Water Park Associate Handbook

2020 edition

THE BOARDWALK MOREY'S Piers AND WATER PARKS WILDWOODS NJ



Team W.A.V.E...



The Tradition Continues!



WELCOME TO:

Team W.A.V.E.

We **A**ll **V**alue **E**xcellence!

We are happy to have you as a member of Raging Waters and Ocean Oasis. As a team member you will find your employment both rewarding and challenging. The quality of our team is the key to our success, so we carefully select our new members. In turn, we expect team members to contribute to the success of Raging Waters and Ocean Oasis.

Our beachfront waterparks have two locations, Raging Waters on Mariner's Landing (RW) and Ocean Oasis on Surfside Pier (OO). These two water parks work together as one team to provide a spectacular family recreational experience in exceptionally safe, clean, friendly, and unique environment. We like to look at it as one water park with just a little bit of sand in-between.

Our goal is to operate water parks that are clean, safe, and fun for guests and associates. We work hard to make our water parks an enjoyable experience for everyone. We pay close attention to questions and comments brought forth by guests and associates. Raging Waters and Ocean Oasis value their associates and believe in rewarding hard work, just as we value our guests and hope they return to visit us again. We take much pride in our tradition of excellence and look forward to having you as part of our team to continue this tradition.

Sincerely,
Water Park Management Team

STATEMENT OF EMPLOYMENT RELATIONSHIP

PLEASE READ CAREFULLY

EVERY EMPLOYEE OF MOREY'S PIERS IS AN EMPLOYEE AT-WILL. THIS MEANS, WE ARE REQUIRED BY LAW TO INFORM YOU THAT MOREY'S PIERS CAN TERMINATE YOU AT ANY TIME, WITH OR WITHOUT NOTICE AND WITH OR WITHOUT CAUSE. THIS IS TRUE NO MATTER WHAT MAY BE STATED ELSEWHERE IN THIS HANDBOOK OR IN ANY OTHER WRITING GIVEN TO YOU BY MOREY'S PIERS. LIKEWISE, YOU CAN QUIT AT ANY TIME, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE.

THIS HANDBOOK CONTAINS NO PROMISES OF ANY KIND AND MOREY'S PIERS CAN, ON ITS OWN, CHANGE OR DISCONTINUE ANY POLICY IN THIS HANDBOOK OR OTHER WRITING, OR CHANGE ANY WORKING CONDITIONS WITHOUT HAVING TO CONSULT ANYONE AND WITHOUT ANYONES AGREEMENT.

NO ONE OTHER THAN THE CHIEF EXECUTIVE OFFICER OF MOREY'S PIERS CAN ENTER INTO ANY AGREEMENT WITH YOU THAT IS CONTRARY TO THIS STATEMENT OF EMPLOYMENT RELATIONSHIP AND, IF ANY CONTRARY AGREEMENT IS MADE, IT MUST BE IN WRITING AND SIGNED BY THE CHIEF EXECUTIVE OFFICER.

THIS IS THE CURRENT, RAGING WATERS AND OCEAN OASIS, MOREY'S PIERS EMPLOYEE GUIDELINES AND ALL PRIOR WATER PARK HANDBOOKS ARE VOID.

MOREY'S Piers AND WATER PARKS

THE BOARDWALK • WILDWOODS NJ

Associate Handbook
Volume 2020

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This handbook is a supplement to the company handbook. It provides more specific information pertaining to Morey's Piers Beachfront Water Parks. It is not a substitute for the company handbook and you are responsible for the guidelines discussed in both handbooks.

PROFESSIONALISM



As a Raging Waters & Ocean Oasis Associate you are part of the facility's team. You contribute to the total operation. If you look and act like a professional, the facility looks like a professionally run facility. **Perception is a reality.**

Guests at the facility will constantly be watching you. You are "on stage." Do you look and act the part? If they view you as a professional, they will respond to your requests and directions because they believe in you. If they have no respect for you or your position, they may disregard your requests.

Associates are held to a high standard of care, and are accountable on four levels to:

1) The guests using the facility.
2) The facility employer.
3) Themselves as lifeguards representing a profession.
4) Their co-workers at the facility.

Ways to project a professional image include being:



- **Be punctual.**
- **Wearing appropriate uniform.**
- **Posture—for lifeguards this means being in the proper standing position with your rescue tube across your body. (Sitting is permitted only where lifeguard chairs are provided.) Twirling your whistle, slouching, & leaning on your rescue tube is NOT professional. You should be prepared with the necessary equipment and supplies (whistle, rescue tube, sun-screen, sunglasses).**
- **Posture—for guest services this means standing and sitting appropriately. Slouching, leaning, sitting with feet or legs up on a chair, etc. will not be allowed.**
- **Be cordial to guests and co-workers.**
- **Be attentive at all times.**

As a Raging Waters/Ocean Oasis and E&A lifeguard, you are stating that you are willing to accept the responsibility and accountability that go along with the job. This means, along with your professional behavior, you will maintain your personal skills and knowledge at a "test-ready" level in order to provide the "Standard Of Care" required for the safety of your guests.

