



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. The Artesia Aquatic Center is a first-class facility designed to serve as an integral part of the surrounding community by providing opportunities for competitive and recreational swimming, gatherings, and special events. Whether our guest is here for a swim meet, a fitness class, or swimming for fun, we are committed to providing the best experience in the industry every time they walk through our doors.

No matter your role today, if you apply your leadership with a focus on getting better each and every day, we know great things will happen within our team, and for you personally. We invite you to bring your best self to work, hold a high standard for your teammates, and join us in the effort to create world-class facilities that improve the lives of the guests we serve. Expect challenges, there will be many. Employ a solution driven mindset and challenges become small bumps in the road that are fun to solve. Understand that every single person and position is valuable. Everyone deserves to be recognized and appreciated as a member of our team. No matter where your career journey might be, just starting out, a seasonal position between school years, an experienced professional or restarting your career, you will learn and grow personally and professionally.

The foundation of our culture is to inspire our members, guests, and each other. We will consistently demonstrate respect, treat others with dignity, embrace diversity, strive for excellence, and be accountable to those who have entrusted us with the privilege of operating this amazing facility. As you'll see, we believe in our people and strive to have each Team Member's time be filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made one person at a time by building dynamic relationships with guests and fellow Team Members. You will learn quickly that we hold high expectations for our Team Members and create long-term advancement opportunities for leaders who commit themselves to achieving results that support the mission. You have our trust. We now look forward to utilizing your unique skills, experience, and developing your capabilities further to contribute to our culture. Please take the time needed to fully review this handbook and learn more about our services, brand, and policies.

You have joined an exciting team! Best of luck in your new position.

Sincerely,

Sabrina DeHoyos

General Manager – Artesia Aquatic Center

HISTORY

In September 2017, Counselman-Hunsaker and Huitt-Zolars were contracted by PY Foundation to study concepts for a multigenerational, indoor, and outdoor community aquatic center. The study addressed a needs assessment, program requirements, capital costs, and financial performance. Three options were developed to meet the aquatic needs of the community and included conceptual drawings, project costs, and pro forma. This information was used to help the Foundation – along with the City of Artesia, Artesia Public Schools and the local hospital – to choose a preferred concept for design and begin fundraising for the capital costs of the project. The Artesia Aquatic Center was completed in May 2019.

VENUE OFFERINGS

The facility includes both indoor and outdoor pools. The outdoor recreation pool is in the shape of Artesia’s Bulldog logo and includes a lazy river and three tower slides. The adjacent toddler pool features a zero-depth entry with a customized play structure representing the Illinois #3 drilling rig of 1924 that moved oil forward as one of Artesia’s primary economic drivers. The 14,300 sq. ft. building houses an indoor eight lane, 25-yard competition pool as well as a three lane, 60 ft. training pool, bathrooms, changing rooms, a party room, and concession area.

MISSION & VISION

Our mission is to improve the health and economic vitality of the community we serve. We strive to meet the demands of the community by offering a variety of safe, fun, and healthy recreational activities and special events. We aim to set the standard for water safety, professionalism, and customer service. Our vision is to be the premier aquatics destination in southern New Mexico for both competitive and recreational swimming and American Red Cross aquatics training.

WORK ENVIRONMENT

PARKING

All Team Members should park in the main parking lot.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where Artesia Aquatic Center notices may be posted, including state and federal mandatory notices, and important communications from management. Information placed on the bulletin board is important. Team Members may not post any information on these bulletin boards without the express permission of a Human Resources Representative or General Manager. The bulletin boards are located in the main kitchen and breakroom area. You are expected to check the board regularly.

BREAKROOMS/LOCKERS/PERSONAL BELONGINGS

We request that you leave all personal belongings locked in your car or at home. You will be notified of the designated break area. The Company and Artesia Aquatic Center assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Please refer to your SFC Team Member Handbook section “Inspections and Searches” for information regarding using facility provided lockers.

RESTRICTED AREAS

Certain areas are off limits to unauthorized persons and non-working personnel. Failure to observe “off-limits” rules may result in disciplinary action, up to and including, termination.

Restricted areas include:

- Personal Offices
- Electrical and Maintenance Rooms
- Cash Counting Room
- Pump Room
- Concession Stands (when not in use)

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures, flooding or pandemics can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, Team Members may use available paid time off, such as vacation. Managers will communicate via phone, email, and Paylocity if the facility is closed unexpectedly.

