

## Pool Staff Training 2021

### **Workshop Title: Meet and Greet**

Date: **Thursday**, May 13, 2021

Time: 5:00 PM

Instructor: Monica Tierney, Lynn Todd, Assistant Managers

Learning Objective:

1. Meet management staff
2. Provide itinerary for upcoming days

Estimated Time:

- 15 minutes

Materials Needed:

- Computer for zoom meeting
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### **Workshop Title: Team Building**

Date: **Thursday**, May 13, 2021

Time: 5:15 PM

Instructor: Monica Tierney, Lynn Todd, Assistant Managers

Learning Objective:

- Get to know each other

Estimated Time:

- 30 minutes

Materials Needed:

- Computer for zoom meeting
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### **Workshop Title: HR Onboarding and Policy Review**

Date: **Thursday**, May 13, 2001

Time: 5:45 PM

Instructor: Monica Tierney, Lynn Todd

Learning Objectives:

1. Staff should be clear on onboarding process including HR policies and procedures.
  - a. Discuss HR onboarding
  - b. Incomplete paperwork/clearances
  - c. Clocking in and out
  - d. Uniforms
  - e. Pay cycle
  - f. Workplace safety/conduct
  - g. Code of Conduct
  - h. Expectations

- i. Communication Chain
- j. Sexual Harassment Policy
- k. Social Media Policy

**Materials Needed:**

- Computer for zoom meeting
- Employee Handbook
- Social Media Policy
- Sexual Harassment Policy

**Estimated Lesson Time:**

- 1.25 hours

**Method of Instruction:**

- Lecture
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**Workshop Title: Heat Stress – Don't lose your cool**

Date: **Thursday**, May 13, 2001

Time: 7:00 PM

Instructor: None

Video: "Heat Stress – Don't lose your cool"

**Estimated Time:**

- 30 minutes

**Materials Needed:**

- Computer for zoom
- Video

**Method of Instruction:**

- Video
- Q&A

**End of training:**

- Remind staff of Friday training
- Dismiss Staff

**Workshop Title: Dealing with Difficult People**

Date: Friday, May 14, 2021

Time: 4:00 – 5:00 PM

Instructor: DVIT Instructor

Zoom Link: <https://us02web.zoom.us/j/84106665325?pwd=OHRDWHN2QmFIOUJxZVINaUE5WjFoUT09>

Learning Objectives:

- Understand diversity of people and their behavior
- Learn how our perception impacts dealing with a difficult person
- Learn some tips and techniques for dealing with people who are difficult or different

Estimated Time:

- 1 hour

Materials Needed:

- Computer for PowerPoint presentation
- PowerPoint presentation

Methods of Instruction:

- Lecture
- Discussion

Instructor will cover all PowerPoint slides, lead discussion and answer questions.

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15 Minute Break

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**Workshop Title: Customer Service**

Date: Friday, May 14, 2021

Time: 5:15 PM

Instructor: Monica Tierney

Learning Objectives:

- Importance of greeting members with a friendly smile and hello
- Be vigilant and read customer situations
- Approach patrons in need of assistance
- Be available to patrons
- Importance of listening, good listening techniques

Estimated Time:

- 30 minutes

Materials Needed:

- Computer

Methods of Instruction:

- Lecture
- Scenario

<p>Breakout Group  <b>Workshop Title: Job Specific Training - Maintenance</b>  Date: <b>Friday</b>, May 14, 2021  Time: 5:45 PM  Instructor: Assistant Mangers,</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> <li>- Importance of Keeping a Clean Facility</li> <li>- Review Checklists &amp; Sign Offs</li> </ul> <p>Estimated Time:</p> <ul style="list-style-type: none"> <li>- 1 hour</li> </ul> <p>Materials Needed:</p> <ul style="list-style-type: none"> <li>- Computer</li> <li>- Maintenance Information from SOP</li> <li>- Check lists</li> </ul> <p>Methods of Instruction:</p> <ul style="list-style-type: none"> <li>- Lecture</li> </ul> <p>End of training:</p> <ul style="list-style-type: none"> <li>- Remind staff of Saturday training</li> <li>- Dismiss Staff</li> </ul>	<p>Breakout Group  <b>Workshop Title: Job Specific Training – Gate Attendants</b>  Date: <b>Friday</b>, May 14, 2021  Time: 5:45 PM  Instructor: Asst. Manager of Customer Relations, Grace Pinkstone</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> <li>- Review role of Gate Attendant</li> <li>- Review Member Policies</li> <li>- Review Check in Procedures.</li> </ul> <p>Estimated Time:</p> <ul style="list-style-type: none"> <li>- 1 hour</li> </ul> <p>Materials Needed:</p> <ul style="list-style-type: none"> <li>- Computer</li> <li>- Gate Attendant Information from SOP</li> </ul> <p>Methods of Instruction:</p> <ul style="list-style-type: none"> <li>- Lecture</li> </ul> <p>End of training:</p> <ul style="list-style-type: none"> <li>- Remind staff of Saturday training</li> <li>- Dismiss Staff</li> </ul>	<p>Breakout Group  <b>Workshop Title: Job Specific Training – Lifeguards</b>  Date: <b>Friday</b>, May 14, 2021  Time: 5:45 PM  Instructor: Asst. Manager of Training, Kaitlin Dobiesz</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> <li>- Understand LMT Lifeguard duties</li> <li>- Understand the importance of pre- and In-service training</li> <li>- Understand the pool rules and how to enforce them.</li> <li>- Understand the Rotation/Break Schedule</li> <li>- Scanning Zones</li> </ul> <p>Estimated Time:</p> <ul style="list-style-type: none"> <li>- 1 hour</li> </ul> <p>Materials Needed:</p> <ul style="list-style-type: none"> <li>- Computer</li> <li>- Gate Attendant Information from SOP</li> </ul> <p>Methods of Instruction:</p> <ul style="list-style-type: none"> <li>- Lecture</li> </ul> <p>End of training:</p> <ul style="list-style-type: none"> <li>- Remind staff of Saturday training</li> <li>- Dismiss Staff</li> </ul>
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**Workshop Title: Respect and Harassment Awareness Training for Employees**

