

HURST  AQUATICS

EMERGENCY ACTION PLAN



EMERGENCY RESPONSE AND SAFETY

Any number of incidents can occur in a pool environment. The worst, of course, being a drowning or near drowning and the least being a bump or bruise requiring only simple first aid. How the Team deals with each Incident is critical to the continued smooth operation of the facility and safety of the customers. This section addresses how to respond in various emergency situations.

Whistle Codes:
• 1 short - Get attention of Guest • 2 short - Get HG/PM • 3 short - Clear the pool • 1 long -- Active guest rescue in water or non-life-threatening emergency on land • 3 long- passive guest rescue or life-threatening response of any kind (911 automatically called by cashier team) • 2 short whistles (3 times back-to-back)-Code Adam - missing child, guard will immediately • perform a bottom scan and ensure their area is clear.
Air horns (direct emergency to either slide or dive well to allow for better response time):
• 1 long - Active guest rescue in water or non-life-threatening emergency on land • 3 long- passive guest rescue or life-threatening response of any kind (911 automatically called by cashier team)

ACCEPTING OUTSIDE MEDICAL ASSISTANCE

Unless you know for a fact that a guest is a nurse or doctor, Aquatic Team members should not accept assistance from anyone proclaiming to be a medical professional. In addition, a Team member SHALL NOT release a guest to anyone who is proclaiming to be a medical professional. The City of Hurst requires the Aquatic Team to be certified in CPR and First Aid. Under those requirements, the City of Hurst expects the Team members to tend to a guest's injuries until the EMT's releases them from their duties.

SAFETY PRECAUTIONS WHEN ADMINISTERING FIRST AID

Before contacting an individual who is bleeding, follow these safety recommendations:

1. Put gloves on when rendering aid
2. Throw any contaminated materials or bandages away immediately
3. Clean and disinfect ALL bloodstains and contaminated areas with bleach solutions
4. Wash hands thoroughly upon completion with antiseptic soap.

RECOMMENDING FOLLOW UP CARE

Whenever a City of Hurst Aquatics Division Team Member renders care/first aid to a guest, he/she may recommend to the guest to seek additional care from their health care provider. The Team member's recommendation should be based on the training they received from Ellis and Associates. As an Ellis trained rescuer, it is essential that your recommendations do not exceed your training. (For example, recommending stitches to a guest who has yet to see their health care provider). A complete first aid kit will be maintained on site. It is the manager's responsibility to ensure that all supplies are kept fully stocked and should notify the Recreation

Manager, as additional supplies are needed.

MINOR INJURY LOG

All requests for basic first aid (scrapes, bumps, bruises, minor cuts) **MUST** be documented on the Minor Injury Log. This log is simply for recording the date, time, name and age of the guest, phone number, where the accident occurred, what the injury is and what action was taken, and by whom the wrote the report/was the rescuer(s). Injuries will be treated by the MOD or break guard.

If the minor injury was caused by equipment or facility hazards, horseplay or by another customer, the Team must investigate the incident immediately and complete an Incident Report. The Pool Manager will turn in all incident reports to the Recreation Manager on a daily basis.

Only those individuals certified to provide First Aid should perform first aid. Team must always wear gloves before administering any type of first aid. Proper first aid techniques must be carefully followed. Team members **MAY NOT** give out aspirin or other types of oral medication.

STATE REQUIRED EMERGENCY EQUIPMENT

The pool is equipped with several pieces of emergency equipment, according to the minimum standards set by the Texas Department of Health. The specified equipment must be distributed throughout the pool area.

The required equipment is:

1. Shepherd's Crook
2. Rescue Tube
3. Backboard
4. Fire Extinguisher
5. 24 Unit First Aid Kit consisting of:
 - (2) 1" adhesive compress
 - (2) 2" bandage compress
 - (2) 3" bandage compress
 - (2) 4" bandage compress
 - (1) 3"x3" plain gauze pad
 - (2) gauze roller bandage
 - (1) eye dressing
 - (4) plain absorbent gauze - 1/2 square yard
 - (3) plain absorbent gauze - 24"x72"
 - (4) triangular bandage
 - (1) tourniquet
 - (1) scissors
 - (1) tweezers
 - (10) gloves
 - (2) goggles
 - (2) face shields

