

Introduction

This handbook has been developed to summarize the most critical policies and procedures that Shawnee aquatic employees should know about and follow. Written policies and procedures are very important for a variety of reasons, probably the most important reason, is safety. However everything can't be written down, so the expectation is that if a situation arises and there is not any written policy on how to handle it, an employee should use their best judgment, consult a supervisor when necessary, and act in the best interest of the City and the aquatic facility.

Please read these policies and procedures thoroughly. If there is any part of them you don't understand, or if you have questions about anything – ask. The City encourages open communication at all times.

On behalf of the City of Shawnee, welcome to our seasonal pool staff!

The City operates two seasonal aquatic facilities from Memorial Day weekend through Labor Day. Thomas A. Soetaert Aquatic Center (TASAC) and Splash Cove. The TASAC is located on the corner of Johnson and Pflumm Drive. This facility serves patrons of all ages with a large variety of amenities to keep swimmers occupied throughout the hottest months of the year. Our newest facility, Splash Cove at the Jim Allen Aquatic Center, is located downtown on the corner of King Avenue and Johnson Drive in the heart of Shawnee. With a maximum depth of four (4) feet, this facility meets all the needs of younger swimmers with its state of the art aquatic features. Through our various aquatics programs and events, the City of Shawnee provides a safe and comfortable environment for swimmers of all ages.

Both City aquatic facilities are a wonderful recreation resource for residents of Shawnee, and their tax dollars and user fees paid to build them. These policies and procedures are established to create an environment where visitors to our pools can have a pleasurable experience, at the same time being safe, and treating the facility with respect. The aquatic staff has the responsibility of making sure all those things happen! The role of the Shawnee aquatic staff is critical in ensuring a safe and fun recreational experience for visitors, and this is done by exhibiting professional and positive actions at all times.

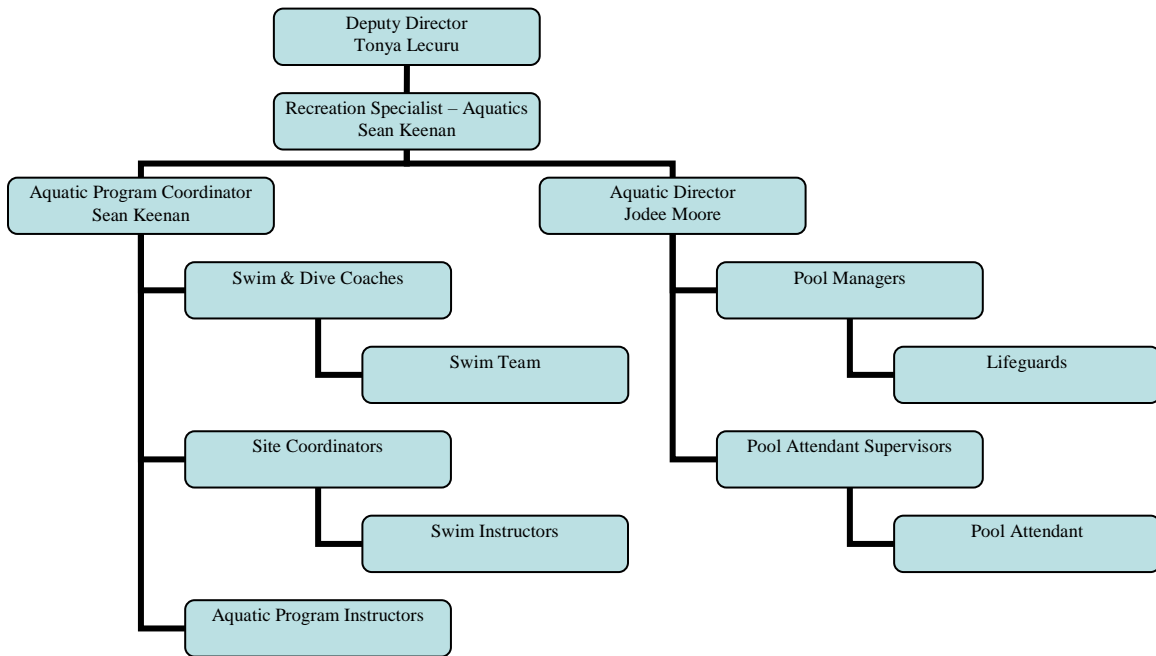
CITY OF SHAWNEE

Organizational Goals

These three goals or values are the key principles that guide City of Shawnee employees' behavior and performance.

- Treat citizens and co-workers with the highest level of customer service.
- Work as a member of the City team to accomplish the goals and objectives of the City.
- Recognize that the public interest is the City's main concern.

Aquatic Staff Chain of Command



At the Shawnee Municipal Pools a chain of command system is in place that must be followed. If you as an employee have a problem, first approach your direct supervisor. If your direct supervisor cannot resolve the problem, it will be referred to the Pool Manager or Aquatic Director. Please follow this policy at all times. The Aquatic Director will take the matter to the Recreation Specialist, as they deem necessary.



