

Management Policy Guide

Rollingwood Pool, Inc.

(Revised May 2011)

I. Purpose

This policy establishes the basic guidelines for the actual operation of the pool facilities owned and operated by the corporation and shall be read in conjunction with the by-laws. The policy is broad enough and yet explicit enough to allow no misunderstanding of its content. No attempt was made to detail all contingencies as it could prove to be voluminous. Therefore, the Managers and staff are expected to use reasonable judgment to comply with the intent of the policy and are expected not to circumvent it utilizing any "loopholes" or omissions.

II. Management Structure

The Vice President-Personnel assumes total responsibility for the daily operation of the pool facilities. As such, he/she is the final authority on any issues relating to the day-to-day pool operations. It is his/her responsibility to direct the activities of the Pool Manager and Assistant Manager(s). Any questions, concerns or complaints regarding pool operations or personnel performance should be directed to him/her. The Pool Manager reports directly to the Vice President -Personnel. It may be necessary for the Pool Manager to coordinate, at times, with other Board members such as the Treasurer (assisting with receipts and other money issues), the Activities Chairs (during events), the Swim Team Chair (during practice or meets), and Pool and Grounds (assisting with issues related to pool operation and maintenance).

In the event that the Vice President-Personnel is unavailable for any significant length of time (e.g., sickness or vacation), the Assistant to Vice President-Personnel will assume responsibility for the direct supervision of the Pool Manager and will consult with the President if deemed necessary.

The Assistant Pool Manager(s) report to the Pool Manager.

The lifeguard staff and snack bar employees report directly to the Pool Manager on duty. Should any pool member attempt to circumvent this structure, the staff member should politely refer the individual to the Manager on duty.

The Swim Team Coach(es) reports directly to the Swim Team Chair. They are, however, expected to coordinate their activities and requirements with the Pool Manager.

The Treasurer is responsible for all monies collected at the Pool with the assistance of the staff. The Pool Manager and Assistant Pool Manager(s) will direct the staff to follow the procedures for receiving/depositing money as established by the Treasurer. All monies collected at the pool for any reason other than swim team will be deposited into the Rollingwood Pool account unless otherwise ordered by the Treasurer.

III. Staffing Requirements

The actual determination as to the staffing requirements for the pool operation in any given year will be determined jointly by the Pool Manager and the Vice President-Personnel. By definition, the Pool Manager is responsible for the following functions:

Pre-Season Pool Maintenance (following summerization)

General Pool Management (including scheduling, supervising and training, as appropriate, all staff)

General Equipment Maintenance (in accordance with manufacturer's instructions and in conjunction with Pool & Grounds)

General Pool and Grounds Maintenance

Supporting Swim Team Activities

Supporting Activity Committee Events

Post Season Pool and Grounds Maintenance

By procedure, the Pool Manager shall be provided with as much information as possible regarding: a) the pool season, b) operating hours, c) Swim Team Schedules, and d) special events planned for the year. From this, the Pool Manager will be expected to develop his/her tentative work schedule and staffing requirements. This information should then be discussed with and approved by the Vice President-Personnel.

IV. Employment Procedures

Management Personnel: The Pool Manager will be hired by the Vice President-Personnel, subject to the approval of the Board of Directors.

Staff: All members of the staff (assistant managers, life guards, snack bar employees) will be hired by the Vice President-Personnel in consultation with the Pool Manager. An actual employment contract is not used since all employees are at will employees. Some staff members may be required to terminate their employment to return to school prior to closing day.

Coaches: The Swim Team Coach and Assistant Coach(es) will be selected and hired by the Swim Team Chair.

V. Personnel Schedules

WORK WEEK

Management Personnel: The Pool Manager and acting Manager(s) are expected to work five days per week, manager 40 hours per week and assistant managers 35-40 hours per week, and shall provide for the general management of the pool's operation. Personnel are paid only for hours worked.

At the start of the day, the Pool Manager on duty shall inspect the grounds, bathrooms, snack bar and public areas to make sure everything is ready for opening. At the end of the day the Pool Manager on duty shall perform the same inspection so the pool is ready for opening in the morning. Each day the bathrooms must be sanitized.

