



Employee Handbook

Welcome to Montclair Swim Club summer staff and thank you for joining our team!

Intro and Requirements to Begin Working

Purpose:

The purpose of this handbook is to familiarize you-the employee-with the policies, rules, and other key aspects of the Montclair Swim Club (the "Club"). The information in this handbook supersedes all rules and policies that may previously have been expressed or implied, in both written and oral format. Compliance with this handbook is compulsory for all employees. The Club reserves the right to interpret this handbook's content as it sees fit and to deviate from policy when it deems necessary. Neither application for employment nor this handbook is meant to imply guarantee of employment.

Changes of Policy:

Montclair Swim Club reserves the right to change this handbook's content, at any time, and at our sole discretion. Its provisions may not be altered by any other means, oral or written. You will receive electronic and/or written notice of any changes we make to the employee handbook and are responsible for understanding and complying with all up-to-date policies. If you are confused about any information defined herein, please contact management.

Employment Forms and Certification

All employees are required to complete and submit the following forms before beginning employment. All forms will be provided to you upon hiring and/or available upon request.

- At-Will Employment and Acknowledgment of Receipt of Employee Handbook
- Employment Eligibility Form I-9
- Completed Application
- Federal W-4
- IL W-4
- Lifeguarding/First Aid/CPR Certifications (Except for Concession/Front Desk Workers only)
- Food Manager Certifications (Only applies to Managers and Assistant Managers)
- Direct Deposit Payroll Authorization Form
- Work Permit (If Applicable)

All forms should be submitted to the Club's Head Manager.

No employee will be permitted to start work until cleared by the Head Manager and Board of Directors.

Orientation

Orientation is required of all employees. Orientations will be scheduled before the start of the season. Employees must notify management the orientation date they will be attending. Employees will not be scheduled to work until they have attended one of the scheduled required orientations or rescheduled an orientation with approval from management. During orientation, employees will receive training from pool management, as well as special training needed for specific jobs.

General Employment Information

Immigration Law Compliance

All individual hired by the Club will be required to establish and certify their identity and right to work in the United States. Each individual employed by the Club will be required to produce, within three (3) days, proof of identify and eligibility to work in the United States. Each individual hired by the Club will be required to certify on the appropriate Form I-9 identity and right to work in the United States.

Definition of “At-Will” Employment

The job of an “at-will” employee is not guaranteed. It may be ended at any time and with or without notice, by the employee or for lawful reasons, the Club. The Club also reserves the right to alter an “at-will” employee’s benefits, pay rate, and assignments as it sees fit. The “at-will” terms of an employee’s employment may only be changed by the Club’s Board. Employment is not guaranteed from one season to the next. Employees are required to reapply for employment for each season.

Employee References

The Club makes strict provisions regarding information provided to people outside the Club for current and former employees. This information is restricted to the employment dates and positions held in the Club for that person. This is done to protect the Club and its employees. This information will only be released by management authorized by the Board.

Employment of Minors

Our policy on employment of minors adheres to the Illinois Child Labor Law (820 ILCS 205/1 et seq.)

- Employees under age of 16 without a work permit will not be employed
- Hourly restriction will be strictly adhered to (summer-employees under 16 not permitted more than 8 hour per day, more than 6 days per week, and more than 48 hours per week; allowed hours of work are 7AM-7PM except between June 1 and Labor Day, when working hours may be extended to 9PM; scheduled meal period of at least 30 min shall be provided no later than 5th consecutive hour of work)
- Additionally, for all minor employees, the Club will:
 - Provide the minor employee scheduled hours of work for the upcoming week and lunch period details
 - Provide the minor employee the nature of any work that is required of the minor employee

Employment of Relatives

The Club does not have a general prohibition against hiring relatives. However, a few restrictions have been established to help prevent problems of safety, security, supervision, and morale.

It is the duty of employment to disclose when any relatives, close friends, etc. are applying for employment or are a current employee. If at any time the Board perceived a situation to be dysfunctional or to be not in the best interest of the Club, due to conflicts of interest, disclosed or undisclosed, the Board may reassign employees, and/or take any other measures allowable by law.

Additionally, keys to the premises are restricted as necessary. Keys must only be used by those expressly given to them and by no other individual, including family members, friends, or others. Violation of this policy is subject to disciplinary action, up to and including termination of employment and prosecution.

Job Descriptions:

Concessions/Front Desk Attendants:

Concessions: The purpose of this position is to provide a service to our members and guests. Attendants are responsible for selling, taking inventory, and collecting money for all concession items. They are also responsible for keeping the concession area clean and organized throughout the day. In addition to these items above, attendants should be able to notify management when items are running low.

Front Desk: The purpose of this position is to ensure that only Club members and their guests can gain access into the pool facility. Front desk attendants greet and sign in members and their guests, while ensuring that the appropriate guest fees are collected on a regular basis. Attendants should be able to answer basic Club questions and provide requested forms and information

Concessions/Front Desk Attendants may be 14 years of age or older and are not required to be certified as lifeguards and professional rescuers. A work permit is required if 15 years of age or younger.

Concessions/Front Desk Attendants will work directly under the supervision and direction of the Concessions Assistant Manager

Lifeguards & Substitute Lifeguards

A lifeguard's primary purpose is to prevent accidents at the Club before they occur and to ensure the safety and control of the facility and its members and guests. If there is no one to cover the front desk or concessions, lifeguards are also responsible for maintaining control of these areas. Lifeguards are also responsible for completing pre-established daily and hourly tasks and any other job listed on the job board or given to them by a manager of the club.

