

# CSUN

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## **AQUATIC CENTER AT CASTAIC LAKE**

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## AQUATIC CENTER STAFF TRAINING MANUAL

### **BISC Mission Statement:**

To teach program participants the basic skills needed to be safe in, on or around water.

### **BISC Values:**

We make a difference in our community by providing no/reduced cost boating and water safety education programs, which in turn promote leadership skills, teamwork and personal achievement. We also aim for children in our youth programs to obtain their “AquaSMART” certification, which is issued by the Division of Boating and Waterways and means that they have been given the correct information on how to be safe whenever they are in, on or near the water. We work towards educating our student population in water safety and teach valuable lifelong skills that will enhance and support our students’ career goals. Each staff member, and student assistant is expected to perform honestly, objectively and to the highest of standards at all times.

### **Welcome**

Now that you have joined our team, we wish to officially welcome you! During your time with us, you will gain valuable skills and knowledge that will help you with your future goals in Aquatics Management. We have created a friendly learning environment that supports and allows for you to gain hands on experience in the field that is unparalleled.

### **Organizational Narrative**

As a University Employee (TUC), your direct supervisor is the Program Coordinator. Above them is the Executive Director of the Aquatic Center. In your role, as an operation’s assistant or lifeguard and instructor, you help serve other CSUN students, community program participants, and other CSUN affiliated groups. The Aquatic Center itself is located at Castaic Lake Lower Lagoon, which is located in a California State Park, and run and operated by Los Angeles County.

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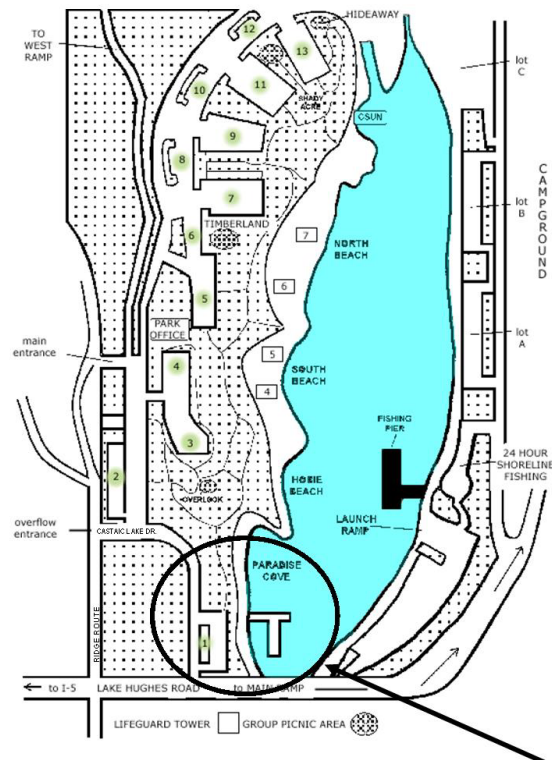
## I. INTRODUCTION

Welcome to the **CSUN Boating Instruction and Safety Center (BISC)**! This handbook is designed to explain the policies and procedures of your position as a CSUN employee and make it easier for you to meet our expectations of you as an employee. The information within this handbook is not a contract of employment in any way. Your courtesy, friendliness, help and assistance, in addition to your knowledge of programs and services, will help make the BISC maintain its status as a model for watersports safety and instruction, and watersports facility.

Please read the entire manual carefully and use it for future reference. **You must return the last page as a record that you understand the contents and will abide by the information within.** The full-time staff is committed to developing your education through your employment. Your employment will include different supervision and communication styles that will enable you to become a better leader. If you have any questions, please do not hesitate to ask your supervisor.

We look forward to having you as a valuable asset to the Department of Recreation and Tourism Management and the University Corporation. We hope you will enjoy being a part of a team that is effective and enjoys working for the students, faculty, staff and affiliates of CSUN.

## II. MAP AND DRIVING INSTRUCTIONS



### Directions:

- I-5 to Lake Hughes Road
- Turn Right on Lake Hughes Road
- Turn Left on Ridge Route
- Turn Right on Castaic Lake Drive
- Turn Right at entrance fee booth
- Stop and tell attendant your RSVP'd driver's name for your free parking
- Turn right at "T" and park in lower lake parking lot #1
- Meet at BISC (Classroom Building)
- Call 661-257-0571 for further directions if necessary

**EVENT HERE**

Once you have entered, turn right, go to the stop sign and turn left. Continue down the road and turn left into parking lot #1.

\*Note: If you miss the Lake Hughes Road exit, you have to continue on the I-5 North through the Grapevine until the next exit, Templin Road. Exit Templin, make a left and go under the freeway. Turn left to get back on to the I-5 South until you come back to the Lake Hughes Road exit. More detailed maps available in the Appendix.

