

Rule Enforcement



It can be intimidating to try to manage a situation involving problem patrons. Your job is to keep yourself, the patrons & the facility safe at all times...and sometimes that involves confronting problem patrons. It is essential that each guard have a thorough knowledge of the rules and regulations. Enforcing the rules helps maintain a safe environment and promotes positive participant behavior.

Preventing Problems

The best approach to addressing problem behavior is to prevent it before it occurs. Achieving the respect of patrons & encouraging their responsible behavior takes time & effort, but the following actions can have a big payoff for preventing problems

- **Appearance & Behavior:** Patrons have more respect for the staff when they dress & behave professionally.
- **Posting Rules:** Post rules where patrons can see them & make sure they are easily understood.
- **Enforcement:** Enforce policies, rules & regulations fairly & consistently. Inconsistency can open the door to more problems.

Responding to Problems

Despite all your attempts to prevent problem behavior, it will occur at some point. Here are some general principles to manage problem situations.

- **Anticipate problems:** Keep alert to signs that indicate trouble & try to diffuse a situation before it erupts into a larger issue (i.e. intervene in an argument between teens before it turns into a fist fight).
- **Don't overreact:** Don't act as if every incident is a crisis. It could backfire & escalate minor issues.
- **Find neutral ground:** Move those involved to safe, neutral turf, away from other patrons. This can help diffuse the situation.
- **Focus on behavior, not the individual:** Correct a patron's behavior without criticizing the person. Don't use "you" statements that may make people more defensive.
- **Respect patron's feelings:** Treat patrons how you would want to be treated when correcting behavior. Don't embarrass them in front of others. Addressing a problem in private shows respect & can increase patron compliance. Avoid physical contact.
- **Be firm, fair & friendly:** Approach all problems in a positive, professional manner.
- **Keep and open mind:** Don't pretend to know it all. Patrons rarely defy rules deliberately, so give everyone the benefit of the doubt. They may just need a friendly clarification.
- **Think twice before asking a patron to leave:** Use suspension as a last resort. Do so after exhausting other alternatives. The manager needs to be informed before a patron is dismissed from the pool. This action also needs to be noted on the pool log & communicated to the other staff.
- **Recognize learning situations:** After a situation is resolved, use it as a learning opportunity. Think about possible improvements in how to handle similar situations in the future.

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Conflict Resolution

When patrons won't follow the rules, to maintain safety & peace, you may have to use conflict resolution skills to manage & diffuse a situation. Know when & how to get a manager involved. In some cases, uncooperative patrons may be under the influence of alcohol, drugs, medication or have other mental issues that may make a situation more dangerous. Know when & how to get outside help involved such as police or EMS professionals. Never try to handle a situation that is beyond your control.

- Call the **police (8-911)** for fights and confrontations
- If you suspect a patron of being under the influence of alcohol or other substances: ask them to leave the pool...if they refuse call 8-911.

In violent situations, action must be prompt, decisive & appropriate to convey the clear message. Disrespect for rules & violation of laws will not be tolerated. By intervening in problem situations, respecting cultural differences & appropriately accommodating patrons with disabilities, you help keep the environment safe & enjoyable for all.

Waterslide Guidelines

- Top:
 - ▷ Check that the patron is tall enough to use the slide
 - ▷ Tell patron how to ride down the slide
 - ▷ Dispatch riders at proper intervals to keep them from colliding
 - ▷ Wait longer before dispatching the next rider after a lighter rider, who travel slower than heavier riders
- Bottom:
 - ▷ Supervise riders on the slide and help them get out of the water
 - ▷ Watch riders exit the slide into the catch pool
 - ▷ Watch for and help riders who may get caught in a hydraulic (a hydraulic is a strong downward flow in the catch pool that can knock a person off balance or hold a small person or non-swimmer underwater)
 - ▷ Make sure patrons exit from the catch pool quickly and do not cross in front of any slide when getting out of the catch pool

Discipline Policy Guideline

When a child breaks a rule, have the child sit in the shade or cover the child with a towel. As a general rule, use 1 minute for each year of age.

1st Violation: A warning, plus the consequences if behavior continues

2nd Violation: 5 minute detainment from the pool, plus the consequences if behavior continues

3rd Violation: 10 minute detainment from the pool, plus the consequences if behavior continues

4th Violation: Dismissal from the facility for one day, plus the consequences if behavior continues when they return

5th Violation: Repeated violations will result in expulsion for the week and ultimately termination of facility privileges for the season