contacted by the Media for comments or questions, refer all questions to the Director of Parks and Recreation.

POOL MANAGEMENT

New Bern Parks and Recreation

SWIMMING POOL MANAGEMENT Standard Operating Procedures

The Supervisor's job is to make sure the pool facility is clean and sanitized. Chemicals are at the proper levels. Staff are at work on time and have been assigned their daily duties. The pool opens and closes on schedule.

If you have any questions or problems, notify your immediate supervisor and/or the Director of Parks and Recreation immediately.

OPENING

1. Arrive to work on time, in uniform
2. Unlock and open the entrance and exit gates. Re-lock the lock on the chain.
3. Unlock the main glass door and close behind you.
4. Verify the main pump is on by checking for water movement in the pool.
5. Perform visual inspection by walking around the perimeter of the pool to make sure all of the following have been taken care of:
 - Water is clear and drains are visible.
 - Pool floor is dirt free.
 - Drain covers and overflow trough covers are secure.
 - No trash/debris in pool or on deck.
 - No snakes or other wildlife in the pool.
 - Tables and chairs in proper locations
 - No trash or debris on restroom floors.
 - Paper products are full in each restroom stall.
 - Concession stand is stocked and ready to go.
 - Swim test wrist bands are ready for Lifeguard to take to Stand 3.
 - Wristband Color for the day is picked out
6. Go into the pump room and verify the pump is on. If off, turn on pump. Check the flow on the flow meter, located on the return line. If flow is 15 or less, call James Hucks or Foster Hughes immediately.
7. Complete the pool inspection form.
8. Perform chemical check per instructions.
9. Reports any issues with chemical readings or pool operation in general to immediate supervisor and/or Director of Parks and Recreation.
10. Verifies and puts out petty cash and wrist bands.
11. Assigns cleaning duties and posts cleaning assignments.
12. Verify all staff have arrived on time and clocked in. Notifies Kari Warren and/or Foster Hughes immediately if staff do NOT show up as scheduled.

13. Staff assists Supervisor by:

- Checking deck and grounds for trash.
- Make sure trash cans are empty, with clean liner installed.
- Check restrooms – make sure soap and paper products are well stocked.
- Make sure concessions are well stocked and ready to go.
- Put out Rescue equipment.
- Put out umbrellas.
- Make sure lane line and safety ropes are in place.

14. Turn on water features 5 minutes before opening.

15. Guards should be in stands and ready to go prior to opening and on the hour after each break.

16. Make sure your rescue tube is in place and the backboard is ready to go.

17. One minute before the pool opens, Unlock the doors, All staff should be in the proper position, and assume your area of responsibility.

18. Crowd control barriers and directional arrows are in place.

19. Verify emergency exit gates are unlocked. Locks should be secured on the chains.

20. During the day, make sure (you):

- Assist the front desk as needed.
- Monitor the lifeguards and make sure they are adhering to the proper rotation.
- When **3 GUARDS ARE ON DUTY**, they will ALL be in the elevated Stations.
- During a Pool Break, The Supervisor will remain on deck to make sure no one enters the pool.
- When **4 GUARDS ARE ON DUTY**, 3 will be in elevated Stations. The 4th will be the Rover. During a Pool Break, The Guard at Station 3 will stay on deck during the break. Once the break is over, That Guard will take their break and then begin roving.
- Guards must stay in their rotation while patrons are in the water.
- Assist the Concession Attendant during breaks and as needed.
- Check Free Chlorine and pH as required.
- Verify that frequently touched surfaces are sanitized hourly, after each break.
- Verify the restroom are clean and have plenty of paper products.
- Monitor front desk and concession stand for petty cash issues.

CLOSING

1. 15 minutes prior to the pool closing, an announcement is made, informing patrons the pool is about to close.
2. At closing time, a final announcement is made. blow a long whistle. Stay in place until all patrons are out of water. At least one guard stays on deck until all patrons have left.
3. Once everyone has exited the pool, lock the doors.
4. Restock Concessions.
5. Make sure staff is performing the assigned cleaning duties.

6. Check behind staff and if cleaning has been properly performed. Initial on cleaning by their name on the cleaning report and release them for the day.
7. Supervisor Completes closing checklist and daily reports.
8. Walk the perimeter of the pool; check to make sure all doors are secure and locked, that trash is picked up and thrown away, and that the equipment as well as tables and chairs are straightened.
9. All trash must be put in the containers outside on the sidewalk.
10. Place rescue tubes back in the guard room.
11. Turn Water Features off.
12. Turn all facility Lights off.
13. All doors are locked.
14. All gates are locked.

ADDITIONAL OPENING AND CLOSING GUIDLINES

Aquatic facilities will open at their designated time. The Aquatic Center will not close due to low attendance without the authorization the Director of Parks and Recreation. Pool closures are based on the following criteria:

- Inadequate number of lifeguards on duty
- No telephone or telephone out of order
- Severe weather conditions (electrical storms, tornadoes, etc.).
- Cold weather – less than 70 degrees.
- pH of pool water not in the recommended range of 7.2 – 7.8
- Disinfectant residual below the accepted minimum (free residual chlorine 1.0)
- Inoperative Pump or Filter
- Fecal contamination
- Cloudy or turbid water
- Other health related issue

PETTY CASH

Get petty cash from for both registers and give funds to the attendants.

FRONT DESK: \$200.00	CONCESSIONS: \$50.00
2 – 20's	
5 – 10's	
10 – 5's	3 – 5's
50 – 1's	25 – 1's
\$10.00 in quarters	\$10.00 in quarters

DEPOSIT PROCEDURE:

Verify that the gate till is correct.
Pull petty cash and store in appropriate location.
Pull Concessions petty cash and store in appropriate location.
Verify that the Concessions till is correct.
Create a deposit slip.
Write Aquatic Center and your initials. (See example) Put in bag and seal.
Take bag to First Citizens Bank downtown and drop in box.

CHECKING POOL CHEMICALS**TO PROPERLY TEST THE WATER, PLEASE FOLLOWING THESE INSTRUCTIONS:**

1. Use the Lamotte Test Kit (Black box).
2. Open the kit and remove the white sample bottle.
3. Remove the top of the bottle and rinse out with pool water two times.
4. Fill the sample bottle with pool water by holding bottle and sticking your arm in the water up to your elbow.
5. The sample can be taken at any area of the pool at least 2' deep.
6. Put the top back on the bottle.
7. Remove two clear test tubes and two caps from kit. If any water is in the tubes, drain water out.

TO TEST CHLORINE:

1. Fill test tube to the halfway line.
2. Add (1) DPD tablet to the tube. Do NOT touch tablet with your fingers.
3. Place cap back on tube.
4. Shake tube until the tablet has dissolved.
5. The water should change colors from clear to a shade of pink.
6. Place the test tube in the black square slider.
7. Place the chlorine index color in the slot on the slider.
8. Hold the slider against a white background and match the sample to the closest chlorine index color.
9. *If the range is not close to the previous test, re-check or call for clarification. Example reading: 1.0, 2.5, 5.0.*

TO TEST pH:

1. Fill test tube to the top line.
2. Add (1) pH tablet to the tube. Do NOT touch tablet with your fingers.
3. Place cap back on tube.
4. Shake tube until the tablet has dissolved.
5. The water should change colors from clear to a shade of yellow/red.
6. Place the test tube in the black square slider.
7. Place the pH index color in the slot on the slider.
8. Hold the slider against a white background and match the sample to the closest pH index color.
9. *If the range is not close to the previous test, re-check or call for clarification. Example reading: 7.4, 7.6, 7.8*
10. Empty the Chlorine and pH sample into the pool. Swish the area with your hands to dissipate the chemical.
11. Rinse the test tubes and the caps twice and drain.
12. Put all items back in the proper location of the test kit until it is time to recheck chemicals.
13. If chemicals are out of the following range, contact Foster ASAP (252-626-1430).
14. Record chemical test result in the logbook after each test. Tests should be conducted when you arrive, 1pm and at 5pm.

PROPER SWIMMING POOL CHEMICAL LEVELS

- **Chlorine – 2.0ppm to 10.0 ppm (Ideal range 3.0ppm – 5.0ppm)**
- **pH – 7.2ppm to 7.8 ppm (Ideal range 7.4ppm – 7.6ppm)**
- **Alkalinity – 80ppm to 120ppm (Ideal range 90ppm -110ppm)**
- **Calcium Hardness – 200ppm to 400ppm (Ideal range 200ppm – 300ppm)**
- **CYA Level – Indoor Pool (0ppm) Outdoor Pool – 15ppm to 40ppm.**

From time to time, you will be asked to perform other pool chemical tests. The detailed instructions are located on the inside of the test kit lid.

DEQ POOL INSPECTION

To ensure a safe swimming environment, our Pool chemicals must be kept at certain levels to meet state guidelines set by NCDEQ (*North Carolina Department of Environmental Quality*). DEQ will make random inspections from time to time. If a Health Inspector comes to the pool, they will have their ID badge. Call your supervisor immediately.

ADDING CHLORINE TO THE POOL

The Aquatic center uses the following types of chlorine: Chlorine generator (salt), Pulsar briquettes, and granular chlorine.

The Chlorine generator is programmed to work 24/7. If the percentage of the chlorinator does not show 75% or more, or if an error appears, call James Hucks and/or Foster Hughes immediately.

To add Pulsar:

1. Put the PPE (Personal Protective Equipment) on. This includes: Chemical Gloves, Respirator, and Chemical goggles
2. Turn off Pulsar Pump.
3. Open Lid to Pulsar briquette Container.
4. Fill the scoop with briquettes.
5. Open the Pulsar chlorinator.
6. Add the briquettes to the chlorinator.
7. Close lid to the chlorinator.
8. Put scoop back in Pulsar briquette container.
9. Turn Pulsar Pump back on.

To add Granular:

Granular is used to quickly boost the chlorine level in the pool.

Unless director to do otherwise, add no more than 3 full scoops of granular to the vacuum filter pit in the pump room.

When adding granular, remove the grate lid.

Replace lid when finished.

Adding other chemicals to the pool:


The pool will be balanced on a regular basis at the direction of the Director of Parks and Recreation.

Information on the specific chemicals and quantities will be provided to the on-site supervisor.