### III. FACILITY INFORMATION

#### **BISC Information**

##### *Physical Address*

32132 Castaic Lake Drive  
Castaic, CA 91384  
Facility Phone Number: (661) 257-0571  
Email: [AquaticCenter@csun.edu](mailto:AquaticCenter@csun.edu)

##### *CSUN Mailing Address*

18111 Nordhoff Street  
Northridge, CA 91330  
RTM Office: (818) 677-3202  
RTM email: [rtminfo@csun.edu](mailto:rtminfo@csun.edu)

*BISC Hours of Operation:* Facility is open during scheduled CSUN, County, and Community events only.

#### **Castaic Lake State Recreation Information**

##### *Main Office*

32132 Castaic Lake Drive, Castaic, CA 91384  
General Information: (661) 257-4050  
Fax Number: (661) 257-3759  
<http://www.castaiclake.com>

*Hours of Operation and Fees:* See website for complete list of hours of operation and fees at: <https://www.castaiclake.com/lake-hours-fees>

Park gates are open from sunrise to sunset, and admission to the park ends an hour before closing. The Park is open every day of the year, except December 25th (Christmas Day).

*Rules and Regulations:* See website for complete list of rules and regulations at: <https://www.castaiclake.com/rules-regulations>

##### *General Information:*

Castaic Lake Lagoon offers a wide variety of recreational activities including; fishing, picnicking, camping, non-gasoline powered boating and swimming (during summer only). The lagoon has approximately three miles of shoreline and 197 Acres of shallow waterways suitable for float tubes, kayaks, and non-gas powered boat fishing. The maximum depth of the lagoon is approximately 70 feet deep.

##### *Other L.A. County Contact Information:*

Los Angeles County Sheriff Parks Bureau  
Dispatch (800) 834-0064  
Office (661) 257-0881

L.A. County Animal Control  
(661) 257-3191

Lifeguard Headquarters (Bravo Base): (661) 257-4050 EXT 239

### IV. GENERAL INFORMATION

#### *A Brief History*

The CSUN Aquatic Center at Castaic Lake, founded in 1976, is a unit of the Department of Recreation and Tourism Management, under the college of Health and Human Development. We are unique in the aquatic's world, in that we are not run under a campus auxiliary like the Associated Students or the University Student Union.

CSUN has a contract with the County of Los Angeles to run our facility at the Castaic Lake State Recreation Area Lower Lake (Lagoon). We have programs that are jointly run by each entity, and some programs run solely by CSUN.

#### *Populations Served*

- CSUN students who sign up for credit courses.
  - Waterskiing, wakeboarding, and wake skating.
  - Sailing, sailboarding, and windsurfing.
  - Canoeing, kayaking, and stand-up paddle boarding.
- CSUN Associated Students (A.S.)
  - Student employment opportunities.
  - Students who sign up for Outdoor Adventures boating programs.
- CSUN Recreation and Tourism Management students.
  - Employment and Internship opportunities.
  - RTM credit classes in boating and event planning.
- Community
  - School aged children, youth groups, and at-risk youth for boating and boating safety programs.
  - Boating and boating safety programs working in conjunction with L.A. County and California Division of Boating and Waterways.

#### *Parking*

When working shifts at the BISC, your name will be provided to the attendant at the kiosk at the entrance to the Park. You are responsible to stop at the kiosk upon arrival, provide your name and ID, and identify yourself as a student employee at the BISC. You shall be provided free entry as long as you are employed and scheduled to work. If you choose to visit the Park on your own time, you are required to pay the applicable fee for entry into the Park. When your employment terminates, you will be required to pay the applicable fee for entry to the Park.

Parking is available in parking lot #1. Overflow parking is available in parking lot #2. (See map in Appendix.) If you decide to leave Park premises for lunch, you are expected to re-enter in the same manner as when you arrived; stop at the kiosk and then proceed to the designated parking lot.

## V. FACILITY POLICIES

### *Access to Facilities*

Only CSUN staff and select L.A. County staff have keys for the building. Entry is not permitted without proper supervision of CSUN staff. If you are in the BISC with the doors unlocked, you are responsible for monitoring the building. Restrooms and showers are only for CSUN lifeguard staff and L.A. County, not the public or program participants. During scheduled use of the facilities, designated participants may use the restrooms.

Please remember that we are on State Property run by L.A. County. Observe all posted signage regarding speed and stop signs.

### *Staff Break Room*

Personal items may be stored in a locker in the main entryway. Please bring your own lock.

There are two refrigerators, one located inside the staff break room inside the BISC, and one in the employee break room in the boat storage area. The refrigerator inside the building is also used by L.A. County Lifeguard staff, be aware. You may store your days' food in one of these two places. Please remove all food after each shift. Keep refrigerators clean. Keep your food labeled. Do not take/eat someone else's food.

