



LIFESAVING SOCIETY®  
*The Lifeguarding Experts*

# AQUATIC PROCEDURE MANUAL

## AQUATIC SAFETY & SUPERVISION PLAN

### MODULE

This is the (ORGANIZATION) aquatic safety and supervision plan for the safe operation of (FACILITY). This plan was developed using the Lifesaving Society's Safety & Supervision Plan Template.

# AQUATIC PROCEDURE MANUAL

## SAFETY AND SUPERVISION PLAN MODULE TEMPLATE

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The Lifesaving Society is Canada's lifeguarding expert. The Society works to prevent drowning and water-related injury through its training programs, Water Smart® public education initiatives, water-incident research, aquatic safety management services, and lifesaving sport.

Annually, well over 1,200,000 Canadians participate in the Society's swimming, lifesaving, lifeguard, and leadership training programs. The Society sets the standard for aquatic safety in Canada and certifies Canada's National Lifeguards.

The Society is an independent, charitable organization educating Canadian lifesavers since the first Lifesaving Society Bronze Medallion Award was earned in 1896.

The Society represents Canada internationally as an active member of the royal Life Saving Society and the International Life Saving Federation. The Society is the Canadian governing body for lifesaving sport - a sport recognized by the International Olympic Committee and the Commonwealth Games Federation.

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# AQUATIC PROCEDURE MANUAL

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## LIFESAVING SOCIETY TEMPLATE

The Lifesaving Society has provided this template to owners and owners agents who operate public swimming pools. This template will provide owners and their agents a standardized tool that can be utilized to develop an Aquatic Safety and Supervision Plan module for their facility.



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## **TEMPLATE PURPOSE**

The Alberta Health Pool Standards requires Owners / Owners Agents to establish and follow a Safety and Supervision Plan.

The Lifesaving Society has provided this template to assist owners and their agents in developing a Safety and Supervision Plan for their aquatic facility. Content in this document does not reflect the opinion or position of the Lifesaving Society. The information contained in the template is a starting point for aquatic facility owners and their agents. The plan will need to be reviewed and updated with the facility specific procedures as identified.

The Lifesaving Society is a non-profit organization with a charitable mandate for drowning and aquatic injury prevention. As such the Society is available to provide ongoing support to aquatic facility owners and their agents when completing this template. The Society provides a service to complete a comprehensive review of aquatic Safety and Supervision Plans.

The Society does not endorse or approve the contents contained in this document. This template has been provided as a tool to assist the aquatic industry in establishing a safety and supervision plan.

The sample items provided in this document come from a variety of sources including the Pool Standards 2018, Alberta Public Pool Safety Standards, Environment Canada, and the RCMP. Reference information can be found at the end of this template.

## **HOW TO USE**

This template includes content headings and formatting that can be used to establish a Safety and Supervision Plan. The template is one module that can be added to the Aquatic Procedure Manual. The Lifesaving Society is working on developing additional modules to address water quality, public education, and cleaning/sanitization.

Throughout this template you will see areas where you are required to insert information that is specific to your facility. Simply delete the sample text under that heading and replace it with your facility specific policies and procedures.

## DEFINITIONS

Amenity – A feature in an aquatic facility such as a diving board, waterslide, climbing wall, rope swing.

Anti-Entrapment Device - Any device used for the purpose of preventing body entrapment, hair entrapment or entanglement, limb entrapment, mechanical entrapment, evisceration incidents and death including but not limited to: certified ANSI / APSP - 16 2011 suction outlets, a Safety Vacuum Release System (SVRS), a suction-limiting vent system or an automatic pump shut off system.

Bather – A patron who enters or uses the swimming pool.

Caregiver – A person who is legally responsible for the safety and direct care of another person such as a child.

Instructor - A person holding a current swim instructor certificate (e.g. Lifesaving Instructor) appointed by the owner or owner's agent to instruct an aquatic program such as swimming lessons.

Pool Deck – The area immediately surrounding a public pool.

Deep Water – Is specific to the individual and is considered to be chest deep.

Aquatic Facility – Any swimming pool, wading pool, waterpark, waterfront, or similar location that is used for aquatic activities such as swimming, wading, diving or aquatic sports.

Lifeguard – A person with a current National Lifeguard certification appointed by the owner or owner's agent to maintain surveillance over bathers while they are on the deck or in the pool and to supervise bather safety.

Non-Swimmer - A person who cannot swim 25 metres without stopping.

Owner or Owner's Agent– The person or corporation who is the owner or designated owner's agent of a public aquatic facility

Patron – An individual who enters a public swimming pool premises and may use the swimming pool.

Pool Operator – An individual who operates and maintains a pool on a day-to-day basis and meets the qualifications set out in the Alberta Health Pool Standards in order to do so.

Pool Toys – Equipment that has been approved by the owner or the owner's agent to be used in the pool. Examples would include mats, balls, water guns, buckets, noodles, etc.

Public Pool – Includes swimming pool, hot tub/whirlpool, wading pool, spray/splash pools, etc.

- i. A pool to which the general public is admitted for the intention of bathing,
- ii. A pool operated in conjunction with or as part of the program of an association or similar institution or an educational, instructional, physical fitness, or athletic institution supported in whole or in part by public funds or public subscription.

Spectator - A person watching lessons, competitions, or an event.

Swimmer - A person who can swim 25 metres without stopping.



## **POLICIES**

This section contains department or corporate policies that outline the expectations of safe use of the facility and its equipment. Additional policies can be added here to help staff handle abusive patrons, thefts, vandalism, etc.

Insert policies in this section that relate to safety and supervision in the facility. Human Resource related policies and procedures (e.g. payroll, timesheets, benefits etc.) can be included in the Personnel Manual, but should be a separate module not included directly in the Safety and Supervision Plan.

Modules that are referred to in this Safety and Supervision Plan should be available as separate modules in the Personnel Manual for reference:

- Anti-Entrapment Plan
- Water Quality Response Plan
- Patron Education Plan and Policy
- General Sanitation Plan

## **Pool Admission**

Individual admission requirements:

INSERT POLICY, Example provided below:

Caregivers 13 years and older must remain within arm's reach of children under the age of 8.

All patrons must notify staff of medical conditions that may affect bather safety (e.g. seizure disorder)

Group admission requirements:

INSERT POLICY, Example provided below:

The caregiver to child ratio is 1 caregiver for every 4 children under the age of 8. If all children under the age of 8 are wearing lifejackets, then a ratio of 1 caregiver for every 8 children can be used.

Admission restrictions:

INSERT POLICY, Examples are provided below:

The following individuals will be refused access to the aquatic facility:

- INSERT any admission restrictions here.
- Individuals under the influence of drugs or alcohol
- Children under the age of 8 without a caregiver present
- Groups who do not meet the admission ratios for children to caregiver

Deep Water Access:

INSERT POLICY, Example provided below:

All individuals under the age of 13 must demonstrate swimming ability by completing a Swim Test which consists of:

- A safe entry into shallow water;
- A 25 metre swim without stopping or resting, any style;
- Exit the pool from deeper water;
- Jump (foot first) into deep water; and
- Recover and tread water for 30 seconds, maintain mouth and nose above the water at all times.

## Rules for Safe Use

INSERT RULES, Examples are provided below:

### FACILITY RULES

- Bathers must take a shower using soap prior to entering the public swimming pool
- Patrons must wash their hands with soap after using the washroom or changing diapers
- Glass is not allowed on the pool deck or in other barefoot areas
- Street shoes must not be worn in wet traffic areas
- Patrons who are intoxicated will not be allowed to use the pool
- (Above rules are from Alberta Pool Standards July 2018, additional rules should be added below)

### POOL RULES

- Children 35 months and under or individuals who are incontinent must wear protective, water resistant swim wear
- Individuals with a history of diarrhea within the last 2 weeks are not permitted to use the facility
- The following patrons should consult with a physician prior to using the whirlpool, dry sauna and steam sauna, including i) pregnant women, ii) individuals with medical conditions including but not limited to heart disease, hypertension, seizures, diabetes or obesity, iii) individuals greater than 65 years of age; and iv) individuals with a medical condition requiring the ongoing care of a physician.
- Under water breath holding activities are prohibited
- (A **Patron Education Plan and Policy** should be implemented to inform patrons of the above rules as per the Alberta Pool Standards July 2018)
- No diving in areas less than 2.5 metres in depth
- The use of dive blocks is restricted to swim clubs

### EQUIPMENT RULES

INSERT equipment provided in your facility and the rules associated with its safe use. Examples are provided below:

#### ***Diving Board Rules***

- Swimming ability is required to use this amenity. Diving board enters into deep water.
- One bather at a time on the diving board.
- Wait until landing area is clear before stepping onto the diving board.

