**🛟 Lifeguard Expectations**

**I. Professional Conduct**

* Arrive on time, ready to work, in full and clean uniform.
* Remain alert and attentive at all times while on duty. No cell phones, reading, or unauthorized conversations.
* Represent the facility positively with respectful, professional communication to patrons and staff.
* Follow the chain of command and accept feedback from supervisors with a growth mindset.
* Use radios and communication devices appropriately and only for work-related matters.

**II. Surveillance & Safety**

* Maintain 10/20 scanning technique and complete area coverage at all times.
* Know your zones and rotate efficiently without leaving coverage gaps.
* Respond immediately to any emergency using proper rescue techniques and activation of the EAP.
* Remain in designated position unless relieved or instructed otherwise.
* Ensure safety equipment (rescue tubes, backboards, AED, etc.) is always present, functional, and properly stored.

**III. Emergency Preparedness**

* Know and be able to execute all parts of the facility’s Emergency Action Plans (EAPs).
* Keep CPR, First Aid, and Lifeguard certifications current.
* Actively participate in in-service training; maintain required training hours per month/season.
* Report all rescues, incidents, or near-misses immediately and complete proper documentation.

**IV. Facility Operations**

* Perform assigned cleaning and maintenance tasks before, during, and after shifts.
* Complete chemical readings and logs accurately and on schedule.
* Keep lifeguard office, first aid area, and pool deck clean and organized.
* Monitor weather conditions and follow facility protocols for closures or adjustments.

**V. Teamwork & Accountability**

* Maintain a positive, team-focused attitude.
* Cover shifts when possible, follow call-out procedures, and communicate conflicts professionally and promptly.
* Treat all coworkers and supervisors with respect and fairness.
* Support new staff by modeling correct procedures and mentoring when appropriate.

**VI. Customer Service**

* Greet patrons courteously and be available to answer questions or assist.
* Enforce rules calmly, clearly, and consistently — never argue with patrons.
* Report repeated violations or difficult patrons to supervisors.
* Remain professional even in high-stress or emotionally charged situations.

**VII. Discipline & Consequences**

* Understand that failure to follow these expectations may result in:
  + Verbal or written warnings
  + Removal from the schedule
  + Mandatory retraining
  + Termination for serious or repeated violations