

## AQUATICS PERSONNEL POLICIES AND GUIDELINES

All Ramsey Aquatics Staff members play an integral role on the Aquatics team and the Department of Recreational Sports team. All members are responsible for maintaining the daily operations of the program, serving the communities of the University of Georgia and Athens-Clark County, and for representing the Ramsey Student Center in a positive manner.

### I. AQUATICS STAFF EXPECTATIONS

#### A. All Part-time Aquatics employees are responsible for:

- i. Upholding and representing the Mission, Vision, and Values of the Department of Recreational Sports and Division of Student Affairs at all times while on shift.
- ii. Contributing to a positive and welcoming environment for all staff, patrons, and user groups.
- iii. Fostering a community of respect and understanding with all employees and patrons.
- iv. Committing to excellence in all aspects of positions held within the Ramsey Aquatics Area.
- v. Abiding by all policies set forth by the University of Georgia, the Division of Student Affairs, the Department of Recreational Sports, and the Aquatics program.
- vi. Entering appropriate contact information and work availability on employee's WhenToWork account.
  - o Phone numbers and email addresses are required to be entered into that employee's personal information section.
  - o All contact information is required to be set to the "All employees can see..." setting.
- vii. Checking and appropriately responding to all communication from all Aquatics staff via WhenToWork, email, Group Me, phone calls, etc.
- viii. Read and sign the Ramsey Departmental and Ramsey Aquatics Handbooks annually, or as often as deemed necessary by the Ramsey Aquatics Professional Staff.
  - o All employees are responsible for reading and understanding all pertinent employee handbooks.
- ix. Showing up to all assigned shifts on time, and in the appropriate uniform.
- x. Clocking in and out in an honest reflection of assigned shifts.
  - o Clocking in no more than 10 minutes prior to the start of shift.
    - Employees must already be in uniform and ready to assume position duties prior to clocking in.
  - o Clocking out no more than 10 minutes after the end of shift.
    - Employees must still be in uniform and ready to perform duties until after he/she clocks out.
  - o Clocking in using the appropriate job code (i.e. Safety Instructor vs Lifeguard).
  - o Notifying the Aquatics Professional Staff immediately of any time-card errors (i.e. forgot to clock in).
  - o Notifying Human Resources Specialist of any issues with the time clocks. Staff are responsible for clocking in and out themselves, and if one time clock is down, they are required to use another. If both are down, they must notify HR and Aquatics Pro Staff.
- xi. Communicating any schedule issues with the appropriate Aquatics Professional Staff as soon as possible.
- xii. Fulfilling position-specific duties to the standards set forth by the Aquatics Professional Staff.
- xiii. Maintaining satisfactory standing throughout employment term.
  - o See Disciplinary System.

## B. Additional Policies for all Ramsey Aquatics Staff

- i. Anti-Harassment/Anti-Bullying: The Department of Recreational Sports strives to create an inclusive environment where all feel welcome and belong to the Ram Fam.
  - o We operate on a zero-tolerance bullying and harassment policy, where any action that makes our patrons and staff feel unwelcome, intimidated, or fearful on any emotional, physiological, and psychological level will not be tolerated. Any issues pertaining to this matter that are brought to the attention of Aquatics Professional Staff will not be taken lightly, will be dealt with swiftly, and may result in immediate termination.
  - o The University of Georgia's Equal Opportunity Office will handle any harassment/bullying behaviors that are deemed discriminatory in nature.
- ii. Drug and Alcohol-free Workplace: The Department of Recreational Sports prides itself in being able to provide a safe recreation experience for all persons and groups we serve. The improper use of any inhibiting substance while at work puts all employees and patrons, and the Department of Recreational Sports reputation at risk.
  - o Any employee found to be under the influence/impaired by alcohol, illegal and non-illegal drugs while reporting to work will be terminated immediately. This includes the use of drowsy-inducing medications, tobacco products, the improper use of prescribed medications, all illegal/banned substances, alcohol, and any other impairing substances.
  - o Any employee at work who is found to be in possession of any illegal substance, or any prescribed/non-prescribed substance that is not permitted on University grounds, may be terminated immediately.
  - o Any employee reported to be under the influence/impaired while at work will result in an investigation and collaboration by the Aquatics Professional staff with multiple entities on campus to include but not limited to: the Director of Recreational Sports, University Police, Student Conduct, and Human Resources.
    - a) Based on these findings or lack thereof, the Aquatics Professional Staff will move forward with the recommended actions from higher authorities.
- iii. Electronic Devices At Work: The use of electronic devices in an Aquatics environment is a factor of distraction that prevents the staff member from being fully present and engaged in their work. Electronic use puts our fellow patrons and staff members at risk due to the lack of focus on their responsibility of maintaining a safe environment and being able to recognize and respond to any issues that arise. The use of electronic devices may prevent an Aquatics staff member from appropriately recognizing and responding to an emergency, and this may result in negligent behavior.
  - o Electronics Policies:
    - Cell phones are not permitted to be used for any reason unless an Aquatics Professional Staff member has granted specific use.
      - i. Current privileges include:
        - 1. On-duty Program Assistants and Aquatics Managers using a personal cell phone for work-related purposes only (i.e. checking staff schedules or contacting other Aquatics staff members in regard to their current shift).
        - 2. Staff making an urgent phone call for personal reasons (must receive approval from the Aquatics professional staff prior to making the call).
      - b) Laptops/tablets may only be used for school-related purposes at the discretion of the on-shift Manager/Aquatics Professional Staff.
      - c) Smart watches may not be worn at any point while on shift.
        - i. This is to extend to any fitness-related bands with message receiving abilities.
      - d) Headphones may not be used/worn at any point while on shift.