#### ***Pool Mats***

- Approved pool mats are allowed in the pool during program and public swim times.

#### ***Inflatable Toys***

- Inflatable toys are only permitted in the pool during designated inflatable swim times.

#### ***Lifejackets***

- Lifejackets are available for public use at any time. Lifejackets are provided by the facility at no cost.

## Abusive Patrons

INSERT PROCEDURE, Example provided below: It is important for aquatic facilities to have a procedure established to deal with difficult and abusive patrons.

Offense	Response
Swearing	Education on acceptable behavior
Harassment / Discrimination	Education on acceptable behavior
Verbal Assault on staff	Education on acceptable behavior Asked to leave the facility
Assault Physical Contact / Fighting	Education on acceptable behavior Asked to leave the facility Police contacted if required
Sexual Assault	Contact Police
Voyeurism	Contact Police
Vandalism	Contact Police

### Authority

Position	Authority
Lifeguard	Request to leave facility May ban up to 1 week based on severity of incident
Programmer	Request to leave facility May ban up to 1 Month based on severity of incident
Facility Manager	May ban up to 6 months based on severity of incident
Community Services Director	May ban up to 1 year or longer based on severity of incident

## Theft Response

INSERT PROCEDURE, Example provided below:

### Collect Information:

Determine what was stolen, where it was located, if it was secured, how it was secured, time it was last seen, and estimated value.

### Inspect Area:

Inspect the area where the theft occurred, determine if the lock was cut or if the locker was pried open. Check the immediate area including garbage cans to see if any of the items can be located. If car keys were stolen check the parking lot to see if the car is still there.

### Credit Cards:

If a wallet was stolen with credit cards recommend to the patron to call the credit card companies immediately to report the theft. Staff can provide numbers to major credit card companies to assist.

- Visa 1-800-847-2911
- Master Card 1-800-307-7309
- American Express 1-800-668-2639

### Reporting:

Complete an incident report documenting the theft and include as much information as possible. Inform the patron they can call police or complete a police report if they choose by going to the local police station.

Assist patron in contacting the police if needed. Record police file number on the report.

## **EMERGENCY PROCEDURES**

This section includes a comprehensive list of emergency procedures for the FACILITY NAME. The quick response procedure is a high level summary of staff actions to take place once an emergency has been identified. The quick response procedure is followed by a detailed summary of the response actions to be completed by staff.

The sample list of emergency procedures in this template is a starting point. You will be required to add the specific procedures that are applicable for your facility. In addition to adding procedures there may be some sample procedures included here that may need to be removed (e.g. delete chlorine gas leak for salt-water facilities that don't have chlorine gas on site).

## **Fire Evacuation**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

**During the Emergency:**

*Assess the Emergency*

*Activate Alarm / Call 911*

*Evacuate Building*

*Meet Emergency Responders*

*Inform Management*

**Following Emergency:**

*Assess Building - only re-open if safe*

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

### **Prevention:**

Insert preventative measures. Example below:

Monitor all public areas of the facility by regularly having a staff member walk around and check them every 30 minutes. Replace overflowing garbage's as required and keep dumpsters and recycling bins locked. Place CCTV cameras in public areas to assist in deterring criminal activity.

### **During the Emergency:**

Insert high level emergency response details.

#### **Assess the emergency:**

Option 1: Alarm sounds – staff investigate the cause of the alarm and determine the location of the emergency.

Option 2: Staff Discover a Fire – staff immediately evacuate the area and initiate emergency response by activating the nearest fire pull station.

#### **Activate Alarm:**

If a fire has been discovered activate the nearest fire alarm. From a safe location call 911. Provide the 911 operator with the address to the facility. Inform them if any patrons have suffered from injury.

#### **Evacuate Building:**

Staff utilize the evacuation checklist to clear areas of the building. All doors remain unlocked. A designated staff member evacuates with the first aid kit, blankets, and AED. All staff and patrons move to the muster point. Use stairwells while evacuating the facility.

#### **Inform Management:**

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### **Following Emergency:**

#### **Assess Building:**

Once provided an all clear from the fire department staff may re-enter the facility. An assessment will need to be performed to identify if the facility is safe for public re-entry. If required, a section of the building may be closed to the public.

If the facility is safe for public re-entry have key staff resume their position (ie. Front desk, lifeguards). Once staff are in position the public may be allowed to return to the facility.

#### **Incident Reporting:**

All staff involved will need to complete an incident report.



## **Pool Clear**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Signal Pool Clear*

*Announce Emergency*

*Evacuate Pool Area*

*Inform Management*

#### **Following Emergency:**

*Assess Pool & Staff - only re-open if safe*

*Incident Reporting*

## Detailed Emergency Response Procedure:

### Prevention:

Insert preventative measures. Example below:

Maintain safe water quality through regular checks of the system and use of automated equipment. Prevent injuries through public education and staff enforcement of safety rules.

### During the Emergency:

Insert high level emergency response details...

#### Assess the emergency:

Fecal: Evacuate the pool if fecal material or vomit is identified in the water. Follow the **Water Quality Incident Response Plan**.

Major Medical Emergency: Evacuate the pool area for all life-threatening injuries. Follow first aid training protocols and access the Major Medical Emergency Procedure.

#### Signal Pool Clear:

A pool clear is communicated to lifeguards by sounding one long whistle blast and/or by blowing the air horn for 3 seconds.

#### Announce Emergency:

Use the PA system to announce the pool clear to patrons. Inform patrons if the pool clear is for water quality issues or medical response. Ask patrons to proceed to the nearest change room.

If available, station a staff member in each change room to reassure patrons and monitor change room activity.

NOTE: If the pool clear is a part of fecal response ask patrons to take a cleansing shower before accessing any other pools that may remain open.

#### Evacuate Pool Area:

All lifeguards will work together to evacuate their zone. Once all bathers have been removed from the water lifeguards will perform a final walk around to confirm that there is no one left on the pool deck or in the water. In the event of water clarity issue the lifeguards may have to perform an in water search to confirm there is no one left in the pool.

#### Inform Management:

Call a management supervisor to inform them of the pool clear.

### Following Emergency:

#### Assess Pool & Staff:

Following the emergency assess the pool to determine if it is safe for use (physical hazards, water quality, etc.). Only re-open if staff are prepared and ready to resume their lifeguarding responsibilities.

#### Incident Reporting:

All staff involved will need to complete an incident report.

## **Bather Entrapment**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Determine source of entrapment*

*Activate emergency shut off for pump*

*Pool Clear / Call 911*

*Provide first aid*

*Inform Management*

#### **Following Emergency:**

*Assess Pool Basins – only re-open if safe*

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

### Prevention:

Insert preventative measures. Example below:

Refer to the detailed **Anti-Entrapment Plan**. Visual checks of the anti-entrapment devices are performed daily and in-water inspections monthly. Bathers are not allowed to sit or lay on the bottom of the pool(s) near main drains.

### During the Emergency:

Insert high level emergency response details.

#### Assess the emergency:

Determine the severity, if hazards are present, if additional staff are required for the response.

#### Determine the source of entrapment:

Lifeguard discovers an entrapped bather – identify the source of entrapment.

#### Activate Emergency shut-off for pump:

Activate the emergency shut-off for the applicable pump and remove the bather from the water.

#### Pool Clear/Call 911:

All available staff, clear the pool. If injury is severe or life threatening call 911.

#### Provide First Aid:

Get the trauma kit, AED and oxygen. Put on personal protective equipment. Utilize response equipment as required. Reference the Lifesaving Society Canadian First Aid Manual if required. Respond appropriately by providing the treatment as outlined in the Canadian First Aid Manual.

#### Inform Management:

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### Following Emergency:

#### Assess Pool Basins:

An assessment will need to be performed of the anti-entrapment devices to identify if the pool(s) is safe for public re-entry. If required one or more pools may be closed to the public.

#### Incident Reporting:

All staff involved must complete an incident report

## **Overheated Dry or Steam Sauna Users**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Remove from environment*

*Notify Staff*

*Call 911*

*Provide first aid*

*Inform Management*

#### **Following Emergency:**

*Incident Reporting*

*Follow Up*

## **Detailed Emergency Response Procedure:**

### **Prevention:**

Insert preventative measures. Example below:

Thermostatic control of air temperature

A working thermometer in each unit

Doors that open outwards with little resistance

A signaling device or process for emergencies

\*(Above preventative measures are from the Alberta Pool Standards July 2018)

Monitor all secondary areas of the facility by regularly having a staff member walk around and check them every 15 minutes.

