

# Watersafe Swim School



# Locations

## Los Alamitos

**3686 Cerritos Ave.**

**Los Alamitos CA 90720**

## Long Beach

**2220 Clark Ave.**

**Long Beach CA 90815**

# Contacts

***Ginny Flahive:*** Founder (714) 803-6682

***Nathan Najarian:*** Chief Executive Officer (562) 229-2484

***Meryl Cohn:*** Chief Operations Officer (562) 787-0905

***Liz Ford:*** Pool Director (562) 644-7316

***Sharlee Allmond:*** Instructor Training Director (951) 294-8412

***Shianna Wightman:*** Administrative Director (714) 684-9444

***Jacob Sombrito:*** Long Beach Pool Manager (562) 972-9040

***Monica Muro:*** Long Beach Office Manager (323) 599-9020

***Emily Easley:*** Los Alamitos Pool Manager (714) 331-7367

***Jessica Lopez:*** Los Alamitos Office Manager (562) 826-1957

***Briton Atkins:*** IT Manager (559) 473-6420

***Irie Hines-Singleton:*** Facility Manager (562) 276-5738

# Mission

To build, in our swimmers, self-confidence, self-discipline, integrity, and courage for life in an atmosphere where excellence and champions are inevitable so that all students may progress to mastery of the skills being taught, setting them up for future success.

# Vision

We believe love and understanding within a structured, innovative environment will produce a safe, happy swimmer. Our loving teachers truly believe that each child is an individual therefore, we strive to personalize the instruction to fit each student's unique needs and abilities. This instruction is provided by expertly trained teachers, with personalized instruction using purposeful play. Every moment is a learning moment at Watersafe. Watersafe offers various programs to meet diverse needs and creates a level of customer service that makes each guest feel welcomed, well taken care of, and well informed in an environment that is safe, clean, inviting, and well-designed; in a way that generates income and profits that allow for growth in the people and systems that make up Watersafe.

# Foundational Principles



## *Respect*

to be genuinely and unconditionally respectful

## *Trust*

to be trustworthy, trust others, and exemplify integrity

## *Teamwork and Collaboration*

to work together as a unit, solving problems by talking

## *Forthrightness*

to communicate in an open, objective, and straightforward manner

-in disagreement, go directly to and only to the person who can solve the problem

-think not of tact but of equal parts genuine respect and candor

-seek first, to understand the other party's perspective before sharing your own

## *Growth*

to pursue individual and company growth through perpetual learning and innovation

## *Respect for the Company*

the company's image

the company's assets

the company's value system

## *Balance*

to seek balance in work and in life

## *Accountability*

take responsibility for and pride in:

your position

your success

your team

## *Community Awareness*

actively contributing to the local community

## *Inclusion*

creating an environment where all employees and guests, regardless of their differences, can thrive and fully participate

# Policies and Procedures



***Electronics:*** All personal cell phones and/or watches and/or tablets are to be turned off and on silent. Also are to remain put away during your shift. Personal internet use is not allowed during work hours.

***Time Off Policy:*** We require 2 weeks notice for 2 days or less, and a month notice for 3 days or more. This must be submitted via TriNet. You do not have the requested time off until it is approved & you have provided notes . You will receive a thorough tutorial on how to navigate the Time Off tab in TriNet.

***Personal/Sick Day Policies:*** Contact the appropriate phone number based on the location of your shift by 7am. Include the reasoning for calling out- sick, personal, or bereavement. Submit your sick hours in TriNet.

**Los Alamitos: (562) 386-1750**

**Long Beach: (562) 547-0125**

## ***Holiday Closures***

Easter, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving, Winter break (12/21-1/3)

# Policies and Procedures



***Time Cards:*** It is your responsibility to maintain your time card through TriNet. You have a 5 minute grace period before and after your scheduled shift to be clocking in/out. If you need to make any changes on your time card please do so on your TriNet App or Dashboard. Please reach out to your designated manager if you have any questions. A video tutorial will be sent to you with thorough directions on how to navigate the TriNet clock in system.

***Schedule Changes:*** If you need to change your schedule, we require at least a month notice and is subject to the viability of the Watersafe Directors. The more time we are given, the better. Schedule changes must be reported to management at [watersaferequest@gmail.com](mailto:watersaferequest@gmail.com).

