

**Sun Paradise-Hotels Management**



# Life Guard Operation

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## **SECTION 1: STAFF POLICIES:**

### **Lifeguard Department Goal:**

All staff should memorize these...

1. It is the goal of all staff to maintain a safe facility and park for guests and fellow employees.
2. It is the goal of all staff to maintain high facility maintenance and cleanliness standards.
3. It is the goal of all staff to complete all inspections and reports honestly, accurately, and thoroughly.
4. It is the goal of all staff to provide a high quality service to the guests who visit the facility.
5. It is the goal of all staff to ensure that 100% of lifeguards maintain a high level of professionalism and training.
6. It is the goal of all staff to maintain their 10/20 at all times while on the stand.

### **Basic Management Priorities:**

"100% right, 100% of the time"

For staff to do their job successfully, they must understand the basic management principals to operate the facilities by. In training, it is discussed why 99.9% is not really that good. What is 99.9% of 242,000 guests? The two beliefs of management are as follows:

#### **1. Unconditional Public Safety:**

It is the job of every employee to absolutely insure the safety of all guests at all times when visiting the facility.

***If protocols are maintained, it is nearly impossible for a  
life threatening accident to occur.***

This goal is achieved by *anticipating* potential accidents and *eliminating* them before they have the chance to become reality, and in the event of an accident, providing expert, professional care.

## **2. Outstanding Customer Service:**

Think about what the guests want. Guests expect:

- A clean and sanitary facility (a clean facility looks, smells, and feels clean).
- A friendly, courteous staff (they expect to have their personal needs attended to).
- A safe and pleasant environment in which to relax and have fun (they expect competent staff, sanitary pool water, and socially accepted behavior from others).

***To make people happy, exceed their expectations.***

It is the job all staff to ensure safety and provide excellent guest services in an aquatic environment, while constantly evaluating methods, policies, and procedures in order to run a better program. This is the goal every day.

## **Magic Waters Waterpark Family:**

In order for the water park to be successful, staff must be united and work together as a team. Remember there is no "I" in the word "team." Lifeguards are expected to be team players at all times and must do their best to help out other departments when needed. Talking badly about other departments or not cooperating with them may result in disciplinary action.

## **The "Make it Work" Philosophy:**

The Make it Work philosophy defines the attitude and mind set of the lifeguard department.

Staff must do everything in their power to achieve the departmental goals.

## **Wages, Payroll, & Timecards:**

The following section will outline the general things each employee must know regarding wages, payroll, & timecards:



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Please see the Magic Waters General Orientation Manual for specific information about the swipe card system used at Magic Waters.

### **Employee Benefits:**

Please see the Magic Waters Waterpark General Orientation Manual.

Lifeguards may receive a variety of merit based incentives and will participate in the Lifeguard of the week program. Each week, two lifeguards will be named "Lifeguard of the Week." These two people will have a special "Lifeguard of the Week" tube that they carry and will receive other privileges and incentives.

### **Before leaving for the season:**

Staff must put the last day they are working on the "last day schedule" located in the bull pen.

Staff must communicate their last day at least two weeks in advance.

Staff must receive and sign a performance appraisal.

### **Additional Lifeguard Uniform Requirements**

**Water bottles:** Magic Waters issued water bottles MUST be carried with the life guards while on rotation at all times.

**Whistles and Lanyards:** Magic Waters issued "fox 40" whistles and breakaway lanyards MUST be worn at all times.

**Sun Protection:** The Rockford Park District follows all Ellis & Associates sun protection rules and regulations:

**At all times, lifeguards' upper torso must be protected  
from the direct rays of the sun.**

If a lifeguard is in direct sunlight, arms and legs will need to be protected with sunscreen.



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## **Lifeguard Breaks and Break Room:**

The official break area for the lifeguards at Magic Waters is the bull pen. This is the sheltered area directly behind the wave pool.

### **Lifeguard “breaks”:**

1. Rotation breaks are important to maintain vigilance while lifeguarding.
2. Lifeguards are never really off the clock and on “break” in the typical sense of the word. Lifeguards are taking a break from keeping their 10/20, but must be able to respond to an emergency or provide first aid at any point.
3. During break, you are required to remain in the bull pen unless permission has been granted by a supervisor to leave the bull pen.
4. Lifeguards are required to eat inside the bull pen away from patron’s view. You may use your employee discount during your rotation break with the permission of a supervisor. If lifeguards rotate late, proper disciplinary actions will be taken. Please use good judgment in purchasing food from the park. If lines are too long, you will not be able to wait, return to the bull pen, and eat before you need to rotate.
5. Staff must clean up after themselves.
6. During rotation breaks, lifeguards may briefly enter the water to cool down.

### **Employee Belongings:**

Employees may put their bags and personal belongings on the provided shelving and lockers in the bull pen. Please do not bring money or valuables into the facility. The Rockford Park District is not responsible for lost or stolen items and cannot guarantee the safety of personal items. Please do not leave purses and other personal and expensive items out in your car.

### **Employee Food:**

Lifeguards are strongly encouraged to pack a healthy lunch to bring to work. The bull pen is equipped with a microwave and a refrigerator to store lunches. Please be sure to label your lunch bag before placing it in the refrigerator.



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## **Safety Equipment:**

The lifeguard safety equipment will be stored in the bull pen.

You will be responsible for ensuring your hip pack is properly stocked (seal easy — inflated properly without leaks, and gloves). Hip packs must be worn at all times while on duty, including rotation breaks.

Tackle boxes located throughout the park will contain air horns and first aid supplies.

Backboards will be located throughout the park.

Lifeguards may not sit on tubes, hit one another with tubes, or use any of the facility's equipment in a manner that is not intended to be used.

## **Communication:**

**Rotation**— Rotations will be posted inside the bull pen each day. Lifeguards are not allowed to write on this board unless instructed by management.

**3 Points of Contact**—During all Rotations, entering/exiting bodies of water, and any other movements using a chair or ladder, all Lifeguards will follow 3 Points of Contact. This is done by always having 3 points (2 hands and 1 foot, or 2 feet and 1 hand) with the object you are using to enter or exit. For example, when entering a lifeguard chair you must set you tube down to climb into the chair holding on to it with 2 hands and stepping up onto the chair.

**Starting Positions**— A new starting position sheet will be filled out by management each day. Lifeguards are not allowed to pick their own starting positions, exchange positions with peers, etc.

**Bulletin Boards**— Several bulletin boards are located inside the bull pen. New information will be continually posted on these communication boards. It is the responsibility of the lifeguards to check the bulletin boards on a daily basis. Lifeguards must have permission from management to post any information on the boards.

**Staff Meetings and Trainings**— Meetings and trainings are mandatory and are an important means of communication for the lifeguard staff. Scheduling for meetings and trainings will be posted in the bull pen.





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**Open Door Policy**— The lifeguard supervisors and the Operations Manager of Aquatics maintain an open door policy. Please feel free to address us at any time in person, on our cell phones, or through e-mail. The best way to communicate with life-guard management if not in person is through the cell phone. **Open lines of communication are critical for a successful department. Please let lifeguard management know if you have any questions, comments, concerns, etc. We are here to help and support the lifeguards.**

**Mail and written information for Management**— Please leave mail and other written forms of communication in the lifeguard supervisor's mailboxes located in the bull pen.

**Schedules:**

Schedules will be posted in the bull pen on a bulletin board and on WhentoWork.com.

All lifeguards are required to work at least 32 hours per week, weather permitting.

Working on the weekends only will not be permitted.

Open schedules are not allowed. Lifeguards must work their scheduled hours or face disciplinary action.

A full days work is considered to be from 9:00 A.M.—6:30 P.M. (Not including rentals)  
Shifts will be worked when necessary (times may be subject to change):

1st shift—9:00 A.M.—2:00 P.M.

2nd shift—1:45 P.M.—6:30 P.M.

Rentals will be considered part of the daily schedule. On days you are available to work please be prepared to work anywhere from 9:00 A.M.— 10:30 P.M.

**Inclement Weather:**

If the weather is poor, you must still come into work unless a supervisor has informed you that the park is closed. The supervisors may leave a voice message on their phone indicating the closing of the park. Weather may change rapidly and the lifeguard department must be present within the park.

### **Lifeguard Supervisor Office:**

Lifeguards are not allowed in the lifeguard supervisor office unless specifically instructed by a supervisor. Lifeguards are not permitted to enter any building that guests are not able to enter, except for the bull pen. Lifeguards are not able to use faxes, copiers, computers, or other office equipment.

### **Radios and Radio Etiquette:**

Radios will serve as the main form of communication of lifeguards with the lifeguard supervisors and the medic during operational hours.

Radios should only be used by the lifeguards to communicate rescues, emergencies, request for first aid assistance, or other services deemed very important. Radios should not be used for frivolous means.

All communications over the radio must be professional. Please remember that guests can hear everything that is transmitted over the radio.

Improper use of the radios may result in disciplinary action.

### **How to communicate:**

103- (Say your code to the other person's code) "103 to 106"

106-"This is 106 go ahead."

103-"We have a Code Pink at Daylight."

106-"OK. We will be right over."

## **SECTION 2: FACILITY OPERATIONS/POLICIES:**

### **Swimwear:**

All patrons entering the facility should be wearing tasteful, family orientated swimwear. If you are concerned about a guest's swimwear, please inform a supervisor immediately. Proper swimwear is especially important for guests interested in riding the slides. Cutoffs, metal rivets, metal of any sort, or zippers are not allowed on the body slides because they may scratch the slides, causing injury to other guests.

### **Swim Pants:**

Any child age 4 or under (whether or not they are potty-trained) **MUST** wear plastic pants over their diaper or over their disposable swim pants (and/or under a swimsuit). Swim pants are required for the safety of all children and parents. If one child is allowed into the pool without a swim pant, the health of all in the pool is compromised.

All children 4 years of age and under are required to wear tight fitting rubber pants/swim pant. The disposable pants are made to keep from expanding in water. They do not help to contain fecal matter or urine. If staff notice a child that should be wearing a swim pant that is not, please notify the lifeguard supervisor to take care of the situation.