### **During the Emergency:**

Insert high level emergency response details.

#### **Assess the emergency:**

Option 1: Signaling device – staff investigate the cause of the alarm and determine the emergency.

Option 2: Staff Discover an overheated patron – staff immediately remove the patron from the environment area and notify staff.

#### **Call 911 / Obtain First Aid Equipment:**

If the patron is exhibiting signs of heat stroke, call 911.

Get the trauma kit, AED and oxygen. Put on personal protective equipment. Utilize response equipment as required. Identify someone to meet and direct the emergency responders to the required location.

#### **Provide First Aid:**

Cool the casualty down slowly with cool, wet towels or by placing under a cool shower. Do not give liquid/food if the casualty is vomiting/nauseous.

#### **Inform Management:**

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### **Following Emergency:**

#### **Incident Reporting:**

All staff involved will need to complete an incident report.

#### **Follow Up:**

Management to complete follow up protocols with the injured party within 48 hours.

## **Missing Person**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Obtain Critical Information*

*Notify Staff*

*Building Announcement*

*Conduct Bottom Check of Pool*

*Building Search*

*Call Police*

*Inform Management*

#### **Following Emergency:**

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

### **Prevention:**

Insert preventative measures. Example below:

All children under the age of 8 are required to remain within arm's reach of a caregiver while in the facility. If staff notice unattended children in the facility they assist the child in finding their caregiver and provide education on the importance of keeping young children within arm's reach.

### **During the Emergency:**

Insert high level emergency response details.

#### **Assess the emergency:**

Staff are informed of a missing person

#### **Obtain Critical Information:**

Collect information on the last known location and description of the individual (age, gender, height, etc.). A staff member will remain with the individual who reported the missing person throughout the emergency and will keep them apprised in regards to the facility search.

#### **Notify Staff:**

All facility staff will be notified of the missing person through the radio system.

#### **Building Announcement:**

Staff utilize the PA system to inform the public of the missing person emergency. Public will be advised to look for an individual matching the description of the missing person and notify a staff member if they spot someone matching the description.

#### **Conduct Bottom Check:**

Lifeguards will immediately check the bottom of the pool when informed of a missing person emergency. They will then check each pool basin, pool deck areas, and change rooms for this individual.

#### **Building Search:**

Staff will use a coordinated approach following the building evacuation checklist to check all areas of the building for the missing person. If the individual is not found attempts will be made to call home or any nearby residence the person may have gone.

#### **Call Police:**

If the individual is not found the Police will be contacted to continue the investigation.

#### **Inform Management:**

If the individual has not been found call a management supervisor to inform them of the situation. Follow any additional directions provided.

### **Following Emergency:**

#### **Incident Reporting:**

All staff involved must complete an incident report



## **Power Failure**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Clear Pool*

*Contact Power Company*

*Evacuate Building*

*Inform Management*

#### **Following Emergency:**

*Resume Regular Operations*

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

### **Prevention:**

Insert preventative measures. Example below:

The facility has a backup generator that is capable of supplying power to emergency lights, and pool mechanical pumps for 2 hours. Flashlights have been located in all rooms near emergency evacuation kits.

### **During the Emergency:**

Insert high level emergency response details.

#### **Assess the emergency:**

Option 1: Power goes off but returns within a few seconds. – Check pool circulation pumps and continue normal operations.

Option 2: Power goes off and does not immediately return – Continue with procedure

#### **Clear Pool:**

Follow Pool Clear procedure. If additional staff on duty they can be stationed in the change room with flashlights to assist bathers.

#### **Contact Power Company:**

Call the power company and determine the length of time the power is expected to be out. If this time exceeds 15 minutes inform public and continue with building evacuation.

#### **Evacuate Building:**

Staff utilize the evacuation checklist to clear areas of the building and secure all rooms. Inform patrons in pool change rooms to get changed and that the building will be closing until the power is restored.

Have a staff member check the elevator to determine if anyone is inside. If someone is in the elevator station a staff member there to provide reassurance and keep them informed. If necessary, contact Fire Rescue to assist.

#### **Inform Management:**

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### **Following Emergency:**

#### **Resume Regular Operations:**

Once power is restored and key staff have returned to their positions the building can be opened to the public and normal operations may resume.

The pool filtration system will need to be operational prior to the opening of the swimming pool.

#### **Incident Reporting:**

All staff involved will need to complete an incident report.

## **Chlorine Gas Leak**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Call 911*

*Evacuate Building*

*Inform Management*

#### **Following Emergency:**

*Assess Building - only re-open if safe*

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

### **Prevention:**

Insert preventative measures. Example below:

A visual and auditory chlorine gas alarm is operational that all staff will see/hear. A flag is installed on top of the building to assess which way the wind is blowing. Regular inspections and maintenance of the chlorine gas equipment are performed. System is updated so that the gas is mixed with the water in the chlorine gas room, so if there is a leak it's contained to the chlorine gas room.

### **During the Emergency:**

Insert high level emergency response details.

#### **Assess the emergency:**

Alarm sounds – staff investigate the cause of the alarm and determine the location of the emergency.

#### **Call 911:**

If a chlorine gas leak has been discovered, from a safe location call 911. Provide the 911 operator with the address to the facility. Inform them if any patrons have suffered from injury.

#### **Evacuate Building:**

Staff utilize the evacuation checklist specific to a chlorine gas leak to clear the building. All doors remain unlocked. A designated staff member evacuates with the first aid kit, blankets, and AED. All staff and patrons move to the muster point. Use stairwells while evacuating the facility. Monitor the direction the wind is blowing and move upwind from the leak.

#### **Inform Management:**

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### **Following Emergency:**

#### **Assess Building:**

Once provided an all clear from the fire department and Hazmat staff may re-enter the facility. An assessment will need to be performed to identify if the facility is safe for public re-entry. If required, the building may be closed to the public.

If the facility is safe for public re-entry have key staff resume their position (ie. Front desk, lifeguards). Once staff are in position the public may be allowed to return to the facility.

#### **Incident Reporting:**

All staff involved will need to complete an incident report.

## **Chemical Spill**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Notify Staff*

*Contain the Spill*

*Inform Alberta Environment*

*Inform Management*

#### **Following Emergency:**

*Assess Area*

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

### Prevention:

Insert preventative measures. Example below:

Staff are trained in chemical handling procedures (WHMIS & TDG). Liquid chemicals are stored in a containment unit.

### During the Emergency:

Insert high level emergency response details.

#### Assess the emergency:

Determine if the chemical is hazardous and what precautions are required to handle the chemical. Reference the Safety Data Sheet (SDS) for PPE. Determine if the chemical has seeped into the environment or entered a sewer system.

#### Contain the Spill:

Utilize the chemical spill kit and deploy contents to contain and neutralize the chemical. Follow spill kit and SDS sheet directions to clean up the spill site. Dispose of material in safe manner as indicated.

#### Inform Alberta Environment:

Follow reporting procedures for reporting a chemical spill to Alberta Environment.

#### Inform Management:

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### Following Emergency:

#### Assess Area:

An assessment will need to be performed to identify if the area is safe for staff and/or public re-entry. If required a section of the building may be closed to staff or the public.

#### Incident Reporting:

All staff involved will need to complete an incident report.

## **Bomb Threat**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

**During the Emergency:**

*Assess the Emergency*

*Call Police*

*Follow Police Instructions*

*Inform Management*

**Following Emergency:**

*Resume Regular Operations*

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

Prevention:

Insert preventative measures. Example below:

Video surveillance equipment is located in all public areas and around the exterior of the building. Staff regularly patrol public areas of the facility for suspicious activity.

During the Emergency:

Insert high level emergency response details.

Assess the emergency:

Option 1: Staff Member Finds Suspicious Package – Call Police and keep area around package clear.

Option 2: Phone Threat – staff obtain as much information as possible about the caller and the package.