Lifeguards may be 15 years of age or older and are required to be certified as lifeguards and professional rescuers. A work permit is required for those 15 years old.

Assistant Managers

The assistant manager position is reserved for the most experienced and mature members of the pool management staff outside of the Club Manager. Their responsibilities include those of a lifeguard, as well as assuming the responsibilities of the manager when they are not present. The assistant managers will also be responsible for overseeing the front desk and concessions attendants when on duty and accurate collection and accounting of all guest fees, concession revenue, and any other payments.

Assistant managers will also maintain an accurate guest list and ensure only members are entering the club, along with overseeing rotation of the guard staff and major work projects on a daily basis, opening and closing procedures, listing items on the job board, helping to ensure guards have a designated station of safety and are where they need to be throughout their shift, and assisting the Club Manager with performing performance evaluations for staff members. Assistant Managers must also assist in the orientation process and guard drills.

Additionally, assistant managers may be responsible for the following:

Data/Administrative: helping Club Manager with emails, paperwork, inventory of supplies, and employee scheduling, as necessary; ensuring accurate and organized records are kept for sign-in sheets, monies received, etc.

Filtration/Mechanical/Chemical Checklist: Must be completed at the start and mid-point of each shift; must be knowledgeable in the areas of pool filtration and chemicals, ensuring pool and pool equipment are maintained

In addition, specific assistant managers are also responsible for the following duties:

Swim Lessons Assistant Manager: Responsible for overseeing our swim lesson program, including managing swim instructors, ensuring they are qualified to give lessons, receiving registration forms and payment from members and issuing them cards, assigning swim instructors, communicating with management and the Board as necessary concerning swim lessons, ensuring swim instructors are fulfilling all responsibilities, and handling any communication and complaints with parents/guardians; performing performance evaluations for all swim instructors; personally providing swim lessons to members

Concessions Assistant Manager: Responsible for overseeing the concessions/front desk staff, including assigning schedules and communicating with them on a regular basis; training concessions/front desk staff, keeping track of concessions inventory and placing orders, ensuring pick-up or delivery of ordered items, ensuring concessions revenue is accurate, recommending items to be added or removed from the menu and pricing, ensuring staff is adhering to the policy regarding concessions

Assistant Managers must be at least 18 years of age and are required to be certified as lifeguards and professional rescuers, as well as having Food Manager Certification

Club Head Manager

This is the highest position on staff, reserved for the most experienced and mature member of the pool management staff. Responsibilities include all those previously stated, along with total operation of the facility. The Club Manager should have consistent communication with the Club's President. This communication ensures that all issues requiring attention are resolved in a timely manner. Even if the manager takes a day off, it will be their responsibility to contact the pool and check in regardless. It is the Manager's responsibility to always be able to be reached. The Manager's end goal should be to gain the respect of the staff members and members of the Club while maintaining a successful and safe season of operation.

Responsibilities of the Club Manager include all the previously mentioned responsibilities in addition to (but not limited to the following):

- Hiring (with Board approval), training, and supervising the staff
- Scheduling and leading orientation and guard drills
- Scheduling all employees, assigning jobs to complete, and managing guard rotation daily
- When the bather load requires a third guard in the rotation or in the absence of on-duty lifeguards the Head Manager will join the lifeguard rotation.
- Maintenance and Landscaping-general facility maintenance, including assigning jobs to staff and ensuring they are completed, and that the facility looks clean and well-maintained
- Attending all staff and board meetings, as requested, and orientations
- Filtration/Mechanical/Chemical Checklist: Must be completed at the start and mid-point of each shift; must be knowledgeable in the areas of pool filtration and chemicals, ensuring pool and pool equipment are maintained; training/assigning staff to assist as necessary
- Making sure Club is properly inspected by the health, fire, and other relevant county departments annually
- Working with the Swim Lesson Assistant Manager as needed on lesson management
- Working with the Concessions Assistant Manager as needed on concession management
- Working with the Assistant Managers, as needed, on all other areas
- Ensuring that all time sheets are accurate and approved by signature from employee and manager
- Ensuring cash control consistency according to the policies
- Ensuring all necessary paperwork, communication, and monies are accurate and sent to the Club Treasurer
- Maintaining inventory, communicating about low supplies, and ordering, as necessary
- Ensuring proper opening and closing procedures, as well ongoing designated hourly checks, such as ensuring bathrooms are clean and stocked and trash cans emptied and re-lined regularly
- Parties & Event Planning: responsible for planning and overseeing events at the club (i.e. parties, swim meets, etc.), working hand-in-hand with the Swim Team Board and Swim Team Staff to plan events, ensuring all paperwork, deposits, reservations, and remaining balances are received
- Any other duties as delegated by the Board

The Club Manager must be at least 19 years of age and must be certified as lifeguards and professional rescuers and have a Food Management Certification

Swim Instructors:

Swim Instructors are necessary for helping children and/or adults develop proper swimming techniques and skills. Responsibilities include evaluating each member's performance during swim sessions and providing feedback, completing progress reports, and ensuring all swimming lessons aids and equipment are in good working order.

