

11/27/2018



SPHM
HOSPITALITY

SPHM – AQUATIC MANUAL - WATERPARK



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Aquatic Manual - Waterpak

SPHM

WATERPARK

AQUATICS

MANUAL 2019

The policy statement and procedures adopted herein supersede and repeal any previous versions of this document.

Duly adopted: January 2019

Revision Date: _____

Next Review: _____

**EFFECTIVE JANUARY 01, 2019 AND UPDATED ANNUALLY THE EMPLOYEE HANDBOOK IS
ISSUED TO ALL PART-TIME AND SEASONAL STAFF.**

Nothing in this manual or in any other Commission document constitutes an employee contract. All employees are at will and may quit at any time for any reason. All policies outlined herein are invited only as a guide and management retains sole discretion to take a given course of action. Examples of items addressed include schedules, uniforms, time badges, SPHM ID Cards, performance and evaluations, record keeping, disciplinary action, employee benefits, and customer service expectations. The manual is distributed and must be read prior to any part-time/seasonal staff beginning work. The staff member is required to sign a form stating he/she has read and understands all items covered in the manual. The signed form is filed in the employee's personnel record.

Employee Name: _____

Employee Signature: _____

Date: _____

Facility: _____

WATERPARK AQUATICS MANUAL 2019

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Note

The policies and procedures contained herein are intended to apply only to those designated areas located within _____ and _____ known as _____ and _____, respectively.

SECTION A—QUALIFICATIONS FOR LIFEGUARD EMPLOYMENT

I. Aquatics Aide - Position Description

II. Waterpark Lifeguard Supervisor – Position Description

III. Waterpark Lifeguard – Position Description

IV. Lifeguarding Special Events

V. Starfish Aquatics

- a. Reviews**
- b. Victim Recognition Training**

A. Qualifications for Lifeguard Employment

1. Must complete a standard application for employment with the Charleston County Park and Recreation Commission.
2. Candidates must be at least 16 years old.
3. Must be able to swim 100 yards (either crawl stroke or breaststroke) without rest, swim 10 feet underwater (horizontally) and retrieve a 10 pound diving brick in 4 feet of water for shallow water certification. For Deep Water Certification Must, be able to swim 200 yards (either crawl stroke or breaststroke) in 5 minutes or less without rest, tread water for 2 minutes without the use of arms and retrieve a 10 pound diving brick from a depth of 6 feet.
4. Must be able to successfully complete the Starfish Aquatics Star Guard Training Program which includes water rescue skills, first aid and child, infant, adult and two-rescuer CPR, Oxygen Administration and Automatic External Defibrillation prior to working.
5. Candidates must produce the CCPRC Physician's Certification signed by a physician prior to participating in any testing or training.
6. Candidates will be interviewed by the Management staff. The purpose of the interview is to evaluate an individual's maturity level, related work or other experience and the ability to communicate and demonstrate job-related knowledge. The interview will be conducted without regard to race, sex, color, creed or national origin, marital status and physical or mental disability that does not relate to the ability to perform the duties required of the position.
7. All successful candidates will be required to participate in an extensive in-service training program. All Lifeguards will be expected to perform any skill at any time as related to their ability to affect a successful water rescue and administer both first aid and CPR. Any Lifeguard not able to demonstrate competency in the execution of any skill as prescribed by the Starfish Aquatics StarGuard Training Program will not be able to continue employment in a lifeguarding capacity.
8. *A copy of all lifeguard Competency, Assessment, and Performance (CAP) Packs must be on file with Charleston County Park and Recreation Commission Headquarters and at the lifeguards' facility of employment prior to the first day of duty.*

I. CHARLESTON COUNTY PARK AND RECREATION COMMISSION

POSITION DESCRIPTION – AQUATICS AIDE

General Statement of Job

Under the direct supervision of the Safety Program Manager and Assistant Manager, the Aquatics Aide organizes and directs Starfish Aquatics training. The Aquatics Aide is responsible for an on-going water safety conditioning and drill series and for a rescue training program, in conjunction with the Waterpark Lifeguard Supervisors, as required by Charleston County Park and Recreation Commission and Starfish Aquatics. This position is seasonal and requires early morning/late night, weekend and holiday work.

Specific Duties and Responsibilities

The Aquatics Aide must have a thorough understanding of all waterpark lifeguard duties as well as all training materials and educational information implemented by CCPRC. (Refer to “Waterpark Lifeguard Position Description” for a complete listing of lifeguard duties).

The Aquatics Aide will be expected to:

- Be responsible for the overall safety of visitors using the facilities.
- Be responsible for the conduct and performance of the lifeguards.
- Assist with the Junior Lifeguard Program as assigned.
- Assist the Safety Program Manager and Assistant Manager in the training of the Waterpark Lifeguard Supervisors.
- Participate in all scheduled in-service training and, in some cases, lead the training.
- Assure that all paperwork is being completed in a neat and timely manner.
- Complete incident reports when required.
- Conduct on-site training and auditing on a rotating basis at all waterparks.
- Work with the Waterpark Lifeguard Supervisors to assure the condition and cleanliness of all lifeguard and lifesaving equipment.
- Plan and conduct in-service training drills for physical fitness and emergency procedures.
- Submit weekly, a written report to Safety Program Manager and Assistant Manager on all training, indicating number of hours and participants.
- Assist in and direct others in proper first aid and lifesaving procedures.
- Act as liaison between lifeguard staff, Management and Safety Program Manager and Assistant Manager.
- Assist full-time Management with writing disciplinary action reports on lifeguards who violate CCPRC and Starfish Aquatics policies and procedures. If a full-time supervisor is not available when the violation occurs, the Aquatics Aide will notify the acting supervisor and contact the full-time supervisor.