Patron Relations

Quality customer service is very important for all staff members. All of us have had bad days, days when we don't want to be where we are and days when nothing seems to go right. We are selling smiles, days that are fun, and a place where (hopefully) everything goes right. Occasionally, you may be confronted by an individual whose attitude is less than pleasant or a guest who is argumentative. Our job is to enforce rules and make each person's visit to the pool a safe and enjoyable experience.

When interacting with either a child or an adult pool visitor, aquatic staff must be respectful and understanding. If a pool visitor is in violation of a pool rule, you should give the person a complete explanation of the violated rule(s) as well as explain the reason why the rule(s) is in place and why it must be enforced. Sometimes the guest simply does not understand why or how a certain thing is done and a simple explanation is all that is needed to clear up the situation. How you speak to guests reflects not only on you, but on the entire staff and the City of Shawnee.

On occasion, there will be a guest you won't be able to satisfy and won't listen to explanations. Politely tell them that you will get a Manager. The Manager will be glad to step in, take over and resolve the situation. Don't forget when it comes to safety, you must act in the best interest of the guest -- even if he or she doesn't agree with you.

Non Discrimination and the Americans With Disabilities Act

It is against City policy to discriminate against any one because of their race, color, religion, sex, age, national origin, disability, or low income. No disparaging comments should ever be made related to any of the aforementioned characteristics.

It is the City's policy to provide reasonable accommodation to individuals with disabilities so that they may access City programs and facilities. If an individual requests an accommodation so that they may use the aquatic facility, contact the Pool Manager or Aquatics Director if you are unable to provide the needed assistance.



Parking

As you can imagine, both facilities are exceptionally busy and not only fill up on deck but in the parking lot as well. Staff are expected to park in designated areas to accommodate the patrons that frequent the Aquatic Centers.

- TASAC Staff: Park in the south parking lot behind the pump room.
- Splash Cove Staff: Park on the west side of King Ave.

Personal Belongings

The City is not responsible for loss of personal items. If you bring a backpack or personal items to the facility we suggest a lock for your locker.

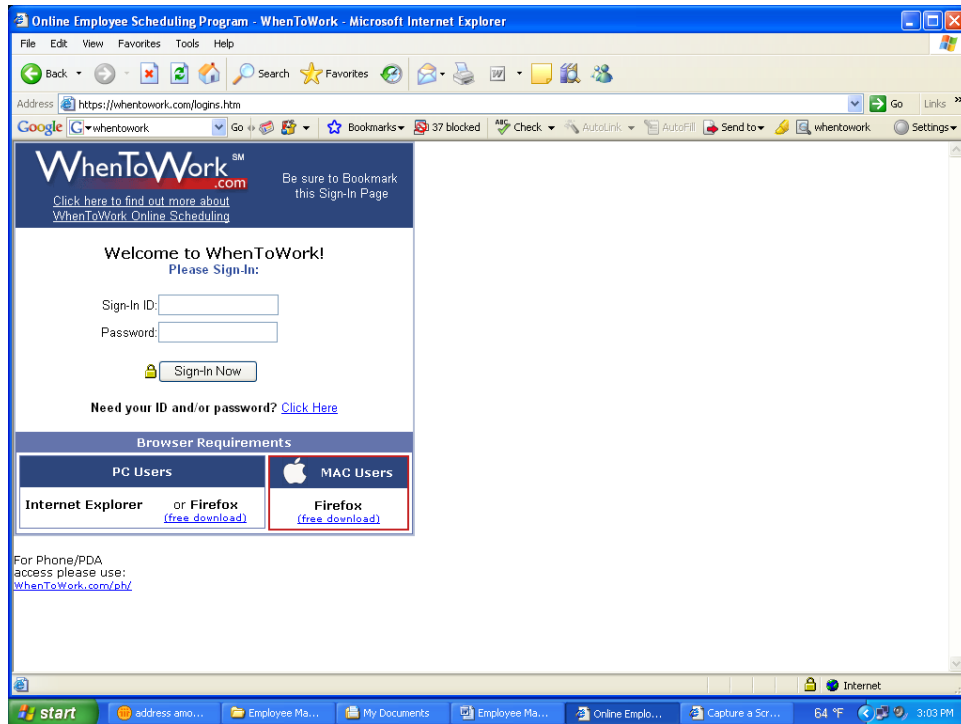
Scheduling and Trades

Employee schedules are accessed online at www.whentowork.com. The Aquatic Director will post individual schedules in one month increments. Staff will be given a user name and password to access their schedule and handle trades.

You are required to find a substitute any time you can't work the scheduled hours that you have been assigned (except if you're sick or have an emergency). Approval for trades is handled by the Aquatic Director and must be submitted on-line at least a week in advance of the date requested. If you can not find a replacement to work for you or you have not been approved by the Aquatic Director, **you must work your scheduled shift**. You have committed to this job for the season so please keep substitutions to a minimum.

The *Fair Labor Standards Act* Child Labor Laws impose certain restrictions on the employment of minors under 18 years of age. When finding a substitute, remember the following:

- Minors ages 14 and 15 may work as many as eight hours per day and 40 hours per week between the hours of 7:00 a.m. and 7:00 p.m. (or 9:00 p.m. from June 1 through Labor Day). When school is in session, work time is limited to a maximum of three hours per day and 18 hours per week.
- Minors ages 16 and 17 are not subject to any limitations on the number of hour per day or week they may work.



