

Romulus
RAC *athletic*
center

**EMERGENCY
ACTION PLAN**



OBJECTIVE

- To prepare for a situation that poses a threat to the safety of individuals in the facility
- To provide a systematic method of evacuation for the facility, or areas within the facility, in a safe and orderly manner.
- To be used as an educational tool for informing staff and patrons of the Romulus Athletic Center of the procedures to follow if a hazardous incident were to occur.

EMERGENCY TELEPHONE NUMBERS

In a true emergency, **911 should be the first call**. Once proper authorities have been notified, a call to management, as listed below, should be made.

Appropriate reasons to call 911:

- Serious or life-threatening injury
- Assault or threat of assault on a person by another person on Romulus Athletic Center property
- Weapon sighting and/or hostage situation
- Smoke, fire or other internal disaster
- Auto accident in parking lot with personal injuries
- Bomb threat

Management

Call down list in order

Elaine Matthews, General Manager
 Cierra Bond, Assistant General Manager
 Tim Montie, Operations Manager
 Vic McGow, Aquatics Manager

Cell Phone

734-558-6919
 313-320-1204
 734-740-5807
 947-254-4916

Local Authorities

Poison Control
 Police Non-Emergency

913-588-6633
 734-941-8400

FACILITY EVACUATION

The facility should be evacuated safely and calmly for any of but not limited to the examples below. Use the PA system at the front desk to make a calm announcement that the building is being evacuated and to leave all belongings behind.

- Fire Alarm
- In the event of fire, smoke, chemical leaks
- Bomb Threat
- Potential shooter, if time allows, if not, a lockdown is the back up.

In the event of an evacuation, all exit doors should be utilized. Guests and staff should proceed to the NEAREST safe exit door. All exit doors are marked with backlit exit signs, and staff and guests should meet at Opportunity Park at the end of the parking lot.

Upon evacuation, staff should also congregate at Opportunity Park at the end of the parking lot. The Manager on Duty should do a full check of staff and compare it to the schedule to be sure all are accounted for. Staff should then check with the additional staff such as lifeguards and maintenance to account for all participants, members, and guests. Unaccounted staff members should be immediately communicated to emergency personnel, as well as the Manager on Duty.

Full-time staff members are trained in emergency first aid and CPR. These team members can provide aid as needed as it pertains to their training and to the best of their ability.

LOCKDOWN

If a “lockdown” is warranted due to weapons or other dangerous or life-threatening occurrences, staff and occupants of the facility are required to implement lockdown procedures. Managers on duty will lock all exterior doors immediately and restrict any further entrances or exits to the facility. Once the incident is in progress, a lockdown can minimize the threat to the safety of all staff and guests and reduce casualties and injuries. All staff are to always comply with lockdowns. A lockdown may occur in these instances:

- Active Shooter and/or Gunfire
- Threat of extreme violence on site
- Imminent danger in the community
- Hostage situations

If you are the first person to recognize a threat in our facility or community, do not approach the offending party or put yourself in danger.

Notify the Manager on Duty and call 911 if you are in a secure place to do so.

If it safe to do so, initiate an “all page” to notify staff and guests inside the facility.

When it is safe to do so, find a room, closet or other safe space to hide. Lock doors, close blinds, turn off lights, get low and stay quiet. Silence phones.

Do not leave or allow others with you to leave unless instructed to do so by law enforcement. Do not open doors for anyone once they are locked.

Once it is safe to emerge, law enforcement will direct the scene.

POWER OUTAGE

In the event of a power outage, notify the General Manager and/or Operations Manager. Evacuate the Aquatic Center and ensure enough Generator Power is available for remainder of the facility. Emergency lighting is powered by battery backups.

In the event of an extended period of power outage, Managers will request your assistance if necessary.