### **Guests' Personal Belongings:**

1. Never assume responsibility for holding the property of guests, such as keeping valuables (money, jewelry, cell phones, etc) in the bull pen or on the guard chairs. The Rockford Park District is not responsible for guests lost or stolen property.

## **Opening the Facility:**

Here are a few guidelines to be followed:

1. If guests are in the park, 10/20 is in effect and lifeguards must be watching the pool. Opening the gates before all guards are in their chairs is prohibited.
2. Lifeguards must be in their chair, ready to go 10 minutes before scheduled opening.
3. Managers will determine when staff have to arrive for work and when they can "clock in."
4. There are several "house keeping" activities that must be done prior to opening.

## **Safety Team:**

- Complete facility safety checks
- Check the O2 and Crash Bag
- Check the backboard
- Check all deck fixtures & operate the slides & amenities...look for safety hazards
- Re-supply fanny packs and first aid stations

## **All Staff**

All tools and equipment must be removed from the deck, including hoses, vacuum poles, etc.

Fill water bottles & apply sun protection. Put personal things away & get rescue equipment ready.

- Pick up any loose trash
- Straighten up the deck and deck furniture
- Straighten up the bull pen
- Take a few minutes to think about the job...get mentally ready for the day
- You prevent drownings everyday!

### **Closing the Facility:**

- All trash needs to be picked up.
- All rescue equipment will be stored properly back in the bull pen.
- All lost and found items will be cleared from the deck and bathhouse.
- Assist the management team in special facility projects as needed.
- Fill out closing checklists
- Return all tubes and lifejackets to the tube rental area.
- Help out other departments as needed.
- The facility should be left in a condition to open the following day.

### **SECTION 3: ERP'S/WATERSLIDES/POOLS:**

The following positions will be equipped with radios.

|                  |               |
|------------------|---------------|
| 1) Abyss 1       | 14) Seashell  |
| 2) Body 1        | 15) Splash    |
| 3) Bullpen       | 16) Terror    |
| 4) Canyon        | 17) Thrill    |
| 5) Daylight      | 18) Tube 1    |
| 6) Duck Tales    | 19) Typhoon 1 |
| 7) East Shore    | 20) Wilson    |
| 8) Inner Walker  | 21) Island 3  |
| 9) Island 1      | 22) Dare      |
| 10) On Call      | 23) Drop      |
| 11) Outer Walker |               |
| 12) Outlook      |               |
| 13) Rabbit Run   |               |
|                  |               |

**Positions to remain on the stand during inclement weather.**

|             |     |              |
|-------------|-----|--------------|
| 1) Splash 1 | 7)  | Island 1     |
| 2) Thrill   | 8)  | Island 3     |
| 3) Daylight | 9)  | Inner Walker |
| 4) Seashell | 10) | Outer Walker |
| 5) 2 North  | 11) | Runway       |
| 6) 2 South  | 12) | Terror       |

### **Location of backboards:**

CJ's—Primarily used for spinals, but may also be used for extrications.

- 1) Between the Abyss and the Paradise Pipelines
- 2) North side of the wave pool
- 3) At the Body Slides
- 4) Double Dare Drop
- 5) River—Wilson
- 6) River—East Shore

Prolites—Primarily used for extrications. May only be used for spinals as a last resort.

- |                                |                       |
|--------------------------------|-----------------------|
| 1) South Side of the Wave Pool | 2) Splash Magic River |
| 3) Abyss/Paradise Pipelines    | 4) Tropical Twisters  |
| 5) Bull pen                    | 6) Double Dare Drop   |

**Pool Drains:** The lifeguards are responsible for ensuring that guests do not become entrapped or entangled by the pool drains. If a guest becomes entrapped or entangled, the lifeguard is to use one long whistle blast, enter the water, and pull the guest free from the drain. A secondary guard is responsible for communicating over the radio to turn the pumps off.

**Tube Inflation:** Please be sure to pay special attention to the inflation and size of tubes. Tubes that appear over inflated and larger than the standard 48" in diameter should not be allowed

## **Wave Pool:**

### **Guest Rules and Regulations-**

Diving is prohibited.

Running is prohibited.

Toys of any kind are prohibited. Snorkels, masks, fins, and other objects deemed unsafe by management are not allowed in the wave pool.

Only Coast Guard approved life jackets are permitted (no inflatable flotation devices)

Clear rental tubes are the only tubes allowed.

Horseplay is strictly prohibited.

Jumping off tubes into the water or standing on tubes is prohibited.

Guests and employees must enter and exit at the 0' depth entry. Guests may exit, but not enter on the ladders in the deep end of the wave pool.

Guests should remain behind the netting around the wave pool.

### **Lifeguard Rules and Regulations-**

Lifeguards must stand up during the wave cycles. Frequent change must be observed. Wave cycles last for five minutes. A five minute rest period must occur after each wave

cycle. Lifeguard rotation will occur during this rest period.

If the bottom of the pool cannot be seen, the water is turbid, or the refraction, reflection, or the glare of the sun prohibits a proper 10/20, the supervisor must be made aware of the situation immediately.

Strobe lights and an audible tone/alarm indicate the beginning of the next wave cycle. Lifeguard management reserve the right to limit the quantity of both people and tubes in

the wave pool. Queue lines will be established at the entrances to allow guests to enter and exit the pool. This line will be regulated by staff following an one-in-one out policy.





If the e-stop is pushed, the start button must be pushed to reactivate the wave cycle after all staff are ready to resume activity.

Wave Pool Breaks- The wave pool will be cleared at 1:30 P.M. and 3:30 P.M. everyday.

Please blow one long whistle and encourage guests to leave the pool.

The wave cycles will be started each day at 10:00 A.M. by pushing the green start button or the number #1 on the remote.

The remote e-stop will be the main e-stop for the wave pool. However, on busy days additional deep wall guards may be added on the North e-stop and the South e-stop.

The North and South e-stops are slightly fragile. Please exercise caution when hitting these e-stops. Make sure to hold the box steady with one hand and then use your other hand to push in the e-stop.

After the e-stop has been pushed, the guards need to make sure they have been pulled back out. Once everyone is back on the stand, ready to go, the green start

button or the number #1 on the remote will be pressed by the Deep Wall guard.

If staff notice a "flat wave" or that one side of the wave pool is not producing high waves, please contact the lifeguard supervisors immediately. This is an indication that a pump is broken.

Please ensure that guests stay behind the rope at the west end of the wave pool. The possibility of injury or entrapment may occur if guests cross over the rope.

### **ERP's-**

#### **Code Blue:**

- 1) Two long whistles blasts are blown. All guards around the wave pool stand.
- 2) If the waves are on, push in the e-stops.
- 3) On Call lifeguard calls Code Blue and the location over the radio, blows the air horn once, and takes over the zone coverage of the primary rescuer. (On Call: "Code Blue at Wave Pool—chair 3 South.")

- 4) Bull pen guards bring crash bags and backboards to the 0' depth entry and begin assisting with the rescue.
- 5) Follow appropriate Ellis rescue techniques.
- 6) Crowd control procedures may need to be implemented.
- 7) Fill out appropriate paperwork.

\*If there is a Code Blue or Code Navy anywhere else in the water park, the waves are to be turned off and wave pool lifeguards will stand for the perception of safety.

**Code Yellow:**

- 1) One long whistle blast is blown.
- 2) If the waves are on push in the e-stop.
- 3) On Call lifeguard calls Code Yellow and the location on the radio, and takes over the zone coverage of the primary rescuer. (On Call: "Code yellow at Wave Pool—chair 3 South.")
- 4) Follow appropriate Ellis rescue techniques.
- 5) Make sure to keep the rescued swimmer with primary rescuer until the lifeguard supervisors arrive to fill out the appropriate rescue paperwork.

## **The Little Lagoon:**

### **Guests' Rules and Regulations-**

Only children under 42" may enter the Little Lagoon and they **MUST** be supervised by an adult, who must remain within arms reach of their child.

Parents must accompany their children at all times within the lagoon, but should not be allowed to go down any slides.

Running is prohibited.

Horseplay is not permitted.

Siblings who are over 42" may be allowed to play with their younger siblings, but

they must remain within arms reach of them. The older siblings are not permitted to ride the slides or play on the other activities.

Climbing on the slides or whale is not permitted.

Standing on any floating water feature is not permitted.

Riding slides head first or backwards is strictly prohibited.

Children riding slides should be seated upright and ride facing forward with their legs extended in front of them.

Lounge furniture should be kept off of the painted surfaces.

Do not bring in lounge furniture from other areas of the park.

Only Coast Guard approved lifejackets are permitted.

### **Lifeguard Rules and Regulations-**

Please be sure to enforce the swim pant policy in the Little Lagoon.

The gate to the Little Lagoon must be self-closing and self-latching according to the IL Department of Public Health Beach and Bather Code. Please alert a lifeguard supervisor immediately if you see that the gate is malfunctioning.

Lifeguards must use discretion in controlling the use of the activities. Lifeguards may have to limit the number of children on each particular activity in an effort to provide greater guest safety.

### **ERP's-**

#### **Code Yellow:**

Please use discretion on blowing whistles within the Little Lagoon as to not alarm the young children.

#### **Code Blue:**

- 1) Two long whistle blasts are blown.
- 2) The second guard in the Lagoon calls Code Blue and the location over the radio and blows one air horn. ("Code Blue at Little Lagoon— Seashell.")
- 3) The second guard also clears the water and then assists in the rescue.
- 4) Bull pen responds to incident and brings crash bag and board.
- 5) Follow appropriate Ellis rescue techniques.
- 6) Crowd control procedures may need to be implemented.
- 7) Fill out appropriate rescue paperwork.

## **Tropical Twisters:**

### **Guests' Rules and Regulations-**

All riders must be 42" to ride.

Riders must ride the slides feet first. They may lie with arms crossed over chest or they may sit.

Tandem riding, stopping, changing positions, or going head first are prohibited.

Guests should remove hats and sunglasses and hold them while riding.