- The violation of any of these policies will be dealt with on a personal basis and may result in the loss of personal privileges while at work or may result in policy changes for all Aquatics Staff.
- iv. Violence-Free Workplace: The Department of Recreational Sports will not tolerate physical violence under any circumstances.
  - Any employees who engage in physical violence while on Recreational Sports property will be terminated immediately.
- v. No Trespassing: Department employees may not abuse any access to or privileges of facility keys to enter restricted areas, or enter the facility during restricted hours (i.e. when the building is closed).
  1. Trespassing will also include entering Professional Staff offices without permission.
  2. Any employee found to be trespassing in any capacity will be terminated immediately.
  3. Any employee reported to be trespassing will result in an investigation and collaboration by the Department Professional Staff and University Police.
    - a) Based on these findings or lack thereof, the Aquatics Professional Staff will move forward with the recommended actions from higher authorities.
- vi. Workplace Confidentiality: Department employees may not access personnel files for any employee for any reason. Personnel files are to remain confidential and under lock-and-key at all times.
  1. If an employee wishes to review their own personnel file, they must request a meeting with the Aquatics Professional Staff to schedule a time to go over the documents in their file.
  2. If an employee is responsible for processing or issuing employee documents (including disciplinary reports), they may not discuss the documents or related incidents with any other members on staff other than the Aquatics Professional Staff.
  3. Employees involved in any workplace incidents/emergencies may not disclose any details of the events or persons involved to others on staff other than the Aquatics Professional Staff.
  4. Any employee found to breach workplace confidentiality may be terminated immediately at the discretion of the Aquatics Professional Staff.

By signing the Aquatics Area-Specific Handbook and the Departmental Handbook, the employee agrees to fulfill the listed duties, meet expectations, and abide by all policies.

***The policies, duties, and responsibilities listed in this document are not all-inclusive. Aquatics Professional Staff may assign additional duties not explicitly listed that still remain within the scope of the position. The Aquatics Professional Staff reserves the right to continue to revise this document as the need arises.***

## **II. HIRING**

- A.** A member of the Ramsey Aquatics Professional Staff will contact all candidates who submit and application and select “Aquatics”.
- B.** A skill screening and interview will be conducted for all applicants, and if skills meet the selected criteria, a verbal offer will be extended. Human Resources will receive the candidate’s information and the onboarding process will begin. All applicants will need to re-submit their application using the link provided by Human Resources within 48 hours of the link being sent. Once this has been completed, the applicant will complete further Human Resources documentation, including participating in an I-9 session.
- C.** If needed, a background check will also need to be completed using the link provided by Human Resources. Positions requiring a background check include: LTS Instructors and Aquatics Managers.
- D.** Once the Human Resources onboarding has been completed, the employee will attend an Aquatics-specific onboarding session. This training will be completed prior to any individual beginning work, and will vary in intensity depending on the hiring position. This training provides newly hired Aquatics Staff members the opportunity to familiarize themselves with our program, set expectations and guidelines, cover job-specific duties, and give staff a chance to apply their knowledge and training prior to their first assigned shift. This will cover the following items:
  - i.** Introduction of Professional Staff
  - ii.** UGA Rec Sports Mission, Vision, and Values
  - iii.** General Employee Expectations
  - iv.** Position Specific Job Duties and Expectations
  - v.** Department Policies and Guidelines
  - vi.** Employee Performance Guidelines/Maintaining Employment
  - vii.** Payroll Information
  - viii.** Scheduling and how to use “When-to-Work”
  - ix.** Administrative Documentation Overview
  - x.** Standard Operating Procedures
  - xi.** Emergency Action Plans Review and Practice
  - xii.** Facility Tour (includes location of rescue equipment, LTS equipment, break room, Professional Staff offices, etc.)
  - xiii.** Enrollment in Kaba Time Clock
  - xiv.** Uniform Distribution
  - xv.** New Employee Training Quiz
  - xvi.** Shadow Shift Requirements

## **III. MAINTAINING EMPLOYMENT**

- A.** All members of the Aquatics staff are expected to remain in good standing with the Department of Recreational Sports throughout their employment. All employees must meet the standards of the Division of Student Affairs, Department of Recreational Sports, all Aquatic-specific expectations, and all University of Georgia standards for students and employees.
- B.** Violation of any rules set by the University of Georgia for students and staff may result in termination of employment on a case-by-case basis at the discretion of the Department of Recreational Sports.