Required Knowledge, Skills, and Abilities

- Produce the signed CCPRC Physician's Certification prior to participating in any testing or training
- Ability to swim 100 yards using either crawl or breaststroke, swim underwater (horizontally) 10 feet, tread water for one minute without the use of arms, and retrieve a 10 pound diving brick from 4 feet of water for Shallow Water Certification. For Deep Water Certification, must demonstrate the ability to swim 200 yards in 5 minutes or less using either crawl or breaststroke, tread water for 2 minutes without the use of arms and retrieve a 10 pound diving brick from 6 feet of water
- Successfully complete physical fitness test prior to employment and maintain required fitness level throughout employment
- Ability to successfully complete the Starfish Aquatics StarGuard Training Program which includes water rescue, first aid and CPR skills prior to working
- Ability to function outdoors in a wide range of weather conditions
- Ability to provide outstanding customer service to our visitors
- Ability to follow instructions effectively and to work with minimum supervision in a responsible and competent manner; to readily accept directions from those in a supervisory capacity; to be able to accept constructive criticism without resentment; and to project good public relations
- Ability to establish and maintain an effective working relationship with fellow employees; deal courteously and firmly with the public; demonstrate good judgment, tact and courtesy, good physical health
- Ability to perform in high stress situations
- Ability to establish professional contact with Emergency personnel
- Ability to make suggestions and share observations
- Ability to pass a criminal background check and drug test
- Maintain a valid vehicle operator's license and reliable transportation

Minimum Training and Experience

Must be 17 years of age

Successfully complete physical fitness test prior to employment and maintain required fitness level throughout employment

Successfully obtain certification from Starfish Aquatics StarGuard Training Program which includes water rescue, First Aid and CPR.

Working Conditions and Physical Abilities

Work is in the outdoor waterpark environment. Emergency, rescue or first aid situations are of a varied nature which could result in degrees of mental and physical stress.

Must possess a clear speaking voice and the ability to communicate. This position requires a professional demeanor and an orientation towards customer service.

Duty that demands individual to be in the “public eye” for long periods, requiring good communication skills and a professional attitude at all times; includes scrutiny by supervisors via videotape, interview and/or skills tests.

While performing the duties of this job, the employee is regularly required to sit, walk, run and stand; use hands to finger, handle, or feel; reach with hands and arms; speak, hear and see. The employee is occasionally required to stoop, kneel, crouch or climb. The noise level in the work environment is usually moderate.

May occasionally need to lift/move heavy weights.

II. CHARLESTON COUNTY PARK AND RECREATION COMMISSION POSITION DESCRIPTION- WATERPARK LIFEGUARD SUPERVISOR

General Statement of Job

Under the direct supervision of Park Management, the Waterpark Lifeguard Supervisor organizes, assigns and directs waterpark lifeguarding activities, safety and maintenance of the waterpark and other work activities of lifeguards. This position is responsible for the direct supervision of waterpark lifeguards. The Waterpark Lifeguard Supervisor is responsible for an on-going water safety conditioning and drill program and for a rescue training program as required by Charleston County Park and Recreation Commission and the Starfish Aquatics StarGuard Training Program. This position is seasonal and requires early morning/late night, weekend and holiday work.

Specific Duties and Responsibilities

Example of Duties:

- Responsible for the overall safety of visitors using the facilities
- Responsible for the conduct and performance of the lifeguards
- Ability to conduct in-service training, physical conditioning drills, rescue and emergency procedure drills
- Supervise and assist lifeguards in the performance of their duties
- Provide first aid and emergency medical aid to visitors and respond to other emergencies as needed
- Responsible for the condition, cleanliness and safety inspections of all lifeguard and lifesaving equipment
- Ability to conduct first-aid inventory on a weekly basis
- Submit written or oral reports as needed to include, but not limited to: first-aid reports, incident reports and weather condition reports
- Ensure that all activities and operations are conducted in accordance with established procedures and policies
- Enforce rules, safety regulations and general facility rules for the visitors
- Responsible for the cleanliness and general upkeep of park facilities

- Ensure the health, safety and welfare of park visitors
- Communicate with supervisors and coworkers on a regular basis
- Ability to maintain training requirements
- Respond to special requests, complaints and suggestions from park visitors in an effective manner
- Perform other duties as required

Required Knowledge, Skills, and Abilities

- Produce the signed CCPRC Physician's Certification prior to participating in any testing or training
- Ability to swim 100 yards using either crawl or breaststroke, swim underwater (horizontally) 10 feet, tread water for one minute without the use of arms, and retrieve a 10 pound diving brick from 4 feet of water for Shallow Water Certification. For Deep Water Certification, must demonstrate the ability to swim 200 yards in 5 minutes or less using either crawl or breaststroke, tread water for 2 minutes without the use of arms and retrieve a 10 pound diving brick from 6 feet of water
- Successfully complete physical fitness test prior to employment and maintain required fitness level throughout employment
- Ability to successfully complete the Starfish Aquatics StarGuard Training Program which includes water rescue, first aid and CPR skills prior to working
- Ability to function outdoors in a wide range of weather conditions
- Ability to provide outstanding customer service to our visitors
- Ability to follow instructions effectively and to work with minimum supervision in a responsible and competent manner; to readily accept directions from those in a supervisory capacity; to be able to accept constructive criticism without resentment; and to project good public relations
- Ability to establish and maintain an effective working relationship with fellow employees; deal courteously and firmly with the public; demonstrate good judgment, tact and courtesy, good physical health
- Ability to perform in high stress situations
- Ability to establish professional contact with Emergency personnel
- Ability to make suggestions and share observations
- Ability to pass a criminal background check and drug test
- Maintain a valid vehicle operator's license and reliable transportation

Minimum Training and Experience

Must be 17 years of age

Successfully complete physical fitness test prior to employment and maintain required fitness level throughout employment

Successfully obtain certification from Starfish Aquatics StarGuard Training Program which includes water rescue, First Aid and CPR.

Working Conditions and Physical Abilities

Work is in the outdoor waterpark environment. Emergency, rescue or first aid situations are of a varied nature which could result in degrees of mental and physical stress.

Must possess a clear speaking voice and the ability to communicate. This position requires a professional demeanor and an orientation towards customer service.

Duty that demands individual to be in the “public eye” for long periods, requiring good communication skills and a professional attitude at all times; includes scrutiny by supervisors via videotape, interview and/or skills tests.