There is a coffee maker and a microwave in the staff break room, please keep equipment clean and report any malfunction. Some kitchen tools are stored in the staff break room; make sure to clean any utensils after each use.

For scheduled events inside the BISC, staff break room refrigerator and kitchen utensils may be used by the program participants, only with permission from the Supervisor prior to the event.

### *Offices and Office Equipment*

Access to the office and office equipment is dependent upon the Supervisor's permission. Office equipment belongs to CSUN, and staff should be properly trained on use and safety procedures prior to use. Contact your Supervisor for information regarding use. Equipment should be used only for Aquatic Center or University purposes; it is not for personal use.



### *Classrooms*

BISC Classrooms are designated from the front door to the boat storage area as rooms A, B, and C. Room A has been designated as CSUN's room, room B is a common use room, and room C has been designated as the L.A. County Junior Guard room.

- Classrooms are used for CSUN programs, youth AquaSMART programs, L.A. County programs, and other pre-scheduled events. Use of the classroom is scheduled based on prior scheduling with the Aquatic Center.
- After each use, classrooms should be cleaned up and put back as they were found. Chairs should be placed back on the tables after use with the seats on the tables in an upside-down fashion.
- All classroom hardware, such as television sets, video players, and remotes, are to remain in the classrooms, in the locked video display unit/cabinet.
- Rooms can be divided into four sections for use by multiple programs.
- Air conditioners and heaters are pre-programmed by the Supervisor. The individual wall units may be used by program participants; however, the set points will remain the same, and will only turn on for a 2-hour time interval.

### *Restrooms*

Use of the restrooms in the BISC, should be restricted to staff and special event participants. Use of the showers is permitted for L.A. County Lifeguard staff, and CSUN lifeguard staff only. Please make sure you clean up after yourself. Restroom lights should be switched off when not in use, and door should be propped open with an orange cone for ventilation.

### *Boat Storage Area*

The boat storage area is for the storage of CSUN boating related equipment only. L.A. County staff and the general public are not permitted to enter the boat storage area without authorized approval. When unsupervised, all entrances must be secured.

- Make sure the all areas are completely locked and secured before leaving for the day, including the following.
  - Boatyard fence.
  - Bay doors.
  - Boathouse side doors.
  - All inside storage doors.
- Storage of personal items is permitted in the designated employee lockers.
- All equipment should be checked prior to and after each use.
- All equipment should be properly cleaned and stored in its assigned area.
- Any maintenance or repair issues should be reported to a supervisor immediately.

### *Docks*

The dock located on the East side of the BISC is a private dock.

- Fishing is not permitted from the dock except by special permit only.
- CSUN Rescue boats should be on the water and tied up to the dock prior to the day's programs.
- The dock should be cleared of debris prior to and after the day's programs.
- Any maintenance or repair issues should be reported to a supervisor immediately.

\*Note: Additional policies can be found in the Appendix.

## VI. EMERGENCY EQUIPMENT

### *First Aid Boxes/Kits*

The first aid box will be the main supply for most minor first aid situations. First aid kits include anti-septic wipes and adhesive bandages only.

The first aid kits are located:

- In the rescue boat(s) under the drivers' side steering wheel.
- In the "Storage Room" in the boat storage area.
- In the satellite building.

\*Note: Notify a supervisor when supplies are needed.

### *Fire Extinguishers*

Are located:

- In all power boats.
- In the boat storage area.
- In the BISC building

## VII. EMERGENCY INFORMATION

### *CSUN and L.A. County Roles*

L.A. County Lifeguards, L.A. County Sheriffs and L.A. County Fire Department are the designated officials when it comes to emergency situations at Castaic Lake. As a CSUN Lifeguard, it is up to you to be observant and report any problems to the County Lifeguards. In the case of a life-threatening emergency, you have a duty to act and inform the County Lifeguards as soon as possible. CSUN does not have access to County radios, make sure there is a phone nearby at all times. The rescue boat operator will always carry a phone in the boat to contact L.A. County personnel when needed.

Main Park Office/Lifeguards/Sheriffs: (661) 257-4050

### *Inclement Weather Policy*

- Types of inclement weather include: high wind advisories, storm advisories, the days directly following storms, and others.
- Following rainfall, all "water contact activities" shall cease up to a minimum of 48 hours after the rain has stopped.
- Check with your Supervisor about programs and/or your work schedule.