Key responsibilities include:

- Communicating with member or member's parents/guardians
- Coordinating with the Swim Lesson Assistant Manager in scheduling lessons
- Teaching swimming techniques, swimming strokes, and water safety rules to students with varying swimming abilities
- Assisting more experienced swimmers to enhance their swimming abilities

- Assessing progress of members and adjusting teaching programs accordingly
- Monitoring students to prevent accidents and injuries
- Planning lessons that take into account students' abilities and progressive development
- Identifying incorrect swimming techniques and correcting members accordingly
- Working directly under supervision and direction of the Swim Lesson Assistant Manager

Swim instructors may be lifeguards, coaches, or managers employed with the club and must have patience and enthusiasm and be able to motivate members to accomplish their swimming goals. Swim instructors should be able to communicate effectively with members and their parents/guardians and ensure that all safety rules are followed.

Swim instructors must be at least 16 years of age and be certified in Lifeguarding and Professional Rescue; previous instructor or coaching experience is preferred

Rookies Swim Coach

Rookies Swim Coaches are essential in introducing a positive and fun introduction to our youngest Marlins Swim Team members, who may be swimming for their first time or bridging between swim instruction and higher levels of swim team groups. Rookies Swim Coaches must have an enthusiasm and experience working with younger children.

Responsibilities include but are not limited to:

- Executing training for the Rookies level under the advisement of the Assistant or Head Coaches
- Assisting Head Coach and Assistant Coaches with entering Rookies swimmers into meets
- Communicating with members' parents/guardians
- Teaching proper swim techniques and stroke mechanics
- Assisting with maintenance of equipment and facility in a safe and sanitary condition
- Willing and motivated to assist with fundraisers, special events, attend home and away meets (MUST attend Novice Meet and help the Swim Team Board with the planning and execution)
- Work with the Head Coach and Swim Team Board to ensure set-up and clean up for swim meets.
- Abide by Club Policies & Procedures
- Interact effectively with parents
- Assist other Coaches as necessary with planning, preparing, and conducting team practices
- Plan fun and motivating activities for the Rookies swimmers
- Attend end of season banquet
- Assist other coaches as needed and communicates regularly with other coaches
- Work with other coaches to provide a positive, competitive atmosphere for each swimmer
- Exhibit a passion and enthusiasm for helping swimmers maximize their potential, demonstrating model language, demeanor, and sportsmanship for swimmers
- Perform other work as assigned by the Head Coach, Assistant Coaches, or Marlins Swim Team Board
- Maintain safety first

- Attend all required staff and/or Board meetings

Assistant Swim Coaches

Assistant Swim Coaches, under the supervision of the Head Coach, perform tasks to ensure the smooth and efficient operation of the Montclair Marlins Swim Team, while providing the very best customer service in a friendly atmosphere. They have the responsibility to instruct and participate with the Marlins Swim Team and respond to member needs.

Essential responsibilities include but are not limited to:

- Execute training for various levels under the advisement of the Head Coach
- Administrative duties including but not limited to assisting Head Coach with entering swimmers into meets via Team Unify software and corresponding with members, parents/guardians, Swim Team Board, and Club Board
- Participate in the instruction and functions of the Marlins Swim Team and monitor the activities of an assigned area
- Teach proper swim techniques and stroke mechanics
- Assist with maintenance of equipment and facility in a safe and sanitary condition
- Willing and motivated to assist with fundraisers, special events, attend home and away meets
- Abide by the Montclair Swim Club Policies and Procedures
- Interact effectively with parents
- Assist Head Coach in planning, preparing, and conducting team practices
- Assist with warmups at Swim Meets
- Work with the Head Coach and Swim Team Board to ensure set-up and clean up for swim meets.
- Work with other coaches to provide a positive, competitive atmosphere for each swimmer
- Assist other coaches as needed and communicate regularly with other coaches
- Attend end of season banquet
- Maintain a daily attendance log
- Exhibit a passion and enthusiasm for helping swimmers maximize their potential, demonstrating model language, demeanor, and sportsmanship for swimmers
- Perform other work as assigned by the Head Coach or Marlins Swim Team Board
- Maintain safety first
- Attend all required staff and/or Board meetings

Assistant Swim Coaches must be at least 17 years of age and be certified in Lifeguarding and Professional Rescue. They must also have previous experience in competitive swimming. Previous experience in swim instruction and/or coaching is preferred.

Head Swim Coach

The Head Swim Coach is the most experienced member of the Swim Team Staff. They are the main point of contact between the Team and all other stakeholders, including parents, the Swim Team Board, the

Club Board, and the community in general. They have all the responsibilities of all the other coaches, as well as the following non-inclusive list:

- Oversee all levels of swimming, setting goals, and developing training plans for all groups
- Provide coaching that is technically, age, and developmentally appropriate
- Proactively establish and maintain good swim team parent relations which includes providing appropriate levels of access and communication
- Plan team practices and ensure all equipment is available and is in safe good working order
- Effectively communicates with parents/guardians and handles any grievances/complaints effectively
- Attend all swim meets, working with the Swim Team Board in set-up and clean-up, ensuring to assist with and assign duties to other coaches concerning set-up and clean-up
- Enter swimmers into meets using Team Unify Software
- Provides feedback to assistant and Rookies Coaches, plan and direct staff meetings as necessary, and assists other coaches as necessary
- Effectively communicating and working with other coaches, listening to their feedback and assigning them duties
- Liaisons and communicates effectively with the Swim Team Board and the Club Board as necessary
- Provide recommendations to the Swim Team Board and Club Board as to areas of concern and improvement and recommendations for expenditures of equipment, etc.
- Promotes the Club and Swim Team and engages with current and prospective families
- Attends and participates in fundraisers and social functions, including the end of season banquet
- Maintaining an accurate record of daily attendance
- Participates in planning the banquet

Head Coaches must be at least 18 years of age and be certified in Lifeguarding and Professional Rescue. They must also have previous competitive swimming experience, strong communication and organizational skills, interest and ability to work with children and ability to work with swimmers of all levels. Previous experience in swim instruction and/or coaching is preferred.

