

Aquatic Facility Management for
Optimal Safety
for Public & Staff

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Session Objectives

Thank you for coming to learn ways to manage "risks" in operating an aquatic recreation facility.

This session will highlight:

- Roles & Responsibilities
- Legislation & Regulations
- Safety & Supervision Plans
- Safety Systems
- Supervision Systems

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- Certified lifeguard & trainer
- CAO for the Lifesaving Society, since 1998
- Past Aquatic Manager and Programmer

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Lifesaving Society – The Lifeguarding Experts



The Lifesaving Society has a public health and safety mandate for drowning and injury prevention and active living and fitness.

We meet this by:

- Scientific Evidence & Inquiry (research)
- Training Programs & Services
- Water Smart® Public Education
- Lifesaving Sport Initiatives
- Aquatic Safety Management Services

If it's Foreseeable, it's Preventable

**LIFESAVING SOCIETY:
Optimal Safety for Public and Staff**

Lifesaving Society – The Lifeguarding Experts



The Lifesaving Society is the standard setting certifying body for public aquatic safety, we work with industry & government partners.



Consistency & quality assurance across the industry is imperative for public safety. This goes beyond hiring current certified NLS Lifeguards.

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What is Risk – a Definition

Risk is:

the chance of physical injury, property damage or financial loss.



Risk Management is:

the systematic *identification* and *evaluation* of risks, and the careful *selection* of risk control strategies.

Owner/Operator – Roles & Responsibilities



Insurance:

- Have in place an insurance policy & liability coverage that covers the facility, staff, volunteers & patrons
- Staff actions need to respond to any requirements, limitations or exclusions that may be conditions of the insurance policy



Owner/Operator – Roles & Responsibilities



Managing Risk in the Aquatic Environment:

- Reduce the risk
 - Identify and evaluate risk
 - Develop control strategies: minimize | transfer | eliminate
 - Implement & monitor strategies
- Prevent incidents through education (staff | patrons)
- Create a response plan
- Delegates responsibility to some one “in charge”



Owner/Operator – Roles & Responsibilities



The owner/operator may delegate the responsibility to some one "in charge", but can not delegate the accountability.



The designated "responsible" person is quite often the "Aquatic Manager".

Aquatic Manager – Roles & Responsibilities



Safety for patrons and staff is a key responsibility & function of the "Manager".



Facility:

- Maintain a safe & clean environment
- Operate to fulfill legislation, regulations & standards
- Establish expected day-to-day operations
- Ensure appropriate supervision

Aquatic Manager – Roles & Responsibilities



Staff:

- Focused on prevention
- Capable to follow day-to-day operations
- Capable of responding to emergencies
- Maintain accurate records



Aquatic Manager – Roles & Responsibilities



Patrons:

- Patron Education - Facility Safety
 - Staff Role
 - Signage
- Pool & Locker Room Access (supervision & safe use)
- Toys & Equipment Access (supervision & safe use)
- Amenities & Attractions (supervision & safe use)





Legislation & Regulations - Essentials

- Swimming Pool, Wading Pool & Water Spray Park Regulation, Alberta Public Health Act
- Pool Standards 2006, Alberta Health & Wellness
- Pool Standards, 2009 review
- Safety Standards, Lifesaving Society



Public Aquatic Facility | Waterfront | Wading Pools | Semi-Public | Private

Helpful Resources:

- www.lifesaving.org – Web Search: Resources & links



Legislation & Regulations

Must Ensure:

- Follow Public Health Act Regulations
- Meet Pool Standards 2006 (see 2009 review)
- Have an operating permit
- Receive approvals as needed
- Notify health authority before making renovations or alterations to the pool





Safety & Supervision Plan

The "responsible" person must develop & implement a Safety & Supervision Plan.



Draft Pool Standards, 2009 list the following:

- Facility-appropriate lifesaving equipment
- Emergency equipment & procedures including telephone access & emergency telephone numbers
- Supervision of pools during time of public access
- Safe handling & storage of pool treatment chemicals
- Lifeguard supervision

Safety & Supervision Plan – Minimize Risks



Your Safety & Supervision Plan involves the day-to-day actions & policies established to prevent & respond to incidents & injuries.



The Lifesaving Society suite of Safety Standards provide detailed information to guide the development of your Safety & Supervision Plan.