***Uniform & Personal Appearance Policy:*** Any Watersafe issued uniform must be kept clean and well maintained. It is your responsibility to ask for a new uniform when your current uniform begins to look worn or faded. Watersafe will provide you with a new suit when needed. Tattoos are allowed as long as they are family friendly. Any tattoos that are scary, use profanity, show nudity, etc. will need to be covered. Piercings are allowed. We highly recommend wearing studs opposed to large hoops, dangling earrings, or anything a student may get a hold of.

# Watersafe Swim School

## INSTRUCTOR UNIFORM POLICY

### UNIFORM REQUIREMENTS

- All teachers must wear Watersafe attire into work
- All teachers must wear a towel, parka, or poncho when on break and out of the water
- All teachers must wear a Watersafe suit/trunks when in the pool

### WHAT WE PROVIDE

- Watersafe swim suit or trunks
- Short and Long sleeve T-Shirt
- Rash guard and Hat
- Women's shorts
- Sweatshirt
- Sweatpants
- Seasonal gear



#### TOPS

- No ripped or worn t-shirts
- No crop tops
- All shirts must be plain or Watersafe branded



#### BOTTOMS

- No ripped or torn pants
- No pajama pants
- Shorts must be a reasonable length



#### HATS

- Hats must be a plain color
- No logos



#### TOWELS

- No torn or ripped towels



- Please arrive looking well kept and professional
- No Deck Changing
- Women's suit straps must stay on at all times

# Children in the Workplace Policy



Employees are welcome to bring their children to visit their worksite, provided that the visits are infrequent, brief, and planned in a fashion that limits disruption to the workplace. While children are in the workplace, they must be directly supervised by the host/parent at all times and not by on-duty staff members. Watersafe is a customer service based organization and, as such, children visiting the workplace should not disrupt this customer service in any way. Children are prohibited from entering any areas that contain harmful chemicals, potentially dangerous equipment, or any other private areas or offices that are deemed restricted. Additionally, children should not enter the Watersafe pools unless they are in a structured lesson. Children are not allowed in any Watersafe staff meetings unless approved by a member of senior leadership. If the frequency, length, or nature of visits becomes problematic, the employee will be advised of the situation and will be expected to take corrective action. Employees are not permitted to bring ill children to work. Employees are provided sick leave and/or vacation time which should be used for personal reasons or to care for an ill child. In some instances, an employee may be asked to work from home. The employee's home workspace is considered a Watersafe workspace that is subject to Watersafe policies including the Children in the Workplace policy.

# Watersafe Trainee

## Job Description

Watersafe trainees will engage in a hands-on learning environment in the water with our Mentor and Master teachers that will further improve the teachers' mastery of the fundamental principles of the Smart Fish Method (SFM).

## Duties and Expectations:

- Please arrive on time so training can promptly begin at designated start time.
- Trainees should always check in with the front office at the beginning of every shift for schedule updates or changes.
  - Please attend every shift for your training schedule unless an emergency arises. If such an event should arise in which you will be late, must leave early, or must miss your shift, please contact the training director

**Sharlee Allmond**

**Cell: (951)294-8412**

**Email: [sharlee@watersafe.com](mailto:sharlee@watersafe.com)**

- Your training will consist of online, in-water, and virtual or in person classroom trainings sessions where you will be trained in the Smart Fish Method as well as early child development and several different teaching methodologies.
- Depending on your availability during the training process, it may take between 4-5 weeks to become a Certified Teacher.

### Trainings to be completed:

- Facility tours-both locations
  - Pool tours-both locations
    - Classroom Trainings
      - Parent Tot Clinic
- In water training with Mentor and Master teachers
  - Stroke School on deck Observation

### Final Onboarding:

Once all criteria for becoming a Certified Teacher is complete, a final Classroom session is required to go over the following topics:

- Certified Teacher Job Description and Expectations with designated Manager
  - Certified Teacher Test
  - Uniform will be issued

# 90 Day Introductory Period



The first ninety (90) days of employment is an introductory period. During this time, you are able to learn about your job and your new surroundings. During this time, your job performance, attendance and overall interest in your job will be observed by the Company. Throughout the introductory period, the Company will be assessing your selection as an employee. Employees who fail to demonstrate the performance, commitment, and attitude expected by the Company may be terminated. However, completion of the introductory period does not change or alter the “at-will” nature of your employment relationship. You and the Company continue to have the right to terminate your employment at any time, with or without cause or notice. The Company may choose to extend your introductory period as necessary to give you a further opportunity to demonstrate your ability to do the job. If your introductory period is extended, you will be notified.