Conduct, Behavior, Responsibilities, Requirements:

Orderly and efficient operation of the Club requires employees maintain proper standards of conduct and observe certain policies and procedures. These guidelines are provided for informational purposes only and are not intended to be all-inclusive. Nothing herein is intended or shall be constructed to change or replace, in any manner, the “at-will” employment relationship between the Club and the employee. Failure to adhere to these may result in disciplinary action.

Absences/Tardiness: Employees are expected to begin and end each shift at the time and on the day appointed. If an employee is ill, injured or an unexpected emergency arises which causes them to be absent or late or need to leave early, the employee must notify their supervisor or manager *before* the

start of the workday. Leaving a message with a fellow employee or with an answering service is not considered proper notification.

Repeated absences, excessive absences, or a pattern of absences are unacceptable job performance. If an employee is absent for three (3) consecutive days and has not provided proper notification, the Club will assume the employee has abandoned their position and may be treated as having voluntarily terminated employment with the Club.

After Hours: You are not permitted on facility property outside scheduled operating hours without Board authorization. Doing so constitutes trespassing and may subject you to prosecution by the Club.

Arrival: Please arrive at work early enough to ensure you are prepared to begin work on time. Do not clock in until your scheduled time.

Appearance/Dress Code/Uniform: Maintain a well-groomed appearance. Employees are to wear clothing appropriate for an environment catering to children in a pool setting. Clothing with profanity or otherwise objectionable content is prohibited.

All staff will be provided with one staff shirt. Under no circumstances is a Jolyn swimsuit an approved swimsuit.

Lifeguards:

Wearing a lifeguard suit while working enables members to recognize staff members on duty as well as maintaining professionalism.

Lifeguards must wear lifeguard suits approved by the Board while on duty. For males, this includes red lifeguard trunks. For females, this includes a one-piece lifeguard suit.

Lifeguards must have a rescue tube, first-aid fanny pack, and whistle while on duty.

Lifeguards must wear footwear while in the office, restrooms, and concessions areas. Acceptable footwear includes but is not limited to: flip flops, crocs, and sandals without backs. Tennis shoes are not permitted on deck, unless completing maintenance duties.

Managers/Assistant Managers: Managers must adhere to the lifeguard dress policies while actively lifeguarding. When not actively lifeguarding, approved lifeguard suits must be worn and/or staff shirts at all times

Swim Team Coaches: Swim Team Coaches are expected to dress in an appropriate manner.

Concessions/Front Desk Workers: Must wear a staff shirt at all times (may be worn over an approved bathing suit) with appropriate footwear (Must wear footwear while in the office, restrooms, and concessions areas)

Swim Instructors: clothing appropriate for an environment catering to children in a pool setting, as approved by the Swim Lessons Assistant Manager

Cell Phones/Personal Technology Devices: Cell phones and any other personal technology devices brought to work must be on silent or vibrate mode to avoid disrupting coworkers and members. They may only be used during breaks and meal periods, away from where others are working and out of sight

of members. If cell phone use interferes with operations in any way, an employee's cell phone privilege may be rescinded and disciplinary action, up to and including termination, may be used. If you are actively guarding, you are prohibited from having your cell phone or other personal technology device on your person; failure to follow this rule will result in immediate dismissal.

Certifications: All staff must maintain valid and current certifications through the season's end. Copies of your certifications must be on file at the pool at all times while working.

Closing: All closing procedures must be completed by the end of normal business hours. The only hours logged after closing shall be scheduled for managers/assistant managers for pre-approved work activities only. Please refer to the Daily Procedures and Rotations Manual for specific closing procedures.

Concessions: Under no circumstance may employees take/consume/give away concessions items without paying. Everyone is required to order and pay for concessions to the staff member on duty.

Confidentiality: You may not divulge confidential information, of any kind, to any unauthorized individual without official need-to-know. You may not obtain unauthorized confidential information pertaining to members or employees or guests.

If an inquiry is made regarding an employee or any former employee, or regarding any customer/member, the inquiry must be forwarded to a supervisor or manager without comment from the employee.

Daily Procedures and Rotation: Refer to Daily Procedures and Rotations Manual

Driving: When driving in and out of work, observe all speed limits (parking lot is 5 miles or less) and keep the volume of your radio low.

Drugs and Alcohol: Selling, manufacturing, possessing, using or being under the influence of alcohol or drugs is prohibited while on duty. This includes prescription drugs being used for non-prescribed purposes or possessing prescription drugs that have been illegally obtained. Violation of this policy will result in immediate dismissal.