While performing the duties of this job, the employee is regularly required to sit, walk, run and stand; use hands to finger, handle, or feel; reach with hands and arms; speak, hear and see. The employee is occasionally required to stoop, kneel, crouch or climb. The noise level in the work environment is usually moderate.

May occasionally need to lift/move heavy weights.

III. CHARLESTON COUNTY PARK AND RECREATION COMMISSION **POSITION DESCRIPTION-WATERPARK LIFEGUARD**

General Statement of Job

Under the general supervision of the Park Manager and the direct supervision of the CCPRC Waterpark Lifeguard Supervisor, the CCPRC Waterpark Lifeguard will perform various duties at waterpark facilities operated by the Charleston County Park and Recreation Commission. This is to include, but not limited to, providing information to the public, providing first aid and emergency medical aid, enforcing rules and customer service. This position is seasonal and requires early morning/late night, weekend and holiday work.

Specific Duties and Responsibilities

Example of Duties:

- Diligently watch the water and deck to prevent accidents and injuries
- Ensure the health, safety and welfare of park visitors
- Communicate with supervisors and coworkers on a regular basis
- Provide general park information
- Perform required maintenance of safety checks of all lifeguard equipment
- Provide first aid and emergency medical aid to visitors and respond to other emergencies as needed
- Complete neat, concise and accurate written reports on all accidents and incidents
- Maintain training requirements
- Responsible for the cleanliness and general upkeep of park facilities
- Respond to special requests, complaints and suggestions from park visitors in an effective manner
- Ensure that all activities and operations are conducted in accordance with established procedures and policies
- Enforce rules, safety regulations and general facility rules for the visitors
- Perform other duties as required

Required Knowledge, Skills, and Abilities

- Produce the signed CCPRC Physician's Certification prior to participating in any testing or training
- Ability to swim 100 yards using either crawl or breaststroke, swim underwater (horizontally) 10 feet, tread water for one minute without the use of arms, and retrieve a 10 pound diving brick from 4 feet of water for Shallow Water Certification. For Deep Water Certification, must demonstrate the ability to swim 200 yards in 5 minutes or less using either crawl or breaststroke, tread water for 2 minutes without the use of arms and retrieve a 10 pound diving brick from 6 feet of water
- Successfully complete physical fitness test prior to employment and maintain required fitness level throughout employment

- Ability to obtain certification from Starfish Aquatics StarGuard Training Program which includes water rescue, First Aid and CPR skills prior to working
- Ability to function outdoors in a wide range of weather conditions
- Ability to provide outstanding customer service to our visitors
- Ability to follow instructions effectively and to work with minimum supervision in a responsible and competent manner; to readily accept directions from those in a supervisory capacity; to be able to accept constructive criticism without resentment; and to project good public relations
- Ability to establish and maintain an effective working relationship with fellow employees; deal courteously and firmly with the public; demonstrate good judgment, tact and courtesy, good physical health
- Ability to perform in high stress situations
- Ability to establish professional contact with Public Safety and Emergency personnel
- Ability to make suggestions and share observations
- Ability to pass a criminal background check and drug test
- Maintain reliable transportation

Minimum Training and Experience

Must be 16 years of age

Successfully complete physical fitness test prior to employment and maintain required fitness level throughout employment

Successfully obtain certification from Starfish Aquatics StarGuard Training Program which includes water rescue, First Aid and CPR

Working Conditions and Physical Abilities

Work is in the outdoor waterpark environment. Emergency, rescue or first aid situations are of a varied nature which could result in degrees of mental and physical stress.

Must possess a clear speaking voice and the ability to communicate. This position requires a professional demeanor and an orientation towards customer service.

Duty that demands individual to be in the “public eye” for long periods, requiring good communication skills and a professional attitude at all times; includes scrutiny by supervisors via videotape, interview and/or skills tests.

While performing the duties of this job, the employee is regularly required to sit, walk, run and stand; use hands to finger, handle, or feel; reach with hands and arms; speak, hear and see. The employee is occasionally required to stoop, kneel, crouch or climb. The noise level in the work environment is usually moderate.

May occasionally need to lift/move heavy weights.

IV. LIFEGUARDING SPECIAL EVENTS

CCPRC waterpark lifeguards, as a part of their employment, may be scheduled to lifeguard certain PRC special events that contain swimming or aquatic elements. These events will be held at CCPRC waterparks before or after park hours.

Hours worked during these events will be monitored and added to each lifeguard's weekly time.

Lifeguards, while on duty during these events, are expected to follow all policies and procedures, rules of conduct and responsibilities put forth by CCPRC, Starfish Aquatics and contained in the Aquatics Manual.



V. Starfish Aquatics

Starfish Aquatics is a safety consulting firm that provides aquatic risk management services. These services include safety consulting, lifeguard training through designated training facilities, aquatic safety facility inspections, and design and safety consultation for new aquatic facility projects.

Star Reviews

Lifeguards are expected to maintain their rescue, first aid and CPR skills at test-ready levels at all times. Several times during the season a reviewer representing Starfish Aquatics Institute will enter our facilities unannounced, to observe the lifeguard staff functioning on a normal basis, individually and as a team. After videotaped observation, interview and examination of selected lifeguards' skills, they will then determine how prepared individual lifeguards and staff are to handle and cope with an actual emergency, should one occur.

Each Lifeguard, and consequently the facility as a whole, will be accountable in these areas:

- Sun Protection - hat and tee-shirt, or umbrella, sunscreen
- Sunglasses - high-quality
- Whistle - worn correctly, no twirling
- Rescue Tube - held correctly, no slack in strap
- Posture - Upright, leaning forward in the stand
- Scanning - 10/20, pattern, familiar w/zone, profoundly scanning during rotations
- Maintaining the Five Minute Strategy
- Communication
- Professionalism and Uniform
- Rescue Skills - test and rescue-ready; includes first aid and CPR
- Vigilance Recognition Training (V.R.T)

Similar reviews will also be performed by in - house personnel.

Vigilance Recognition Training (V.R.T.)