# Talent

**watersafe-watersafe.talentlms.com**

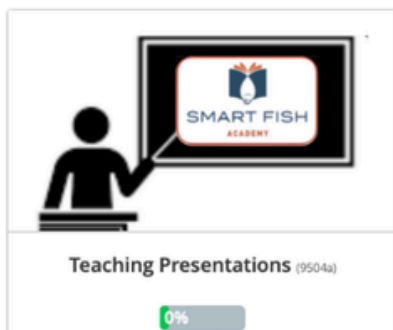


Go to the home page using Watersafe-watersafe.talentlms.com and click log in

Log in using the information provided below

A screenshot of the Log in form. It has a title "Log in" and a close button (X). The form contains two input fields: "USERNAME OR EMAIL" and "PASSWORD". Below the fields is a "Login" button. At the bottom, there is a link "Forgot your password?".

Teacher Presentations



Find "Teacher Presentations" at the bottom of the page and open to launch

**Username:**

**Password: Watersafe1**



# **Employee Rewards & Recognition Program**



# What Do you get?

## What do you get?

### **+\$2/hour for Weekend Hours**

Saturday and Sunday shifts at both Los Alamitos and Long Beach locations will receive an additional \$2/hour. This includes teaching, administrative, facility, and marketing shifts. This does not include training days or any other shifts that are not regularly scheduled teaching, office, facility, or marketing shifts.

### **Schedule Consistency Bonus**

Any employee that maintains a consistent schedule without requesting a schedule change for a period of 1 year (52 consecutive weeks), may receive a schedule consistency bonus. If an employee requests a schedule change, the time period resets as of the first date of the schedule change. Schedule changes implemented by management do not negate the bonus. The schedule consistency bonus amount is calculated by the amount of hours worked (excluding sick leave) within the given 1 year period. 1 hour worked = \$1 bonus. See the table below for bonus examples.

|            | hours/week | total hours worked in | total bonus |
|------------|------------|-----------------------|-------------|
| Employee A | 40         | 2080                  | \$2080      |
| Employee B | 30         | 1560                  | \$1560      |
| Employee C | 18         | 936                   | \$936       |

### **Online Review Bonus**

Employees who are named in verified, online customer reviews for their positive efforts will receive a \$25 bonus added to their paycheck.

### **+\$5/hour for Substitute/Floater Shifts**

Employees who agree to work substitute/Floater shifts will receive an additional \$5/hour for those hours.

### **Substitutes of the Year**

The 3 employees who have logged the most substitute hours each year receive special and recognition at the end-of-the-year family meeting.

### **New Client Bonus**

Administrative staff will receive \$2 for each new client that registers for classes. This bonus is issued on a monthly basis.



# Friends and Family Discount

Watersafe Swim School allows employees to extend discounted lessons to close friends and family members. To ensure all Watersafe families receive the full Watersafe experience and that operations run smoothly, the following guidelines must be followed.

## Lesson Discounts

Active Watersafe employees may offer the following tuition discounts:

### **Immediate Family:**

- 50% discount on monthly tuition

### **Extended Family & Friends:**

- 25% discount on monthly tuition

Eligible classes include:

- Private Lessons
- Parent-Tot Classes
- Semi-Private Classes
- Group Classes
- Pre-Competitive Classes

The employee discount **does not apply to:**

- Registration fees
- Pro-Shop products
- Memberships or additional fees
- Fast Track programs
- Swordfish Competitive Team
- Promotional or temporary events/classes

Employees may apply their discount to **a maximum of five (5) active students at any time.**

## How to Apply the Discount

Employees must follow this process:

1. Notify the **Office Manager** that you would like to apply a Friends & Family discount.
2. Receive approval before the student registers.