Employee Pool Members: Employees are only members of the Club if they have an individual or family membership and all applicable fees are paid. Professionalism must be maintained both on and off duty. Employees are prohibited from accessing and using the Club and its programs and services off duty if they are not a member of the Club.

Evaluations: Performance evaluations will be given by management twice per season, which includes formal and/or informal feedback sessions to foster dialogue, build understanding, and increase effectiveness. You are expected to participate and sign the evaluations, which does not necessarily indicate you agree with all the comments but merely that you have been given the opportunity to examine the evaluation and fully discuss the contents with management or the Board. The Board will review the performance of the Head Coach and Club Manager. The Club Manager will review the performance of the Assistant Managers. The Club Manager, along with the Assistant Managers will review the performance of lifeguards. The Concessions Assistant Manager will review the performance of all concessions/front desk attendants. The Swim Lessons Assistant Manager will review the performance of all swim instructors. The Head Coach will review the performance of all assistant and

Rookies Coaches. All reports will be kept in each employee's personnel file and reviewed by the Board as necessary.

Events: Preparation and cleanup from swim meets and parties or other events are part of your responsibilities, and you are expected to help out in any activity that occurs during your scheduled shift.

Family Members: Family members may only use the pool, facility, and pool services if they are members of the Club and pay all required fees.

Falsification: Changing or falsifying member records, Club records, personnel or pay records, including time sheets without authorization, recording time for another employee, or having time recorded to or by another employee, and falsification of one's employment application, medical or employment history are all grounds for immediate dismissal.

Guard Drills: This is a training program two to three times a summer where we will work on your lifesaving techniques and talk about safety issues at the pool. You are required to attend all guard drill sessions.

Guard in Chair: A guard must be in the lifeguard chair any time people are using the pool. The pool should never be left unguarded. It is not permissible to lifeguard from a deck chair. A guard must not leave the chair until they are relieved by another lifeguard in rotation.

Guests: At no time on duty may you allow personal guests inside the facility. Only guests accompanying members of the pool and paying the guest fee are permitted.

Inclement Weather: If sent home due to inclement weather, you are on-call and must be reachable and ready to return within 30 minutes during your original scheduled hours.

Insubordination: Insubordination or refusing to follow instructions from a supervisor or manager or a board member; refusal or unwillingness to accept a job assignment or to perform job requirements is grounds for disciplinary action

Keys: Only those assigned keys are allowed to possess and use them. If you are assigned a key you may not lend it for any reason to any other person without authorization from the Board President or Vice-President. Violation of this results in immediate dismissal.

Meal Breaks: Never leave the facility or take a break without permission from management. You may purchase food from concessions or bring in your own. Personal food may not be kept in the concessions area.

Miscellaneous: Gambling, possession of a weapon, soliciting on Club premises and taking or giving bribes is prohibited. Illegal or unprofessional conduct on or off Club premises, which adversely affects the Club services, property, reputation or goodwill in the community or interferes with work are grounds for immediate dismissal.

Medications: Any employee taking medication should consult a medical professional to determine whether the drug may affect their personal safety or ability to perform the essential functions of the job and should advise their supervisor or manager of any job limitations. Upon notification of job limitations, the Club will make reasonable efforts to accommodate the limitation.

Negligence and Unprofessional Behavior: Negligence, carelessness or inconsiderate treatment of members and guests and/or their matters/files; rude, discourteous or unprofessional behavior; creating a disturbance on Club premises or creating discord with customers or fellow employees; use of abusive language; sleeping and/or loitering during working hours, unsafe or dangerous behavior are all prohibited, as well as leaving the premises during scheduled work hours without permission; unauthorized absence from assigned work area during regularly scheduled work hours.

Non-Smoking: Smoking is prohibited anywhere on the Club's premises.

Office: The office is not a hang out. Find something to do or ask management for something to do. Under no circumstances are non-employees allowed in the office.

Parking: All parking is at an employee's own risk. It is recommended that employees and visitors lock their vehicle and take other appropriate safeguards.

Pay: Do not discuss pay or pay rates with anyone other than the Club Manager or Club President or Vice-President.

Policies & Procedures: You agree to abide by the policies and procedures set forth in this handbook.

Pool Rules: All of the pool rules apply to you as well as the members and their guests.

Safety: Safety is the utmost priority of the Club. You are required to exercise precautions in the course of your duties to prevent injuries and loss or damage to property. You must be familiar with the Club's Safety Manual and abide by all safety policies and procedures.

Social Media: Use good judgment; do not include confidential information of any member or staff member or the Club; express only personal opinions that do not imply they are the Club's viewpoints; never represent self as spokesperson for the Club; do not use to air grievances or complaints; do not use to post anything that could be viewed as malicious, obscene, threatening, harassing, intimidating, or disparaging to customers, employees, vendors, suppliers, or that might constitute harassment, discrimination, intimidation or bullying

Substitution: Substitutes are to be used for an emergency situation or for a pre-approved vacation only unless you have permission from Club Manager. It is your responsibility to pre-arrange for your own substitutes as an employee of the club. No lifeguard can substitute for a manager and no manager can substitute for a lifeguard. The guidelines for finding a substitute are outlined below:

- 1) Complete a time-off request form on the "When I Work" app. This includes your name, reason for time-off, date of the shift, time of the shift, and type of coverage needed (lesson, guarding, private event, etc.)
- 2) Send an EMAIL to Club management with reason for time-off, date of the shift, time of the shift, and type of coverage needed
- 3) If accepted, management will review, accept the request, place a substitution and post the updated schedules with substitutions at the pool and in an email with the parties involved
- 4) If declined, management will give a reason and will continue to find substitution(s) for the requested time-off duration, but it is implied the employee will work the scheduled shift unless a substitute is found.