Supervisor Role

The role of a supervisor has many facets and their role consists of much more than conducting training classes and audits throughout the day. The following is a list of responsibilities that supervisors are held accountable for:

- Daily Morning Inspections and park opening. For aquatics this means walking and diving all slides and pools. For admissions this means preparing related areas for the park's opening.
- Maintaining overall cleanliness of the water park. Ensuring the facility is neat, clean, and orderly at all times.
- Maintaining a professional image at all times and assisting in guest's needs/concerns throughout the day.
- Observing guest behavior to ensure everyone is abiding by the waterparks safety policies and procedures.
- Observing associates to ensure they are maintaining a professional image and attitude towards our guests.
- Managing associate lunch breaks and rotations.
- Completing the necessary daily paperwork that is required for park operation.
- End of the night park cleanup and closing, ensuring that the facility is NCO for the next day's operation.
- Working and organizing employee parties and events.

UNIFORM AND APPEARANCE

Appearance Guidelines



Raging Waters & Ocean Oasis professional atmosphere is maintained by the image that you, as an employee, project to our guests. Lifeguards will be required to go in and out of the water throughout the day but we still expect that you maintain a neat, clean, and well-groomed appearance. Smoking, chewing gum, and eating is not allowed while on duty and smoking is strictly prohibited while in uniform. Avoid vulgar language and be mindful of what you say. Our facilities are family oriented with many children present in the waterparks. Take pride in the way you present yourself and make an effort to continually meet grooming standards.

If you are not in full and proper uniform when you arrive to work, you will be sent home to retrieve your missing uniform item or you could be sent home for the remainder of the day. It is your responsibility to arrive to work in full and proper uniform.

Additional Information

Lifeguards must provide themselves with polarized sunglasses by the first day of employment. Hats, bathing suits, tank tops and polarized sunglasses are to be worn at ALL times unless otherwise addressed by a manager or supervisor.

Each associate is supplied with a bottle of sunscreen. When you have used all your sunscreen, you may return the bottle for a refill.

Sweatshirts, t-shirts, hats, and dry bags are optional and may be purchased at cost and through our online store. Please remember that we have a "no excuse" uniform policy. You are either in uniform, or you are not. If you come to work in improper uniform attire or with pieces of your uniform missing, you may be sent home.

No hoop earrings, large earrings, facial jewelry or exposed body piercing are allowed. For safety reasons, all earrings must

Uniform Online Ordering

Morey's Piers is partners with Water Safety Products (WSP) to make ordering all of your uniform apparel quick and easy. The WSP Morey's Piers Online Store will offer such items as t-shirts, jackets, hats, dry bags, rash guards, and much more! You will pay one flat rate for shipping so pair up with fellow associates and place your order together.

To check out all of these great items and place your orders online just follow these simple steps:

1. Go to http://www.watersafety.com.
2. Double click on the customer code tab, located in the top right corner.
3. Enter customer code **M12699.**
4. Click submit and you will be directed to our Morey's Piers Online Store.

Please note that all lifeguard apparel ordered will be limited to the color red. Aquatic supervisors who are interested in ordering apparel can speak with a manager to have your items ordered in royal blue.



and more!

ASSOCIATE POLICIES AND PROCEDURES

Scheduling



Associates are responsible for knowing when and where they are scheduled to work. Weekly schedules are posted in the time clock room at RW and next to the time clock at OO. Please check your schedule daily. As a general rule, associates are not permitted to exchange shifts. Shift changes are possible only when approved by your manager and proper documentation is completed. Please keep in mind that management is not required to grant your request. **Minors are not permitted to change their schedules unless it has been approved by a manager.**

Days Off

Specific days off are not guaranteed, however, management will do our best to grant your request. If you have a request for a specific day off, you go to www.myteamwave.com and submit a schedule request. Requests for days off must be received at least two weeks in advance. **If you would like to request travel or vacation time please plan to conclude any scheduled requests by August 13th. Between August 13th and September 4th, schedule requests may not be submitted.**

Attendance

In order to function properly, associates must accept the responsibility of reporting for duty on their scheduled work days and at their scheduled times. Attendance is an important factor in determining each associate's standing. If you do not report for work, your privileges as a Morey's Piers associate may be suspended.

ATTENDANCE IS ONE OF THE MOST IMPORTANT ASPECTS OF YOUR JOB. IF YOU ARE ABSENT OR LATE WITHOUT REASONABLE NOTICE, YOU ARE PLACING A BURDEN ON YOUR FELLOW EMPLOYEES.

Stay home if you are sick. Employees who have symptoms of acute respiratory illness must stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick. E-mail waterparks@moreyspiers.com.

"Reading your schedule wrong" is not an excuse for being late or missing a shift!

Tardiness

Punctuality is a must at any job, and even more important when you are working with the public. You are required to be at work on time. Unexcused late arrivals will be documented and will affect your standing as an associate and could ultimately result in termination.