Clock-In/Clock-Out

- 1) To ensure accurate pay for hours worked both aquatic facilities utilize the UltiPro software system to keep track of employee hours. Staff will clock-in and clock-out with their finger and a specific assigned pass code.
- 2) In addition to the hand, employees will also sign-in on the sheet directly next to time clock to confirm their arrival time.
- 3) Once clocked in, employees are expected to begin the duties related to their job immediately.
- 4) If you forget to clock-in, inform management immediately and make an indication of the error on the sign-in sheet.

Reporting for Duty. All pool employees shall report to in-service programs and assigned pool premises at the time they are scheduled. Staff should be in uniform and ready to work.

Be on time. Being tardy effects not only you, but those who are scheduled to work with you and may create a problem opening the pool. Lateness will be taken seriously and appropriate disciplinary action will be taken. Consistent lateness will not be tolerated and may result in termination. Employees are considered late 5 minutes after their scheduled shift time. Please do not clock-in more than 5 minutes ahead of your scheduled time.

End of Duty. All pool employees may time out when all closing procedures are accomplished and the Pool Manager has checked the facility and given approval.

Breaks. All staff will receive a 10 minute break from duties every three hours. All staff should receive a 30 minute meal break if they work over five hours. Because it is impossible to use a set schedule for breaks, staff members and Pool Managers should work together to ensure that adequate coverage is maintained and breaks are provided in the fairest manner possible. If you choose to remain timed in during your dinner break, you must be on the premises and you may be asked to assist in certain situations.



Illness and Emergencies. It is your responsibility to call Jodee as well as the pool you are scheduled at as soon as you realize you are unable to come to work due to illness or family emergency. If you fail to call before your scheduled time it will be considered a NO SHOW and is subject to disciplinary action.



Payroll Information

- Pay periods are broken down into two week increments.
- Pay periods begin on Monday and end on Sunday.
- **Employees are required to have pay checks directly deposited into a checking account.**
- Questions about your paycheck should be discussed with the Recreation Specialist *immediately*. If you believe an error has occurred, please have a copy of the paycheck and the dates in question when taking with the Recreation Specialist.

Overtime Compensation

Overtime will not be paid to employees working over 40 hours in a work week. This will, however, allow employees to exceed working 40 hours within reason and only by the approval of the Aquatic Director.

Checking On-line Pay Stubs

New Employees

All Employees

UltiPro New Employee Registration

Follow the directions for UltiPro @ www.cityofshawnee.org/poolemployees

Staff Responsibilities at the End of the Season

All Staff:

- Schedule an appointment with the Aquatics Director to review your final performance evaluation. Performance evaluations typically take place around mid-August.
- Update your address and/or personal information if it has changed or will change before December 15th. Information related to re-hire and W-2 forms will be mailed to the address the City has on file. Employees who have a change of address or need to update their file after Labor Day should contact City Hall at (913) 631-2500, ext. 261.

- Weekend/Holiday pay – Working weekend’s results in earning an additional dollar per hour worked. Pay stubs will indicate the difference between normal pay and weekend/holiday pay.



Employee Customer Service and Safety Program



Employees not only have the opportunity to have a great time this summer, but also earn an assortment of awards! This program is designed to reward employees who go above and beyond to offering the BEST customer service for all of the patrons who use the Shawnee Pools. Great customer service keeps customers, staff, and management happy and ensures return patronage in the future. This program provides various avenues for reward including but not limited to:

“Catch of the Week” (within each job description) – This will be selected each week and awarded during in-service training to exceptional employees who go above and beyond to provide exceptional customer service and safety.

“Great Catch” – Manager awarded customer service and safety card based on accomplished core value of program. Recipient will also be awarded bead rewards and bubble bucks.

“You’ve been Caught” – Patron submitting a customer service card on your behalf for excellent customer service. Recipient will also be awarded bead reward and bubble bucks.

Bubble Bucks – Bubble bucks will be awarded to individuals based on a variety of customer service and safety based accomplishments.

Bead Rewards – Beads will be awarded for the various accomplishments throughout the season. One bead will be awarded for the criteria below.

Beads Award Criteria

1. Rescue in water
2. VAT retrieved within 30 seconds
3. Being knowledgeable, courteous, helpful
4. Going above and beyond
5. Dirty clean-up
6. Correctly answer a Shodee question
7. Passing Audit
8. Extreme First Aid

“Catch of the Year” – This will be awarded to the individual whom showed the most dedication throughout the season to ensuring the best customer service and safety as well as great stewardship to the Mission Statement of the Shawnee Parks and Recreation Department.



Employee Relations

Each Shawnee pool employee deserves to be treated in a fair and respectful manner by other personnel. Personal problems arising among staff members should immediately be brought to the attention of a Pool Manager, documented and resolved.

Staff Responsibilities and Code of Conduct

Staff members receive a copy of their job description during orientation and are expected to be aware of the responsibilities listed in their job description. Additional duties may be assigned; staff should always be prepared to help the Pool Manager with any requests. If there are any questions about your job or need clarification, talk to your direct supervisor.