If it's Foreseeable, it's Preventable

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Safety & Supervision Plan – What is Needed?



- Safety Systems:
 - Operations & Planning
 - Documentation & Emergency Procedures
 - Equipment & Signage
- Supervision Systems:
 - Surveillance - Lifeguarding
 - Staff Orientation & Training
 - Incident Management



Safety & Supervision Plan – Evaluate Existing



Internal Assessments:

- Plan systematic and timely assessments
 - Checklists
 - Practices
 - Staff inservice training



External Assessments:

- Topical Assessments (i.e. lifeguard station analysis)
- Lifesaving Society Audits (full or partial)

Safety & Supervision Plan – Implement New



When implementing new strategies, include your facility staff in the process.



Be open to input & change, the process includes:

- Assess & analysis (internal & external perspectives)
- Pilot or test
- Re-assess, with staff input
- Test again

Safety Systems – Pool Operations



Pool Operations include:

- Water Quality
- Mechanical & Chemical Maintenance
- Inspections & Testing
- Staff training



If it's Foreseeable, it's Preventable

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Optimal Safety for Public and Staff

Safety Systems - Documentation



Written policies include:

- Safety & Supervision
- Posting of rules
- Education of the public
- Responses to water quality issues, i.e. fecals
- General sanitation & maintenance
- Other matters as directed



Safety Systems – Emergency Procedures



Emergency Procedures are specific to each facility & are designed to address incidents or injuries that may be expected to occur.



- Generalized & Specialized Procedures
- Documentation –Staff & Operations Manuals
- Orientation & Training for Staff
- Incident Management (before | during | after)

Safety Systems – Recreational Equipment



- Installed in compliance with any Alberta Building Code
- Installed & maintained in accordance with the manufacturers instructions
- Analyze & identify steps to minimize hazards or risks
- Establish rules for supervision & safe use
- Regular inspections & testing



Safety Systems – Emergency Equipment



Inspect pool emergency equipment daily.



Required Emergency Equipment:

- Dedicated emergency telephone with posted emergency numbers
- First Aid Kit in a designated First Aid Area
- Specialized emergency equipment:
 - Specifications are listed in the Public Aquatic Facility Safety Standards (p.16)

Safety Systems - Signage



Where possible, utilize signs which use pictures to convey the message.



Signage has two functions:

- Inform users about the rules for safe use
- Warn users of hazards & ways to avoid

Staff play a key function in educating patrons.

Supervision Systems – Surveillance



Lifeguard Systems:

- Qualifications, orientation & training
- Lifeguard stations | Positions & Pathways
- Scanning | Rotations
- Bather ratios
- Other Support Systems
 - Mirrors | Cameras | Other staff



Supervision Systems – Staff Training



Internal practices include:

- Hiring NLS Lifeguard certified
- Hiring Alberta based first aid certified (Tilma & ITA)
- Ongoing inservice training & evaluation for:
 - Knowledge | Skills | Judgment | Fitness
- Lifeguard Demonstrated Skills



Supervision Systems – Staff Training



The Lifesaving Society encourages additional training for lifeguards.



Engage your staff with programs like:

- Lifesaving Sport - Seniors & Masters levels
- NLS Instructor & AEC/First Aid Instructor
- Instructor Training
- Head Lifeguard Program

Supervision Systems – Staff Manuals



The Staff & Operations Manuals function as training & reference resources for the pool staff & management.



These manuals may specify:

- Pool operations
- Safety systems & emergency procedures
- Faculty supervision procedures & requirements
- Employment policies & procedures

Supervision Systems – Incident Management



Statistics show that lifeguards & instructors react well once they recognize a problem.

The challenge is in early recognition.



After the Incident ...

- Document: Incident tracking & analysis (major | minor)
- Manage media & police response
- Provide CIS debriefing & emotional support
- Possible Coroners Inquest or Criminal/Civil Court

Lifesaving Society – Next Steps



Consistency & quality assurance across the industry is imperative for public safety. With this in mind ...



Our goal is to provide resources & support.

- Document Template: Safety & Supervision Plan
- Training Programs:
 - Aquatic Management Training
 - Aquatic Inspector/Assessor & Aquatic Auditor

The Lifesaving Society is your partner ...

community focused ...

providing expertise, support and service

