

FAIRFAX MUNICIPAL PARK POOL

Facility Staff Manual & Emergency Procedures



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Eau Claire
PARKS, RECREATION, & FORESTRY

Live Life Better

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AGENCY AUTHORITY, ROLE AND RESPONSIBILITY

DEPARTMENT MISSION STATEMENT & PURPOSE

The mission of the Eau Claire Parks, Recreation, and Forestry Department is to be a leading provider and facilitator of high quality park, recreation, and forestry services that will improve the quality of life for citizens, user groups and visitors of Eau Claire.

The purpose of the Recreation Division will be to create a sense of community, enhance neighborhoods, strengthen families, and promote healthy lifestyles.

FAIRFAX MUNICIPAL PARK POOL GENERAL INFORMATION

Fairfax Municipal Park Pool is administered and staffed by the City of Eau Claire—Parks, Recreation, and Forestry Department. Approximately 75 part-time, seasonal staff work at the facility in the summer and all lifeguards are trained and certified by the American Red Cross as Waterpark Lifeguards.

This facility is located on Eau Claire's south side in an 80-acre park at the corner of Fairfax Street and Golf Road and was designed to accommodate all ages and abilities of swimmers. The main pool begins at a zero-depth and gradually deepens to the large, rectangular portion of the pool, which contains an Olympic-size, eight-lane, 50-meter swimming area. This 17,000 square foot pool contains 450,000 gallons of water heated to a temperature of approximately 82°F. Some of the main pool's features include a play structure and stationary waterslide.

A separate diving well is located at the East of the main swimming pool. The diving well has two diving boards: a one-meter board and a three-meter board. One lifeguard staffs this pool while open to swimmers.

There are three separate 18' x 24' Canopy Shade Features located on the south end of the pool deck. Canopy structures and lawn-chairs are available on a first-come, first-served basis. Other amenities include a children's playground on the north side of the park and a bean bag toss.

Overlooking the swimming pool is a concession stand. Here, patrons can purchase food and beverages. Picnic tables and one pavilion are available to patrons on a first-come, first-served basis, however; the pavilion may be rented by patrons for birthday parties and other special functions.

While general (open) swim will occur during most times the facility is open, Adult Lap Swim and Adult Fitness classes, as well as children's swimming/diving lessons, and facility rentals are also scheduled. Additionally, the Eau Claire YMCA Swim Team reserves the facility weekday mornings until approximately 9:00 AM. The facility will be closed to the general public during the last weekend in June for a YMCA swim meet.

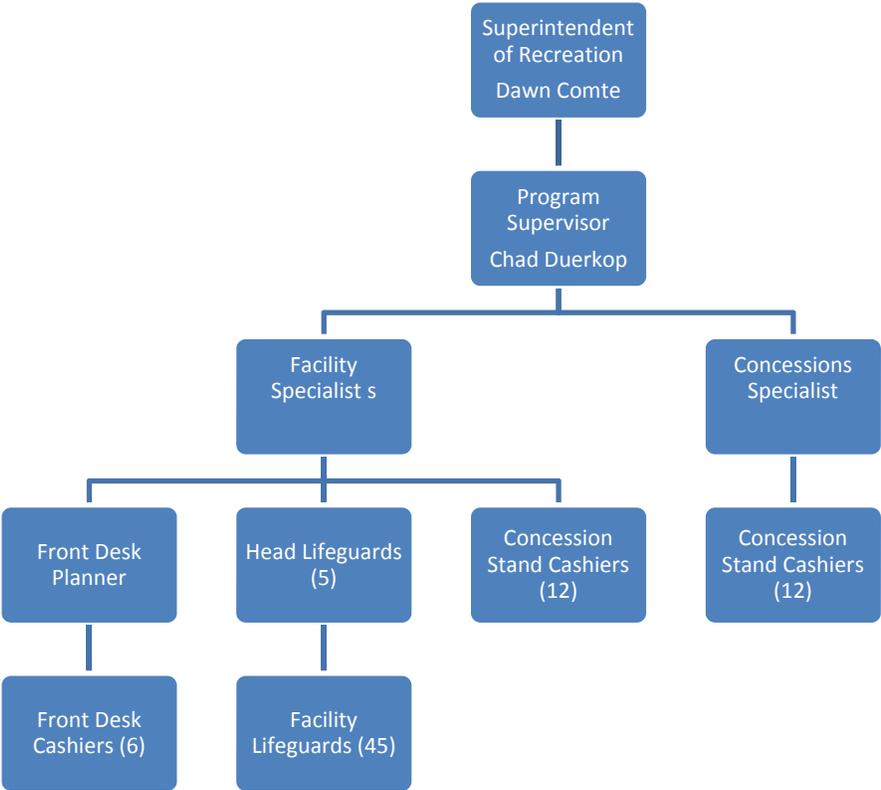
PLANNING

DEPARTMENT PLANS

The Eau Claire Parks, Recreation and Forestry Department have several plans that include Fairfax Municipal Swimming Pool. Those plans are, but not limited too; The Parks and Open Space Plan and The Comprehensive Recreation Program Plan. Plans specific to Fairfax Pool are included in this manual such as our Emergency Action Plan, Risk Management Plan, Security Plan and Traffic and Pedestrian Control Plan.

ORGANIZATION AND ADMINISTRATION

ORGANIZATIONAL CHART



COMMUNICATION

Each staff person reports to his or her direct supervisor as illustrated in the organizational chart above. Direct supervisors are responsible for evaluation, training, and overall supervision. If you have concerns during the season, please communicate your concerns to the appropriate party.

If you feel you have addressed your concern with the appropriate staff person and are not satisfied with the result, please feel free to discuss your concerns with Chad Duerkop, Dawn Comte, or Phil Fieber. Your supervisor has a genuine interest in your health and well-being and, if made aware of a concern, will do everything possible to rectify the situation to your satisfaction.

Each staff person at Fairfax Municipal Park Pool has a job description (APPENDIX B) which is the basis for their performance evaluation. Please be certain you are familiar with your job duties and seek assistance from your supervisor if you have questions or concerns.

HUMAN RESOURCES

STAFF SCHEDULES

All staff scheduling will be completed using the on-line When-to-Work Program. Staff will be e-mailed log-in instructions. We will be scheduling you for two week periods of time. Schedules will be posted each pay period for the following pay period (2-weeks prior to the start of the schedule). Each employee is responsible for regularly checking their schedules and communicating their concerns to their direct supervisor (Facility Specialists for lifeguards and front desk cashiers and concession stand manager for concession stand cashiers).

All scheduling issues should be communicated through When-to-Work including requests for time-off and locating and securing a sub for shifts you are unable to work. Staff will not be scheduled the weekend of June 18 due to the Fairfax swim meet. You do have an opportunity to work if you sign up with managers.

TIME-OFF REQUESTS

Time-off requests should be submitted **no later than** 9:00 AM two weeks before the schedule is posted. Time-off will be granted in the order in which they are received. If a time-off request is not granted, staff will be responsible for finding their own replacement to cover their shift.

Blackout Dates include **June 23-26, July 1—July 5th** and **July 21—July 23**. Time off requests submitted for these dates will not be approved.

TRADES AND SUBS

If, once the schedule has been posted, a staff person is unable to work a scheduled shift; she or he is responsible for finding their own replacement. Staff should log on to When-to-Work and post the shift to the “Trade Board.” Once another staff person indicates on When-to-Work that she or he is willing to pick-up or trade the shift, a note will be sent to the scheduling manager for approval.