The Aquatic Center uses a slurry feeder with 15-gallon drums of muriatic acid to control the pH. From time to time, gallon containers of muriatic acid will need to be used to control the pH. Follow standards in the SDS for proper administration.

INFOGRAPHICS

The Solution: Use the MAHC




1




To update existing codes for public swimming pools and other aquatic venues

2



To incorporate guidelines into state and local aquatic programs

3




However you want: use or modify the entire MAHC or pieces of it


The MAHC is NOT a federal law. It's voluntary, model guidance to help reduce the burden on state and local pool programs that individually write their own codes.

The Public Health Impact


The MAHC can help:



Prevent drowning, illness, and injury




Raise minimum standards and reduce inspection violations




Keep pools open for more summer and year-round fun

Help make swimming healthier and safer.



**Learn more about
The Model Aquatic Health Code:**
www.cdc.gov/mahc



CS261476-A

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Facts About Crypto and Swimming Pools

What is Crypto and how can it affect me?

"Crypto" (krip-TOE), short for *Cryptosporidium*, is a **germ that causes diarrhea**. This germ is found in the fecal matter of a person who has been infected by Crypto. It has a tough outer shell that allows it to survive for a long time in the environment. It can survive for days even in properly chlorinated pools.

Crypto is one of the most common causes of recreational water illness (disease caused by germs spread through pool water) in the United States and can cause prolonged diarrhea (for 1–2 weeks). It can make anyone sick, but certain groups of people are more likely to become seriously ill when infected with Crypto:

- Young children
- Pregnant women
- Individuals with weakened immune systems

How is Crypto spread in pools?

Crypto is **spread by swallowing water** that has been contaminated with fecal matter containing Crypto.

You share the water—and the germs in it—with **every person** who enters the pool. If one person infected with Crypto has diarrhea in the water, the water can be contaminated with tens or hundreds of millions of germs. Swallowing even a small amount of pool water that has been contaminated with the Crypto germ can make you sick.

Crypto can also be spread by swallowing contaminated water from water parks, interactive fountains, water play areas, hot tubs, lakes, rivers, springs, ponds, streams, and oceans.

How do I protect myself, my family, and other swimmers?

Take action! Because Crypto can stay alive for days even in well-maintained pools, stopping the germ from getting there in the first place is essential.

Steps for Healthy Swimming

Keep the pee, poop, sweat, and dirt out of the water!

- Stay out of the water if you have diarrhea.
- Shower before you get in the water.
- Don't pee or poop in the water.
- Don't swallow the water.

Every hour—everyone out!

- Take kids on bathroom breaks.
- Check diapers, and change them in a bathroom or diaper changing area—not poolside—to keep germs away from the pool.
- Reapply sunscreen.
- Drink plenty of fluids.



SWIMMERS AND PARENTS

For more information about Crypto, visit www.cdc.gov/crypto

For more information on preventing illness and injury at the pool, visit www.cdc.gov/healthyswimming

POOL OPERATORS

For guidelines and resources on how to prevent Crypto and other germs from contaminating the water, visit www.cdc.gov/healthywater/swimming/audience-aquatics-staff.html



www.cdc.gov/healthywater/swimming/rwi/illnesses/cryptosporidium.html



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

CS256265-C

Facts About *Giardia* and Swimming Pools

What is *Giardia* and how can it affect me?

Giardia (gee-ARE-dee-uh) is a **germ that causes diarrhea**. This germ is found in the fecal matter of a person who has been infected by *Giardia*. It has a tough outer shell that allows it to survive for up to 45 minutes even in properly chlorinated pools.

Giardia is a common cause of recreational water illness (disease caused by germs spread through pool water) in the United States and can cause prolonged diarrhea (for 1–2 weeks). It can make anyone sick.

How is *Giardia* spread in pools?

Giardia is **spread by swallowing water** that has been contaminated with fecal matter containing *Giardia*.

You share the water—and the germs in it—with **every person** who enters the pool. If one person infected with *Giardia* has diarrhea in the water, the water can be contaminated with millions of germs. Swallowing even a small amount of pool water that has been contaminated with the *Giardia* germ can make you sick.

Giardia can also be spread by swallowing contaminated water from water parks, interactive fountains, water play areas, hot tubs, lakes, rivers, springs, ponds, streams, and oceans.

How do I protect myself, my family, and other swimmers?

Take action! Because *Giardia* can stay alive for almost an hour even in well-maintained pools, stopping the germ from getting there in the first place is essential. Making sure that your pool has the right disinfectant and pH levels to kill *Giardia* is also critical.

Steps for Healthy Swimming

Keep the pee, poop, sweat, and dirt out of the water!

- Stay out of the water if you have diarrhea.
- Shower before you get in the water.
- Don't pee or poop in the water.
- Don't swallow the water.

Every hour—everyone out!

- Take kids on bathroom breaks.
- Check diapers, and change them in a bathroom or a diaper-changing area—not poolside—to keep germs away from the pool.
- Reapply sunscreen.
- Drink plenty of fluids.

Check the free chlorine level and pH before getting into the water.

- Pools: Proper free chlorine level (1–3 mg/L or parts per million [ppm]) and pH (7.2–7.8) maximize germ-killing power.
- Hot tubs/spas: Proper disinfectant level (chlorine [2–4 parts per million or ppm] or bromine [4–6 ppm]) and pH (7.2–7.8) maximize germ-killing power.
- Most superstores, hardware stores, and pool-supply stores sell pool test strips.



SWIMMERS AND PARENTS

For more information on preventing illness and injury at the pool, visit www.cdc.gov/healthyswimming.

For further instructions on how to use pool and hot tub test strips, visit <http://www.cdc.gov/healthywater/swimming/protection/pool-spa-test-strip-instructions.html>.

POOL OPERATORS

For guidelines and resources on how to prevent *Giardia* and other germs from contaminating the water, visit <http://www.cdc.gov/healthywater/swimming/audience-aquatics-staff.html>.



<http://www.cdc.gov/healthywater/swimming/rwi/illnesses/giardia.html>



Centers for Disease Control and Prevention
Deputy Director Office Name

CS256265-G

Facts About MRSA and Swimming Pools

What is MRSA and how can it affect me?

Staphylococcus aureus ("staph") is a germ that often lives in the nose or on the skin of healthy people. **MRSA**, short for methicillin-resistant *Staphylococcus aureus*, is a type of staph germ that is resistant to certain antibiotics.

In the community, most MRSA infections are skin infections (pustules, boils) that may be:

- Mistaken for spider bites
- Red, swollen, painful, warm to the touch, and have pus or other drainage
- Accompanied by a fever

To learn more about MRSA, visit www.cdc.gov/mrsa

Can MRSA be spread at recreational water facilities?

MRSA **does not survive long in pools and other treated swimming places (for example, hot tubs/spas) that have proper disinfectant (chlorine) and pH levels.** There have been no reports of MRSA spreading through contact with recreational water.

However, MRSA **can be spread at recreational water facilities and other places by direct and indirect contact with infected persons.** Direct contact can happen when you touch another person's MRSA infection. Indirect contact can happen when you share items (like towels or razors) or touch surfaces (like hand rails or locker room benches) contaminated with MRSA. MRSA is most likely to spread when it comes into contact with an uncovered cut or scrape.

How do I protect myself, my family, and others when visiting recreational water facilities?

Take action! There are steps you can take to protect yourself and others from MRSA.

Steps to Protect Yourself

- All swimmers
 - » Don't touch any bumps, cuts, infected areas, or bandages on another person's skin.
 - » Don't share items, like towels or razors, with other people.
 - » Keep cuts and scrapes clean and cover them with bandages.
 - » Talk to recreational water facility operators to make sure they:
 - Clean frequently-touched surfaces
 - Wash towels after each use
 - Maintain proper disinfectant and pH levels in the water to kill germs
- If you have a skin infection
 - » Don't go in recreational water. Other germs from the water can get into your wound(s) and cause additional infections.

Steps to Protect Others

- If you have a skin infection
 - » It might be difficult to keep infected skin adequately covered while in the water, so it is best to stay out of recreational water. If you do go in the water, cover any bumps, cuts, or infected areas with water tight bandages.
 - » Practice good hygiene by regularly washing hands with soap and water.
 - » Don't let other people touch your bumps, cuts, infected areas, or bandages.



SWIMMERS AND PARENTS

For more information on how to stay healthy when you swim, visit www.cdc.gov/healthyswimming

POOL OPERATORS

For information on how to properly disinfect your facility and prevent MRSA from spreading, visit www.cdc.gov/mrsa/environment/athletic-facilities.html

For guidelines and resources on how to prevent the spread of other germs at your facility, visit www.cdc.gov/healthywater/swimming/audience-aquatics-staff.html



www.cdc.gov/healthywater/swimming/rwi/illnesses/mrsa.html



U.S. Department of Health and Human Services
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CS235438-F

Facts About "Swimmer's Ear"

What is Swimmer's Ear?

Swimmer's ear (also known as otitis externa) is an infection of the outer ear canal. Symptoms of swimmer's ear usually appear within a few days of swimming and include:

- Itchiness inside the ear.
- Redness and swelling of the ear.
- Pain when the infected ear is tugged or when pressure is placed on the ear.
- Pus draining from the infected ear.

Although all age groups are affected by swimmer's ear, it is more common in children and can be extremely painful.

How is Swimmer's Ear Spread in the Places we Swim?

Swimmer's ear can occur when water stays in the ear canal for long periods of time, providing the perfect environment for germs to grow and infect the skin. Germs found in pools and other places we swim are one of the most common causes of swimmer's ear.

Swimmer's ear cannot be spread from one person to another.

If you think you have swimmer's ear, consult your health care provider. Swimmer's ear can be treated with antibiotic ear drops.

Is There a Difference Between a Childhood Middle Ear Infection and Swimmer's Ear?

Yes. Swimmer's ear is not the same as the common childhood middle ear infection. If you can wiggle the outer ear without pain or discomfort then your ear condition is probably not swimmer's ear.

How Do I Protect Myself and My Family?

To reduce the risk of swimmer's ear:

DO keep your ears as dry as possible.

- Use a bathing cap, ear plugs, or custom-fitted swim molds when swimming.

DO dry your ears thoroughly after swimming or showering.

- Use a towel to dry your ears well.
- Tilt your head to hold each ear facing down to allow water to escape the ear canal.
- Pull your earlobe in different directions while the ear is faced down to help water drain out.
- If there is still water left in ears, consider using a hair dryer to move air within the ear canal.
 - » Put the dryer on the lowest heat and speed/fan setting; hold it several inches from the ear.

