

LIFEGUARD ONBOARDING PROGRAM

A GUIDE TO ORIENTATION FOR NEW SUMMER EMPLOYEES

Why Onboarding?

Onboarding is a process developed to create a smooth adjustment for a new employee into the organization. It starts before a new employee arrives and continues until the end of the summer employment contract.

Our Human Resource policy makes orientation a requirement, stating that the employer must provide employees with appropriate orientation to perform the job; and that employees must be informed of expectations.

*****A properly prepared lifeguard team requires regular guidance from management!**

About Onboarding

- Focuses on a strong **employee welcome**, ensuring continual growth, affirming that the employee fits into the Aquatic Safety Team and is a valued team member, and enhancing long- term relationship building and retention.
- Provides upfront expectations which fosters knowledgeable, diligent employees and reduces miscommunication which could lead to low productivity, errors, anxiety, and dependency on other staff.
- Introduces employees to the formal and informal culture, values, and practices of the organization and has a positive impact on employees view of the pool and organization.
- Involves all team members including the new employee, who also has a role and responsibility in making onboarding a success.
- Capitalizes on the motivation of new employees and enables new employees to more quickly perform productively in their new environment ensures they are comfortable enough to ask questions.
- Reduces turnover and increases retention, allowing for job satisfaction, increased job performance, and reduced costs associated with these.

Quick Tips for a Successful Onboarding

- Learn the correct pronunciation of the new employees' names.
- Contact new employees prior to their first work days.
- Express an enthusiastic welcome and ensure the workplace is friendly and positive.
- Build some fun into the first few days. (i.e. Family Feud Orientation – ask questions pertaining to pool safety rules)
- Check in with new employees as frequently as possible during the first week.
- Ensure new employees are provided with meaningful tasks early on.
- Provide information from a variety of sources such as one-on-one discussions, the Internet, or individuals in the workplace.
- Give new employees some responsibility for their own onboarding.
- Keep the onboarding process flexible enough to meet individual needs.
- Remember onboarding is an ongoing process, not an event.

The first opportunity you will have to guide a member of your lifeguard team is at the orientation. **This session must occur prior to allowing lifeguards to work.** Be sure to provide the following information to your employees before the orientation session:

- Statement of welcome
- Starting date, time and duration
- Any specifics he or she might need to know before orientation starts, such as where to park and how to enter the facility
- Any special needs, such as meal arrangements, equipment and swimsuits At the orientation, remind your lifeguards that they will need to complete any appropriate employment forms and provide copies of certifications if they have not already done so. If any lifeguards are minors, you also need to discuss any limitations on the hours or type of work they can perform and obtain any work permits, if necessary. Consult with your human resources department for additional information on federal, state and local regulations. If your facility employs international staff, specialized forms verifying employment eligibility may be needed and can be collected during orientation.

Planning for the Orientation

Before conducting an orientation, consider how long it will take to cover the material. Be sure to plan time for questions, discussion, breaks and a tour of the facility. In preparation for the orientation, organize the appropriate forms, equipment and supplies, such as—

- Employee policies and procedures manual.
- Orientation checklist.
- Uniform (e.g., whistle, shirt).
- Equipment, materials or paperwork required by the facility or employer. Set up your training area so that it is conducive to learning and check the facility in advance to ensure that equipment is arranged appropriately

Conducting the Orientation

It is your responsibility to orient lifeguards so that they will understand their responsibilities and your expectations. The orientation should include some or all of the following elements:

- A personal welcome. Lifeguards should be made to feel comfortable. Introduce them to each other and to the other management or staff present. Let them know that you and other supervisors will help them adjust to the facility and job.
- A tour of the facility to view and discuss the following: Hazardous areas Locations of rescue equipment, telephones, first aid supplies and chemical and electrical control rooms Areas lifeguards cover Lifeguard office and break area
- A review of lifeguarding information, including the following: Dress code (e.g., uniform—shirt, whistle, name tag) Sun protection (e.g., sunscreen, sunglasses, hats, umbrellas) Correct posture while in the lifeguard stand How to perform an appropriate rotation How to operate equipment (e.g., telephones, lane lines, vacuum) Opening and closing the facility

- Personnel policies, including the following: Policies and procedures manual Scheduling
- Posting schedules
- Meals and other breaks
- Time-off procedures
- Call-in procedures
- Substitution procedures
- Time cards/time sheets In-service training schedule and certification renewal opportunities Security policies Pay schedule Benefits Probationary period (if applicable) Methods of staff evaluation and corrective action
- Review of job descriptions and responsibilities. Employees should have a clear understanding of what is expected of them.
- Review of communication techniques, emergency action plans (EAPs) and the facility's chain of command.
- Discussion of maintenance procedures, such as water chemistry, and related safety protocols, such as proper handling of chemicals, if included in the lifeguard's job description. Lifeguards should leave the orientation session clearly understanding what is expected of them. Follow up with your new employees to ensure that all of their questions have been answered.

Policies and Procedures Manual

Management should make sure that all lifeguards have the information they need to work safely and to perform their duties effectively. A policies and procedures/Aquatics Safety Plan manual can provide this information. This manual usually includes—

- A mission statement.
- Administrative policies and procedures.
- Rules and regulations.
- Opening and closing procedures.
- Sample record and report forms.
- Guidelines for daily pool activities and supervision needed for each (e.g., swim lessons, fitness classes and diving).
- Guidelines for special pool activities and supervision needed for each (e.g., large groups, day camps, parties and movies).
- Instructions for administering swim tests.
- Guidelines for personnel (including preemployment requirements, hiring policies, conditions of employment and standards of performance and conduct).