If you are late, you may be sent home for the day. We schedule extra lifeguards each day to cover for those who are late. If everyone is on time, those who are not assigned a lifeguarding position will be assigned to another project in the park. We will send you home if we do not need you. We will keep you if we do need you. If you follow your schedule and arrive on time, you do not subject yourself to being sent home. Being sent home is a consequence of your action of not being on time.

Rain Day Policy

In the event of inclement weather, never assume that Morey's Piers will be closed. We will always attempt to open at least one water park (or both) on days it is cold and/or rainy. Please adhere to the following procedures for inclement weather:

1. Always plan on working, even if one or both waterparks are closed for the day.
2. Employees can visit www.myteamwave.com for information pertaining to inclement weather.

IMPORTANT!!!

If you have issues regarding you job, including: missing a shift, being late, a family matter, a second job, etc, YOU MUST SPEAK WITH A MANAGER. Supervisors are not authorized to discuss these matters with associates. It is your responsibility to let a supervisor know that you need to speak to a manager.

When possible, it is best to email us at waterparks@moreyspiers.com.

If you must speak with us during the day, please see: Denise, George, Nick, Will, Kerri, or Trish (for admissions).

Associate ID

At the beginning of employment all associates will have their picture taken for an Associate ID card. This ID card will also act as your season pass. **Your ID card should be treated as part of your uniform. You need to bring it with you to work EVERYDAY. If you lose your ID card you must seek a replacement immediately. A charge of $5.00 will be assessed to replace lost or stolen ID's.** All ID cards are property of Morey's Piers and must be turned in when you pick up your last paycheck.

Paychecks

Please Note: You must show your Associate ID in order to pick up your paycheck.

Paychecks are issued EVERY OTHER Friday, after 12 PM. They may be picked up at Guest Services. Our work week begins on Monday and ends the following Sunday. You may not pick up your check early for any reason and no other associate may pick up your check unless previous arrangements have been made in writing. If there is an error with your paycheck you can obtain a payroll error form from a manager. If there are guests at Guest Services, please wait patiently until the admissions associate is able to help you. We strongly encourage all associates to enroll in direct deposit. See a manager for a direct deposit enrolment form.



Time Clock Procedures

It is your responsibility to ensure that you have clocked in/clocked out before and after each shift. In 2020, we will be using the KRONOS WORKFORCE READY MOBILE APP for clocking in/out on your cell phone. Please download the app and set it up according to the instructions found ay www.myteamwave.com:

- If you cannot clock in, see a supervisor.

Minors do not use the timeclock. Throughout the day minors are responsible for seeing their supervisor to record their work hours and breaks.

Guest Services In-Service



In-Services for guest services typically occur after work. All members of the guest services team are scheduled and MUST ATTEND. If extenuating circumstances prevent you from attending, you must make special arrangements with your manager. Failure to attend in-service each week will negatively affect your standing and may result in disciplinary action including suspension and possibly termination.

Lifeguard In-Service



In-services occur in the mornings before park opening. All lifeguards are scheduled, and MUST ATTEND one in-service per week. You must attend on your assigned day. **If you miss your week, you must attend 2 the following week. If you do not make them up, you will be suspended from work. Failure to attend one in-service a week will negatively affect your standing and may result in disciplinary action up to and including termination**.

In-service is a requirement of the job and has a direct correlation to the job. In-service is required by E&A and if you do not attend, your license could be revoked. In-service is a scheduled shift. If you are late or do not attend, you may be sent home, just like any other shift. We will send you home if we do not need you. We will keep you if we do need you. If you follow your schedule and arrive on time, you do not subject yourself to being sent home. Being sent home is a consequence of your action of missing or not being on time for in-service.

"Extras"

There are times when we will have more lifeguards than rotation positions. While we will often begin to send people home, during these times, we may select lifeguards to complete other tasks in the water parks. These "extra projects" will be assigned to lifeguards that are hardworking, responsible, and able to stay on task without supervision. Often times, they will be assigned to returning associates as they may have prior knowledge or experience with certain tasks. If you are selected for an extra project and are seen distracting other lifeguards or not focusing on your assigned task, you will not be selected for extra projects in the future.

Secret Shopper

Throughout the summer representatives from American Solutions will visit our facilities. We are not aware of when they are visiting our waterparks. Their objective is to evaluate our facilities based on their experience as a guest and to then provide us with written reports on employee performance. Associates who are named in this report for providing great safety and service will be eligible to receive additional incentives.

Social Media Policy

The goal of this policy is to preserve the business image and reputation of Morey's Piers along with creating a positive work environment. The complete policy can be found in your Guidelines Handbook issued to you during your initial Orientation. Below is a list of items that are worth reiterating. Failure to comply with these rules may result in disciplinary action up to and including termination.

- Use your best judgment when posting. Consider if you would want your boss or your parents to see the post.
- If you have a problem at work, let your Manager know. Do not put it on Facebook, Twitter, etc.
- We do not tolerate cyber bullying or posts that are not congruent with our Core Values.
- Posting photos or videos of others (employees, supervisors, guests) is not allowed without permission.
- Posts about fellow associates, guests, not liking your job, etc. are not permitted.

If you have any issues with your job or another associate, you can also email: waterparks@moreyspiers.com.

