

TCSC Rules and Regulations

CODE OF CONDUCT

The Tenby Chase Swim Club is a private club sustained by membership fees and donations. TCSC strives to create an atmosphere of respect and courtesy. Appropriate social behavior and treatment of others is expected of all TCSC members and guests. Tenby Chase Swim Club has long been a hub for neighborhood social activity where individuals and families can relax, enjoy and celebrate Summer in Delran!

As a member of the Tenby Chase Swim Club, you and your guests are expected to abide by the following rules in regards to the conduct during any activity held or sanctioned by the club:

- a. Maintain a high standard of personal behavior at all times.
- b. Respect the rights, dignity, and worth of others, regardless of their gender, abilities, cultural background, or religion.
- c. Be fair, considerate, and honest in all dealings with others.
- d. Be professional, and accept responsibility for your actions.
- e. Do not use your involvement with the club to promote your own beliefs, behaviors, or practices where these are inconsistent with those of the club.
- f. Refrain from any acts of physical or verbal aggression towards or harassment of others.
- g. Refrain from any behavior that may threaten the integrity of the club.
- h. Boisterous intoxication, audible profanity, reckless behavior, or any action that would likely lead to the endangerment of others is strictly forbidden and is cause for immediate disciplinary action.
- i. Defacing or damaging property or equipment is prohibited and subject to permanent loss of pool privileges and removal from club grounds.

ENFORCEMENT OF RULES FOR CODE OF CONDUCT

- a. The primary responsibility for enforcement of the Code of Conduct rests with the Pool Manager and Assistant Managers, whoever is on duty. Lifeguards will act as agents of the Manager in enforcing the rules.
- b. The Manager is empowered to eject members (including children) from the premises for violations of the rules. The Manager is also authorized to suspend pool privileges of any member for a period not to exceed seven (7) days. A written report of the incident must be submitted to the President and Board of Trustees within twenty-four (24) hours of the suspension.
- c. Parents are responsible for the behavior of their children and their guests and should acquaint them with the rules.

- d. The Board of Trustees will interpret these rules and their intent as necessary.
- e. If a disagreement as to the meaning of a rule occurs between a member and the Manager/lifeguards, the member may request a ruling from the Board. However, interpretation by the Board will occur after the fact. Members are required to follow the on-the-spot instructions of the Manager/lifeguards.
- f. Violations of the rules should be brought to the attention of the Manager/lifeguards.
- g. Continued or flagrant violations of the rules may, at the discretion of the Board of Trustees, lead to permanent loss of privileges.

GENERAL OPERATIONS

1. The pool may be closed at any time by pool management for maintenance operations, health conditions, weather conditions or lack of personnel.
2. All members and guests, including children using the Swim Club facilities do so at their own risk. Management will not be responsible for any accidents in connection with such use.
3. Members and/or guests will be responsible for the cost of any damages caused by their negligence.
4. Neither TCSC nor its employees are responsible for the loss of any personal property in or about the Swim Club.
5. No diapers or swim pants are permitted in the main pool. Any children not completely toilet-trained are not permitted in the main pool at any time.
6. Games such as corn hole, washers and other adult activity must be moved away from the pool deck. Pool Management has the authority to ask members to move or stop activity if it is interfering with other members.
7. Audible personal music devices are permitted only at volume levels that will not disturb others.
8. Glass or glass containers are not allowed on the Swim Club property at any time.
9. Smoking is not permitted around the pool deck at any time. Members and guests must use the designated smoking area behind the pavilion.
10. Water guns and water balloons are not permitted to be used on club grounds.
11. Rental of the premises to any non-member groups or organization is prohibited.
12. Pets are prohibited on club property.
13. All notices must be approved by the pool management before being posted.
14. These rules may be revised, or additional rules established, at any time by the Board of Trustees.

ADMISSION

15. Normal swimming hours are from 12:00PM to 9:00 PM
16. The pool opens full-time on the first day after Delran Public Schools close for the summer recess.
17. Each member is required to enter and exit the pool area via the gatehouse.
18. Each active member is listed in the computer database at the gatehouse. Upon arriving at the swim club, all members are required to stop at the gatehouse and check in.
19. Pictures shall be on record for all members.