- C. Once the Employee Performance Documentation report is filled out and submitted, it will be reviewed by the Aquatics Professional Staff and given one of three statuses: Documentation, Warning, or Write Up. Once a report has been processed, the Professional Staff may continue with additional procedures depending on the employee's disciplinary status: disciplinary meeting, suspension, or termination.
- D. All disciplinary procedures reset at the start of a new Academic Term. However, all reports are kept on file during the entirety of a member's employment. If a staff member has repeat issues meeting the same expectations across terms, this may influence the Professional Staff's decision to follow with additional procedures.
- E. Employee Performance Documentation
- i. Violations of the standards set forth for all Aquatics employees will be subject to a written documentation using the Employee Performance Documentation Report based on the following items:
    - o Unprofessional Behavior – The employee engaged in potentially dangerous / facility damaging activities. The employee used inappropriate / derogatory language while on shift. The employee failed to maintain a professional demeanor / did not represent the Ramsey Mission and Values while on shift.
    - o Late for a Shift – The employee was late for their shift by less than 30 minutes / not dressed and ready at the start of their shift.
    - o Electronics Violation – The lifeguard was on their phone while on shift. The manager was on their phone in a non-work related capacity. The employees used their personal computer for non-school related purposes, or used head phones while on shift. Special permission given for phone privileges when asked and approved by Professional Staff.
    - o Dress Code Violation
      - Lifeguard – Not wearing: staff issued red shirt, black shorts, whistle, or name tag.
      - Manager – Not wearing: staff issued black manager shirt, name tag, professional pant, or hip pack; not carrying radios.
    - o Missed Shift (Partial / Full) -- The employee did not get their shift covered and missed all or a part of their shift. The employee did give prior notice of their absence and attempted to find a substitute. The employee was more than 30 minutes late to their shift, with or without notice.
    - o Missed Training / Meeting – Employee missed any part of a training or meeting without a valid, written excuse, or did not properly communicate their absence to professional staff. Valid: class, religious holiday / obligations, or organization obligations. (All valid reasons must be given in a written notification)
    - o Missed Make-up Training / Meeting – The employee failed to attend the make-up for a scheduled training or meeting.
    - o No Call / No Show -- The employee did not show up for their shift and did not give prior warning, or did not adequately attempt to find a substitute.
    - o \*\*Insubordination – The employee did not engage in daily / routine tasks. The employee defied their acting supervisor, did not complete a task when asked, did not complete a task to expectation, or reassigned given tasks to others.
    - o \*\*Cell phone / Smart Watch on Surveillance – Employee had a cell phone/smart watch on their person while on surveillance duty.
    - o \*\*Sleeping While on Shift – The employee was asleep while on shift. Notify Professional Staff Immediately
    - o \*\*Sleeping on Surveillance -- The employee was asleep while on surveillance duty. Notify Professional Staff immediately.
    - o \*\*Negligence / Careless Action – The employee failed to provide proper care, failed to stop dangerous behavior, provided improper care, or put the safety of others at risk. Notify Professional Staff immediately.

- **\*\* Working Under the Influence / While Intoxicated** – The employee came to work while under the influence of alcohol, drugs, or any illegal / inhibiting substance. Notify Professional Staff immediately.
- **Other/At Manager's Discretion (explain)** -- The employee failed to meet the expectations and policies set forth for Aquatics staff

*Items with "\*\*\*" at the end may result in immediate suspension/termination at the discretion of the Professional Staff.*

#### **F. Documentation**

- i. For any circumstances that are unavoidable and/or sensitive in nature, Professional Staff may issue a Documentation. Examples of circumstances may include but are not limited to hospitalizations, automobile incidents, death of a family member, and illness.
- ii. This report does not affect the employee for future issues, and is only kept on file for documentation purposes regarding why an expectation was unable to be met. For any physical ailments/illnesses, if a Physician's Note is provided, the employee automatically receives a Documentation.

#### **G. Warning**

- i. If Professional Staff feels the violation was unintentional and/or was the first occurrence of a minor infraction, a Warning will be issued. The employee will receive a written notice of the documentation and any further actions that are to take place. Once a warning has already been given for a specific issue, any repeat occurrences within the same Academic Term will result in a Write-Up regardless of severity of the issue.

#### **H. Write Up**

- i. If the Professional Staff feels the violation was made with intent, has been made on multiple occasions, or met the criteria for gross misconduct, a Write-Up will be issued. The employee will receive a written notice of the documentation and any further actions that are to take place. A staff member may receive up to two Write-Ups during an academic term to remain in good standing.

#### **I. Disciplinary Meeting**

- i. Professional Staff reserves the right to request a meeting with employees as a part of the disciplinary process. The employee will receive a written notice of the request to meet, and the employee must respond within a reasonable time to schedule a meeting with the involved supervisor(s). Failure to respond/meet may result in further disciplinary action.
- ii. These meetings serve the purpose for the employee to review the staff and position-specific expectations, discuss the current disciplinary standing, allow the staff member the space to explain why expectations were not met, and then create a solution with the supervisor to prevent future occurrences.

#### **J. Suspension**

- i. Professional Staff may issue a one-week or two-week suspension after the second Write-Up or after the first if the infraction is deemed severe. The employee will be given written notice of their suspension during a meeting with Professional Staff. Once the notice is issued, the employee must find coverage for any work shifts they are currently assigned during their suspension period. Failure to make the reasonable effort to cover shifts may result in further disciplinary action. Once the suspension period has been served, the employee may return to work. If any work-related trainings were missed during the suspension, the student must make up all skills and materials.

#### **K. Termination**

- i. Any employee that receives three Write-Ups within one academic term may be terminated at the discretion of the Aquatics Professional Staff. Any staff member facing termination will receive a written notice during a meeting with professional staff. All

terminations will go into effect immediately upon notice. Any employee that is terminated must clear out all personal belongings from the Lifeguard Office at the conclusion of the termination meeting.

#### **IV. CONTINUATION OF TRAINING**

- A.** The Department of Recreational Sports strives to provide professional development opportunities for all staff members by providing regular trainings. Some trainings may be area-led and area-specific, and others may be department/university guided trainings.
- B.** Annual Training
  - i.** In Aquatics, all members are expected to attend the Annual Training held in the fall semesters. This training involves an all-staff component with members from the Department, followed by an Aquatic-specific training. At the Annual Training, staff will review employee expectations, standard operating procedures, facility policies, updates to the program, and any position-specific skills practice.
- C.** Handbook Review
  - i.** All staff members of the Department of Recreational Sports are required to review the Department Handbook and their area-specific Handbook(s) every fall semester.
- D.** Cybersecurity Awareness Training
  - i.** All staff members of the Department of Recreational Sports are required to complete the Cybersecurity Awareness Training each semester. Students may locate this training in their Electronic Learning Center (ELC), and Professional Staff may locate this training in their Professional Education Portal (PEP).
- E.** In-service
  - i.** Aquatics staff members must attend and participate in their position-specific in-service trainings regularly as they are offered. These trainings are an opportunity to review important materials, make announcements, engage in discussions, stay up-to-date on skills, and more. Staff will be notified of their upcoming in-service trainings with adequate notice. Any missed trainings must be made up as soon as possible. For those with Lifeguarding certifications, 4 hours of the Lifeguard in-service training must be completed every month in order to remain eligible to work. Any Lifeguard who does not meet this requirement will be removed from the schedule until all skills and materials have been made up.
  - ii.** Additional trainings may be assigned at the discretion of the Aquatics Professional Staff, Department of Recreational Sports, Division of Student Affairs, or the University of Georgia. All trainings are mandatory for staff members and failure to complete any trainings by the posted deadlines may result in disciplinary procedures.