Water Park Rules & Regulations

As an associate in the water parks, it is important that all associates adhere to the rules and regulations for riding the slides and attractions. This is not only important for the prevention of injury but also to demonstrate the proper riding technique to our guests. Associates have been injured in the past from not riding the slides and attractions properly. Please keep yourselves safe while riding the attractions at Morey's Piers and set the proper example of riding technique to our guests by always following all park rules and regulations. Below are a few examples of how to ride correctly.

Those who do not ride the attractions in the proper matter will be subject to disciplinary actions including: the suspension of riding privileges, suspension from work, and termination.







Mobile Phones

Mobile phones are NOT to be used while associates are on duty. Using a mobile phone for any reason while on duty could result in immediate termination. For lifeguards, carrying a mobile phone while on duty is also prohibited and could result in immediate termination.

Managers and supervisors may utilize mobile phones for work related issues, but NEVER while operating a ride or attraction!

WiFi is available in the employee break areas. While not on duty, associates are encouraged to use their mobile phones in these locations.

Additionally, phone use (including wearing earbuds for music) is not permitted while on Morey's Piers while you are in uniform and in view of guests. This includes when you are off duty. If you wish to use your phone for any reason while on Morey's Piers property, please change out of your uniform. Once you reach the boardwalk or beach, you may use your phone.

ASSOCIATE PRIVILEGES AND INCENTIVES

Incentive Programs

At Raging Waters and Ocean Oasis, we value our associate and their well being. We also believe in rewarding outstanding service and recognizing those who go the extra mile to provide exceptional guest service. As a result of these philosophies, the following lists the privileges and incentives that are available to all current associates in good standing.

* Free Season Pass*
* Free Employee Parties
* Free Internet
* Discount Meals
* Free Meals on Occasion
* Bus Trips
* Discount Passes for Friends and Family



Associate Discount Passes

Associates are eligible to receive 8 Seasonal Associate 50% off passes for use by close family and friends. This includes 4 pier passes and 4 water park passes. These discount passes are attached to your Associate ID/season pass. To redeem these discount passes you must do the following:

- Associate MUST be in good standing and MUST be present with their friend/family member(s) receiving the discount pass(es). Everyone must report to Guest Services on one of the three piers for a ride wristband or one of two water park ticket offices for a water park wristband.
- A list of associates using their discount coupons is provided to the management team.
- If we find that any associate not in good standing has received discounted coupons, the privilege to receive additional discounts will be suspended for a minimum of two weeks and up to the remainder of the season.
- Once an associate has used up his/her allotted discount passes he/she will not be eligible to receive more.
- These passes are not transferable/do not carry over to another season.

*Your season pass benefit ends on the day your employment ends.

Associate Riding Privileges



Associates in good standing are able to use the rides and waterparks. To receive a ride wristband, report to any Pier Guest Services with your Associate ID. To receive a water park wristband, report to the water park Ticket Office with your Associate ID. Politely inform the cashier that you would like to ride. This may be done at any time and at any location. Associates are not permitted to ride in uniform. If you plan on participating in the rides after work, make sure to bring a change of clothes. You MUST present your associate ID to receive a wristband for the rides of the waterparks.

Associates not in good standing for any of the below reasons should not attempt to obtain a wristband. Reasons include, but are not limited to:

- Termination.
- No show for shift.
- Call Out.
- Currently suspended.
- Any other disciplinary infraction.

A list of associates using their ride privileges will be provided to the management team. If we find that any associate not in good standing has failed to abide by the above honor code, your associate ride privileges will be suspended for a minimum of two weeks and up to the remainder of the season.

Your associate ID will allow you to use the rides and waterparks while you are an active employee. Once you reach your date of commitment and are finished work, you will no longer be able to use Morey's Piers rides and attractions.

All rules and regulations must be followed while riding. Failure to do so will result in immediate termination.

Bead Program

Our Bead Program is designed to recognize and reward employee performance throughout the day. Beads are issued at the end of the night meeting or guest service in-service where the employees are publically acknowledged and given a colored bead which may be attached to their lanyard.

BEADS
Guest Service
Perfect Audit
Cleanliness
Attitude
Team Work
Safety

Scanning Recognition Program

Scanning is the most important duty of a lifeguard. Our Scanning Recognition Program is designed to reward lifeguards for maintaining their 10/20 scanning technique while guarding their zone. A supervisor will time and record ten entire scans and average their time. Any lifeguard who averages between 9.5-10.5 seconds, will be rewarded with a perfect scan/expert scanner. Each time they are rewarded with a bead and for select milestones they will also receive another incentive prize.

Guest Service Recognition Program

Providing excellent guest service while focusing on safety and accuracy are the most important duties of the guest services team. As such, Raging Waters and Ocean Oasis have a variety of incentive programs to reward guest service associates who are perfect cashiers, up-sell water park admissions, and keep the park safe by preventing glass and alcohol from entering the water-park.