\*Note: See Appendix for BISC Emergency Action Plan (BISC EAP)

## VIII. STUDENT EMPLOYEE INFORMATION AND EXPECTATIONS

### **Certifications and Courses required at time of hire**

It is essential that each employee maintain his/her required certifications. Minimum requirements include, but are not limited to:

- *First Aid/CPR/AED For the Professional Rescuer*
- *Lifeguard Training*

Other Safety Courses to be completed within 6 months of employment

- *California Boater Card* – This boating safety course includes a test, and is issued by California Division of Boating and Waterways, and covers information regarding:  
State and Federal boating laws; Rules of the road; Boat handling;  
Required equipment; Navigational aids; Accident reporting, and  
Special topics

<https://californiaboatercard.com/>

### **Prohibited Conduct**

TUC employees should treat each other with dignity and respect and abide by rules of conduct based on honesty, good taste, fair play, and safety. Following are some, but not all examples of 'what not to do':

1. Falsify employment records, employment information or other TUC records
2. Record the work time of another employee or allow any other employee to record your work time, or allow falsification of any timecard, either your own or another employee's
3. Use or remove TUC or University property, equipment, time, materials, or facilities without authorization
4. Provoke or take part in a fight during working hours or while on TUC or University premises
5. Participate in horseplay or practical jokes on TUC time or while on TUC or University premises
6. Carry firearms or any other dangerous weapons while on TUC or University premises at any time
7. Cause, create or participate in a disruption of any kind during working hours on TUC or University property
8. Use abusive or threatening language toward a co-worker, supervisor, member of management, or customer
9. Fail to notify a supervisor when unable to report to work
10. Fail to obtain permission to leave work for any reason during normal working hours
11. Fail to observe working schedules, including rest and meal periods
12. Fail to provide a physician's certificate when requested or required
13. Sleep or malingering on the job

14. Deliberately or careless damage or destroy any TUC or University property or the property of any employee or customer
15. Be insubordinate, fail or refuse to obey the orders or instructions of a supervisor or member of management
16. Make or accept excessive personal telephone calls during working hours, except in cases of emergency
17. Work overtime without authorization or refuse to work assigned overtime
18. Wear unprofessional or inappropriate styles of dress or hair while working
19. Harass other employees or customers
20. Solicit or accept gratuities from customers or clients
21. Be excessively absent or tardy
22. Abuse leaves of absence or sick leave
23. Report to work intoxicated or under the influence of nonprescribed drugs
24. Be involved in illegal and non-prescribed drugs
25. Bring or use alcoholic beverages on TUC premises, without permission
26. Gamble on TUC premises
27. Fail to maintain the confidentiality of TUC, its employees, agents or customers
28. Fail to report accidents, breakage or damage to equipment which occurs when an employee is assigned to use such equipment.

Discipline may be initiated for various reasons. The severity of the action generally depends on the nature of the offense and the employee's past record, and may range from written warnings to immediate dismissal. TUC reserves the absolute right to initiate the form of discipline it deems to be appropriate.

Nothing in this policy alters TUC policy of mutual consent employment. Either TUC or an employee may terminate the employment relationship at any time and for any reason.

Please find a copy of the TUC Employee Handbook here: <https://www.csun.edu/tuc/hr-handbook#general-rules>

Gratuities should not be accepted.

\*Note: California State University, Northridge is not responsible for lost, stolen, or damaged personal items. If you are concerned about it, don't bring it, or leave it locked and hidden in your car.

## **Working Hours and Schedules**

- Your Supervisor will assign your work schedule. All employees are expected to be at their work stations at the start of their scheduled shifts, ready to perform their work. Lifeguards are expected to be at work at least 15 minutes early. Use this time to get your water bottle ready, sunscreen on, and any other issue(s) solved prior to work.
- All employees in non-exempt positions are authorized and shall take one 10 to 15-minute rest break for every four hours worked or major portion of each four hours as scheduled by their supervisor. Rest breaks cannot be combined with another rest break or meal period. This rest break cannot be taken at the beginning or end of a shift and if the work day permits should be taken during the middle of the work period. Rest breaks are counted as time worked.
- All employees in non-exempt positions are required to take at least a 30-minute meal period when working more than five hours in a work day and must begin taking their meal period before the employee has worked five hours. Employees who work no more than six hours in a work day may waive their meal period. Employees in non-exempt positions who work in excess of 10 hours in a work day are required to take a second unpaid meal period of at least 30 minutes and must begin taking their second meal period before the employee has worked 10 hours. Employees who work in excess of 10 hours but who took their first meal period may waive their second meal period. Meal periods are not counted as time worked.
- You are expected to observe your assigned working hours and the time allowed for meal.
- Employees may not work through their meal in order to compensate for absence or tardiness or for any other reason. You may leave the premises on your meal period, but make sure you are back in plenty of time prior to the re-start of your shift. Changes in work schedules are discouraged, however if it is necessary to change your schedule, notify your supervisor who may authorize a change or follow other department operating procedures regarding schedule changes. Employees should not assume that a schedule change will be approved for mere convenience. Furthermore, a schedule change will not be approved if it will result in disruption of or interference with normal operations or will result in excessive overtime.