CITY OF HURST EQUIPMENT STANDARDS

Each year the Recreation Department sets aside a certain amount of financial resources to be allocated to the Aquatics Division for the purchase of new equipment. Investing in the Aquatics

Division:

1. Enables the Team to perform rescues and first aid skills properly
2. Increases the success of the Learn to Swim program, and
3. Allows the Team to provide a safer aquatics environment for the public's enjoyment

In order to maintain the quality and quantity of the equipment purchased by the Aquatics Division, it is the responsibility of each Team member to attest that all of the equipment is being stored properly. Specifically, Team members must ensure that the equipment is stored in a safe place, free from harm or theft. Employees are responsible for the proper use and maintenance of the equipment and tools. Abuse of any City property constitutes grounds for disciplinary action. All damaged and broken equipment will be repaired, replaced or removed from service. Equipment that is missing needs to be brought to the attention of the facility manager. In addition, periodic inventory of equipment and tools will be conducted at the discretion of the facility manager.

DAILY AQUATIC FACILITY INSPECTIONS

The Pool Manager will be responsible for performing opening and closing facility safety inspections. This means walking the ENTIRE facility prior to opening the gates. The facility safety inspection will be conducted to ensure that all of the features in the aquatic facility are in satisfactory condition and free from hazards. If an area or piece of equipment is found unsafe,

1. Remove the equipment, or
2. Temporarily close the area. Depending on the seriousness of the situation,
3. Fill out a work order form or
4. Notify the Recreation Manager so that he/she can immediately obtain assistance.

Facility inspections are to be turned into the RS/PM on a daily basis.

BASIC FIRST AID PROCEDURES

BLACK EYE	Apply cold compress, Advise guest in distress to seek medical help
BLEEDING	Apply direct pressure with sterile dressing (and pressure point) Keep affected part elevated Do not remove soaked dressing if bleeding persists (apply more) Seek medical attention if needed
HEAT CRAMPS	Apply pressure and massage gently Give guest in distress sip of salt water from fridge (1 tsp. salt to 8 oz. water)
HEAT EXHAUSTION	SYMPTOMS: Normal body temperature Pale, clammy skin Profuse perspiration FIRST AID: Raise the feet slightly Cool the guest in distress Treat for shock Call EMS if needed
HEAT STROKE	SYMPTOMS: High body temperature Hot, red, dry skin Unconscious FIRST AID: Cool the guest in distress – slowly Raise the head slightly Monitor ABC's Call EMS
INSECT BITES	Apply cold pack to affected area Keep affected area below the heart Remove stinger Monitor ABC's Call EMS if needed
LOST TEETH	Find lost tooth and hold by crown only – never root Rinse tooth - do not rub Place tooth in socket, cover with gauze and have guest in distress bite down to stabilize. If guest in distress cannot help, store tooth in cold milk or salt water
NOSEBLEED	Have guest in distress sit down and lean forward Apply cold compress Press nostrils firmly
SHOCK	SYMPTOMS: Skin is cold and clammy Faint pulse Fast, shallow breathing

	FIRST AID: If face is pale – elevate feet If face is red – elevate head Maintain body temperature Loosen tight clothing Do not offer foods/liquids
POISON	Contact Poison Control/EMS

EMERGENCY RESPONE PLAN
WATER RESCUES
MEDICAL EMERGENCIES

All Team members play an important role when a lifeguard must execute a save. Failure to follow these roles and procedures can result in chaos and panic at your facility. However, conducting the following procedures in a calm and orderly manner helps to portray you as professional and serious about your job duties. More importantly, it will instill confidence in our customers that you are capable of handling any situation that might occur.

Proactive Measures for Water Rescues

1. Prevention - try to identify questionable swimmers who might require assistance. Speak with them informally and suggest to them that they stay in the shallow end of the pool.
2. Provide assistance to those swimmers who are in obvious trouble or under the water for a prolonged time.