IMPORTANT NOTE: While we recognize that you will likely rely on sub lifeguards to fill some of your shifts, please keep in mind that the number of hours you Trade or “give away” are logged. It

is expected that staff will work the majority of their assigned shifts. If a staff person continually posts shifts to the trade board, the number of hours she or he receives may be reduced. Please keep a manager informed of your availability changes. If you are sick, immediately get a hold of a facility specialist personally then help find a sub if you are able. Any day of changes to the schedule need to be brought to the attention of a facility specialist, do not post to the trade board.

TIMESHEETS AND TIMECARDS

Timesheets are due to your immediate supervisor at the end of your last shift during the pay period. All timesheets must be completed no later than 6:00 PM on the final day of the pay period (every other Sunday). It is expected that your timesheet will be completed correctly, signed, and dated. If your timesheet is not received or placed in the appropriate "Time Sheets Completed Folder" on the final day of the pay period, it may prevent you from being paid on time.

All staff at Fairfax Pool will log their hours on a timecard. Staff are allowed to punch in **at the start of their scheduled shift** and **must punch out for lunch breaks** and at the end of their scheduled shift.

STAFF CERTIFICATIONS

Lifeguards, Head Lifeguards, and Facility Specialist s are responsible for ensuring that **current** certifications are on file at the facility **prior to their first working shift**. Staff are also responsible for ensuring these certifications remain current throughout the summer season. Certifications to be maintained include the following:

- American Red Cross Waterpark Lifeguarding/First Aid
- American Red Cross CPR/AED for the Professional Rescuer (issued within the last year)
OR
American Red Cross CPR/AED for Lifeguards (issued within the last year)

Head Lifeguards and Facility Specialist s should also maintain the following certification:

- American Red Cross Lifeguarding/Waterpark Lifeguarding Instructor Authorization

Personnel who are missing any of the above documents or certifications will NOT be allowed to work.

FACILITY JOB DESCRIPTIONS



CITY OF EAU CLAIRE

JOB DESCRIPTION

TITLE: Fairfax Facility Specialist (Facility Specialist Step D-G)
DEPARTMENT: Parks & Recreation
DIVISION: Recreation
REPORTS TO: Recreation Program Supervisor
POSITION CODE: Z01-1
DATE: February 2012

General Function

This position is responsible for the administration and operation of the Fairfax Municipal Pool and its activities.

Position Scope

This position reports to the Recreation Program Supervisor. The Fairfax Municipal Facility Specialist is responsible for the overall management and supervision of the Fairfax Municipal Pool.

Essential Functions

Director is responsible for the pre-season preparation, season scheduling, and post-season reports.

- Pre-Season
 - Aquatic Director will work three weeks prior to registration deadline
 - Assist in recruiting and selection of staff
 - Pool Maintenance
- Season
 - Review and submit staff timesheets
 - Oversee development of staff in-service
 - Create staff work schedules
 - Complete performance evaluations on lifeguards and facility supervisors
 - Lifeguard in emergency situations
 - Pool maintenance, admissions, concession, and emergency procedures
 - Communicate concerns and issues with appropriate parties
 - Oversee staff training
 - Coordinate efforts with rental parties and special events
 - Assist aquatic directors and head lifeguards in planning and coordinating special events at the pool
- Post-Season
 - Complete end of season final report
 -

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Recreation Program Supervisor

Supervision/Direction Exercised

Temporary/Seasonal Recreation Staff

Work Environment

Work is mainly sedentary with occasional light lifting of up to 25 lbs.



CITY OF EAU CLAIRE

JOB DESCRIPTION

TITLE: Fairfax Pool Front Desk Manager (Program Director Step A-D)

DEPARTMENT: Parks & Recreation

DIVISION: Recreation

REPORTS TO: Fairfax Facility Specialist

POSITION CODE: Z01-1

DATE: February 2012

General Function

This position is responsible for monitoring access to the pool and providing exceptional customer service to patrons.

Position Scope

This position reports to the Facility Specialist. The role of the Front Desk Manager will be responsible for front desk operation, training of staff, selling daily admissions, overseeing season pass sales and pass production, and monitoring daily deposits.

Essential Functions

While monitoring access to the pool, the Front Desk Manager will also assist the Superintendent of Recreation in planning and preparing for employee orientation, assist in training, monitor season pass sales, enforce city policies, generate reports as requested, enforce cash handling policies and procedures, monitor and replenish supplies as needed, work regular shifts at front desk and concession stand.

The Front Desk Manager will work two weeks prior to pool opening and attend all orientation sessions.

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Facility Specialist, Recreation Program Supervisor

Supervision/Direction Exercised

Front Desk Cashiers, Temporary/Seasonal Recreation Staff

Work Environment

Work is mainly sedentary with occasional light lifting of up to 25 lbs.



CITY OF EAU CLAIRE

JOB DESCRIPTION

TITLE: Concession Stand Manager (Program Director Step A-D)

DEPARTMENT: Parks & Recreation

DIVISION: Recreation

REPORTS TO: Recreation Program Supervisor

POSITION CODE: Z01-1

DATE: February 2012

General Function

The concession manager will be a working manager in the Carson Park (100%), Fairfax Pool, or Hobbs Ice Center concession stands (80% Pool, 20% Hobbs). Responsibilities include scheduling hours and supervising concession workers, balancing daily cash receipts, ordering products, and inventory of supplies.

The Carson manager must also have the ability to communicate and work with many user groups and volunteers. Additional responsibilities include; tracking all sales and purchases, and preparing payments to user groups.

Position Scope

This position reports to the Recreation Program Supervisor. The role of the Concession Stand Manager is to supervise the concession operation at Carson Football/Softball, Fairfax Park Municipal Pool, or Hobbs Ice Center.

Essential Functions

- Plans and organizes concession sales and stand operation.
- Meets with vendors to discuss orders and billing.
- Orders and stocks product inventory and approves invoices for payment.
- Maintains concession menu and prepares concession product for sale.
- Manages cash handling, deposits, and daily accounting receipts.

- Prepares and markets weekly specials.\
- Maintains safe-serve food handling practices and sanitary conditions in the stand.
- Sells concession stand operates cash register.
- Supervises, trains, and schedules staff.
- Work with volunteers and user groups (Carson Park only)

OTHER JOB FUNCTIONS

- Keeps accurate records of product ordered, receipts of product purchased and delivered, accident reports, etc.
- Performs and supervises maintenance and general housekeeping of concession stand according to Health Department Standards.
- Performs accounting duties including balancing the cash drawer, performing daily deposits, and preparing deposit bags.
- Has positive communications with the customers to encourage business.
- Works with the Concessionaires, motivating them to provide great customer service.
- Uses marketing tools (i.e. signage, website, Facebook, and others to promote the stand).
- Designs appropriate signs for product advertisement and pricing.
- Makes recommendations of product purchases to the Program Supervisor.
- Completes paperwork as required (i.e. timesheet, accident reports, etc).
- Shall wear ECPR staff uniform per the City of Eau Claire dress code.

REQUIREMENTS OF WORK

- Serv-Safe Food Protection Manager Certification preferred
- Knowledge of basic accounting practices.
- Ability to effectively supervise staff and have positive working relationships.
- Ability to make general arithmetic computations accurately.
- Strong oral and written communication skills.
- Ability to operate basic concession equipment and Microsoft Office software (Word & Excel)
- Possess strong customer service skills.
- Ability to move 50 lbs. or less of concession product.
- Possess valid driver's license and reliable vehicle.

Non-Essential Functions

As required

Supervision/Direction Received

Recreation Program Supervisor

Supervision/Direction Exercised

Concession Stand Cashiers

Work Environment

Work is mainly sedentary with occasional light lifting of up to 50 pounds.