Spitting or throwing objects from the stairs is prohibited.

Line jumping is prohibited.

Cut offs, metal rivets, zippers, or anything with metal or could potentially damage the slide is prohibited.

Guests must exit the splash pool immediately after riding the slide.

Shoes or aqua socks must be removed and held. They may damage the slide or injure a guest.

Pregnant women, guests with heart conditions, guests with neck or back problems, and guests under the influence of alcohol or drugs should not be permitted to ride.

### **Lifeguard Rules and Regulations-**

Lifeguards are responsible for dispatching guests on a one in—one out basis. They must not dispatch the next rider until they visually see the previous guest exit the catch pool.

Dispatcher hand signals for an unruly guest:

If going head first:

- 1) Double whistle to get Splash's attention.
- 2) Make a streamline motion above your head with arms straight up over ears.
- 3) Indicate which slide by pointing to it.
- 4) The Splash guard must politely talk to the guest about their behavior. If the action continues or assistance is required, please call for a lifeguard supervisor.

If Spinning down the slide:

- 1) Double whistle to get Splash's attention.
- 2) Make a circle with your hand above your head.
- 3) Indicate which slide by pointing to it.
- 4) The Splash guard must politely talk to the guest about their behavior. If the action continues or assistance is required, please call for a lifeguard supervisor.

Lifeguards are not allowed to catch guests in the splash pool.

Guests are not allowed to catch other guests in the splash pool.

Lifejackets are allowed to be worn down the slides.

Guests wearing baggy swim wear, T-shirts, or long shorts need to be cautioned that their riding experience may be slower or may cause them to stop in the slide. Encourage guests to remove t-shirts for a more enjoyable experience.

Extra swim trunks may be available for use by people wearing metal, zippers, rivets, etc. The grates on the side of the splash pool are not built for withstanding a significant amount of weight. Please do not stand or walk on these white grates.

### **ERP's-**

#### **Code Yellow:**

- 1) One long whistle blast is blown.
- 2) Body 1 radios Code Yellow and immediately stops dispatch.

- 3) The other splash lifeguard covers the entire zone.
- 4) Follow appropriate Ellis rescue techniques.
- 5) Make sure to keep the rescued swimmer with the primary rescuer until the lifeguard supervisor arrive to fill out the appropriate rescue paperwork.

**Code Blue:**

- 1) Two long whistle blasts are blown.
- 2) Body 1 calls Code Blue and the location over the radio and blows one air horn. ("Code Blue at Tropical Twisters— Splash.") Dispatch is stopped.
- 3) Bull pen guards respond to the incident with the crash bag and board.
- 4) Follow appropriate Ellis rescue techniques.
- 5) Crowd control procedures may need to be implemented.
- 6) Fill out appropriate rescue paperwork.

## **Double Dare Drop:**

### **Guests' Rules and Regulations-**

Riders must be in good physical condition and should have the physical and cognitive abilities to either sit up or lie on their back throughout the ride.

Pregnant women, guests with heart conditions, guests with neck or back problems, and guests under the influence of alcohol or drugs should not be permitted to ride.

### **General Rules-**

Please walk at all times.

Do not run up the stairs.

Spitting or throwing objects from the stair structure is prohibited.

Only coast guard approved life jackets are permitted. Free lifejackets are available at the Tube/ Life jacket corral.

The Double Dare Drop may be closed or access regulated at the discretion of management.

### **Slide Rules-**

Do not proceed down the slide until instructed by the slide attendant/lifeguard.

Riders under 48 inches tall are not permitted to ride.

Those over 300 lbs are not permitted to ride.

Only one rider at a time. Chains or tandem riding is prohibited.

For your safety, metal may not come in contact with the slide surfaces. Guests wearing swim attire with metal including rivets, zippers, and/or buckles will not be permitted to ride. Proper swim attire is required.

Riders should remove hats, footwear of any type, and sunglasses and hold them while riding. Riders may store items in the provided areas.



Do not change positions, rotate, or stop in the slide flume.

Riders must ride feet first with ankles crossed, arms crossed over chest, lying on your back. Do not uncross your legs or attempt to sit up until you come to a stop in the splash run out.

Exit the splash run out immediately.

### **Lifeguard Rules and Regulations-**

Lifeguards are responsible for dispatching guests on a one in—one out basis. They must not dispatch the next rider until they visually see the previous guest exit the slide flume.

Lifeguard dispatching the slide may load the start tub once the flume is empty. Once riders have exited each slide, the lifeguard can then press the button to signal riders to start.

Lifeguards are allowed to be worn down the slides.

Guests wearing baggy swim wear, T-shirts, or long shorts need to be cautioned that their riding experience may be slower or may cause them to stop in the slide. Encourage guests to remove t-shirts for a more enjoyable experience

Extra swim trunks may be available for use by people wearing metal, zippers, rivets, etc.

### **ERP's-**

#### **Code Yellow:**

- 1) One long whistle blast is blown.
- 2) Double Dare radios Code Yellow and immediately stops dispatch.
- 3) Follow appropriate Ellis rescue techniques.
- 4) Make sure to keep the rescued swimmer with the primary rescuer until the lifeguard supervisors arrive to fill out the appropriate rescue paperwork.

#### **Code Blue:**

- 1) Two long whistle blasts are blown.
- 2) Dare calls Code Blue and the location over the radio and blows one air horn. ("Code Blue at Double Dare— Drop.") Dispatch is stopped.
- 3) Bull pen guards respond to the incident with the crash bag and board.

- 4) Follow appropriate Ellis rescue techniques.
- 5) Crowd control procedures may need to be implemented.
- 6) Fill out appropriate rescue paperwork.

**Code Navy (Top of Double Dare Drop):**

- 1) Two long whistle blasts are blown.
- 2) Dare calls Code Navy and the location over the radio and blows one air horn. ("Code Navy at Double Dare— Dare.") Dispatch is stopped.
- 3) Bull pen guards respond to the incident with the crash bag and board.
- 4) Follow appropriate Ellis rescue techniques.
- 5) Crowd control procedures may need to be implemented.
- 6) Fill out appropriate rescue paperwork.

## **Paradise Pipelines:**

### **Guests' Rules and Regulations-**

Foot wear, including aqua socks, is prohibited.

Guests must sit facing forward on the tube and hold onto the handles in the front.

Riding on another rider's lap is prohibited.

Guests must remain in a seated, upright position in the tube for the entire ride.

Max weights of tubes are 250 lbs for a single and 400 lbs for a double

Double riders must use the double tube with the heaviest person sitting in the back.

Spitting or throwing objects from the stairs are prohibited.

Line jumping is prohibited.

After completing the ride, guests must exit the catch pool immediately and return their tubes to the tube corral

Any accessories such as sunglasses or hats should be removed and held between their legs or arm pits. Guests must be holding onto the tube handles at all times.

Height restrictions are as followed: Must be 42" to ride the slides by oneself and at least 36" to ride with an adult on a double tube, with the child in front.

Running and horseplay are prohibited.

Pregnant women, guests with heart conditions, guests with neck or back problems, and guests under the influence of alcohol or drugs should not be permitted to ride

Only one tube may be dispatched at a time. Chains, tandem, or lap riding is prohibited.

Metal may not come in contact with the slide surfaces. Proper swim attire is required.

Do not attempt to touch the flume with your hands or feet at anytime.

### **Lifeguard Rules and Regulations-**

Assist guests in entering the start tubs and positioning themselves correctly on the tubes. Start guests off in a forward direction, ensuring that the tube resists rotation while in the flume.

Lifeguards may only dispatch the next tube after they have seen the previous tube pass the appropriately marked area.

Tell guests to remain seated, and hang on to the handles for the entire ride.

### **ERP's-**

#### **Code Yellow:**

- 1) One long whistle blast is blown
- 2) Daylight radios Code Yellow and immediately stops dispatch.
- 3) Follow appropriate Ellis rescue techniques.
- 4) Make sure to keep the rescued swimmer with primary rescuer until the lifeguard supervisors arrive to fill out the appropriate rescue paperwork.

#### **Code Blue:**

- 1) Two long whistle blasts are blown
- 2) Daylight calls Code Blue and the location over the radio and blows one air horn. ("Code Blue at Paradise Pipelines") Dispatch is stopped.
- 3) Bull pen guards respond to the incident with the crash bag and board.
- 4) Follow appropriate Ellis rescue techniques.
- 5) Crowd control procedures may need to be implemented.
- 6) Fill out appropriate rescue paperwork.



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## **Splash Magic River:**

### **Guest's Rules and Regulations-**

Diving is prohibited.

Running is prohibited.

Toys of any kind are prohibited. Snorkels, masks, fins, and other objects deemed unsafe by management are not allowed in the river.

Only Coast Guard approved life jackets are permitted (No inflatable flotation devices) Horseplay is strictly prohibited.

Jumping off tubes into the water, throwing tubes, or standing on tubes is prohibited. Guests must enter at the 0' depth ramp and exit by the tube rental corral. Guests are not allowed to exit at the sides of the river or other stairways unless there is an emergency.

Guests should be discouraged from swimming in the river and encouraged to float with the current.

Green tube riders are limited to one (1) trip around the river on busy days.

Small children may ride with adults.

Clear rental tube riders may ride for an unlimited amount of times.

### **Lifeguard Rules and Regulations-**

Enforce all rules consistently.

It is the responsibility of the last lifeguards on rotation to place the net in the river to catch leaves and other unwanted debris. It will be the responsibility of the safety team members to remove the net before opening the next day.

On busy days, a guard will direct people with clear tubes to stay to their right if they want to stay on the Splash Magic River and direct guests with colored tubes to their left to exit the ride and allow others to enjoy it. This guard will be in the water before the exit stairs near the Rabbit Run position.

An additional guard may be added to take tubes from people leaving the Splash Magic River and hand them out to people waiting for tubes for the ride.

## **ERP's-**

### **Code Yellow:**

- 1) One long whistle blast is blown.
- 2) The lifeguard to the left radios Code Yellow.
- 3) The lifeguard to the rescuer's left covers both zones.
- 4) Follow appropriate Ellis rescue techniques.
- 5) Make sure to keep the rescued swimmer with primary rescuer until the lifeguard supervisors arrive to fill out the appropriate rescue paperwork.