GENERAL CODE OF CONDUCT

It is imperative that all staff members behave in a professional manner at all times. The following behaviors are not permitted at any time:

- Requesting or permitting the use of City owned property for any purpose except for City business.
- Using or possessing alcoholic beverages, illegal drugs, or legal drugs illegally while on duty.
- Engaging in offensive conduct or language towards the public, citizens, co-workers, and supervisors.
- Ignoring, disobeying or refusing to perform a task or duty as requested by a supervisor, a Pool Manager, the Aquatics Director, the Parks and Recreation Director, or the City Manager.
- Intentionally damaging or neglecting City property.
- Engaging in horseplay or activities, which result, or might reasonably be expected to result, in personal loss or injury to you, other pool staff, the City or the public.
- Engaging in behavior that reflects negatively on the City.
- Failing to perform a task or duty for the position to which you are assigned.

- Inducing or attempting to induce any co-worker to commit an illegal act or an act in violation of any City or departmental policy.
- Teasing, harassing, provoking, disturbing or making unnecessary complaints against co-worker.
- Stealing City of Shawnee funds or property.
- Treating anyone differently because of his/her sex, ethnicity, race, religious affiliation, or disability.
- Witnessing a co-worker violating the law while working and/or on City property and not reporting the violation to the Pool Manager or a higher-level supervisor.
- Allowing a personal relationship with a co-worker or pool visitor to interfere with the performance of your job duties.
- Exhibiting unsatisfactory performance of job duties and responsibilities.

Do's & Don'ts

Do:

- All staff will make it their responsibility to be aware of all aquatic programs and pool schedules.
- Use proper speech when addressing patrons and staff. Avoid the use of slang terms when dealing with the public.
- You may have food delivered to the facility.
- Utilize the provided refrigerators in the guard rooms to store food during your shift.

Don't:

- Take food/drink in concession without paying for it.
- Accept responsibility for patrons or other staff members' possessions at anytime.
- Engage in PDA (public display of affection.)
- Transport children who are left behind after closing. Immediately call the non-emergency number and wait with another staff member for police to arrive.
- No Smoking. All city buildings/complexes are designated non-smoking facilities. This includes smoking around the pool deck. If you or a patron feels the need to smoke, the designated smoking area is outside the front gate.
- Chew gum.
- Eat on deck.
- Wear jewelry. Body piercings of any kind must be taped.
- Food may NOT be stored in concession refrigerators. The refrigerator in the break room is there for your convenience. Food is to be cleared out of the refrigerator every night. No exceptions.

- Leave food left in lockers overnight. This will invite unwanted guests. (The six legged kind.)
- No admittance in concession area without management approval.
- Use the lounge chairs, they are for Patrons only.
- Tan during breaks.
- Employee family members are welcome at both facilities but are not allowed in the employee only areas!
- No staff member will discuss any emergency situation with the media or public. Immediately refer these questions to the Aquatic Specialist.

Staff Interaction & Conflict Resolution

The City Aquatic staff must work together as a team to create a safe, fun atmosphere for the patrons and to assure the quality of our programs.

1. Each staff member, regardless of his or her job description, is an important part of the team. Staff members must address each other with the respect and courtesy deserved by everyone.
2. Personal conflicts (not involving personnel or facility policies or job standard) should be resolved in the following manner:
 - a. Direct Resolution
 - Speak to the “problem” staff member directly. Do not complain to another staff member or a patron – they cannot resolve the problem
 - Do not allow the direct resolution to become an argument. If you feel this might happen, go to the next step
 - If no resolution is met directly, follow the chain of command.
 - b. Conflicts with your direct supervisor will be resolved through the Aquatic Director.
3. The Pool Management or higher authority will resolve conflicts that arise due to violation of personnel or facility policies.

Violation of Personnel Policies

- ☐ Violation of Attendance standards – habitual lateness
- ☐ No Show
- ☐ Violation of Dress Code/Appearance standards
- ☐ Violation of Job Responsibilities (scheduled rotations, scheduled daily duties, not enforcing slide policy)
- ☐ Insubordination
- ☐ Violation of facility policies, procedures and rules
- ☐ Inappropriate/discourteous interaction with patrons
- ☐ Altering work schedules or improper trade procedures
- ☐ Not maintaining a degree of physical skills and characteristics necessary for emergency situations
- ☐ Consumption of drugs/alcoholic beverages before or during working hours

- [] The use of profanity or racial/sexual slurs when communicating with patrons or staff members
- [] Disregard for safe work practices
- [] Striking a patron or coworker
- [] Engaging in public display of affection (PDA)
- [] Engaging in any illegal activity
- [] Excessive phone usage or use of phone at improper times
- [] Theft, stealing or miss use of City/Others property

Disciplinary Action

The violation of most personnel policies will be handled in the following manner:

First Violation – Documented Verbal Counseling. At the first indication of unsatisfactory standards of the employee, the employee’s supervisor shall counsel with the employee, document the discussion on a Disciplinary Form and retain the form in a department file.