Starfish Aquatics has implemented the VRT program since their inception in 1999. The objectives of the VRT program are increased awareness of the entire lifeguard zone (top, middle, bottom) through 3-D triage scanning, validating the absence of physical or environmental factors to lifeguard lines of sight and operational exercises to evaluate on the job lifeguard vigilance and recognition. The main way to determine the preceding is by performing VRT drops. This may be accomplished by using a variety of methods to simulate something unknown in the lifeguard's assigned zone which the lifeguard must respond to in 30 seconds or less. Lifeguards will respond to all unknown items in their zone as they would a person in distress. Lifeguards' performances will be recorded and any necessary corrective action will be taken.

Any lifeguard unable to maintain skills at a test-ready level, satisfactorily identify VRT drops or to perform skills adequately when called upon to do so, will be subject to disciplinary action and/or termination of lifeguarding duties and responsibilities.

SECTION B – WORKING CONDITIONS

- I. Uniforms**
 - a. Lifeguard Uniforms**
 - b. Sun Protection Policy**

- II. Lifeguard Daily Routine**
 - a. Opening Slide Check Procedure**
 - b. Opening Pool Check**
 - c. UFO Procedure**

- III. Lifeguard Rotations**

- IV. Safety**
 - a. Rule Enforcement**
 - b. Communication System**
 - 1. Whistles**
 - 2. Hand Signals**
 - 3. Radios**
 - c. Emergency Procedures**

- V. Environment**
 - a. Severe Weather**

I. UNIFORMS

Lifeguard Uniforms

Lifeguard uniforms are designed to assure easy and quick recognition by visitors. For this reason, the lifeguard uniform emblem must be displayed at all times. Therefore, additional clothing that obstructs the view of lifeguards' identification insignias will not be worn. Females have the option of wearing CCPRC provided cover shorts. These are not mandatory, but are the only cover shorts to be worn with the uniform. ***Lifeguard uniforms must be worn as issued with no alterations.***

CCPRC will pay for one half of the employee's required base uniform. The base uniform will consist of 2 swim suits, 1 pair cover shorts (female only), 2 t-shirts, 1 hat, 1 jacket, 1 personal water bottle, 1 whistle/lanyard, 1 fanny pack, and 1 seal easy mask. Any additional or replacement items will be charged to the employee at full price.

Following is a list of the issued lifeguard uniform items and how much of the cost is absorbed by CCPRC and then by the employee (through payroll deduction):

	<u>1st TIME COST</u>	<u>REPLACEMENT COST</u>
Swimsuit	½ cost	Full cost
Cover Shorts (female)	½ cost	Full cost
Tee-shirt	½ cost	Full cost
PRC hat	½ cost	Full cost
Lifeguard jacket	½ cost	Full cost
Whistle w/lanyard	½ cost	Full cost
Personal Water Bottle	½ cost	Full cost
Hip-pack	no cost	Full cost
Easy Seal CPR mask	no cost	Full cost
30 SPF sunscreen	no cost	no cost (avail. on site)
Nametag	no cost	Full cost

Lifeguards are required to provide a wristwatch, (preferably waterproof or resistant) and a pair of quality sunglasses. Long hair must be tied back or otherwise secured prior to going on duty. Acceptable jewelry is the required watch. No other jewelry is acceptable.

NOTE: Waterpark Lifeguards may choose to wear only Teva or Reef-style sandals, tennis shoes or aqua socks while on duty. No flip-flops. Footwear must secure to feet and allow LG to run if necessary. Footwear must be approved through the facility Supervisor and/or Manager on duty.

The wearing of lifeguard uniforms while off duty or as a guest at other CCPRC facilities is strictly prohibited.

Sun Protection Policy

FACTS:

- 1. Skin cancer is the cumulative result of overexposures to the sun.**
- 2. You can die from it.**
- 3. It is preventable.**

Skin cancer is the fastest growing form of cancer in the United States with ***three and a half million*** new cases diagnosed each year. It's widely known that protection from the sun's rays could prevent about 90% of all skin cancer cases. Youth are the most at risk for overexposure and have the highest rates of disease due to overexposure before the age of 18. Protection includes covering up, seeking shade, using sunscreen properly, and avoiding staying outside too long during peak sun hours.

Charleston County Park and Recreation Commission encourages its lifeguards to take these facts seriously, if not for now, then for the years ahead.

Lifeguards' uniforms - tee shirt, hat, and sunglasses - along with issued sunscreen, provide barriers to the sun and other elements. Sitting under an umbrella is another form of protection. Lifeguards are required to wear a pair of good quality sunglasses.

Waterpark lifeguards employed with Charleston County Park and Recreation Commission are required to adhere to the following minimum standards (also as outlined in the StarGuard Lifeguard manual) at all times while at work (this includes breaks):

1. Wear a hat.
2. Wear either a lifeguard tee shirt or be ***shaded*** by an umbrella.
3. Wear a pair of good quality sunglasses.
4. Apply sunscreen before going on duty and at regular intervals during the day (30 SPF sunscreen is available on-site).

TIP: Most dangerous exposure time of the day is between 11 a.m. and 3 p.m.

Lifeguards will be required to properly wear the issued uniform and comply with the hairstyle and jewelry policy and the sun protection policy at all times while on duty. Any refusal, misuse or alteration without prior approval of Park Management will be treated as insubordination and will result in disciplinary action.

II. LIFEGUARD DAILY ROUTINE

The following is a general schedule of duties, which will be monitored by the lifeguard supervisor and Park Management and is expected to be adhered to daily. This is a general schedule only – changes to this schedule may be made at any time by a supervisor.

1. Clock in at assigned time with complete uniform on. Be punctual.
2. Check in with Park Management and lifeguard supervisor.
3. Collect, transport and set up designated equipment.
4. Perform checks of all features, slides, ladders, hand rails, rescue and first aid equipment including hand held radios noting safety concerns, improperly working or unaccounted for equipment.
5. Stock all first aid kits.
6. Follow assigned rotation schedule.
7. Participate in assigned conditioning and drills.
8. At the close of the day, notify guests of facility/park closing time, and assist Supervisor or Manager on duty in clearing the facility.
9. All attractions must remain guarded until all patrons have exited the facility.
10. Collect trash, log lost and found articles; transport, clean and store equipment; stack inner tubes and lounge chairs.
11. Check with Management for any remaining duties.
12. Clock out.