CODE ADAM

Code Adam is a missing child safety program. If a patron or coach notifies us of a missing child:

- Do an immediate lockdown
- Get a detailed description of the child
 - Name
 - Age
 - Hair color
 - Eye color
 - Approximate height & weight
 - Clothing
 - Photo, if available
- Do an all page for Code Adam, describing the child
- Monitor entrances/exits and note any useful information
- Employees search for any likely hiding places for the missing child
- Call local law authorities
- Once child has been found, lift the lockdown

MEDICAL EMERGENCIES

An AED is located next to front desk and staff break room, on second floor by fitness room and in the Lifeguard office. First Aid Kit is located at front desk and Lifeguard office.

In case of a medical emergency, assess the situation. Contact Lifeguards for assistance. Call 911 if the injury is life threatening, that may include bleeding, loss of consciousness, breathing emergencies, stroke, seizure, or if the injured party asks for one.

Any trained personnel in the facility can respond to the medical emergency with first aid kits and AED.

When approaching an injured party, first identify yourself and that you are trained to assist if they would like you to. Assess the injuries, contact 911 if necessary, and begin an incident report.

If you suspect a serious head or spine injury, call 911 immediately. Do NOT move the injured party. Provide a blanket or coat if they are on the ice until emergency medical arrives. Encourage them to stay as still as possible. If the injured stops breathing, begin CPR, but do not tilt the head back, move the jaw forward. When EMS arrives, turn it over to them.

Symptoms of head/spine injury:

- Inability to move limbs
- Pain, pressure and stiffness in neck and/or head
- Numbness/tingling in extremities
- Unconsciousness
- Signs of Shock

Nearest Hospitals:

Corewell Health Wayne Hospital
33155 Annapolis Street
Wayne, MI 48184

Corewell Health Taylor Hospital
10000 Telegraph Road
Taylor, MI 48180

In all instances an incident report should be filled out in entirety.

BOMB THREAT

If a bomb threat is called in and you are the receptionist, stay calm and try to get as much information as possible. Keep the caller engaged and talking. Be polite, do not interrupt the caller.

BOMB THREAT RESPONSE FORM

Try to obtain answers to as many questions as possible – remain calm and courteous – do not hang up until the caller has. Fill out as soon as possible after the call is completed.

Exact wording of threat: _____

Check call display for phone number _____

After call has ended, trace call (if possible) _____

Time: _____ Date: _____

Length of Call: _____ Call Received by: _____

Describe the caller:

Age _____ Child, Teen, Adult, Senior: _____

Gender _____ Number where call received: _____

Describe voice: (check all that apply)

Calm	Nasal	Loud	Clearing Throat	Angry
Well Spoken	Laughter	Lisp	Crying	Cracking Voice
Excited	Normal	Irrational	Slow	Raspy
Disguised	Rapid	Deep	Distinct	Incoherent
Accent	Soft	Ragged	Slurred	Whisper
Familiar	Foul	Stutter		

Background sounds: (check all that apply)

Street	Party Sounds	Office Noises	Train/Airplane	Other Voices
Animals	PA System	Static	Taped Message Read	Other
Local Music	Motors	House Noise	Long distance	

Questions to Ask – Circumstances permitting

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb?
- Where did you put the bomb in the building?
- What is your address
- What is your name?

Make determinations from your conversation about the caller, are they male/female, adult, teen, child, what type of voice and speech, what state of mind (angry, sad). Note any background noises.

All bomb threats must be taken seriously. Once the threat is realized, the manager will initiate a building evacuation and call 911. Once the facility is evacuated, see facility evacuation steps of action.

If you see a suspicious device in or around the facility, notify authorities immediately. Do not go near the device. If inside, evacuate the facility. Allow law enforcement to perform their duties and do not resume activities until they decide it is safe to do so.

FIRE

In the event of an actual fire:

- Portable fire extinguishers are located throughout the facility and inspected regularly.
- The main electrical panels are located throughout the facility behind “electrical room” doors.
- Emergency lighting will be provided by the battery backups.
- The fire alarm and/or sprinklers will automatically be triggered.
- Stay away from the engine room in the event of fire.
- Evacuate the facility in an orderly fashion.
- Follow evacuation protocols.
- Do not return to the facility until local authorities deem it safe to do so.

NOXIOUS GAS LEAK

Emergency Response for a Noxious Gas Leak: Since only emergency situations are considered here, it is assumed the leak has exceeded level 1 and 2 criteria for safe entry procedures, and we are at level 3.

