

HILL FARM SWIM CLUB PERSONNEL HANDBOOK

PURPOSE AND COVERAGE OF HANDBOOK

The Hill Farm Swim Club Personnel handbook provides employees with information about the practices and policies they are expected to follow.

The contents of the Hill Farm Swim Club Personnel Handbook have been prepared for the guidance and orientation of its employees. Neither the application for employment nor this handbook is meant to imply that Hill Farm Swim Club is guaranteeing employment for anyone. Final interpretation and implementation of any of the policies and practices in this handbook are vested solely with Hill Farm Swim Club.

Employees are required, as a condition of their employment, to read this Personnel Handbook and sign the Acknowledgment Form provided to them. Hill Farm Swim Club management will interpret and amend these guidelines as necessary and communicate changes accordingly.

EMPLOYEE INFORMATION

Hiring priority will be given to applicants at least 16 years of age prior to pool season opening.

Work permits are required for minors under age 18.

HFSC maintains a personnel file for each employee.

Required Training and Certifications

Certain job classifications require special conditions, certifications and training. Employees whose jobs require such conditions will be required to be in compliance as evidenced through documentation kept in the employee's personnel file.

Safety training and job-related certifications may be required for individuals in certain positions. Required training and certification may include CPR, Lifeguarding, and First-Aid. An employee is required to provide a copy of required course or training certifications to pool management. See Hill Farm job descriptions for required certifications. HFSC will require monthly safety trainings and employees will be paid to attend such trainings.

Performance Reviews

Performance reviews are a key part of Hill Farm's performance management process and are conducted two times per summer. This process includes formal and informal feedback sessions during the summer to foster dialogue, build understanding, and increase effectiveness. Performance reviews will be conducted by HFSC management.

Employee Orientation

Mandatory orientation is required of all employees. Orientations will be scheduled on the Saturday of Memorial Day weekend and the Saturday following Memorial Day. 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. During orientation, employees will receive training from pool management, as well as special training needed for specific jobs.

JOB EXPECTATIONS AND GUIDELINES

Employees are expected to meet all expectations and guidelines. Failure to adhere to these expectations and guidelines may result in discipline up to and including termination.

Attendance

Regular attendance and punctuality are required for the efficient and safe operation of Hill Farm. Frequent absences and tardiness place an extra burden on co-workers and interfere with the orderly and efficient operation of the Hill Farm programs. Unscheduled absences are disruptive and almost always result in the need to reassign work to other employees.

It is each employee's responsibility to report to work on time each day at least 10 minutes prior to their shift to ensure they are on time and prepared to begin work.

Hill Farm recognizes that circumstances may arise that will require employees to be absent or report late. In those cases, and unless prevented by emergency, the employee should notify pool management as soon as possible before start of the workday.

Employees are expected to return from breaks on time and continue working until the end of the scheduled shift. Employees should never leave their job location during scheduled hours without prior authorization from the Pool Manager. Any employee who leaves without proper authorization will be considered absent without excuse.

Uniform and Dress Code Policy

- Lifeguards and instructors are expected to wear a swimming suit in accordance to the Hill Farm Swim Club Swim Suit Policy (see below)
- Lifeguards will have a rescue tube, first-aid fanny pack, and whistle while on duty.
- Lifeguards may, but are not required to, wear footwear. Acceptable footwear includes, but is not limited to; flip flops, crocs, and sandals, with no backs, are permitted but not required. Please refrain from wearing tennis shoes.
- Front desk staff and pool attendants are expected to be identifiable with a Hill Farm T-shirt.

Staff Swim Suit Policy

Wearing a guard suit while working helps all using the pool-parents, children, guests, and other staff members - know who is on duty. Such a practice enhances safety and professionalism.

Hill Farm-issued and paid-for guard suits must be worn during all working hours. If your HFSC-issued suit is wet or otherwise unavailable, a similar suit in terms of style and cut may be worn in its place. This rule applies to male and female staff while they are working. The only limited exception is for a male swim or dive coach who may need to demonstrate a dive, stroke, turn, etc. that requires him to enter the water. In that event, the coach may wear a racing suit for the demonstration, but must wear trunks while on land.

Use of Personal Technology Devices

It is an absolute expectation that all Hill Farm Staff members are ready to respond to an emergency. In addition, all staff are expected to be attentive and welcoming to members and guests at all times.

No personal technology devices will be permitted in lifeguard stations, on deck, or in the main office area while working. This includes devices that require charging. Technology devices are permitted in the guard room during breaks. Technology devices include, but are not limited to; cell phones, smart phones, tablets, Nooks, etc.