Opening Slide Check Procedure

1. Prior to opening, it is the lifeguards' responsibility to walk all slides before water is present in flume. Any debris must be removed from the slide and the slide must be inspected for irregularities. Such irregularities include, but are not limited to, abrasive surfaces, uneven joints, loose caulking, loose bolts, etc.
2. If no irregularities exist, maintenance personnel should be notified that "the slides have been walked and are clear". After being notified, maintenance can begin to turn on the water. Once the water is on, all slides should be ridden by lifeguards assigned to the specific attractions to determine that the slides are clear.
3. If irregularities do exist, a lifeguard supervisor should be notified immediately. It is then the responsibility of the supervisor to notify maintenance personnel. Maintenance will then inspect the slide and determine its condition. If the irregularity poses no potential harm, the slide will be opened and it will be repaired as soon as possible. If the irregularity poses potential harm, the slide will be closed until the problem can be corrected.
4. Prior to opening, it is the lifeguards' and/or lifeguard supervisor's responsibility to walk all slide towers. Any debris must be removed and structure inspected for irregularities. Irregularities include, but are not limited to defective steps, deck surfaces, and handrails, splinters, chipped paint, or any other condition that could be a potential hazard.
5. E-stop buttons need to be tested every day prior to opening, to ensure they are working properly (Whirlin' Waters only).
6. Prior to "clearing" all attractions for opening, the guard assigned to the catch pool should do a final check on slides by riding the attraction.

Opening Pool Check

Prior to the opening of the facility, each attraction will be checked by lifeguards assigned to that particular station. Guards will check the entire attraction by profoundly scanning all areas including under play structures and any hard to see areas (i.e. the middle section of the lazy river). Once the guard determines that the attraction is clear, (s)he signals the other guards stationed at that attraction that it is safe to open. **The facility will not open until the lifeguard supervisor receives an "all clear" from each attraction.**

Unidentified Floating Objects (UFO)

When a UFO (feces, vomit, etc. or substances suspected to be such) is suspected, the lifeguard supervisor is notified and will determine if the water needs to be closed. If it does, the water will be cleared of all patrons and the UFO is removed from the water. The object should always be referenced as a "UFO". Once the UFO is removed, the lifeguard supervisor or maintenance staff takes pH and Cl readings. The incident is noted in the fecal log. As soon as pH and Cl levels are in the proper ranges, patrons can be allowed to return to the water.

*Proper ranges:Cl: 1.0-5.0
pH: 7.2-7.8

III. LIFEGUARD ROTATIONS

Any break or delay in supervision of zones of responsibility during rotation is a compromise of the 10/20 Protection Rule and Standard of Care as outlined by the Starfish Aquatics StarGuard Program. Only changes in orders or special instructions may be exchanged between rotating lifeguards. Between the incoming lifeguard and the outgoing lifeguard, eye contact with the zone of responsibility must be maintained.

Rotation Procedure (As outlined in your the Starfish Aquatics StarGuard Program Manual)

1. Incoming lifeguard profoundly scans the zone while reporting to station.
2. Incoming lifeguard watches zone [while outgoing lifeguard moves from position].
3. Outgoing lifeguard watches zone [while incoming lifeguard moves into position].
4. Rotation is complete when incoming lifeguard verbally takes charge of zone and outgoing lifeguard profoundly scans zone while leaving.

Rotation Conduct

- **Walk** to the lifeguard station.
- Be on time.
- Limit conversation to facts regarding swimmers in the zone.
- Remember that guests are aware of lifeguards' movements and how they conduct themselves. Be professional.
- Be certain the incoming lifeguard is ready and has assumed responsibility for the zone before leaving the area.
- "Profoundly scan" before, during and after all rotations.

Five Minute Strategy

The Five Minute Strategy calls for lifeguards to change their postures, perspectives and scanning pattern every five minutes. The objective is to help lifeguards stay physically more aware by promoting a higher respiratory rate and to help them stay mentally more alert by changing the mental and physical process every five minutes. The change can occur in ways such as standing if you were sitting or walking your zone if you were standing.

IV. EMPHASIS ON SAFETY

Safety is expected to be a prime objective of all personnel. Responsibility for the welfare of facility guests cannot be delegated or evaded. It is the responsibility of the Park Management and other supervisory personnel to assure that public safety is upheld through efficient assignment of lifeguard personnel.

Rule Enforcement

The following steps will be taken to effectively coordinate safety regulations by the lifeguard staff:

Politely inform guest of the rule being violated. Take the time to explain why the rule exists.

Should the guest persist in the violation, request assistance from Park Management who will in turn request police assistance if necessary.

Lifeguards must avoid considering themselves to be law enforcement agents. Not only does it extend well beyond the scope of assigned duties, but it also draws the lifeguard's attention away from her/his primary area of responsibility—the water.

Communications Systems

Whistle Signals

Lifeguards' whistles are not only part of the required uniform and, therefore, to be worn at all times while on duty, but, they are also an integral part of the facility's communication system. Wear it at all times while on duty, lanyard looped once about the neck.

The following signals are approved by the Starfish Aquatics StarGuard Training Program and are integrated into CCPRC waterpark emergency action plans:

ONE SHORT BLAST	TO GET ATTENTION OF A GUEST
TWO SHORT BLASTS	ATTENTION OF A STAFF MEMBER
THREE SHORT BLASTS	SUPERVISOR NEEDED
ONE LONG BLAST	ACTIVATES EMERGENCY ACTION SYSTEM (swimming rescue, 10/20 compromised, LG's on alert, LG to rescuer's left covers zone)
TWO LONG BLASTS	MAJOR EMERGENCY (2 or more LG's involved; all staff alert; attraction closed and cleared; 10/20 not maintained)

Hand Signals

Hand signals should be used to convey commonly used nonverbal messages and should be used in conjunction with whistle signals when possible. Hold hand signals for 5 seconds, if possible, to be sure they are noticed.