A leak has occurred where you cannot enter the room without using a self-contained breathing apparatus. No one should enter the room to attempt to isolate the problem unless accompanied by a firefighter.

- Ensure the fire alarm is activated – Dial 911.
- Evacuate the building. Ensure patrons are moving toward marked exits. Assists persons with disabilities.
- If it is safe to do so, check all washrooms, change rooms, and first aid rooms. Close but **DO NOT LOCK DOORS BEHIND YOU**.
- Start the rooms’ ventilation system if not already started automatically.
- Contact Management, then DTE
- Consult with Fire Department upon arrival.
- If possible, isolate heat, vent, and air conditioning systems to keep the gas from contaminating other areas.
- Shut down necessary equipment following correct shutdown procedures.

Do not enter the room or any contaminated areas unless you have necessary personal protective equipment and are accompanied by a fully equipped fire fighter.

EARTHQUAKE

The following are recommended procedures:

- Remain calm.
- TAKE COVER under the desks or tables.
- FACE AWAY from windows.
- Assume “crash” position on knees, head down, hands clasped on back of neck or head covered with book or jacket.
- Count aloud to 60 – Earthquakes rarely last longer than 60 seconds.
- Review evacuation procedures
- Where appropriate: order evacuation
- Move away from windows, shelves, and heavy objects.
- Take cover under a table or desk, in a corner or doorway.
- In halls, stairways, and other areas where no cover is available, move to an interior wall; kneel with back to wall; place head close to knees; clasps hands behind neck; and cover side of head with arms.
- In areas where there is a risk of items falling, (example: bookshelves), take cover away from such risks. Stay inside – usually the most dangerous place is just outside where building debris may fall, exit only after shaking has stopped.
- Turn off all running equipment, turn off gas lines.
- Stay away from hazardous chemicals that may spill.

NATURAL GAS / PROPANE LEAK / CHEMICAL LEAK OR MIX SPILL

Natural Gas

Natural Gas may be used in recreation facilities as heating fuel and as a fuel for ice resurfacing equipment. In addition, it may be used in cooking.

A Natural Gas leak can be identified by odor (rotten egg smell) of Mercaptan, which is added to the gas for that purpose. Natural gas is lighter than air and therefore will rise to the top of an enclosed area.

Emergency Procedures for Natural Gas Leak

If, on entering the facility, you detect or think you detect the odor of Natural Gas:

- Remain calm
- **Do Not Touch any Electrical Switches**
- Immediately phone DTE (800) 947-5000
- Fire Department dial Local Emergency 911
- Evacuate the building; make sure patrons are moving toward marked exits. Assist persons with a disability.
- If it is safe to do so, check all change rooms, offices, washrooms.
- Consult with fire department and DTE personnel upon arrival
- Do not admit anyone other than fire department and gas service personnel back into the facility, until advised by them it is safe to do so.
- Fill out Incident Report

Propane

Propane gas is 15 times heavier than air and therefore tends to accumulate at the lowest levels in the building. In an enclosed area, the gas will tend to fill up the room from the lowest point upward, and if the source of ignition is reached, can explode and cause fire. Propane can be detected by the odor (rotten egg smell) of the ethyl mercaptan which is added to it for leak detection purposes.

Emergency Procedures for Propane Leak

If, on entering the facilities, you detect the smell of propane:

- Remain calm
- **Do Not Touch any Electrical Switches**
- Put on appropriate personal protective equipment
- If possible, ventilate area by means of natural ventilation (doors, windows)
- When the room has been ventilated, check for the source of the leak using soapy water on valves, fittings, etc.
- If the faulty equipment cannot be removed from the building, or the leak cannot be controlled, evacuate the building
- Fire Department dial Local Emergency 911
- Ensure patrons move toward marked exits. Assist persons with a disability.
- If it is safe to do so, check all change rooms, offices, and washrooms.
- Consult with fire department personnel upon arrival
- Do not admit anyone other than fire department and gas service personnel back into the facility, until advised by them it is safe to do so.
- Fill out Incident Report

Pool Chemical Leak & Mixing Spill Policy

1. Purpose

To ensure the safety of staff, patrons, and the facility by establishing procedures for responding to chemical leaks, spills, or accidental mixing of pool chemicals (e.g., chlorine, muriatic acid).