Additionally, each week a member of the guest services team is recognized as Associate of the Week. Associates of the Week are recognized for making the Morey's Piers mission a reality by providing our guests with a spectacular family recreation experience in an exceptionally safe, clean, friendly, and unique environment.

LIFEGUARD TRAINING AND AUDITS

GENERAL INFORMATION

To be employed as a lifeguard by Raging Waters and Ocean Oasis you must hold a valid Ellis & Associates License. To make this more convenient for you to obtain, we offer several lifeguard courses at our waterparks throughout June.





ABOUT THE TRAINING

You must be available for the entire training. Typically, trainings last from 4 to 6 days and run all day long. Once the park is open, trainings may start as early as 6am and run until as late as 11pm. Please note that doctor's appointments, school activities, inclement weather etc., are not valid excuses to miss training. If you work another job that conflicts with our training you must make arrangements with your other employer in order to attend lifeguard training in its entirety. Please refer to the Lifeguard Training handout for more specific information.

VISION TESTING

As part of our comprehensive aquatic risk management program, all lifeguards must have 20/25 vision (corrective glasses/ lenses are permitted). We will test your vision on-site during your swim test. If you need to wear glasses or corrective lenses to meet the 20/25 standard, you must also wear glasses or corrective lenses at all times while working. It is the responsibility of each individual to ensure that you meet the 20/25 vision standard while working.

AUDIT POLICIES

Each lifeguard holds an Ellis & Associates, International Lifeguard Training Program License. Each summer Ellis & Associate representatives visit our waterparks to conduct unannounced audit evaluations. These evaluations exist to ensure that life-guards are performing their duties, managers and supervisors are performing their duties, and that the water park is a safe and clean environment for all guests and associates. There are several criteria that Ellis Auditors look for when auditing a water park, these include:

1. Lifeguard visual audits (all lifeguards are professional and identifiable, and maintain the 10/20 standard of zone protection).
2. Individual Lifeguard/Supervisor/VAT observations.
3. Lifeguard Management of a "Simulated Emergency."
4. Facility, Supervisor, and Administrative Safety Evaluation.



Each section receives a score based on performance. We have a tradition of excellence with regard to audit scores, and we expect you to continue that tradition this summer.

OPERATIONS

Communication

Communication within the waterparks is an important part of your job. The different types of communication you will become familiar with are hand gestures, whistles blasts, radio communication, and telephones. These four ways of communicating will get the attention of managers, guests, and lifeguards who will then be able to react accordingly. Please familiarize yourself with the following:

First Aid

- Code Green: Minor incident. Guest can walk to first aid. Treatment is generally limited to a band-aid or ice pack. There is no pressing need for presence of the manager (though Ops Manager and/or Supervisor should be present if at all possible.).
- Code Blue: Water rescue is in progress and all managers and supervisors should be on stand by.
- Code Yellow: Serious injury requiring off site treatment and concerns fractures, neck/back injury, arterial bleeding, etc. Director and Ops Manager presence is required.
- Code Red: Death or possible death if not treated immediately. Heart Attack, dismemberment, shock, etc. VP/Ops-RM will respond and place crisis plan into effect if necessary.

Hand Gestures

- Crossed arms above the head: Stop dispatch.
- Raised fist above the head: Help is needed.
- Thumbs-up above the head: Continue dispatch, everything is clear.
- Pointing: Lifeguard gesture that lets supervisors know that a guest is in trouble and a rescue is about to take place. Also used by lifeguards to identify where another whistle is coming from.

Whistles

- One short tap: To get the attention of a guest.
- Two short taps: To get the attention of a fellow lifeguard and a supervisor.
- One long blast: 10/20 is broken and a rescue is in progress or assistance is needed.
- Two long blasts: Extreme emergency. For ex: cardiac arrest. Activates EAP.

Phones

- Always identify yourself & your location (This is Allison in Sky Pond C.)
- State your concern and what, if anything, is needed.
- Wait for an answer to the problem that exists and hang up the phone.
- RW call dial 1400
- OO call dial 1300



Authority to Suspend Operation

Any team member charged with the control of a ride or attraction shall have the responsibility to temporarily suspend the operation when, in his/her opinion, its continuation presents a threat to the safety of guests or other team members. Management shall be notified immediately and the operation shall be resumed only with the consent of Management. You will never be disciplined for suspending operation if you think you recognize something abnormal.

Megaphone Use

Megaphones are located at each activity chair in the water park. They are used to get the attention of a guest and to enforce activity pool rules. When using the megaphone please remember the following:

- Speak clearly so guests can understand you.
- Be forceful but do not yell or shout into the megaphone.
- Be polite.



Associate Personal Items

The waterparks have spaces available where you can keep items that you will not need while on duty. Please keep in mind that space is limited and the cleanliness of this area is your responsibility. It should be kept neat at ALL times. **Do not store valuable belongings in this area as we cannot be responsible for theft or missing items.** You can purchase waterproof bags (Dry Bags) to store your personal belongings and keep with you throughout the day. The spaces available can be found at the following locations:

RW : In the time clock room located behind send out.
OO : Employee area located behind Island Services.