LOST AND FOUND

All found items should be brought to the front desk area.

TEAM MEMBER INFORMATION

TEAMWORK

Teamwork is the single key to our success. All of us are team members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow Team Members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of the Artesia Aquatic Center and a more enjoyable work experience for all everyone.

WORK SCHEDULES

You are responsible for the shifts you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. The corresponding department manager must be notified of and approve all scheduling changes. When necessary, managers will advise Team Members of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. The scheduling of breaks is the responsibility of the department supervisors and/or managers.

Changing shifts with other Team Members is generally permitted if you trade shifts with another qualified Team Member from your department. All shift changes must be requested through Paylocity and be approved by your direct supervisor. If this procedure is not followed properly, you will still be considered responsible for the shift and you will be deemed a No Call, No Show (NCNS), even if you asked someone else to take it for you.

To request time off you should make sure you update your availability in your Paylocity profile with when you can and cannot work. Shifts are entered in Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off, but do not assume that you automatically have the requested time off. Be sure to check Paylocity daily. As mentioned above, you are solely responsible for your scheduled shifts.

TIME CLOCK

All hourly Team Members are to clock in and out via Paylocity. Time punch locations are geofenced so Team Members must be in a designated area to punch in or out.

MEALS/BREAKS

Breaks should be taken away from guest areas. Guest Services and Concessions Team

Members may eat meals and take breaks in the main office kitchen area. Lifeguards may eat meals and take breaks in either the lifeguard office or in the main office kitchen area. When eating meals or on break, lifeguards are still responsible for responding to emergency situations when the EAP is activated.

DRUG & ALCOHOL SCREENING

All Team Members are required to pass pre-employment drug and alcohol screenings. Additionally, Team Members will be randomly selected, via a computer-based random number generator, to complete a drug and alcohol screening while employed.

DRESS CODE

Team Members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation from employment. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of the Artesia Aquatic Center. When representing the Artesia Aquatic Center (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must be worn at all times by all staff with the exception of lifeguards. Lifeguards are permitted to wear sandals, flip-flops, or water shoes that complement the lifeguard uniform (red, black, or white.)
- Shoes must provide safe, secure footing, and offer protection against hazards.
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Offensive tattoos are not permitted.

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

TIME & LABOR LAWS

CHILD LABOR/WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Company Account Executive or a Senior Leader in the Company's Home Office.

Minors under age 14 are generally prohibited from working in New Mexico, except if employed by a parent, as an actor or performer, or to sell or deliver newspapers outside of school hours.

A work permit is always required by state law for the employment of children under 16 years of age. Work permits are issued to the child and shall be issued only by: (1) school superintendents, (2) school principals, (3) designated school officials, (4) or the director of the Labor Relations Division of the New Mexico Department of Workforce Solutions or the director's designee.

FINAL PAY

When your employment ends whether through voluntary resignation or involuntary termination, you will receive all wages earned through your last day of work in accordance with New Mexico wage-payment law. If you are terminated and your wages are a fixed and definite amount (such as hourly wages, salary, or accrued but unused vacation or PTO), we will pay your final earnings within five calendar days of your termination.

If your compensation is based on commissions, piecework, or similar non-fixed compensation, final pay will be made within ten days. For voluntary resignations (absent a fixed-term employment contract), final wages will be paid on the next regularly scheduled payday. Any accrued, unused PTO or vacation pay will be paid out at your final paycheck *only if* our policy provides for such payout.

STATE LAWS

CIVIC DUTY LAWS

New Mexico law allows Team Members whose workday begins within two (2) hours of the polls opening and ends less than three (3) hours before polls close to be entitled to up to two (2) paid hours of leave to vote. The company can set the time for leave to vote.

DOMESTIC ABUSE VICTIM LEAVE

New Mexico's Promoting Financial Independence for Victims of Domestic Abuse Act requires all companies to grant a team member domestic abuse leave without attempting to or interfering with, restraining, or denying the exercise of rights under the act. **Domestic abuse leave** means intermittent paid or unpaid leave time for up to 14 days in any calendar year, taken by an team member for up to eight hours in one day, to:

- Obtain or attempt to obtain an order of protection or other judicial relief from domestic abuse or to meet with law enforcement officials.
- Consult with attorneys or district attorney victim advocates.
- Attend court proceedings related to the domestic abuse of an team member or an team member's family member. A **family member** is a minor child of the team member or a person for whom the team member is a legal guardian.