DON'T put objects in the ear canal (including cotton-tip swabs, pencils, paperclips, or fingers).

DON'T try to remove ear wax. Ear wax helps protect your ear canal from infection.

- If you think that the ear canal is blocked by ear wax, consult your health care provider.

CONSULT your health care provider about using ear drops after swimming.

- Drops should not be used by people with ear tubes, damaged ear drums, outer ear infections, or ear drainage (pus or liquid coming from the ear).

CONSULT your health care provider if you have ear pain, discomfort, or drainage from your ears.

ASK your pool/hot tub operator if disinfectant and pH levels are checked at least twice per day—hot tubs and pools with proper disinfectant and pH levels are less likely to spread germs.

USE pool test strips to check the pool or hot tub (or spa) yourself for adequate disinfectant and pH levels.



GENERAL PUBLIC

For more information on how to help prevent swimmer's ear, visit www.cdc.gov/healthywater/swimming/rwi/illnesses/swimmers-ear-prevention-guidelines.html

For more tips on what you can do to help prevent the spread of germs at your swimming facility, visit <http://www.cdc.gov/healthywater/swimming/protection/triple-a-healthy-swimming.html>

POOL AND HOT TUB OPERATORS

For guidelines and resources on how to prevent germs from contaminating the water, visit www.cdc.gov/healthywater/swimming/audience-aquatics-staff.html



www.cdc.gov/healthywater/swimming/rwi/illnesses/swimmers-ear.html



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

CS235438-G

Cleaning Up Body Fluid Spills on Pool Surfaces

Body fluids, including blood, feces, and vomit are all considered potentially contaminated with bloodborne or other germs. Therefore, spills of these fluids on the pool deck should be cleaned up and the contaminated surfaces disinfected immediately.

Appropriate Disinfectants

Bleach

One of the most commonly used chemicals for disinfection is a homemade solution of household bleach and water. Since a solution of bleach and water loses its strength quickly, a fresh mixture should be made before each clean-up to make sure it is effective.

Other Disinfectants

A listing of other approved commercial disinfectants can be found at www.epa.gov/oppad001/chemregindex.htm and www.fda.gov/cdrh/ode/germlab.html. These disinfectants are effective when used according to the manufacturer's instructions.

Recipe for Bleach Disinfecting Solution

9 parts cool water

1 part household bleach

Add the household bleach to the water. Gently mix the solution.

Clean-up Procedure Using Bleach Solution

1. Block off the area of the spill from patrons until clean-up and disinfection is complete.
2. Put on disposable gloves to prevent contamination of hands.
3. Wipe up the spill using paper towels or absorbent material and place in plastic garbage bag.
4. Gently pour bleach solution onto all contaminated areas of the surface.
5. Let the bleach solution remain on the contaminated area for 20 minutes.
6. Wipe up the remaining bleach solution.
7. All non-disposable cleaning materials used such as mops and scrub brushes should be disinfected by saturating with bleach solution and air dried.
8. Remove gloves and place in plastic garbage bags with all soiled cleaning materials.
9. Double-bag and securely tie-up plastic garbage bags and discard.



Healthy Swimming

HEALTHY SWIMMING

Fecal Incident Response Recommendations for Aquatic Staff

What do you do when you find poop in the water?



Check for existing guidelines from your local or state regulatory agency before use. CDC recommendations do not replace existing state or local regulations or guidelines.

These recommendations are for responding to fecal incidents in chlorinated aquatic venues (for example, pools and water playgrounds).

Improper handling of chlorine-based disinfectants can cause injury. Follow proper occupational safety and health requirements when following these recommendations. For more pool chemical safety information, visit www.cdc.gov/healthywater/swimming/aquatics-professionals/preventing-pool-chemical-events.html.

CLOSURES: Fecal incidents are a concern and an inconvenience to both aquatic staff and patrons. Aquatic staff should carefully explain to patrons why the aquatic venue needs to be closed in response to a fecal incident. Explaining the reasons for closing the venue (for proper disinfection and protection of swimmer health) is likely to promote patron understanding and minimize their frustration. Closures allow chlorine to do its job—kill germs and help prevent recreational water illnesses (RWIs).

Hot tubs/spas, and some water playgrounds, can have much smaller amounts of water. In response to formed or diarrheal fecal incidents in small-volume venues, it might be more efficient to completely drain as much water as possible from the venue and associated plumbing; scrub and clean all accessible surfaces in contact with contaminated water; replace or clean filter media when appropriate, and refill with uncontaminated water from an approved source (for example, municipal water system).



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What do I do about...

formed fecal matter (poop) in the water?

Formed fecal incidents pose a risk for spreading germs, including moderately chlorine tolerant *Giardia*. To disinfect the water following a formed fecal incident, aquatic staff should follow the steps below, which are based on killing or inactivating *Giardia*.

Step 1: Close the aquatic venue to swimmers. If you have multiple venues that use the same filtration system—all of the venues will have to be closed to swimmers. Do not allow anyone to enter the venue(s) until the disinfection process is completed.

Step 2: Remove as much of the fecal matter as possible (for example, using a net or bucket) and dispose of the fecal matter in a sanitary manner. Clean and disinfect the item used to remove the fecal matter (for example, after cleaning, leave the net or bucket immersed in the water during disinfection). **VACUUMING FECAL MATTER FROM THE WATER IS NOT RECOMMENDED.**

Step 3: Raise the water's free chlorine concentration to 2 parts per million (ppm), if less than 2 ppm. Maintain free chlorine concentration at 2 ppm and water at pH 7.5 or less for 25–30 minutes.¹ Other concentrations or closure times can be used (see table). State or local regulators may require higher free chlorine concentration in the presence of chlorine stabilizers,² which are known to slow the rate at which free chlorine inactivates or kills germs.

Step 4: Confirm that the filtration system is operating while the water reaches and is maintained at the proper free chlorine concentration and pH for disinfection.

Step 5: Allow swimmers back into the water only after the disinfection process has been completed and the free chlorine concentration and pH are within the operating range allowed by the state or local regulatory authority.

Establish a fecal incident log.

Document each fecal incident by recording date and time of the event, whether it involved formed fecal matter or diarrhea and the free chlorine concentration and pH at the time of observation of the event. Before reopening the aquatic venue, record the procedures followed in response to the fecal incident (including the process used to adjust chlorine concentration and pH [if necessary], the free chlorine concentration and pH, and the disinfection time). You can download a Water Contamination Response Log at <http://www.cdc.gov/healthywater/swimming/aquatics-professionals/fecalresponse.html>

Giardia Kill or Inactivation Time for a Formed Fecal Incident

Free Chlorine Concentration (ppm)	Disinfection Time ³
1.0	45 minutes
2.0	25–30 minutes
3.0	19 minutes



1. Ideally, the water temperature should be 77°F (25°C) or higher during the disinfection process.

2. Chlorine stabilizers include compounds such as cyanuric acid, dichlor, and trichlor.

3. These closure times are based on 99.9% kill or inactivation of *Giardia* cysts by chlorine at pH 7.5 or less and temperature of 77°F (25°C) or higher. The closure times were derived from the U.S. Environmental Protection Agency (EPA) Disinfection Profiling and Benchmarking Guidance Manual. These closure times do not take into account "dead spots" and other areas of poor pool water mixing.

What do I do about...

diarrhea in the water when chlorine stabilizer¹ is NOT in the water?

A diarrheal incident is a high-risk event for contamination caused by *Cryptosporidium* (or “Crypto”), an extremely chlorine-tolerant parasite. Therefore, it is important that aquatic staff educate patrons not to swim when ill with diarrhea. To disinfect the water following a diarrheal incident, aquatic staff should hyperchlorinate, or raise the free chlorine concentration to a high concentration for a long period of time. If necessary, before attempting to hyperchlorinate, consult an aquatic professional to determine the feasibility, the most optimal and practical methods, and needed safety considerations.

Step 1: Close the aquatic venue to swimmers. If you have multiple venues that use the same filtration system—all of the venues will have to be closed to swimmers. Do not allow anyone to enter the venue(s) until the hyperchlorination process is completed.

Step 2: Remove as much of the fecal matter as possible (for example, using a net or bucket) and dispose of the fecal matter in a sanitary manner. Clean and disinfect the item used to remove the fecal matter (for example, after cleaning, leave the net or bucket immersed in the water during hyperchlorination).

VACUUMING FECAL MATTER FROM THE WATER IS NOT RECOMMENDED.

Step 3: Raise the water’s free chlorine concentration (see Table below) and maintain water at pH 7.5 or less.²

Step 4: Achieve a concentration × time (CT) inactivation value of 15,300³ to inactivate or

kill Crypto. The CT inactivation value refers to the concentration of free chlorine in parts per million (ppm) multiplied by time in minutes at a specific pH and temperature.

Step 5: Confirm that the filtration system is operating while the water reaches and is maintained at the proper free chlorine concentration and pH for hyperchlorination.

Step 6: Backwash the filter thoroughly after reaching the CT inactivation value. Be sure to discharge directly to waste and according to state or local regulations. Do not return the backwash through the filter. Where appropriate, replace the filter media.

Step 7⁴: Allow swimmers back into the water only after the required CT inactivation value has been achieved and the free chlorine concentration and pH are within the operating range allowed by the state or local regulatory authority.

Establish a fecal incident log.

Document each fecal incident by recording date and time of the event, whether it involved formed fecal matter or diarrhea and the free chlorine concentration and pH at the time of observation of the event. Before reopening the aquatic venue, record the procedures followed in response to the fecal incident (including the process used to adjust chlorine concentration and pH [if necessary], the free chlorine concentration and pH, and the hyperchlorination time). You can download a Water Contamination Response Log at <http://www.cdc.gov/healthywater/swimming/aquatics-professionals/fecalresponse.html>

Use the formula below to calculate the time required to inactivate or kill Crypto⁵

Concentration × time (CT) inactivation value	÷	Free chlorine concentration (parts per million [ppm])	Time (in minutes)
15,300	÷	20*	= 765 (or 12.75 hours)
15,300	÷	10	= 1,530 (or 25.5 hours)

1. Chlorine stabilizers include compounds such as cyanuric acid, dichlor, and trichlor.

2. Ideally, the water temperature should be 77°F (25°C) or higher during the hyperchlorination process.

3. Alternative options could include circulating the water through a secondary disinfection system (for example, ultraviolet light or ozone) to theoretically reduce the number of Crypto oocysts in the aquatic venue(s) below one oocyst/100 mL as outlined in the Model Aquatic Health Code (MAHC) standard 4.7.3.3.2.4 (current edition of the MAHC is available at www.cdc.gov/mahc/currentedition/index.html) or draining the aquatic venue(s).