20. Childcare providers (Nannies) must be 16 years or older and they are required to have a sponsoring family. The sponsoring family is required to be an active member of the club. The sponsoring family is responsible for the \$125 annual nanny fee.
21. Persons under the influence of alcohol or illegal drugs will be denied admission to the Swim Club.
22. No child aged 11 or under will be permitted to enter the Swim Club unless accompanied by one of their parents or a responsible adult.
23. **Special permits** to use the facility outside of normal operating hours will be permitted by the board on a case-by-case basis and may or may not require a fee. Permitted special uses **must always** have a lifeguard on duty during the permitted use.

GUESTS

24. Five guest limit per family per day.
25. Guests will be admitted only when accompanied by an adult member of Tenby Chase Swim Club. Both guests and their adult member must register at the gatehouse. Adult members are responsible for their guests. When the adult member leaves the Club, the guest must also leave.
26. Guest Fees are paid at the gatehouse
27. Daily Guest Fees are \$10.00. Daily Guest Fees are ½ price for all quests after 5pm on weekdays or for Senior Citizens (Aged 65 and over) at anytime. Kids aged 2 & under are always free.
28. Youth guests will be testing for swim ability and issued a swim band as part of the guest fee. All bands must be returned.
29. Guest privileges shall not be issued to the same individual, regardless of sponsor, more than 5 times per summer season.
30. All guests are expected to follow all of the Club rules. The club Manager and/or lifeguard staff may revoke a guest membership at any time for violations of these rules.

PAVILLION RENTAL

31. Pavillion may be reserved for use in two 4 hour shifts. 12pm to 4pm, and 4:30pm to 8:30pm
32. Cost for each 4 hour rental period is \$250. Both shifts may be reserved for \$450.
33. Reservations are confirmed when paid in full. Dates may be temporarily held for 48 hours with a \$50, refundable deposit.
34. With a paid pavilion rental, guest passes may be purchased at 50% discount without a guest limit.
35. All guests must check-in and be banded before the party and checked-out after the party.

TURF PARTY RENTAL

36. Turf party rentals include 1.5 hours of turf time exclusively for party members and 3 hours of 10x20 tent time. A tent will be reserved during the turf time plus an additional 1.5 hours thereafter.

37. Reservations may only be made by paid members.
38. All turf reservations shall be scheduled and logged only after payment is received.
39. All turf rentals shall include an activity attendant, or other TCSC staff member, which will be scheduled after reservation is finalized. The activity attendant will provide wrist bands to party members and restrict “party crashers” and can also be used to organize and ref games.
40. Maximum of 2 non-continuous rentals per day. One hour open time for all members must be included between reservations. (e.g. 12-3pm, and 4-7pm)
41. Reservation holders must be briefed by the attendant on turf usage rules (i.e. no food or drink on turf). Violations will result in forfeiture of reserved time balance without refund.
42. Fees: Small party includes 10 wrist bands for guests, \$250. Large party includes 20 wrist bands for guests, \$400.
43. Parents/guardians of turf party guests may attend with regular guest fee
44. All guests must check-in and be banded before the party and checked-out after the party.
45. A water ice is included for each banded party guest.

TURF RULES

46. Users must follow all posted rules. (e.g. No food or drink in turf area)
47. Single point of entry, located near snack bar.
48. Facility under video surveillance. Violation of any rule will immediately shut down turf access to all users for 1 hour before reopening.

SAFETY AND SANITATION

49. All members and guests must be clean before entering the pools.
50. All injuries, however slight, must be reported to the pool management.
51. No one is permitted in any pool unless a lifeguard is on duty.
52. No running, ball throwing, pushing, wrestling, dunking, rough playing, etc. are permitted in the pools or on the pool decks.
53. Diving will be allowed only off of the diving board. Only one person will be allowed on the diving board or in the diving well at a time, unless the lifeguard closes the diving board for well swimming.
54. Those who want to use the slide should form a line at the bottom of the slide steps. Only one person is to be on the slide stairs at a time.
55. No one is permitted to be on or in the lane lines, unless swimming laps.
56. Adult-only swim time is 3:00 to 3:15 pm, or at a time determined at discretion of the manager-on-duty.
57. Expectorating and blowing of the nose in all pools is prohibited.
58. Inflatable floating devices are only permitted in the main pool on Tuesday evenings from 6:00 pm until 8:30pm.
59. All children must be **fully potty trained**. Absolutely no swim diapers or diapers in the main pool.