- An organizational chart (with a chain of command and job descriptions).
- A floor plan of the facility that shows emergency evacuation routes and where emergency equipment is located.
- Instructions for equipment use.
- Diagrams of areas of responsibility for patron surveillance.
- Rotations and assigned stations.

(Source: https://www.redcross.org/content/dam/redcross/atg/PDF_s/LifeguardManagement.pdf)

	<u>Pre-Arrival</u>	<u>First Two Weeks</u>	<u>First Month</u>
Purpose	To create an experience that reaffirms the new employee's decision that the aquatic facility is a great place to work To plan and prepare for the employee's arrival so that they do not arrive to chaos, but to an organized and prepared aquatic facility	To ensure the new employee feels welcomed, comfortable, prepared, and supported by clarifying roles and expectations. To reduce the time you will need to contribute later by giving the employee the proper tools to be independent and comfortable in their work environment	To ensure the employee is still an engaged and valued contributor in meeting aquatic facility and pool safety goals To ensure the employee has integrated successfully into the culture, is motivated and performing at a full working level, and has meaningful and challenging work

Purpose

To plan and prepare for the employee's arrival so that he/she does not arrive to chaos, but to an **organized and prepared aquatic facility**:

Pre-Arrival Checklist	
Work Area	
☐	Assign a workstation/phone
☐	Establish computer, network
☐	Order furniture as needed *
☐	Order office supplies, keys, name plate, business cards
☐	Order any other equipment or tools *

☐	Ensure email set up (with access or password) *
☐	Ensure telephone with voicemail set up *
☐	Gather and create staff manual that includes all organizational policies, instructions, strategic plan, logic model, portfolio plan, etc.
☐	Ensure all administrative forms are prepared and ready to be completed: payroll, code of conduct, conflict of interest
☐	Draft a work and training plan for the new employee's first three months: portfolio plan that includes tasks/projects to complete
☐	Benefits review – provide benefits information (if applicable) – not for temporary staff
Communication	
☐	Send Welcome email, letter or telephone call to employee after offer is accepted
☐	Provide at least one contact and encourage the new employee to ask questions

Sample Organization Welcome Letter (to the Employee from the Supervisor)

Dear [Employee's first name]:

Welcome to our Aquatic Team! We are delighted you are joining us as a [new employee job title]. Your role is critical in fulfilling the mission of our pool.

There's always a lot to learn on a new job, not only about the work but also about our culture and organizational procedures. In your first week you will meet many people and learn a lot of new information. Feel free to talk to them to learn more about their roles and our aquatic facility.

There will be plenty of opportunities for you to learn and grow in your position. You will be a great asset to our aquatics team and we look forward to a positive employment relationship.

Sincerely,

[Supervisor Name]
[Supervisor Title]

Enclosures

- New Employee Information sheet

New Employee Information

[Attachment to Welcome Letter]

1. Start date:
2. Start time:
3. Our office is located at:
4. Your phone number will be:
5. The telephone numbers of our management:
6. Our dress code is:
7. On your first day of work, be prepared to present the following documents:
 - a. Social Insurance Number
 - b. A blank cheque marked "Void" (for mandatory direct deposit of your pay cheque).

Upon arrival, you will be provided with forms to establish your official employment.

FIRST WEEK

Purpose

To help remind you of key areas and items that should be considered to ensure that the new employee feels welcome, comfortable, and engaged. It will help in clarifying the employee's role and your expectations and create a positive first impression.

First Week Checklist	
First Day	
☐	Give a warm welcome and discuss the plan for the day
☐	Tour the aquatic facility and introduce employees to all areas (storage, office)
☐	Provide required keys
☐	Introduce the new employee to other staff members
☐	Review job description, key duties, and initial job expectations
☐	Provide Payroll package and make employee aware of any payroll details.

☐	Provide a fun orientation seminar – this will likely take 1.5-2 days: Each employee shall be provided with the appropriate copies of an orientation manual including all policies and procedures. - Ice Breaker - The Safety Team Organizational Chart - Aquatic Safety Plan Review - Play Family Feud and use Prezi to ask questions pertaining to the safety plan - Customer Service and Communication - Patron Surveillance Review and Lifeguard Stations - Lifeguard Zone Coverage at Our Pool – Review and Practice - Checklists – closing and opening the pool; safety checklists - Timesheets and scheduling processes - Emergency Action Plans
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Performance Evaluations shall be conducted to assess the effectiveness of training.

ORIENTATION CHECKLIST

DAY 1: Welcome to Our Aquatics Team!

Getting Started	•
Organizational Overview	•
Position Role & Responsibilities	•
Payroll and Scheduling	•
Aquatics Space	•

DAY 2:

Safety Manual	•
Operational Policies & Procedures Manual	•
Evaluation Processes	•

Ideas for Promoting Lifeguard Positions

Why join our team?

- Great pay! Starting at \$_____ for swimming instructors.
- Develop leadership and customer service skills.
- Opportunity for advancement and growth.
- Flexible schedules.
- Paid training.
- Discounts on recertification.
- Team environment.

What do you bring?

- A positive attitude.
- Ability to react calmly to changing environments.
- You thrive in a team-oriented environment.
- Capability to coordinate tasks and complete administration duties as needed.
- Enthusiasm for working with people of all ages and abilities

What is required?

- Certifications based on the position. Click on the **HERE** for a list of job descriptions and the training required.
- Demonstrated skill in application of lifeguarding surveillance and rescue techniques.
- Able to work a minimum of ____# shifts a week.
- Successful candidates will be required to provide a satisfactory criminal record check.

Testimonials: _____