The normal pool work schedule hours are from 9:30 a.m. to 9:30 p.m. on Monday, Tuesday, Thursday, Friday, and Saturday. On Wednesday, the hours are extended from 9:30 a.m. to 11:30 p.m. to allow for Adult Nights. Sunday work hours are from 11:30 a.m. to 9:30 p.m. A Manager, Assistant Manager and/or designee and a licensed pool operator must be on premises whenever the gates are open. Occasionally, circumstances such as equipment failures may require the Manager to work hours in excess of the standard workweek.

Life Guards & Snack Bar Employees: The Pool Manager is responsible for developing a work schedule for all lifeguards and the Snack Bar Manager for all snack bar employees.

Contractors: The workweek appropriate for grounds maintenance functions will depend to a great extent on weather. The Pool & Grounds Committee and the Pool Manager will coordinate an appropriate schedule with contractors to ensure that the work is performed in as efficient a manner as possible and advise the Pool Manager of the schedule.

Swim Team Coaches: Swim Team Coaches will work the hours specified in the schedules provided to them by the Swim Team Chair. If a Coach is also a member of the Pool Staff, he/she shall not be scheduled for any regular work assignments that will conflict with Swim Team Activities. This does not relinquish that person of any responsibilities as a member of the regular pool staff, but to insure the successful conduct of Swim Team Activities.

VACATIONS

Management Personnel: Normally vacations would not be allowed since our season is relatively short (14 weeks). We must recognize, however, that our primary source of Managers is the school system, and that school closings normally overlap our pool opening, making it difficult for our Managers to have some time off. Therefore, both the Manager and Assistant Managers may be allowed one unpaid vacation provided that a qualified replacement (approved by the Vice President - Personnel) is found.

Vacation requests must be approved by the Pool Manager and the Vice President-Personnel. They should not be scheduled at a time which conflicts with scheduled special pool activities.

Staff: Vacations for staff members must be authorized by the Pool Manager. Staff members are defined as lifeguards, snack bar employees, and other non-managerial employees of the Corporation.

VI. Personnel Compensation

SALARIES

Management Personnel: The Pool Manager will be paid hourly for his/her services.¹ This salary shall be agreed upon by the Vice President-Personnel before the pool is open for the season.

The Assistant Manager will also be paid an hourly salary for their services during the regular pool season and any other time that their services are required out of season.

Salary increases for management personnel must be addressed by the Vice President-Personnel during the presentation of the annual budget.

Staff: The staff will be paid an hourly rate. Salary increases for returning employees must also be addressed by the Vice President-Personnel during the preparation of the annual budget, and shall take effect at the beginning of employment within the fiscal year.

The Manager on duty, after consulting with either the Vice President-Personnel or Assistant, may close the Pool for inclement weather.

OVERTIME – POOL OPERATION

Staff: All Staff will be paid time and one half for work hours scheduled by the Manager beyond their normal 40-hour workweek. The Pool Manager must try to schedule all necessary hours without necessitating the payment of overtime. Staff members cannot trade shifts without prior permission if that change results in one staff member working in excess of 40 hours in the work week.

ATTENDANCE AT CORPORATE MEETINGS

The Manager, Assistant Manager(s) or staff members will not attend Board of Directors meetings unless specifically requested to do so. As employees of the Corporation, they will have nothing to do with the development of the Corporation's policy or conduct of its business. It is conceivable that they may be requested to attend a meeting to explain in detail some facet of pool operation.

VII. Lifeguard Duties

Lifeguards assigned to poolside duty will be in the chair at all times. They will not stand on the deck during poolside duty unless directed by the Pool Manager for the sake of pool safety. A guard must be on duty in the chair whenever anyone is in the water and a guard must be on duty in the deep well whenever a swimmer is in that area.

Guards, when not assigned to poolside duty, will perform other duties such as policing the grounds (including the property and curb on Balfred Avenue), helping the swim team, cleaning the restrooms, vacuuming the pool, scrubbing the facing tiles, skimming the baby pool, washing down the decks, emptying trash cans, manning the gate, and other duties assigned by the Manager. They are not to congregate in the pool office or any other area. Participation in sporting games, watching

¹ The Vice President-Personnel may make alternate payment arrangements in the best interest of the Pool.

television or any other activity disruptive to any staff member's performance of their duties is prohibited while they are on duty.