The following hand signals are approved by the Starfish Aquatics StarGuard Training Program and are integrated into the facility's emergency action plan:

POINTING	GIVES DIRECTION
RAISED CLENCHED FIST	NEED ASSISTANCE
ARMS CROSSED OVER HEAD	STOP SLIDE DISPATCH
THUMBS UP	RESUME SLIDE DISPATCH
TAPPING TOP OF HEAD	"WATCH MY ZONE"
CIRCLING INDEX FINGER	HORSEPLAY ON SLIDE, INCORRECT RIDING
CIRCLING INDEX FINGER W/ WHISTLE	CLOSE ATTRACTION

Radios

The waterparks have a designated number of two-way, walkie-talkie style radios assigned to their respective operations. In the event of an emergency, the supervisor on duty can alert Base to call for appropriate outside emergency personnel. Lifeguards will always use proper radio protocol when operating the radios; this includes being **brief** and **professional**.

Lifeguard-assigned radios should always be kept in waterproof radio bags during operating hours, then taken out of the bags at the end of the day, turned off and returned to their respective charging bases.

Any radio not transmitting or receiving properly should be immediately reported to Park Management and lifeguard supervisor. Any charging bases not working should also be reported.

(Refer to Seasonal Employee Handbook for proper radio procedures)

All radios must be kept on assigned facility talk groups at all times. Scanning or monitoring any talk group other than the facility's assigned talk group is prohibited.

EMERGENCY PROCEDURES FOR CHARLESTON COUNTY PARK AND RECREATION COMMISSION – WATERPARKS

The following is designed to be a general outline of steps taken in an emergency situation. On-site drills at facilities, on a regular basis, will allow all staff the opportunity to become accustomed to responding in emergency situations, utilizing all forms of the facility's communication system and understanding that peculiarities will arise with each situation.

DISTRESS RECOGNITION	Lifeguard recognizing distress gives 1 long whistle blast while pointing toward victim.
LIFEGUARD STAFF ALERTED	Lifeguard closest to the victim attempts rescue. Lifeguard on the rescuer's left covers rescuer's zone and serves as backup if needed. Should backup be needed, rescuing lifeguard will raise a clenched fist. Back up LG alerts others and enters the water. Remaining LG's close attraction with 2 long whistle blasts .
BASE ALERTED	If necessary , the lifeguard supervisor will request that EMS is called. Base alerted via radio.
REMOVAL FROM WATER	Victim treated accordingly or until EMS arrives. BLS administered using Universal Precautions.
SEVERITY OF SITUATION	If rescue breathing, CPR, spinal or other major emergency prevents LGs from resuming positions, attraction will be closed with 2 long whistle blasts and cleared of swimmers. At least 2 LGs will keep attraction clear until such time LGs may return to positions and attraction reopens. Lifeguards will exercise crowd control.
REPORTING INCIDENT	It is rescuing LG's responsibility that lifeguard supervisors and/or management are notified immediately in emergency. All <u>serious accidents or incidents</u>* will be immediately reported to Safety Program Manager/ Assistant Manager, and Asst. Director/Director of Parks. This will be the responsibility of the supervisor on duty. Park Management will complete incident reports as soon as possible. Staff will refrain from talking to the media, referring all questions to Park Manager. *Serious accidents and incidents are any involving a guest or staff requiring: CPR, resuscitation, spinal immobilization or EMS transport.

GUIDELINES FOR SUSPECTED DROWNING PROCEDURES

* See Appendix B for missing person procedures

Water Search

In the event of crowded water conditions, the Facility Supervisor may direct lifeguards to temporarily close attractions and clear the water of swimmers so a “head count” may be conducted. Pools can be rechecked at this time.

Drowning*

In the event of a submersion incident or drowning, EMS and Fire Department will be notified from Base and respond to site as soon as possible.

Cooperation with Public Safety and emergency personnel at this stage is stressed. It is part of the job of a lifeguard to maintain composure and a professional attitude. Lifeguards are expected to cooperate with Police, Fire or EMS, offering them all information or assistance asked for. Lifeguards should remember to make mental notes - time of day, response times for Public Safety, conditions at the facility, staff involved, physical description of the victim, names of witnesses or other guests involved, etc. - that they may be asked about at a later date.

* Assistant Director/Director of Parks, and Safety Program Manager notified immediately.

NOTE: The Starfish Aquatics Institute will be notified via Headquarters within one hour.

V. ENVIRONMENT

Lifeguard awareness of daily weather conditions will provide facility guests with a safer place to swim. Lifeguards should clear the swimming area (with supervisor approval) *before* unsafe conditions exist.

Certain employees, based on their positions, will have access to a weather app on their phones and will be alerted at times when severe weather is approaching. At each stage in the alert system, there are actions that need to be taken in order to keep our guests and staff informed and safe.

In this system, if Lightning is seen, Go straight to Alert Stage Three!

Daily Routine: Manager on duty, or their designee, will check the weather forecast for the day.

Alert Stage One: An "Advisory" will be broadcast when lightning is detected 15 miles away. Advisories will also be issued if there are winds in excess of 25 MPH, if hail has been sighted, if a thunderstorm is in the area and in cases of extreme temperature. At this time, weather app alert goes off and/or thunder is heard, a supervisor will check the radar to determine the direction and intensity of the storm. The weather app notification alone does not warrant closure of a facility, but should be used as a tool for advance warning. Depending on the direction of the storm, the Manager on Duty could:

- A) If the storm is not moving toward the site and there has been no lightning sighted, the manager makes the decision on what steps to take towards closing. The area could be on the very edge of a storm moving past and no action is needed.
- B) If the storm is moving toward the site and there has been no lightning sighted, the manager needs to start warning staff and the public about the chance of severe weather. The manager on duty will also start making decisions on what steps to take towards closing. The area could be on the very edge of a storm moving quickly towards the site and definite action is needed. Staff will be advised and should be prepared to close the facility. All guests (Day Park, Shelter, fishermen, beach goers) should be informed of the weather situation. It should be strongly suggested that customers start making a plan to seek safe shelter, preferably in their vehicles.