Second Violation – Written Reprimand. If satisfactory performance and corrective action are not achieved with the documented verbal counsel, a written reprimand may be utilized in situations where disciplinary action may be taken by the direct supervisor. Written Reprimands become a part of an employees permanent personnel file.

Third Violation – Dismissal. An employee may be dismissed with the prior approval of the Recreation Specialist, when it is in the City’s best interest and the seriousness of the situation makes it appropriate. Factors such as circumstances, motive, past performance and conduct may also be considered in determining appropriate action.

Personnel Policies that may result in IMMEDIATE DISMISSAL*:

- a. Striking a co-worker or patron
- b. **No Show.** A staff member not reporting to work and not calling in to a Pool Manager or recreational staff to inform him/her of their absence
- c. Consumption of alcoholic beverages and/or illegal drugs before or during working hours
- d. Failing pool audit
- e. Engaging in any type of illegal activity
- f. Engaging in public display of affection (PDA)
- g. Stealing

**Any employee who is terminated will be ineligible for re-hire.*

Evaluations

Every employee will have a verbal coaching session with a Pool Manager or the Aquatics Director the second week of July. This session is designed to ensure that you have a firm understanding of the job expectations and to help you improve your performance in areas of concern. If you score below an 80% on the mid-year evaluation, you will be given two weeks to improve. Failure to improve will result in immediate termination. The employee is expected to complete their agreed upon dates of employment. Failure to do so or early leave will result in in-eligibility for the following season. A copy of both evaluations will be kept in your file and may be requested by employee at any time.



Harassment

It is the policy of the City that no employee will be subjected to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical, nor to harassment, for any reason, but especially on the basis of age, color, race, religion, disability, citizenship, gender, national origin or ancestry. This form of misconduct undermines the integrity of the workplace.

You will receive training on sexual and other types of harassment. Prohibited behaviors include:

- Making sexist or derogatory comments about any other person;
- Inappropriate physical touching or contact;
- Unwanted sexual advances or comments;
- Displaying or possessing in the workplace any discriminatory or offensive cartoons, pictures, or publication;
- Making comments that are deemed to be slurs, negative stereotyping, threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, age, or disability;
- Displaying or possessing written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, national origin, age or disability and that is placed on walls, bulletin boards, or elsewhere on City's premises, or circulated in the workplace.

If at any time you, as an employee, feel you have been harassed, tell the person who you feel is harassing you immediately. If that doesn't stop the behavior, contact the Pool Manager, Aquatics Director immediately, or if you are uncomfortable speaking with them contact the Recreation Specialist, Human Resources Manager or the Assistant City Manager.

The City takes any report of harassment seriously and has a policy which requires investigation and disposition of any complaint. Everyone deserves to be treated with respect in the workplace, and if you aren't comfortable with someone's actions don't ignore it, it probably won't just go away.

In addition, the City does not permit any employee engaging in behaviors that may be deemed as retaliation against another employee for making a complaint or assisting in the investigation of a harassment complaint.

Substance Abuse

The City of Shawnee has a zero tolerance policy for drug and alcohol use. Under no circumstances will a pool employee report to work under the influence of drugs or alcohol. If the Pool Manager or Aquatics Director has reasonable suspicion that an employee is under the influence of drugs or alcohol, he/she will be asked to have a drug or alcohol screen at the clinic utilized by the City. If the employee is under age 18, his/her parent(s) will be required to sign the consent for the testing. If the test is positive the employee will be terminated. Refusal to take a test will result in termination. The City is a tobacco free work environment. Smoking or chewing tobacco products are not allowed on pool premises by any staff member whether on or off duty. If an employee is aware of any staff person under the influence of alcohol or drugs while on duty it is their responsibility as a City employee to inform a Pool Manager, the Aquatics Director or the Recreation Specialist immediately.



Health and Safety

The City strives to have work performed in a safe and efficient manner. Accident prevention is an essential part of every employee's job. Work is to be carried out in a safe manner to prevent injuries and property damage. As a City employee, you have the following responsibilities related to safety:

- Know safe and effective ways of doing your job.
- Recognize and respect the hazards encountered.
- Have confidence in your own ability.
- Take pride in safety and safety practices.
- Be anxious to learn.
- Take care of yourself and others whenever possible.
- Be a team worker and cooperate fully.
- Report potential hazards to your supervisor.
- Use proper equipment for whatever job you are doing.

On the Job Injury

As an employee of the City of Shawnee you are entitled to Workers Compensation benefits. If you are involved in a work related injury it is your responsibility to report your injury to your supervisor immediately. Employees will be required to complete a *Report by Injured Employee* form. This form will be provided by the Aquatic Director or Pool Manager. Employees must follow the course of treatment designated by the City's medical providers. Non-emergency injuries will be treated KU Med West, located at 7405 Renner Rd Shawnee, KS 66217. The phone number for KU Med West is (913) 588-8450. The office hours for KU Med West are:

Occupational Medicine:

Monday – Friday: 8:00 a.m. to 4:30 p.m.

Urgent Care Hours:

Monday – Friday: 5:00 p.m. to 9:00 p.m.

Saturday and Sunday: 9:00 a.m. to 4:00 p.m.