CITY OF EAU CLAIRE

JOB DESCRIPTION

TITLE: Fairfax Pool Head Lifeguard (Head Lifeguard Step A-D)
DEPARTMENT: Parks & Recreation
DIVISION: Recreation
REPORTS TO: Fairfax Facility Specialists
POSITION CODE:
DATE: February 2012

General Function

This position is part of the department management team that supervises the operation of the Fairfax Municipal Pool. As an on-site supervisor, the Head Lifeguard is responsible for the image given by the lifeguard staff.

Position Scope

This position reports to the Facility Specialist s and Aquatic Director. The Head Lifeguard is responsible for continual monitoring of staff lifeguard skills, staff morale, and the identification of training needs for the lifeguard staff.

Essential Functions

The Fairfax Pool head lifeguard will be responsible for the safety of their site, ensure safe practice by patrons, enforce pool rules and regulations, ensure the staff is serving the public in a positive way, ensure the facility is kept clean and well maintained, communicate concerns and issues with appropriate parties, plan and lead lifeguard staff training, plan and lead facility staff development, and work as a practicing lifeguard. The Head Lifeguard will also be able to handle emergency situations when they arise.

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Facility Specialist s, Aquatic Director, Recreation Program Supervisor

Supervision/Direction Exercised

Not Applicable

Work Environment

Work is sedentary, with occasional water duties and light lifting of up to 25 lbs.



CITY OF EAU CLAIRE

JOB DESCRIPTION

TITLE: Fairfax Pool Lifeguard (Lifeguard Step A-D)

DEPARTMENT: Parks & Recreation

DIVISION: Recreation

REPORTS TO: Head Lifeguard

POSITION CODE: Z01-1

DATE: February 2012

General Function

This position is responsible for providing a safe environment at the Fairfax Municipal Pool.

Position Scope

This position reports to the Head Lifeguard and Facility Specialist. The lifeguard will provide a positive image of the city aquatic program by being attentive, conscientious, and courteous at community swimming pools.

Essential Functions

The Fairfax Pool lifeguard will be responsible for the safety of their site, ensure safe practice by patrons, enforce pool rules and regulations, watch swimmers through safe scanning and perform rescue/assists as necessary, inspect and clean equipment, perform first aid, administer CPR/AED, administer swim test, practice in in-services, and perform daily safety checks. Lifeguards will also maintain order in the pool area, bathhouse, deck, and grassy areas.

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Head Lifeguard, Facility Specialist, Recreation Program Supervisor

Supervision/Direction Exercised

Not applicable

Work Environment

Work is sedentary with occasional water duties and light lifting of up to 25 lbs.



CITY OF EAU CLAIRE

JOB DESCRIPTION

TITLE: Fairfax Pool Front Desk Cashier (Recreation Facilitator Step A-D)

DEPARTMENT: Parks & Recreation

DIVISION: Recreation

REPORTS TO: Fairfax Front Desk Manager

POSITION CODE: Z01-1

DATE: February 2012

General Function

This position is responsible for monitoring access to the pool and providing exceptional customer service to patrons.

Position Scope

This position reports to the Front Desk Manager. The role of the Front Desk Cashier is to enforce department policies concerning admission to Fairfax Pool.

Essential Functions

While monitoring access to the pool, the Front Desk Cashier will sell daily admission and season passes utilizing ActiveNet software. In addition, season pass picture I.D's will be produced, sell miscellaneous pool supplies, check in and out bags used by patrons, answer phone, check locker rooms and bath rooms for cleanliness, and balance cash drawer following policies and procedures. Light cleaning duties will be expected each shift.

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Fairfax Pool Front Desk Manager

Supervision/Direction Exercised

Not applicable

Work Environment

Work is mainly sedentary with light lifting of up to 25 lbs.



CITY OF EAU CLAIRE

JOB DESCRIPTION

TITLE: Concession Stand Cashier (Recreation Facilitator Step A-D)

DEPARTMENT: Parks & Recreation

DIVISION: Recreation

REPORTS TO: Concession Stand Manager

POSITION CODE: Z01-1

DATE: February 2012

General Function

- Records inventory of deliveries and sales.
- Has positive communications with the customers, encouraging their business at the stand.
- Communicates with the Concession Manager
- Promotes new products and daily specials.
- Makes recommendation of product purchases to the Concession Coordinator.
- Completes paperwork as required, i.e. time sheet, accident reports, etc.
- Shall wear ECPR staff uniform pre the City of Eau Claire dress code.

Position Scope

This position reports to the Concession Stand Manager. The role of the Concession Stand Cashier is to follow approved sanitation policies and procedures.

Essential Functions

- Sells concession and operates cash register.
- Prepares concession product for sale.
- Maintains safe-serve food handling practices and sanitary conditions in the stand.
- Performs maintenance and general housekeeping of concession stand according to Health Department Standards.
- Provides high quality customer service.
- Maintains safe operation and cleaning of all concession equipment.

Non-Essential Functions

- Ability to make general arithmetic computations accurately and with reasonable speed.
- Possess strong oral and written communication skills.
- Ability to operate basic concession equipment.
- Possess strong customer service skills.
- Ability to move 50 lbs. or less of concession product.

Supervision/Direction Received

Concession Stand Manager

Supervision/Direction Exercised

Not applicable

Work Environment

Work is mainly sedentary with occasional light lifting of up to 50 pounds. Staff may be assigned to work at any of the three concession stands in our department (Carson Park, Fairfax Municipal Pool or Hobbs Municipal Ice Center) as needed.

FINANCE

DAILY ADMISSIONS AND ADMISSION POLICIES

Your role at the front desk is not an easy one and we understand that your role can be a stressful one. It is crucial that you always remember that a patron's first impression of Fairfax Pool and the

Parks & Recreation Department is determined by how well they are treated as soon as they walk into the facility. Your job is to make a great first impression.

- Greet all patrons
- Professionalism is key—while books and magazines are okay, **cell phones are not ever acceptable (even when you think no one can see them).**
- Music is allowed at the front desk from the radio at the desk only. iPods are prohibited. Music played must be appropriate.

Be pleasant and answer questions as well as you can. It is always acceptable to tell a patron “I’m not sure, let me get a manager” rather than make something up. As a Fairfax staff member, you occasionally have to be firm about policies and facility rules and regulations. Let a manager know if you need help.

	Daily Admission	Season Passes	Resident	Non-Resident
Adults	\$4.25	Adults	\$64.00	\$ 87.00
Youth (3-17)	\$4.25	Youth	\$52.00	\$ 75.00
Youth (under 3)	Free	Families	\$123.00*	\$180.00*
Group Rate (15+)	\$3.75	Only families residing at the same address can be included on a family pass. Pass rates are for three (3) family members; there is a \$5/person charge for additional family members. (Maximum 2 adults)		

We do not allow non-swimmers in free. You may get requests from parents or grandparents, to just "watch", indicating that they are not going to swim. Please explain to them that our admission fee is a **facility admission fee, not a swimming fee.** Also explain that with our daily average attendance (which is approximately 1000 people); we cannot monitor who is swimming and who is not. Personal care attendants are allowed in to the facility at no charge.

Employees of the Fairfax Pool may swim free if it is a scheduled workday for them. They may either come early or stay late to swim. In addition, there may be some swimming requirements of lifeguards, and they will not be expected to pay to fulfill those obligations. Lifeguards, concession/cashiers workers, and night supervisors will be expected to pay admission fees if swimming with friends or spending leisure time at the pool. Other Parks and Recreation employees (playground leaders, baseball staff, professional staff and families, etc.) must pay daily admission fees, (or purchase pool passes).