Follow these procedures when a water rescue is signaled:

1. The lifeguard responding to the emergency issues a whistle command and executes the rescue.
2. All lifeguards will stand and point to the direction of the lifeguard executing the save, **WHILE CONTINUING TO SCAN THEIR ZONE OF COVERAGE.**
3. The lifeguard closest to the primary rescuer will temporarily scan both areas until a break guard arrives to take the place on stand of the rescuing lifeguard.
4. In response to the whistle command, all lifeguards not on stand or performing first aid will report to the primary rescuer's stand. The first guard to reach the stand will take over scanning responsibilities.
5. The HG/MOD is responsible for lending assistance to the primary rescuer. Other Team members are responsible for assisting in the rescue as needed and/or for crowd control. If a spinal injury is suspected or if a guest in distress is on the pool floor, available Team will assist with clearing the pool and will keep it cleared until the guest in distress is removed from the pool.
6. The primary rescuer is responsible for issuing 911 commands to the HG/MOD. If 911 is necessary, the MOD will designate one Team person, by pointing or calling by name to initiate the call.
7. When calling 911, state the nature of the call, the name and address of the facility. Do not hang up until the operator instructs you to do so.
8. Once the 911 call is made, the cashier's should lock the cash register, temporarily close the front gates, and watch for the arrival of the ambulance while maintaining the office area.

Once the 911 call is made, Team must notify:

Vacant	(w) 817-788-7333
Kristie Weaver, Interim Community Services Director	(w) 817-788-7219
Madison Seil, Interim Recreation Manager	(w) 817-788-7333 (c) 817-584-5252

9. Team will continue to administer first aid and CPR until medical personnel arrive. Please use a pocket mask or micro-shield. Do not allow any bystanders to assist you. Lifeguards are trained in professional rescuing techniques and can control any situation until paramedics arrive.
10. With available Team assisting the primary rescuer, the manager should begin trying to identify witnesses and gather names and phone numbers. If the police have arrived, they should help with this effort.
11. If an incident occurs, Team is NOT to talk to anyone except the police or Parks and Recreation Department Senior Team. DO NOT discuss the incident with any other lifeguards or pool Team. DO NOT offer any opinions on what happened. State only the facts as you witnessed. DO NOT give any statements to the media. Refer all media related questions to Ashleigh Johnson, Community Relations Manager, 817-788-7029.
12. Once the injured party has been transported and the police have finished their investigation, the primary rescuer will be taken out of rotation for at least one hour or until he/she is prepared to go back on stand. Should the guard wish to leave for the day, the Manager will locate a substitute guard.
13. Within 24 hours, the Recreation Manager will arrange counseling for all Team involved in the incident as needed.

Remember to stay CALM. A calm demeanor will be soothing to a conscious guest in distress and to any customer who may have witnessed the accident.

MOD/Head Guard	Guard #1	Guard #2	Break Guards
	Situation Happens		
	10/20 Rule		
Rush to scene	Signal/Point/Stand	Signal/Point Stand/Cover Zone	Rush to scene
Assist with rescue/examine guest in distress	Entry & Rescue		Either take over 1 st zone/crowd control/assist with equipment
If EMS is not needed, assist with paperwork	If EMS is not needed, fill out paperwork		
Severe emergency – Rapid fire orders to gate for phone call/EMS watch & equipment		Severe emergency – clear pool	

CRISIS MANAGEMENT PLAN - ACTION TIMETABLE

First hour

Complete emergency action plan
Assess the situation on site
Assess number of guests in each area
Notify Management
Notify 1st name on emergency phone list
Keep calling off emergency list until you reach someone
Ask EMS/Recreation Manager to notify family of guest in distress (if not on site)
Get names of witnesses and their statements

Next 2-4 hours

Remove Team directly involved in the incident from rotation until they feel comfortable going back in
Interview Team and get written statements
Instruct Team to NOT make any statements to the public
Keep in touch with medical personnel to find out condition of guest in distress
Keep management and Team informed
Return to 'normal' operation as soon as possible

Next 5-24 hours

Remain calm and keep in touch with reality
Manager needs to prepare incident report overview
Gather employment records of all Team involved and related to the incident. This includes: copies of certifications, training records and time sheets
Refer all media questions to department director
Begin to compile any and all pertinent reports, maintenance and safety records
Meet with Team to begin Team debriefing and/or counseling
Reinforce positive image to remove negative public perception

BE ALERT AT ALL TIMES!!!