Alert Stage Two: A "Caution" will signify that lightning is 10 miles away. At this point, the storm is moving closer to the area and all staff including maintenance and recreation staff should be alerted to prepare for closure. Staff should try to give all patrons another update on the severe weather conditions and they should be prepared to evacuate the facility and seek safe shelter. Boat and Bike renters should be told to turn in their equipment. Staff should be prepared to turn off water play areas and showers. Climbing wall guests should be prepared to seek shelter.

Alert Stage Three: A “Warning” will signify that lightning is 8 miles away. Usually at this point lightning has been seen.

All outdoor activities should be suspended. Attempts will be made to notify park patrons of the dangers of severe weather while maintaining staff safety. At the water parks, all patrons must exit the facility and seek shelter in their vehicles if time allows. If time does not allow, patrons should seek shelter in the bath house. At the guarded beach areas, all patrons must exit the guarded area and beach and seek shelter in their vehicles. The showers will be turned off to facilitate moving patrons to safety.

Remember: If lightning is seen Alert Step Three action is immediate!

Reopening Facilities and Activities: The weather app will be set for a 30 minute “all clear” alert that will definitively let the manager know when lightning is out of the area based on NWS/NOAA standards.

Activities may be resumed 30 minutes after all signs of dangerous weather have passed, the weather app indicates “all clear”, or at the discretion of the facility supervisor (no sooner than 30 minutes).

SECTION C – TRAINING AND CONDITIONING

- I. Training Requirements
 - a. In-service Training
 - b. Daily Conditioning and Drills
- II. Competition Requirements
- III. Important 2016 Dates
- IV. Contact Information



I. TRAINING REQUIREMENTS

Each summer brings with it the potential for more and more visitors to our facilities, increasing the need for more highly trained and physically fit lifeguard personnel. Requirements set for the positions of lifeguard are set to predict on-the-job success, consequently, we strive to hire only those individuals who we are confident can fulfill the outlined duties.

In-service Training

Lifeguards employed with Charleston County Park and Recreation Commission are required to fulfill 8 hours of paid in-service training per month of duty as a condition of employment. Lifeguards who miss a required in-service training will be required to attend a makeup session. Failure on the part of any lifeguard to fulfill the in-service training requirement will be grounds for suspension and/or dismissal.

Any extra skill work deemed necessary on the part of individual lifeguards will be scheduled on an individual basis and at the discretion of the lifeguard supervisors and Aquatics Aide.

Daily Training and Drills

The lifeguard supervisor or Park Manager on duty may elect to initiate and supervise training and conditioning drills, but, not so as to take the place of scheduled in-service trainings. Lifeguards are required to participate in such training/conditioning while on duty and as a condition of employment, but, at no time will the 10/20 Protection Rule be compromised nor will Splash Island, Splash Zone or Whirlin' Waters or any attraction thereof, be left unguarded or under-guarded. Such training should take place only during off-peak hours and only when there is ample lifeguard coverage of all attractions.

In order to maintain a high level of readiness, the lifeguard supervisors, Park Management, Aquatics Aide or Safety Program Manager and Assistant Manager may conduct un-announced drills. While on duty, lifeguards will also be subject to scrutiny at any time by the above-mentioned supervisors and contract auditors via videotape, interview and/or skills tests, relative to a risk management program.

Training drills, along with short review sessions and discussions, may include, but not be limited to, the following subjects:

CALASTHENICS	FIRST AID
VICTIM RECOGNITION	VICTIM TRANSPORT
CROWD CONTROL	EMERGENCY PROCEDURES
SPINAL MANAGEMENT	SEVERE WEATHER
CPR	LEGAL ASPECTS

In addition, lifeguards are expected to remain in good physical condition and are encouraged to participate in a variety of exercise programs year-round.

CCPRC policy has established some training guidelines for individual lifeguards' in-service training. These are **minimum** weekly standards, to be used as a measuring tool by Management and are not considered to be a goal. Lifeguards on duty will be required to meet these standards, if not exceed them:

ADULT CPR
CHILD CPR
INFANT CPR
BVM,SUCTION, AED & O2
CONSCIOUS VICTIM
UNCONSCIOUS VICTIM**
10/20 & PROACTIVE SCAN
SPINAL
FIRST AID

** To include use of suction, BVM, AED & O2
Rescues include entry & extrication

The lifeguard supervisor is responsible for concise, neat and accurate reports pertaining to all lifeguard training and conditioning records. All completed records will be forwarded to the Operations Manager for approval and, in turn, forwarded to the Safety Program Manager and Assistant Manager for further review and filing.

II. COMPETITION REQUIREMENTS

There may be opportunities for lifeguards to participate in local lifeguard competitions. The main purpose of the competition is to promote teamwork, lifeguarding skills and to have fun. Competing is not required – on the other hand, lifeguards are rewarded for hard work. Since there are limited spots that are open for these competition teams, it is necessary that several requirements are implemented. All eligible competitors must have completed the required minimum weekly training. Eligible competitors must attend all competition practices. In the event that there are more guards interested than spots available, we will look to find guards that have gone above and beyond. This decision will be made by the Safety Program Manager and Assistant Manager, Aquatics Aide and Park Management.

Participants must realize that they are not only representing themselves at these competitions, but also Charleston County Park and Recreation Commission. Proper behavior is expected at all times.