2. Scope

This policy applies to all employees, contractors, and personnel working in or around the pool chemical storage, pump room, and deck areas.

3. Common Hazards

Pool chemicals such as chlorine and acid can:

- Release toxic gases (e.g., chlorine gas) when mixed
 - Cause burns to skin, eyes, and respiratory system
 - React violently if improperly handled
-

4. Warning Signs of a Leak or Chemical Reaction

- Strong chlorine or acidic odor
 - Visible vapor/cloud (greenish-yellow gas in severe cases)
 - Hissing sounds from containers or lines
 - Corroded or damaged containers
 - Patrons or staff experiencing coughing, burning eyes, or breathing difficulty
-

5. Immediate Response Procedures

A. If a Chemical Leak or Spill is Detected

1. **Stop work immediately**
2. **Do NOT attempt to clean or neutralize unless trained and equipped**
3. **Alert others in the area**
4. **Evacuate the immediate area** (especially enclosed pump rooms)
5. **Activate emergency action plan**

B. If Chemicals Are Mixing or Reacting

1. **Evacuate immediately** — this is a high-risk situation
 2. **Do NOT inhale fumes**
 3. **Close doors if safe to contain fumes**
 4. **Call 911 and report a hazardous chemical incident**
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6. Evacuation Procedures

- Clear all patrons from pool and surrounding areas
 - Direct everyone to designated assembly point: **[Insert Location]**
 - Account for staff and guests
 - Prevent re-entry until cleared by emergency responders
-

7. Emergency Notifications

- Call **911** for any significant spill, leak, or gas release
 - Notify facility management: **[Insert Contact Name/Number]**
 - Contact local hazardous materials (HAZMAT) team if applicable
-

8. First Aid Measures

- **Inhalation:** Move person to fresh air immediately
 - **Skin contact:** Rinse with water for at least 15 minutes
 - **Eye exposure:** Flush eyes continuously for 15 minutes
 - **Seek medical attention for all exposures**
-

9. Spill Containment (Only if Trained Personnel)

- Wear proper PPE (gloves, goggles, respirator if required)
 - Use spill kits designed for pool chemicals
 - Never mix chlorine and acid during cleanup
 - Follow Safety Data Sheet (SDS) instructions
-

10. Personal Protective Equipment (PPE)

Required when handling pool chemicals:

- Chemical-resistant gloves
 - Safety goggles or face shield
 - Apron or protective clothing
 - Respiratory protection (if required)
-

11. Prevention Measures

- Store chemicals separately (chlorine away from acids)
- Keep containers sealed and labeled
- Maintain proper ventilation in storage areas
- Train staff in chemical handling and emergency response
- Inspect storage areas regularly

ROBBERY

Your safety and that of your patrons are your main concern, both during & following a robbery:

- Remain calm
- Follow the robber's instructions to the best of your ability without endangering your or patrons' safety
- Do not argue or attempt to withhold cash from the robber
- Try to get a good look at the robber's face and clothing – look for any distinctive marks or characteristics; estimate their height
- After the robber leaves, if possible, without endangerment to anyone, check their escape route – on foot; type of vehicle, color, condition, license plate; direction & speed
- Call the police – 911. Give your name, location, details of the robbery.
- Obtain witnesses and ask them to remain until the police arrive. If they are unable to remain, ask for names, addresses, phone numbers.
- Try to preserve the scene of the crime until police arrive. Keep people away from the area.
- Consult with the police upon their arrival.

MEDIA COMMUNICATIONS

Radio, Television, Newspapers, Internet. We have all seen the pictures, whether live or in print – the unfortunate, beleaguered facility worker with one or a battery of microphones droved upon him while he struggles to answer the aggressive questioning of reporters on the scene of a disaster.