1. Listen
2. Be calm and courteous
3. Do not interrupt the caller
4. Obtain as much information as possible
5. Initiate call trace (if available while call is ongoing)
6. Using a pre-arranged signal, notify your supervisor while the call is still ongoing. Your supervisor should contact the local police service.
7. Complete the information below and give it to your supervisor

(Content for this Example is from the RCMP website – Responding to Bomb Threats – Telephone Procedures)



Bomb Threat Information				
Date:		Time:		
		AM / PM		
Duration of Call:				
Exact wording of threat:				
Questions to ask				
What time will the bomb explode?				
Where is it?				
What does it look like?				
Where are you calling from?				
Why did you place the bomb?				
What is your name?				
Caller Characteristics				
Sex	Male	Female	Not Sure	
Estimated Age				
Accent	English	French	Other:	
Voice	Loud	Soft	Other:	
Speech	Fast	Slow	Other:	
Diction	Good	Nasal	Lisp	Other:
Manner	Emotional	Calm	Vulgar	Other:
Background Noise				
Voice was familiar				
Caller was familiar with area				

**Follow Police Instructions:**

The Police will provide guidance on the actions to take.

**Inform Management:**

Call a management supervisor to inform them of the situation.

**Following Emergency:**

**Resume Regular Operations:**

Once provided an all clear from the Police staff may re-enter the facility. When key staff have returned to their positions the building can be opened to the public and normal operations may resume.

**Incident Reporting:**

All staff involved will need to complete an incident report.

## **Medical Emergency**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Activate Alarm / Call 911*

*Obtain First Aid Equipment*

*Perform Treatment*

*Meet Emergency Responders*

*Inform Management*

#### **Following Emergency:**

*Incident Reporting*

*Follow Up*

## **Detailed Emergency Response Procedure:**

### Prevention:

Insert preventative measures. Example below:

Monitor all public areas of the facility by regularly having a staff member walk around and check them every 30 minutes. Enforce facility safety rules with the goal of preventing injury.

### During the Emergency:

Insert high level emergency response details.

#### Assess the emergency:

Determine the severity, if hazards are present, if additional staff are required for the response

#### Activate Alarm / Call 911:

If injury is severe or life threatening call 911.

#### Obtain First Aid Equipment:

Get the trauma kit, AED, and oxygen. Put on personal protective equipment. Utilize response equipment as required.

#### Perform Treatment:

Reference the Lifesaving Society Canadian First Aid Manual if required. Respond appropriately by providing the treatment as outlined in the Canadian First Aid Manual.

#### Meet Emergency Responders:

Identify someone to meet and direct the emergency responders to the required location.

#### Inform Management:

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### Following Emergency:

#### Incident Reporting:

All staff involved will need to complete an incident report.

#### Follow Up:

Management to complete follow up protocols with the injured party within 48 hours.

## **Spinal Emergency**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Activate Alarm / Call 911*

*Obtain Spine Board / Assess Breathing*

*Remove from water*

*Obtain First Aid Equipment*

*Perform Treatment*

*Meet Emergency Responders*

*Inform Management*

#### **Following Emergency:**

*Incident Reporting*

*Follow Up*

## **Detailed Emergency Response Procedure:**

### **Prevention:**

Insert preventative measures. Example below:

Enforce the facility safety rule of no diving in water less than 2.5 metres in depth and the restricted use of the dive blocks for swim clubs only.

### **During the Emergency:**

Insert high level emergency response details.

#### **Assess the emergency:**

Determine the severity, and if hazards are present. Alert other Lifeguards and the first Lifeguard immobilizes the casualty.

#### **Activate Alarm / Call 911:**

Activate the alarm and Call 911.

#### **Obtain Spine Board / Assess Breathing:**

Obtain the spine board and assess breathing.

#### **Remove from water:**

If breathing, secure the chest, hips, head, and feet, then remove from the water.

If not breathing, DO NOT delay removal from the water to start CPR.

\*For Dryland spinals, immobilize in position found, unless it is required to roll the casualty to start CPR.

#### **Obtain First Aid Equipment:**

Get the trauma kit, AED and oxygen. Put on personal protective equipment. Utilize response equipment as required.

#### **Perform Treatment**

Reference the Lifesaving Society Canadian First Aid Manual if required. Respond appropriately by providing the treatment as outlined in the Canadian First Aid Manual.

#### **Meet Emergency Responders:**

Identify someone to meet and direct the emergency responders to the required location.

#### **Inform Management:**

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### **Following Emergency:**

#### **Incident Reporting:**

All staff involved will need to complete an incident report.

#### **Follow Up:**

Management to complete follow up protocol with the injured party within 48 hours.

## **Thunder (Outdoor Pools)**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Close Pool / Move Indoors*

*Inform Management*

#### **Following Emergency:**

*Re-open Pool*

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

### **Prevention:**

Insert preventative measures. Example below:

All permanent metal structures in and around the pool are grounded.

### **During the Emergency:**

Insert high level emergency response details.

#### **Assess the emergency:**

Listen for thunder, look at the sky to evaluate weather conditions, and check the weather radio/Environment Canada website for pertinent weather warnings.

#### **Close the Pool / Move Indoors:**

Evacuate the pool area and move all bathers indoors. Inform bathers of the weather conditions and let them know the pool will be closed until 30 minutes after the last sound of thunder. Bathers have the choice of waiting in the shelter area or leaving the facility.

#### **Inform Management:**

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### **Following Emergency:**

#### **Re-open Pool:**

30 minutes after the last sound of thunder, lifeguards may return to their position and the pool can be re-opened.

#### **Incident Reporting:**

All staff involved will need to complete an incident report.

## **Lockdown**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

#### **During the Emergency:**

*Assess the Emergency*

*Evacuate Building*

*Call 911*

*Hide Out*

*Fight*

*Meet Emergency Responders*

*Inform Management*

#### **Following Emergency:**

*Incident Reporting*



## **Detailed Emergency Response Procedure:**

### **Prevention:**

Insert preventative measures. Example below:

Monitor all public areas of the facility by regularly having a staff member walk around and check them every 30 minutes. Place CCTV cameras in public areas to assist in deterring criminal activity.

### **During the Emergency:**

Insert high level emergency response details.

#### **Assess the emergency:**

Staff Discover an active assailant.

#### **Evacuate Building:**

If there is an accessible escape path, staff should evacuate everyone possible from the building.

#### **Call 911:**

Call 911 when safe to do so and provide them with the location of the active assailant, number of active assailants, physical descriptions, the type of weapon(s) being use and whether there are any injured victims.

#### **Hide out:**

If evacuation is not possible, find a place to hide where the active assailant is less likely to find you. Utilized locked doors and rooms without windows.

#### **Fight:**

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter. Utilize nearby objects such as fire extinguishers.

#### **Meet Emergency Responders:**

Remain calm and follow the officer's instructions. Put down any items in your hands and avoid making quick movements. Avoid pointing, screaming, and/or yelling.

#### **Inform Management:**

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### **Following Emergency:**

#### **Incident Reporting:**

All staff involved will need to complete an incident report.

## **Suspicion of Child Abuse**

### **Quick Response Procedure**

Insert high level emergency response. Example below:

**During the Emergency:**

*Assess the Emergency*

*Call 911*

*Call Child Protective Services*

*Inform Management*

**Following Emergency:**

*Incident Reporting*

## **Detailed Emergency Response Procedure:**

### Prevention:

Insert preventative measures. Example below:

Monitor all public areas of the facility by regularly having a staff member walk around and check them every 30 minutes. Place CCTV cameras in public areas to assist in deterring criminal activity.

### During the Emergency:

Insert high level emergency response details.

#### Assess the emergency:

Option 1: Staff discovers a child that may have been abused prior to entering the facility.

Option 2: Staff observes a child being abused in the facility.

#### Call 911:

Call 911 if the incident is severe and the child or others are in immediate danger.

#### Call Child Protective Services:

Call Child protective services to report the incident.

#### Inform Management:

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

### Following Emergency:

#### Incident Reporting:

All staff involved will need to complete an incident report.

## **Emergency Communication Systems**

The following communication systems may be utilized in the event of an emergency.

Phone: Used to communicate to staff, emergency services, and management during an emergency.

Intercom: Used to communicate messages to the public during an emergency.

PA System: Used to communicate messages to the public during an emergency.

Air Horn: Used to signal the start of an emergency or get attention during an emergency.

Whistle: Used to signal other staff and the public

## **Follow-Up to An Emergency**

Insert organization/facility procedure for follow up of major and minor first aid incidents. Example below:

Immediately following an emergency staff will:

1. Inform management that the emergency has been resolved and any outcomes associated with the event
2. All staff will complete an individual incident report documenting their response
3. Attend critical incident debriefing session if requested
4. For all medical emergencies, a supervisor will follow up with the victim or their family to determine the result of any medical assessments, treatments, and how the individual is doing.