60. **Approved swim assist devices: are permitted** in the main pool with a parent, guardian, or babysitter **within reachable distance or arm's length**. Guardians/babysitters must be at least 16 years old.
- a. Children not following this rule will be **asked to leave the pool immediately**.
 - b. Approved swim devices will be at the discretion of the pool manager on duty.
 - c. **Violators** of this policy will be subject to membership revocation

INCLEMENT WEATHER

61. The club will, at the manager's discretion, close for the day when weather is either rainy or not otherwise conducive to safe pool activity. Managers will have the discretion to close the pool before 11am, 1 hour before the pool normally opens, thereby releasing hourly employees of their duty for the day. Managers will be responsible to notify scheduled employees, and the membership chair, so that the closing can be properly communicated to all patrons. Employee schedules on these days will be unpaid.
62. **Temporary Pool Closing** - Lifeguards and Managers will close the pools to swimmers for 30 minutes following the sight of lightning or the sound of thunder. If no lightning or thunder is witnessed after a 30-minute period, the pool may reopen to swimmers. The safest place for individuals during a lightning threat is a vehicle. If a vehicle is not available, then the bathroom house is the next safest place, followed by the pavilion and away from any conductive material.
63. **Early closing** - The manager, at their discretion, may close the pool early to all patrons when the weather becomes consistently rainy or not otherwise conducive to safe pool activities. In this scenario, the manager will initiate closing procedures and then relieve all employees from their paid duty.
64. Tornado warnings will result in immediate evacuation.

WEEKEND CLOSING

65. Saturday evenings will close at 10pm, with the pool closing at 9:45pm
All other days, TCSC is scheduled to close at 9pm Sunday to Friday, with the pool closing at 8:45.
Pool sponsored holiday events or other special events will close at the discretion of the Board.

PERIMETER SECURITY- LOCKS

66. Each year, the combination locks to the turf will be either reset or removed at the beginning of each summer season, starting Memorial Day Weekend.
 - If applicable, the combination will be available only to TSCS management and the board for the summer, and may be shared with the Delran Soccer Club (Winter Tenant) facility representative after Labor Day weekend for their use during the swim club's offseason.
67. The Delran Soccer Club (Winter Tenant) has provided 4 combination locks for the turf service gates for the duration of the current contract. They are used at the 3 perimeter gates and the gate by the electric room
68. Combinations are not to be distributed without consent of the board of trustees.

STAFFING

Staff Schedule Development Process

69. Employees submit availability calendars – 1 month in advance to staffing manager. This is the employees’ responsibility to submit in a timely manner, or else they risk not being scheduled.
70. Pool manager will separate submitted calendars into position types, such as managers, lifeguards, guard shack, and snack bar.
71. Add workers into shifts positions by seniority, using a 2-week schedule block, according to the following:
 - a. Senior employees receive 1st choice of requested shifts. Seniority is determined by years of TCSC employment. Lowest seniority is a 1st year employee, then 2nd year employee, then 3rd year employee, etc.
 - b. Shift restrictions are then applied. Schedulers will adjust shifts as necessary to accommodate these requests. Restrictions are special requested blocks of time, or certain days, where employees are NOT available to work.
 - c. All shifts among senior members are balanced equitably.
 - d. Non-senior employees are assigned the remaining shifts.
 - e. Shift restrictions are applied for non-senior employees, and the shift is again adjusted to ensure an even distribution of non-senior employees.
 - f. The entire shift is then balanced across all senior and non-senior members to ensure an equitable distribution of work time per 2-week block. The goal is to ensure all employees are scheduled on a similar number of shifts.

Schedule approval

72. The 2-week schedule is then validated and approved by a 2nd manager, so as to ensure an equitable distribution of employee shifts. The schedule is published on the TCSC staff management app 2 weeks in advance of the scheduled start date

Current Staff Schedule -

Hour of Operation		11	12	1	2	3	4	5	6	7	8	9	10
Guard Shift	1												
	2												
	3												
	4												
	5												
	6												
	7			As needed for high volume days									
Snack Bar Shifts	1												
	2												
Guard Shack Shifts	1												
	2												
Game Ref	1	Wednesday & Thursdays only											

Note – Guard Shift #7 used for Weekends, Holidays, and Special Events. Game Ref used for dodgeball and volleyball nights

Staff Schedule Changes

73. If an employee cannot make a scheduled shift, it is the employee’s responsibility to fill the shift using the staff management app.

- 74. To do so, employees must mark their shift as available for other qualified employees to view.
- 75. Any qualified employee may accept an available shift from another employee on a first come, first serve basis. The accepting employee is now responsible for ensuring the shift is filled.
- 76. Note: As a direct result of this policy, those employees who monitor and accept available shifts from other employees may receive more shifts than other, more senior, employees.
- 77. Schedule changes are NOT distributed by seniority, or any other criteria.
- 78. Adjustments to staffing needs shall be communicated with at least 1-week prior notice.
- 79. Repeated employee call-outs will result in less scheduled hours.