#### **V. SCHEDULING**

- A.** The Department of Recreational Sports utilizes the online scheduling software, WhentoWork (W2W). All Aquatics employees will set up a W2W profile upon hiring, and will be responsible for keeping their work availability up-to-date. All shifts will be assigned through W2W and all employees are expected to show up for all assigned shifts, and only the shifts they are assigned. As a team, the Aquatics staff is responsible for covering all unassigned shifts
- B.** Lifeguards and Managers
  - i.** WhentoWork Availability
    - o.** Lifeguards and Managers will be assigned weekday shifts based on the availabilities they list on their W2W profiles. If a staff member does not have their availability listed properly to reflect other commitments (class, organizations, other jobs, etc.) it is the responsibility of that staff member to find coverage for their shift. Staff must keep

their availabilities as up-to-date as possible, and are expected to only block off the times they absolutely cannot work with the Red color. Any other times should use the Green, White, or Pink colors accordingly.

- Lifeguards and Managers are required to maintain a minimum of 10 hours of availability each week. This availability may be broken up at the discretion of the employee but must be reflected in the following manner: time blocks of no less than 2 hours, during operating hours of Monday – Friday, split within at least 2 week days, and must fall from the hour-to-hour marks (ex: 3pm – 5pm, or 9am – 11am).

#### C. Trading Shifts

- i. Lifeguards and Managers may pick-up, drop, and trade shifts using the Tradeboard function on W2W. All trades must be complete in order for employees to work the desired shifts. If a shift is awaiting employee or Manager approval, the member that is currently assigned is responsible. If a pick-up will put the employee over their maximum hours for the week, a Manager will have to either approve or deny the request. Approvals to work over the maximum number of hours for the week only occur on special occasions with the permission of the Department's Human Resource Team.

#### D. Repeating Week Assignments

- i. Managers may have the opportunity to choose their weekly-repeating Manager shifts depending on the Academic term and staffing availability. If the repeating system is in effect, the Manager is responsible for their elected shifts regardless of what their W2W preferences reflect. If a conflict arises, the Manager must find the proper coverage for their shift. The Manager's weekly schedule will not be limited to only those requested Manager shifts, but may include additional Lifeguard shifts based on listed W2W availability.

#### E. Rotating Weekends

- i. All Lifeguards and Managers will receive weekend shift assignments using a Rotating Weekend Schedule. In this system, staff members are divided into groups, and each group is assigned a specific set of weekends for that Academic term. Weekends are assigned at the beginning of the Academic term, and once they are assigned, staff are expected to keep their availabilities open on W2W for scheduling purposes. If a staff member closes out their availability on an assigned weekend, they will be assigned a shift(s) regardless. Only staff members with legitimate excuses that have given prior notice of a conflict may close out any part of their weekend availability for an assigned weekend.
- ii. Staff may trade weekend shifts amongst themselves as they desire. It will be the responsibility of the staff to notify the appropriate Supervisor of the trade for scheduling purposes. Staff may elect to pick up additional weekend shifts as they desire, but this generosity does not pardon them from their assigned weekend responsibilities.
- iii. Some weekends may not be a part of the Rotating Weekend Schedule due to a special event. In these circumstances, staff will be notified of the event. For these weekends, all staff is expected to keep their availabilities open.

#### F. Holiday/Break Draft

- i. Shifts that occur on University Holidays/Breaks will be assigned based on the Holiday/Break Draft. At the beginning of every Academic Term, staff will receive a document to submit where they may request off a specific number of holidays/breaks for the listed dates. Staff will be notified if their request was approved for the dates listed by a Supervisor. Once a request is approved, the staff member will not be expected to work during that holiday/break, but only for the specific dates listed. If a staff member makes plans on the days prior to/after the designated break, it is their responsibility to find coverage for any assigned shifts during those dates outside of the request.
- ii. Requests will be approved on a first-come/first-served basis. If an employee's request is denied, they will be expected to maintain an open availability during the holiday/break in



question. If able, the staff member will be given the option to request off for an alternate holiday/break. Below are options that may be included in a Holiday/Break draft. Note that not all of these may be included depending on scheduling for each semester, and Professional Staff may add/switch out a different holiday from the list below:

- iii. Fall Semester Holidays/Breaks
  - Labor Day (Saturday – Monday)
  - Fall Break (Friday – Sunday)
  - Thanksgiving (Wednesday – Sunday)
  - Finals Weekend (Friday - Sunday)
- iv. Spring Semester Holidays/Breaks
  - Spring Break 1 (Friday – Wednesday)
  - Spring Break 2 (Thursday – Sunday)
  - Easter (Friday – Sunday)
  - Finals Weekend (Friday - Sunday)