III. IMPORTANT 2016 DATES

April 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 StarGuard 1 Whirlin' 4p-8p	2 StarGuard 1 Whirlin' 9a-5p
3 StarGuard 1 Whirlin' 9a-5p	4	5	6	7	8 StarGuard 2 Whirlin' 4p-8p	9 StarGuard 2 Whirlin' 9a-5p
10 StarGuard 2 Whirlin' 9a-5p	11	12	13	14	15 StarGuard 3 Whirlin' 4p-8p	16 StarGuard 3 Whirlin' 9a-5p
17 StarGuard 3 Whirlin' 9a-5p	18	19	20	21	22 StarGuard 4 Splash Zone 4p-8p	23 StarGuard 4 Splash Zone 9a-5p
24 StarGuard 4 Splash Zone 9a-5p	25	26	27	28	29	30

May 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7 Lifeguards on Duty – weekends only
8	9 StarGuard 5 Splash Zone 4p-8p	10	11	12	13	14
15	16	17	18	19	20	21 Junior Swim Test (SI) 9a
22	23	24	25	26	27	28 Junior Swim Test (SZ) 9a
29	30 Lifeguards on Duty – Daily	31				

APPENDIX A

DHEC RULES

1. There should be no solo swimming.
2. There should be no running, boisterous or rough play.
3. No person under the influence of alcohol or drugs should use the pool.
4. There should be no spitting or blowing nose in pool.
5. Persons with diarrheal illness or nausea should not enter the pool.
6. Persons with skin, eye, ear or respiratory infections should not enter the pool.
7. Persons with open lesions should not enter the pool.
8. No animals or pets allowed in the pool enclosure.
9. No glass allowed in the pool or on the deck.
10. No children should be in the pool without supervision.
11. You should take a shower before entering the pool.
12. This pool is open from _____ a.m. to _____ p.m.
13. The maximum number of swimmers allowed in the pool is _____.
14. A first aid kit is located _____.
15. An emergency phone (or other notification device) is located _____.
16. Lifesaving equipment is located at _____.

APPENDIX B

Charleston County Park and Recreation Commission

Missing Person Guidelines

1. Training – The facility manager shall ensure that all appropriate staff receives training specific to their site. This should include all park attendants, lifeguards, supervisors, and facility based maintenance staff.
2. Chain of Command – The Manager On Duty (MOD) or their designee shall be responsible for implementing and coordinating the search for a missing person.
3. Categories
 - a. 12 and Under – This category of a missing person should have the most cause for alarm in our facilities. Staff responding to this type of missing person should remember to stay calm. An excited response may further upset a parent or guardian and make it more difficult to obtain needed information. Staff should realize that this category of missing person takes a high priority and the appropriate resources should be assigned to this situation to ensure a quick response.
 - b. 13 through 17 – Because of their age, many teenagers are often allowed to roam around our facilities unsupervised. In many instances they lose track of time and fail to show up at an agreed upon location. Unless presented with information that causes additional concerns the MOD shall assign whatever resources they deemed necessary to assist in the search.
 - c. Adults – Unless presented with information that causes additional concerns, only a minimal response to the situation is required.
 - d. Adults with special needs or medical problems – When confronted with a missing adult with special needs or medical problems such as Alzheimer's, the MOD shall assign whatever resources they deemed necessary to assist in the search.
4. Notification
 - a. Any staff who receives information that someone is missing within a facility operated by PRC shall make immediate notification to the MOD or their designee based upon the site-specific training.
 - b. The information should include as much of the following as possible:
 - i. Name
 - ii. Age
 - iii. Sex
 - iv. Race
 - v. Hair and Eye Color
 - vi. Distinguishing marks
 - vii. Clothing description
 - viii. Place the person was last seen
 - ix. Direction of Travel
 - x. Health
 - xi. Physical Disabilities or special medical needs

- xii. Where is the vehicle parked that brought them into our facility
- xiii. The location where the reporting person is located
- xiv. How long the person has been missing
- c. All information collected shall be written down and broadcast over the two-way radio to "All Units." Every receiving unit of this broadcast should acknowledge it with their Unit number and location.
- d. The complete information on the missing person should be broadcast at least every 15 minutes until the person is located.
- e. The MOD should designate a staff member to stay with the reporting party throughout the search.
- f. In the event that for any reason that abduction or other foul play has taken place, immediate notification to Law Enforcement shall take place.

5. Search

- a. The MOD or their designee shall be responsible for coordinating the search.
- b. All units participating in the search should provide their location and the area they are planning to search. These reports should be directed to the MOD or Base.
- c. All gates and entry area should be notified of the missing person information and be placed on a heightened awareness.
- d. All lifeguard stations should perform a detailed scan of the water under their observation to identify any potential problems or situations. Ocean lifeguards should utilize binoculars and scan areas beyond the marked swim areas.
- e. A quick cursory search should be conducted in the last general area where the person was last seen. The search should include restrooms, snack bars, parking lots, playgrounds, trails and any other areas where the missing person could be located.
- f. Once the initial area is searched, the MOD will decide whether or not to notify the appropriate outside agency of the situation. This is an especially important consideration in locations such as Isle of Palms, Folly Beach and Beachwalker where the person can quickly get beyond the park boundaries.
- g. Because it may be hard to identify a missing person in the water, it may be prudent to close the water temporarily. This will allow for an easier identification if the person was swimming.
- h. After a thorough search of the facility and if the missing person is a minor child or an adult with special needs or medical condition, the appropriate outside agency should be notified. The search at ocean facilities can be expanded to include areas outside the park's physical boundaries.
- i. Continue to search until the person is located or the search is called off by the appropriate coordinating agency.

6. Locating the missing person

- a. Once the missing person is found, an "All Units" broadcast should be made that the person has been located and their location.

- b. The MOD should make the appropriate arrangements to reunite the found person with the reporting party. When the found person is a minor child the parent or guardian should be brought to the location if at all possible.
- c. When the child is released to the parent or guardian the adult's name, DOB and relationship to the child should be documented.

APPENDIX C

AGREEMENT

I, _____ have read and understand the Waterpark Aquatics Manual for the 2019 operating season, as outlined by Charleston County Park and Recreation Commission.

I understand all of the policies and procedures, rules of conduct and responsibilities written therein.

I agree to abide by said policies and procedures, rules of conduct and responsibilities and realize that my failure to do so may result in disciplinary action or dismissal.

I also understand that I will be periodically tested on any or all of the information contained in this manual, and that failure to pass these periodic tests are grounds for disciplinary action.

Employee's Signature

Date

Employee's Name (print)

Facility (circle one):

Splash Island

Splash Zone

Whirlin' Waters