- 5) Staff is expected to use the Montclair ContactTree to communicate with the staff to fill their shifts. Remember to tell management about your substitution request. **IF you are unable to find a substitute guard, you will need to work your shift.**
- 6) If there is a health or emergency situation while working, contact management to help fill your position.

Sunbathing/Swimming: You may not sunbathe or swim while on duty, except in the cases where Management grant approval for a limited opportunity to cool off from the heat right before or after being on duty. Sunbathing and use of the pool facilities when off duty is not permitted for employees who are not members of the Club. Employees who are members of the facility are advised to use discretion and be out of uniform whenever using member privileges.

Swim Lessons: Swim lessons and private lessons are offered only to Montclair Swim Club members. Employees approved by the Swim Lessons Assistant Manager may teach private lessons during non-scheduled work times. **Under no circumstances may a swim instructor provide lessons when they are scheduled to be a lifeguard, coach, or otherwise.** To preserve membership privileges and liability coverage, only private lessons offered directly by the Club are allowed. Individual employees are not allowed to offer any services for additional compensation unless the services are directly contracted through the Club and the employee is paid by the Club for the services provided. All requests for swim lessons need to be processed through the Swim Lesson Assistant Manager, who also approves all swim lesson instructors. If you are interested in being an instructor, you must contact said manager and be approved by him/her. Instructors must account for their swim lessons given through lesson cards, separately from their time sheets.

Time Sheets/Verifying Hours: You are responsible for keeping an accurate daily record of hours worked, making sure you sign in and out daily on your time sheet. It is each employees' responsibility to verify their hours have been recorded accurately. Hours should be totaled and placed in the time sheet envelope in the main office by closing time on the Sunday prior to the scheduled payday. **Do not use time sheets to account for swim lessons given. Do not use scrap paper, the back of others' time sheets, etc.**

Vacations/Planned Absences: All employees must obtain approval from the Club Manager as soon as possible prior to any planned vacations or time away from work. Expected vacations/absences listed on employment applications are not considered formal notices but rather information to be considered in considering employment.

Vandalism/Theft: Theft, misappropriation or unauthorized possession or use of property, documents, records or funds belonging to the Club, or any member or employee; removal of same from Club premises without authorization or willfully or carelessly damaging, defacing or mishandling, property of a member, the Club or other employees is grounds for immediate dismissal and subject to Club prosecution.

Visibility: If there are no swimmers, the guard actively on duty must be on deck with a rescue tube and clearly visible. This does not mean standing in the office or sitting in a chair by the pool.

Conduct in the Lifeguard Chair:

10 Second Scan: When you are on duty you should never focus on one area of the pool for more than 10 seconds.

Attire: Be properly attired before entering the chair. Dressing or undressing in the chair is prohibited.

Awareness: Look alive! Keep your eyes always moving. Make sure to watch under the other guards' chairs. Practice preventative lifeguarding techniques. See potential problems and safety issues before they occur.

Conversation: Do not engage in conversation while in the lifeguard chair. Simply inform the person that you will be down shortly, and they may talk with you then.

Diving and Jumping: Only perform a compact jump from the stand when the depth of the water is five feet or greater. Likewise, if the water is less than five feet you must perform your entry from the side of the pool. Never dive out of the chair.

Electronics: No radios, cell phones, iPads, smart watches, tablets, or any other personal technology devices are permitted in the chair.

Food and Drink: Eating and drinking (other than a water bottle) is strictly prohibited.

Pants and Shoes: No pants or shoes are allowed to be worn in the chair. A towel may be used for warmth.

Posture: Always maintain good posture while in the chair. Sit up straight.

Whistle: Never twirl your whistle in the chair; It is good practice to keep your whistle around your neck in order to stay prepared.

Rescue Tubes: Must be placed in your lap with the strap on and in ready position. Never use it as a footrest.

Rights & Policies

The following section summarizes your legal rights as an employee of Montclair Swim Club and important Club Policies.

Equal Opportunity Employment Policy

The Club provides equal employment opportunities to all applicants, without regard to unlawful considerations of or discrimination against race, religion, creed, color, nationality, sex, ancestry, sexual orientation, gender identity, age, physical or mental disability, medical condition or characteristics, marital status, or any other classification prohibited by applicable local, state, or federal laws. This policy is applicable to hiring, promotion, and termination; compensation; schedules and job assignments; discipline; training; working conditions; and all other aspects of employment. As an employee, you are expected to honor this policy and to take an active role in keeping harassment and discrimination out of the workplace.

Accommodation for Disabled Employees

It is the policy of the Club to comply with all the relevant and applicable provisions of the federal Americans with Disabilities Act (ADA), as well as state and local laws concerning the employment of persons with disabilities. The Club will not discriminate against any qualified employee or job applicant because of a person's physical or mental disability with respect to any terms, privileges or conditions of employment, including but not limited to hiring, advancement, discharge, compensation, and training.

It is up to the employee to approach their supervisor with this request and to provide medical proof of his or her needs upon the Club's request.