## ***Paychecks***

All TUC employees are paid based on the Annual Payroll Schedule which is available on the TUC website.

### *Timekeeping*

Time sheets are used as a means of accurately recording hours worked and calculating pay. All TUC employees will be paid for all work performed and they must submit a time sheet semimonthly according to the Annual Payroll Schedule. All employees are required to report absences from work such as vacation, holidays, or other leaves of absence. Time sheets must be received in a timely fashion.

Employees in non-exempt positions are required to record the time they start work, leave for lunch, return from lunch, and leave at the end of the day. Employees in exempt positions are not required to record their start and stop times but must list their “exceptions” for each pay period. Exceptions may include, but are not limited to, vacation, sick, personal holiday and holidays.

Accuracy is important since hourly wages and benefits are calculated on the basis of the time recorded. Employees are responsible for ensuring the accuracy of their own time sheets. Altering, falsifying, or tampering with a time sheet may result in disciplinary action, up to and including immediate discharge. IT IS STRICTLY FORBIDDEN TO TAMPER WITH ANOTHER EMPLOYEE’S TIME SHEET.

### **Punctuality and Attendance**

TUC expects employees to report to work on a reliable and punctual basis. Absenteeism, early departures from work, and late arrivals burden your fellow employees and TUC. Attendance is essential to teamwork and to providing high quality service.

**Absences: TUC needs your cooperation to properly cover your job in the event of your absence.**

1. For absences that can be predicted, you should schedule your absence 30 days in advance with your immediate supervisor.
2. For absences that cannot be predicted, such as absences due to illness, you are required to report your absence to your immediate supervisor by your scheduled start time. Only under emergency circumstances should someone call in for you to report your absence.

If you are absent due to illness for three consecutive days or more, TUC reserves the right to require a doctor’s certificate before you return to work.

Simply notifying your supervisor that you will be absent or tardy does not necessarily mean that the absence or tardiness is excused. An employee who fails to report to work without notification to the employee’s supervisor for three consecutive days will be considered to have voluntarily terminated employment with TUC as of the first day of the unreported absence.

Excessive absenteeism is a serious performance issue. Excessive absences and failures to report absences on a timely basis may result in discipline, up to and including possible termination. You also may be subject to discipline whenever your attendance shows a suspicious pattern of absences. For example, absences adjacent to holidays and weekends are suspect, as are repeated absences on the same day of the week. In considering whether an employee’s absences are suspicious or excessive, TUC will

consider the pattern of absences, the reason(s) offered for the absences, and all other surrounding facts and circumstances.

**Tardiness: All employees are required to be at work and ready to begin working at the beginning of their specified work time. Employees also must be ready to resume work on time after authorized rest and meal periods. Employees will be tardy when they arrive to work after the beginning of their scheduled work time. Arrive to work after the beginning of their scheduled work time.**

If you expect to be tardy on a work day, you must notify your supervisor as soon as possible that you will be late. You must speak directly to your supervisor and state when you expect to report for work. All employees are expected to plan for traffic and weather problems and to allow for extra time to commute to work.

Excessive tardiness is a serious performance issue and may result in discipline, up to and including immediate termination. Tardiness is considered excessive if you are frequently or unnecessarily late, or if you demonstrate a suspicious pattern of tardiness. In determining whether an employee's tardiness is excessive, TUC will consider the pattern of tardiness, the reason(s) offered, and all other surrounding facts and circumstances.

### **Attitude and Appearance**

- As a member of a public safety personnel team, it is of the utmost importance that your attitude and appearance be professional at all times.
- You are expected to maintain a positive attitude at all times.
- First impressions have an effect in public contact situations. A clean uniform and over-all neat appearance will enhance a positive image and prevent a number of problems. You are expected to come to work looking presentable, properly groomed, and in your uniform at all times.
- You will be setting an example as a role model for all of the children and guests who come to the Aquatic Center and participate in any aquatic and boating safety activities.
- Consider the health and safety of the guests as the first concern.
- Each staff member will be expected to conduct him- or her-self in an appropriate and professional manner at all times while on duty.
- Follow all facility rules and regulations, **ALWAYS**.
- Staff members will perform duties as directed efficiently, appropriately, and to the best of his/her ability. No person is too high to do any job that is too low.
- Act in a mature, ethical, and professional manner at all times. Be Responsible.
- Work with the public using a helpful and pleasant manner.
- Staff members should never swear or curse in front of any child or guest.
- We do not expect you to know everything about our programs but customers will. If the answer to something is not known, ask someone who does know the correct answer or take a message. Never give out incorrect information.



- Be a team player and help each other out. Others will be more likely to help you out when you need it.
- **NEVER** discuss personal issues in the presence of the public. Personal problems with other staff members are to be discussed in private.