Pay Rates

2023 Pay Rates	1 st year	2 nd year	3 rd year	18+ year olds*
Snack/Shack/Referee	\$11.25	\$11.50	\$11.75	\$15.13
Lifeguard	\$16.00	\$16.00	\$16.00	\$16.50
Pool Manager (CPO)				\$25.00
Pool Mngr (Non-CPO)				\$20.00

***18yr old rate set in accordance with NJ Non-seasonal Non-profit businesses minimum wage**

Hiring

- 80. Applications for all hourly employee positions shall be submitted to the Board Personnel Committee for consideration.
- 81. Hiring employee members will be prioritized over non-members.
- 82. As a summer job, it is mandatory for all hired employees to work two of the following 3 summer holiday weekends, Memorial Day weekend, July 4th weekend, or Labor Day weekend.

CPO Credential

- 83. Managers will be reimbursed for the cost of the Certified Pool Operator or CPO Program. It is the intention of the Board of Trustees to ensure that all managers on duty are qualified to operate and care for both pools.

Lifeguard Incentive Program

84. Lifeguard Certification and Re-Certification programs cost applicants either an initial or bi-annual fee. It is acknowledged by TCSC that these certification programs benefit both lifeguards and the interests of TCSC by always having adequate numbers of qualified pool staff. As such, TCSC now offers an incentive program for employees to achieve lifeguard certification and to then guard at TCSC, by offering the following:

- **TCSC lifeguard staff will be reimbursed the cost of their certification or re-certification program at the end of the summer season**** if the following conditions are met:
 - a. The employee passed the lifeguard certification or re-certification program,
 - b. The employee provided a paid receipt and a copy of their updated certification document to the pool manager,
 - c. The employee fulfills a minimum level of commitment to TCSC guarding and accepts scheduled TCSC guard shifts until the end of their applicable summer

availability and serves a minimum of 20 shifts. Note: Summer availability for High School-bound guards, means until the seasonal closing of the pool, Labor Day weekend. Summer availability for college-bound guards, means until each employee's pre-disclosed return-to-school date.

- d. ****Guards** that are either Certified or Re-Certified after the seasonal cutoff date, first day of August, will be reimbursed the following summer season.
- All guards will be provided their own whistle and T-shirt for use at work.

MEMBERSHIPS

All memberships are posted to the website. When there is a conflict between web content and the rules and regulations document, the website takes priority.

85. **Family Membership – \$710** - For family members of a single household. Bond Certificate required after 1st year.

86. **Two Person Membership –**

- a. **Couples - \$475** - For two single household members aged 21+. Non-Certificate.
- b. **Adult and Dependent - \$475** – Adult and one dependent same household. Bond Certificate required after 1st year.

87. **Senior Membership – \$375** – Status for members age 55+ and have been certificate holders for 7 or less years. Bond Certificate is redeemed automatically.

88. **Tenured Senior Membership - \$375**– Status for members age 55+ and have been certificate holders for more than 7 years. Bond Certificate is retained

89. **August Membership – \$350** - Offered for one time only.

MEMBERSHIP LATE FEE (2024 Season):

90. All Certificate members must be paid in full by May 15th. A \$50 late fee will be assessed to all accounts for those members not paid in full by June 15th. Member fees not paid in full by June 30th will have their Certificate revoked by the board.

SPONSORSHIPS

91. The equivalent of three memberships per season are approved for sponsorship, in which case, family memberships will be discounted based on a financial need basis. This policy supports our 501c3 goal of making swim more accessible to economically disadvantaged families. Offered each year as finances permit.

92. Applications must be requested from the club Secretary and submitted on the TCSC application form. Approvals are given at the discretion of the board of trustees.

93. Sponsored members do not require bonds and are not permitted to vote at meetings.

JOINING THE BOARD

94. Being a board member is always encouraged. To join, first become a full-time member as you must be a certificate holder to be a board member.
95. Volunteer on a committee of your choosing. Reach out to one of the board members listed online or on the club bulletin board. A manager can always connect you to a board member. Volunteering is a great way to get involved and to learn the typical roles of our board members.
96. Board members are expected to lead policy development throughout the year and to lead in the planning and execution of club operations and activities.