The answer to that situation? Do not offer the answers if you're not the facilities spokesperson. In case of an emergency, do not release any information to the media. The General Manager, his/her designate, or the person appointed, and duty authorized by Romulus Athletic Center to handle public relations and media releases are the only person allowed to speak on their behalf.

Remember: **REMAIN CALM IN DEALING WITH ANY EMERGENCY**

IN ALL CASES OF EMERGENCY, THE FOLLOWING GUIDELINES SHOULD BE FOLLOWED:

- As the person in charge of the facilities at the time, you and your subordinate staff:
- Will remain calm, be courteous.
- Inform the media that you are not authorized to permit their entry into the facility until you have consulted with your supervisor. The facility should be secured to prevent unauthorized entry.
- Do not release information or admit liability to anyone. Do not provide details of the emergency,
- Refer to all questions to the person authorized by the owner of the facility to act as their spokesperson.

SEVERE WEATHER POLICY

Objective:

To provide clear and immediate guidance in the event of severe weather conditions (including tornadoes, high winds, hailstorms, or extreme lightning) that pose a threat to the safety of individuals in the facility.

Definitions of Severe Weather Situations:

- **Severe Thunderstorm Warning:** Be prepared to shelter if conditions worsen
- **Tornado Watch:** Conditions are favorable; monitor updates.
- **Tornado Warning:** Tornado has been sighted or indicated by radar — take shelter immediately.

Designated Shelter Areas:

- Interior locker rooms (away from glass)
- Restrooms
- Back offices and storage rooms with no exterior exposure

Procedure:

1. **Monitoring Weather Conditions**
 - The Manager on Duty (MOD) is responsible for actively monitoring weather conditions through NOAA alerts, local news, and/or weather apps.
 - In the event of a Tornado Watch, MOD should prepare staff to act quickly and review designated shelter areas.
2. **Tornado Warning or Immediate Weather Threat**
 - Initiate an “all page” using the PA system (located at the fire panel behind the elevator).
 - Clearly direct all patrons and staff to the nearest designated shelter area.
 - Do not allow patrons or staff to leave the building once the shelter-in-place has begun unless advised by emergency personnel.
3. **During Shelter-In-Place**
 - Ensure all individuals are moved to designated shelter areas as quickly and calmly as possible.
 - Avoid windows, exterior doors, and large open-span areas (like the rinks).
 - Encourage all to remain quiet and seated until the all-clear is given.
4. **Post-Event**
 - Wait for official all-clear from emergency personnel or weather authorities.
 - Assess the building for damage before allowing reentry to rink areas or resuming activities.
 - Report incident and any damage to GM/AGM.
 - Fill out an Incident Report if the weather caused disruption or damage.

Note:

If time allows and safety is not compromised, MOD should take a headcount of staff and confirm with coaches that all the members/guests are accounted for.

AQUATIC EMERGENCIES - One Guard ONE GUARD SCENARIO

Purpose:

To ensure a standard response to potentially dangerous situations in a professional manner. This scenario only works with trained front desk staff. The front desk staff must be trained to the same First Aid/CPR/AED standard as the lifeguards.

For our facility that would be American Red Cross First Aid/CPR/AED for the Professional Rescuer with additional training in Administering Emergency Oxygen and facility-based training on how to perform Rapid Extrication. If these requirements are not met and the next guard will not be in for more than two rotations worth of time, the pool cannot open safely.

If there will be a guard arriving in the allotted time frame and there are trained members of the front desk present, the lifeguard will be responsible for notifying the front desk that they are alone, remind the front desk to have their radios on all the way up, and then open the pool.