# Emergency Telephone Contact List

## Sample Telephone Contact List

Emergency Contact List		
First Responders		
Police		
Fire		
Ambulance		
Facility Contacts		
Insert Contact	(---)	Cell (---)
Insert Contact	(---)	Cell (---)
Insert Contact	(---)	Cell (---)
Organization Contacts		
Insert Contact	(---)	Cell (---)
Insert Contact	(---)	Cell (---)
Insert Contact	(---)	Cell (---)
Additional Contact Information		
Local Hospital		
Poison Control		
Health Department		
Pool Supply Company		
Gas Company		
Power Company		

The above list reviewed and updated by:

\_\_\_\_\_

Name

\_\_\_\_\_

Date

## Accident / Incident Reporting

INSERT accident/incident report form. Example included below:

### *Sample Incident Report*

Individual Information		
Name:	Age:	Sex:
Address:		Phone:
Date of Accident:	Time of Accident:	Pool Information (location, pool name, etc.)

Incident Information		
Incident Type: (Injury, Theft, etc.)	Emergency Response: (Police/Fire/Ambulance)	Type of Emergency Response:
Description (Incident/Injury):		
Time:	Observations / Actions:	

Reported By		
Name (Print):	Signature	Date:

Follow Up	
Required: (YES/NO)	Notes:
Completed by:	Date:

INSERT FOIP STATEMENT

## **Media Response**

Often following major incidents at an Aquatic Centre, the media responds by attending to the scene. They often will try and film the scene, the facility, and request to interview staff and public at the scene. It is important that aquatic facilities have a procedure for staff to follow when the media arrives at the facility.

INSERT PROCEDURE, Example provided below:

Only authorized organizational spokespersons are permitted to respond to the Media. If the media arrives on-site request their name, organization, and topic they wish to discuss. Do not respond to any questions they may ask. Inform them that you will pass this along to an authorized spokesperson for the organization and that they will contact them shortly.

## Major Disasters

INSERT PROCEDURE, Example provided below:

In the event of a major disaster (Earthquake, tornado, etc.) lifeguard staff will close and secure the pool area, cashiers will secure their cash and stop taking admission payments. Available staff will complete a building assessment to determine if it is safe to remain in the building or if an evacuation is required.

If it is safe to remain in the building a reception centre will be established. All visitors will be required to sign in /out of the centre. Persons requiring first aid will be directed to a triage area where staff will be able to assist in providing treatment.

Extra staff or adults may be assigned to provide activities for children.

Portable radios may be used to stay informed regarding the event.

Disaster kits may be accessed if required:

Sample Disaster kit contents:

- Blankets (20)
- Bottled water (50)
- Flashlights (10)
- Battery Operated Radio (1)
- Batteries (10)
- Boxes of Granola Bars (10)



## **Minor Rescue Response**

A minor rescue is considered a pull out where no further follow up is recommended.

INSERT PROCEDURE, Example provided below:

### **Recognition of Emergency**

Lifeguard recognizes that a bather is in distress and requires assistance.

### **Rescue Response**

The lifeguard responds immediately and rescues the bather requiring assistance. This could be performed a number of ways from throwing a flutter board to assist a weaker swimmer to jumping in to maintain a drowning non-swimmer's head and shoulders above the surface of the water.

### **Victim Assessment**

The lifeguard will perform a primary and secondary assessment and collect a history.

### **Incident Reporting**

The lifeguard will collect information from the victim to include in their incident report.

### **Public Education**

Before allowing the bather to resume activity in the water or leave the facility the lifeguard will provide public education as to the location of lifejackets, the importance of learning how to swim, and request that they remain out of deep water unless they can pass a facility swim test. Inform the bather or guardian of the possible side effects of a drowning incident and encourage them to see their doctor or go to a walk-in clinic.

## **Critical Incident Stress Management**

INSERT support services and how to activate them here.

Example:

The organization has access to an employee and family assistance program that any employee can access at any time.

Following any major emergency that involves an immediate threat to life of an individual the corporation's critical incident stress team will be contacted to complete an on-site debriefing of all staff involved.

One (1) week following the incident staff will be contact by a member of the critical incident stress team to offer further supports if needed.

## **EMERGENCY EQUIPMENT**

### **First Aid Equipment**

The following first aid kits are available in the facility for emergency response.

#### **PERSONAL FIRST AID KITS (E.G. FANNY PACKS)**

May be used for initial response and assessment. Upon assessment staff may request a higher level first aid kit.

- INSERT ITEMS
- Pocket mask with one-way valve (1)
- Sterile Adhesive dressings (10)
- 10x10 sterile gauze pads (5)
- 15x15 sterile compress dressings with ties (1)
- Antiseptic cleansing towelettes (5)
- Cotton triangular bandages (1)
- Waterproof waste bag (1)
- Disposable surgical gloves (2 pairs)

#### **LEVEL 1 – TRIAGE KIT**

May be used for initial response and assessment. Upon assessment staff may request a higher level first aid kit.

- INSERT ITEMS
- Antiseptic cleansing towelettes (10)
- Sterile Adhesive dressings (25)
- 10x10 sterile gauze pads (10)
- 10x10 sterile compress dressings (2)
- 15x15 sterile compress dressings with ties (2)
- 7.5cm conform gauze bandages (2)
- Cotton triangular bandages (3)
- Safety Pins (5)
- Scissors (1)
- Tweezers (1)
- 25mmx4.5m roll of adhesive tape (1)
- 75mm Crepe tension bandages (1)
- Pocket mask with one-way valve (1)
- Disposable surgical gloves (4 pairs)
- First Aid Manual Condensed (1)
- Inventory of kit contents (1)
- Waterproof waste bag (1)

## **LEVEL 2 – TRAUMA KIT**

May be used for all major first aid emergencies.

- INSERT ITEMS
- Antiseptic cleansing towelettes (10)
- Sterile Adhesive dressings (50)
- 10x10 sterile gauze pads (20)
- 10x10 sterile compress dressings (3)
- 15x15 sterile compress dressings with ties (3)
- 20x25 sterile abdominal dressing
- 7.5cm conform gauze bandages (2)
- Cotton triangular bandages (4)
- Safety Pins (8)
- Scissors (1)
- Tweezers (1)
- 25mmx4.5m roll of adhesive tape (1)
- 75mm Crepe tension bandages (2)
- Pocket mask with one-way valve (1)
- Disposable surgical gloves (6 pairs)
- Sterile dry eye dressing (1)
- First Aid Manual Condensed (1)
- Inventory of kit contents (1)
- Waterproof waste bag (1)

## **FIRST AID ROOM**

May be accessed for major first aid emergencies.

- INSERT ITEMS
- Space blanket
- Hot and cold packs
- Spine board and straps
- Splint set
- Waterproof waste bag
- Disposable drinking cups
- Oxygen unit
- Flashlight
- All items for a level 2 first aid kit

## **Oxygen Kit**

- O2 bottle
- Non-rebreather mask
- Gloves
- Pocket Mask

## AED

- AED unit
- Towel
- Razor
- Spare set of pads
- Set of child pads
- Gloves
- Pocket mask

INSERT locations of first aid kits. Example provided below:

<b>Kit Type</b>	<b>Location</b>
<b>Level 2</b>	INSERT LOCATION(s) First Aid Room Arena Office
<b>Level 1</b>	INSERT LOCATION(s) Fitness Centre Shallow end Lifeguard Station Deep End Lifeguard Station
<b>Personal</b>	INSERT LOCATION(s) Carried by each Lifeguard Carried by each camp leader
<b>AED</b>	INSERT LOCATION(s) Front Desk
<b>Oxygen</b>	INSERT LOCATION(s) First Aid Room

## Rescue Equipment

INSERT RESCUE EQUIPMENT. Example provided below:

The following lifesaving equipment is provided in the aquatic centre. [UPDATE LIST]

Item	Location	Notes on Use
<b>Flutter Board</b>	INSERT LOCATION(s)	May be used to assist a weak swimmer or signaling other lifeguards.
<b>Ball &amp; Rope</b>	INSERT LOCATION(s)	May be used in deep water, can be thrown to bather in distress, throw it past the bather in distress, instruct them to grab onto the rope. Pull the bather to the wall.
<b>Throw Bag</b>	INSERT LOCATION(s)	May be used in deep water, can be thrown to bather in distress, throw it past the bather in distress, instruct them to grab onto the rope. Pull the bather to the wall.
<b>Rescue Pole</b>	INSERT LOCATION(s)	May be used for bathers in distress who are located within 2.5 m of the wall. Reach pole to the bather in distress, place it directly in front of their chest, instruct them to grab on to the poll. Pull the individual to the wall or ladder.
<b>Rescue Tube</b>	INSERT LOCATION(s)	May be used for deep water rescue response. Keeping control of the tube enter the water, swim to the bather in distress, secure their head and shoulders above the surface, pull rescue tube in and request they grab onto it. Swim the bather to the nearest edge.
<b>Fire Extinguisher</b>	INSERT LOCATION(s)	May be used in the event of a fire. Pull the pin, use hose to aim at base of the fire, move in sweeping motion at base of fire until extinguisher is exhausted.
<b>Spine Board</b>	INSERT LOCATTION(s)	To be used for aquatic spinal injury response. Follow Spinal Emergency Procedure.
<b>Wheel Chair</b>	INSERT LOCATION(s)	May be used to move individuals who are injured in the facility.