### **Code Blue:**

- 1) Two long whistle blasts are blown.
- 2) The lifeguard to the left of the rescuer blows the air horn twice and calls Code Blue on the radio ("Code Blue at \_\_\_\_\_")
- 3) The lifeguard to the left of the rescuer covers both zones.
- 4) Bull pen guards respond to the incident with the crash bag and board.
- 5) Follow appropriate Ellis rescue techniques.
- 6) Crowd control procedures may need to be implemented.
- 7) Fill out appropriate rescue paperwork.

## **Tiki Island:**

### **Guests' Rules and Regulations-**

Guests are not allowed to hang or swing from the equipment or the ropes.

Guests may not sit on the water pump feature nor use it as a see saw.

Riders must ride the slides feet first. They may lie in a position with arms crossed over chest or they may sit.

Tandem riding, stopping, changing positions, or going head first are prohibited.

Guests should remove hats and sunglasses and hold them while riding.

Spitting or throwing objects from the top of the island is prohibited.

Line jumping is prohibited.

Cut offs, metal rivets, zippers, anything with metal or that could potentially damage the slide is prohibited.

Guests must exit the splash runoff immediately after riding the slide.

Shoes or aqua socks must be removed and held. They may damage the slide or injure a guest.

Pregnant women, guests with heart conditions, guests with neck or back problems, and guests under the influence of alcohol or drugs should not be permitted to ride.

Running is prohibited.

Only Coast Guard approved lifejackets are permitted.

Racing and horseplay are prohibited.

Metal may not come in contact with the slide surfaces.

Proper swim attire is required.

Keep lounge furniture out of the water.

### **Lifeguard Rules and Regulations-**

Guarding Tiki Island often means that lifeguards will get wet. Lifeguards are not allowed to run, jump, etc to avoid getting wet. Lifeguard may not dive into the netting to avoid getting the bucket dumped on them.

Ensure that ropes are hanging freely and are not tied to anything.

Lifeguards must enforce rules consistently and keep guests clear of all slide run outs.

Bucket 1 is the higher of the two dispatch platforms.

Bucket 2 will dispatch the South slides on a one in– one out basis. Only dispatch the next ride after you visually see the guest exit the run out or Island 3 has given you a thumbs up for the southern most slide.

Bucket 1 will dispatch the slides on the North side of the island. They will dispatch on a one in-one out basis only after they visually see the guests exit the slide on the East side and after Island 2 has given a thumbs up for the West slide.

Do not sit on the bars at the top of the slides or the top of the structure.

Do not pick at any equipment on the island.



## **ERP's-**

### **Code Yellow:**

Please use discretion on blowing whistles within the Island as to not alarm the young children.

- 1) One long whistle blast is blown.
- 2) Island 1 or 3 lifeguard radios Code Yellow.
- 3) The lifeguard to the rescuer's left covers both the zones.
- 4) Follow appropriate Ellis rescue techniques.
- 5) Make sure to keep the rescued swimmer with primary rescuer until the lifeguard supervisors arrives to fill out the appropriate rescue paperwork.

### **Code Blue:**

- 1) Two long whistle blasts are blown.
- 2) The Island 1 lifeguard or the lifeguard to the left of the rescuer blows the air horn twice and calls Code Blue on the radio. ("Code Blue at \_\_\_\_\_.")
- 3) The lifeguard to the left of the rescuer covers both zones.
- 4) Bull pen guards respond to the incident with the crash bag and board.
- 5) Follow appropriate Ellis rescue techniques.
- 6) Crowd control procedures may need to be implemented.
- 7) Fill out appropriate rescue paperwork.

## **The Abyss:**

### **Guests' Rules and Regulations-**

Foot wear, including aqua socks, is prohibited.

Guests who are claustrophobic should not ride The Abyss.

Riders must be in good physical condition and have the ability to hold themselves in an upright position.

Guests must sit facing forward on the tube and hold onto the handles in the front. Please remain in a seated upright position throughout the ride.

A single rider should sit with their legs together in front of them.

Guests should not attempt to touch the flume with their hands or feet nor steer, turn, or manipulate the speed of travel in any way during the course of the ride.

Lap riding is prohibited.

Guests must remain in the tube for the entire ride.

Maximum weights of tubes are 250 lbs for a single rider and 400 lbs for double riders. Double riders seat the heaviest person in the back. The heavier rider should wrap their legs

under the arms and around the body of the rider in front.

Spitting or throwing objects from the stairs are prohibited.

Line jumping is prohibited.

After completing the ride, guests must exit the catch pool immediately.

Any accessories, such as sunglasses or hats, should be removed and held between their legs or armpits. Guests must be holding onto the tube handles at all times.

Height restrictions are as followed: Must be 42" to ride the slides by oneself and at least 36" to ride with an adult on a double tube with the child in front.

Running and Horseplay are prohibited.

Pregnant women, guests with heart conditions, guests with neck or back problems, and guests under the influence of alcohol or drugs should not be permitted to ride

At the end of the ride, wait for the tube to come to a complete stop and then exit the run out area.

Be prepared for a fast rate of deceleration as you exit the dark portion of the ride and enter the catch pool.

### **Lifeguard Rules and Regulations-**

Please assist guests in entering the start tubs and positioning themselves correctly on the tubes.

Start guests off in a forward direction, ensuring that the tube resists rotation while in the flume.

Lifeguards may only dispatch the next tube after they have seen Daylight hold up the appropriately colored indicator for each slide. Abyss 1 will be responsible for watching for the signals from Daylight and relaying to Abyss 2 when the next tube on their slide may start.

Daylight will hold up the appropriately colored indicator after each guest has safely exited the run out area.

Be sure to tell guests to remain seated, and hang on to the handles for the entire ride.

Single riders are not permitted to use a double tube. They must use a single tube.

Abyss 1 and 2 lifeguards are responsible for monitoring the flow of water in the start tubs. There should be approximately 9 inches of water in the start tub. Please use the established tape lines to monitor the water. If the water level appears low or high, suspend dispatch of guests until management has approved further dispatch.

Daylight will be responsible for communicating to the guests that they should remain seated in their tubes until they have stopped moving or it is safe to dismount. Daylight will instruct guests to exit the runway and put their tubes back in the corral.

### **ERP's-**

#### **Code Yellow:**

- 1) One long whistle blast is blown.
- 2) Terror or Thrill radios Code Yellow and immediately stops dispatch.
- 3) Follow appropriate Ellis rescue techniques.
- 4) Make sure to keep the rescued swimmer with primary rescuer until the lifeguard supervisors arrive to fill out the appropriate rescue paperwork.

#### **Code Blue:**

- 1) Two long whistle blasts are blown.
- 2) Terror blows the air horn, e-stops the slide, and calls Code Blue on the radio. Dispatch is stopped.
- 3) Bull pen guards respond to the incident with the crash bag and board.
- 4) Follow appropriate Ellis rescue techniques.
- 5) Crowd control procedures may need to be implemented.
- 6) Fill out appropriate rescue paperwork.



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## **Typhoon Terror:**

### **Guests' Rules and Regulations-**

Foot wear, including aqua socks, is prohibited.

Guests who are claustrophobic should not ride the Typhoon Terror.

Riders must be in good physical condition and have the ability to hold themselves in an up right position.

Guests must sit facing the center of the tube with their legs extended towards the center of the tube.

Rider must remain in a seated upright position throughout the ride.

Guests should not attempt to touch the flume with their hands or feet nor steer, turn, or manipulate the speed of travel in any way during the course of the ride.

Lap riding is prohibited.

Guests must remain on the tube for the entire ride.

Maximum weight for the Cloverleaf tube is 700 lbs. Whirly Wheel Tubes is 400 lbs. Single riders are not permitted to ride the ride.

Double riders must sit opposite of each other in the Cloverleaf tube.

Triple riders must be placed such that the heavier two riders are sitting opposite each other. The third may sit in one of the other two positions available.

Quadruple riders must be placed such that the heavier two riders are sitting opposite of each other. The remaining two riders may sit in each of the other two positions available.

Spitting or throwing objects from the stairs are prohibited.

Line jumping is prohibited.

After completing the ride, guests must exit the runway immediately and return their tubes to the tube corral



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Any accessories, such as sunglasses or hats, should be removed and held between their legs or armpits. Guests must be holding onto the tube handles at all times.

Guests must be 48" tall to ride the ride.  
Running and horseplay are prohibited.

Pregnant women, guests with heart conditions, guests with neck or back problems, and guests under the influence of alcohol or drugs should not be permitted to ride.

At the end of the ride, wait for the tube to come to a complete stop and then exit the run out area.

Be prepared for a fast rate of deceleration as you exit the tube slide and enter the run out.

### **Lifeguard Rules and Regulations-**

Only Cloverleaf and Whirly Wheel tubes will be allowed on this ride.

Assist guests in entering the start tubs and positioning themselves correctly on the tubes. When the green light turns on indicating that the next tube may be dispatched, Typhoon will dispatch the next tube.

If the ride is being operated without the use of the sensors, the dispatch guard at the top can only dispatch the next tube after radio confirmation from the guard at the bottom that the previous tube and riders have exited the run out.

Tell guests to remain seated, and hang on to the handles for the entire ride.

Single riders are not permitted to ride the ride.

Typhoon and Terror lifeguards are responsible for monitoring the flow of water in the start tubs. There should be approximately 9 inches of water in the start tub. Please use the established tape lines to monitor the water. If the water level appears low or high, suspend dispatch of guests until management has approved further dispatch.

Typhoon will be responsible for communicating to the guests that they should remain seated in tubes until they have stopped moving or it is safe to dismount. Terror will instruct guests to exit the runway and put their tubes back in the corral.

### **ERP's-**

#### **Code Yellow:**

- 1) One long whistle blast is blown.
- 2) Terror radios Code Yellow and Typhoon immediately stops dispatch.
- 3) Follow appropriate Ellis rescue techniques.
- 4) Make sure to keep the rescued swimmer with primary rescuer until the lifeguard supervisors arrive to fill out the appropriate rescue paperwork.