Procedure for Life-Threatening Emergencies (in the water):

1. **Radio Indicating Emergency:** The lifeguard will use the radio and alert the front desk to an emergency before making a proper entry and securing the victim. The guard should also get a patron to inform the front desk of an emergency in case they did not hear the radio.
2. **The front desk staff will respond to the radio signal**, taking over most secondary duties and delegating appropriate tasks to patrons.
 - a. **The front desk staff responding to the signal will:**
 - b. Ensure 911 is called (a patron may assist with this).
 - c. Hit the E-Stops and retrieve the Red First Aid Kit (a patron may assist with this).
 - d. Direct a patron to clear the pool. Two patrons may be needed for this.
 - e. Bring backboard to the incident.
 - f. Assist lifeguard with the victim.
3. **Direct front desk staff of any additional duties that need to be completed.**
4. **Care for victim(s)** will be performed within the realm of training (American Red Cross) and facility protocol. The victim will not be moved unless necessary to ensure safety and provide care.
5. **Continue Care Until EMS Takes Over.** Complete a focused physical exam, calming the victim as much as possible.
6. **Complete an incident report.** Front desk staff will begin gathering information for the incident report. Include only the facts of the incident. At no time should a staff member give a medical opinion of a victim's injury. Do not include rumors, opinions, or supposition at any time. Also obtain detailed witness statements and signatures in a quiet, secluded location as soon as possible.
7. **Notify appropriate personnel.** The headguard on duty will be responsible for notifying appropriate personnel including but not limited to:
 - a. Aquatics Director Victoria McGow (947) 254 – 4916
 - b. General Manager Elaine Matthews (734) 558 – 6919
 - c. Regional Manager Louis Lombardo (804) 986 – 4561
8. **Do not talk to media or public.** Any relevant details about the incident will be conveyed to the media by the General Manager. Please do not discuss any incident with the public or “gossip” with other staff. Never place blame or fault on the part of fellow employees!

9. **Clean and disinfect** any equipment used in the incident including guard tubes, and backboards. Dispose of any PPE such as resuscitation masks, and any tools that one use only such as non-rebreather masks. The pool should be closed and treated for contamination if there was a discharge of bodily fluids. See contingency plan for contamination to determine appropriate actions in the event of pool contamination.
10. **Wait for staff debriefing** if involved in the emergency. Staff debriefing may be scheduled later or held directly after an incident. Staff debriefing may be conducted or scheduled by the Aquatics director, General Manager, and/or the Regional Manager.
11. **Re-open the pool.** Re-opening of the pool must be approved by the Aquatics director, General Manager, and/or the Regional Manager.

AQUATIC EMERGENCIES - Two Guard TWO GUARD SCENARIO

Purpose:

To ensure a standard response to potentially dangerous situations in a professional manner.

Procedure for Life-Threatening Emergencies (in the water):

1. **Whistle Signal Indicating Emergency:** The primary lifeguard will blow Three Short Blasts and then perform a proper entry into the water to secure the victim.
2. **The guard who signals will act as the primary rescuer,** assisting the victim as needed and preparing to remove the victim from water when a second lifeguard arrives.
3. **One down guard will respond to the whistle signal,** taking over most secondary duties and delegating appropriate tasks to patrons.
 - a. The down guard responding to the signal will:
 - b. Ensure 911 is called (a patron may assist with this).
 - c. Hit the E-Stops and retrieve the Red First Aid Kit (a patron may assist with this).
 - d. Direct a patron to clear the pool. Two patrons may be needed for this.
 - e. Use the radio to inform the front desk of an emergency. If the front desk does not respond, send a patron to notify the front desk of an emergency.
 - f. Bring backboard to the incident.
 - g. Assist primary rescuer with the victim.
4. **Direct front desk staff of any additional duties that need to be completed.**
5. **Care for victim(s)** will be performed within the realm of training (American Red Cross) and facility protocol. The victim will not be moved unless necessary to ensure safety and provide care.
6. **Continue Care Until EMS Takes Over.** Complete a focused physical exam, calming the victim as much as possible.
7. **Complete an incident report.** Front desk staff will begin gathering information for the incident report. Include only the facts of the incident. At no time should a staff member give a medical opinion of a victim's injury. Do not include rumors, opinions, or supposition at any time. Also obtain detailed witness statements and signatures in a quiet, secluded location as soon as possible.
8. **Notify appropriate personnel.** The headguard on duty will be responsible for notifying appropriate personnel including but not limited to:
 - a. Aquatics Director Victoria McGow (947) 254 – 4916
 - b. General Manager Elaine Matthews (734) 558 – 6919
 - c. Regional Manager Louis Lombardo (804) 986 – 4561