INSERT Map of Pool and identify rescue equipment and its location.

## **SUPERVISION PROTOCOLS**

The information contained in this section outline how the aquatic area is supervised. For supervised facilities it includes information on communication, scanning, positioning, rotation, and lifeguard/instructor to bather ratios.

For unsupervised facilities it includes information on how the aquatic area is monitored. Based on the level of monitoring additional information may have to be added such as CCTV surveillance, checklist for staff member who conducts a walk-through of the aquatic facility, and frequency of staff checks.

Insert the supervision protocols for your facility here. There may be a combination of supervised and unsupervised areas. Adjust the sections based on your facility circumstances. If this is an unsupervised facility indicate that there is no supervision and that caregivers are responsible for the supervision of children.



## **Communication Signals**

INSERT SIGNALS, Example's provided below:

Hand signals:

Insert hand signals here.

Whistle signals:

1 Short Whistle Blast: Public Education/Attention

2 Short Whistle Blasts: Lifeguard Attention/Response

1 Long Whistle Blast: Major Emergency / Pool Clear

Airhorn Signal:

Clear the pool/area

Emergency Alarm:

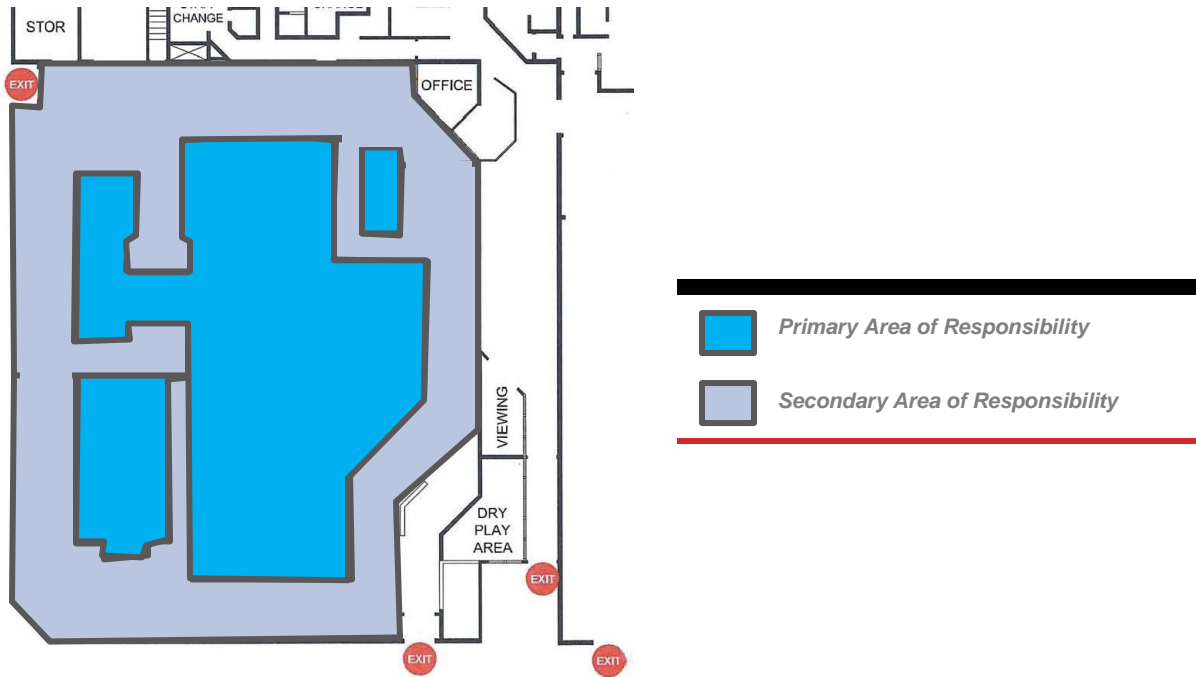
Identifies an emergency in the change room, sauna, steam room, etc.

## Lifeguard Scanning Zones (Delete for unsupervised facilities)

INSERT diagram of pool with scanning zones description based on the number of Lifeguards.  
Example(s) provided below:

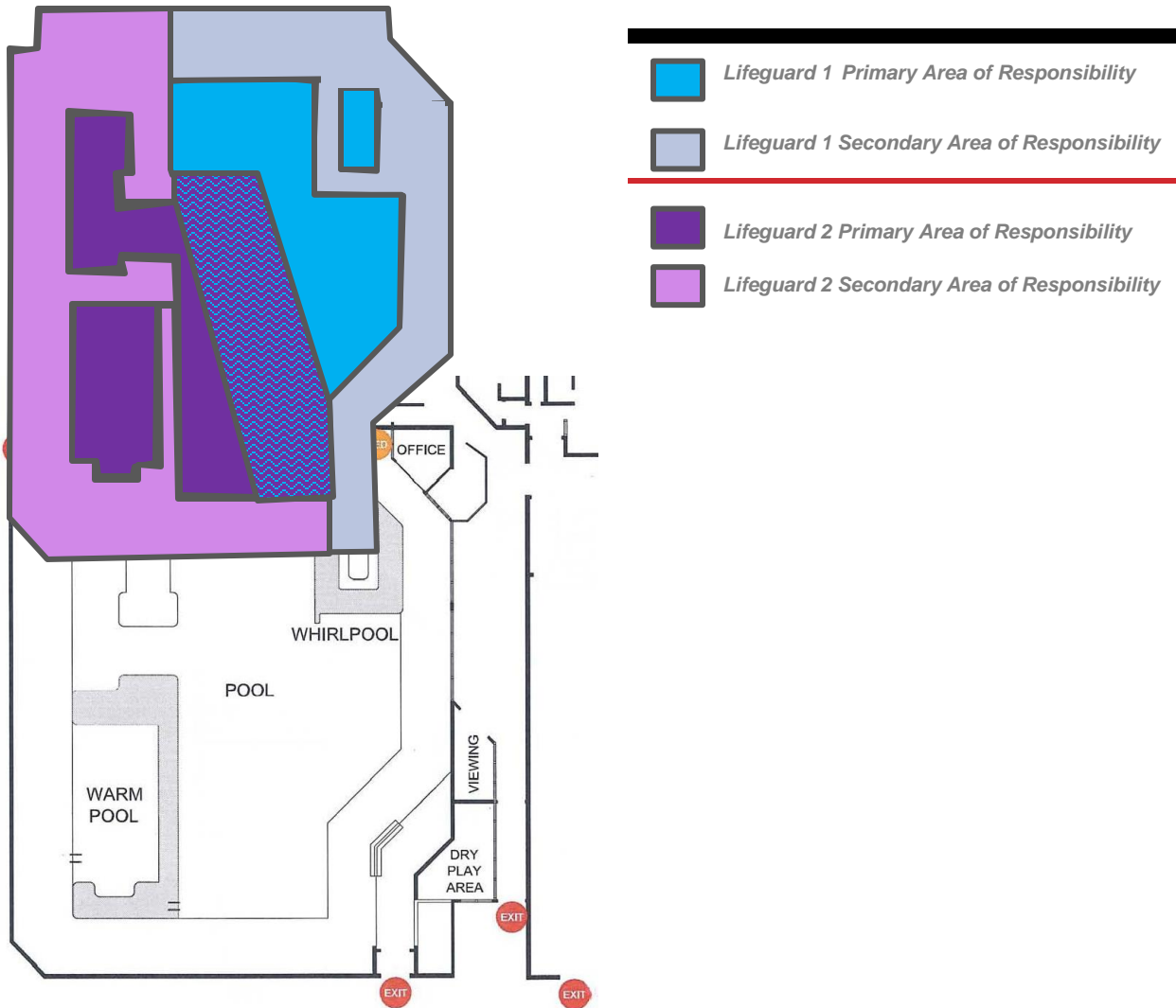
One (1) Lifeguard

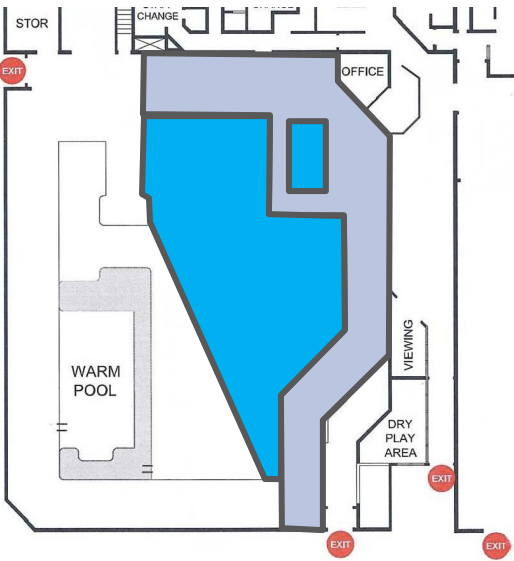
Description: The lifeguard uses a scanning pattern to provide surveillance to the entire pool area as identified below. As they are the only lifeguard on deck they are responsible for providing surveillance to all areas of the pool.