4. CDC does not recommend testing the water for Crypto after hyperchlorination is completed. Although hyperchlorination destroys Crypto’s infectivity, it does not necessarily destroy the structure of the parasite.

5. Shields JM, Hill VR, Arrowood MJ, Beach MJ. Inactivation of *Cryptosporidium parvum* under chlorinated recreational water conditions. J Water Health. 2008;6(4):513–20.

* Many conventional test kits cannot measure free chlorine concentrations this high. Use chlorine test strips that can measure free chlorine in a range that includes 20–40 ppm (such as those used in the food industry) or make dilutions for use in a standard DPD test kit using chlorine-free water.

What do I do about...

diarrhea in the water when chlorine stabilizer¹ is in the water?

A diarrheal incident is a high-risk event for contamination caused by *Cryptosporidium* (or "Crypto"), an extremely chlorine-tolerant parasite. Therefore, it is important that aquatic staff educate patrons not to swim when ill with diarrhea. To disinfect the water following a diarrheal incident, aquatic staff should hyperchlorinate, or raise the free chlorine concentration to a high concentration for a long period of time. If necessary, before attempting to hyperchlorinate, consult an aquatic professional to determine the feasibility, the most optimal and practical methods, and needed safety considerations.

Step 1: Close the aquatic venue to swimmers. If you have multiple venues that use the same filtration system—all of the venues will have to be closed to swimmers. Do not allow anyone to enter the venue(s) until the hyperchlorination process is completed.

Step 2: Remove as much of the fecal matter as possible (for example, using a net or bucket) and dispose of the fecal matter in a sanitary manner. Clean and disinfect the item used to remove the fecal matter (for example, after cleaning, leave the net or bucket immersed in the water during hyperchlorination).

VACUUMING FECAL MATTER FROM THE WATER IS NOT RECOMMENDED.

Step 3: Raise the water's free chlorine concentration (see bullets below) and maintain water at pH 7.5 or less.²

Step 4: Hyperchlorinate.³ Chlorine stabilizer slows the rate at which free chlorine inactivates or kills Crypto, and the more stabilizer there is in the water the longer it takes to kill Crypto.

If the cyanuric acid concentration is 1–15 parts per million (ppm)⁴

- Raise the free chlorine concentration to 20 ppm⁵ and maintain it for 28 hours or
- Raise the free chlorine concentration to 30 ppm⁵ and maintain it for 18 hours or
- Raise the free chlorine concentration to 40 ppm⁵ and maintain it for 8.5 hours

If the cyanuric acid concentration is more than 15 ppm, lower the concentration to 1–15 ppm by draining partially and adding fresh water without chlorine stabilizer before attempting to hyperchlorinate.

Step 5: Confirm that the filtration system is operating while the water reaches and is maintained at the proper free chlorine concentration and pH for hyperchlorination.

Step 6: Backwash the filter thoroughly after hyperchlorination has been completed. Be sure to discharge directly to waste and according to state or local regulations. Do not return the backwash through the filter. Where appropriate, replace the filter media.

Step 7⁶: Allow swimmers back into the water only after hyperchlorination has been completed and the free chlorine concentration and pH are within the operating range allowed by the state or local regulatory authority.

Establish a fecal incident log.

Document each fecal incident by recording date and time of the event, whether it involved formed fecal matter or diarrhea and the free chlorine concentration and pH at the time of observation of the event. Before reopening the aquatic venue, record the procedures followed in response to the fecal incident (including the process used to adjust chlorine concentration and pH [if necessary], the free chlorine concentration and pH, and the hyperchlorination time). You can download a Water Contamination Response Log at <http://www.cdc.gov/healthywater/swimming/aquatics-professionals/fecalresponse.html>

1. Chlorine stabilizers include compounds such as cyanuric acid, dichlor, and trichlor.

2. Ideally, the water temperature should be 77°F (25°C) or higher during the hyperchlorination process.

3. Alternative options could include circulating the water through a secondary disinfection system (for example, ultraviolet light or ozone) to theoretically reduce the number of Crypto oocysts in the aquatic venue(s) below one oocyst/100 mL as outlined in the Model Aquatic Health Code (MAHC) standard 4.7.3.32.4 (current edition of the MAHC is available at www.cdc.gov/mahc/currentedition/index.html) or draining the aquatic venue(s).

4. Murphy JL, Haas CN, Arrowood MJ, Hlavsa MC, Beach MJ, Hill VR. Efficacy of chlorine dioxide tablets on inactivation of *Cryptosporidium* oocysts. *Environ Sci Technol*. 2014;48(10):5849–56.

5. Many conventional test kits cannot measure free chlorine concentrations this high. Use chlorine test strips that can measure free chlorine in a range that includes 20–40 ppm (such as those used in the food industry) or make dilutions for use in a standard DPD test kit using chlorine-free water.

6. CDC does not recommend testing the water for Crypto after hyperchlorination is completed. Although hyperchlorination destroys Crypto's infectivity, it does not necessarily destroy the structure of the parasite.



Interim Guidance for Public Pools and Spas (May 22, 2020)

Governor Cooper has implemented a [three-phased approach](#) to slowly lift restrictions while combatting COVID-19, protecting North Carolinians and working together to recover the economy.

Starting at 5pm on Friday May 22, 2020, North Carolina will begin Phase 2. Businesses and organizations should follow the guidelines below to prevent the spread of COVID-19.

Guidelines for Public Pools and Spas: Any place where people gather poses a risk for COVID-19 transmission. Operators of public pools and spas should create and implement a plan to minimize that risk. The guidance below will help operators of public pools and spas reduce the spread of COVID-19 in their communities.

Guidelines for Conducting Business: Any scenario in which many people gather together poses a risk for COVID-19 transmission. Public pools include municipal, school, hotel, motel, apartment, boarding house, athletic club, or other membership facility pools and spas, which are also called hot tubs or jacuzzies. All public pools and spas where groups of people gather should create and implement a plan to minimize the opportunity for COVID-19 transmission at their facility. The guidance below will help public pools and spas reduce the spread of COVID-19 in their communities. This guidance is intended to address risk related specifically to the pool and dressing room/locker room. Any additional attractions related to the pool area such as playground, snack bar, or fitness center should consult other issued guidance as appropriate.

This guidance covers the following topics:

- Social Distancing and Minimizing Exposure
- Cloth Face Coverings
- Cleaning and Hygiene
- Monitoring for Symptoms
- Protecting Vulnerable Populations
- Combatting Misinformation
- Water and Ventilation Systems
- Additional Resources

Social Distancing and Minimizing Exposure

[Social distancing](#) is one of the only weapons we have to decrease the spread of COVID-19. Social distancing ("physical distancing") means keeping space between yourself and other people outside of your home. Stay at least 6 feet (about 2 arms' length) from other people; do not gather in groups; stay out of crowded places and avoid mass gatherings. Phase 2 includes several requirements and recommendations to support social distancing in spaces where the public may gather.

Cloth Face Coverings

It is strongly recommended that all employees wear a cloth face covering when they may be near (less than 6 feet from) other people. Patrons are also strongly encouraged to wear cloth face coverings when entering and exiting the pool area and when not in the pool. A FAQ about face coverings is available in [English](#) and [Spanish](#).

- ☐ It is encouraged that businesses provide cloth face coverings for employees and patrons. If provided, they must be single use or properly laundered using hot water and a high heat dryer between uses.
- ☐ Please share guidance to employees on use, wearing, and removal of cloth face coverings, such as [CDC's guidance on wearing and removing cloth face masks](#), [CDC's use of cloth face coverings](#), and [CDC's cloth face coverings FAQ's](#).

Cleaning and Hygiene

Washing hands with soap for 20 seconds or using hand sanitizer reduces the spread of transmission.

Public pools and spas are **required** to:

- ☐ Perform ongoing and routine environmental cleaning and disinfection of high-touch areas (e.g., doors, doorknobs, rails) with an [EPA approved disinfectant for SARS-CoV-2](#) (the virus that causes COVID-19), and increase disinfection during peak times or high customer density times.

It is recommended that public pools and spas:

- ☐ Systematically and frequently check and refill hand sanitizers (at least 60% alcohol) and assure soap and hand drying materials are at sinks.
- ☐ Provide, whenever available, hand sanitizer (with at least 60% alcohol) at the entrance and other areas.
- ☐ Require employees wash their hands or use hand sanitizer immediately upon reporting to work and frequently throughout the day.
- ☐ Disinfect tables, chairs and lounges between use, allowing the disinfectant to sit for the necessary contact time recommended by the manufacturer.
- ☐ Provide disinfectant wipes and/or solution and disposable towels and post disinfectant use instructions at pools where no employees are present.
- ☐ Close snack bars unless food service guidance can be followed.
- ☐ Provide tissues and trash containers for proper cough and sneeze hygiene.
- ☐ If towel service is provided, soiled towels must be kept in closed containers, handled minimally by employees, and employees must wash hands immediately after handling soiled linens. Towels should be washed and dried on high heat.

Monitoring for Symptoms

Conducting regular screening for symptoms can help reduce exposure. Employees should be encouraged to self-monitor for symptoms such as fever, cough, or shortness of breath.

If they develop symptoms, they should notify their supervisor and stay home. More information on [how to monitor for symptoms](#) is available from the CDC.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Public pools and spas are **required** to:

- ☐ Limit the user capacity in the pool to no more than 50% of maximum occupancy as determined by fire code (when fire code number is not known, maximum occupancy can be calculated as 33 people per 1,000 square feet in deck areas, wading pools and splash pads), AND a maximum occupancy in the water of 10 people per 1,000 square feet, AND ensure sufficient social distancing with at least 6-foot separation between family units.
- ☐ Post the reduced "Emergency Maximum Capacity" of both the pool enclosure and the water in a noticeable place. [Sign templates](#) are available in English and Spanish on NC DHHS COVID-19 response site.
- ☐ Post signage reminding people about social distancing (staying at least 6 feet away from others). [Know Your Ws](#) sign templates are available in English and Spanish on NC DHHS COVID-19 response site.