VIII. Pool Maintenance Schedule

The pool shall be maintained in accordance with the schedule contained in Appendix C to this Management Policy Guide.

IX. Pool Supplies, Equipment and Contractors

Unless the Vice President–Pool and Grounds modifies existing ordering arrangements, vendors or contractors, the Corporation shall continue to purchase the pool chemicals, supplies and services required from the same vendors and contractors as in the previous years. Whenever a change is made, the rationale behind the decision shall be documented by the Vice President – Pool and Grounds and made an exhibit to the monthly Board minutes.

The procurement and installation of capital equipment is the responsibility of the Vice President–Pool and Grounds. It is also the Vice President–Pool and Grounds responsibility to ensure that the capital equipment procurement procedure set forth in Appendix D to this guide is followed in full.

X. Sports Equipment

Sports equipment (such as basketballs, volleyballs, ping pong balls and paddles, badminton equipment, goggles, cards, etc.) may be borrowed from the office. The member must leave their card as security for the item borrowed. If the member fails to return the item or damages the item beyond normal wear and tear, the member is responsible for the cost of replacing the item borrowed. The replacement costs of the items will either be listed on the bulletin board or available in the office. In the event an item is lost or damaged, the identification card will be held that day until the cost of replacement is tendered. If payment cannot be made that day, the office will note the amount of the debt and provide it to the Treasurer. In the case of a minor, the identification card will only be returned to an adult who will be advised of the charges incurred.

XI. Membership Procedures

Nomination Process: Prospective members fill out a nomination form, which is signed by a current member of the pool. The Membership Chair presents the nominees at the first board meeting following receipt and the Board of Directors votes on the nominations.

Application Process: Once nominees are approved by the Board of Directors, the Membership Chair sends prospective members an application. The application is filled out by the prospective member and returned with the application fee of \$35.00. Once the application and application fee are received, the membership chair will place the prospective member on the current waiting list.

Membership Offer Process: When the prospective member's family is up for membership from the wait list, the Membership Chair will contact the prospective member via phone call and/or e-mail and offer a membership. The prospective member has three days to respond to the offer. Additional time may be allotted in the fall or early winter. On the third day (or at a reasonable,

longer time as determined by the Chair), if the prospective member does not contact the Membership Chair, the Membership Chair will contact the prospective member once more and note the available options. The Membership Chair must make reasonable attempts to contact the applicant keeping in mind the time of year such as spring break or other holidays. Under no circumstances should a prospective member be eliminated from the list absent a good faith effort to contact the family

1. Accept membership and pay the required bond fee and dues; if the Membership Chair is not contacted, or the bond and dues fees are not received within ten days of the letter, the Membership Chair will place the prospective member on the deferred wait list for one year.
2. If the prospective member is already on the deferred list, they have a reasonable amount of time to either pay the bond or dues fees, or the membership will be offered to another family, next on the current wait list. Prospective members on the deferred wait list cannot defer a second time.

Updating Information: To ensure that current information as to all members is available; members should provide the Membership Chair any changes as to phone numbers, addresses, or emergency contacts. In reporting such changes, please provide both the membership name and bond number. Both deletions and additions of family members should also be directed to the Membership Chair.

XII. Gate Entry Policy/Membership Cards

Each individual member (over the age of 4) must have an ID card to enter the pool grounds. Upon arrival, each ID card is scanned and the guard will verify the member's identity. Members who do not have their cards will provide their name and number to the guard to the card for verification of the membership. If verified, each member will be charged \$1.00 for entry to the pool. New members must complete a gate entry registration form and have their picture taken. New members will be notified when the ID cards are available for pick-up at the office. New members will be given a grace period of two weeks following the opening of the pool for the season to complete the process. Thereafter, an entry fee shall be assessed in accordance with the entry procedure described above. There is no charge for an initial ID card.

If an ID card is lost, a new card may be requested by contacting the Membership Chair. A fee of \$5.00 per card, with a family maximum fee of \$10.00 for multiple cards will apply. Children under the age of 16 must renew their card every six years at no charge.