In the event of a serious/life threatening condition, contact 9-1-1 immediately. Management and staff will need to complete a *Supervisor's Report of Accident* and take pictures of the location of injury within the facility. Upon completion injury report forms should be given to the Recreation Specialist and forwarded to the Human Resources Manager.

Returning to Work During COVID-19: Safe Work Practices

The COVID-19 Pandemic is challenging employees and businesses in new ways. The Red Cross offers an online course designed to help individuals review measures that employees and employers can take to continue to prevent a resurgence in cases of COVID-19 and keep individuals, families and communities safe as businesses reopen and workers return to workplaces.

The City of Shawnee will provide this on-line course and certification to better prepare staff for the environment. Under the guidance of the American Red Cross, you will understand the signs and symptoms of this disease and how to react based on certain conditions. We will also incorporate best practices into our existing policies to reflect the changes.



Blood Borne Pathogens

Blood borne pathogens are diseases such as Hepatitis B, the Human Immunodeficiency Virus (HIV) and other diseases that can be transmitted by blood or other body fluids. Employees are responsible for realizing the potential for exposure in their job duties, conducting work according to procedures and having good personal hygiene habits.

According to the federal Occupation Safety and Health Administration (OSHA), there are three summer seasonal job classifications that involve occupational risks for blood borne pathogens. These include the Aquatics Director, Pool Managers and Lifeguards.

You will receive education during orientation on universal precautions, such as the use of barrier precautions (gloves and masks), hand washing after contact with blood and bodily fluids, using mouthpiece resuscitation bags or other ventilation devices in areas where the need for resuscitation is predictable.

The City provides necessary equipment, including rubber gloves, eye protection, masks, airway devices, etc. Employees are required to use this equipment when appropriate, and to wash their hands after removing gloves or other protective equipment, or after coming in contact with blood or other infectious material.



Mandatory Personal Protective Equipment (PPE)

PPE is used to protect from bloodborne pathogen diseases and chemical exposure and should be worn at all times when performing duties involving chemicals or performing duties related to bloodborne pathogens.

When using cleaning chemicals wear:

- Protective eye wear (goggles)
- Rubber gloves

When picking up trash:

- Wear Rubber gloves
- Use *Reacher Litter Picker*

When working with or around pool chemicals MANDATORY PPE include:

- Protective eye wear (goggles)
- Full protective suit (pants & top)
- Heavy-duty rubber gloves
- Heavy rubber boots
- Respirator with appropriate filter (must have training in use of respirator)

When cleaning floors wear:

- Eye protection
- Gloves
- Rubber Boots (when using harsh chemicals)

For more detailed information on use of chemicals refer to appropriate Safety Data Sheets (SDS) Sheets. The SDS sheets are available on all computers at each facility by clicking on the SDS online icon. The SDS sheets contain information about each chemical that is on site, and explains procedures to follow when an individual comes in contact with a chemical.

For sun protection the following PPE is required:

- Sunscreen
- Visor (LG's only)
- Dark glasses
- Tee shirt (when appropriate)

Hazardous Communications

In the aquatic facilities there are several potentially hazardous materials. All hazardous materials should be clearly labeled and only staff members trained in their use should access them. If you believe a material is hazardous and it is not labeled, contact the Pool Manager or Aquatics Director immediately. SDS (Safety Data Sheet) information for all chemicals is located on each PC in the facility under the SDS Online tab.

Violence in the Workplace

It is the City's goal to provide quality service to the public without compromising the safety of the public or employees. Violence, or the threat of violence, has no place in any of the City's work locations. If at any time, you as an employee feel threatened due to the actions of a coworker, or a visitor, or if you feel a visitor or another employee's safety is threatened, report it to the Pool Manager immediately. Some threats may be made outside of work but have the potential to be carried out in the workplace. This includes threats made by family members, spouses, ex-spouses, boyfriends, girlfriends, employees, and members of the public. These should be reported also. All reports of threats will be taken seriously.

If an employee is uncomfortable with any situation because a person is angry or behaving in an unusual manner, they should try to get another staff member to join them and one should leave to find a Pool Manager. If the threat is immediate, or in the case of an actual violent or threatened violent situation including verbal or physical confrontation,

an employee should call 9-1-1. Employees should avoid confrontation and minimize their contact with potentially violent individuals until the police arrive. Employees should try to remain calm and remember as many details as possible to report to the police.

A key responsibility of the aquatic staff is safety, and consequently it is important to be aware of individuals whose behavior seems unusual or concerning. Report any concerns to a Pool Manager immediately. If a difficult situation occurs involving a visitor to the facility, and you feel you need assistance, please request assistance from the Aquatics Director or a Pool Manager. Abusive language and/or physical force are not allowed. Do not touch or handle patrons at the pool. Disbarment from the pool shall be discussed with the Pool Manager and Aquatic Director. The Shawnee Police will handle all physical disbarments from pool premises.

Emergency Shelter and Evacuation

In situations where the weather is so severe that shelter must be sought, or if the facility must be evacuated due to a fire, or other similar emergency, certain procedures exist. These policies are meant to be guidelines and depending on the situation, changes may be authorized by the Aquatics Director or a Pool Manager.