Patrons can bring in just about anything they wish. Coolers, lawn chairs, and children's swim floaties are all o.k. Flotation devices can only be used in the zero depth area of the pool, unless the patron has permission from the Facility specialist. **Glass containers and/or alcoholic beverages cannot be brought into Fairfax Park under any condition. Cashiers should be monitoring this, and enforcing this rule at the front desk.**

LAP SWIM & FITNESS ADMISSIONS

Lap swims are offered twice daily on weekdays:

10:00 AM to 11:15 AM (all but one or two lanes)
4:00 PM to 6:00 PM (two lanes)

Deep Water Aerobics and Shallow Water Aerobics Programs are also being offered at the pool according to this schedule, May 31 to September 2.

Shallow Aerobics	10:00 AM to 11:00 AM	T/TH
Deep Aerobics	10:00 AM to 11:00 AM	M/W/F
	6:00 PM to 7:00 PM	M/W

A daily fee for lap swim is \$4.25 per person and fitness programs is \$4.25 per person. A season pass will also admit anyone to lap swim times, or aerobic classes.

SPECIAL CLASS ADMISSIONS

We are offering several classes at the pool, including:

- Learn-to-Swim Classes
- Diving Classes
- Lifeguard Training

Participants have paid a class registration fee at our office and will not be expected to pay the daily admission fee. Most of these classes are generally prior to our opening time. For any class that is held during open swim there will be a roster at the front desk.

SEASON PASSES SALES

Season passes will also be sold to both city residents and non-residents. Prices are as follows:

	<u>Resident</u>	<u>Non-Resident</u>
Youth	\$ 52.00	\$ 75.00
Adult	\$ 64.00	\$ 87.00
Family*	\$123.00	\$180.00

Season Passes will only be sold at the Parks and Recreation office and at Fairfax Pool. All season passes are a picture I.D. card.

SEASON PASS ADMITTANCE

You will be required to look at, and scan each pass that a customer presents for admittance to the pool. Please look carefully at the picture to verify that the customer is indeed the pass holder. Passes will not be kept at the front desk; customers will be responsible for keeping track of their own pass.

Patrons must bring their season pass with them each time they come to the pool. If they forget their pass you could double check their name against the database in the computer. Get kids in the habit of bringing their passes each time they come. Ask each time, remind each time, and be consistent!!!

CASH-HANDLING GUIDELINES

Please see the Cash handling & Concessions Operations Manual

ACTIVENET PROCEDURES FOR ADMISSIONS

All transactions at the front desk will be entered into the computer using the ActiveNet Software program. Each employee will have their own log in credentials and will log into the computer and activenet software with those credentials at the beginning of shift.

The computers at the front desk are the property of the City of Eau Claire. These computers may not be used by staff members for personal use under any circumstances. Internet use is restricted to our ActiveNet program only. Any staff member using a city computer and/or Internet for other program or activities is subject to disciplinary action and/or dismissal. **This policy will be strictly enforced.**

Using the POS System for Daily Admissions

From the Front Desk Menu choose **POS** (Point of Sale). This will take you to a computer screen that looks like a cash register lay-out (see sample #1).

Step 1

- Select quantity by using the keypad. For example, if there are two children paying daily admission, select 2 on the keypad. If there is just one person, skip this step.
- Select your product (youth daily, adult daily, lap am, etc.).
- The pre-set price will calculate and be displayed in the bottom left corner.
- Click OK
- Repeat this step for all sales. For example, if you have an adult with two children and an infant, you will enter the following:
 - 2 on the keypad, then youth daily—CLICK OK
 - Infant—CLICK OK
 - Adult Daily—CLICK OK

Step 2

- Amount customer owes will show in the box labeled “Charges”
- Select method of payment (cash, check, charge)
 - Cash payment—clear box and type in amount customer gives you using the keypad.*
 - The computer will indicate any change due to the customer. **Do not skip this step.** Without this step you will have to figure out change due the customer in your head. This is how mistakes are made. Always have the computer calculate the amount for you.
 - Check Payment—you must enter the check number. **Checks for amount of purchase only.*** Checks should be made payable to “Eau Claire City Treasurer.” Local check only, no two-party checks and be sure to stamp all checks with “Deposit only” stamp.
 - Check Card or Credit Card—screen will “pop” up indicating that you should swipe card now. **Swipe card.** If it does not work, you will have to enter the card number manually.*

Step 3

- Select finalize transaction—Note your cash drawer should open
- The computer will send you to a receipt screen. If the customer wants a receipt, you can print one using the “print” prompt. Do not print a receipt unless one is requested.
- Select POS again to return to the POS screen and take the next transaction.

It is very important that you do not finalize a transaction until you know that it is correct. We want to avoid errors and voids. Wait until the patron gives you check or cash payment before you finalize a transaction. If you have already finalized a transaction and you realize

you made a mistake, run a copy of the receipt, write VOID on the receipt, and hand it directly to a Facility Specialist.

Season Pass Sales

Season passes will be sold at the Parks & Recreation Department during office hours and at the pool during pool hours. Individual passes are sold for youth and adult. We also sell family passes however; certain stipulations apply to family pass purchases:

- The family price of \$123.00 is for a city resident family of three. There is an additional \$5.00 charge for each additional family member. For example, a family of four would pay \$128.00 and a family of five would pay \$133.00.
- A “family” includes individuals living at the same address. It does **not** include babysitters, grandparents, day-care providers, etc. Parents wishing to purchase a pass for a babysitter must pay a separate pass; they cannot add them to the family pass.
- Families may list a maximum of two adults on the pass.

Pass prices vary depending on whether the customer is a resident of the City of Eau Claire. Non-city residents will pay a higher fee for all passes. The Fairfax Pool and the Parks and Recreation Department are supported by city property taxes. We expect non-residents to pay their “fair share.” **You must verify each and every address before selling a season pass.** Some addresses may seem to be inside city limits (and may even contain “Eau Claire” in the address) but they actually are not. For example:

- Pauline Street, Eau Claire WI (actually live in the town of Union)
- Pomona Drive, Eau Claire WI (actually live in the town of Washington)
- North Shore Drive, Eau Claire WI (actually live in the town of Seymour)

You will check residency by going to the following website:

<http://www.bis-net.net/cityofeauclaire/search.cfm>

- Try typing in just the address (2201 or 1300, for example) and search
- If that does not give you anything, type in the Street Name, but do not type the word “street” or “road” or “drive,” etc.
- You have to find the exact number of the house in most cases. Some streets, like Beverly Hills Drive, for example, is partly in the City of Eau Claire and partly in the Town of Washington.
- If the address is not in the city, the computer will indicate that there are no matches.

If you do not get a match, the patron must pay the non-resident rate. A city map can also be used to show people the city boundary lines if they have questions.

If a patron insists that they do indeed live inside the city limits but you cannot verify that, get a Facility Specialist. The Facility Specialist will offer two options:

1. Purchase a season pass at non-resident rate, run two copies of the receipt, give one to the patron and the other will be sent on to the Department Office for review. If the patron is a resident, the Department will issue a refund for the non-resident portion of the fee.
2. Pay the daily admission rate, run two copies of the receipt (one for the patron and the other to the Department Office) who will review the transaction on the next business day and call the patron. If they are indeed a resident we will apply what they paid in daily admissions toward the cost of a season pass.