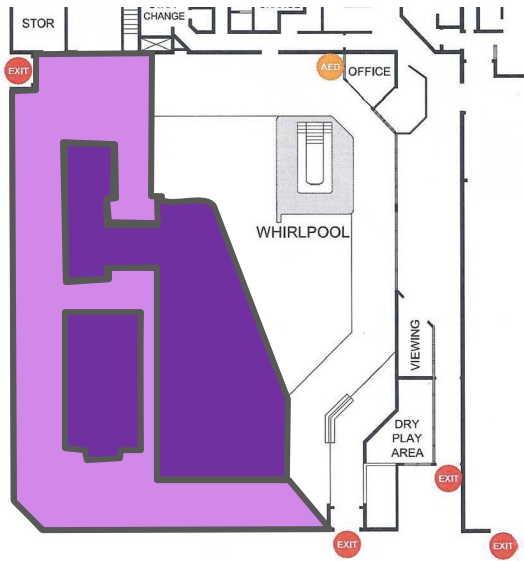
## Two (2) Lifeguards

Description: The lifeguard uses a scanning pattern to provide surveillance to the entire pool area as identified below.





Lifeguard 1



Lifeguard 2

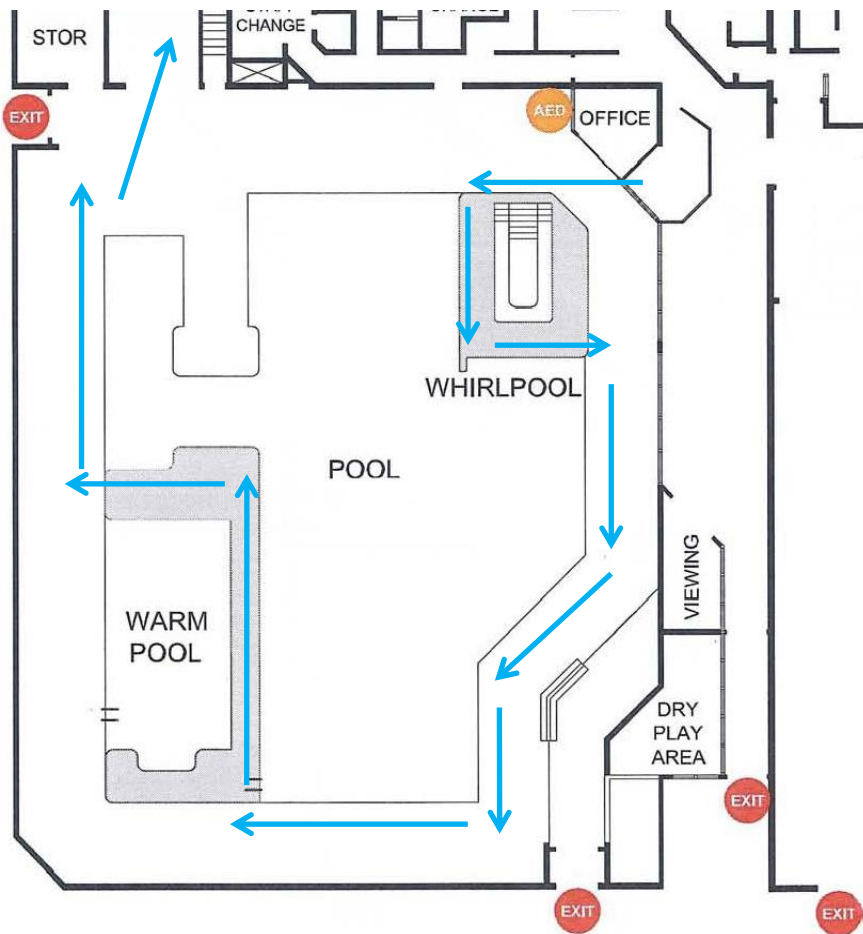
## Lifeguard Rotations (Delete for unsupervised facilities)

INSERT description of lifeguard rotation procedure: Example provided below:

Lifeguards will rotate from the pool office and move to lifeguard position 1. Once lifeguard 1 is relieved they will then walk clockwise to the next position. Each lifeguard will continue in the clockwise direction until the last lifeguard is relieved. This lifeguard will be responsible to walk through the gender appropriate change room, the family change room, and the lobby.

Lifeguard rotations will happen every 15 minutes.

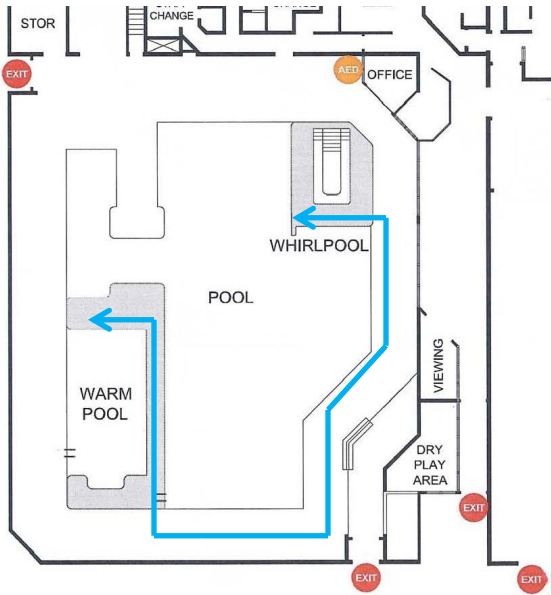
INSERT diagram of pool with lifeguard rotation pathway identified. Example provided below:



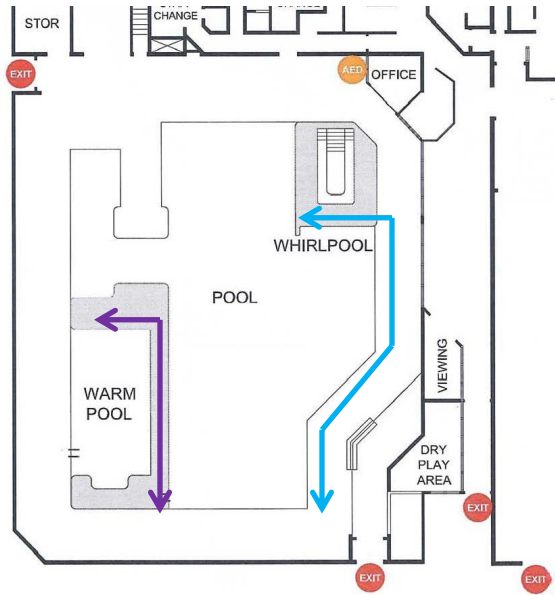
# Lifeguard Positions (Delete for unsupervised facilities)

INSERT your own map of your lifeguard positions here. Example included below.