When an emergency is identified, all employees should remain calm and follow procedures. Aquatics staff are responsible for instructing members of the public who are in the facility on proper procedures and assisting them in locating the appropriate place to go. Persons who are unable to walk or are hearing or visually impaired should be assisted as necessary.



Tornado or Severe Weather

The Pool Manager is responsible for monitoring a weather radio, so that aquatics staff will be aware when the National Weather Service issues a tornado or severe thunderstorm watch. When emergency weather conditions are identified, the Aquatics Director or Pool Manager will instruct the Pool Attendant to make announcement over the public address system. Wording for the announcement will be located in the Front Desk Manual and the Pool Managers Handbook. All individuals in the facility should proceed to the designated shelter area in the facility. If possible, turn off computers and other electrical devices. The Pool Manager should take the radio with them when they leave their work area. Employees should remain quiet in order to hear any additional instructions. Employees should stay away from windows,

doors and outside walls, and protect their heads from falling objects or flying debris.

Two shelter areas have been designated for the Aquatic Center. If the tornado or storm is not immediately imminent, staff and occupants of the Aquatic Center should go to the Civic Centre lower level. If there is not enough time, staff should instruct all at the pool to go in the Bathhouse and get as close to the interior sections of the building as possible. Staff at the Splash Cove should instruct all at the pool to go in the Bathhouse and get as close to the interior sections of the building as possible.

Once reaching the shelter area, if the weather situation warrants, individuals should kneel on the floor and put their head on the ground facing an interior wall of the building with arms folded over their head. The Aquatics Director or Pool Manager is responsible for accounting for all aquatic staff currently working when they arrive at the designated shelter area. Pool Managers should take a pen, notepad and an employee roster if possible.

Aquatics staff and Center occupants should remain in the designated shelter area until notified by Park and Recreation Management.



Inclement Weather Policy

In the event of severe or inclement weather, the Pool Manager or Aquatics Director reserves the right to close down the pool facility until it is deemed a safe environment. If the pool does not open at 12:30 p.m. due to weather, we will attempt to open at 3:00 p.m. If the weather is still severe, both facilities will try to re-open again at 5:00 p.m. If at 5:00 p.m. the weather is still severe, both facilities will close for the day. Pool employees should call the Information Line (913) 815-2122.

If the pool is already open and a storm approaches, the pool will close for 30 minutes at a time each time thunder and lightning are detected or a reading of 3-8 miles reading from the lightning detector. The pool will re-open when there has been no severe weather or lightning detected for a 30-minute period. The Recreation Specialist and Aquatics Director will determine when the pool can be re-opened.

All patrons will be asked to leave the facility or remain in the lobby area or party rooms until the pool is safe and re-opened. Patrons will be allowed to use the phone and obtain a stamp to get back into the facility when it is deemed safe. **NO REFUNDS WILL BE ISSUED BY FRONT DESK PERSONNEL.**



Fire/Facility Emergency Procedures

Any employee who discovers a fire should sound the fire alarm and call 9-1-1. When dialing 9-1-1, the employee should be prepared to state the type of emergency, the address of the building, the nearest cross street and the extent of the fire and any specific information that is known. The caller should not hang up until told to do so by the emergency operator.

Employees should not attempt to put out any fire that is not obviously containable.

- Employees and other occupants of the building should begin an orderly evacuation upon being notified or hearing a fire alarm.
- Remain quiet in order to hear any additional instructions.
- Shut down any gas fired, electrical or mechanical equipment, if possible.
- Secure or remove cash and other valuables, if possible.
- Walk to the nearest exit.
- In the case of obvious smoke, stay low to the ground.
- Shut any door you pass by and any door after passing through it, especially stairwell doors.
- DO NOT turn off lights.

Aquatic Center staff should instruct all occupants of the Center to gather in the lower parking lot on the south side of the property. Splash Cove staff should instruct occupants to gather in the north parking lot.

The Aquatics Director or Pool Manager is responsible for accounting for all aquatic staff currently working when they arrive at the designated shelter area. Pool Managers should take a pen, notepad and an employee roster if possible.

All employees should follow directions of emergency personnel once they have responded to the scene.



Fecal/Vomit Incidence

Unfortunately, not all bathers that frequent our facilities are potty trained. Swimmers that lack the ability to control their bowels must wear swim diapers at all times when present

in the water. Proper swim diapers are available for purchase at the front gate of both facilities. In the event that a patron has an accident in the pool, contact a pool manager in a calm manner. Do not draw attention to the incident or patron involved.

Special Circumstances

Certain conditions may arise in the Aquatic environment throughout the summer that are not within your control. In the event that something occurs and you are unsure, always consult management to clarify the situation and assist. It is important to be able to act quickly and consistently in these situations to keep patrons safe and well informed.