Selling or Renewing a Membership

- From the Front Desk Menu click the Membership→Sell membership link.
- Click Search for a complete list of packages for sale
- Select package customer wants to purchase

*Choose **SELL MEMBERSHIP** for both new sales and pass renewals.*

If the customer is already in our system (purchased a pass last season or registered for a Recreation Program in the last year)

- Search for and select the customer
- Click submit on Membership Information page
- Click “Add New Member” on Membership assignment page
- Drop down box and select Potential Customer (select all that apply)
- Click submit on Membership Assignment Page
- Verify fees are correct (Resident/Nonresident) and answer residency questions, click submit.
- Click Pay/Credit Account
- Verify payer
- Select method of payment
- Click \$ sign
- Click pay and finish
- Print Receipt for the customer

If the customer is not already in our system (new customer) you will need to add them to the system

- Customer search screen—Select “Add New Customer”
- Complete required information. **DO NOT ask for, or type in, social security numbers—this is privileged information and we do not want these numbers in our system.**
- Click “Add New Member”
- Drop down box and select **Based on Customer**
- Enter each new family member, select role in family and complete all required information.
- Click submit on Membership Assignment Page
- Verify fees are correct and answer residency questions, Click submit
- Click pay/credit account
- Verify payer
- Select method of payment
- Print a receipt for customer

Pass Production

- From the Front Desk Menu Select **Membership→Pass Production**
- Enter the pass number or search for and select the customer (if you just completed the sale the last receipt number will be your default selection)
- Click Select Camera
- Click Take Picture
- Click Print Pass

Some patrons have purchased a pass but have not yet had their picture taken. You can make a pass for them following the steps above. If they have not yet purchased a pass we will not have their information in our database.

Lost and Found: The lost and found area is located near the admissions counter. It is your responsibility to ensure that this area stays organized.

PROGRAM AND SERVICE MANAGEMENT

FACILITY HOURS AND EVENTS

Fairfax Municipal Park Pool is open at the following times:

Open/General Swim	11:30 AM – 7:00 PM	Mon—Fri
	11:30 AM – 6:00 PM	Saturday
	1:00 PM – 6:00 PM	Sunday
Adult Lap Swim	10:00 AM – 11:15 AM	Mon—Fri
	4:00 PM – 6:00 PM (2 Lanes)	Mon—Fri
Deep Water Aerobics	10:00 AM – 11:00 AM	Mon/Wed/Fri
	6:00 PM – 7:00 PM (Diving Well)	Mon/Wed
Shallow Water Aerobics	10:00 AM – 11:00 AM	Tue/Thu
Swimming Lessons	9:00 AM – 12:00 PM	Mon—Thu

In addition to the above published schedule, there will be several swim events at the facility throughout the season, including:

Maxx's Splash Bash: Surfs up	June 12	1:00 PM – 4:00 PM
Finding Dory Week	June 20-24	
Water Safety Fest	July 25	1:00 PM – 3:00 PM
Maxx's Splash Bash: Pirates Plunge	July 7	1:00 PM – 4:00 PM
Shark Week	July 11-15	
Maxx's Splash Bash: Water Olympics	August 4	1:00 PM – 4:00 PM
Olympic Week	August 8-12	
Doggie Swim Fest	September 5	12:00 PM – 3:00 PM

Exclusive Use Rentals are now Monday thru Friday from 7:00 PM- 8:45 PM for groups of less than 100 people. Monday thru Friday staff will be scheduled till 9 but may only work until 7:30 PM if the facility does not have a scheduled rental.

Fairfax also hosts Exclusive Use Rentals for groups of up to 1,000 people on Saturday & Sunday evenings from 6:00 PM – 8:00 PM. On Saturday and Sunday evenings, staff will be scheduled to work until 8:00 PM but may only work until 6:00 PM if the facility does not have a scheduled rental.

WEATHER CONDITIONS

As a weather-dependent operation, we reserve the right to close early, open late, or keep the facility closed due to poor weather conditions. As a general guideline, when the expected high temperature for the day is below 65°F, the facility will not open. If the weather is questionable,

staff should call the facility 15-30 minutes prior to the start of their shift to determine whether they are needed, check the bulletin board on when-to-work, or listen to the answering machine at the facility for opening/closing details. Staff will only be paid for the hours they worked at the facility.

CONCESSION OPERATIONS

Please see the Cash Handling & Concessions Operations Manual

PHYSICAL RESOURCE MANAGEMENT

FACILITY MAINTENANCE

Maintenance Duties

Regular restroom and bathhouse cleaning, pool vacuuming, will be done by lifeguards, front desk staff and part time facility maintenance person. However, it is the responsibility of everyone on the staff to help with the maintenance of this facility. Simple tasks, such as picking up litter or cleaning up spilled concessions should be done by everyone. Cashiers and lifeguards will be assigned restroom clean up on busy afternoons. Additional maintenance tasks may be assigned on slower days as well. More specialized tasks, such as equipment repair will be assigned to trained park crew people, when needed.

Damage or vandalism anywhere in the facility should be reported to the manager as soon as possible. This includes the parking lot and immediate area outside the fence. Concession workers should also monitor the picnic tables located in the area of the concession stand and wipe them down several times during the day.

Routine pool maintenance shall be assigned to lifeguards, cashiers, concession workers, and facility supervisors on a regular basis including, but not limited to:

- cleaning pool deck & disinfecting lifeguard chairs, slide steps and other areas.
- vacuuming pool and diving well
- Cleaning and disinfecting shower rooms and bathrooms
- cleaning and disinfecting dressing areas
- General cleaning of bathhouse, concession stand
- emptying garbage containers

Generally, backwashing and work on the pumps and filters will be handled by the park maintenance person assigned to the pool. In addition, maintenance of grass, trees and shrubs will be performed by the park maintenance person. Damage or repairs to equipment will usually be handled by the park maintenance division. If help from the park maintenance division is needed, a work order must be filled out by the Facility Specialist.

Chemicals for the pool are ordered by bulk delivery. Generally part-time employees should not have to work with the chemicals for the pool. However, employees will be trained in handling chemicals at the pool in case it would become necessary to do so. (see M.S.D.S.)

CLEANING AND DISINFECTING RESTROOMS AND WASH AREAS

- Using Quadstat (purple or green) cleaner that attaches to a hose, spray all surface area including but not limited to floors, sinks, toilets, urinals, and benches.
- Squeegee the floors dry and wipe the sinks, toilets, and benches.
- Use Quadstat purple cleaner in the pump spray containers to disinfect all surfaces (do not wipe dry).
- Restock towel dispensers and toilet paper dispensers.
- Check urinal blocks, restock as needed.
- Restock liquid soap as needed.
- In women's restrooms, empty the feminine hygiene containers in each stall and replace the bags as needed.
- In the family changing rooms replace garbage bags and in the locker rooms replace garbage cans as needed.
- Mirrors are cleaned using window cleaner and a paper towel.

GARBAGE PICK-UP AND DISPOSAL

- Walk around (police) deck and grounds inside the security fence. Pick up all debris and bag it.
- If small debris, such as broken chips, ripped-up paper, etc. are in the grass, the area may need to be raked in order to pick it all up.

Empty ALL garbage from decorative waste containers throughout the facility and replace with clean liners. Clean liners are located in the custodian's room in the bathhouse. If a garbage cart is full, simply move cart to garbage area behind the concession stand and replace it with an empty cart.

- Pick up discarded refuse in parking lot and area around the pool. Pay special attention to front steps and sidewalk.
- ALL garbage bags should be carried to designated collection point - **by the gated area behind the concession stand**, and placed in refuse containers. Garbage must be placed in refuse containers to avoid attracting rodents and other pests.

VACUUM POOL

Using the Dolphin (aka Lucy) commercial pool cleaner.

- A. Take Lucy to the section of the pool you want to clean.
 - Diving well you want to plug her into the outlet opposite of the lifeguard chair
 - For the shallow end of the 50m you will put Lucy in at the base of lifeguard chair 2Y
 - For the deep end of the 50m you will put Lucy in at the base of lifeguard chair 2D.