Next 2-7 days

Create a central file for gathering of all information
Re-interview Team for any additional information or changes to statements
Keep good written records of all telephone and in-person conversations
Further grief counseling and stress debriefing for on-site Team if needed
Remember you will be wearing different hats. Each hat has a different purpose:
 One for management
 One for the public
 One for your Team

Accident/Incident/Water Rescue Report - one form

Although we continuously stress safety, incidents may occur. In the event that a guest or employee sustains an injury in the aquatic facility or in the outside area, a report must be completed IN FULL DETAIL regardless of how minor the incident may seem. This report protects both the City and the employee should questions arise at a later date. Reports are to be submitted on a daily basis to the Recreation Manager. PLEASE PRINT NEATLY AND PRESS DOWN TO ENSURE CARBON COPY IS LEGIBLE! PARD Senior Team, Managers

and Lifeguards will be the ONLY employees to complete these reports. Reports should not be completed in front of the public. The Manager will sign all reports AFTER it is complete.

INVESTIGATION QUESTIONS & ISSUES

Guest in Distress Companions & Witnesses

- A. Guest in Distress Companions (if hostile, take identifying information and notes – no statements)
- Name, address, phone number, and age
 - How are you associated with the guest in distress?
 - Is a parent present?
 - If not, another adult, friend, etc?
 - When did you arrive?
 - How many are in your group?
 - Have you been here before?
 - Did your group stay together?
 - Is there a group leader?
 - Did the adult/leader know the guest in distress's swimming ability?
 - How did the adult/leader learn of the incident?
 - Did you pay admission or use a season pass?
 - If different, name of birth parents?
 - What was the last activity you saw the guest in distress involved in?
 - Did guest in distress have any known or suspected disability, impairment, or underlying medical conditions?
 - **IF the companion is witness, ask next set of questions**
- B. Witness (if hostile, take identifying information and notes - no statements)
- Name, address, home, work, cell phone, age?
 - Any relation to the guest in distress?
 - Can witness identify other witnesses?
 - Did witness observe guest in distress prior to incident? From where?
 - Was guest in distress having swimming difficulties?
 - Was guest in distress diving or jumping? What type?
 - Was guest in distress swimming underwater?
 - Was guest in distress with parent or friends?
 - What did witness do when incident occurred?
 - How many lifeguards were on duty? Where?
 - How many people in the pool? Estimate if necessary
 - How was lifeguard notified of incident?
 - What did the lifeguard do?
 - Who removed the guest in distress from the pool? How long did it take from the time the lifeguard was notified?
 - Any delays in CPR or other medical treatment?
 - Witness experience with CPR?
 - Witness experience with lifeguard training?
 - How did lifeguards perform?

INVESTIGATION QUESTIONS & ISSUES**Staff**

- A. Employees on duty:
- List of all staff on duty and positions?
 - Home addresses and phone numbers
 - Date of birth?
 - Post season address, phone, and employer?
- B. Lifeguards directly involved in incident:
- Years as a certified lifeguard and length of current employment?
 - Your location at time of incident?
 - Describe the pool zone you were scanning?
 - Who blew whistles?
 - Who called 911 and time of call? Where was the phone located?
 - How long until EMS arrived?
 - How was rescuing lifeguard notified?
 - How long from notification to contact with guest in distress?
 - What did lifeguard do?
 - Who assisted?
 - Who removed the guest in distress from the pool? How?
 - Rescue tube/back board used?
 - Who gave CPR? Any delays?
 - CPR barrier/gloves used?
 - Was O2 administered and/or defibrillator used? By whom?
 - What occurred when paramedics arrived? How long did it take them to get there?
 - Last station rotated? How long?
 - 10/20 or equivalent used? What scanning pattern used?
 - Rescues made prior to incident? By whom?
 - Water clarity?
 - Environmental factors affecting vision of zone (glare, waves, noise, shade)?
 - What time did you arrive to work?
 - How much sleep did you get the night prior?
 - Activities the prior evening? Prior to arrival at work?
 - Use of alcohol or drugs?
 - Fluids and food digested prior to incident?
 - Sunglasses worn?
 - Prescription glasses, contacts, etc worn?
 - What is the correction on the eyewear?
 - What was the guest in distress wearing?
 - Where was the guest in distress located?
 - What activities were the guest in distress involved in prior to the incident?
 - Were there any rule violations or warning issued prior to the incident?