#### **Code Blue:**

- 1) Two long whistle blasts are blown.
- 2) Terror blows the air horn once, e-stops the slide, and calls Code Blue on the radio. Dispatch is stopped.
- 3) Terror will begin assisting the guest, unconscious or spinal. Typhoon is responsible for ensuring no further tubes/guests enter the ride.
- 4) Bull pen guards respond to the incident with the crash bag and board.
- 5) Follow appropriate Ellis rescue techniques.
- 6) Crowd control procedures may need to be implemented.
- 7) Fill out appropriate rescue paperwork.

#### **SECTION 4: EMERGENCY PROCEDURES:**

The purpose and goals of having emergency preparedness plans are to:

1. To protect life
2. To protect property
3. To resume normal operations

These three goals can only be accomplished when all levels of management and employees are involved in the plan. Emergency planning should address the potential for every type of human emergency and natural disaster, and have plans in place to lessen the event's effects.

Emergency and disaster management is an ongoing process of planning and responding to unpredictable events. The process consists of four phases:

1. Preparedness - planning for an emergency or disaster event
2. Response - the planned response to an emergency or disaster event
3. Recovery - the process of returning to normal operations
4. Mitigation - steps taken to prevent the effects of an emergency or disaster event

Emergency response plans are based on identifying potential emergencies that can reasonably be expected at a particular workplace.

#### **EMERGENCY RESPONSE PLANS (ERP):**

Under foreseeable circumstances, there are 3 things that could go wrong:

- Someone could be seriously hurt (drown, injured, heart arrest, sudden illness)
- There could be dangerous weather or environmental conditions (thunder storm, tornado, fire, gas leak, chemical spill)
- There could be an incident (fight, robbery, assault, drugs/alcohol, gangs)

#### **THE LIFEGUARD ERP**

It is important for all staff to be aware of how lifeguards will respond in the event of an emergency. All staff will participate in training for responding to emergency situations.



For clarification purposes:

- An **assist** refers to a rescue response that can be performed without violating 10/20 coverage. A report is not required for an assist.
- A **rescue** refers to a rescue response that requires a lifeguard to suspend 10/20 coverage, by responding to a potential drowning situation. A report must be completed.
- Rockford Park District lifeguards **hand signals** are constant with E & A protocol (see Ellis & Associates textbook)
- Rockford Park District lifeguards **whistle signals** are consistent with E & A protocol (see Ellis & Associates textbook)
- Rockford Park District lifeguards **scanning** protocols are consistent with E & A protocol (see Ellis & Associates textbook)

Normal Surveillance:

- Each lifeguard chair, or station, will have a well-defined zone. Every lifeguard must know all the zones and the area that they overlap other zones. These are areas of double coverage. Scan zones are posted in all facilities. KNOW THE ZONES.
- The E & A 10/20 Protection Rule is a basic standard of care. Each lifeguard will scan their zone every 10 seconds, and respond to emergencies within an additional 20 seconds.
- The lifeguard zone is "3D." Lifeguards must scan from the bottom up and must be able to clearly see the bottom of the pool.
- Proper scanning is recognizable by the lifeguard's head moving. All lifeguards must be proactively scanning. This includes a well-defined bottom scan.
- Failure to follow these policies/standards may result in disciplinary action up to and including termination.

## Victim Recognition:

A guest experiencing a near drowning situation may exhibit some, if not all, of these noticeable behaviors:

- **Change of facial expression:** a look of panic. Kids will often look at staff to see if they are panicking too.
- **Irregular movement in the water, including no movement:** guests' movement will become inefficient, awkward, or non-existent.
- **Vertical position in water:** people moving efficiently through the water move horizontally. People in drowning situations are in vertical positions.
- **Nose and chin up:** the guest will be struggling for air, and the chin will be straight up, pointing towards the sky.
- **Lack of foot movement:** near drowning guests don't kick their legs and feet.

## The Plan: When a Lifeguard Enters the Water-

1. If a lifeguard notices a guest in distress, the lifeguard will initiate the rescue with ONE LONG WHISTLE BLAST and point at the guest. This guard is the "PRIMARY GUARD".
  - Whistle & point alerts other guests, and more importantly, the rest of the guards that a rescue is in progress.
2. The lifeguard to the immediate LEFT of the primary guard will assume responsibility of surveillance for both zones, and will also be the assisting guard if the primary guard requests help. This guard is the "SECONDARY GUARD". This protocol may be slightly different for each waterslide or pool. Please review the specific ERP's for more information.
  - The secondary guard is therefore responsible for two zones, and will be the first guard to assist the primary guard in the water.

- This also means that in any given zone, in a rescue situation, the guard to the right will always assist, and guards will always assist the guard to their left.
3. If the primary guard can and does complete the rescue by himself, the secondary rescuer will continue to provide 10/20 coverage of both zones until a lifeguard arrives to resume normal surveillance. The primary guard will wait with the guest until a lifeguard supervisor arrives to fill out appropriate paperwork.
- This scenario is consistent for a guest who is rescued without incident and has suffered no apparent injury.
  - This will be the most frequent rescue scenario.
  - This is considered a **CODE YELLOW**
4. If the primary guard cannot complete the rescue by themselves, a secondary rescuer will assist the primary rescuer. This will happen in the following cases:
- The primary rescuer requests help by signaling.
  - A secondary rescuer assumes the primary rescuer will need help.
  - The guest appears not to be breathing.
  - It is assumed the guest has a spinal injury.
  - This is considered a **CODE BLUE**
5. RULE: If a rescue requires two lifeguards, the activity must close unless enough guards are available to safely guard the waterslide or pool.
6. In the event two lifeguards must respond, the secondary rescuer will whistle TWO LONG WHISTLE BLASTS, point at the guest, blow the air horn the appropriate amounts of times, call Code Blue on the radio and enter the water.

7. Two lifeguards responding to an emergency will initiate the following response:

- The remaining lifeguards will stand up, clear the pool, and instruct all guests to sit down on the deck.
- The bull pen lifeguards respond to the incident.
- One lifeguard takes initiative and will secure a backboard and the crash bag, and move to the best point for extrication. This lifeguard becomes the THIRD RESCUER.
- One lifeguard, lifeguard supervisor, or Medic takes initiative and will make the call to 911/EMS.
- The operations manager should be called by the lifeguard supervisors. If the Operations Manager does not respond, start down the Emergency Call List (posted at each facility) The first person reached on the Emergency Call List will determine if it is necessary to initiate the Crisis Team.
- The first, second, and third rescuer will initiate and maintain basic life support until EMS arrives or otherwise instructed by the Medic on duty.
- All remaining guards (and available support staff) will assist with crowd control until EMS departs. Staff should keep all patrons out of the way of EMS and the responding lifeguards.

In situations where guards are required to initiate in water Artificial Respiration (AR), the following protocol should be followed, if possible:

- The primary rescuer will be responsible for initial contact and positioning the patient for AR. The second rescuer will be responsible for in water AR and will need to have a seal easy.

8. RULE: Even in an emergency, no matter what, 10/20 coverage must be maintained! *No matter what!*

9. Continue care until EMS arrives.

### Critical Thinking:

- Where will the ambulance arrive? Staff will need to unlock gates and provide access.
- Did body fluids get on the deck? In the pool? What has to be done to re-open?
- Think of the pool. How will the crowd respond to the emergency? How will friends and family of the guest respond?
- In the event the Crisis Team is initiated, facility management will give all staff further instructions.

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## Seizure Prone Swimmer Policy:

In order to provide a safer swimming environment for patrons who experience seizures, the Rockford Park District Aquatics Department along with the Therapeutic Recreation Department has established the following policy. This policy is intended to be a supplement to the current emergency response plan and lifeguarding protocols.

### Definition and Descriptions:

Generalized seizures are caused by abnormal electrical activity over the entire brain simultaneously. This group of seizures affect the level of awareness and muscle movement of all extremities.

- **Seizure Types:** Absence seizures (Petit Mal), Myoclonic seizures, Atonic seizures, Tonic seizures, and Tonic-Clonic seizures (Grand Mal).
- **Seizure Length:** 3 seconds to 5 minutes is the norm, but in some instances, there are individual variations. Whether or not a person's normal seizure pattern is longer than 5 minutes, Rockford Park District policy is to call 911 at the 5 minute mark.
- **Symptoms:** A dazed look in the face, eye blinking (Absence), head bobbing, sudden brief jerks of a single muscle or group (Myoclonic), unconsciousness, loss of body functions, and full body constriction (Atonic, Tonic, Tonic-Clonic).

**Partial (focal) Seizures** are seizures beginning in one part of the brain instead of all over. Depending on which lobe of the brain that the seizure comes from will determine the physical symptoms of the seizure.

- **Seizure Types:** Simple partial seizures, Complex partial seizures. They can also be classified as Frontal Lobe, Temporal Lobe, Parietal Lobe, and Occipital Lobe.
- **Seizure Length:** They range in length from seconds up to 2 minutes.
- **Symptoms:** People, in the majority of cases, are completely aware and alert during these seizures. There can be tingling or shaking of a small body part, unusual smell, visual hallucinations or ill-defined feeling. They are also described as an altered consciousness, subtle, repetitive and stereotypical movements of the face or extremities.

**Hypoxic Convulsions** are due to lack of oxygen in the brain. Persons may appear rigid or stiff, may jerk violently, and/or froth at the mouth. THIS IS A LIFE THREATENING CONDITION! Call 911 immediately.