- B. You will double check or place the vacuum bags in correctly. You will then undo the blue power cord and determined how much cord you will need to clean the desired area. Once you know how much cord is needed you will wrap the cord around the lifeguard chairs so only the amount of cord that is needed is able to go in the water. When in the diving well just let the excess cord sit on the deck. **Note: when using Lucy in the shallow end of the 50 make sure the cord is short enough that the vacuum can not go to far past the rope that divides the 50m and the zero depth. If Lucy gets to shallow the vacuum cannot turn itself around and it will cause severe damage.**
- C. Immerse Lucy completely into the water. While Lucy is in the water, gently tilt side to side. This will allow any trapped air to escape through the pump outlets. Then allow Lucy to sink to the bottom of the pool.
- D. Plug extension cords into the black power cord attached to the power supply on Lucy's dolly and push the power button on the control counsel.
- E. Observe Lucy for a few minutes make sure the vacuum is traveling. If you observe Lucy climbing the wall or spinning in circles, turn off the power and repeat step C as there is air trapped in the bags. **Do not turn Lucy on out of the water**, can cause severe damage.
- F. After the pool has been cleaned, remove Lucy from the water by gently and slowly pulling it to the side of the pool. Always remember to switch off the power supply and unplug from the outlet before removing from the water.

Note: SWIMMER CANNOT BE IN THE WATER WHILE LUCY IS IN USE

Cleaning and Changing Filter Bags

Most problems of poor performance are a result of dirty filter bags. If the filter bags become clogged, the operation of Lucy will become sluggish and its vacuuming ability will be reduced. **Therefore, the filter bags need to be immediately cleaned whenever Lucy is removed from the water.** To clean the bags:

- a. Unplug the power supply from the outlet;
- b. Lay the unit on its back and slide the locking plates (91-00) on each unit inward to unlock the bottom lids assemblies;
- c. Remove the bottom lid assembly (92-00);
- d. Remove the filter bag from the support bars (89-00), turn it inside out and wash off all visible dirt with a garden hose or in a sink. Gentle agitation between your hands will help remove fine particles. Continue cleaning and squeeze gently until the rinse water is clear. The bags can be machine washed in cold water, if necessary. Let your supervisor know if you feel the bags need to be machine washed;
- e. When clean, refit the bag with the felt surface inside and position the label in the center of the long side of the bottom lid assembly;

- f. The two small holes in the bag are used to release air and should be placed on top of each bag support;
- g. Re-install bottom assembly in the body and lock in place.

SECURITY AND PUBLIC SAFETY

LIFEGUARD TRAINING

The Department of Health and Family Services requires aquatic facilities to provide on-going training to lifeguards and other safety personnel. **Three all-staff in-service training sessions will be held throughout the summer (one each month) and lifeguards are required to attend.** In addition to all-staff in-service training, Head Lifeguards will schedule skill review checks on the weekends you are scheduled to work. While we understand that you may have a scheduling conflict (such as a family vacation or family emergency), missing all-staff in-service training sessions, or skill review sessions will result in reduced hours for the following pay period. For example: if you miss an all-staff in-service or small group training session, you will not be scheduled to work during the following pay period. Missed in-services are never “excused” and they are impossible to “make-up.” In-service and skill review dates are posted on when-to-work and listed in this manual—please plan accordingly.

FACILITY RULES AND REGULATIONS ENFORCEMENT

To ensure staff and guest/patron safety, all facility staff are required to abide by, and enforce facility rules and regulations. Guests will see several rule signs before they reach the pool area. All staff are expected to be consistent and fair when enforcing facility rules and regulations. If a patron refuses to comply with facility regulations, staff should notify a head lifeguard or facility manager

Patrons may be asked to leave the facility when they have continually failed to comply with safety regulations, when they appear to be under the influence of alcohol or other illicit drugs, or are behaving in a manner that compromises the safety of others. If you must expel a guest, it is crucial that you notify a head lifeguard or Facility Specialist and complete an incident report. Most expulsions will only be for one day. If a staff person believes a guest should be expelled for more than one day, notify a Facility Specialist. It is good practice for two staff to work together when asking a guest to leave the facility. If you are uncomfortable with the situation, notify a head lifeguard or Facility Specialist.

Fairfax Facility Rules & Regulations

1. Patrons may not enter the pool if they have a communicable disease or an open cut.
2. Food and beverages are not allowed in the swimming pool or on the pool deck.
3. Swimmers must shower before entering the pool and after using toilet facilities.

4. Patrons may not engage in rough play including dunking, pushing, chicken fights, etc.
5. Patrons may not run on the pool deck or in the bathhouse.
6. Patrons may not pets or animals into the facility. Services animals may be allowed.
7. Persons who appear under the influence of alcohol/drugs will be asked to leave.
8. Swimmers must wear appropriate swimwear. Cut-offs and jean shorts are not allowed.
9. Smoking is not allowed anywhere in the facility.
10. Toys such as squirt guns, rigid diving sticks, and snorkels are not permitted.
11. Young children who are not yet toilet trained must wear a swim diaper.
12. Diving, twisting, flipping, and jumping backwards from the pool deck into water is prohibited.
13. Skates, roller blades, scooters, skateboards, and bicycles may not be used in the facility.
14. Cell phone use is strictly prohibited in changing, bathroom, and shower areas.
15. Flotation devices may not be used in the 50 meter portion of the pool unless pre approved by the Facility Specialist.

HAZARD COMMUNICATION

General City Policy

The purpose of this notice is to inform you that the City of Eau Claire is complying with the OSHA Hazard Communication Standard Title 29 Code of Federal Regulations 1910.1200, by compiling a hazardous chemicals list, by using MSDS's, by ensuring that containers are labeled, and by providing you with training.

The program applies to all work operations in the City where you may be exposed to hazardous substances under normal working conditions or during an emergency situation.

The Risk Manager, Dale Peters, is the program coordinator, and has overall responsibility for the program. Mr. Peters will review and update the program, as necessary. Copies of the written program may be obtained from the Risk Manager's office at City Hall or from the Facility Specialist.

Under this program, you will be informed of the contents of the Hazard Communication Standard, the hazardous properties of chemicals with which you work, safe handling procedures, and measures to take to protect yourselves from these chemicals.

Chemicals Used in Daily Operations

Below is a list of chemicals used in daily operations at Fairfax Pool:

- **Calcium Hypochlorite**—used as a disinfectant in the pool. Delivered by truck in 5 gallon pails. Calcium Hypochlorite is dry in the form of briquettes. Seasonal staff will not be asked to handle this chemical.
- **Muriatic Acid**—used to “balance” water chemistry and maintain a proper pH level. It is delivered by truck, all transport and pumping is handled by the delivery personnel. It is stored in a sealed tank in the pump house (vented to the outside). Part time personnel will not be asked to handle or work with muriatic acid.

- **Sodium Bi-Carbonate**—used to stabilize water chemistry and allows water to remain balanced and reduces the need for chlorine—we use less liquid chlorine when the water is stabilized. This comes bagged, in powder form. It is stored in the maintenance building and is handled by a full time Park Personnel. Part time personnel will not be asked to handle or work with sodium hypochlorite.
- **Miscellaneous Cleaning Supplies**—several other chemicals are stored in our custodial room or in the concession stand. These chemicals are found in cleaning supplies, such as toilet bowl cleaner, detergent, sanitizer. Part-time personnel will be asked to use these supplies. All bottles should be labeled, please read the label for the specific chemical that is found in each cleaner. **DO NOT USE ANY BOTTLE THAT IS NOT LABELED!!!**

Concession staff may use a spray bottle with water/disinfectant mix to use for cleaning—be sure the bottle is properly labeled.

Staff should wear gloves when handling cleaning supplies like toilet bowl cleaner or disinfectant. Gloves are located in the custodial closet.

If you have any questions about any product used at the pool, check the MSDS guides on site or ask the Facility Specialist.