Date: **Saturday**, May 15, 2021

Time: 9:00 – 10:00 AM

Instructor: Delaware Valley Trust Instructor

Zoom Link: <https://us02web.zoom.us/j/82637267603?pwd=angzTIN5VzczSXJOZmd6SGp3eGVVRUT09>

Learning Objectives:

- Identify
- Stop
- Prevent

Estimated Lesson Time:

- 1 hour

Materials Needed:

- Computer for zoom meeting

- PowerPoint presentation

Methods of Instruction:

- Lecture
- Discussion

15 Minute Break

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**Workshop Title: COVID-19 Housekeeping Training for Seasonal Aquatic Facility Employees**

Date: **Saturday**, May 15, 2021

Time: 10:15 AM

Instructor: Peter Erndwein from Delaware Valley Trust

Zoom Link: <https://zoom.us/j/95949650636?pwd=Tmh1MXc1MS9iZkRXaXIMbkpGL3pLQT09>

Learning Objectives:

1. Review health risks associated with COVID-19.
2. Discuss techniques for protecting yourself from COVID-19 infection.
3. Review proper facility cleaning and disinfection techniques for protecting patrons from COVID-19.

Estimated Lesson Time:

- 1.5 hours

Materials Needed:

- Computer for zoom meeting and PowerPoint presentation
- PowerPoint presentation

Methods of Instruction:

- Lecture
- Discussion
- Quiz

Instructor will cover all PowerPoint slides, lead discussion and answer questions.

Staff Dismissed – Invited to work at the pool at 1:00 PM

<p><b>Workshop: CPR/AED/First Aid Training</b>  Date: <b>Saturday</b>, May 22, 2021  Time: 10:00 AM  Location: Pool Pavilion/Kids Kingdom  Instructors: From Cardiac Care  Participants: Maintenance and Gate Attendants</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Staff will be CPR/AED/First Aid Certified</li> </ol> <p>Estimated Time:</p> <ul style="list-style-type: none"> <li>- 3 hours</li> </ul> <p>Materials Needed:</p> <ul style="list-style-type: none"> <li>- Provided by Instructor</li> </ul> <p>Method of Instruction:</p> <ul style="list-style-type: none"> <li>- Hands on</li> </ul>	
<p><b>Additional Training</b></p> <p><b>Workshop Title: Pre-Service Training for Aquatic Staff</b>  Date: <b>Sunday</b>, May 23  Time: 10:00 AM  Instructor: Kaitlin Dobiesz</p> <p>Method of Instruction:</p> <ul style="list-style-type: none"> <li>- Hands on</li> </ul>	<p><b>Additional Training</b></p> <p><b>Workshop Title: Gate Attendant POS Training</b>  Date: <b>Sunday</b>, May 23  Time: 10:30 AM  Instructor: Asst. Manager of Customer Relations</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Ability to check members in and out of the complex</li> <li>2. Run POS</li> </ol> <p>Estimated Time:</p> <ul style="list-style-type: none"> <li>- 2 hours</li> </ul> <p>Materials Needed:</p> <ul style="list-style-type: none"> <li>- Laptop</li> <li>- Cash register</li> <li>- Scanner</li> <li>- Receipt printer</li> <li>- Pool related information</li> </ul> <p>Method of Instruction:</p> <ul style="list-style-type: none"> <li>- Hands on</li> </ul>