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| **Pool Staff Training 2022****Workshop Title: Meet and Greet**Date: Thursday, May 12, 2022Time: 4:45 PMInstructor: Monica Tierney, Cat Adams, Assistant MangersLearning Objective:* Meet management staff
* Provide itinerary for upcoming days

Estimated Time:* 15 minutes

Materials Needed:* Computer for Zoom meeting

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* 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.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Workshop Title: Aquatic Facility Sanitation and Disinfection**Date: Thursday, May 12, 2022Time: 6:00 PMInstructor: Peter Erndwein from Delaware Valley TrustZoom Link: <https://lmt-org.zoom.us/j/82398166110?pwd=NE9NbW9rTHdablNaK3F5MVM1T0E2Zz09>Learning Objectives:* Review proper facility cleaning and disinfection techniques.

Estimated Lesson Time:* 1 hour

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. |
| **Workshop Title: Re-Group**Date: Friday, May 13, 2022Time: 4:45 PMInstructor: Monica Tierney, Cat Adams, Assistant ManagersZoom Link: <https://lmt-org.zoom.us/j/84022446091?pwd=OE5KR3VlcGdmQTZodHZ5R25PcHQxdz09>Learning Objective:* Welcome Staff Back
* Provide itinerary for upcoming days

Estimated Time:* 15 minutes

Materials Needed:* Computer for Zoom meeting

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* Stop It
* Prevent It

Estimated Lesson Time:* 1 hour

Materials Needed:* Computer for zoom meeting
* PowerPoint presentation

Methods of Instruction: * Lecture
* Discussion

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| Breakout Group**Workshop Title: Job Specific Training - Maintenance**Date: Friday, May 14, 2021Time: 6:15 PMInstructor: Juliana BurkeZoom Link: Changes to <https://lmt-org.zoom.us/j/89944668169?pwd=bnFrcFRienFmTCtISllUYnVCakNpQT09>Learning Objectives:* Importance of Keeping a Clean Facility
* Wear PPE
* Completing Maintenance Logs

Estimated Time:* 1 hour

Materials Needed:* Computer
* Maintenance Information from SOP
* Check lists

Methods of Instruction:* Lecture

End of training:* Remind staff of Saturday training
* Dismiss Staff
 | Breakout Group**Workshop Title: Job Specific Training – Gate Attendants**Date: Friday, May 14, 2021Time: 6:15 PMInstructor: Lydia MillerZoom Link: Remains the sameLearning Objectives:* Review role of Gate Attendant
* Review Member Policies
* Review Check in Procedures
* Members who scan red need to be looked up by manager or duty
* Importance of knowing about pool schedule, lessons, events, membership

Estimated Time:* 1 hour

Materials Needed:* Computer
* Gate Attendant Information from SOP

Methods of Instruction:* Lecture

End of training:* Remind staff of Saturday training
* Dismiss Staff
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| **Workshop Title: HR Onboarding and Policy Review**Date: Saturday, May 14, 2002Time: 9:00 AMLocation: Community CenterInstructor: Pool Manger, Lynn ToddLearning Objectives:* Staff should be clear on onboarding process including HR policies and procedures.
* Discuss HR onboarding
* Incomplete paperwork/clearances
* Hydro App
* Clocking in and out
* Uniforms
* Pay cycle
* Workplace safety/conduct
* Code of Conduct
* Expectations
* Communication Chain
* Sexual Harassment Policy
* Social Media Policy

 Materials Needed:* Employee Handbook
* Social Media Policy
* Sexual Harassment Policy

Estimated Lesson Time:* 1.5 hours

Method of Instruction:* Lecture

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* 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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Workshop Title: Team Building**Date: Saturday, May 14, 2022Time: 11:00 AMInstructor: Monica Tierney/Cat AdamsEstimated Time:* 1 Hour

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| **Workshop: CPR/AED/First Aid Training**Date: Saturday, May 14, 2022Time: 1:00 PMLocation: Community CenterInstructors: From Cardiac CareParticipants: Maintenance and Gate AttendantsLearning Objectives:* Staff will be CPR/AED/First Aid Certified

Estimated Time:* 3 hours

Materials Needed:* Provided by Instructor

Method of Instruction:* Hands on
 | **Workshop Title: Job Specific Training – Lifeguards**Date: Saturday, May 14, 2022Time: 1:00 PMLocation: Community CenterInstructor: Cat Adams, Assistant ManagerMake-up Date: Saturday, May 21st 10:00 – 12:00Learning Objectives:* Understand LMT Lifeguard duties
* Understand the importance of pre- and In-service training
* Understand the pool rules and how to enforce them.
* Understand the Rotation/Break Schedule

Estimated Time:* 2-3 hours

Materials Needed:* Computer
* Videos

Methods of Instruction:* Lecture

End of training:* Remind staff of Pre-Service Training
* Dismiss Staff
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| **Additional Training****Workshop Title: Pre-Service Training/Skills Check for Aquatic Staff**Date: Saturday, May 21 & Sunday, May 22 Time: 12:00 – 4:00 PMInstructor: Pool ManagerMake-up Date: Friday, May 20 Learning Objectives:* Skills Assessment
* Learn positions, rotations, whistle signals
* Run Drills
* Practice

Method of Instruction:* Hands on
 | **Additional Training****Workshop Title: Gate Attendant POS Training**Date: Saturday, May 21Time: 10:00 AM – 12:00 PMInstructor: Learning Objectives:* Ability to check members in and out of the complex
* Run POS
* Answer Questions about Membership

Estimated Time:* 2 hours

Materials Needed:* Laptop
* Cash register
* Scanner
* Receipt printer
* Pool related information

Method of Instruction:* Hands on
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