It is recommended that public pools and spas:

- ☐ Adjust emergency maximum capacity to a lower number as determined by the pool operator to provide a reasonable number of users on the pool deck for sufficient social distancing when large deck areas make maximum occupancy calculations result in significantly more people allowed on the deck than in the pool.
- ☐ Have all chairs and lounges designated for use spaced at least 6 feet apart; unless the patrons are a family unit from the same household. Pool decks should be marked so chairs and lounges can be maintained at proper distances and extra seating should be removed from the deck.
- ☐ Provide marks on the floors of restrooms and locker rooms to indicate proper social distancing. When sinks are not 6 feet apart, consider limiting use to every other sink. If possible, designate entrance and exit doors for restrooms and locker rooms so occupants do not come face to face.
- ☐ Discontinue the use of shared tables among non-family units.
- ☐ Limit the use to one swimmer per lane when swim lanes are provided. When a swim coach is present and providing lessons, coaching, or overseeing a swim practice, swimmers per lane can be increased from one per lane to two. Social distancing must still be practiced to the extent possible within the swim lane.
- ☐ Mark off a six-foot perimeter around lifeguard chairs when deck space allows.
- ☐ Designate an Entrance and Exit location when there are 2 or more entrances into the pool area. Provide a designated area with social distancing markings for guests waiting to enter the pool area.
- ☐ Provide lifeguards with pocket masks to eliminate mouth to mouth contact in case resuscitation is needed.
- ☐ Advise lifeguards and maintenance staff to stay 6 feet away from patrons to the extent possible.
- ☐ Advise employees to stay 6 feet away from each other to the extent possible.
- ☐ Stagger swimming times or cohort family units to the extent possible by using reservation systems or other methods; rotate or stagger shifts to limit the number of employees in the pool area at the same time.
- ☐ Schedule activities so there is adequate space in the pool, allow sign-up by phone or online.
- ☐ Install plexiglass barriers when gate attendants are needed. If this is not possible, cloth face coverings are recommended.
- ☐ Remove pool toys, shared exercise equipment and other items from the pool area.
- ☐ Continue to offer contactless entry options, use phone app technology to alert patrons when the pool area is available based on schedule or occupancy.

Combatting Misinformation

Help ensure that the information your employees get is coming directly from reliable resources. Use resources from a trusted source like the [CDC](#) or [NCDHHS](#) to promote behaviors that prevent the spread of COVID-19.

It is recommended that public pools and spas:

- ☐ Make information available to workers about COVID-19 prevention and mitigation strategies, using methods like videos, webinars, or printed materials like FAQs. Some reliable sources include [NC DHHS COVID-19](#), [Know Your Ws: Wear, Wait, Wash](#), [NC DHHS COVID-19 Latest Updates](#), [NC DHHS COVID-19 Materials & Resources](#)
- ☐ Put up signs and posters, such as [Know Your Ws: Wear, Wait, Wash](#) and those found in the [Social Media Toolkit for COVID-19](#).

Water and Ventilation Systems

Reduced use of water and ventilations systems can pose their own health hazards. There is increased risk for Legionella and other waterborne pathogens from stagnant or standing water.

Before reopening, it is recommended that public pools and spas:

- ☐ Follow the CDC's [Guidance](#) for Reopening Buildings After Prolonged Shutdown or Reduced Operation to minimize the risk of diseases associated with water.
- ☐ Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods. Do not open windows and doors if they pose a safety or health risk to people using the facility.

Additional Resources

- NC DHHS: [North Carolina COVID-19](#)
- CDC: [Interim Guidance for Businesses and Employers](#)
- CDC: [Cleaning and Disinfecting Your Facility](#)
- CDC: [Reopening Guidance](#)
- EPA: [Disinfectants for Use Against SARS-CoV-2](#)
- FDA: [Food Safety and the Coronavirus Disease 2019 \(COVID-19\)](#)
- HHS/OSHA: [Guidance on Preparing Workplaces for COVID-19](#)



#StayStrongNC

**Staying apart brings us together.
Protect your family and neighbors.**

Learn more at nc.gov/covid19.



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Public pools and spas are **required** to:

- ☐ Conduct daily [symptom](#) screening (standard interview questionnaire [English](#) | [Spanish](#)) of employees at entrance to workplace with immediately sending symptomatic workers home to [isolate](#).
- ☐ Employees who have symptoms when they arrive at work or become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- ☐ Post signage at the main entrance requesting that people who have been symptomatic with fever and/or cough not enter, such as [Know Your Ws/Stop if You Have Symptoms](#) flyers (English - [Color](#), [Black & White](#); Spanish - [Color](#), [Black & White](#)).

It is recommended that public pools and spas:

- ☐ Have a plan in place for immediately removing employees from work if symptoms develop.
- ☐ Establish and enforce sick leave policies to prevent the spread of disease, including:
 - ☐ Enforcing employees staying home if sick.
 - ☐ Encouraging liberal use of sick leave policy.
 - ☐ Expanding paid leave policies to allow employees to stay home when sick.
- ☐ [Per CDC guidelines](#), if an employee has been diagnosed with COVID-19 or is presumed positive by a medical professional due to symptoms, the employee should be excluded from work until:
 - ☐ No fever for at least 72 hours since recovery (without the use of fever-reducing medicine AND
 - ☐ Other symptoms have improved (e.g., coughing, shortness of breath) AND
 - ☐ At least 10 days have passed since first symptoms
- ☐ [Per CDC guidelines](#), if an employee has been diagnosed with COVID-19 but does not have symptoms, they should remain out of work until 10 days have passed since the date of their first positive COVID-19 diagnostic test, assuming they have not subsequently developed symptoms since their positive test.
- ☐ Require symptomatic employees to wear masks until leaving the facility. Cleaning and disinfecting procedure should be implemented by designated personnel following [CDC guidelines](#) once sick employee leaves.
- ☐ Provide employees with information on help lines to access information or other support in reference to COVID-19, e.g. 211 and Hope4NC Helpline (1-855-587-3463)

Protecting Vulnerable Populations

Information on who is at higher risk for severe disease is available from the [CDC](#) and [NC DHHS](#).

It is recommended that public pools and spas:

- ☐ Designate a specific time for persons at higher risk to access the pool without the general population (such as early morning, or late afternoon).
- ☐ Enable staff to self-identify as high risk for severe disease and reassign work to minimize their contact with customers and other employees.

Non-Health Care Worker Symptom Screening Checklist

Anyone showing symptoms of COVID-19 or who may have been exposed to COVID-19 should not work.

1. Have you had close contact (within 6 feet for at least 10 minutes) in the last 14 days with someone diagnosed with COVID-19, or has any health department or health care provider been in contact with you and advised you to quarantine?

- ☐ Yes
➤ The worker should not work. The worker can return 14 days after the last time they had close contact with someone with COVID-19, or as listed below.
- ☐ No
➤ The worker can work if they are not experiencing symptoms.

2. Since you last worked, have you had any of these symptoms?

- ☐ Fever
☐ Chills
☐ Shortness of breath or difficulty breathing
☐ New cough
☐ New loss of taste or smell

If a worker has any of these symptoms, they should go home, stay away from other people, and call their health care provider.

3. Since you last worked, have you been diagnosed with COVID-19?

- ☐ Yes
☐ No

If a worker is diagnosed with COVID-19 based on a test or their symptoms or does not get a COVID-19 test but has had symptoms, they should not work and stay at home.

Returning to Work

A worker can return to work when they can answer YES to ALL three questions:

- ☐ Has it been at least 10 days since you first had symptoms?
☐ Has it been at least 3 days since you've had a fever (without using fever reducing medicine)?
☐ Has it been at least 3 days since your symptoms have improved, including cough and shortness of breath?

If an employee has had a negative COVID-19 test, they can return to work once they have no fever without the use of fever-reducing medicines and have felt well for 24 hours.

The employee can return to work without meeting the above criteria and without a negative COVID-19 test result IF they have a doctor's note allowing them to return to work.



#StayStrongNC

**Staying apart brings us together.
Protect your family and neighbors.**

Learn more at nc.gov/covid19.



**NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES**



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Frequently Asked Questions on Cloth Face Coverings May 5, 2020

Q. Why do I need to wear a cloth face covering?

A. Following CDC guidance, Executive Order 138 recommends that people wear a cloth face covering when they leave their house and may be near (less than six (6) feet from) other people who are not family or household members. Covering your face is about helping others. By covering your face when you go out for essential reasons, you are being a good neighbor and community member. There is growing evidence that the coronavirus disease 2019 (COVID-19) can spread between people in close contact – through actions like coughing, sneezing and talking- even when they are not showing symptoms. Wearing a face covering is another step that may help reduce the spread, especially for those who are sick but may not know it.

Face coverings are not a replacement for other evidence-based measures such as physical distancing, frequent hand washing practices, and remaining at home whenever possible.

Q. When should I wear a cloth face covering?

A. Cloth face coverings should be worn when you cannot maintain at least six (6) feet distancing from other people, with the exception of family or household members. This includes indoor community, public and business settings, such as shopping at the grocery store or picking up prescriptions at the pharmacy. Face coverings should also be worn outdoors when you cannot maintain at least six (6) feet distancing from other people, with the exception of family or household members. Cloth face coverings are not needed for situations where you will not be near someone outside your household – such as driving in your car or walking outdoors in areas where you can maintain at least six (6) feet distancing from other people.

Q. Do I still need to stay at least six (6) feet away from people if I am wearing a cloth face covering?

A. Yes. Wearing cloth face coverings is an additional public health measure to reduce the spread of COVID-19. It is still recommended that you stay at least six (6) feet way from other people and frequently wash your hands or use hand sanitizer. A cloth face covering is not intended to protect the wearer, but it may prevent the spread of virus from the wearer to others. This is especially important if someone is infected but does not have symptoms.

Q. Do I need to wear a face covering while exercising outdoors?

A. No. If you are able to safely maintain at least six (6) feet distance from others, you do not need to wear a face covering when exercising outdoors.

Q. Should children wear cloth face coverings?

A. Consider cloth face coverings for children over the age of 2 if it is determined they can reliably wear, remove, and handle cloth face coverings following CDC guidance throughout the day. Cloth face coverings should NOT be put on babies and children under the age of 2 because of danger of suffocation.