Exception to this policy:

- Computer use for swim and dive meet preparation by swim/dive team coaches
- Cell phone use by pool management for business related calls

Employee Safety in the Workplace

There is nothing more important than the safety of everyone at the pool. Employees are required to exercise the necessary precautions in the course of their work to prevent injuries to themselves or others and to prevent loss or damage to property. The following standards are expected of each employee:

- Immediately report any potentially unsafe conditions to management.
- Immediately report any report to management any potentially unsafe situation concerning any staff member.
- Enforce all pool rules.
- Maintain a clean and orderly work area at all times.
- Immediately report to management all accidents, incidents, or injuries regardless of how insignificant the injury or situation may seem.
- Avoid engaging in any horseplay or distracting others.
- Adhere to all safety rules and work instructions.

- Wear required protective equipment when working with chemicals.
- Know the location of fire extinguishers.
- Follow proper lifting procedures at all times.
- Report any damaged or defective equipment or other unsafe condition to management promptly.

Smoke/Tobacco Free Workplace

Smoking and tobacco use is prohibited when involved in any Hill Farm Swim Club activity.

Alcohol and Drugs Prohibited

To protect youth, families, members, guests, and staff, the use, being under the influence of, sale, manufacture, or possession of alcohol or non-prescribed controlled substances is strictly prohibited while working or conducting Hill Farm Swim Club business. Using drugs or alcohol prior to being on duty or while on duty in any way that could potentially impair your ability to safely carry out your job duties is absolutely prohibited.

An employee may not report to work under the influence of alcohol or non-prescribed controlled substances or have alcoholic beverages and non-prescribed substances on Hill Farm Swim Club property.

Employees suspected of underage drinking or possessing, selling, or distributing drugs may be reported to the proper law enforcement authorities.

Any violation of this policy will lead to discipline up to and including immediate termination.

Misconduct

In order to provide a productive, caring, and safe environment, Hill Farm Swim Club does not tolerate misconduct. Some examples of misconduct include the following:

- Mistreatment or neglect of members or guests
- Failure or refusal to carry out job assignments or to follow instructions as management requests
- Failure to properly record time worked or to make a timely report of hours worked
- Theft or willful damage to Hill Farm Swim Club property or to the property of others.
- Removal of property without permission from management
- Entering pool premises when pool is closed without written permission from management.

- Dishonesty in any form
- Abusive or profane language
- Unsafe behavior, for example, fighting or threatening another person
- Carry or concealing weapons, devices, or objects that can be used as weapons
- Inefficient or substandard performance of an assigned duty or responsibility
- Horseplay, unsafe or dangerous behavior, or unauthorized sleeping on the job
- Use of Hill Farm equipment or facilities for personal gain

Confidentiality

In the course of their job duties with Hill Farm Swim Club, many employees have access to confidential information about their co-workers, members and guests. Hill Farm staff members have a duty to keep information confidential.

Private Lessons

Private lessons are offered only to Hill Farm Swim Club members. Employees may teach private lessons during non-scheduled work times. To preserve membership privileges and liability coverage, only private lessons offered directly by HFSC are allowed. Individual employees are not allowed to offer any services for additional compensation unless the services are directly contracted through HFSC and the employee is paid by HFSC for the services provided. Members will notify pool management of private lesson requests to which management will notify aquatic staff. Members will be charged \$20.00 per half hour lesson. Payment will be made at the pool office. Instructors will be compensated \$15.00 per half hour lesson. Employee private lesson time should be recorded in the staff private lesson time log book.

Employee Guests and Use of Pool by Family Members

To preserve membership privileges and liability coverage, HFSC employees are obligated to adhere to the guest and family member usage guidelines described below.

- Employees will receive 10 guest passes to use for family and/or friends. Employees must be present while guests are at the pool.
- Once the 10 passes have been used, guests of Hill Farm employees will be required to pay the guest fee rate.
- Employees with families who participate in the programs of the pool (lessons, swim/dive team, water ballet, water polo, etc.) are required to purchase stock (when stock is available for purchase) and pay annual membership dues.

Employee Complaints

Hill Farm has an open communications policy and welcomes any suggestions, questions, or concerns that employees may have about the job, working conditions, or the treatment received as an employee. Suggestions for improving HFSC are always welcome. Questions and concerns are also of interest to management.

To utilize the open communication policy regarding concerns, problems, complaints, conflicts, or alleged violations of an approved personnel policy, procedure or practice, or applicable local, state, or federal law we ask that the employee communicate first to management, following the steps below. Note that confidentiality will be maintained to the extent possible.

- The employee should bring the concern to management, who will investigate and provide a solution or explanation.
- If the problem is not, or the employee believes cannot be resolved with management, the employee may ask the Board of Directors to review the problem with all appropriate parties to resolve the matter.

SCHEDULING AND PAYROLL

Payroll Records/Time Recording

HFSC requires that all employees keep an accurate daily record of hours worked. Time records must be submitted on a timely basis for payroll purposes. Both the employee and the supervisor are held accountable for the accuracy of time records that reflect the hours and days actually worked.

Paydays are every other Friday. Hours should be totaled and placed in the time sheet envelope in the main office by closing time of the Wednesday prior to the scheduled payday.