C. Environmental Factors

- Lighting natural or artificial?
- General weather conditions?
- Location of sun?
- Glare?
- Shading?
- Noise? Music?
- Waves or turbidity?
- Any unusual distractions or disruptions?
- Grates/lane lines/ blind spots created?

D. Weather Conditions

- Air temperature
- Wind direction
- Wind velocity
- Visibility (clear, cloudy, overcast, etc)
- Precipitation (rain?)

E. Pool Water Records

- Chlorine level?
- pH level?
- Copies of pool readings?
- Water temperature?
- Frequency of chemical readings?
- Water clarity prior to incident?
- When was the pool last vacuumed?
- Any other documentation from day of incident?
- Any special products used in pool water prior to incident?

DO NOT speak with any investigators other than police without first contacting Recreation Manager.

INVESTIGATION QUESTIONS & ISSUES
Documents to obtain

- A. Pool plans to scale showing permanent fixtures
 - Lifeguard chairs
 - Water slides, diving boards, starting blocks, other?
 - Location of incident?
 - Location of on-duty lifeguards and staff?
 - Ladders, buoy lines, lane lines, etc?
 - Lane lines painted on bottom?
 - Depth change lines painted on bottom?
 - Scanning zones
 - Show northern direction
- B. Other documentation:
 - All lifeguard certifications with expiration dates
 - Last year and current audit reports
 - Orientation documentation
 - In-service records
 - In-service topic covered
 - Guest in distress's conduct/discipline records
 - Guest in distress's prior rescue records
 - Guest in distress's swim lesson records, if available
 - Guest in distress's season pass information
 - County/City health inspection reports
 - Other operating permits
 - Any state health inspection reports
 - Pool capacity
 - Attendance at pool during incident
 - Photographs/video
- C. Medical Reports
 - With HIPPA rules, may not be able to access this information
 - Hospital report
 - Police report
 - Fire/Ambulance report
 - Agency accident/incident reports

INVESTIGATION QUESTIONS & ISSUES
Follow-up

- A. What was the procedure to correct the incident, once it was determined that a situation existed or was in the process of occurring?
- B. Have there been any changes to policy or procedure?
- C. Were there any experts brought in to verify correct operation?

RECORD KEEPING

The following is a list of paperwork and reports that are to be kept on file. Some are kept in the Recreation Office, others, at the pool. It is VERY important that records are not thrown away. The State of Texas has different retention requirements for different forms. We can get in big trouble if we do not properly file reports correctly.

Recreation Office:

Orientation topics and attendance
In-service topics and attendance
Texas Department of Health Codes
Pool Inspections - copy of current inspection at pool
End of Shift/Facility Check forms
Certification copies
CPR/Scanning audits
Originals: accident, incident, and water rescue reports
Original contact sheets for groups
Past time sheets

Pool Office:

Chemical checklist
Maintenance report
Copies of Certifications
Minor Injury Log
Copy of current pool inspection
Current time sheets
Contact Sheets for Groups
Employee Disciplinary Forms
Patron Incidents Forms
Rescue Reports

ENVIRONMENTAL & WEATHER-RELATED EMERGENCY PROCEDURES

In addition to the preceding information, each Team member needs to be familiar with the emergency procedure for fire and tornadoes. Managers should always contact PARD Senior Team if it appears the facility will have to close for an extended period of time.

Procedure for fire

In the event of a fire, Team should remain calm and provide leadership for SAFE and quick evacuation of the facility. Team members should be aware of the exits from the pool and where they lead.

Notify the Hurst Fire Department immediately. Following the evacuation, provide care to those in need. Gather all information from witnesses and compile an Incident Report.

Should a fire occur, follow these procedures:

1. Call 911.
2. Calmly but quickly clear the pool.
3. Close the register and get the first aid kit (if possible).
4. Isolate Team and guests from fire and other hazardous areas.
5. Attempt to extinguish the fire if small or confined (i.e., trash can).