**G. Learn-to-Swim and Safety Instructors**

- i. Learn-to-Swim (LTS) and Safety Instructors are expected to have their availabilities reflected on W2W to assist Supervisors in scheduling classes and lessons when needed. Most Instructors will be assigned classes/lessons on a voluntary basis when a Supervisor reaches out to determine if they are available. Once an Instructor has agreed to teach a class/lesson, they will be assigned the shift on W2W. Once the shift is assigned, the Instructor is responsible for fulfilling their commitment.
- ii. Any Instructors who are dual-employed in Aquatics may not pick-up Instructor assignments if these will put the employee over hours for the week (unless they have been given the approval of the Professional Staff). Instructors may not double-book themselves between a class/lesson and an already assigned Lifeguard/Manager shift (if it is a repeating-weekly shift, this is considered a commitment and the Instructor is already assigned even if the schedule has not yet been published). If this occurs, the Instructor is responsible for finding coverage for one of the overlapping shifts.
- iii. LTS Instructors must receive the approval of the Professional Staff prior to finding any substitute instructors for Group Lessons. It is the expectation of Professional Staff that when a LTS Instructor agrees to teach, they will keep their availability open to teach all lessons. Finding substitutes is only a last resort when an unavoidable issue arises during Group Lessons.
- iv. Substitutes may not be used for any Private Swimming Lessons. If an Instructor commits to a Private Swimming Lesson, and then can no longer maintain the expected availability to meet with the participant, Professional Staff reserves the right to re-assign the lesson to an alternate Instructor.
- v. For Private Swim Lessons, the LTS Instructor is responsible for scheduling lessons with the participant, and then informing the appropriate Supervisor to have these shifts put on W2W.
- vi. Safety Instructors may not reschedule any class sessions for any reasons. Class sessions have been scheduled specifically by the Professional Staff and are not flexible. Safety Instructors are expected to teach within the specific periods listed on their W2W shifts. If an Instructor consistently has issues teaching over their assigned hours, Professional Staff may follow with disciplinary actions if needed. The assigned times on W2W include time before participants arrive to grab materials and set up the class, as well as after participants leave to clean/sanitize equipment and return items to the Safety Cage.

**VI. DRESS CODE**

- A. The Department of Recreational Sports has approved a specific uniform for all part-time/student employees. All staff members are expected to follow the departmental uniform policies, as well as those set specifically by Aquatics for all assigned shifts. The uniform must

be worn at all times when on shift unless it is specifically mentioned in the position-specific uniform policy.

**B. General Uniform: to be adhered to by all Aquatics employees**

- i. Clean and professional appearance
  - o Must not wear clothing with holes, rips, tears, or excessive stains (replacement shirts may be provided if deemed necessary to meet uniform requirements)
- ii. Tattoos are permissible as long as they are not deemed offensive in nature
  - o If needed, a tattoo sleeve, cover, or bandage must be worn over the tattoo in question at the discretion of the Professional Staff
- iii. Items/articles with political affiliations may not be worn when on shift and identifiable as a Ramsey employee
- iv. Hats are not permitted to be worn by any employees while on shift
- v. Sunglasses are not permitted to be worn by any employees while on shift
- vi. Religious attire is permitted as long as the member may perform all essential job functions and duties without impairment or safety risk

**C. Lifeguard Uniform: to be adhered to by all Aquatics Lifeguards**

- i. Red, Ramsey "Staff" shirt
  - o Provided by the Department
- ii. Black, quick-dry athletic shorts/swimming trunks. Shorts must be at least 90% black, and 10% red/white/gray.
- iii. Swimming Suit (does not need to be worn, but must be brought with to every assigned shift)
- iv. Fox40 whistle on a breakaway lanyard
  - o Provided by the Department
  - o A Lifeguard may choose to use a personal whistle as long as it is a Fox40 style and is on a lanyard with the breakaway function
- v. Hip pack containing: Resuscitation mask, disposable gloves, band aids, and gauze pads
  - o Hip packs are shared by staff and are kept in the Lifeguard Office
  - o Resuscitation masks, disposable gloves, and first aid supplies are provided by the Department
- vi. Rescue Tube must be worn and carried at all times when performing surveillance and rotating between Lifeguard stations
- vii. Hair:
  - o Long enough to cover the eyes but not go past the chin- must be secured back either using a half-up fashion or a headband
  - o Long enough to go past the chin must be entirely secured back
- viii. Shoes, if worn, must meet the following guidelines
  - o Easy slip on/slip off, such as flip flops or slide-ons
  - o Chaco-style shoes must be kept unstrapped to allow an easy release
  - o Close-toed, running-style shoes may not be worn when on surveillance duty: must be taken off when on the Lifeguard stand or when on a standing/roving station
- ix. Jewelry
  - o Poses a safety risk to the Lifeguard as items can become caught or cause injury to the Lifeguard or swimmer
  - o Should not be worn at all while on shift
    - If a staff member has received a new piercing that may not be removed, this must be covered either with a band aid or athletic tape at all times on shift
  - o Rings are permissible, but the staff member acknowledges the Department is not responsible for lost/damaged items
  - o Watches may be worn as long as they do not violate the Electronics Policy that is defined in the Aquatics Staff Expectations section
- x. Bulky Clothing/Winter Wear
  - o Should not be worn at all while on surveillance duty as this may significantly impact the Lifeguard's ability to quickly perform a rescue