Orange Boxes

At most lifeguard positions and at other various locations throughout the water park, you will notice orange boxes. These orange boxes are our rescue boxes and contain personal protection equipment including: gauze, a seal easy mask, band aids, surgical masks and rubber gloves. It is very important that these boxes contain the above contents at all times. We will depend on them if an emergency situation arrives.

When you are assigned to your zone each morning, inspect the contents of the box to ensure that the appropriate safety equipment is present. If you notice that something is missing, please inform a supervisor immediately.

Wetsuits

Raging Waters has wetsuits available for lifeguards to use when guarding in the Sky Ponds. Wetsuits are kept in the closet located on the wall by the time clock room. Wetsuits are to be treated with care and always returned to their proper location. Hang them up neatly when you are finished with them. Remember that when you borrow a wetsuit that it will only be effective if it fits you properly. A proper fitting wetsuit will be snug against your skin. Improper use of wetsuits will damage and destroy them. Bathing suits must be worn under wetsuits!

Rotations

Each water park has various rotations for associates. Throughout the day associates will be rotated to various zones throughout the water park. It is imperative that rotations are performed in an efficient and correct manner. Remember the following when rotating:

- Slow rotations harm the whole team.
- It is not the time to socialize with fellow associates.
- It is not the time to grab a snack, change clothes, make phone calls, go to the locker room, etc.

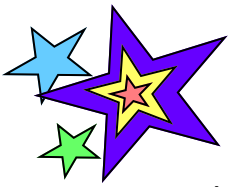
Opening Procedures:

- Put away all personal belongings.
- Clock in for work.
- Get a Rescue Tube.
- Report to Send Out to receive an assignment.
- Take care of all other activities. i.e. putting on sun tan lotion, filling water bottles, etc..
- Attend pre-opening meeting.
- Report to your assigned zone, perform a proactive, and continue scanning.



Closing Procedures:

- If you are guarding a splash pool you are not to leave your spot until the guard at the top of the tower has walked down the steps.
- Scan your zone one last time by performing a proactive and then leave your spot.
- Close any umbrellas at your spot & affix ride closed signs for your slide.
- Return all rescue tubes to their proper storage location.
- Gather at the designated area for the end of the night meeting.
- Clock out for work.





All important announcements and schedules are posted in the time clock room at RW and in the employee area at OO.

GENERAL WATERPARK INFORMATION

Waterpark Admissions

All guests entering the park must pay a general admission, even if they do not intend to participate in the attractions. As such, the waterparks offer a variety of admission options.



- ***General Admission: Use of both waterparks from open to close.***
- ***Morning Special: Discounted admission from opening until 12:30pm.***
- ***Afternoon Special: Discounted admission from 3:30 PM to close.***
- ***Combination Passes: Gives guests an all day waterpark session and a 3 Pier wristband for the dry rides on Mariner's Landing, Surfside Pier, and Adventure Pier. Waterpark and Pier portions can be used on different days. Combination passes do not include any go kart attractions or Extreme Rides.***
- ***Admission for Individuals who turn 65 in the current year are $20. With a valid photo id.***

(NOTE: 3-hour admission options are no longer for sale. There are, however, still a certain number of these tickets still in circulation and they will continue to be accepted for admission into 1 waterpark for a 3 hour session.)

Water Park Wristbands

If you encounter someone without a wristband, please contact a supervisor or Guest Services immediately.

Wristbands for the water park are worn by all guests entering the park. Waterpark wristbands are worn on the guest's **left** wrist. Picnic guests and guests using a multi-day pass will wear a wristband on their right wrist. On each wristband you will find printed the type of wristband (All Day, Season Pass, etc.), the date it is valid, and the time it expires. All associates should be familiar with the park's wristbands.

Swim Diapers

Children under the age of 3, MUST wear an approved swim diaper while in the water park. Swim Diapers are sold at the ticket office and locker shop. Other approved swim diapers are store brought ('Lil Swimmers, etc). Children under the age of 3 can be identified by the "UNDER 3" label on their wristband. This wristband may sometimes be worn by the person accompanying the child or attached to their stroller or carrier.

Locker Rentals



Guests may rent lockers from the locker attendant during their stay at either water park. Guests pay a rental fee and security deposit for the key. When the guest returns their key, they will receive the security deposit back. Guests are encouraged to use the lockers for their belongings. We are not responsible for lost or stolen items left throughout the park.

General Safety Rules

All guests should be treated in a friendly manner. We want their entire visit to our waterparks to be enjoyable from start to finish!

- No glass containers are allowed in the park.
- No running.
- No horseplay in or around pools.
- No diving.
- No water shoes are allowed on water park slides or attractions.
- Alcoholic beverages are not permitted in the water (with the exception of Water Lillies at Ocean Oasis).
- Outside alcohol is not permitted to be brought into the water park. Report any concerns to a supervisor or manager.
- Do not jump or climb over railings or fences. Use provided gates and ALWAYS close gates behind you.

When you observe a rule infraction, politely bring it to the guest's attention. If you do so in a polite and diplomatic manner, the guest will likely "thank you" for doing so. Remember, safety is everyone's responsibility. **If you observe anything that appears unsafe please bring it to the attention of a supervisor or manager immediately**.