6. Contact PARD Senior Team.
7. Provide first aid to injured people until EMS arrives.
8. Continue to assist emergency personnel once they arrive on-scene.
9. Start gathering witness information for Incident Report.

Procedure for Tornadoes

This plan is to ensure that proper emergency procedures will be carried out in the event of a tornado. If a tornado warning has been issued, keep informed of the situation by listening to the weather radio. If a tornado has been spotted near the facility or is traveling towards that direction, calmly clear the pool and direct guests into the bathhouse.

DO NOT LET ANYONE LEAVE THE FACILITY.

Have the guests face the support walls in a low or crouching position. Male guards will be stationed in the men's restroom and female guards will be stationed in the women's restroom.

KEEP THE GUESTS CALM AT ALL TIMES.

Everyone should cover their heads and faces with their hands or towels. The Manager will continue to monitor the storm on the weather radio. When the tornado passes, check the guests and other Team members for injuries. Administer the necessary first aid and contact EMS if needed.

If a tornado watch is issued for the area, the facility will remain open but the Team must closely monitor the weather for changing conditions. PARD Senior Team may close the pool if a tornado warning is issued.

Should a tornado strike without warning, follow these procedures:

1. Calmly clear the pool.
2. Direct everyone to the bathhouse.
3. Ask guests face the support walls and crouch down.
4. Tell guests to cover their heads and faces.
5. Afterwards, check everyone for injuries and administer first aid as needed.

CHEMICAL HAZARDS

A number of toxic chemicals are found in any pool operation. Material Safety Data Sheets (MSDS) for each chemical are available so that Team may be aware of the chemicals they are exposed to. Pool Team that is responsible for chemically treating the pool must follow prescribed safety techniques in an effort to minimize their exposure to injury. Protective equipment such as safety goggles, chemically resistant gloves, chemical mask, chemical aprons and an emergency eyewash station are located in the pump house and should be used at all times when working around pool chemicals.

Team will be trained on proper handling of chemicals and should refer to MSDS sheets for additional information. The City of Hurst pool uses the following chemicals to sanitize the water: sodium hypochlorite (liquid chlorine) and muriatic acid.

Sodium hypochlorite - liquid chlorine is what sanitizes the pool and gives the water its clarity. It is 12% chlorine and the rest water (household bleach is 7% chlorine). It is a very safe sanitizer to use. It is non-flammable. However, care must be given when you come in contact with it. Rubber gloves and chemical goggles are required to be worn when handling sodium hypochlorite. If splashed on the skin, you will feel a slight burning sensation. Rinse your skin immediately if this happens.

Avoid prolonged exposure to fumes. Chlorine must not be stored in close proximity to acidic materials.

If a spill or leak occurs: dilute the area with large amounts of water. If the spill is large, it must be contained. Call 9-911 and request assistance from the hazardous materials unit. If a spill or leak occurs in an enclosed area, do not enter these areas if noxious fumes are present. Call 9-911 for assistance.

Muriatic acid - is a diluted form of hydrochloric acid and should be handled carefully. Muriatic acid is used to adjust the pH of the pool water. Liquid chlorine has a pH of 13. Muriatic acid will bring the pH down to a range of 7.5. The acid is stored in small barrels and must be handled with extreme care. Although it is non-flammable, it will produce tremendous heat if it comes in contact with bases (i.e., liquid chlorine) or can produce a flammable gas if it comes in contact with metals.

Exposure to the fumes will cause respiratory problems. If a spill occurs, dike the area immediately to prevent runoff. Use soda ash to neutralize the spill. Call 911 if needed.

EQUIPMENT HAZARDS

It is essential that a systematic inspection program be carried out throughout the year to reduce or eliminate the exposure to injuries from unsafe, worn or broken equipment. If equipment is found to be unsafe, it must be isolated so that no customers or Team will come in contact with it. Team should notify PARD Senior Team within 24 hours of finding any equipment problems.

Daily and weekly inspection reports are provided to the Manager. The inspection sheets are to be filled out completely and accurately and turned into the Recreation Manager by the specified date. Equipment that may be used by customers (i.e., diving boards, ladders, gates, etc) should be roped off until the proper repair can be made. Inspection methods include more than visual inspection.