- Jackets may only be worn when on a Down position in the Lifeguard Office
  - If working an Aquatics shift elsewhere in the facility (such as to assist with checking in athletes or monitoring a lobby) only the Ramsey Staff Pullover may be worn if electing to wear a jacket
    - Personal Jackets may not be worn when working in open areas of the facility as this prevents the employee from being identifiable as a Ramsey Staff Member
- D. Manager Uniform:** to be adhered to by all Aquatics Managers when working a Manager shift
- i.** Black, Ramsey “Manager” shirt
    - Provided by the department
  - ii.** Khaki, or khaki-style shorts/pants
    - Approved colors: khaki, black, grey, or navy
    - Must be made of a similar, lightweight material that khaki pants have
      - Due to the possibility of having to enter rotation and potentially enter the water to perform/assist with a rescue, heavy material pants/shorts are not permitted as these can weigh down the Manager and pose a safety risk
  - iii.** Swimming Suit (does not need to be worn, but must be brought with to every assigned shift)
  - iv.** Fox40 whistle on a breakaway lanyard
    - Provided by the Department
    - A Lifeguard may choose to use a personal whistle as long as it is a Fox40 style and is on a lanyard with the breakaway function
  - v.** Hip pack containing: Resuscitation mask, disposable gloves, band aids, and gauze pads
    - Hip packs are shared by staff and are kept in the Lifeguard Office
    - Resuscitation masks, disposable gloves, and first aid supplies are provided by the Department
  - vi.** Rescue tube must for worn and carried at all times when on surveillance and rotating between Lifeguard stations
  - vii.** Aquatics walkie talkies and Department Radios should be carried/worn on the hip pack at all times when on shift
  - viii.** Hair does not need to be secured back unless the Manager must perform surveillance duties, in which case the Manager must follow these guidelines:
    - Long enough to cover the eyes but not go past the chin- must be secured back either using a half-up fashion or a headband
    - Long enough to go past the chin must be entirely secured back
  - ix.** Shoes must be worn at all times and have a heeled back and closed-toe (if the Manager must perform surveillance duties, the shoes should not be worn only when performing surveillance)
    - Managers are expected to walk around the facility and through the pump rooms to perform safety inspections, and open-toed or slide on shoes pose a safety risk to the Manager
  - x.** Jewelry may be worn, unless the Manager must perform surveillance duties, in which case the following guidelines should be followed:
    - Poses a safety risk to the Lifeguard as items can become caught or cause injury to the Lifeguard or swimmer
    - Should not be worn at all while on shift
      - If a staff member has received a new piercing that may not be removed, this must be covered either with a band aid or athletic tape at all times on shift
    - Rings are permissible, but the staff member acknowledges the Department is not responsible for lost/damaged items
    - Watches may be worn as long as they do not violate the Electronics Policy that is defined in the Aquatics Staff Expectations section
  - xi.** Bulky Clothing/Winter Wear for Managers should follow these guidelines:
    - Should not be worn at all while on surveillance duty as this may significantly impact the Lifeguard’s ability to quickly perform a rescue

- Jackets may only be worn when in the Lifeguard office, but should be removed when on the pool deck unless it is the Ramsey Staff Pullover
    - Managers should be identifiable at all times when on shift and wearing personal jackets when walking around the facility can prevent proper identification
  - If working an Aquatics shift elsewhere in the facility (such as to assist with checking in athletes or monitoring a lobby) only the Ramsey Staff Pullover may be worn if electing to wear a jacket
    - Personal Jackets may not be worn when working in open areas of the facility as this prevents the employee from being identifiable as a Ramsey Staff Member
- E. Learn-to-Swim Instructor Uniform:** to be adhered to by all LTS Instructors when working Swim Lessons
- i. When arriving to an assigned lesson, Instructors must wear the following in order to be identifiable to participants and other staff members:
    - Red, Ramsey “Staff” shirt
      - Provided by the Department
    - Black shorts/swimming trunks
    - Footwear (to enter the facility and walk to the pool deck)
  - ii. During lessons, Instructors should meet the following guidelines:
    - Swimming Suit:
      - Females: one-piece swimming suit
        - i. Free from: side cut-outs, deep-cut neckline, buckles, beads, removable straps, or mesh/see through panels
      - Males: swimming trunks/board shorts
        - i. Must have a liner
      - Rash guards/swim shirts may be worn if the Instructor chooses
        - i. Must not be made of cotton
    - Hair:
      - Long enough to cover the eyes but not go past the chin- must be secured back either using a half-up fashion or a headband
      - Long enough to go past the chin must be entirely secured back
    - Jewelry
      - Poses a safety risk to the Instructor as items can become caught or cause injury to the Instructor or swimmer
      - Should not be worn at all while on shift
        - i. If a staff member has received a new piercing that may not be removed, this must be covered either with a band aid or athletic tape at all times on shift
      - Rings are permissible, but the staff member acknowledges the Department is not responsible for lost/damaged items
      - Watches are encouraged to help keep track of time, but should not violate the Electronics Policy that is defined in the Aquatics Staff Expectations section
- F. Safety Instructor Uniform:** to be adhered to by all Safety Instructors when working a Safety Instructor shift
- i. Red, Ramsey “Staff” shirt or Black, Ramsey “Manager” shirt
    - Provided by the Department
  - ii. Khaki, or khaki-style shorts/pants
    - Approved colors: khaki, black, grey, or navy
  - iii. When teaching land-based skills:
    - Shoes must be worn at all times and have a heeled back and closed-toe
      - Safety Instructors must be standing and walking when teaching classes, in addition to carrying equipment when setting up for/cleaning up after classes
      - Supportive footwear must be worn as a preventative and protective measure for Safety Instructors