3. Have the family member or friend register **online, by phone, or in person.**
4. If the student is already enrolled, notify the Office Manager so the discount can be applied to the account.

## Free Friends & Family Lessons

Watersafe teachers may choose to offer **free lessons to friends or family members**, subject to the following rules.

### Limits

Teachers may teach **up to five (5) swimmers at one time** under this program.

### Requirements

Free lessons must meet the following conditions:

- Lessons must take place **before or after the teacher's scheduled shift**
- The teacher **must not be on the clock** during the lesson
- Lessons must be taught by a **current Watersafe Swim School teacher**
- Lessons **may not take place on the teacher's scheduled day off**
- Lessons must occur **during Watersafe operating hours**
- Lessons must occur **only when pool capacity allows**
- If pool capacity changes, lesson times may need to be adjusted
- Teachers **may not accept payment** for these lessons
- Participation must be **voluntary and agreed to by the teacher**

## Approval Process for Free Lessons

Before scheduling free lessons, employees must:

1. Notify the **Office Manager** of the request.
2. Provide the **requested lesson time and teacher name.**
3. **Wait for Office Manager approval** before scheduling the lesson.

Once approved, the student will be added to the schedule and will receive the **same policies, procedures, and customer experience provided to all Watersafe families.**

# Master

Completion of 1,500 hours as a certified teacher.

No written reprimands within the past 12 months.

No verbal reprimands within the past 6 months.

Achieve a passing score on the Master Trainer Exam and Observation

Completion of all four required training clinics prior to becoming a Master Teacher:

- Parent-Taught Training Clinic
- Freestyle and Backstroke Clinic
- Breaststroke and Butterfly Clinic
- Dives and Turns Clinic

**\*\*Re-test available 3 months after failed attempt. All criteria still apply.\*\***

# Mentor

Completion of 1,000 hours as a Master teacher.

No written reprimands within the past 12 months.

No verbal reprimands within the past 6 months.

Completion of a letter of intent.

Passing score on the Mentor teacher observation rubric.

\_\_\_\_\_

**\*\*Observations available 3 months after failed attempt. All criteria still apply.\*\***

# On-Site

Must be a Mentor teacher

No written reprimands within the past 12 months.

No verbal reprimands within the past 6 months.

Completion of On-Site lead training.

Final approval by direct managers and directors.

The On-Site position is based on need and availability at Watersafe.



# 2026 Pay Scale

## Part Time Employees

| Department        | Position              | starting hourly rate<br>first year                                                                                 | hourly rate<br>1 year anniversary | hourly rate<br>2 year anniversary | hourly rate<br>3 year anniversary | hourly rate<br>4 year anniversary | hourly rate<br>5 year anniversary |
|-------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Aquatics/Training | Teacher & Coach       | \$18.75                                                                                                            | \$19-\$20                         | \$20-\$21                         | \$21-\$22                         | \$22-\$23                         | \$24.00                           |
|                   | Master Trainer        | n/a                                                                                                                | \$20-\$21                         | \$21-\$22                         | \$22-\$23                         | \$23-\$24                         | \$25.00                           |
|                   | Mentor Teacher        | n/a                                                                                                                | \$21-\$22                         | \$22-\$23                         | \$23-\$24                         | \$24-\$25                         | \$26.00                           |
|                   | Permanent Substitute  | hourly rate when employee last held a permanent schedule - raises and tenure do not apply to Permanent Substitutes |                                   |                                   |                                   |                                   |                                   |
| Administrative    | Front Desk            | \$17.25                                                                                                            | \$17.50-\$18.50                   | \$18.50-\$19.50                   | \$19.50-\$20.50                   | \$20.50-\$21.50                   | \$22.50                           |
| Facility          | Custodian             | \$18.75                                                                                                            | \$19-\$20                         | \$20-\$21                         | \$21-\$22                         | \$22-\$23                         | \$24.00                           |
| On-Site Leads     | On-Site Lead Aquatics | n/a                                                                                                                | \$21.25-\$23.25                   | \$23.25-\$24.25                   | \$24.25-\$25.25                   | \$25.25-\$26.25                   | \$27.25                           |
|                   | On-Site Lead Facility | n/a                                                                                                                | \$21.25-\$23.25                   | \$23.25-\$24.25                   | \$24.25-\$25.25                   | \$25.25-\$26.25                   | \$27.25                           |
|                   | On-Site Lead Admin.   | n/a                                                                                                                | \$19.75-\$21.75                   | \$21.75-\$22.75                   | \$22.75-\$23.75                   | \$23.75-\$24.75                   | \$25.75                           |
|                   | On-Site Lead level II | n/a                                                                                                                | \$26.25-\$28.25                   | \$28.25-\$29.25                   | \$29.25-\$30.25                   | \$30.25-\$31.25                   | \$32.25                           |