Inspection should include a hands-on approach whereby the inspector physically moves or uses the equipment, looking for defects or listening for troubling sounds caused by the equipment.

Managers are responsible for thoroughly inspecting the work site before allowing customers to enter the facility.

EXAMPLES OF POOL CLOSURES

Canceled Programs

Canceling swim lessons may only be authorized by PARD Senior Team or the Learn to Swim Coordinator. Once the decision has been made to cancel lessons, instructors will be notified. Signs will be posted on the door and the answering machine updated. We will not call individual participants.

Mechanical failure

Every effort should be made to avoid having to close the pool due to mechanical or chemical problems. Careful attention to the mechanical and chemical operation of the pool should eliminate downtime. Health codes require that chlorine be maintained at a minimum level of 1ppm with the pH ranging 7.2-7.6. Ideally, the City of Hurst pool will be maintained with a chlorine level of 1.5ppm and a pH of 7.5. Managers should notify the Recreation Manager if they are concerned about being able to maintain a 1ppm reading in the pool.

Vandalism

Depending on the severity, vandalism may also be a cause for the pool close for the day or not open on time. It is for this reason that all Team members must report for duty a minimum of 15 minutes prior to their shift beginning to allow time to address any problems they may find when they arrive. Every effort must be made to open the pool on time.

Inclement weather

Lifeguards and managers should be aware of the threat of bad weather moving into the area. All Team should listen carefully for thunder and watch carefully for lightning. Should either occur, the pool must be cleared immediately and should remain clear for a minimum of 15 minutes from the last sound of thunder or the last lightning strike. If no thunder or lightning occurs within that period of time, swimmers may be allowed back into the water.

When managers and/or lifeguards hear thunder or see lightning:

1. Immediately clear the pool, the volleyball court, and outdoor shower area.
2. Keep guests from running outside to 'play' in the rain.
3. A lifeguard should be posted around the restroom/hallway to cut down on horseplay.
4. If guests wish to leave the cashier should issue a rain check. If a guest needs to call for a ride, they may use either phone to place the call. When their ride arrives, the cashier should issue a rain check to be used at a future date.

After hearing thunder and/or seeing lightning, the 15-minute rule will go into effect. The manager will continue to enforce the 15-minute rule until:

1. ALL of the thunder and lightning has stopped entirely during the 15 minutes, or
2. The manager receives permission from Senior PARD Team to close the facility at any time during the 15-minute pool evacuation period(s).
3. Guests may ask and receive rain checks from the cashier. However, encourage guests to wait a few minutes if it appears the weather will improve.

It is our goal to re-open the pools when conditions warrant. If the forecast indicates that the inclement weather will not end or pass through the area prior to the scheduled pool closing, the MOD should contact the RM to receive permission to close the facility for the day. If the RM is not available, please contact the Senior PARD in the following order:

Recreation Director
Parks Director

If permission is received to close for the day, all regular closing duties must be completed prior to staff leaving. Once all closing duties are completed, the MOD should contact the RM after securing the facility.

Fecal Matter

If fecal matter is found in the pool, Team will treat as required by policy. Report needs to be filled out by MOD and the Recreation Manager called immediately.

Blood-borne Pathogens

In the event of bodily fluids on the pool deck or in the pool, Team will treat as required by policy. Report should be filled out by MOD and the Recreation Manager notified.

1. Direct all guests away from the area in which the fluid is located. Do not allow anyone to re-enter the affected area until all procedures are complete.
2. PMA's or other aquatic staff will remove the material from the affected area using bleach and water.
3. If in the pool, HG/MOD shall test the water to verify chlorine levels. If chlorine is less than 1.5ppm, contact Park Manager to adjust.
4. Clean and disinfect any implements used. After cleaning, leave them in a bucket of bleach and water for at least 30 minutes.

OTHER TYPES OF THREATS

Bomb threats

Any Team member receiving a phone call involving a bomb threat or a threat against an individual should attempt to obtain as much information as possible from the caller. This information is invaluable in determining the validity, urgency, and nature of the threat, and consequently in determining what action is appropriate in response to the threat.

