



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Welcome aboard the Pelican Bay Team. We are delighted that you are a part of this opportunity to work for the community in Edmond. Together, we hope to provide a safe and memorable environment for not only our patrons but our staff as well.

At Pelican Bay 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. Before you jump in, we want you to know a little about the history of the Pelican Bay Aquatics Center, its philosophies, and some of the rules and policies that will be important to your work here. Please read this supplement carefully. Keep in mind, this supplement is only a summary of certain policies, practices and benefits, not a complete list. This supplement does not create a contract between you and Community Pelican Bay Aquatics Center. Pelican Bay may change or discontinue its policies, rules, or benefits at any time and any changes made will apply to all Team Members. If policy changes or other provisions are made to this supplement, the PBAY SFM LLC team will notify you in writing.

I will treat each and every one of you fairly and respectfully, and I ask that you treat your coworkers and patrons who visit the facility with the same level of respect. Your contributions to the public will have lasting impressions and we want to be known for our customer service, professionalism, and the fun summer memories they make while they are here as well.

Operating this facility would not be possible without each one of you.

I look forward to getting to know each and every one of you as we work together over the season.

Sincerely,

Hailey Wallace

General Manager - Pelican Bay Aquatics Center

HISTORY

Pelican Bay Aquatic Center was opened on June 7, 2002 by the City of Edmond. It was designed to incorporate splash pads, wading pools, water slides, a lazy river, and lap swim areas.

VENUE OFFERINGS

- Public Swim:
- Mon-Fri 12:00pm-6:00pm
- Sat-Sun 11:00am-6:00pm
- Aqua Climb: Climbing wall in the deep end. No lifejackets allowed.
- Slides: Slide height is 48 inches
- Splash Pad
- Wading Pool with spray feature
- Swimming Lessons:
- Parent Tot, Preschool, Levels 1-4
- Group (\$55 per child) Private (\$80 per child)
- Pavilion Rentals:
- 12:00pm-3:00pm
- 3:00pm-6:00pm
- After Hour Full Facility Rentals:
- 7:00pm-11:00pm
- 2 hours minimum
- Concession Stand
- Special Events

MISSION & VISION

Our mission at Pelican Bay Aquatic Center is simple. Through innovation and inspiration, Pelican Bay Aquatic Center is committed to exceeding the expectations of all who visit our world-class facility. Our foundation is built on the principles of promoting economic growth and development in the Great Plains of Oklahoma’s community through collaboration, synergy and our core values of family, wellness and health.

The mission reflects a deeply felt commitment to changing the lives of people in the community and those families that visit our world-class facility. We hope that you embrace our mission, take in the spirit and enthusiasm of amateur athletics, and be a part of creating a truly memorable experience for visitors to our facility, and be a part of creating a truly memorable experience for visitors to our facility. You are critical to our success and we are excited to welcome you to our team. SFM mission statement is: To dramatically improve the health and economic vitality of the communities we serve.”

WORK ENVIRONMENT

PARKING

Team members are required to park on the north side of the pool unless otherwise directed by management. Team members should not park in any area designated as a guest parking area. There may be times when you will be requested to park offsite.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where 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. At Pelican Bay Aquatic Center, the team member bulletin board is located in the lifeguard office and back door of the Café. You should know where the bulletin boards are located and check them regularly.

BREAKROOMS/LOCKERS/PERSONAL BELONGINGS

The lifeguard/first aid room is the location for taking breaks. If you chose to visit the café, you will be expected to wait in line just like the patrons. Use your breaks wisely. It is a great opportunity to reapply sunblock, drink water, or eat. Cell phones are to be kept in the lockers in the breakroom. They are allowed to be taken out of the locker if you are designated “on break” however, in the event of an emergency, the EAP takes precedence over your break. Phones and secondary duties will not take precedence over any emergency or First Aid care.

The door to the break room will remain open during public operating hours. Staff must be able to clearly hear whistles and be able to respond to a situation. The breakroom is not to be used as a changing room. Please utilize the employee bathroom or the cabana locker rooms.

Pelican Bay Aquatics Facility is not responsible for lost, stolen, or damaged property. The lockers provided in the break room adhere to the “bring your own lock policy.” At the end of your shift, take your possessions, and your lock with you. Failure to do so will result in a cut lock. When you are on break, you are not permitted to leave the facility to go get something to eat or run an errand. If someone is dropping off food, they are not permitted to hang out in the breakroom. All offices and workspaces are for employees only.

Topics of discussion and language both on duty and on break will be kept appropriate. While at work and in your uniform, you are a representative of SFM, Pelican Bay, and the city of Edmond. We will maintain a professional and respectful environment. Inappropriate comments, jokes, language, pictures, behavior, will not be tolerated.

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.

- Pump Room: Unless you are given permission or strict instruction to be in the pump room, it is out of bounds. There are dangerous chemicals stored there, and improperly handling or mismanaging of the pump room can have serious consequences. Proper PPE will be worn by anyone in there.
- GM Office: Unless you are told to retrieve something out of this office, or you are instructed to put something in there, this office is out of bounds. If you need something out of there, all you have to do is ask.

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures or earthquakes 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 Manager approval, Team Members may use available paid time off, if applicable.

In the event of severe weather, the GM will make the call on closing the facility. Unless you are directly communicated that the facility is closing, you are still expected to show up to your scheduled shift.

Temporary closure may be put in place for a thunderstorm that blows through. For lightning or thunder, the pool will be cleared, and we will close for 30 minutes after each consecutive strike. The decision will then be made by the GM based on weather forecasting if we are closing early or letting the storm blow over.