**This has been a brief description of the types of seizures that staff may encounter while on duty. Remember that at any time if you feel uncomfortable, call 911. Always err on the safe side.**

## Emergency Procedures:

If the seizure occurs **IN THE WATER and the guest is ABOVE THE SURFACE...**

1. As soon as the patron is found in the water, initiate the standard Emergency Response Plan (contact EMS immediately), and begin timing the seizure.
2. The lifeguard should follow their standardized rescue procedures and retrieve the patron from the surface of the water.
3. The lifeguard should support the patron's head keeping the face above the water and head tilted back to maintain a clear airway. Support the patron in the water until the seizure stops (unless the guest loses consciousness. Follow rescue procedures for an unconscious guest).
4. The seizing patron should be kept away from the side of the pool, amenities, sharp objects, and patrons to avoid further injury caused by the movement of arms, legs, and body parts.
5. Move the patron to the shallow end of the pool.
6. Remove the patron from the water in accordance with our lifeguarding protocols.
7. Perform an initial assessment (airway, breathing, circulation, physical condition).
8. If the patron is not breathing, begin artificial respiration. If the person does not have a pulse, begin CPR. Make sure EMS is contacted.
9. If the patron is breathing, place the patron in the recovery position, and continue monitoring their ABC's.
10. Be sensitive to the environment and the patron's privacy.
11. Provide an area for the patron to rest fully coherent, where a responsible adult can observe the patron. Remember to maintain the airway of the patron.



12. The patron involved in the episode should be restricted from entering the water for the remainder of the day.
13. If the patron is a minor, the seizure occurrence should be reported to the patron's parents.

If the seizing patron is found **UNDER WATER...**

1. As soon as the patron is found in the water, initiate the standard Emergency Response Plan (contact EMS immediately), and begin timing the seizure.
2. The lifeguard should follow their standardized rescue procedures and retrieve the patron from underneath the water.
3. The lifeguard should support the patron's head keeping the face above the water and head tilted back to maintain a clear airway.
4. Remove the patron from the water as quickly as possible.
5. The seizing patron should be kept away from the side of the pool, amenities, sharp objects and patrons to avoid further injury caused by the movement of arms, legs, and body parts.
6. Prevent the patron from injuring themselves. Place something soft under the head and clear the area of hard and sharp objects once the patron is on land.
7. Perform an initial assessment (airway, breathing, circulation, physical condition).
8. If the patron is not breathing, begin artificial respiration. If the person does not have a pulse, begin CPR. Make sure EMS is contacted.
9. If the patron is breathing, place the patron in the recovery position and continue monitoring their ABC's.
10. Be sensitive to the environment and the patron's privacy.

11. Provide an area for the patron to rest fully coherent, where a responsible adult can observe the patron. Remember to maintain the airway of the patron.
12. The patron involved in the episode should be restricted from entering the water for the remainder of the day.
13. If the patron is a minor, the seizure occurrence should be reported to the patron's parents.

If the seizing patron is found **ON THE DECK OF THE POOL...**

1. Prevent the patron from injuring themselves. Place something soft under the head and clear the area of hard and sharp objects.
2. Do not restrain the patron's movements.
3. Do not place any items in the patron's mouth and do not attempt to give any liquids.
4. When the seizure subsides, perform an initial assessment (airway, breathing, circulation, physical condition).
5. If the patron is not breathing, begin artificial respiration. If the person does not have a pulse, begin CPR. Make sure EMS is contacted.
6. If the patron is breathing, place the patron in the recovery position and continue monitoring their ABC's.
5. Be sensitive to the environment and the patron's privacy.
6. Provide an area for the patron to rest fully coherent, where a responsible adult can observe the patron. Remember to maintain the airway of the patron.
7. The patron involved in the episode should be restricted from entering the water for the remainder of the day.
8. If the patron is a minor, the seizure occurrence should be reported to the patron's parents.

**When to activate the EMS (911) system:**

1. If staff are not aware that the individual is seizure prone, activate EMS immediately.
2. Anytime staff are uncomfortable with either the situation or the condition of the patron, call EMS. Always err on the safe side, for the patron's safety.
3. If staff knows the patron is prone to seizures or is being medically treated, it is usually not necessary to activate EMS unless:
  - The seizure lasts longer than 5 minutes (a medically accepted time frame for patrons who are seizure prone).
  - Another seizure begins soon after the first.
  - The patron does not regain consciousness after the convulsions have stopped.
  - The patron is pregnant.
  - The patron has a medical alert tag or diabetic alert tag.
  - The patron appears injured.
  - The patron has swallowed excess amounts of water.
  - Staff are uncomfortable with the situation.

### Emergency Procedures: If the seizure occurs on dry land...

1. Start timing the seizure as soon as symptoms are recognized. If the seizure lasts longer than 5 minutes, contact EMS immediately.
2. Prevent the patron from injuring themselves. Place something soft under their head, loosen tight clothing, clear the area of hard and sharp objects, and remove eyeglasses if needed.
3. Place the patron in a recovery position to allow saliva to drain from the mouth.
4. If staff are uncomfortable with the situation, contact EMS immediately.
5. **Do not** restrain the patron's movements.
6. **Do not** place any items in the patron's mouth and **do not** attempt to give any liquids.
7. Be sensitive of the environment and the patron's privacy.
8. If staff is unfamiliar with the patron, unsure if previously diagnosed as seizure prone or medically treated, contact EMS immediately.
9. Maintain the patron's airway.
10. After the seizure subsides, complete an initial assessment to determine the condition of the patron (airway, breathing, circulation, physical condition).
11. If the person is not breathing, begin artificial respiration. If the person does not have a pulse, begin CPR. Make sure EMS is contacted.
12. Provide an area for the patron to rest until fully coherent, where the patron can be observed by a staff person. Consider a shaded area or an office.
13. The patron involved in the episode should be restricted from any entry into the water for the remainder of the day.
14. If a minor patron, the occurrence of a seizure should be reported to the patron's parents.

## **What Happens After the Real Deal:**

If an incident is life threatening or results in a drowning, an investigation will be conducted into the incident. The following sequence of events will occur:

1. It will be necessary to obtain written statements from all staff involved. These statements should be written as soon as possible after the incident and given to the aquatic operations manager immediately. Staff should not discuss the incident with one another until all statements are written.
2. If the guest is transported in relatively stable condition (i.e. the guest has a pulse, is breathing, and conscious), the facility can stay open. Staff may need to disinfect the deck and water (see the Health Safety Section of this manual for more information on proper disinfecting the pool and deck), secure the rescue equipment, lock all gates, etc. Be sure that no other unsafe condition now exists due to the incident.
3. If the guest is transported in an unstable condition (i.e. lack of breathing, pulse, consciousness), the management team of Magic Waters will use their discretion as to whether the park should be closed or if portions of the park should be closed.

In any case where Heimlich/AR/CPR protocol is used, staff must continue with the following sequence:

1. Initiate the Emergency Call List.
2. Once the Operations Manager is contacted, they will initiate the rest of the call list. If they cannot be reached, continue down the Emergency Call List. The first person reached on the Emergency Call List will determine if it is necessary to initiate the Crisis Response Team.
3. If the park closes as soon as the guest is transported, escort all guests out of the facility. Ask guests that witnessed the incident to sign their name, address, and phone number on a sheet of paper so that they may be contacted later if necessary.

4. Once all guests are out, lock all gates and doors. Do not let anyone in. Do not talk to people asking questions from the fence.
5. Facility management is trained in, and will then instruct staff on, procedures and protocols regarding the Crisis Response Team, if necessary. Rockford Park District Crisis Team members (and/or the Aquatics Manager or Assistant Manager) will soon arrive and manage the situation from there.
6. Once 911 is called the media will soon arrive. Any staff that come in contact with the media should simply state "All inquiries must be directed to the Executive Director of the Rockford Park District."
7. Keep all staff at the facility. Park District personnel will arrive to help with the situation. At that point, the staff will be de-briefed by personnel concerning what to expect next and will be released.
8. In the instance of a serious aquatic situation, Ellis & Associates will conduct a debriefing the next day.

### **Critical Thinking:**

- Some employees may need some help getting through a major incident. Supervisors should watch for warning signs of shock and/or emotional stability.
- Staff needs to realize how others can misunderstand their comments. For example, staff need to say "incident" instead of "accident," staff need to say "guest" or "patient" instead of "victim," and that "I'm sorry" implies guilt.

### **AMBULANCE PROCEDURE:**

When to call an Ambulance:

Staff should **CALL 911** for an ambulance anytime they believe the injury or illness requires additional medical treatment

Anytime a guest request an ambulance

Anytime an injury or illness makes you feel uncomfortable. If you are not sure, **CALL 911** and notify your supervisor.

Situations requiring ambulance service will be handled in the following manner:

The facility manager will make a reasonable effort to contact the injured participants parent or guardian (if the participant is under 18 or assumed to be).

The facility manager or program supervisor should send a staff member to the hospital only if:

Participant is under the age of 18 and no parent or guardian is present (staff should ride in ambulance with participant)

Participant is under the age of 18 and parent or guardian is not going to hospital with them (staff should ride in ambulance with participant)

At the discretion of the MOD

Staff should stay at hospital until parent/guardian arrives.

Facility managers should use good judgement when sending a staff member to accompany the participant.

Do not put other patrons at risk.

Be sure that the safety of ongoing operations will not be in jeopardy while this staff member is gone.

If you have concerns that sending a staff member will put the operation at risk, contact the MOD.

Staff will provide the participant (and family) with QA tickets to return to the facility at a later date. These tickets can be given out before the participant (and family) leave facility, or brought to hospital if staff is going with participant.

Staff should tell EMS personnel any pertinent medical information they have on file (or have learned) about the participant. This could include allergies, medications, contact info, description of what happened, etc. Staff should not give copies of any paperwork to EMS personnel.



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If the injured person changes his/her mind by the time the ambulance arrives and refuses the services, be sure that the EMS staff have talked to the injured guest. Fill out an accident report just as you normally would and note that the injured patron has refused the ambulance services. EMS staff may have additional paper-work for the guest to fill out.

Always complete an accident/injury report, IDPH injury form, and notify the MOD anytime an ambulance is needed.

All paperwork is to be completed and scanned before the end of your shift that day.

If the guest has any questions about payment for the ambulance you should tell them that the RPD does not carry insurance for participants. If they have additional questions regarding billing or payments they should contact the Director of MW/Aquatics or the RPD Risk Manager.