### **Dress and Uniform Code**

You are expected to be in uniform at all times when you are working. The State of California Public Health Code dictates that lifeguards must be identified as lifeguards in appropriate attire.

- Be prepared to enter the water at any time.
- You are responsible for supplying your own swimsuit, sunglasses, footwear, food, etc.
- The Aquatic Center will provide you with a basic uniform which may include a shirt, hat, and sunblock. \*See Appendix for uniform information.
- Make sure your sunblock is labeled "Broad Spectrum" and is rated at least 30 SPF, and is unexpired.

### *Approved uniform includes*

- Solid black colored shorts or pants (no JEANS)
- Solid colored suit
  - Men's Swim Trunks
  - Women's One-Piece or Approved Workout Two-Piece
- Solid black colored short- or long-sleeved rash guard
- Sunglasses and Baseball cap, visor, or large floppy hat
- Flip-flops or water shoes
- For colder weather, a sweater or jacket covering your uniform is permitted, including warmer shoes.

### *Vision*

- Aquatic staff members who have prescription contact lenses or glasses must wear them while on duty if it requires them to see adequately.
- Sunglasses and hat are highly recommended and should be worn at all times while on duty outside during daylight hours. Sunglasses should have an SPF rating and an anti-glare coating.
- An eye-ware retainer or lanyard attached to the sunglasses is highly recommended.

## **Phone Etiquette**

The Aquatic Center and the University may monitor telephone calls to ensure compliance with this policy as well as for other business reasons, including the desire to ensure that calls are handled in a professional manner and to promote efficiency in the manner in which customers are treated. Employees should, therefore, not assume that calls made or received on Aquatic Center telephones are confidential.

- All incoming calls should be answered, "Hello, CSUN Aquatic Center, this is (Your name)".
- The telephones are not to be used for personal business.
- Take a complete message, including; date, time, name to and from, your name, phone number, and what the call is concerning.
- Do not give out any personal names or numbers without the express permission of the individual.
- DO NOT GIVE ANY INFORMATION UNLESS YOU ARE SURE IT IS CORRECT. If you are not sure of the answer, find out.

## **Personal Business and Visitors**

While on duty, staff should refrain from conducting personal business. See your supervisor for special accommodations. Please refrain from having visitors while on duty.

## **Public Relations**

Positive staff public relations skills are essential for the efficient operation of the aquatics program. When dealing with the public, the following guidelines should be remembered:

1. A happy, smiling staff, with a cheery word for everyone will make the program take on a real recreational atmosphere and will be a pleasant place to work and play.
2. DO NOT sacrifice safety, principles, or policies for the sake of being a nice person. If a patron must be reprimanded, be as tactful as possible. If the patron becomes demanding or hardnosed, stand your ground.
3. DO NOT argue with patrons over rules or procedures. Please refer to the supervisor on duty for the settlement of problems.
4. When a patron does approach a staff member with complaints, be courteous and listen to the nature of the complaint. If you can handle it, assure the patron that measures will be taken to correct the situation. If you cannot handle the situation, please refer them to a supervisor.
5. When working with children, remember they look to you for direction and positive feedback. You are more than a lifeguard to them; you are a role model, so act accordingly.

**Performance Review**

TUC believes that employees should be given the opportunity to demonstrate their abilities and continually improve their job performance. Performance evaluations are provided on an annual basis, and may be conducted at any time to provide both you and your supervisor the opportunity to discuss your job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss methods for improving your performance. Where performance problems exist, TUC will endeavor to notify an employee about their deficiencies. Such notification is an opportunity for the employee to improve. At the same time, please understand that a positive performance evaluation does not guarantee an increase in salary, a promotion, or even continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions and demotions, are approved by the Executive Director.

In addition to formal performance evaluations, TUC encourages you and your supervisor to discuss your job performance on an ongoing basis.

**Exit Interview**

Before leaving, you may be asked to participate in a voluntary exit interview. While we hope that your employment with TUC will be lengthy and pleasant, please remember that you are employed on an at-will basis, at the mutual consent of you and TUC. Thus, either you or TUC may terminate the employment relationship at any time and for any reason, with or without cause.

If you decide to leave TUC, we would appreciate at least two weeks written notice of your resignation. Please return all TUC property (e.g., vehicles, computers, keys, uniforms, identification badges, etc.) prior to your departure.

TUC retains the right to accept your resignation immediately and pay you the amount of compensation you would have earned had you continued to work during your resignation period.

