



# Fox Hills Community Association Seasonal Pool Employee Handbook



## Welcome to the Fox Hills Seasonal Pool Team!

We are excited to have you as part of our team this season. The following guidelines are designed to ensure a safe, positive, and efficient work environment at the Fox Hills Pool. Please read this handbook thoroughly, as it will serve as a reference throughout your time with us.

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## 1. Introduction to the Fox Hills Community Association

The Fox Hills Community Association (FHCA) oversees the management of our community's pools, ensuring that they remain a clean, safe, and enjoyable space for all residents. As part of our seasonal lifeguard team, you play a critical role in helping us maintain these high standards.

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## 2. Pool Operating Hours & Seasonal Schedule

- **Hours:**

The pools traditionally open on the Friday before Memorial Day and close on Labor Day. Operating hours are from 12 noon to 9 pm daily. While Bloomfield Hills schools are still in session, the pools are open from 4:30 pm until 9 pm on weekdays. The Fox Hills Swim Team utilizes the pool during non-operating hours.

- **Shifts:**

Employees will be scheduled for shifts within these operating hours. Shifts may vary based on the day of the week and pool usage. Please be clear with the pool manager on your availability and periods when you will not be available.

- **Breaks:**

Employees are entitled to one 30-minute unpaid break if their scheduled shift is over 5 hours. Please discuss scheduling breaks with the head lifeguard(s).

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## 3. Employee Expectations & Code of Conduct

- **Professional Behavior:**

All employees are expected to act professionally at all times. This includes showing respect to colleagues, neighbors, and their guests while adhering to our code of conduct and policies at all times.

- **Punctuality:**

Arriving on time for your shift is essential to ensuring that our neighbors are safe and that both pools can remain open. If you are unable to report to work on time, please notify the head lifeguard(s) or pool manager as soon as possible.

- **Teamwork:**

A positive attitude and willingness to work with your team members are key to our success.

- **Confidentiality:**

As an employee, you may have access to personal information about residents. It is important that you maintain confidentiality regarding any sensitive information.

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## 4. Dress Code & Personal Hygiene

- **Uniform:**

Employees are expected to wear appropriate attire, including a cover for top and bottom. Fox Hills logoed lifeguard apparel is available of which new employees will be provided one shirt. Additional shirts or hoodies are available for purchase at distributor cost. If using non-logoed apparel, the shirt or bathing suit should identify the lifeguard with “lifeguard” or the “+”. Uniforms should be clean and in good condition.

- **Footwear:**

Non-slip sandals or shoes are required to be worn to work, though when on shift, the guard may choose to go without footwear. Footwear should be available for activities/tasks that warrant it.

- **Hygiene:**

Maintain good personal hygiene throughout your shifts. Regular handwashing is crucial to prevent the spread of germs.

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## 5. Responsibilities

### Lifeguard:

- Monitor pool activities and ensure swimmer safety.
  - Enforce pool rules and regulations.
  - Respond quickly to emergencies, including administering first aid or CPR when necessary.
  - Conduct regular pool checks for safety hazards.
  - Maintain communication with fellow lifeguards, head lifeguard(s), and pool manager
  - Check in residents and guests, ensuring proper access to the pool.
  - Collect any necessary fees or reservations.
  - Maintain a pleasant atmosphere by providing excellent customer service.
  - Help maintain a clean and organized pool grounds, pools, bathhouse, tennis courts, parking lot, and guard shack.
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## 6. Safety Protocols & Emergency Procedures

- **Lifeguard Responsibilities:**

Lifeguards must stay focused and remain vigilant at all times.

- **Emergency Action Plan (EAP):**

In the event of an emergency, follow the established emergency procedures. This includes evacuating the pools if necessary, calling emergency services, and providing necessary first aid or CPR. Your pool manager will review these with you.

- **Accident Reporting:**

Any accidents or injuries must be immediately reported to the head guard(s) or pool manager. If reported to the head guard(s), the head guard(s) should in turn inform the pool manager. The pool manager should inform the Pool and Tennis Coordinator. The employee involved/leading the accident/injury support should complete all required paperwork regarding the incident.

- **Weather Protocol:**

The pool may be closed temporarily during inclement weather, including cold temperatures, storms, or high winds. Employees must follow instructions from the head lifeguard(s) or pool manager to ensure safety during these times. Thunder or visible lightning requires the pool to be empty of people for 30 minutes from the last sound or sight. The pool manager will inform you if the pools will be delayed in opening or closed early due to weather.

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## 7. Customer Service Guidelines

- **Resident Interaction:**

Our community members are our priority. Always greet residents and guests with a positive attitude and be ready to assist them with any requests or concerns.

- **Entrance and fees**

Only Fox Hills residents and their accompanied guests may enter the pool area. A guest fee is collected for any non-resident except for the following:

- Caregivers of resident children under 10
- Grandchildren of the homeowner(s)

Clubhouse and Pavilion renters may pay the individual guest fee to allow guests to be able to enter the pool grounds. Guests must enter from the main entrance by the guard shack.