## THE HAZARDS OF HEAT:

A hot job, a hot day, and high humidity can all add up to heat stress and too much heat stress leads to heat illness, the body's way of saying it can't take the heat. There are three kinds of heat illness: heatstroke, heat exhaustion, and heat cramps. They can occur separately or in combination.

### 1. Heatstroke:

- **Heatstroke happens when sweating stops.** Heatstroke occurs when the body's heat-regulating system breaks down under stress and sweating stops. There may be little warning, and unless the victim receives quick treatment, death can occur.
- A heatstroke victim usually has red or spotted skin and a body temperature that reaches 105 F (41 C) or higher. The main symptoms of heatstroke are extremely high body temperature and hot, dry flushed skin. A rapid pulse, headache, and nausea often accompany these symptoms.
- People who suffer from heat stroke must be cooled quickly, and their head and shoulders elevated. 911 should be called immediately.

### 2. Heat Exhaustion:

- **When body fluids get low, heat exhaustion sets in.** Heat exhaustion develops when the body loses more fluid through sweating than it is taking in.
- A person suffering from heat exhaustion sweats profusely, but becomes extremely weak or giddy. In more serious cases, the victim may vomit or faint. The skin becomes clammy and the complexion pale, but body temperature stays fairly normal.
- To treat a person suffering from heat exhaustion, have the person sip water for about an hour while lying down.
- Loosen any clothing and raise the victim's feet 8 to 12 inches. Then apply cool, wet cloths, and fan the person.

- If vomiting occurs, discontinue fluids and take the person to a hospital where an intravenous solution can be administered.

### 3. Heat Cramps:

- **When the body loses salt, watch out for heat cramps.** Heat cramps are painful muscle spasms. The arms, legs, and abdomen are usually affected first, but any muscles used when working are susceptible.
- Heat cramps strike those who sweat profusely and drink a lot of water, but fail to replace body salt lost through sweating. Low salt content in the muscles causes painful cramps during or after work hours.
- To treat a person suffering from heat cramps, press firmly on the cramped muscles or gently massage them to relieve the spasm.
- If the person has no other medical condition, the person may be given half a glass of salt water (one teaspoon of salt per glass of water) every 15 minutes for about an hour.
- A doctor should see victims with other medical conditions.

### 4. How to beat the heat:

- Staff are encouraged to drink plenty of water (without salt) About one cup of cool water every 15-20 minutes, even if they are not thirsty. Avoid alcohol, coffee, and tea, which contribute to dehydration.
- First-aid workers are trained to recognize and treat the signs of heat stress. Facility managers will also be able to detect early signs of heat-related illness and permit staff to interrupt their work if they become extremely uncomfortable.
- Certain medical conditions, such as heart conditions, or treatments like low-sodium diets and some medications, increase the risk from heat exposure. Seek medical advice in those cases.

- Monitor temperatures, humidity, and staff's responses to heat hourly.
- Learn to spot the signs of heat stroke, which can be fatal. The symptoms are mental confusion/loss of consciousness, body temperature of 106 degrees, and hot, dry skin. If someone has stopped sweating, seek medical attention immediately. Other heat-induced illnesses include heat exhaustion, heat cramps, skin rashes, swelling and loss of mental and physical work capacity.

Please Note: Other health related topics are located in the First Aid/Health Safety section of General Information Section.



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## Appendix:

### ROCKFORD PARK DISTRICT

**Aquatics Department Lifeguard Training**

**Effective Date** \_\_\_\_\_

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#### PROCEDURE

**Final 5-03-07**

**Last Review Date** \_\_\_\_\_

#### Purpose

The purpose of this procedure is to establish guidelines for ensuring that all lifeguards working for the Rockford Park District maintain a high level of professional rescue skills.

#### Scope

This procedure applies to all lifeguards and lead guards working for the Rockford Park District.

#### Responsibilities and Accountability

The Operations Manager of Aquatics is ultimately responsible for the development, review, modification, and maintenance of this procedure.

The Operations Manager of Aquatics is ultimately responsible to ensure that this procedure is applied to all Aquatics operations.

The Facility Managers and Lifeguard Supervisors are responsible for ensuring the implementation, training, verification and validation of the policy and its procedures through direct oversight and direction, with accountability to the Operations Manager of Aquatics.

The Facility Managers and Lifeguard Supervisors are responsible for the day-to-day activities within these procedures, with accountability to the Operations Manager of Aquatics in the event of noncompliance, or activities that compromise the integrity and intent of these procedures.

All lifeguards are responsible for following each of the specific steps within this procedure, with accountability to the facility managers and lifeguard supervisors in the event this policy is compromised.

### **Review Frequency**

This procedure shall be reviewed annually by the Operations Manager of Aquatics.

### **Procedure**

#### Aquatics Department Training Policy

- 1) All lifeguards are required to complete the following each month June-August:
  - 1) 3 2-hour trainings
  - 2) Everyday a guard is scheduled Monday-Friday they will be required to complete a half hour training before the facility opens. (For example, if you were scheduled to work at Magic Waters on Thursday your day would begin at 9:00 am) \*After June these half hour trainings may be reduced to 2-3 days Monday-Friday. This decision will be made between the Facility Manager/Lifeguard Supervisors and the Operations Manager of Aquatics.
  - 3) All guards working in September must attend 1 2-hour training in September.
- 2) Failure to complete your required hours every month will result in disciplinary actions, as well as a suspension of license until you are able to complete all of your required training hours. This means that you will not be able to guard until all of your monthly training hours requirements have been completed.



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### **Audit Failure Policy**

Local contracts with SPHM to perform audits on its lifeguard staff to ensure the highest level of aquatic safety possible.

Lifeguards who fail any portion of an audit conducted by SPHM may be terminated immediately depending upon the severity of their infraction.

If at any point a lifeguard is observed to not be fulfilling the duties and job responsibilities as stated in the SPHM Lifeguard Manual, the Seasonal Employee Hand book, the SPHM Seasonal Manual, the International Lifeguard Training Program, and/or found to be violating any other policy or procedure, a lifeguard may receive disciplinary action up to and including termination of employment with the SPHM

### **Internal Operational Vigilance Awareness Training (VAT) Remediation Protocol**

This policy applies to VAT tests performed by SPHM staff or their designee.

VAT tests are performed in one of two ways:

- 1) OMD (Operational Mannequin Drops)
- 2) Live victim rescue

Lifeguards who fail a VAT test may be terminated immediately depending upon the severity of their infraction.

If at any point a lifeguard is observed to not be fulfilling the duties and job responsibilities as stated in the SPHM Lifeguard Manual, the Seasonal Employee Handbook, the SPHM Seasonal Manual and Associates International Lifeguard Training Program, and/or found to be violating any other policy or procedure, a lifeguard may receive disciplinary action up to and including termination of employment with the Rockford Park District.

#### **Scores:**

Exceeds= 0-10 seconds

Fails — Remediation needed = 11+ seconds

**Remediation:** If remediation is deemed necessary by Rockford Park District Staff, the following will be implemented:

First Remediation:

1. The lifeguard will be taken off of rotation.
2. The auditor/lifeguard supervisor will immediately revalidate the area where the mannequin was to ensure the lifeguard was positioned in a place they could see the mannequin.
3. The lifeguard will work with management in the re-validation process as the lifeguard in the stand to confirm ability to see the mannequin.
4. The auditor/lifeguard supervisor will discuss the VAT with the lifeguard and coach and train them on the areas that need to be improved.
5. The lifeguard will shadow another lifeguard for the remainder of the day or until they have successfully completed (received at least a meets) another VAT.
6. The auditor/lifeguard supervisor will retest the lifeguard the same day, or as soon as possible.
7. After a successful VAT test has been performed, the auditor/lifeguard supervisor will have a conversation with the life-guard to make sure he/she is prepared and confident to lifeguard again. The importance of 3-D scanning must be emphasized. The lifeguard is to start lifeguarding again at the discretion of the auditor/lifeguard supervisor.
8. The Operations Manager of Aquatics should be notified of the situation the day of the incident.
9. The VAT Remediation Log and the VAT Log must be completed.

Second Remediation:

1. The lifeguard will be taken off of rotation.
2. The auditor/lifeguard supervisor will immediately revalidate the area where the mannequin was to ensure the lifeguard was positioned in a place they could see the mannequin.
3. The lifeguard will work with management in the re-validation process as the lifeguard in the stand to confirm ability to see the mannequin.
4. The auditor/lifeguard supervisor will discuss the VAT with the lifeguard and coach and train them on the areas that need to be improved. Corrective Interview Forms may be filed with HR.

5. The lifeguard will shadow another lifeguard for the remainder of the day.
6. The auditor/lifeguard supervisor will re-test the lifeguard that day, or as soon as possible.
7. The lifeguard will attend a training with a lifeguard supervisor after their shift the day of the infraction.
8. The lifeguard will shadow another lifeguard the next day they are scheduled to work.
9. After another successful VAT test has been performed, the auditor/lifeguard supervisor will have a conversation with the lifeguard to make sure he/she is prepared and confident to lifeguard again. The importance of 3-D scanning must be emphasized. The lifeguard is to start lifeguarding again at the discretion of the auditor/lifeguard supervisor.
10. The Operations Manager of Aquatics should be notified of the situation the day of the incident.
11. The VAT Remediation Log and the VAT Log must be completed.

Third Remediation:

The Lifeguard may receive disciplinary action up to and including termination, and/or offered another position at the facility or with the Aquatics Department if available and determined suitable by the Operations Manager—Aquatics.



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**Internal Operational Vigilance Awareness Training (VAT) Remediation Log**

Name of Lifeguard: \_\_\_\_\_

Name of Auditor: \_\_\_\_\_

Guard Position: \_\_\_\_\_

Date of VAT \_\_\_\_\_ Remediation # \_\_\_\_\_

Describe VAT test and situation:

\_\_\_\_\_  
\_\_\_\_\_

Check as the protocols have been completed:

\_\_\_\_\_ Lifeguard has been taken off rotation (Date: \_\_\_\_\_ )

\_\_\_\_\_ Revalidate zone immediately (Date: \_\_\_\_\_ )

\_\_\_\_\_ Situation has been discussed with lifeguard. (Date: \_\_\_\_\_ )

\_\_\_\_\_ Disciplinary Action has been taken.