Material Safety Data Sheets (MSDS's)

MSDS's provide you with specific information on the chemicals you use. The Facility Specialist will maintain a binder with an MSDS on every substance on the list of hazardous chemicals. The MSDS will be a fully completed OSHA Form 174 or equivalent. The Risk Manager, Dale Peters, will ensure that each work site maintains an MSDS for hazardous materials in that area. MSDS's will be made readily available to you at your workstation during your shifts.

The Department's Right to Know Coordinator is responsible for acquiring and updating MSDS's. He or she will contact the chemical manufacturer or vendor if additional research is necessary or if an MSDS has not been supplied with an initial shipment. A master list of MSDS's is available from your Department's Right to Know Coordinator or the Facility Specialist.

Training

Everyone who works with or is potentially exposed to hazardous chemicals will receive initial training on the Hazard Communication Standard and the safe use of those hazardous chemicals during orientation.

FIRE EXTINGUISHERS

Extinguishers are located in the Bathhouse (near MSDS Center), in the Concession Stand, and in the Mechanical Room. Staff should familiarize themselves with the location of the extinguishers.

INFECTIOUS CONTROL

As an emergency care provider, you will rarely know if a patron has a communicable disease. It is, therefore, essential that you treat all patrons as if they could transmit infection. Blood and body fluid precautions should be consistently used for all patrons.

Blood and Body Fluid Precautions

1. Avoid direct contact with blood or body fluid whenever possible;
2. Wear disposable gloves whenever you anticipate contact with blood or body fluid;
3. Wash hands immediately after caring for a patron, even if gloves have been worn.

Guidelines for Handling Contaminants in Pool Water

Handling fecal, vomit and blood contaminants:

These recommendations are for responding to fecal accidents at Fairfax Municipal Park Pool.

Pool Closures

Fecal accidents are a concern and an inconvenience to facility staff and facility patrons. As a staff member (admissions or concessions cashier or lifeguard) you should be prepared to carefully explain to patrons why the pool needs to be closed in response to a fecal accident.

Understanding that pool closure is necessary for proper disinfection and protection of the health and safety of swimmers is likely to promote support rather than frustration. Pool closures allow chlorine to do its job—to kill germs and help prevent Recreational Water Illness (RWIs).

What are Recreational Water Illnesses (RWIs)?

What is the first thing that pops into your head when you think about water safety? Drowning? Slipping? Lightening? All good answers, and all are very important, however; germs that contaminate swimming water cause RWIs that have made many people sick.

How are RWIs Spread?

RWIs are spread by swallowing pool water that has been contaminated with fecal matter. How? If someone has diarrhea, that person can easily contaminate the pool. Think about it: Pool water is shared by everyone. Really, it's communal bathing water. It's not sterile. And it's certainly not drinking water! The good news is that germs causing RWIs are killed by chlorine. However, chlorine doesn't work right away—it takes time to kill germs and some germs like *Crypto* can live in swimming pools for days. Even the best maintained pool can spread illness.

Should All Fecal Incidents be Treated the Same Way?

NO! A diarrheal fecal accident is a highest-risk event than a formed stool accident. With most diarrheal illnesses, the number of infectious germs found in each bowel movement decreases as the diarrhea stops and the person's bowel movements return to normal. Therefore, a formed stool is probably less of a risk than a diarrheal accident that you may not see.

A formed stool may contain no germs, a few, or many that can cause illness. You won't know. The germs that may be present are less likely to be released into the pool because they are mostly contained within the stool. However, formed stool also protects germs inside from being exposed to the chlorine in the pool, so prompt removal is necessary.

What do I do about...

formed stool in the pool?

Formed stools can act as a container for germs. If the fecal matter is solid, removing the feces from the pool without breaking it apart will limit the degree of pool contamination. In addition, RWIs are more likely to be spread when someone who is ill with diarrhea has a fecal accident in the pool.

diarrhea in the pool?

Those who swim when ill with diarrhea place other swimmers at significant risk for getting sick. Diarrheal accidents are much more likely than formed stool to contain germs. Therefore, it is important that all pool managers stress to patrons that swimming when ill with diarrhea is an unhealthy pool behavior.

1. **For both formed-stool and diarrheal fecal accidents**, direct everyone to leave the pool. If you have multiple pools that use the same filter—all pools will have to be shut down. Do not allow anyone to enter the contaminated pool(s) until all decontamination procedures are completed.
2. **For both formed-stool and diarrheal fecal accidents**, remove as much of the fecal material as possible using a net or scoop and dispose of it in a sanitary manner. Clean and disinfect the net or scoop (e.g., after cleaning, leave the net or scoop immersed in the pool during disinfection).

VACUUMING STOOL FROM THE POOL IS NOT RECOMMENDED.

3. Raise the chlorine to 2 ppm (if less than 2 ppm), and ensure the water's pH is between 7.2–7.5 and temperature is about 77°F (25°C). This chlorine concentration was selected to keep the pool closure time to approximately 30 minutes. Other concentrations or closure times can be used as long as the CT inactivation value* is kept constant (see next page).
4. Maintain the chlorine concentration at 2 ppm, pH 7.2–7.5, for at least 25 minutes before reopening the pool. State or local regulators may require higher chlorine levels in the presence of chlorine stabilizers,† which are known to slow disinfection. Ensure that the filtration system is operating while the pool reaches and maintains the proper free chlorine concentration during the disinfection process.
3. Raise the free chlorine concentration to 20 ppm (mg/L)§§ and maintain the water's pH between 7.2–7.5 and temperature at about 77°F (25°C). The chlorine and pH should remain at these levels for at least 12.75 hours to achieve the CT inactivation value* of 15,300. **Crypto CT values are based on the inactivation of 99.9% of oocysts. Laboratory studies indicate that this level of Crypto inactivation cannot be reached in the presence of 50 ppm chlorine stabilizer,†† even after 24 hours at 40 ppm free chlorine, pH 6.5 at a temperature of about 77°F (25°C).**
4. Ensure that the filtration system is operating while the pool reaches and maintains the proper chlorine level during disinfection. If necessary, before attempting the hyperchlorination of any pool, consult an aquatics professional to determine the feasibility, the most optimal and practical methods, and needed safety considerations.
5. Backwash the filter thoroughly after reaching the CT value. Be sure the effluent is discharged directly to waste and in accordance with state or local regulations. Do not return the backwash through the filter. Where appropriate, replace the filter media.
6. Allow swimmers back into the pool after the required CT value has been achieved and the chlorine level has been returned to the normal operating range allowed by the state or local regulatory authority.



Establish a fecal accident log. Document each fecal accident by recording date and time of the event, whether it involved formed stool or diarrhea, and the free chlorine and pH levels at the time or observation of the event. Before reopening the pool, record the free chlorine and pH levels, the procedures followed in response to the fecal accident (including the process used to increase chlorine levels if necessary), and the contact time.

* CT inactivation value (or contact time) refers to concentration (C) of free chlorine in ppm multiplied by time (T) in minutes at a specific pH and temperature.

† Chlorine stabilizers include compounds such as cyanuric acid, dichlor, and trichlor.

§ Many conventional test kits cannot measure free chlorine levels this high. Use chlorine test strips that can measure free chlorine in a range that includes 20 ppm (such as those used in the food industry) or make dilutions with chlorine-free water when using a standard DPD test kit.

§§ If pool operators want to use a different chlorine concentration or inactivation time, they need to ensure that CT values always remain the same (see next page for examples of how to accomplish this).

†† CDC, unpublished data.



Cleaning Up Body Fluid Spills on Pool Surfaces

Protection Against Recreational Water Illnesses (RWIs)

Body fluids, including blood, feces, and vomit are all considered potentially contaminated with bloodborne or other germs. Therefore, spills of these fluids on the pool deck should be cleaned up and the contaminated surfaces disinfected immediately.