| Department        | Position              | Paid Sick Leave | Paid Holidays *   | Paid Vacation     | Health Insurance (min. 30 days) | End of Year Bonus        | New Sign Up Bonus | Schedule Consistency Bonus |
|-------------------|-----------------------|-----------------|-------------------|-------------------|---------------------------------|--------------------------|-------------------|----------------------------|
| Aquatics/Training | Teacher & Coach       | 40 hours        | no                | no                | partial                         | no                       | no                | yes                        |
|                   | Master Trainer        | 40 hours        | no                | 24 hours          | partial                         | no                       | no                | yes                        |
|                   | Mentor Teacher        | 40 hours        | no                | 48 hours          | partial                         | no                       | no                | yes                        |
|                   | Permanent Substitute  | 40 hours        | no                | no                | no                              | no                       | no                | no                         |
| Administrative    | Front Desk            | 40 hours        | no                | no                | partial                         | no                       | yes               | yes                        |
| Facility          | Custodian             | 40 hours        | no                | no                | partial                         | no                       | no                | yes                        |
| On-Site Leads     | On-Site Lead Aquatics | 40 hours        | when assigned OSL | 64 hours          | partial                         | yes (3% pool of profits) | no                | yes                        |
|                   | On-Site Lead Facility | 40 hours        | when assigned OSL | 64 hours          | partial                         | yes (3% pool of profits) | no                | yes                        |
|                   | On-Site Lead Admin.   | 40 hours        | when assigned OSL | 64 hours          | partial                         | yes (3% pool of profits) | yes               | yes                        |
|                   | On-Site Lead level II | 40 hours        | when working      | length of service | full                            | yes (3% pool of profits) | no                | yes                        |