Rain checks will be given if we close the facility for the remainder of the day due to weather. Patrons must be present at the time of closure to receive raincheck.

LOST AND FOUND

Lost and found items will be stored in a basket in the breakroom. Valuables, such as phones, money, credit cards, will be placed in the top left drawer of the GM’s desk. If a patron comes to claim a lost item such as a phone or a wallet, they are required to identify it beforehand. For example, ask them what the lock screen is on their phone. No clothing or towels will be kept in the lost and found. Lost and found will be cleaned out weekly.

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 Pelican Bay 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 schedule 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. You will be required to break in/out for breaks shorter than 15 minutes, but it does not deduct from your pay.

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 approved by your direct department supervisor and/or General Manager. 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 Paylocity 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 the app daily. As mentioned above, you are solely responsible for your scheduled shifts.

Arriving to work under the influence of drugs or alcohol will result in immediate termination. Pelican Bay reserves the right to randomly drug test staff members.

Availability forms are due at Orientation.

Failure to make up missed Inservice's will result in removal from schedule until equivalent training is made up.

TIME CLOCK

Hourly Team Members will clock-in/out using Paylocity. Do not clock in more than 5 minutes before a scheduled shift. You must select the correct department.

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out for breaks longer than 20 minutes.

Lifeguards: Lifeguard breaks are built into your rotation. Utilize your time appropriately. First Aid, and Emergency Action Plans will take priority. If you are on break and an EAP whistle is blown, your obligation is to respond immediately.

Front Desk/Concession: Breaks will depend on the length of the shift being worked.

For over 8 working hours you will receive a one-hour, unpaid break. Shifts that are over 4 and less than 8 working hours, you will receive a 30-minute unpaid break. Four hours or less will not receive a designated break time.

DRESS CODE

Team Members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of Pelican Bay Aquatic Center. When representing Pelican Bay 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 provide safe, secure footing and offer protection against hazards. Shoes must be worn at all times.
- 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.
- 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.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Offensive tattoos should be covered during work hours.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.

- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

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

Lifeguards: Lifeguards must show up to their shift dressed and ready to work in their uniform. Lifeguard uniform: Whistle (non cork), and lifeguard suit. Lifeguard shirts are optional but if worn, they must be the shirt that is given out by the facility. Shoes, if worn, must be slide on. No shoes with back straps, no tennis shoes on stand. Headguards are permitted to wear close-toed shoes and tennis shoes due to their duties. However, if a headguard goes on stand they are required to adhere to the same uniform expectations. For females, shorts are optional. If worn, they must be solid lifeguard colors (red/black/blue/white) and have no writing on the backside.

Concession/Front Desk Staff: Close-toed shoes are required. The uniform consists of a Pelican Bay issued staff shirt, and khaki shorts or pants.

DISCOUNT PROGRAM

Pelican Bay Aquatic Center team members will receive a 50% discount on food at Pelican Bay Café, and free admission on your scheduled days off to the park. To receive this discount, the food and admission, must be purchased directly by the Pelican Bay Aquatic Center team member. Additional discounted activities and products may be available periodically through our sponsors. Please check with your general manager for more information.

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 VP of Venue Management or a Senior Leader in the Company's Home Office. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

Venues are legally required to have this certificate before allowing a minor to work. The certificate must be approved by the principal or equivalent administrative officer of the minor's school, or by the child's parents if they are homeschooled. The issuing officer verifies the minors age and ensures compliance with compulsory school laws. (Title 70 Section 10).

Children 14-15 years old:

- Work outside of school hours
- After 7am
- Before 7 pm except from June 1 to Labor Day, when they can work as late as 9pm.
- Cannot work more than 8hours or 40 hr week when school isn't in session
- 3 hrs on a school day including Friday
- 18hrs a week when school is in session
- 30 min rest period for every 5 hrs worked
- 1 hr rest for every 8 hours worked

FINAL PAY

In accordance with Oklahoma law (Title 40 §165.3), Team Members who separate from employment—whether voluntarily or involuntarily—will receive all earned wages on the next regularly scheduled payday following their last day worked. Final wages include all hours worked, earned overtime, and any other compensation that is earned and determinable at the time of separation. The Company may issue the final paycheck through its regular payment method or by certified mail upon the Team Member's request.

Oklahoma law does not require employers to pay out unused vacation, PTO, or other paid leave upon separation. Payout of unused leave will only occur if provided for under the Company's written policy or an applicable employment agreement. If Company policy states that unused PTO is forfeited upon separation, no payment will be made. When a payout is required by policy, the amount will be included in the Team Member's final paycheck.

STATE LAWS

JURY DUTY LAWS

The Sports Facilities Companies encourage employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your The Sports Facilities Companies as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

MEALS & BREAKS

Minors under the age of 16 must be permitted a one-hour cumulative rest period for each eight consecutive hours worked. However, no such child may work more than five consecutive hours unless permitted a one-half hour cumulative rest period

VOTING LEAVE

Under Oklahoma law, employers must allow employees two hours off to vote on the day of the election or on a day on which in-person absentee voting is allowed by law. If an employee is at such distance from the voting place that more than two hours are required to vote, then the employee must be allowed a sufficient time to cast a ballot.

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 Pelican Bay Aquatic Center in your actions and should conduct yourself in a courteous and professional manner at all times.

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 Pelican Bay!”).
- 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. Always consider yourself 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, 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, 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.