## IX. ON THE JOB INJURIES

### **Incident Reporting**

On the Job Employee Injury (see Appendix for specific forms)

#### **A. IF YOU ARE HURT ON THE JOB, YOU SHOULD:**

- Report the Injury to Your Supervisor. Report any workplace injury or illness to your supervisor immediately. If your injury or illness developed gradually (like tendonitis or hearing loss), report it as soon as you learn it was caused by your job. Reporting promptly helps prevent problems and delays in receiving benefits, including medical care you may need to avoid further injury.
- Get Medical Treatment. For emergencies call 911.
- Fill Out a Claim Form. Your supervisor will give you a claim Form DWC-1 within one working day after learning about your injury or illness. You will use it to request workers' compensation benefits. Fill out and sign the employee portion of the claim form. Describe your injury completely. Include every part of your body affected by the injury. Give the form to your supervisor, which is called filing the claim form. Someone from the CSU's third-party claims administration will contact you to direct your medical treatment.  
\*Note: If you do not receive the form, you are responsible for requesting one.
- Participate With the Accident Investigation. The cause of your injury or illness needs to be determined by a thorough investigation by your supervisor or others. The purpose of this investigation is to identify and locate accident causes and not to place blame. Accident investigation can uncover hazardous equipment or materials and helps the supervisor make engineering or work practices changes.
- Keep All Medical Appointments. You are expected to keep medical and therapy appointments or promptly notify the medical facility and supervisor and/or the Human Resources Office of schedule changes. After treatment by a doctor, clinic or hospital, you should report your medical status (as well as delivering the status slip, if possible) to your immediate supervisor or the Office of Human Resource Services. During convalescence, you may be asked to respond to inquiries from the supervisor, Human Resources or Claims Administration. You should maintain accurate records of visits to medical facilities and time away from the job to assist with wage adjustments. You are expected to provide medical status reports periodically or when requested by the supervisor, Human Resources or the claims administrator.
- Call the Workers' Compensation Claim Coordinator at extension 3351 or visit the Office of Human Resources website for additional information at:  
<https://www.csun.edu/sites/default/files/DWCForm-1.pdf>

## **B. WORKERS' COMPENSATION AND ACCIDENT REPORT FORMS:**

- State of California "Employee's Claim for Workers' Compensation Benefits" DWC Form 1 must be given to the injured employee within 24 hours of the employer's knowledge of the injury/illness, according to state law. The form spells out the benefits an injured employee may be entitled to receive. To meet the time requirement, it may be necessary to mail the form to the injured employee. It is up to the injured employee to complete the form and return it to management, if medical treatment is necessary. Otherwise, it does not have to be returned.
- Personal Physician Designation Form. If an employee pre-designates a treating physician, that physician has to have seen that employee within the last year and maintain some of the employee's medical records. This designated physician agrees to accept fees for services that are regulated by the Labor Code. The completed form is maintained at the Office of Human Resource Services (UN 180).
- Status Slip (Doctor's Note). This is the note from the treating doctor, clinic or hospital reporting on the injured employee's medical condition, required treatment and return to work status. The university requires a release from the treating doctor whenever an injured employee returns to work following an injury. Copies of the doctor's note(s) are supposed to be sent to your supervisor and HR to verify time off for an injury on the job.
- Non-Employee Incident Report. In the event that a program participant or CSUN student is injured, fill out Accident Report (non-motor vehicle) Form and submit it to the Office of Environmental Health and Safety on campus.

\*Note: All related forms located in Appendix

## **Hygiene and the Lake**

The lake is not a sterile and antiseptic environment, so at any given time, you might find some or all of these niceties in the water:

- Algae
- Pollen
- Bacteria
- Viruses
- Parasites
- Fungi
- Mold spores
- Sewage effluent
- Heavy metals
- Pesticides
- Runoff from agriculture and urbanization
- Air pollution particulates and more

These water contaminants – whether naturally occurring or artificially created – unfortunately wreak havoc on our bodies if they are allowed to remain in our systems for extended periods of time. When left unchecked, they can cause allergies, mild to severe ear infections (i.e. swimmer's ear), sinus infections, and flu-like illnesses due to water-borne contaminants.

While many of us do what we can to keep our beaches and swim areas clean and contaminant-free, we have to accept the reality that it is impossible to completely eliminate these health risks whenever we swim in the lake.

The best way to prevent possible problems is to shower immediately following any activity including contact with the lake water. Use antibacterial soap and warm water. The BISC showers are available for staff use after completion of your shift.

## **X. STANDARD OPERATING PROCEDURES**

### **Activity Policies**

Prior to the activity, each participant must be given general information including:

- No pets; no friends or family, not registered in the activity, are allowed to participate.
- No illegal drugs, alcohol, tobacco, or firearms are allowed on University property or within a State Park.
- Participants are expected to follow safety guidelines and procedures presented by staff.

### **Ratios**

The Aquatic Center adheres to the American Camping Association's (ACA) guidelines of 12 youth to 1 supervising adult for designated youth programs.