Q. What kind of face covering should I use?

A. The general public should wear cloth face coverings that cover the nose and mouth. Procedural and N95 respirators are critical supplies and should be reserved for healthcare workers or other medical first responders, as recommended by CDC guidance. Ski masks do not provide appropriate coverage.

Q. Where can I get a cloth face covering?

A. While cloth face coverings are being sold by a range of retailers and available to purchase online, you can also make them at home from regular household items. CDC has released [resources](#) on how to make a face covering from items like bandanas and t-shirts. A [video](#) showing the steps is also available

Q. Who should not wear cloth face coverings?

A. Cloth face coverings should not be placed on children younger than two (2) years of age, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise needs assistance to remove the face covering.

Q. How do I take care of my cloth face covering?

A. It is a good idea to wash your cloth face covering frequently, ideally after each use, or at least daily. Have a bag or bin to keep cloth face coverings in until they can be laundered with detergent and hot water and dried on a hot cycle. If you must re-wear your cloth face covering before washing, wash your hands immediately after putting it back on and avoid touching your face. Discard cloth face coverings that:

- No longer cover the nose and mouth
- Have stretched out or damaged ties or straps
- Cannot stay on the face
- Have holes or tears in the fabric

Q. How do I safely adjust or remove a used cloth face covering?

A. Be careful not to touch your eyes, nose, and mouth when removing or adjusting a face covering and wash hands immediately after removing or adjusting.

Q. What if I am worried about being profiled or being subjected to bias if I wear a cloth face covering?

A. While it is encouraged that you wear a face covering, it is not required, and individuals must determine themselves whether they are comfortable and feel safe wearing one in public. Some populations may experience increased anxiety and fear of bias and being profiled wearing face coverings in public spaces, but everyone should adhere to this guidance without fear of profiling or bias. If someone is the target of ethnic or racial intimidation as the result of adhering to the face covering provision or as a result of the pandemic, they are encouraged to report the matter to law enforcement or other government entity.

Q. What if I am a person with, or I support someone with a disability and cannot or simply will not wear a face covering?

A. It may be scary for individuals to have cloth placed over their face if they do not understand why or if they have trouble with breathing. Some individuals may have sensitivity to having something placed over their face. Providing clear education about the reasons to wear a face covering, giving encouragement, and modeling the use of a face covering are good rules of thumb when helping

someone. It may also be helpful to practice wearing a face covering for short time periods or limiting the amount of time it is worn. If an individual is unable to wear a cloth face covering or will not tolerate using a cloth face covering, it may be necessary to use a scarf or other wrap. A person should not be forced to use a cloth face covering, but, instead, other steps should be taken to help the individual avoid unnecessary exposure.

Q. What if I am a person with hearing loss and am concerned about not being able to read lips?

A. Deaf and Hard of Hearing people often use lipreading to help understand what those around them are saying. Without being able to lipread, other communication techniques need to be used to help with communication. Some solutions to improve communication include: find a cloth face covering that has a clear plastic area that allows the lips to be visible (there are a number of options out there), increase your distance, write notes back and forth, write on a white board to communicate, use a free speech to text app on your mobile device and allow the person to read what you speak, gesture and if needed step several additional feet back from the person and remove your face cloth face covering just long enough to communicate.

Q. Can you breathe in carbon dioxide while wearing a face mask?

A. There is a potential risk of re-breathing carbon dioxide with face masks, but the risk is higher with a tight fitting N95 respirator with a dead space between the users mouth and nose. The risk of rebreathing carbon dioxide is likely less with cloth face coverings as they are composed of fabric which is breathable and thus should not trap carbon dioxide. In addition, cloth face coverings typically do not have dead space between mouth and nose.

How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO HELP PROTECT OTHERS

- Wear a face covering to help protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



CS16488A 05/27/2020

Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Cover your mouth and nose with a cloth face cover when around others



- **You could spread COVID-19 to others** even if you do not feel sick.
- **Everyone should wear a cloth face cover when they have to go out in public**, for example to the grocery store or to pick up other necessities.
 - » Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- **The cloth face cover is meant to protect other people** in case you are infected.
- Do **NOT** use a facemask meant for a healthcare worker.
- Continue to **keep about 6 feet between yourself and others**. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes



- **If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect



- **Clean AND disinfect frequently touched surfaces** daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** You can see a list of [EPA-registered household disinfectants here](#).

cdc.gov/coronavirus

Know your Ws!



WEAR
a cloth face covering.



WAIT
6 feet apart.
Avoid close contact.



WASH
your hands often
or use hand sanitizer.

@NCDHHS

#StayStrongNC

How to Protect Yourself and Others

Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - » Between people who are in close contact with one another (within about 6 feet).
 - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Everyone should

Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact



- **Stay home if you are sick.**
- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people.**
 - » Remember that some people without symptoms may be able to spread virus.
 - » This is especially important for **people who are at higher risk of getting very sick**. www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html



US110291A 05/05/2020

cdc.gov/coronavirus

CLEANING DUTIES

When not guarding, staff will be assigned a variety of cleaning duties throughout the pool facility. Use initiative when cleaning. If you see issues that need to be addressed, take care of them. If you are unable to take care of the situation, contact your supervisor immediately.

CLEANING TASKS

You are expected to perform specific cleaning tasks on a daily basis. These tasks can be found in the office on the Message board.

TABLES AND CHAIRS

Items needed:

- Terminator
- Water Hose

Directions:

1. Apply solution. Let soak for a few minutes. Rinse off.

WINDOWS/MIRRORS

Items needed:

- Squeegee
- Window cleaner
- Paper towels

Directions:

1. Spray window cleaner on the surface.
2. Squeegee cleaner off.
3. Use paper towel to wipe any left-over debris.

POOL DECK

Items needed:

- Water Hose (*pool deck*)
- Water Hose nozzle (*pool deck inside hose hanger*)

Directions:

1. Pick up any and all trash on deck.
2. Hose deck from edge of pool to the exterior fence.

TRASH

There are several trash cans on the pool deck and in the restrooms and office area.

Items needed:

- Trash can bags

Directions:

1. Remove trash from can.
2. Place trash in dumpster.
3. Clean up any area of pool deck that liquid from the bag may have gotten on.
4. Sanitize can with comet/ajax. Rinse out.

5. Place new trash bag in can.
6. Place all items back in their proper storage area.

STAINLESS STEEL

Areas applicable: Pool ladders, handrails, and water fountain.

Items needed:

- Sponge with scour pad
- Bar Keepers Friend
- Water Hose
- Water Hose nozzle

Directions:

1. Attach nozzle to hose.
2. Spray down surface to be cleaned.
3. Apply Bar Keepers Friend to scour pad.
4. Scrub surface with scour pad.
5. Rinse surface with water hose and wash any remaining solution down the grey drains in center of deck.
6. Place all items back in their proper storage area in the guard room.

BATHROOMS

Items needed:

- Cleaning Solution, Water Hose, *Cleaning* nozzle, sponge, ajax/comet, window cleaner

Directions:

1. Sweep Floors.
2. Clean out drains.
3. Sanitize toilets with comet/ajax.
4. Sanitize sinks with comet/ajax.
5. Wipe down mirrors.
6. Add toilet paper/paper towels, soap/air freshener as needed.
7. Fill nozzle with cleaning solution.
8. Hook hose to nozzle attachment.
9. Turn water on.
10. Pull hose to the bathroom.
11. Spray down floor, shower flowers, and any concrete walls.
12. Turn off water and remove white canister and gun attachment from hose.
13. Attach hose nozzle. Turn water back on.
14. Rinse down all scrubbed areas.
15. Clean all floor drains, including showers, make sure clear of any debris.
16. Turn off hose.
17. Put all cleaning supplies back in proper location.

LIFEGUARD STANDS

Items needed:

- Comet
- Water Hose
- Hose Nozzle
- Scour Pad

Directions:

1. Attach nozzle to water hose and turn on.
2. Rinse Guard stand with water.
3. Put comet on scour pad.
4. Scrub down guard stand.
5. Rinse down guard stand.
6. Clean any areas that may have been missed and rinse again.
7. Turn hose off and remove nozzle.
8. Place all items back in *proper location*.

LOUNGE CHAIRS

Items needed:

- Comet
- Water Hose
- Hose Nozzle
- Scour Pad

Directions:

1. Attach nozzle to water hose and turn on.
2. Rinse lounge chair with water.
3. Put comet on scour pad.
4. Scrub down lounge chair.
5. Rinse down lounge chair.
6. Clean any areas that may have been missed and rinse again.
7. Turn hose off and remove nozzle.
8. Place all items back in *proper location*.

FREQUENTLY ASKED QUESTIONS

1. How do I know when a child has a swim diaper or a regular diaper?

Approach patron and inform them of policy according to pool rules that all children must be wearing a swim diaper. Notify patron that diapers are available at the front desk.

2. What should I do if chemical levels are low?

Immediately notify Pool Supervisor/Special Program & Event Coordinator. Make sure chemical check is written on daily sheets on clipboard.

What should I do if no one is in the pool?

Refer to cleaning check list on daily sheet. If all have been completed, contact Pool Supervisor/Special Program & Event Coordinator for additional items to complete.

3. What do I do when a pool party won't leave?

See pool party information. Notify them of the contract they agreed to upon renting the area. Contact Pool Supervisor/Special Program & Event Coordinator for additional help.

4. Is this a salt water or chlorine pool?

We use chlorine to sanitize the water. This is also a saltwater pool. When salt goes through electrodes in the water, it converts to chlorine.

What if someone is smoking on the pool deck?

Smoking is NOT allowed inside the facility or fence area.

5. Can I drink alcohol in the pool?

Alcohol is not permitted.

6. How do I get a pool pass?

Pool passes are available for a fee at the front desk and Parks and Recreation Administration.

7. How much does it cost to swim?

Please see fees and charges.

8. Is there a concession stand?

Yes. We sell a variety of beverages, candy, chips, sno cones and prepackaged food such as pizza, hamburgers, and corndogs.

9. Do you take credit cards?

Yes, we accept credit/debit cards. However, there is a minimal service charge added to each transaction.

10. Do I have to wear a bathing suit?

Bathing suits are required, if you plan on entering the pool.