JURY DUTY LEAVE

An employer shall not deprive an employee of employment or threaten or otherwise coerce the employee because the employee receives a summons for jury service, responds to the summons, serves as a juror or attends court for prospective jury service. Employers do not have to compensate an employee for time spent on jury duty.

PAID SICK LEAVE

All Team Members are eligible to accrue paid sick leave that can be used to take care of themselves or a family member per New Mexico's Healthy Workplaces Act. Team Members may use accrued sick leave for the following reasons:

- Treatment or diagnosis of their own illness, injury, or health condition, or preventative medical care
- Care of a family member for treatment or diagnosis of illness, injury, or health condition, or preventative medical care
- Meetings related to their child's health or disability
- Absence necessary because of and related to domestic abuse, sexual assault, or stalking suffered by the Team Member or a family member

If a Team Member accrues Paid Time Off (PTO), they will not accrue paid sick leave in addition to PTO hours.

Team Members are entitled to accrue sick leave at the rate of one (1) hour for every 30 hours worked. Team Members can use up to 64 hours in one benefit year. The paid sick leave accrual benefit year is from January 1st to December 31st. Team Members are eligible to use earned sick leave hours in 4-hour increments. At the end of the benefit year, balances are carried over into the new benefit year. Sick leave will be paid out at the Team Member's usual rate of pay. An company shall not require a Team Member to use other paid leave before the Team Member uses sick leave pursuant to the Healthy Workplaces Act.

Team Members will not be paid their balance of hours at the end of the benefit year or when separating from the Company for any reason. Should a Team Member be rehired within 12 months of their separation date, the Company will reinstate any unused sick leave the Team Member had previously accrued. The Team Member is entitled to use the reinstated sick leave and accrue additional sick leave upon rehire

PRE-EMPLOYMENT INQUIRY

New Mexico enforces the Ban-the-Box law. Meaning employers are prohibited from asking about any criminal history until after a conditional job offer.

OVERTIME

Companies are required to pay nonexempt team members one and one-half times their regular rate of pay for all hours worked over 40 in a workweek. The Fair Labor Standards Act also requires nonexempt team members to be paid one and one-half times their regular rate of pay for all hours worked over 40 in the workweek.

PUBLIC HEALTH EMERGENCY LEAVE

The Public Health Emergency Response Act (act) requires all companies to grant leave to an team member who has been ordered by a public health official to isolate or quarantine during a public health emergency. Companies are prohibited from discharging an team member who is placed in isolation or quarantine under the provisions of the act.

VOTING LEAVE

Companies must provide team members with two hours of paid leave to vote if the polls are not open at least two consecutive hours before or three consecutive hours after the team member's shift.

Team members are not required to give advance notice. Companies can decide when team members take voting leave during their work shift. Companies cannot take any adverse action against team members for taking voting leave.

The voting leave requirements also apply to elections of American Indian nations, tribes, or pueblos for a voter enrolled as a member of the American Indian nation, tribe, or pueblo and who is qualified to vote in the election.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent the Artesia Aquatic Center in your actions and appearance and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” To achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you will receive from guests.

- Within ten (10) feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation (i.e., “Welcome to Artesia Aquatic Center!”).
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation.
- Engage guests to help direct them, rather than waiting for them to come to you.
- As a guest leaves, you should always have a friendly word for them (i.e., “Have a great night! See you again soon!”).

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Consider yourself at all times as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment is our work. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, don’t say, “I don’t know.” Say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt.
- Apologize for any inconveniences.
- Try to satisfy the immediate needs.
- Inform a manager immediately.

WORKPLACE SAFETY

SAFETY PROCEDURES

Safety is very important. All Team Members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our Team Members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect Team Members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

Team Members should:

1. Learn their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes and fire extinguishers in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions:
 - Dangerous conditions related to playing surface/sports equipment
 - Wet or slippery floors
 - Cluttered or unsafe areas
 - Equipment left in aisles, walkways, or blocking exits
 - Exposed or unsafe electrical wiring
 - Careless handling of equipment
 - Defective or unguarded equipment
4. Follow all manufacturer recommendations when operating equipment.
5. Handle hazardous chemicals with care.
6. Use proper lifting procedures and get help when needed.
7. Wear safety glasses and protective clothing when necessary.
8. Immediately report all accidents to a manager on duty.

CPR/AED

Team Members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification at all times. If your position requires a certification, you are expected to maintain certification.