- On-the-water Activities: At a minimum there will be a ratio of one (1) staff member for every twelve (12) participants for on-the-water activities depending on the specific activity (1:12).
- Land Activities: At a minimum there will be a ratio of one (1) staff member for every twelve (12) participants for on-land activities depending on the specific activity (1:12).
- Activities for Minors: For all activities and supervision, there will always be two (2) or more staff, supervising minors. Staff and volunteers will never be alone with minors.

## XI. GENERAL VEHICLE, VESSEL AND EQUIPMENT GUIDELINES

The Aquatic Center has many different types of equipment. All equipment is the property of the State of California and is to be cared for and maintained to the highest quality of standards.

- All equipment will be inspected before and after each use to ensure they are in good, working condition.
- CSUN equipment may only be handled by TUC employees and CSUN staff. Patrons, program participants, CSUN students, and others are not encouraged to assist in the loading and unloading of equipment onto or off of the trailers.

\*Notes: For specific procedures relating to equipment, refer to Equipment Procedures in the Appendix. For regular maintenance, refer to the Maintenance Schedule in the Appendix.

### **Personal Floatation Devices (PFD's)**

ALL PARTICIPANTS MUST WEAR A COAST GUARD APPROVED PFD WHEN IN, ON, OR NEAR THE WATER.

\*Note: For instructions on proper fit, see PFD Categories and Lifejackets in Appendix.

### **University Vehicles and Vessels**

Only authorized staff may operate State owned vehicles and vessels.

\*Note: Please see University Vehicles and Vessels in Appendix for additional information.

## XII. PROFESSIONAL DEVELOPMENT TRAINING

Attendance at scheduled in-service training is mandatory. You are responsible for keeping your First Aid, CPR, and Lifeguarding certificates up to date.

- First Aid and CPR certificates need to be “For the Professional Rescuer”, the Lifeguarding class currently provided at the SRC is acceptable. The Program Coordinator is another viable option for obtaining a certificate.

Training on safety, repairs, boating and other equipment, and facility maintenance will take place over the course of your time working here. If you wish to receive more specific training, contact your supervisor for special arrangements. Training may include, but is not limited to:

- Canoes, kayaks, stand up paddleboards, sailboards, sailboats, waterski/wakeboarding, program instructor training, defensive driving, towing trailers and boats, and boating/facility maintenance.
- Training is in part, up to you. If you wish to learn a new skill it is up to you to communicate this with your supervisor. This is a learning environment set up for you to succeed. Your success depends on your initiative. If there is something you wish to know, please feel free to ask.

## XIII. EMPLOYEE PRIVILEGES

### **Classes**

If you are working during scheduled CSUN classes, you are welcome and encouraged to participate and share your knowledge with other students. Part of your job description includes supporting instruction and maintaining the safety of students. When you share your knowledge, you are actively involved in promoting safe boating practices, as well as by demonstrating and leading by example. When you teach others, you are reinforcing your own knowledge.

### **Equipment usage**

Check with your supervisor regarding training on CSUN boating equipment during non-programmed hours.



#### XIV. APPENDIX

- I. Additional Employee Information
  - a. A.S. Student Personnel Manual
  - b. Aquatics Lifeguard Position Description
  - c. Equipment Procedures
  - d. Organizational Aquatic Center
  - e. Uniform Handout and Training Agreement
  - f. Use of BISC Expectations
- II. Maps
  - a. General Castaic Map
  - b. Lower Lake Map
  - c. Map with Streets
- III. BISC Emergency Action Plan (EAP)
  - a. Emergency Action Plan
  - b. L.A. County Emergency Contact Information
- IV. Injury, Prevention and Safety Information
  - a. A.S. IIPP
  - b. DWC Form
  - c. Employee Injury Information
  - d. Safe Lifting and Carrying Techniques
  - e. Safety and Prevention Information
- V. Program and Participant Safety Information
  - a. Aquatic Center Rules and Regulations for Participants
  - b. Basic Aquatic Center program guidelines
  - c. Communicating with Participants
  - d. PFD Information and Types
  - e. Program Safety Guidelines
  - f. Safety Protocols and Procedures
- VI. Equipment and Maintenance
  - a. Aquatic Center Maintenance Schedule
  - b. BISC Monthly Maintenance Checklist
  - c. BISC Weekly Maintenance Checklist
  - d. Checking your Lifejacket
  - e. Sailboat Maintenance List
  - f. Trailer Maintenance List
  - g. Vehicle Weekly Maintenance Checklist
- VII. Defensive Driving Information
  - a. CSUN Vehicle Usage Policy
  - b. Defensive Driving Instructions
  - c. EPN Form

## **XV. Acknowledgement Form**

**I have read and understand the contents of this handbook. I will agree to abide by the rules, regulations, and policies within.**

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Full name (Printed)

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Signature

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Date