11. Can I get COVID-19 from the swimming pool?

There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, or water playgrounds. Additionally, proper operation of these aquatic venues and disinfection of the water (with chlorine or bromine) should inactivate the virus.

While there is [ongoing community spread](#) of the virus, it is important for individuals, as well as operators of public pools, hot tubs, and water playgrounds (for example, at hotels or apartment complexes or owned by communities) to take steps to ensure health and safety:

Everyone should follow state, local, territorial, or tribal guidance that might determine when and how public pools, hot tubs, or water playgrounds may operate and might include [CDC considerations](#).

Individuals should continue to [protect themselves and others](#) at public pools, hot tubs, and water playgrounds, both in and out of the water – for example, by [staying at least 6 feet away from people you don't live with](#) and [wearing cloth face covers](#) when not in the water.

In addition to ensuring water quality and safety, operators of public pools, hot tubs, and water playgrounds should follow [guidance on cleaning and disinfecting community facilities](#).

FORMS, RECORDS AND REPORTS

ACCIDENT/INCIDENT FORM - STANDARD OPERATING PROCEDURES

- Supervisors are responsible for verifying that previous versions of these reports are destroyed immediately.
- **When an Accident/Incident occurs, please follow these procedures:**
 - Contact your supervisor immediately.
 - Provide First Aid as needed.
 - Call 9-1-1 if necessary.
 - Gather information about the accident/incident.
 - Completely fill out all of the requested information.
 - If an injury, be specific on what the injury was.
 - Example 1: *"Little Johnny was running on the pool deck in front of the concession stand. He tripped on his noodle and received lacerations to both knees, and his chin."* Example 2: *"Mrs. Jones entered the water in the deep end(far side) from the ladder. She ducked under the lane line. As she came back up, the wind swept an umbrella off a table. The umbrella hit her on the right side of the face. She has visible bruising on the right cheek."*
- If an incident, be specific on what the incident was.
 - **Example:** *Tommy left his wallet wrapped up in a shirt on table #3. After swimming for an hour, he went back to his wallet to get money for a snack. The wallet was missing. Tommy arrived at the pool at 12 noon. He noticed the wallet was missing at 1:50pm."* Attach any photos, additional documentation or witness statements as necessary.
- Sign your name and submit to the Supervisor immediately after the incident.
- If you have any questions, please see your supervisor.



NEW BERN PARKS & RECREATION ACCIDENT/INCIDENT REPORT



This form is to be filled out by staff immediately after an accident/incident. Submit this form to your Supervisor for review. Form & attachments should be submitted to Parks and Recreation Administration for final review and processing within two hours of the accident/incident. Additional paperwork may be required for accidents/incidents involving city employees. Notify the Director of Parks and Recreation in the event of processing delays.

WITNESS STATEMENTS/ADDITIONAL COMMENTS MAY BE WRITTEN ON BACK OR ATTACHED.

This incident involved *(Please check all that apply)*:

☐ Patron

☐ City Employee

☐ Personal Property

☐ City Property

☐ Accident

☐ Incident

Date of Incident: _____

Time of Incident: _____

Name of Person(s) Involved: _____

Age: _____

Date of Birth: _____

Address: _____

City: _____ State: _____ Zipcode: _____

Phone: _____ Email: _____

Parent/Emergency Contact Name: _____ Phone: _____

Park/Facility where Incident occurred: _____

Specific location of incident *(Please be detailed)*: _____

Please describe what happened *(Be specific with details)* _____

Was First Aid Provided by Staff: ☐ Yes ☐ No By whom: _____

Describe *(in detail)* First Aid administered: _____

Was 911 Called: ☐ Yes ☐ No By whom: _____

Was Victim Transported: ☐ Yes ☐ No Where: _____

Was Emer. Contact Called: ☐ Yes ☐ No Time: _____ by whom: _____

If accident, Follow up contact made within 24 hours after by: _____
Report Prepared by: _____ Reviewed by Supervisor: _____
Reviewed by Director of Parks & Recreation: _____
Processed by: _____ Date: _____

WITNESS INFORMATION (Witness comments must be attached to this form)

Name: _____ Phone: _____

Name: _____ Phone: _____

PROVIDE ADDITIONAL INFORMATION (PHOTOS, WITNESS STATEMENTS, DESCRIPTIONS, ETC... BELOW)

CHEMICAL LOG

All public swimming pools are required by the state of North Carolina to record chemical readings daily.

Monthly Pool Record – Month: _____ **Year:** _____

Name of Pool: _____ Circle Type of Pool: Swimming, Wading, Spa, Other

CPO Name(s): _____

Date	Time	Free Cl	pH	Drains	Temp	TA*	CA*	Maintenance (Backwash, Vacuum, Chemicals)	CPO Signature
1									
2									
3									
4									
5									
6									
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*Check and record total alkalinity (TA) and cyanuric acid (CA) weekly. The Pool Operator shall inspect the pool daily and maintain written records.

DAILY CLEANING SCHEDULE

The on-site supervisor is responsible for assigning the daily cleaning tasks and verifying that all work has been completed before you leave for the day.

New Bern Parks & Recreation
AQUATIC CENTER
Daily Cleaning Schedule

Day: _____ Date: _____

Assigned Staff	Area to Clean	Specific Duties
	Deck	Straighten all tables, chairs and lounge chairs. Remove and store umbrellas. Remove all trash from the deck and around the perimeter of the fence area. Empty all trash cans on the deck, install new liners and wipe down the trash can door.
	Restrooms/Family Changing Rooms	Remove all trash on floors and counters. Remove trash from cans and add new liner. Sanitize all toilets and sinks with ajax/comet. Wipe these areas down once sanitized. Use Spray floor sanitizer to spray down floor. Rinse and squeegee all standing water. Do NOT USE MOP & BUCKET.
	Concession Stand	Restock all supplies. Clean and wipe down all tables. Empty trash can and replace liner. Microwave stored properly. Use Spray floor sanitizer to spray down floor. Rinse and squeegee all standing water. Window and Door secured. Do NOT USE MOP & BUCKET.
	Front Desk	Clean floor in office. Wipe down counters. Clean glass doors – inside and outside of office and main entrance door.

Once you have finished cleaning your area of responsibility, have your Supervisor check those areas before you leave.

All Cleaning has been verified.

Supervisor

DAILY COLLECTION REPORT

The daily collection report shall be filled out by the facility attendants assigned to the front desk and concessions. The on-site supervisor will assist with this form.

New Bern Aquatic Center Daily Collection Report

Report# _____ Day: _____ Date: _____
Weather Conditions: _____

Starting Front Desk Petty Cash: _____ Ending Front Desk Petty Cash: _____

Admission	1111-6050-58411-745-702		
	City Resident	Non Resident	Total
Child (2 & Under)	@ \$2.50= _____	@ \$3.25= _____	\$ _____
Youth (3-17)	@ \$4.00= _____	@ \$5.00= _____	\$ _____
Adult (18-54)	@ \$4.50= _____	@ \$5.50= _____	\$ _____
Senior (55+)	@ \$3.50= _____	@ \$4.50= _____	\$ _____
Parent & 1 Child	@ \$5.50= _____	@ \$6.75= _____	\$ _____
Additional Child (2 & U	@ \$1.00= _____	@ \$1.00= _____	\$ _____
Group Rate (20+)	@ \$3.00= _____	@ \$4.00= _____	\$ _____

(A) Total Admission Sales \$ _____

Seasonal Pool Pass 1111-6050-58411-745-702

@ \$60.00= _____ @ \$75.00= _____ \$ _____ (B) Total Seasonal Pool Pass Sales \$ _____

Pool Party 1111-6050-58411-745-702 (For up to 30 people) \$5.00 for each additional person

@ \$150.00=\$ _____ @ \$200.00=\$ _____ (extra people @ \$5.00=\$ _____)

(C) Total Pool Party Sales \$ _____

Total Daily Admissions _____	Total Pool Pass Admissions: _____	
Total Rain Check Admissions: _____	Total Free Admissions: _____	
Combined Total Admissions: _____		

Swimming Lessons 1111-6050-58418-745-705

@ \$60.00= _____ @ \$75.00= _____ \$ _____ (D) Total Swimming Lessons Sales \$ _____

Concessions 1111-6050-58424-745-703

Front Desk Diaper Sales @ \$3.00= \$ _____ Concession Stand Sales: \$ _____

(E) Total Concessions & Diaper Sales \$ _____

Grand Total Revenue (Add A+B+C+D+E): \$ _____

Concessions		Front Desk	
Total Credit Cards	\$ _____	Total Credit Cards	\$ _____
Total Cash	\$ _____	Total Cash	\$ _____
Total Check	\$ _____	Total Check	\$ _____
Total Concessions Revenue	\$ _____	Total Front Desk Revenue	\$ _____
Grand Total Credit Cards:	\$ _____	Grand Total Cash + Check:	\$ _____

Concessions Staff Name 1) _____ 2) _____

Front Desk Staff Name: _____ Pool Supervisor _____

General Comments:

SAFETY DATA SHEETS – SDS (formerly known as Material Safety Data Sheets – MSDS).

The Hazard Communication Standard (HCS) requires chemical manufacturers, distributors, or importers to provide Safety Data Sheets (SDSs) to communicate the hazards of hazardous chemical products. These sheets include information on the chemical make-up, required PPEs needed to use these chemicals and first aid precautions and treatment.

- SDSs are available on all chemicals used in our facility.
- SDSs are located in the SDS Binder located at both facilities. Copies of all SDS's are located at Parks & Recreation Administration.