Children 12 or under are not permitted to enter the pool facilities unless accompanied by a responsible individual (parent or child care provider 15 yrs. of age or over). Special members are allowed 20 visits annual per membership (not per member). A visit is defined as a day. In addition to the above procedures, the guard at the gate will record the visit in the special member log book. Upon entering the facility, a nanny must present a valid nanny pass to the guard along with the membership ID cards of accompanying members. The guard will scan the ID card and verify the validity of the nanny pass. If the nanny is bringing a guest with the accompanying member then the appropriate guest fee must be provided.

XIII. Guest Policy

Members will identify all guests upon entry to the pool. The guard will collect the applicable guest fees and scan the guest ID card for each guest admitted. A receipt will be given to the member and the receipt must remain in the possession of the guest or member for the duration of their visit. Non-members without proof of payment (a receipt) will be asked to leave the pool grounds and the accompanying member's membership may be suspended in accordance with the By-Laws of Rollingwood Pool.

Non-swimming grandparents of member families swimming will be admitted to the pool without charge.

Prior approval must be obtained from the Pool Manager any time a member plans to bring ten or more guests. All such parties must be approved by the manager and the maximum number of guests is 60 unless approved by the Board. All normal guest fees will apply. In addition, a Pavilion Fee will be charged for any party that reserves half of the Pavilion (\$25) or the entire Pavilion (\$50).

A POOL MEMBER MUST ACCOMPANY ALL GUESTS DURING THEIR ENTIRE VISIT TO THE POOL. GUESTS WILL NOT BE ADMITTED TO THE POOL WITHOUT AN ACCOMPANYING MEMBER. AS THE MEMBER, IT IS YOUR RESPONSIBILITY TO REGISTER YOUR GUEST AND PAY THE APPROPRIATE FEE TO THE GATE GUARD. IT IS ALSO THE RESPONSIBILITY OF THE MEMBER TO ADVISE EACH GUEST OF ALL THE POOL RULES.

The following guest fee schedule is now in effect:

Regular Guest Rates

Monday thru Friday:	Adult \$5.00, Children 1-17 - \$4.00
Saturday, Sunday & Holidays:	Adult \$6.00, Children 1-17 - \$5.00
Admission after 5:00 p.m.:	Half-price

Weekly House Guest Pass (approved by manager)

Individual: \$15.00
Family: \$25.00 (both on per week basis)

Nanny Passes

Nanny passes are available for \$125 per season subject to approval by the Treasurer. Each membership may purchase one Nanny Pass per season; a member may have multiple nannies. The Nanny must be accompanied by a member at all times.

XIV. Lap Lane

The lap lane is to remain up at all times unless deemed necessary by management to remove lap lane due to overcrowding and or safety concerns.

XV. Swim Team

Swim team membership is only open to the children or dependents of Active Members. Members interested in additional swim team eligibility and/or financial requirements, should contact the

Swim Team Chair or inquire during Swim Team registration, which is held at the beginning of each Rollingwood season.

XVI. Swim Lessons

The Vice President-Personnel will be responsible for the content and coordination of group swim lesson program including instructor resource allocation, pay rate, session definition, schedule and member cost. The Vice-President Personnel will also be responsible for setting the instructor pay rate and terms for private lessons.

XVII. Pool Hours

The pool hours are set forth in Appendix B. The pool and grounds will be open to the membership and guests during these designated hours. It is conceivable that the pool itself may be closed during inclement weather such as lightning, but the grounds will remain open unless a dangerous condition or bad weather exists and/or at the discretion of the Pool Manager in consultation with the VP of Personnel. The gate must be locked during a declared emergency. The Pool may also be closed for reasons related to the health and/or safety of the members.

XVIII. Policy Changes

The Board, in conjunction with the By-Laws Committee, will review this document on a regular basis and make modifications as required.

Appendix A

Pool Rules

These rules have been compiled to benefit and protect all users of the pool facilities and to promote goodwill among members and the community. Only through the cooperation of each and every member can the full enjoyment of the pool facilities be realized by all of our members.

Any failure to comply with these rules may result in SUSPENSION of pool privileges. PARENTS ARE REQUESTED TO CAUTION THEIR CHILDREN TO OBSERVE THE RULES AND TO OBEY THE INSTRUCTION OF THE LIFE GUARDS AND POOL MANAGER.