Where necessary and feasible, reasonable accommodations will be made for qualified disabled employees to perform the essential functions of the job in questions, if the accommodation does not cause the Club undue hardship.

Meal Breaks

Unless defined otherwise by Illinois state law, employees who are to work 7 1/2 continuous hours or more shall be provided a meal period of at least 20 minutes. The meal period must be given to an employee no later than 5 hours after beginning work.

Anti-Bullying

The Club believes all employees should be able to work in an environment free of bullying. Workplace bullying refers to repeated, unreasonable actions of individuals (or a group) directed towards an employee (or group of employees), which are intended to intimidate, degrade, humiliate, or undermine; or which create a risk to the health or safety of the employee(s).

The Club considers workplace bullying unacceptable and will not tolerate it under any circumstances. Managers are to assume the responsibility to ensure employees are not bullied. Bullying will be subject to disciplinary action, up to and including termination of employment.

Religion and Politics

The Club is respectful of all employees' religious affiliations and political views. While we respect each employee's view, we as a Club do not represent any individual religious or political view. We are more than happy to accommodate all political and religious obligations, provided accommodations are requested from a manager in advance and approved by the Club's Board.

Private Information/Personnel Files

Employee information is private and only accessed on a need-to-know basis. Your healthcare information is completely confidential unless you choose to share it. In some cases, employees and management may receive guidelines to ensure adherence to the Health Insurance Portability and Accountability Act (HIPAA).

Employee personnel files will only be exclusively accessible by employees, the managers, and Board members, as necessary. Personnel files include required employment forms, certifications, and performance evaluations and have restricted access.

If an employee wishes to review their personnel file, they must do so in the presence of a manager. Employees may review their personnel file by making a written request to their manager. The written

request will become a permanent part of the personnel file. You only make photocopies of documents bearing your signature, and written authorization is needed to remove a file from Club premises. You may not alter your files, although you may add comments to items of dispute.

If any changes with respect to personal information, such as a change in home address, change in telephone number, or change of name occurs, employees are required to notify their manager.

Workplace Violence and Security

It is the intent of the Club to provide a safe workplace for employees and to provide a comfortable and secure atmosphere for customers and others with whom the Club does business. The Club has zero tolerance for violent acts or threats of violence.

The Club expects all employees to conduct themselves in a non-threatening, non-abusive manner always. No direct, conditional, or veiled threat of harm to any employee or Club property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any employee who commits or threatens to commit a violent act against any person while on Club premises will be subject to immediate discharge.

Any employee who is subjected to or threatened with violence or who is aware of another individual who has been subjected to or threatened with violence should immediately report this information to their manager or directly to the Board.

Anti-Harassment Policy

The Club affirms its commitment to provide a work environment free from intimidation and harassment. Harassment is defined as any type of repeated, unwelcome, and offensive verbal, written, or physical behavior that interferes with a staff member's work or work performance. Harassment can take many different forms, including but not limited to those based on race, sex, national origin, marital status, sexual orientation, religion, physical or mental disabilities, pregnancy, age, and veteran status. Harassment could involve racial or gender-based jokes, slurs, aggressive or intimidating sex-based remarks, gestures or physical contact, and circulation of written materials (cartoons, drawings, photographs, emails, etc.) that are derogatory to any individual. It could also take the form of racism, sexism, sexually explicit voicemails, and or texts.

Sexual harassment is defined as any unwelcome sexual advance, whether verbal or physical in nature, when any of the following occur:

1. Submission to conduct is either an explicit or implicit condition of employment
2. Submission to or rejection of the sexual harassment is used by the individual as a basis for an employment decision regarding the person who has been subjected.
3. The sexual harassment has the purpose or effect of interfering with the harassed employee's work performance and/or creates an intimidating hostile or offensive work environment.

When an employee feels they are being harassed, they should immediately contact the Club Manager or the Club President or Vice-President, at which point the Club will investigate and take corrective action.

Complaint Procedure

The Club subscribes to an open-door policy. Employees may bring a particular complaint to their supervisor or manager (or directly to the Board) for resolution. When matters cannot be handled on an informal basis, the Club has established a formal procedure for a fair review of any work-related controversy, dispute, or misunderstanding. A complaint may be brought by one or more employees concerning and work-related problem where the complaint has not been satisfactorily resolved in an informal manner.

Step 1: The complaint must be submitted in writing to a supervisor, manager, or to the Club President or Vice-President within three (3) working days of the incident. A written request for a meeting must be submitted simultaneously. Generally, a meeting with the employee, manager, and Club President and/or Vice-President will be held within three (3) working days of the employee's request, depending upon scheduling availability. Witnesses will be allowed as necessary. If the problem is not resolved during this meeting, the manager, Club President or Vice-President will give the employee a written resolution within three (3) working days. If the employee is not satisfied, the employee may proceed to Step 2.

Step 2: If the employee is not satisfied after Step 1, the employee may submit a written request for review of the complaint and Step 2 solution to the full Club Board. Such a request must be made within three (3) working days following receipt of the Step 1 resolution. The Club's Board will review the complaint and proposed resolution and may call a further meeting to explore the problem. This meeting is to be attended by the employee concerned, the employee's manager, and any other employee of the Club whom the aggrieved employee chooses or any necessary witnesses. The Board will render the final decision within ten (10) working days after receiving the Step 2 request, assuming scheduling availability. The decision will be given to the employee in writing and will become part of the employee's personnel file.