- Hip pack (CPR classes only) containing: Resuscitation mask, disposable gloves, band aids, and gauze pads
    - Hip packs are shared by staff and are kept in the Lifeguard Office
    - Resuscitation masks, disposable gloves, and first aid supplies are provided by the Department
  - Jewelry may be worn, unless it poses a safety concern when performing/demonstrating skills
    - Watches are encouraged to help keep track of time, but should not violate the Electronics Policy that is defined in the Aquatics Staff Expectations section
  - iv.** When teaching water-based skills:
    - Swimming Suit must be worn
      - Females: one-piece swimming suit
        - i. Free from: side cut-outs, deep-cut neckline, buckles, beads, removable straps, or mesh/see through panels
      - Males: swimming trunks/board shorts
        - i. Must have a liner
      - Rash guards/swim shirts may be worn if the Instructor chooses
        - i. Must not be made of cotton
    - Shoes, if worn, must meet the following guidelines
      - Easy slip on/slip off, such as flip flops or slide-ons
      - Chaco-style shoes may be worn unless demonstrating an in-water skill
    - Hair:
      - Long enough to cover the eyes but not go past the chin- must be secured back either using a half-up fashion or a headband
      - Long enough to go past the chin must be entirely secured back
    - Jewelry:
      - Poses a safety risk to the Instructor as items can become caught or cause injury to the Instructor or swimmer
      - Should not be worn at all while on shift
        - i. If a staff member has received a new piercing that may not be removed, this must be covered either with a band aid or athletic tape at all times on shift
      - Rings are permissible, but the staff member acknowledges the Department is not responsible for lost/damaged items
  - v.** Watches are encouraged to help keep track of time, but should not violate the Electronics Policy that is defined in the Aquatics Staff Expectations section
- G.** Program Assistant Uniform: to be adhered to by all Program Assistants when working PA shifts
- i.** Office Attire that is properly fitted is strongly recommended
    - The Program Assistant position is a para-professional role that allows an employee the opportunity to begin developing skills necessary for a full-time position, which includes professional dress
    - May wear the Aquatic Manager uniform as an alternative
    - Active wear may be worn only if completing event setup duties or working a maintenance-specific shift
  - ii.** Shoes must be worn at all times and be appropriate for the functions being performed (ex: if setting up for an event, close-toed/protective footwear must be worn)
  - iii.** Jewelry may be worn (unless setting up for an event and the jewelry poses a safety risk)
  - iv.** Hair may be styled/worn on personal preference

## **Program Assistant Position Description**

Under the direction of the Aquatics full-time staff, the Program Assistant serves as a leader and liaison to the Aquatics program. This position assists the professional staff with the daily administration of the facility and programs, and the supervision of the student staff. In addition to the Aquatics Staff Expectations, this position is responsible for:

### **Responsibilities**

1. Assist the Aquatics full-time staff in the administration of the daily and program operations for the Ramsey Center Natatorium.
2. Supervise Aquatics Managers, Aquatics Lifeguards, Safety Training Instructors, and LTS Instructors.
3. Assist with creating employee schedules, staff meeting agendas, and in-service trainings.
4. Conducting inventory for Safety Training classes, Learn-to-Swim classes, Lifeguard supplies, and safety equipment.
5. Assist in maintaining records and reports of daily operations to include: employee documentation forms, incident reports, accident reports, employee on-boarding, and training documents.
6. Assist in the preparation, set-up, and facilitation of Aquatics special events to include: NCAA-sanctioned Swimming and Diving events, USA-sanctioned Swimming and Diving events, GHSA-sanctioned Swimming and Diving events, triathlons, etc.
7. Assist the Aquatics full-time staff in the facilitation of employee meetings, general trainings, and lifeguard in-service trainings
8. Assist in creating employee schedules.
9. Be present for and monitor children's group swim lessons through our Youth Learn-to-Swim program.
10. Coordinate with program participants/guardians for Safety Training and Youth LTS classes.
11. Supervise Program Instructors during classes.
12. Attend and participate in lifeguard in-service trainings, LTS instructor in-service trainings, and Safety instructor in-service trainings.
13. Work Aquatics Lifeguard, Aquatics Manager, and Program Instructor shifts as needed.
14. Assist in facility maintenance, cleaning, and safety checks.
15. And other duties as assigned by the Aquatics full-time staff.

### **Qualifications & Requirements**

1. At least one semester experience at the Aquatics Manager level
2. Possess either LGI or WSI certification (experience with swim lessons can be substituted for WSI)
3. Availability to work during special events
4. In good standing with The University of Georgia and Recreational Sports
5. Ability to work in a fast-paced environment
6. Strong initiative and leadership abilities
7. Possesses strong communication and interpersonal skills; works well with others

## **Aquatics Manager Position Description**

The Aquatics Manager holds a significant role in the daily supervision and operation of an Aquatics facility at the Ramsey Student Center. In addition to the Aquatics Employee Expectations, and the guidelines set forth by the American Red Cross Lifeguarding program, this position is responsible for:

### **Primary:**

1. Supervise all on-duty Lifeguards through positive leadership, to include enforcing Aquatics Employee and Lifeguard expectations and policies.
2. Ensure the safety of patrons and coworkers by maintaining a thorough understanding of building and program policies and procedures.
3. Be rescue ready at all times while on shift.
4. Have a thorough knowledge of the Aquatics Emergency Action Plans and safety procedures, and guide an Aquatics team through all emergency scenarios as they arise.
5. Identify and resolve any unsafe behaviors or conditions as they arise.
6. Conduct chemical checks, pump room checks, and facility safety checks.
7. Complete documentation forms/reports as needed.
8. Wear the identifiable Aquatics Manager uniform

### **Secondary:**

1. Provide patrons with accurate information regarding facility operations and issues.
2. Assist with facility set-ups (lane line changes, special event).
3. Assist in maintaining the cleanliness of the facility.
4. Train and educate Lifeguards on daily operations, policies, and procedures.
5. Exemplify the expectations of the Aquatics Lifeguard at all times.
6. Work Aquatics Lifeguard shifts when needed.
7. Attend and participate in regular lifeguard in-service trainings and Manager meetings.
8. Maintain a valid American Red Cross Lifeguarding certification.
9. Obtain an American Red Cross Lifeguarding Instructor certification (when offered).
10. And additional duties as assigned

### **Qualifications/Requirements**

Candidates for the position of Aquatics Manager are expected to meet the following criteria:

1. Be a current staff member in good standing
2. Be a member of the Lifeguarding staff for a minimum of 1 academic term
3. Available to work opening, closing and weekend shifts
4. Have a thorough understanding of the Ramsey Aquatics program
5. Possess a current American Red Cross Lifeguarding, First Aid, CPR, AED certification.
  1. An American Red Cross Lifeguarding Instructor certification is preferred

## **Aquatics Lifeguard Position Description**

The Aquatics Lifeguard plays a fundamental role in maintaining safety in an aquatics environment at the Ramsey Student Center. In addition to the Aquatics Staff Expectations, and the guidelines set forth by the American Red Cross Lifeguarding program, this position is responsible for:

### **Primary:**

1. Ensure the safety of those who use our facility through:
  - a. Patron Surveillance
  - b. Consistent and equitable enforcement of Ramsey Student Center policies and procedures
  - c. Following Aquatics Staff policies and procedures
2. Be rescue-ready at all times while on shift.
3. Follow the American Red Cross Lifeguarding guidelines for conducting patron surveillance
4. Be familiar with and able to implement the facility's emergency action plans.
5. Identify and resolve any unsafe behaviors or conditions as they arise.
6. Wear the identifiable Lifeguard uniform

### **Secondary:**

1. Attend and participate in regular in-service trainings.
2. Maintain a valid American Red Cross Lifeguarding certification.
3. Provide patrons with accurate information regarding facility operations and issues.
4. Assist with facility set-ups (lane line changes, special event).
5. Assist in maintaining the cleanliness of the facility.
6. Assist Aquatic Managers and Professional Staff with additional tasks as they arise.
7. And other duties as assigned.

### **Qualifications/Requirements upon Completion of Hiring**

1. Must possess a valid certification:
  - a. American Red Cross Lifeguarding with First Aid/CPR/AED, or
  - b. A comparable Lifeguarding, First Aid, and CPR certification from a nationally accredited source
    - i. Acceptable certifications include: YMCA, Ellis & Associates, Starfish Aquatics Institute/StarGuard Elite, USLA, and ALA Instructor Led
    - ii. Any applicant with a comparable Lifeguarding certification must successfully complete an American Red Cross cross-over course prior to beginning work
2. Must be able to demonstrate competency in the following areas upon hire and consistently through employment: swimming/fitness, Lifeguarding, CPR, First Aid, customer service, conflict management
3. Must be a student at the University of Georgia
  - a. Exceptions may be made on a case-by-case basis at the discretion of the Aquatics Professional Staff



## **Learn-to-Swim Instructor Position Description**

The Learn to Swim Instructor plays a significant role in advocating for water safety, and teaching the appropriate swim lesson curriculum to ensure a positive experience for participants. In addition to the Aquatics Employee Expectations, this position is responsible for:

### **Primary**

1. Ensure the safety of class participants through consistent and equitable enforcement of the Learn to Swim Program's policies and procedures.
2. Teach according to the designated swim program, following the guidelines of the University of Georgia's Learn to Swim Program.
3. Adapt to a variety of environments and unique circumstances to ensure all participants receive an equitable experience.
4. Maintain an acceptable level of knowledge through a personal commitment to learning new information and instructional techniques.
5. Wear the identifiable LTS Instructor uniform

### **Secondary**

1. Gather all class materials at least 5 minutes prior to the lesson start time, and clean up all materials at the conclusion of the lesson.
2. Speak with parents/guardians after each lesson to discuss participant progress.
3. Regularly check in with the designated Program Assistant to discuss instructor performance, participant engagement, etc.
4. Attend all Youth Learn-to-Swim orientations, and appropriately observe and place all participants in the correct swimming level.
5. Attend all Learn to Swim meetings.
6. Complete appropriate paperwork in a timely manner.

### **Qualifications**

1. Previous coaching or swim instructor experience, at least 6 months of experience is preferred.
2. Must be able to demonstrate competency in the following areas upon hire and consistently through employment: the four Olympic strokes (25yds each), safety strokes (25yds each), treading, floats, and general water safety practices.
3. Must be a student at the University of Georgia.
  - i. Exceptions may be made on a case-by-case basis at the discretion of the Aquatics Professional Staff.

## **Safety Instructor Position Description**

The Safety Program Instructor plays a key role in promoting safety for the department and community through the education of American Red Cross courses. In addition to the Aquatics Employee Expectations, this position is responsible for:

### **Primary**

1. Teach all course materials to the standards set forth by the American Red Cross by following the Instructor Manual, while observing the set safety measures and guidelines.
2. Observe the rules of Ramsey Center and the Natatorium.
3. Arrive 30 minutes before the start of the class to collect supplies and prepare for class.
4. Clean and disinfect all supplies after use and return them to the safety cage.
5. Provide a safe and welcoming environment, conducive to a productive learning environment.
6. Use a variety of learning tactics to provide an inclusive learning opportunity for all participants.
7. Be available to answer participant questions, demonstrate skills, and provide global and individual feedback.
8. Maintain an acceptable level of knowledge through a personal commitment to learning new information, instructional techniques, updating and obtaining new certifications.

### **Secondary**

1. Be a positive representative of the Department of Recreational Sports.
2. Attend all safety instructor meetings.
3. Submit course attendance records to the Aquatics Professional Staff at the conclusion of the course.
4. Wear the identifiable Safety Instructor Uniform.

### **Qualifications/Requirements**

1. Must possess a valid certification:
  - a. American Red Cross Lifeguarding Instructor Certification, or
  - b. American Red Cross CPR/First Aid/AED Instructor Certification (if only teaching CPR courses)
2. Must demonstrate competency in all American Red Cross skills and materials for the courses being taught.
3. Must demonstrate a basic understanding of effective instruction strategies and tools.
4. Must be a student at the University of Georgia.
  - a. Exceptions may be made on a case-by-case basis at the discretion of the Aquatics Professional Staff.