1. Any non-swimmers must be within arms-length of a responsible person. The Pool Manger has the sole discretion to determine the qualification of the responsible person and may act to protect the non-swimmer. Non-swimmers must stay in the shallow water for their own safety.
2. Children under 12, must be accompanied by a responsible individual (parent or child care provider 15 years or older.)
3. Only children under 8 and accompanied by an adult may use the wading pool.
4. Running and rough play in and out of the water is strictly prohibited.
5. Glass containers in or around the pool property is prohibited.
6. Alcoholic beverages on or about the pool property is prohibited with the exception of adult events designated by the Chairman of the Activities Committee and approved by the Board of Directors.
7. The use of personal flotation devices may, at the discretion of management, be utilized in the main pool. An adult must be with the child, in the water, at arm's length. Failure to follow this rule will result in the suspension of the privilege.
8. According to the Maryland Health Rules, all bathers must take a shower before entering or re-entering the pool.
9. No food is allowed in the pool or on the immediate edge thereof.
10. The playing of water polo or other types of games engaged in by several persons with the active use of a ball or other object in the pool is prohibited, unless approved by the Manager on duty.
11. Diving from the edge and swimming in the deep water area known as the diving well is prohibited unless approved by the guard on duty.
12. Children must be 100% toilet trained to enter the big pool.
13. No skateboards, roller blades/skates, bicycles, heelies, or other wheeled recreational vehicles are allowed on the pool grounds.
14. People using the sliding board should not start up the ladder until the previous user is in the water.
15. People using the diving board should not start up the ladder until the previous user has reached the pool ladder at the end of the diving well.
16. Only appropriate swimming attire (i.e. bathing suits) will be allowed in the pool.
17. Rude behavior, including offensive language, is prohibited.
18. Any member planning an event for ten or more guests must complete the party form and return it to the office. The party must be approved by the Pool Manager prior to the event. No party may exceed 60 guests unless approved by the Board.

19. Smoking is prohibited in or on the edge of the pool or on the concrete apron around the pool, baby pool, playground, pavilion, and all enclosed spaces with the exception of board approved special adult events.

Appendix B

POOL MANAGER/HOURS

The Pool Manager is responsible for all phases of pool operation, including but not limited to maintenance, safety, and order. He/she shall have final and conclusive authority to enforce the pool rules and is authorized to restrict any action on the part of pool members or guests that is, within his/her judgment, prejudicial to the general health and safety of the pool property, members, or guests. He/she has full authority to **SUSPEND** any member from use of the pool facilities for a maximum of one week as a disciplinary measure for willful violation of any of the Pool Rules.

HOURS OF OPERATION

Prior to Full-Time Opening: (Closing of Baltimore County schools)	Monday	10:30 a.m. – 5:30 p.m.
	Tuesday	10:30 a.m. – 5:30 p.m.
	Wednesday	10:30 a.m. – 5:30 p.m.
	Thursday	10:30 a.m. – 5:30 p.m.
	Friday	10:30 a.m. – 9:00 p.m.
	Saturday	10:00 a.m. – 9:00 p.m.
	Sunday	12:00 p.m.– 9:00 p.m.
After Full-Time Opening:	Monday	10:00 a.m. – 9:00 p.m.
	Tuesday	10:00 a.m. – 9:00 p.m.
	Wednesday	10:00 a.m. – 5:00 p.m.
	Adult Night*	6:00 p.m. – 11:00 p.m.
	Thursday	10:00 a.m. – 10:00 p.m.
	Friday	10:00 a.m. – 9:00 p.m.
	Saturday**	10:00 a.m. – 9:00 p.m.
	Sunday	12:00 p.m. – 9:00 p.m.

* Except Holidays. The Pool closes at 5:00 and reopens for Adult Night on scheduled night and the same is true for Kids' Night. Kids' Night concludes at 9:00.

** Home swim meets will affect the use of the main pool.

*** Please note that the swim team will be practicing from 5:45 p.m.-7:30 p.m. before full-time opening and 6:00 p.m.-8:00 p.m. Monday, Tuesday, and Thursday after full time opening of the pool through the end of July.

Portions of the pool may be reserved for swimming instructions or special activities as determined by the Pool Manager.