Selfie Sticks & Waterproof Cameras

Selfie Sticks are not permitted in the water parks.

Waterproof cameras are permitted in water park guest areas as long as they are being used in a safe manner and not interfering with other guests. All cameras should be used to only photo/film the guest and members of their immediate party.

Waterproof cameras may be used in all guest areas and on attractions with the following exceptions / restrictions:

- Cameras may be used on waterslides, including gang slides and children's slides provided that they are secured to the guest with a manufacturer supplied attachment device that safely secures the camera to the guest with a strap or similar mounting accessory (SUBJECT TO MANAGEMENT APPROVAL) but NOT attached to the head.
- The camera must be secured in a way that does not interfere with the guest being able to safely ride,or meet rider requirements.
- Cameras may not be used in any bathroom or changing room.

Management reserves the right to restrict selfie sticks and / or camera use for any reason at our discretion.

Water Shoes

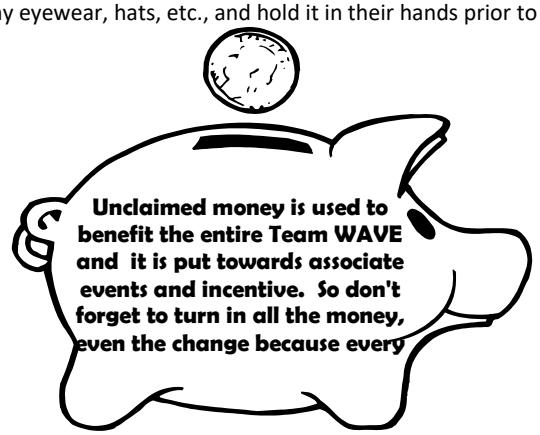
All shoes, including water shoes are not permitted on any slide. Footwear is permitted in the Bonzai Beach, Shipwreck Shoals, Camp KT (kids areas), the Lazy Rivers, and the Activity Pools.



Lost Items/Lost & Found

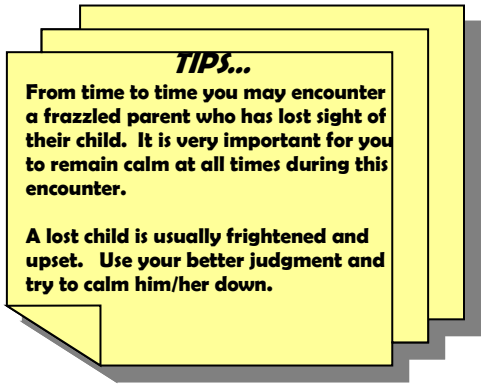
It is important that all lost property is brought to Guest Services at the facility where the item was found, as soon as it is found or passed onto you by a guest. This includes clothing, jewelry, towels, toys, shoes, and money. Theft of lost items and/or lost money is grounds for immediate termination.

If a guest loses an item at the bottom of a pool, for example: keys, glasses, jewelry etc., direct them to Guest Services where an associate will take a report. **Under no circumstances are you permitted to break your 10-20 and leave your zone of protection to find an item.** If a guest is not cooperating with you, immediately all for a supervisor with two short whistle taps and a raised fist. Encourage guests to remove any eyewear, hats, etc., and hold it in their hands prior to dispatching them down a slide.



Lost Children/Parents

Guest Services is the center point for reuniting parents and children who have become separated from each other.
Lost children must be escorted to Guest Services by a staff member. Any parent looking for lost children should be directed to Guest Services.



The following is a list of lost children/parent situations that you may encounter throughout the summer:

Lost child without a parent:
If you are in a position to do so, escort the child to guest services. If you are unable to leave your location, use two short whistle taps and raise a fist in the air to get the attention of a supervisor.

Remember, if you are lifeguarding,
NEVER leave your zone unattended.

If a parent/chaperone approaches you for help because they are unable find their child:
If you are in a position to do so, escort the parent/chaperone to guest services. If you are not able to leave your position:

- Lifeguards use two short whistle taps with a raised fist in the air to get the attention of a supervisor.
- Guest Service Associates should phone Guest/Island Services requesting a supervisor to your location for a lost child.

WATERPARK LOCATIONS

Guest Services

Each waterpark has a Guest Services booth where the guest concerns, comments, and problems can be directed. If you are unable to resolve a guest-related problem, you can always direct the guest to Guest Services for further assistance. Guest Services can be found inside the waterparks at the following locations:



Raging Waters: In the center of the water park on the bridge going to the kiddie play areas.
Ocean Oasis: At the entrance to the water park, we like to call it Island Services.

First Aid

First Aid stations are located in each water park. All minor injuries can be directed there. If you are in a position where you cannot leave your spot, get the attention of a supervisor with **2 SHORT** whistle taps.



Raging Waters: First Aid station is located across from the Fountain Pool.
Ocean Oasis: First Aid station located next to the Activity Pool.

In the event of a more serious injury, contact your supervisor IMMEDIATELY with 1 long whistle blast or by dialing 1400 at Raging Waters or 1300 at Ocean Oasis.