Corrective Interview Form completed & signed. (Date: \_\_\_\_\_ )

\_\_\_\_\_ Re-training (Date: \_\_\_\_\_ )

\_\_\_\_\_ Document Re-training (below)

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ Operations Manager has been notified.

\_\_\_\_\_ Lifeguard shadows another lifeguard until successfully passing another test or two tests if it is their second remediation.

\_\_\_\_\_ Successful retest - Date: \_\_\_\_\_ Time: \_\_\_\_\_ Score: \_\_\_\_\_

\_\_\_\_\_ Second test has been performed if necessary - Date: \_\_\_\_\_ Time: \_\_\_\_\_ Score: \_\_\_\_\_

\_\_\_\_\_ Lifeguard attends training with their supervisor. (2nd remediation)



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(Date: \_\_\_\_\_, Training Activity: \_\_\_\_\_) \_\_\_\_\_ The follow-up test(s) have been discussed with the lifeguard. (Date: \_\_\_\_\_) \_\_\_\_\_ Lifeguard is confident and ready to go back on the stand by themselves.

Describe the follow-up test(s) below:

\_\_\_\_\_  
\_\_\_\_\_

Signature of Auditor: \_\_\_\_\_

Signature of Lifeguard: \_\_\_\_\_

Date: \_\_\_\_\_

VAT Scoring:

Exceeds: 0-10 seconds

Remediation: 11+ seconds

## **SPHM Water Park**

### **Internal Operational Audit and Observation Remediation Policy**

This policy applies to audits and observations performed by SPHM Water Park Staff. Lifeguards who fail audits maybe terminated immediately depending upon the severity of their infraction.

If at any point a lifeguard is observed to not be fulfilling the duties and job responsibilities as stated in the SPHM Water Park Lifeguard Manual, the Seasonal Employee Handbook, the SPHM Water Park Seasonal Manual and Basarnas Lifeguard Training Program, and/or found to be violating any other policy or procedure, a lifeguard may receive disciplinary action up to and including termination of employment with the SPHM Water Park.

#### **Scores:**

Exceeds: 9-11 sec

Meets : 7-9 sec or 12-14

Fails : < 6 sec or > 15 sec.

**Remediation:** If remediation is deemed necessary by Basarnas the following will be implement-ed:

#### First Remediation:

1. The lifeguard will be taken off of rotation.
2. The auditor/lifeguard supervisor will discuss the audit with the lifeguard and coach and train them on the areas that need to be improved.
3. The lifeguard will shadow another lifeguard for the remainder of the day or until they have successfully passed another audit.
4. The auditor/lifeguard supervisor will re-audit the lifeguard that day, or as soon as possible.
5. After another audit has been performed successfully, the auditor/lifeguard supervisor will have a conversation with the lifeguard to make sure he/she is prepared and confident to lifeguard again. The Importance of scanning should be discussed here. The lifeguard is to start life guarding again at the discre-tion of the auditor/lifeguard supervisor.

6. The Operations Manager of Aquatics should be notified of the situation the day of the incident.
7. The audit remediation form **MUST** be completed.

Second Remediation:

1. The lifeguard will be taken off of rotation.
2. The auditor/lifeguard supervisor will discuss the audit with the lifeguard and coach and train them on the areas that need to be improved. Corrective Interview Forms may be filed with HR.
3. The lifeguard will shadow another lifeguard for the remainder of the day.
4. The auditor/lifeguard supervisor will re-audit the lifeguard that day, or as soon as possible.
5. The lifeguard will attend a training with a lifeguard supervisor after their shift the day of the infraction.
6. The lifeguard will shadow another lifeguard the next day they are scheduled.
7. After another audit has been performed successfully, the auditor/lifeguard supervisor will have a conversation with the lifeguard to make sure he/she is prepared and confident to lifeguard again. The Importance of scanning should be discussed here. The lifeguard is to start lifeguarding again at the discretion of the auditor/lifeguard supervisor.
8. The Operations Manager of Aquatics should be notified of the situation the day of the incident.
9. The audit remediation form **MUST** be completed.

Third Remediation:

The lifeguard may receive disciplinary action up to and including termination and/or offered another position at the facility or with the aquatics department if available and determined suitable by the Operations Manager—Aquatics.



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## Audit Remediation Log

Name of Lifeguard: \_\_\_\_\_

Name of Auditor: \_\_\_\_\_

Date of audit: \_\_\_\_\_ Score: \_\_\_\_\_

Describe audit (time of day, lifeguard's performance, etc.):

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Check as the protocols have been completed:

Lifeguard has been taken off rotation and is scanning.

Situation has been discussed with lifeguard.

Operations Manager has been notified.

Follow-up audit has been performed: date: \_\_\_\_\_ time: \_\_\_\_\_

The follow-up audit has been discussed with the lifeguard

Score of follow-up audit: \_\_\_\_\_

Describe follow-up audit below:

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Signature of auditor: \_\_\_\_\_

Signature of Lifeguard: \_\_\_\_\_

Date: \_\_\_\_\_

### Scenario Audit Form

Requirement once per week

Date: \_\_\_\_\_

Auditor: \_\_\_\_\_

LG 1: \_\_\_\_\_

LG 2: \_\_\_\_\_

LG 3: \_\_\_\_\_

LG 4: \_\_\_\_\_

Type of Scenario (Spinal, Unconscious):

Location:

#### For Spinals:

LG's slid into water and asked people to stand still

Vice grips performed correctly

LG's talked to victim, asked pertinent questions first

Communication amongst team members and victim

Backboard placed under victim correctly

Straps put on in correct order (chest, rest, head)

Oxygen and blanket used once out of water

Took 3 minutes or less to get victim out of water

#### For Unconscious:

LG performed jaw thrust in water and checked for spontaneous breathing

Rescue breathing started in water if no breaths were heard/felt

Extrication performed correctly

LG's gloved up *quickly*

First person gloved up went to head

Oxygen was to victim within 1 minute

Rescue breathing was performed correctly, if not, explain:

\_\_\_\_\_  
\_\_\_\_\_

CPR performed correctly, if not, explain:

\_\_\_\_\_  
\_\_\_\_\_

AED was ready within 3 minutes if needed

Scores:

95-100 = exceeds

75-95 = meets

75 or less = remediation needed

Score:



Classification:

Seasonal

Job Code:

**JOB TITLE:** SPHM Water Park Lifeguard

**REPORTS TO:** Lifeguard Supervisor/Facility Manager/Assistant Facility Manager

**PHILOSOPHY OF POSITION:**

The fundamental purpose of this position, as all others within the SPHM Water Park --Board, employees, vendors, contractors, consultants-is to offer a quality and level of service that meets the customers' expectations and establishes or maintains a positive and productive relationship both within the organization and with the citizens.

**GENERAL DESCRIPTION:**

Performs a wide variety of tasks which directly relates to the safety and well being of the guests. Indirect responsibilities and other duties are as assigned. Responsible for the protection of the life and safety of facility guests both in and out of the water by following established rules, regulations, and procedures.

**EXAMPLES OF RESPONSIBILITIES:**

1. Perform lifeguard duties, supervision and constant surveillance of swimmers and guests during all facility hours and special events.
2. Enforces the rules and regulations and renders appropriate disciplinary measures when necessary while educating and in-forming patrons of the purpose and need for rules and regulations.
3. Advises lifeguard supervisor/facility managers of unsafe and unsanitary conditions and prevents, anticipates, and responds to aquatic incidents.
4. Knowledge of facility emergency procedures
5. Handles a large volume of people (many times exceeding 2,500 per day at SPHM Water Park).
6. Possess a general knowledge of the wave pool and flume machinery (if applicable at the facility)
7. Participates in the organization and implementation of daily and special aquatic activities.
8. Assists guests in a polite and expedient manner.
9. Performs daily routine chores, maintenance, and clean-up of the facility to ensure neat and orderly appearance.





10. Communicates daily with guests on a one-to-one basis in a professional, courteous manner and is familiar with the District's Quality Assurance Statement.
11. Maintains a high level of professionalism at all times.
12. Works unusual hours, including late nights, weekends, and all holidays in a fast paced atmosphere.
13. Ability to perform on-going in-service training as required by the manager/supervisor. This may include, but is not limited to real life scenarios, fitness training, and daily vigilance awareness training (VAT). At least 6 hours of in-service training per month in addition to the initial lifeguard training will be required at a minimum.
14. Must be able to obtain a score of "meets" or higher on all audits and VAT tests.
15. Assists other departments on an as-needed basis. May be asked to rotate to other facilities (Sand Park Pool, Alpine Pool, and Harkins Pool)
16. Is responsible for conducting oneself in a safe and proper manner and adhering to all safety guidelines, policies, and procedures that have been implemented by the Aquatics Department and the SPHM Water Park..
17. Complete all other duties as assigned.
18. Provide initial emergency care until qualified medical personnel can take over. Perform CPR/First aid and in-water rescues.
19. Ensure the safety of all guests.
20. Prevent accidents and minimize or eliminate hazardous situations.

#### **KNOWLEDGE AND SKILL REQUIRED:**

Good oral communication skills.

Certification in First Aid, CPR, and Basarnas Lifeguard License (All certifications/licenses are instructed by SPHM Water Park staff after hiring).

Strong aquatic background

Ability to establish and maintain effective relationships with other District employees.

Good interpersonal skills which include working effectively as a team player.

Ability to provide customers with expert care, sensitive consideration, and efficient service.

Must have strong swimming skills and be comfortable in water

Strong work ethic required

**PHYSICAL REQUIREMENTS:**

SIT: Extended periods  
STANDING: Extended periods  
LIFTING: Up to 100 lbs.

VERBAL: Communicate one-on-one and in groups

Job requires 99% of time spent outdoors.

**COGNITIVE SKILLS REQUIRED:**

Ability to solve problems.

Ability to understand.