Thomas A. Soetaert Aquatic Center

General Information

Sean Phone:	(913) 742-6404
Jodee Phone:	
Thomas A. Soetaert Aquatic Center:	(913) 631-0054
Splash Cove:	(913) 631-7177

Hours of Operation

Baby Pool Morning Hours

Monday – Saturday	10:30am-12:00pm
	<i>General Swim</i>
Monday – Friday	12:30pm-8:00pm
Saturday & Sunday	12:30pm-6:00pm
Holiday Hours	12:30pm-5:00pm

Aquatic Programs

Blazers Swim Club	6:00am-8:00am (M-F TASAC)
Learn to Swim Adult	7:30pm-8:30pm (M,W,F July, Aug.)
AquaTherapy	11:30am-12:30pm (M,W July-Aug.)
Aqua Bootcamp	5:30pm-6:30pm (T, Th,Sa June/July)

Fees and Memberships

Daily Fees

Resident	\$6.00
Senior Residents	Free with Proof of Residency



Facility Rules

TASAC& Splash Cove General Pool Rules

1. Smoking, alcohol, drugs, glass, weapons, food or drink, gum, and coolers are not permitted.
2. Coastguard approved lifejackets are the **ONLY** floatation device allowed in facility. **NO WATER WINGS!!!**
3. Children 9 and under must be accompanied by a parent or guardian over the age of 16 for their direct and constant supervision.
4. An adult or guardian must be within arms reach of any child who is considered a non-swimmer or a swimmer that requires a lifejacket.
5. All un-potty trained patrons must wear swim diapers before entering pool. Swim diapers are available for purchase at the front desk.
6. Patrons are requested to take a shower before entering the pool.
7. Patrons with open wounds, bandages, or symptoms of any communicable disease, diarrhea, respiratory infections, and head lice are not allowed in the water.
8. Bathers must wear appropriate swimming attire. **NO** cut-offs, street clothes or shoes allowed.
9. No changing of diapers on pool deck. Family changing rooms are provided for your convenience.
10. The City of Shawnee is **NOT** responsible for lost or stolen items. Lockers are available for rental at the front gate.
11. No animals allowed in pool area except service animals upon request.
12. Lost and found items will be held for 1 week before donation to local organizations.
13. Lifejackets are not permitted in deep end of pool.
14. Management reserves the right to eject disorderly patrons from the facility.

TASAC Waterslides

1. All riders must be 48" tall when using body slide. **NO EXCEPTIONS!!!**
2. Persons less than 48" may ride double tube with guardian on tube slide **ONLY!**
3. Riders using the body slide (red) should lie on their back with their arms crossed across their chest or hands clasped behind their head with their

legs crossed at the ankles. Riding on stomach or deploying head first is not permitted.

4. No foreign objects are allowed in pockets and no jewelry can be worn while riding the slide.
5. Swimwear with exposed zippers, buckles, rivets, or metal ornamentation is prohibited.
6. Riders must enter the slide in a sitting position and wait for instructions from slide attendant at the slide starter tub.
7. Only ONE rider at a time. Absolutely no trains or chains of riders are permitted.
8. No tubes, mats, or life jackets are permitted on the red waterslide.
9. Riders must be in good health. Pregnant women and/or individuals with heart or back condition should not use this ride.
10. Slide attendant reserves the right to shut down the feature for safety purposes.
11. Water depth in catch pool is 3ft. 6in.

Splash Cove Waterslide Rules

1. All riders must be 48". NO EXCEPTIONS!!!
2. Riders must enter the slide in a sitting position and wait for instructions from slide attendant at the slide starter tub.
3. Riders must lie flat on their back and cross their hands over the chest or behind the head when riding feature. Riding on stomach or deploying head first is not permitted.
4. Foreign objects are not allowed in pockets and no jewelry can be worn while riding the slide.
5. Swimwear with exposed zippers, buckles, rivets, or metal ornamentation is prohibited.
6. Only ONE rider at a time. Absolutely no trains or chains of riders are permitted.
7. No tubes, mats, or life jackets are permitted on the waterslide.
8. Prescription eyeglasses must be securely affixed to the rider with a head strap.
9. Riders must be in good health. Pregnant women and/or individuals with heart or back condition should not use this ride.

TASAC Lazy River

1. Adults must be within arms reach of children with a lifejacket.
2. Bathers may only enter and exit river via the stairs or instructional pool.
3. No diving!
4. Water depth is 3ft. 6in.

TASAC Vortex

1. Lifejackets are NOT allowed in the vortex.
2. Horseplay is not allowed within the vortex.
3. Water depth is 3ft. 6in.

TASAC Diving Board

1. One person is allowed on the diving board at a time.
2. Only once bounce will be permitted prior to entering water.
3. Divers must enter water directly in front of board.
4. Lifejackets and toys are not permitted in the diving area.
5. Guardians may not catch children jumping off diving boards.
6. Water Depth is 14ft. 0in.

Lap Swimming Lanes

1. Lap lanes are designated for continuous lap swimming only.
2. Lap lanes are first come first serve. Circle swimming will be required during peak swimming hours.
3. Enter the lap lane at either the east or west wall. Swimming under lane lines is not permitted.
4. This facility provides 2 lap lanes during general swim to accommodate 6 swimmers per lane. A third lane will be added during general swim when total lap swimmers exceed 12.
5. Management reserves right to ask slow or non-swimming individuals to move out of lap lanes if continuous swimming is interrupted.