\* does not include the 2 week holiday break

## Full Time Employees

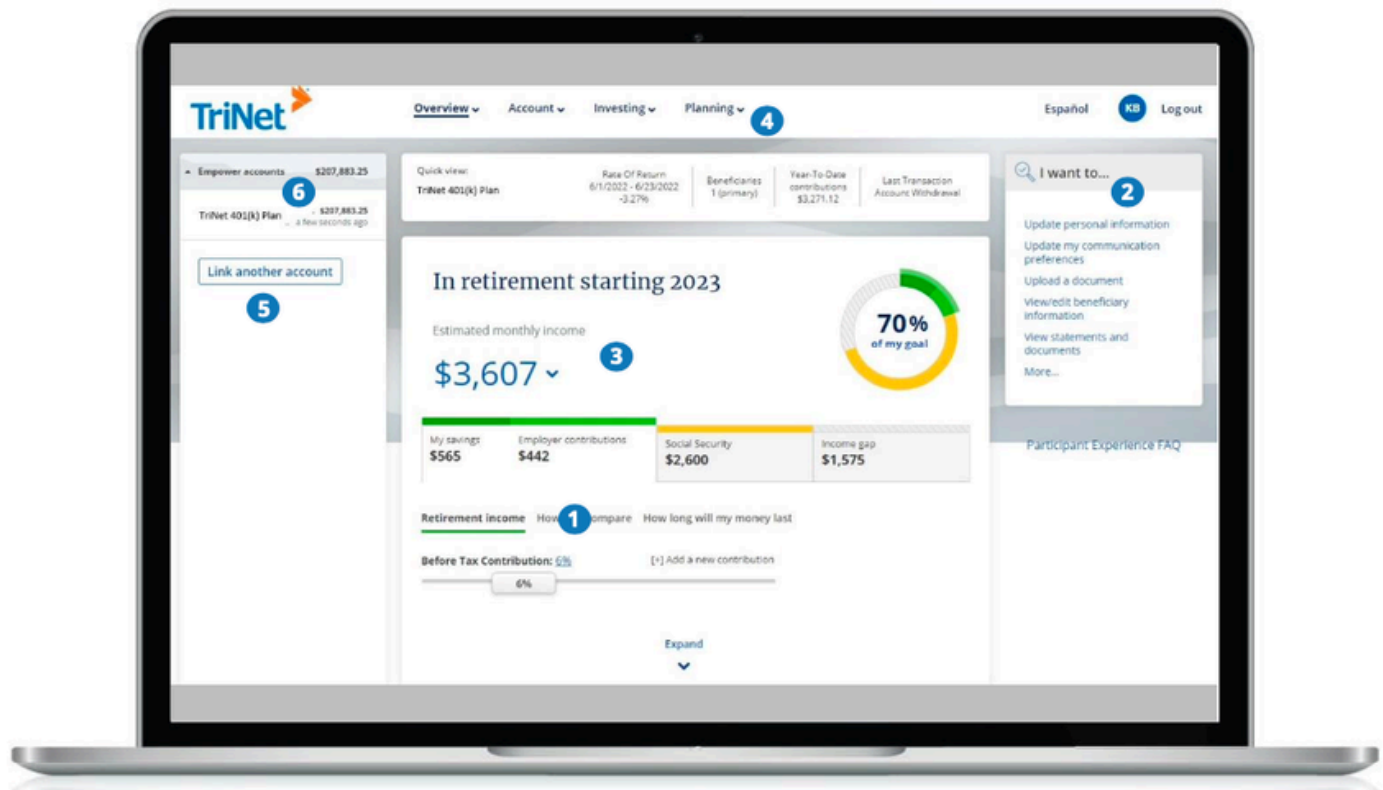
| Department        | Position              | starting hourly rate<br>first year                                                                                 | hourly rate<br>1 year anniversary | hourly rate<br>2 year anniversary | hourly rate<br>3 year anniversary | hourly rate<br>4 year anniversary | hourly rate<br>5 year anniversary |
|-------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Aquatics/Training | Teacher & Coach       | \$21.75                                                                                                            | \$22-\$23                         | \$23-\$24                         | \$24-\$25                         | \$25-\$26                         | \$26-\$27                         |
|                   | Master Trainer        | n/a                                                                                                                | \$23-\$24                         | \$24-\$25                         | \$25-\$26                         | \$26-\$27                         | \$27-\$28                         |
|                   | Mentor Teacher        | n/a                                                                                                                | \$24-\$25                         | \$25-\$26                         | \$26-\$27                         | \$27-\$28                         | \$28-\$29                         |
|                   | Permanent Substitute  | hourly rate when employee last held a permanent schedule - raises and tenure do not apply to Permanent Substitutes |                                   |                                   |                                   |                                   |                                   |
| Administrative    | Front Desk            | \$19.75                                                                                                            | \$20-\$21                         | \$21-\$22                         | \$22-\$23                         | \$23-\$24                         | \$24-\$25                         |
| Facility          | Custodian             | \$21.75                                                                                                            | \$22-\$23                         | \$23-\$24                         | \$24-\$25                         | \$25-\$26                         | \$26-\$27                         |
| On-Site Leads     | On-Site Lead Aquatics | n/a                                                                                                                | \$24.25 - \$25.25                 | \$25.25 - \$26.25                 | \$26.25 - \$27.25                 | \$27.25 - \$28.25                 | \$28.25 - \$29.25                 |
|                   | On-Site Lead Facility | n/a                                                                                                                | \$24.25 - \$25.25                 | \$25.25 - \$26.25                 | \$26.25 - \$27.25                 | \$27.25 - \$28.25                 | \$28.25 - \$29.25                 |
|                   | On-Site Lead Admin.   | n/a                                                                                                                | \$20.75 - \$21.75                 | \$21.75 - \$22.75                 | \$22.75 - \$23.75                 | \$23.75 - \$24.75                 | \$24.75 - \$25.75                 |
|                   | On-Site Lead level II | n/a                                                                                                                | \$30.25 - \$31.25                 | \$31.25 - \$32.25                 | \$32.25 - \$33.25                 | \$33.25 - \$34.25                 | \$34.25 - \$35.25                 |