9. **Do not talk to media or public.** Any relevant details about the incident will be conveyed to the media by the General Manager. Please do not discuss any incident with the public or “gossip” with other staff. Never place blame or fault on the part of fellow employees!
10. **Clean and disinfect** any equipment used in the incident including guard tubes, and backboards. Dispose of any PPE such as resuscitation masks, and any tools that one use only such as non-rebreather masks. The pool should be closed and treated for contamination if there was a discharge of bodily fluids. See contingency plan for contamination to determine appropriate actions in the event of pool contamination.
11. **Wait for staff debriefing** if involved in the emergency. Staff debriefing may be scheduled at a later date or held directly after an incident. Staff debriefing may be conducted or scheduled by the Aquatics director, General Manager, and/or the Regional Manager.
12. **Re-open the pool.** Re-opening of the pool must be approved by the Aquatics director, General Manager, and/or the Regional Manager.

AQUATIC EMERGENCIES - Three or More Guard THREE OR MORE GUARD SCENARIO

Purpose:

To ensure a standard response to potentially dangerous situations in a professional manner.

Procedure for Life-Threatening Emergencies (in the water):

1. **Whistle Signal Indicating Emergency:** The primary lifeguard will blow Three Short Blasts and then perform a proper entry into the water to secure the victim.
2. **The guard who signals will act as the primary rescuer,** assisting the victim as needed and preparing to remove the victim from water when a second lifeguard arrives.
3. **The second guard will respond to the whistle signal,** taking over most secondary duties.
 - a. The second guard responding to the signal will:
 - b. Bring backboard to the incident.
 - c. Assist primary rescuer with the victim.
4. **The down guard or Headguard will respond to the whistle signal,** taking over contact and crowd control including delegating appropriate tasks to patrons if necessary.
 - a. The down guard or Headguard responding to the signal will:
 - b. Ensure 911 is called.
 - c. Hit the E-Stops and retrieve the Red First Aid Kit.
 - d. Clear the pool (a patron may assist with this).
 - e. Use the radio to inform the front desk of an emergency. If the front desk does not respond, send a patron to notify the front desk of an emergency.
5. **Direct front desk staff of any additional duties that need to be completed.**
6. **Care for victim(s)** will be performed within the realm of training (American Red Cross) and facility protocol. The victim will not be moved unless necessary to ensure safety and provide care.
7. **Continue Care Until EMS Takes Over.** Complete a focused physical exam, calming the victim as much as possible.
8. **Complete an incident report.** Front desk staff will begin gathering information for the incident report. Include only the facts of the incident. At no time should a staff member give a medical opinion of a victim's injury. Do not include rumors, opinions, or supposition at any time. Also obtain detailed witness statements and signatures in a quiet, secluded location as soon as possible. The guards or headguard may fill this out if there are enough responders.

- 9. Notify appropriate personnel.** The headguard on duty will be responsible for notifying appropriate personnel including but not limited to:
 - a. Aquatics Manager Victoria McGow (947) 254 – 4916
 - b. General Manager Elaine Matthews (734) 558 – 6919
 - c. Regional Manager Louis Lombardo (804) 986 – 4561
- 10. Do not talk to media or public.** Any relevant details about the incident will be conveyed to the media by the General Manager. Please do not discuss any incident with the public or “gossip” with other staff. Never place blame or fault on the part of fellow employees!
- 11. Clean and disinfect** any equipment used in the incident including guard tubes, and backboards. Dispose of any PPE such as resuscitation masks, and any tools that one use only such as non-rebreather masks. The pool should be closed and treated for contamination if there was a discharge of bodily fluids. See contingency plan for contamination to determine appropriate actions in the event of pool contamination.
- 12. Wait for staff debriefing** if involved in the emergency. Staff debriefing may be scheduled at a later date or held directly after an incident. Staff debriefing may be conducted or scheduled by the Aquatics Manager, General Manager, and/or the Regional Manager.
- 13. Re-open the pool.** Re-opening of the pool must be approved by the Aquatics Manager, General Manager, and/or the Regional Manager