Retaliation and Confidentiality for Grievances and Complaint Reporting:

The Club encourages all employees to report workplace bullying, harassment, violence, and threats, along with any other illegal, prohibited, unsafe, and unprofessional conduct to a manager with whom employees are comfortable speaking or directly to the Board. All complaints will be treated seriously and investigated promptly. In the investigation process, the Club will attempt to maintain confidentiality to the fullest extent possible.

It is a violation of Club policy to retaliate or otherwise victimize an employee who makes a complaint or a witness who serves in the investigation of the allegation(s). Any retaliation will be subject to disciplinary action, instant termination, and/or more serious prosecution by law.

Disciplinary/Corrective Action

In the event that an employee's job performance doesn't meet the standards established for the position, employees should seek assistance from their manager to attain an acceptable level of performance. If employees fail to respond to or fail to make positive efforts toward improvement, corrective or disciplinary action may ensue, including termination of employment.

It is the policy of the Club to regard discipline as an instrument for developing total job performance rather than as punishment. Corrective action is one tool the Club may select to enhance job performance. The Club is not required to take any disciplinary action before making an adverse employment decision, including discharge. Corrective/disciplinary action may be in the form of a written

or oral reprimand, counseling, notice(s) of inadequate job performance, suspension, discharge or in any combination of the above, if the Club so elects. The Club reserves its prerogative to discipline and the manner and form of discipline at its sole discretion. The Club will manage each matter individually to ensure fairness to all involved.

Grounds for disciplinary/corrective action includes violation of any Club policy or procedure or as deemed necessary by management and/or the Board.

Pay & Benefits:

Payment Schedule:

Employees are paid twice a month, generally on every other Friday. In cases where the regular payday falls on a holiday, employees will receive payment on the last business day before said holiday.

Pay Adjustments:

Hourly employees will not be compensated for any absences or tardiness.

Payment Method:

The preferred method of payment is via direct deposit; however, employees are not required to elect this option. Payroll direct deposit authorization forms are required to be completed regardless of whether employees are paid via direct deposit or paper check. Employees have access to their paystubs and tax forms, etc. through the payroll app.

Compensation Rate:

Wages vary from employee to employee and are based on level of skill, experience, references, etc. Employees who feel entitled to higher pay may contact the Board President or Vice-President to discuss.

Work Assignments:

In addition to specific duties that may accompany an individual's job responsibilities, each job also includes "and other assigned duties." From time to time, employees may be required to perform duties or tasks of a fellow employee who is absent or for a position that is temporarily vacant. Employees will be compensated at their regular rate of pay while performing other assigned duties on a temporary basis.

Overtime:

Although all work overtime will be paid according to the terms defined by Illinois law, employees are prohibited from working for overtime, unless they have prior authorization from the Board. A manager is not authorized to approve overtime. It is the responsibility of each employee to keep track of their hours and for management to ensure they are not overscheduling employees.

Deductions and Garnishments:

Federal and state law requires that we deduct the following from each paycheck:

- Social Security
- Income tax (federal and state)

- Medicare
- State Disability Insurance and Family Temporary Disability Insurance
- Other deduction required by law or requested by the employee

A Wage and Tax Statement (W-2) recording the previous year's wages and deductions will be provided at the beginning of each calendar year.

If at any time you wish to adjust your income tax withholding, please fill out the designated form and submit to Montclaireswimclub@yahoo.com.

Unemployment Insurance:

Employees rendered unemployed through no fault of their own or due to circumstances described by law receive unemployment insurances. State agencies administer this insurance and determine benefit eligibility, amount (if any), and duration.

Workers' Compensation:

Workers' Compensation laws compensate for accidental injuries, death, and occupational disabilities suffered in the course of employment. The Club provides Workers' Compensation Insurance for all employees. Generally, this includes lost wages, disability payments, and hospital, medical and surgical expenses (paid directly to hospital/physician) and assistance in injured employees returning to suitable employment.

The name of the Club's workers' compensation insurance carrier and other pertinent information is posted. The carrier governs all insurance benefits provided by the Club. These contracts shall not be limited, expanded, or modified by any statements of Club personnel or Club documents. Any discrepancies shall be determined by reference to the insuring contracts.

Social Security Benefits (FICA):

Both employees and the club contribute funds to the federal Social Security Program, which provides retirees with benefit payment and medical coverage.

At-Will Employment Agreement and Acknowledgement of Receipt of Employee Handbook

Employee: _____

(print name)

I acknowledge that I have received a copy of the Montclair Swim Club Employee Handbook, which contains vital information on the Club's policies, procedures, and benefits.

I understand that this handbook's policies are intended only as guidelines, not as a contract of employment. I understand that my employment is on "at-will" terms and therefore subject to termination, with or without notice or obvious reason, by myself or the Club. Changes to my "at-will" status may only take the form of a written agreement signed by an authorized member of the Club's Board, as well as myself. This agreement supersedes all prior/contemporaneous inconsistent agreements.

I understand that the Club may change its policies, procedures, and benefits at any time at its discretion, as well as interpret or vary them however it deems appropriate.

I have read (or will read) and agree to abide by all policies and procedures contained therein.

Employee Signature: _____ Date: _____