One Lifeguard



Two Lifeguards



Lifeguard 1 Pathway: 

Lifeguard 2 Pathway: 

## Lifeguard to Bather Ratios (Delete for unsupervised facilities)

The following charts represent the minimum lifeguard to bather ratio for the facility. If a lifeguard feels that an additional lifeguard is needed, they can call the next lifeguard out at any time. INSERT LIFEGUARD TO BATHER RATIOS, Example provided below:

Pool Basin Name	
Lifeguards	Bathers
1	1-40
2	41-80
3	81-140
4	141-200
5	201-300

Pool Basin Name	
Lifeguards	Bathers

Description: INSERT HERE (ie. Public swim lifeguard to bather ratio charts)

Pool Basin Name	
Lifeguards	Bathers
1	1-40
2	41-80
3	81-140
4	141-200
5	201-300

Pool Basin Name	
Lifeguards	Bathers

Description: INSERT HERE (ie. Swim Lesson lifeguard to bather ratio charts)

## Aquatic Instructor – Class Supervision

INSERT policy for instructors to watch children in their classes. Example provided below:

Aquatic instructors are required to keep all non-swimmers within arm’s reach and all swimmers in their line of sight at all times. Where possible the instructor will put their back to the deep water to be a barrier between their students and danger. Instructors will be responsible to complete a head count of their students every 5 minutes. At no time should the instructor leave their class unattended.

### Maximum Aquatic Class Size (Delete for facilities with no lessons)

The following chart identifies the maximum class size (ratio: instructor to students) for aquatic lessons.

Parent and Tot Classes	
Level	Ratio
Parent & Tot 1	1:10
Parent & Tot 2	1:10
Parent & Tot 3	1:10

Swimmer Classes	
Level	Ratio
Swimmer 1	1:10
Swimmer 2	1:10
Swimmer 3	1:10
Swimmer 4	1:10
Swimmer 5	1:10
Swimmer 6	1:10

Lifesaving Classes	
Level	Ratio
Rookie Patrol	1:12
Ranger Patrol	1:12
Star Patrol	1:12
Bronze Star	1:12
Bronze Medallion	1:12
Bronze Cross	1:12
National Lifeguard	1:12

Preschool Classes	
Level	Ratio
Preschool 1	1:5
Preschool 2	1:5
Preschool 3	1:5
Preschool 4	1:5
Preschool 5	1:5

Adult Classes	
Level	Ratio
Adult 1	1:10
Adult 2	1:10
Adult 3	1:10
Fitness Swimmer	1:10



## **Lifeguard Breaks from Direct Supervision (Delete for unsupervised facilities)**

INSERT POLICY, Example provided below:

Lifeguards will receive a 15-minute break from supervision duties at least once every 2 hours.

## **Buddy Guarding (Delete for unsupervised facilities)**

INSERT POLICY, Example provided below:

Buddy guarding is not permitted. Lifeguards should conduct brief exchanges of pertinent information only while engaged in supervision duties.

Lifeguards should keep conversations on the pool deck to a minimum and all conversations on deck should be directly related to patron safety.

## **Unsupervised Areas**

INSERT the monitoring procedure for unsupervised areas and pools.

Hotel Example:

Housekeeping staff as part of their daily duties when replacing towels in the pool area check the following:

- Children are being accompanied in the water by an adult
- Bathers are following the pool rules
- The area is clean
- No hazards present in the pool area
- Perform a bottom check of the pool

## **Monitoring of Secondary Areas**

INSERT Policy, Examples provided below:

### **SAFETY IN CHANGE ROOMS**

Insert Change room monitoring practice. Example below:

Staff will walk through the family change room and the change room of their gender during every off-deck rotation. Maintenance and custodial staff will periodically inspect change rooms once every hour.

If a staff member notices that the change room needs attention, they will either address the concerns or communicate the need for \_\_\_ to the maintenance/custodial staff. In the event of a hazardous condition (e.g. Blood spill) the staff member will immediately address the concern.

### **SAFETY IN DRY SAUNA / STEAM SAUNA**

Insert Dry Sauna/Steam Sauna monitoring practice. Example below:

Staff will check the sauna/steam room at least once every 15 minutes. Maintenance and custodial staff will periodically inspect the sauna/steam room once per week as part of their safety checklist.

If a staff member notices that an individual is staying past the recommended time, they will remind the individual that for their safety patrons are not recommended to exceed the maximum time indicated.

# FACILITY SAFETY INSPECTIONS

## Inspection Checklist – Dry Sauna

### *Sample Inspection Report*

Checklist Items		
YES	NO	Observations / Actions:
		Thermostatic control of air temperature operational
		Working thermometer present
		Door opens outward with little resistance
		Signaling device for emergencies operational
		Lighting operational
		Barrier in place to prevent burns from heating elements
		Room maintained in good repair
		Clock operational and visible from sauna
		Signage in place
Additional Notes:		
Sauna Temperature at time of Inspection:		

Inspected By		
Name (Print):	Signature	Date:

Reviewed By		
Follow Up Required: (YES/NO)	Further Action:	
Name (Print):	Signature	Date:

# Inspection Checklist – Steam Sauna

## Sample Inspection Report

Checklist Items		
YES	NO	Observations / Actions:
		Thermostatic control of air temperature operational
		Working thermometer present
		Door opens outward with little resistance
		Signaling device for emergencies operational
		Lighting operational
		Barrier in place to prevent burns from steam vents
		Room maintained in good repair
		Clock operational and visible from steam room
		Signage in place
Additional Notes:		
Steam Room Temperature at time of Inspection:		

Inspected By		
Name (Print):	Signature	Date:

Reviewed By		
Follow Up Required: (YES/NO)	Further Action:	
Name (Print):	Signature	Date:

# Inspection Checklist – Diving Board

## Sample Inspection Report

Checklist Items		
YES	NO	Observations / Actions:
		Signage in place
		Diving board in good condition (No cracks, discoloration, non-slip tread in place)
		Hand rails secure
		Bolts Secure
		End caps are in place
Additional Notes:		

Inspected By		
Name (Print):	Signature	Date:

Reviewed By		
Follow Up Required: (YES/NO)	Further Action:	
Name (Print):	Signature	Date:

# Inspection Checklist – Anti-entrapment devices

## Sample Inspection Report

Checklist Items		
YES	NO	Observations / Actions:
		Skimmer equalizer lines disabled or capped (no cracks or missing covers)
		Main pool drain cover in place (No cracks, screws missing, is secure)
		Wave pool barrier in place (if applicable)
		Dive tank drain cover in place (No cracks, screws missing, is secure)
		Hot tub drain cover in place (No cracks, screws missing, is secure)
		Vacuum outlet covers are in place (no cracks, fully screwed in and secure)
Additional Notes:		

Inspected By		
Name (Print):	Signature	Date:

Reviewed By		
Follow Up Required: (YES/NO)	Further Action:	
Name (Print):	Signature	Date:

## **REQUIREMENTS FOR CHEMICAL SAFETY**

This section contains information on chemical safety including handling, storage and use of chemicals.

Update this section based on your storage locations and requirements, the types of chemicals available, and the location/availability of Personal Protective Equipment (PPE).

## Storage

INSERT CHEMICAL STORAGE REQUIREMENTS, Example provided below:

All chemicals in the facility should be stored in accordance with the Fire Code and manufacturers recommendations as indicated on the Safety Data Sheet (formerly MSDS).

Location	Chemical	Storage Requirements
Janitorial Closet	Windex Bleach	Containment Unit Containment Unit Out of direct sunlight
INSERT HERE	INSERT HERE	

## Handling

INSERT CHEMICAL HANDLING REQUIREMENTS, Example provided below:

All chemicals should be handled in accordance to the Safety Data Sheet (former MSDS) and the **General Sanitation Plan**. Employee's must wear protective equipment as outlined on the Safety Data Sheet and when handling or moving chemicals.

## Personal Protective Equipment (PPE)

INSERT a list of PPE kept on site, Example provided below:

Personal Protective Equipment (PPE) is stored in the following areas. Staff must inspect equipment prior to each use. If an item is found to be damaged or in poor condition it should be removed from service and a shift supervisor should be notified. Following each use the PPE used should be decontaminated if required.

Location	PPE
First Aid Room	Face Shield Rubber Gloves Pocket Mask
Mechanical Room Hallway	Scott Air Pack Tyvek Suit Steel Toed Rubber Boots
INSERT HERE	INSERT HERE



## RESOURCES

### CANADA

WHMIS

Government of Canada – Guidelines for Canadian Recreational Water Quality

RCMP – Responding to Bomb Threats – Telephone Procedures

Environment Canada – Lightning Safety and Preparedness Fact Sheet

Lifesaving Society - Public Pool Safety Standards

### ALBERTA

Government of Alberta – Public Swimming Pools Regulation

Government of Alberta – Pool Standards January 2018

Government of Alberta – Occupational Health and Safety Code

Lifesaving Society – Alberta Public Pool Safety Standards

Lifesaving Society – Semi-public Aquatic Facility Safety Standards

### NORTHWEST TERRITORIES

Government of Northwest Territories - Public Pool Regulations, RRNWT 1990