1. Of up-most importance are the EXACT WORDS of the caller and information concerning the location and expected detonation time of the explosives. Write down the EXACT WORDS as soon as possible so they will not be forgotten or distorted.
2. The person making the threatening call could reveal enough information about himself so that the recipient of the call could later identify the caller. There have been cases where the caller has described the bombing device, given its location and stated the time that the device was to be detonated or ignited.
3. Team members receiving such calls should be aware of the following guidelines and suggestions:
 - a. Be calm and courteous; listen; do not interrupt the caller; write down notes on any paper available.
 - b. Try to keep the caller on the line as long as possible in order to obtain as much information or characteristic comments or accents as possible. This can be done by pretending to have a bad connection.
 - c. Ask the caller to repeat the message. Attempt to ascertain the type of device, what it looks like, where it's located, what time it will go off, etc.
 - d. Pay particular attention for any strange or peculiar background noises, such as a motor running, music, train whistles, sirens, airplanes or any other noises that might provide clues as to the place from which the call was being made.
 - e. Listen closely to the voice (male/female, young/mature), voice quality, accents, speech impediments or words/phrases used repeatedly.
 - f. If time permits and the caller is talkative, ask questions such as 'Who is this calling?' or 'What is your name?' In some instances, the caller may unthinkingly reply with his/her name.

Natural gas leaks

Immediately upon discovery of the leak, call 911 and evacuate the facility.

Workplace Violence

1. Angry/hostile customer or co-worker
 - a. Stay calm
 - b. Listen attentively
 - c. Maintain eye contact
 - d. Be courteous and patient
 - e. Keep the situation in your control
 - f. Notify supervisor
2. Person shouting/swearing, threatening
 - a. Signal a co-worker that you need help (if possible)
 - b. If possible, do not make any calls yourself
 - c. Have someone call a supervisor, if severe, call 911
3. Threats with a gun, knife or other weapon
 - a. Stay calm
 - b. Signal a co-worker or supervisor that you need help, have them call 911
 - c. Maintain eye contact
 - d. Stall for time
 - e. Keep talking - but follow instructions from the person who has the weapon
 - f. Do not risk harm to yourself or others
 - g. Never try to grab a weapon
 - h. Watch for a safe chance to escape to a safe area
 - i. After you are safe, call 911 and notify a supervisor

THE MEDIA AND YOU

City of Hurst Aquatic Employees who are approached by a guest inquiring about an incident or injury need to refer the guest directly to the Recreation Manager for further information and/or assistance. Employees WILL NOT volunteer any information regarding an incident. Specifically, at no time will an employee offer information to the public, either in written or verbal form concerning an incident.

Responding to the Media

Following an injury and/or incident, do not discuss the situation, release information about the guest in distress, express your opinion or admit fault. Refer guest and media inquiries to the Recreation Manager or Community Relations Manager.

In a crisis situation, all information should be released from the Community Relations Office. Reporters may approach employees who are knowledgeable of the event, or who are witnesses to the event. Employees should direct reporters and others to the Community Relations Manager for more information.

Guidelines to Follow When Approached By the Media

DO NOT TALK TO THE MEDIA OR THE PUBLIC REGARDING INCIDENTS AT THE POOL!!

However, if you are caught off-guard by anyone, use the following as a guideline:

1. If a reporter questions you, you are not required to give an interview. Please state, "I am not the best person to answer that question. Please discuss this with the Community Relations Manager."
2. It is acceptable not to know the answer to a question. Just openly admit, "I don't know." Direct the reporter to the Community Relations Manager for an answer.
3. It is okay to express sympathy for any persons that are injured during a crisis. However, employees should direct any specific questions concerning the crisis to the Community Relations Manager.
4. DO NOT SAY "NO COMMENT." Reports may interpret this as guilt or a reluctance to talk to the media. You may say, "At this time it would be premature and speculative to discuss the matter pending further investigation." Then, direct them to the Community Relations Manager for further comment.
5. Do not say anything that you would not want to see in print. A negatively phrased 'joke' loses its humor in print and can be very embarrassing when read later.
6. Never make an 'off-the-record' statement. The confidentiality of off-the-record statements can never be guaranteed.