Employee injuries must be brought to the attention of a manager or supervisor immediately. Please remember that First Aid supplies are for injured guests and is not for use by associates. If you need first aid attention, please see your manager.

Restrooms

Each water park has restroom facilities for the use of guests & employees. There are no separate employee restroom. The restrooms can be found at the following locations:



Raging Waters: Restrooms are located to the rear of the water park next to the time clock room. Additional bathrooms are located in Rendezvous Beach.
Ocean Oasis: Restrooms are located in the middle of the water park on either side of the breeze way. Family changing room is located in the hammock/fire pit section of the water park.

Send Out

Send out is the designated area where lifeguard spots and projects are assigned. All Lifeguards report to send out at the beginning of their shift and a supervisor will assign each guard to a zone. Lifeguards are responsible to report back to send out after they have completed a rotation, before and after lunch, and at the end of each day.

Raging Waters: Send out is located outside of the time clock room.
Ocean Oasis: Send out is next to Island Services.

Send out is NOT a hang out or a place for your personal belongings. It must be kept neat and clean at all times.

Break Areas

Associates are permitted to leave the park on their breaks. Morey's Piers has designated areas available if you wish to use them. The break areas can be found at the following locations:

Raging Waters: Break area is located in Rendezvous Beach, past the restrooms.
(NO SMOKING IN THIS AREA! IT IS HAZARDOUS!)

Ocean Oasis: The Break Area is located under Wipe Out.
(NO SMOKING IN THIS AREA! IT IS HAZARDOUS!)



Please remember that if you wish to stay on the pier or leave the pier for your break, it is your responsibility to return to work on time.

Smoking Areas

Morey's Piers is a smoke free facility and associates are permitted to smoke in the following areas ONLY.
Failure to do so will result in disciplinary action.

Raging Waters: On the north side of the beach, outside of the break area at the bottom of the steps.
Ocean Oasis:: On the sand, adjacent to the Surfside Pier Send Out in the area designated for employee smoking.

Do not forget, associates are not permitted to smoke in their uniforms while in view of the public.



Tube Storage

Each Waterpark has a designated area where all rescue tubes are stored. The rescue tubes are expensive and important pieces of lifeguard safety equipment. All rescue tubes should be treated with care. Tubes should never be thrown around the water park, used as a toy, or be returned with holes ,or markings on them. It is your responsibility to retrieve a rescue tube before your shift and to return it to the proper location at the end of your shift.

Raging Waters: Tube storage room is located underneath the steps of the Speed Slides.
Ocean Oasis: Tube storage area is in the employee area behind Island Services.

ALL-STAR SERVICE AWARDS



providing all-star service...

This employee recognition program is designed to "spot" an employee who is providing superstar service to our guests and recognizing them for a job well done. Exceptional service is an important priority while guests are visiting our parks and we constantly strive to service our guests with the highest standards.

The program begins when Oasis Oasis opens for the season. This is how we can make a great team even better. So don't hold back. Shoot for the stars to provide the all-star service we know you are capable of!

MOREY'S Piers AND WATER PARKS

THE BOARDWALK • WILDWOODS NJ



the basics for star rewards

kick-off date: June 15

program ends: September 2

who can be a star: All water park team members, excluding managers.

who can spot a star: Guests visiting our park.

the process

- Wooden chips, our version of shining stars, will be your key to receiving star rewards.
- At least once per day a Shining Star will be randomly given out, by a supervisor/manager, to a guest or family visiting the water park.
- The guest/family will have the opportunity to give their shining star to a team member who, in their opinion, has provided them with all-star service during their visit. (Managers will also have the opportunity to give out on the spot shining stars to team members displaying all-star service.)
- When a team member receives a shining star he/she must cash in their chip to a manager to receive star rewards. Don't lose your star because they can be hard to come by and you must redeem your star to receive your reward!
- There are several great prizes to choose from so go out there and shine!

the goal

- Team members who feel appreciated.
- Encourage team members to service our guests with the highest standards.
- Improved guest loyalty.
- Pride in working for a great company.



"Remember, well done is more than the way you like your steak."

- George Rohman

Star Rewards...

see a few of the exciting prizes you could win!



Prizes are subject to availability.



Guest Service Tips to Live By…

Anticipate your Guest's Needs—If you encounter a guest who seems confused or lost within the park, why not ask them if you could be of any assistance?

Lost in Translation—If you need a guest to repeat their question ask them politely by saying, "Excuse me can you repeat that one more time?" OR "I am sorry I did not get all of that, can you say that to me again?" Try to refrain from using the words HUH and WHAT, because they do not sound guest friendly.

If you don't know, GO!—Find out the correct answer to a guest's question. Shrugging your shoulders is not proper body language. Instead explain to the guest that you do not have the answer to their question, but you will be more than happy to find out the answer.

Be an Inviting Face—Smile and thank all guests for visiting Morey's Piers. Making eye contact and acknowledging our guests is an important part in providing "top notch" guest service.

MOREY'S Piers AND WATER PARKS

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