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MSDS - Material Safety Data Sheet

Product Name: Comet Cleanser

MSDS No.: 73

VI. Basic Information:

Manufacturer: Flintco, LLC
Address: Windsor Technical Center, 6071 Center Rd
City, ST, Zip: Cincinnati, OH 45224

Last Update: 11/1/08

Chemical State: ☒ Liquid ☐ Gas ☐ Solid

Chemical Type: ☐ Pure ☒ Mixture

VII. Ingredients:

CAS No.	Chemical Name	% Range	ERG	HP	IBC	SDS	Z	OSHA	PL	ACGIH	EC	LD	EL
1347351	Calcium carbonate	50-75%											
1480801	Silica, quartz	1-1%											

VIII. Hazardous Identification:

Hazard Category: ☐ Acute ☐ Chronic ☐ Fire ☐ Pressure ☐ Reactive

Hazardous Identification Information:
 Mild skin, eye and mucous membrane irritant

IX. First Aid Measures:

Routes of Entry:
 Irritation: Eye Contact, Skin Contact, Inhalation

Health Hazards (Acute and Chronic):
 Irritation: Eye Contact, Skin Contact, Inhalation

Signs and Symptoms:
 Irritation: Oral ingestion may result in gastrointestinal irritation with nausea, vomiting, and diarrhea. Eye (Prolonged contact or direct contact) with eye may result in conjunctivitis. Temporary irritation similar to those produced by other household detergents. Skin (Prolonged skin contact or direct contact) with skin may result in superficial, temporary irritation similar to those produced by other household detergents. Irritation: Skin and eye irritation under normal conditions of product use or within the occupational exposure guidelines. Usually high alkaline may cause skin irritation or irritation of mucous membranes.

Medical Conditions Generally Aggravated by Exposure:
 Use in industrial or extreme dry skin may aggravate the existing condition.

Emergency and First Aid Procedures:
 Irritation: Flush with water or milk and treat symptomatically. Inhalation: If accidental, high level irritation, remove to fresh air. Get medical attention if coughing or irritation persists. Eye (Prolonged eye contact, flush thoroughly with water for 15 minutes. Seek medical attention if irritation persists and discomforting use.

Other Health Warnings:

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MSDS - Material Safety Data Sheet

Product Name: Comet Cleanser

MSDS No.: 73

X. Stability and Reactivity:

Stability:
 Stable

Incompatibility (Materials to Avoid):
 None

Decomposition/By Product:
 Chlorine gas, Chloramines (in small amounts)

Hazardous Polymerization:
 Will not occur

XI. Toxicological Information:
 Calcium carbonate, an ingredient of this product, contains small amounts of crystalline silica (quartz) as a naturally occurring impurity. Prolonged, excessive high exposures to respirable crystalline silica may result in recurrent lung function in some individuals (ARC has toxic sufficient evidence to classify crystalline silica as a carcinogen in animals, but there is limited evidence in humans).

XII. Ecological Information:
 None known.

XIII. Disposal Considerations:
 Product contains biodegradable surfactants. If possible, flush down sewer (down with large excess of water or dispose of all liquid). Disposal is to be performed in compliance with all regulations.

XIV. Transport Information:
 Comet cleanser is not DOT hazardous, and is not regulated under the DOT hazardous materials regulations which governs the sale and transport of hazardous materials.

XV. Regulatory Information:
 None known.

XVI. Other Information:
 The information on this MSDS may be figured or fact, but this is not an assertion that the substance is hazardous when used in accordance with proper safety procedures and normal handling procedures. Data supplied is for use only in connection with occupational safety and health.

The information accumulated herein is believed to be accurate, but is not warranted to be. Neither registered from the company or not. Recipients are advised to confirm in advance of their need that the information is current, appropriate and suitable and suitable to the circumstances.

EMERGENCY TELEPHONE NO. 800-425-9141
 Distributed by Flintco, LLC, Supply 19914 - Cincinnati, OH 45224
 The Flintco Company 19914 - Cincinnati, OH 45224

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MSDS - Material Safety Data Sheet

Product Name: Comet Cleanser

MSDS No.: 73

Keep out of reach of children.

IX. Fire Fighting Measures:

Flash Point: NA **Lower Explosive Limit:** NA **Upper Explosive Limit:** NA

Fire Extinguishing Media: Use carbon dioxide, water, or dry chemical.

Special Fire Fighting Procedures:
 None required.

Unusual Fire and Explosion:
 (NONE KNOWN)

X. Accidental Release Measures:

Steps to be Taken in Case Material is Released or Spilled:
 Cleanup is to be performed in compliance with all federal, state and local regulations. Product contains biodegradable surfactant. If spilled, take small amount down sewer with large amount of water or absorbent material. Use and remove used and place in trash container for disposal or flush with water and dry sweep.

XI. Handling and Storage:

Precautions to be Taken:
 Avoid moisture to prevent loss of biodegradable surfactant and to prevent caking.

Other Precautions:
 None required.

XII. Exposure Controls/Personal Protection:

Exposure Controls:
 Use Gloves: None Required for Normal Use.
 General Exhaust: Excepted

Personal Protective Equipment:
 Eye Protection: None required with normal usage.
 Protective Clothing: None required with normal usage.
 Other Protective Equipment: None required with normal usage.

XIII. Physical and Chemical Properties:

Boiling Point: NA **Melting Point:** NA **Evaporation Rate:** NA

Vapor Pressure (mm Hg): NA **Vapor Density (AIR = 1):** NA

Solubility in Water: Moderate

Appearance and Odor: Green Powder, Clear (line color)

Other Information: None known

STAFF SUBSTITUTION FORM

It is your responsibility to find a substitute if you are scheduled and can't come to work. This form must be filled out and signed by you and the substitute and approved by the Pool Supervisor/Special Program & Event Coordinator.

If you have someone working a shift that you were scheduled for or if you are taking someone's shift a shift change form must be completed. These forms can be found in **the Guard Room** at the New Bern Aquatic Center. Both employee who is dropping the shift and the employee accepting the shift must sign **the Shift Staff Substitution Form**. These forms should be submitted to the Pool Supervisor/Special Program & Event Coordinator by leaving them in the **SUBS/REQUEST OFF** folder.

New Bern Parks and Recreation

Staff Substitution Form

I, _____ agree to work the following dates that
(The substituting Staff member)

_____, was originally scheduled to work(s):
(The Staff member originally scheduled to work)

_____ (Month)	_____ (Day)	_____ (Year)	_____ (Beginning Time)	_____ (Ending Time)
_____ (Month)	_____ (Day)	_____ (Year)	_____ (Beginning Time)	_____ (Ending Time)
_____ (Month)	_____ (Day)	_____ (Year)	_____ (Beginning Time)	_____ (Ending Time)
_____ (Month)	_____ (Day)	_____ (Year)	_____ (Beginning Time)	_____ (Ending Time)
_____ (Month)	_____ (Day)	_____ (Year)	_____ (Beginning Time)	_____ (Ending Time)
_____ (Month)	_____ (Day)	_____ (Year)	_____ (Beginning Time)	_____ (Ending Time)
_____ (Month)	_____ (Day)	_____ (Year)	_____ (Beginning Time)	_____ (Ending Time)

I understand that by signing this Form, I agree to report to work on time. If further understand that if I fail to report to work, disciplinary will occur. We also understand that this form must be approved in advance by the Supervisor.

(Substituting Staff member)

(Date)

(Originally Scheduled Staff Member)

(Date)

(Supervisor)

(Date)

TIME OFF REQUEST FORMS

These forms can be found in the **OFFICE** at the Aquatic Center. These forms are picked up every Monday. If you have any special circumstances arise that you must be off, contact the Special Program & Event Coordinator. These forms should be submitted to the Special Program & Event Coordinator by leaving them in the **SUBS/REQUEST OFF** folder in the office. If you do not submit a time off request, then you can be scheduled to work any shift. **Remember: All requested time off is subject to approval by the Special Programs & Events Coordinator.**

New Bern Aquatic Center
Time-Off Request Form
(This form should be put in the time off request folder)

Name: _____ Date: _____

I am requesting the following days and times off:

Day & Date Leaving	Date & Date Returning to Work	Reason for request
<i>Ex: Tuesday, June 24</i>	<i>Monday, July 2</i>	<i>Beach trip with family</i>

I understand requests should be submitted no later than 8 days in advance of the requested time off. I understand that if the schedule is already made out, I will be responsible for finding an approved substitute to work my shift (Staff Substitution Form). I also that this request is subject to approval by the Supervisor.

Signature

Date

Request is: **Approved / Denied**

If Denied – Reason: _____

Date/Time Employee notified of denial: _____

Authorized Supervisor

Date

TIME SHEET

You will use a punch card to clock in and out. At the end of the pay period, this card will be attached to your time sheet. Time sheets must be signed in order for you to be paid.

TIMESHEET																				
EMPLOYEE NAME: <u>Print your name here</u>				EMPLOYEE #: <u>E02251</u>				TOTAL COMBINED HOURS: <u>88.00</u>												
PAY PERIOD: <u>8/18/2020</u> TO <u>8/29/2020</u>				DIVISION #: <u>Parks & Recreation</u>				week of: <u>8/18/20</u>												
DAY OF WEEK	MONTH & DAY (MM/DD)	REGULAR		LUNCH	TOTAL HOURS WORKED	CALL BACK		TOTAL CALLBACK HOURS	STORM PAY		TOTAL STORM PAY HOURS	SE	VAC	SIC	HOL	ADM	CIV	MIL	FNL	DOC
		IN	OUT			IN	OUT		IN	OUT										
SUN	8/18				0.00			0.00			0.00									
MON	8/19				0.00			0.00			0.00									
TUES	8/20				0.00			0.00			0.00									
WED	8/21				0.00			0.00			0.00									
THUR	8/22				0.00			0.00			0.00									
FRI	8/23				0.00			0.00			0.00									
SAT	8/24				0.00			0.00			0.00									
WEEKLY TOTAL HOURS					0.00			0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WEEKLY (REGULAR)					0.00															
WEEKLY (OVERTIME)					0.00															
SUN	8/25				0.00			0.00			0.00									
MON	8/26				0.00			0.00			0.00									
TUES	8/27				0.00			0.00			0.00									
WED	8/28				0.00			0.00			0.00									
THUR	8/29				0.00			0.00			0.00									
FRI	8/30				0.00			0.00			0.00									
SAT	8/31				0.00			0.00			0.00									
WEEKLY TOTAL HOURS					0.00			0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WEEKLY (REGULAR)					0.00															
WEEKLY (OVERTIME)					0.00															
PAY PERIOD TOTAL (REGULAR)					0.00			0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PAY PERIOD TOTAL (OVERTIME)					0.00															

DATE: _____

EMPLOYEE SIGNATURE: Your Signature Here

ADDRESS: _____

COMMENTS: _____

WORK SCHEDULE

TIMES: 8 AM - 5 PM

LUNCH

THUR	FRI	SAT

WEEK 1

SUN	MON	TUE	WED	THUR	FRI	SAT

WEEK 2

SUN	MON	TUE	WED	THUR	FRI	SAT

Additional forms may be assigned as needed.