The pool will be closed during inclement weather at the discretion of the Pool Manager following consultation with the Vice President-Personnel or the Assistant to Vice President-Personnel. Consultation is not required in the case of a safety issue such as thunder in the area or fecal contamination of the Pool.

The pool may be closed for maintenance, absence of a Pool Manager, or reasons involving health and safety as determined by the Pool Manager. Where the need for such action can be foreseen,

advanced notice will be posted on the bulletin board, and, if possible, the website.

SNACK BAR HOURS

Monday, Tuesday, Thursday, Friday & Saturday	11:00 a.m. – 7:00 p.m.
Wednesday	11:00 a.m. – 5:00 p.m.
Sunday	12:00 p.m. – 7:00 p.m.

Prior to full time opening and after Baltimore County School returns for the fall semester, the snack bar will be operated on weekends only at the hours specified. The snack bar may be closed during certain Pool Activities.

Appendix C

Pool Maintenance Schedule

The following daily pool maintenance schedule will be adhered to rigidly during the entire pool season.

The chlorine and filter pressure readings and the strainer cleaning requirements may be adjusted to the pool daily opening and closing schedule such as on Sundays and later afternoon openings prior to the full summer schedule.

Any malfunction occurring at any time during the season must be repaired promptly and is the responsibility of the Pool Manager and the Pool and Grounds Vice President.

At the beginning of the schedule each day, the tasks (a)-(k) shall be completed.

- a) Scrub Facing tiles in both pools.
- b) Skim baby pool and main pool of all debris.
- c) Clean the hair and lint strainer (particularly if the centrifugal pump gage indicates a vacuum less than 4 psi). *
- d) Empty skimmer baskets.
- e) Record filter pressure gage readings.
- f) Backwash if pressure differential is greater than 10 psi.*
- g) Record chlorine and pH levels (add chemicals if necessary).
- h) Visually inspect the filter system and pump room to see that everything is working satisfactorily.
- i) Make sure that the Sodium Hypochlorite (chlorine) drum in use has solution in it.
- j) Hose down decks, drains, and pavilion.
- k) Vacuum pool, as required, to keep it free of dirt and debris.

The following shall be completed as needed throughout the day.

- l) Perform scheduled daily maintenance activities; clean rest rooms (including but not limited to hosing down the floors and using disinfectants), pick up debris on deck and grounds, clean the grills, water plants, or sweep basketball court.
- m) Repeat items b, e, g, h, and i as needed.

During strainer cleaning and backwash, follow the instruction sheets step by step. Do not attempt to perform these operations from memory.

This schedule must be maintained to:

- Prevent cavitations damage to the pump through water starvation due to clogged hair in lint strainer.
- Prevent filter damage caused by foreign matter being forced through the complete sand bed.
- Insure that someone checks the filter system and the pump room at least once every 2 hours while the pool is in use.
- Anticipate chlorine problems so that corrective adjustments may be made before problems occur.

Appendix D

Capital Appropriation/Expenditure Procedure

The following procedure is designed to ensure that all capital expenditures made by the corporation are properly administered and documented by the individual or committee managing the specific project. This procedure is written in accordance with Article IV of the By-Laws and Section IX of the Management Policy Guide. As such, the steps listed below are to be followed for expenditures in excess of the dollar threshold on any single project or undertaking by the corporation.

1. The project chairperson shall prepare any information (literature or drawings) required to present the concept to the Board of Directors and the Membership.
2. Present the concept to the Board of Directors.
3. Conduct a poll of the membership to obtain an approval in concept in accordance with Article IV, Section 1 (d) of the By-Laws.
4. Formally present the concept and request any funding required developing plans and soliciting competitive bids.
5. Prepare a formal Statement of Work (SOW), broken down into either task or line item structure to facilitate competitive bidding.
6. Meet with prospective bidders (at pool facilities if required) to discuss the SOW and clarify tasks included in the solicitation for bids. All potential bidders must be informed of any changes made to the SOW before the final bids are called for.
7. Provide finalized SOW and contract conditions or terms to all prospective bidders and call for final bids.
8. Evaluate bids received and resolve any open questions.
9. Brief Pool and Grounds V.P. on outcome of bid evaluation.
10. In conjunction with the Board and Pool and Grounds V.P., notify contractor selected and award contract.