Substitutions

Staff is responsible for finding a substitute when they are unable to work their scheduled shift and must be approved by management. The guidelines for finding a substitute are outlined below:

1. Complete the sub request form on the HF website in the staff secured site. Include your name, date of the shift, time of the shift, and type of coverage needed (lesson, guarding, front desk staff, etc.).
2. Send an email to HFSC staff and management with date of shift, time of shift and type of coverage needed.
3. Staff filling the request will complete the posted form on the HF website in the staff secured site.
4. If a sub is pre-arranged, the person requesting a sub shall post the request on the HF website in the staff secured site and complete the form including the name of the staff that filled the request.

5. Pool management will accept the substitution and post updated schedules with substitutions at the pool and in weekly emails.

6. Staff is expected to use the employee phone list and email to contact staff to fill their shifts. If you are unable to find a sub, you will need to be present to work your shift.

Health or Emergency Situations: In the case of an emergency while working (i.e. you become ill), please contact pool management to help fill your position.

GENERAL EMPLOYMENT GUIDELINES

A. At-Will Employment

All employees at of HFSC are employed “at will.” This means that you have the right to terminate your employment when you wish and that HFSC also has the right to terminate the employment relationship at any time, for any reason not prohibited by law, with or without advance notice. Employment is not guaranteed from one summer to the next. Employees are required to reapply for employment for each summer season.

B. EEO/Disability Law

HFSC provides equal employment opportunity to all employees and applicants for employment regardless of their race, color, sex, sexual orientation, religion, age, national origin, disabling condition, service in the uniformed services, or other protected class bases in accordance with applicable law. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, and leaves of absence, compensation and training. Employment opportunities with HFSC are based on the individual’s ability to perform job duties.

We also comply with all applicable disability related laws. We will make reasonable accommodations for disabled employees in accordance with law. Employees with a disability are encouraged to request an accommodation if needed to perform their job tasks. Employees should make their requests to Janna.

C. Anti-Harassment/Respectful Workplace

HFSC is committed to providing a work environment that is respectful to all and that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. In keeping with this commitment, we do not tolerate harassment of our employees by anyone, including any supervisor, co-worker, vendor, member or guest of HFSC.

Harassment is unwelcome verbal or physical conduct, or other acts which are based on an individual’s protected class status (sex, race, color, national origin, age, religion, disability, sexual orientation, etc.), and which either are a condition of employment or interfere with a person’s work or can reasonably be seen to create a hostile, intimidating, or offensive environment. Harassment can occur on or off the job and can include:

- Verbal or physical abuse
- Threats
- Mimicry

- Offensive jokes or email messages
- Epithets, name-calling, slurs
- Vulgar, obscene or derogatory language
- Offensive gestures or pranks
- Display of offensive or graphic pictures, cartoons, jokes, photos, etc.

Sexual harassment is one type of harassment and includes unwelcome sexual advances, or visual, verbal, or physical conduct of a sexual nature. Sexual harassment includes many forms of offensive behavior and can include behavior toward someone of the same or opposite gender as the harasser. The following is a partial list of examples of sexually harassing behavior:

- Unwanted sexual advances, verbal, written, physical, or otherwise.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making derogatory or sexual comments, or jokes.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.
- Sexually-related emails.

Reporting Harassment: If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to Janna or John. You are also free to report harassment issues to a member of the Board of Directors if you prefer. You can raise concerns and make reports without fear of reprisal or retaliation. HFSC will not tolerate retaliation. If you believe you are being subjected to retaliation for having raised or participated in a complaint of harassment, please report that to a member of management.

All allegations of harassment will be addressed in a timely fashion, and investigations will be conducted where appropriate. Complaints of harassment will be kept confidential to the degree possible and consistent with our need to investigate and address the complaints.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise Janna or John so it can be investigated in a timely manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Personnel Handbook Receipt and Acknowledgement

I have received the Personnel Handbook of Hill Farm Swim Club. I understand that it is my responsibility to read and understand the contents of this Handbook. I further understand that if I have any questions about the interpretation or application of anything in the Handbook, I should ask the pool manager.

I understand and acknowledge that this Hill Farm Swim Club Personnel Handbook provides guidelines and information but that this Handbook is not, nor is it intended to constitute, an employment contract of any kind. I understand that my employment and compensation can be terminated at the option of either Hill Farm or me, at any time and for any reason.

I further understand that the employment policies and practices of Hill Farm Swim Club are subject to modification, revocation, suspension, termination or change by Hill Farm at any time with or without notice. Furthermore, such policies and practices contained in this Handbook do not constitute a contract between Hill Farm and me. I understand that Hill Farm will apply such policies and practices to particular situations as it deems to be in the best interest of Hill Farm.

I certify that I have reviewed, understand and acknowledge the policies of Hill Farm Swim Club.

Employee Name (Please Print)

Employee Signature

Date