Renters may also purchase an “unlimited guest” fee, which allows any number of guests of the renter to enter the pool grounds. If from the clubhouse, they may enter or exit from the poolside clubhouse doors (only with the unlimited guest fee).

- **Complaint Resolution:**

If a resident or guest expresses a complaint, listen attentively, show empathy, and attempt to resolve the issue. If the issue cannot be resolved immediately, notify your head lifeguard(s), the pool manager, or the Pool and Tennis Coordinator.

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## 8. Pool Rules & Regulations

To ensure a safe and enjoyable environment for all pool users, the following rules must be strictly followed:

- No one should ever be in the pools unless a lifeguard is out of the pools supervising (on a stand or the deck by the pool(s)).
- Pool users must shower before entering the pools.
- No diving except in the 9ft section of the competition pool (forward only).
- No running or horseplay around the pool deck.
- Children under 10 must be supervised by an adult at all times. Babysitters ages 14 and up may supervise other children.
- Children under 6 must have a babysitter or adult with them in the water at all times.
- Glass containers are not allowed in the pool area.
- Persons with open skin rashes, sores, or infections shall not use the pools.
- No cutoffs or shorts may be used as a swimsuit.
- Infants and toddlers who are not trained must wear “swimmer” type diapers when entering the pools.
- Alcohol is permitted within the pool grounds for residents and guests who are 21 or older, but if a lifeguard believes a person is too intoxicated, they should restrict the person from entering the pools.
- No electrical appliances on the pool deck
- No smoking or vaping inside the pool area
- No fires/grilling allowed except within the designated fenced grilling area
- Lost and found items are to be turned into the guard shack and easily available for residents to claim. All unclaimed items at the end of the season will be donated, sold, or otherwise disposed of.
- No squirt guns, hitting with noodles, diving over or throwing others, flips, or horseplay that the lifeguards deem as unsafe.
- No food or beverages allowed in the pools. No food within 5ft of the pools.
- Flotation devices are allowed at the discretion of the lifeguard if they feel it is not impeding their ability to see in the pools (can be an issue with too many flotation devices).

***Lifeguards will enforce these rules to ensure safety for everyone.***

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## 9. Communication & Reporting Procedures

### 1. Shift Changes:

Always confirm shift changes with your pool manager ahead of time. If you need to swap shifts or have a scheduling conflict, inform your pool manager as early as possible.

### 2. Reporting Issues:

Any issues that may arise during your shift, whether it's a maintenance issue, a resident complaint, or a safety concern/incident, should be reported immediately to a superior.

Lifeguards should inform the head guard(s), who should inform the pool manager, and they should inform the Pool & Tennis Coordinator. If the issue involves a superior, that chain of command can be skipped to the next level.

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## 10. Compensation

- **Pay Rate:**

Lifeguard, head guards, and the pool manager shall get an hourly wage based on the initial hourly wage for that season (for that position), plus .50 per season where the employee worked a minimum of 1 shift a week for at least half the season.

- **Pay Schedule:**

Employees will be paid on a bi-weekly basis. Paychecks will be distributed via direct deposit unless otherwise arranged.

- **Holiday Pay:**

Staff will get paid 1.5x their hourly wage for working on Memorial Day, July 4th, and Labor Day.

- **Private paid Swim Lessons:**

You are free to offer your services to residents, however, your lifeguard role must be the priority and therefore any lessons may not coincide nor conflict with your scheduled shifts. You should inform any prospective students/residents that appointments may have to be rescheduled if you are needed as a lifeguard. Lessons can only be provided when another guard is present.

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## 11. Disciplinary Actions

Failure to comply with the rules and expectations outlined in this handbook may result in disciplinary action. Each situation will be evaluated based on the circumstances, yet it can result in immediate separation from employment.

Employment with the Fox Hills Community Association is at-will, meaning that either the employee or the company may terminate the employment relationship at any time, with or without cause, and with or without notice, subject only to the provisions of applicable law. Nothing in this policy or any other communication should be construed as altering the at-will nature of employment.

This at-will employment relationship cannot be changed except through a written agreement, signed by the president of the Fox Hills Community Association. Additionally, no oral statements or prior written materials, including handbooks or policies, are intended to create any contractual obligations or to alter the at-will nature of the employment relationship.

In Michigan, at-will employment is governed by state law, and nothing in this policy shall be construed to affect an employee's rights under Michigan's employment laws, including but not limited to rights related to discrimination, harassment, or retaliation.

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## 12. Acknowledgment of Receipt

By signing below, you acknowledge that you have received this employee handbook, have been provided the opportunity to ask questions and understand your role and responsibility to ensure a safe and enjoyable summer for all--including the guards--at the Fox Hills Community pools

Employee Signature: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

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This handbook is a general guide for the expectations, responsibilities, and policies governing your employment at the Fox Hills Community pools. Should you have any questions, please don't hesitate to reach out to your supervisor.