

## **Supporting Pool Rules and Guidelines for Handling Incidents**

### **A Reminder to All Members**

As we prepare to open the pool for the 2024 season, to ensure a safe and fun pool experience the Board would like to reinforce with members the importance of strong support for [pool rules](#) and how violations of those rules are properly addressed. These guidelines are complementary to the [Rules and Regulations](#) and [Bylaws](#), which are posted on the Rock Creek Pool website.

First and foremost, pool rules ensure members can safely enjoy the pool. The Board and staff have noticed a recent uptick in violations and misbehavior (i.e. running on the pool deck, outside alcohol, glass containers, leaving trash, vandalism, and challenging pool staff during incidents). We want to reinforce with members our shared responsibilities and expectations and ask that you reaffirm within your families the obligation to follow pool rules and model good behavior.

#### **The Role of Lifeguards and Pool Managers (“Pool Staff”):**

- The primary role of the pool staff is to ensure safety of swimmers in the pool.
- Staff are trained for their roles and are primarily responsible for ensuring compliance with pool rules. This includes asking children to change behavior to ensure a safe and pleasant pool experience.
- When it does not conflict with their ability to ensure the safety of swimmers, staff will bring poor behavior by children to the attention of parents as soon as possible. The Board has asked staff to be diligent about this. We ask that parents support staff by always emphasizing good behavior with kids.

#### **Responsibilities and Expectations of RCP Members and Their Guests:**

- Know and observe rules for conduct in the pool and on pool grounds.
- Immediately make pool staff aware of unsafe behavior or rule violations.
- Act promptly and cheerfully when reminded by staff to observe pool rules, address misbehavior, or to otherwise act in the best interest of the pool.
- For swimmers in the pool, bring problems to the attention of the guards immediately.
- Parents are responsible for ensuring their children follow pool rules and behave responsibly everywhere on pool grounds, and that their children heed pool staff guidance.
- All adults should feel empowered to address minor rule violations and unsafe behavior on pool grounds, if not immediately addressed by pool staff, in a manner that is respectful and appropriate (e.g. “please stop running”).

#### **Handling Incidents of Rule Violations and Misbehavior:**

- A member or guest should never make unwanted physical contact with another non-family member, or guest when addressing misbehavior except to prevent bodily harm.
- Members or guests challenging pool staff as they work to manage an incident endangers the safety and well-being of others at the pool and should always be avoided. If a member disagrees with a pool staff decision, they should promptly elevate that to the pool manager or to the Board President.
- Staff will log rules violations and report them to the Board weekly. Staff will immediately notify the Board of serious incidents. The Board President may contact an adult member to discuss a serious incident or trends in misbehavior or rule violations.

#### **Disciplinary Action for Rule Violations and Misbehavior:**

- The Board will investigate complaints of serious infractions by members and/or guests, and take appropriate disciplinary action as laid out in the pool’s rules and regulations and bylaws.
- Further disciplinary or corrective action shall be decided by the Board, including suspension for longer periods without refund of annual fees, up to expulsion from Membership, as laid out in the bylaws. Any Member expelled from RCP shall be entitled to refund of their equity share but not annual dues.

We thank all members for their support and attention to this and we look forward to a fun 2024 season.