| Department        | Position              | Paid Sick Leave | Paid Holidays * | Paid Vacation     | Health Insurance (Full Time) | End of Year Bonus        | New Sign Up Bonus | Schedule Consistency Bonus |
|-------------------|-----------------------|-----------------|-----------------|-------------------|------------------------------|--------------------------|-------------------|----------------------------|
| Aquatics/Training | Teacher & Coach       | 40 hours        | yes             | 48 hours          | employee only paid full      | yes                      | no                | yes                        |
|                   | Master Trainer        | 40 hours        | yes             | 48 hours          | employee only paid full      | yes                      | no                | yes                        |
|                   | Mentor Teacher        | 40 hours        | yes             | 48 hours          | employee only paid full      | yes                      | no                | yes                        |
|                   | Permanent Substitute  | 40 hours        | no              | no                | no                           | no                       | no                | no                         |
| Administrative    | Front Desk            | 40 hours        | yes             | 48 hours          | employee only paid full      | yes                      | yes               | yes                        |
| Facility          | Custodian             | 40 hours        | yes             | 48 hours          | employee only paid full      | yes                      | no                | yes                        |
| On-Site Leads     | On-Site Lead Aquatics | 40 hours        | yes             | 64 hours          | employee only paid full      | yes (3% pool of profits) | no                | yes                        |
|                   | On-Site Lead Facility | 40 hours        | yes             | 64 hours          | employee only paid full      | yes (3% pool of profits) | no                | yes                        |
|                   | On-Site Lead Admin.   | 40 hours        | yes             | 64 hours          | employee only paid full      | yes (3% pool of profits) | yes               | yes                        |
|                   | On-Site Lead level II | 40 hours        | yes             | length of service | employee only paid full      | yes (3% pool of profits) | no                | yes                        |

\* does not include the 2 week holiday break

# TriNet 401(k) Plan

Welcome to Empower — Enroll in your plan



FOR ILLUSTRATIVE PURPOSES ONLY

## 1. Enroll in your plan

Provide your contribution election by adjusting the sliders or by visiting the *My Contributions* page after logging in to your plan.

## 2. Visit the *I want to* menu

This section provides easy access to the most common transactions.

- Manage your investments.
- Update personal information.
- Establish communication preferences.
- Update beneficiary information.

## 3. Know your estimated monthly retirement income

See what your retirement might look like and what percentage of your goal you're on track to reach.

## 4. Do more with My Financial Path

An expanded financial toolbox at your fingertips. Designed to help you better plan and manage your finances, it includes a retirement planner, a savings planner, budgeting tools and more.

## 5. Easily and securely link other accounts

Take advantage of all the tools available to you and link outside accounts to enjoy a 360° view of your finances. Advanced security measures are taken to protect your privacy and information and ensure your accounts can't be viewed by your employer or plan administrators.

## 6. See and understand your net worth

Your net worth is a good measure of where you stand at a point in time. The more accounts you link, the clear view you'll have of what you own (your assets) and what you owe (your liabilities).

## Register your account and enroll

It's easy to register your account if you haven't already done so.

- Log on to [trinet401k.com](https://trinet401k.com) and select **Register**.
- Choose the **I do not have a PIN** tab.
- Follow the prompts to create your username and password.

Click *Español* to view the website and receive your statements in Spanish.

For more help, call **833.TRI.401K (874.4015)**.

Representatives are available weekdays from 8 a.m. to 10 p.m. Eastern time and Saturdays from 9 a.m. to 5:30 p.m. Eastern time.



### Get the Empower mobile app and connect to your plan whenever, wherever

Accessing the site from your smartphone or tablet? Download the Empower app for your iOS® or Android™ device from the App Store® from Apple® or on Google Play™ to view your account and link your financial life.

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Download the App

Company Short Name: 20PT

Username: Employee ID from your TriNET  
dashboard

Password: Leave blank and hit “Forgot  
Password”. It will then ask you to type in your  
Social security number and from there you  
should be able to create your own  
Username and Password.