Appropriate Disinfectants

Bleach

One of the most commonly used chemicals for disinfection is a homemade solution of household bleach and water. Since a solution of bleach and water loses its strength quickly, a fresh mixture should be made before each clean-up to make sure it is effective.

Recipe for Bleach Disinfecting Solution
9 parts cool water
1 part household bleach
Add the household bleach to the water. Gently mix the solution.

Other Disinfectants

A listing of other approved commercial disinfectants can be found at www.epa.gov/oppad001/chemregindex.htm and <http://www.fda.gov/cdrh/ode/germlab.html>. These disinfectants are effective when used according to the manufacturer's instructions.

Clean-up Procedure Using Bleach Solution

1. Block off the area of the spill from patrons until clean-up and disinfection is complete.
2. Put on disposable latex gloves to prevent contamination of hands.
3. Wipe up the spill using paper towels or absorbent material and place in plastic garbage bag.
4. Gently pour bleach solution onto all contaminated areas of the surface.
5. Let the bleach solution remain on the contaminated area for 20 minutes.
6. Wipe up the remaining bleach solution.
7. All non-disposable cleaning materials used such as mops and scrub brushes should be disinfected by saturating with bleach solution and air dried.
8. Remove gloves and place in plastic garbage bags with all soiled cleaning materials.
9. Double-bag and securely tie-up plastic garbage bags and discard.
10. Thoroughly wash hands with soap and water.



Healthy Swimming

***FACILITY LIFEGUARD
INFORMATION & RESOURCE MANUAL***

Lifeguard Personnel Guide

Lifeguard Communication/Signals

A combination of verbal, whistle, hand, and equipment signals will be used when communicating with other facility staff and patrons. Most communication should be done verbally and only when voice commands fail should the lifeguard use her or his whistle.

Whistle Signals

- 1 short whistle blast → Get the attention of a swimmer
- 2 short whistle blasts → Signal a non-life-threatening emergency/back up coverage needed/attention of rover/manager
- 3 short whistle blasts → Signal a life-threatening emergency/activate EAP
- 1 long whistle blast → Clear the pool

Hand & Equipment Signals

- Assistance needed, lifeguard already in the water → Closed fist in the air
- Assistance needed from the rover, head lifeguard, or Facility Specialist → rescue tube in the air.

Staffing Levels

The number of lifeguards on duty will vary depending on the number of patrons in the facility. Wisconsin Department of Health and Family Services has established the minimum number of lifeguards based on the size and maximum bathing load of Fairfax Municipal Park Pool.

Actual Patron Load	*Lifeguards for a Pool or Water Attraction of 10,000 or more square feet
1—60	3 Lifeguards
61—136	4 Lifeguards
137—236	5 Lifeguards
237—336	6 Lifeguards
337—437	7 Lifeguards
438—538	8 Lifeguards
539—639	9 Lifeguards
640—740	10 Lifeguards

*Number of Lifeguards Required for Main Pool—not including diving well or waterslide

Fairfax Municipal Park Pool has six different staffing levels illustrated on the following pages. Each lifeguard is responsible for being knowledgeable of staffing levels and how staffing levels affect zone coverage. If you have any questions, please don't hesitate to address them with a head lifeguard or Facility Specialist.

Zone Coverage

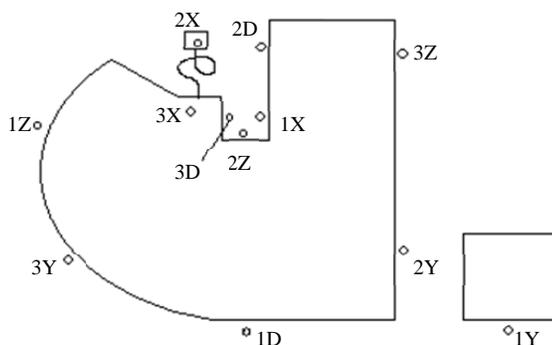
Each lifeguard will be assigned a specific zone to cover from each lifeguard station. As staffing levels change, zones for each stationary lifeguard station will change as well. Lifeguards are expected to be aware of current staffing levels and the areas they are responsible for supervising. Charts indicating zone coverage based on staffing levels are at the end of this manual and posted in the Lifeguard Office. If there is a problem with covering a zone or for some reason a lifeguard

needs to deviate from the published zone coverage charts, the on-duty Facility Specialist must be informed.

In an emergency, one or more lifeguards may be required to abandon their zones to make a rescue. If more than one lifeguard must leave an elevated lifeguard station, the pools must be cleared and patrons should be directed away from the pool edge into the grass. If one lifeguard must leave her or his station, she should blow her whistle two times. All lifeguards in elevated lifeguard stations should stand up and the lifeguards in the vicinity should provide back-up zone coverage for the lifeguard who has left their station.

Lifeguard Rotations and Rest Periods

Fairfax Pool has eight stationary, elevated lifeguard stations, three portable elevated lifeguard stations, and lifeguard stations at the top and bottom of the waterslide. The diagram below illustrates the layout of lifeguard stations at Fairfax Pool.



Lifeguards will rotate every fifteen minutes and staff will be divided into groups throughout the day. Specific directions for facility rotation are as follows:

1X→2X→3X→BREAK
1Y→2Y→3Y→BREAK
1Z→2Z→3Z→BREAK

Lifeguards working from 8:45/9:45-4:00, 11:15-9:00, and 3:45-9:00 will rotate through X, Y, and Z rotations as illustrated above unless staffing levels are modified.

Lifeguards working from 12:15-4:00 will rotate only through “D” rotation:
1D→2D→3D→BREAK

Lifeguard working from 11:30-6:00 is the “Lunch Rover.” This lifeguard will be responsible for giving a 30 minute lunch break to each lifeguard that needs a lunch break.

Rotations will be practiced during orientation at the pool. Rotating procedures will be completed in a manner consistent with American Red Cross standards. Deviation from the standard may result in disciplinary action. **Lifeguards are expected to limit their interaction to only that information which is necessary to ensure continued safety of guests.**

**ANY TIME A LIFEGUARD IS ON THE POOL DECK, SHE OR HE
MUST HAVE A RESCUE TUBE WITH THEM.**

Breaks

To ensure guest safety, each lifeguard is given approximately 15-minutes to engage in activities other than patron surveillance after approximately 45 minutes of surveillance duties. While your Break will be a Break, you may be asked to perform first aid or assist with facility maintenance. Lifeguards on a 15-minute Break may **not** leave the facility since they have specific responsibilities in the event of an emergency.

Lunch Breaks

Staff that is scheduled to work over six hours will be given a 30-minute, unpaid lunch break. One lifeguard will be assigned as “Lunch Rover” and will give you a break when they are able. Staff is free to leave the facility during unpaid lunch breaks but must be back on duty by the time their break is over. Those lifeguards scheduled to work 11:15-9:00 (9.75 hours or longer) will be offered a 45-minute break (30 minutes off prior to a 15-minute Break). The assigned lunch rover will decide how to schedule breaks.

The assigned lunch rover (scheduled from 11:30-6:00pm) will also decide whether she or he needs help completing lunch breaks. On some days, additional staff may be available to help the lunch rover and on others, the lunch rover will be responsible for completing all lunch breaks. How the lunch rover decides to complete breaks is at their discretion.

Special Lifeguarding Situations

Zero-Depth Area of Pool

Fairfax Pool is designed with a zero-depth (beach-like entry) into shallow water. While this provides a space for small children to play safely in shallow water, there are some hazards lifeguards must be aware of. Many young children will wade out into water that is too deep and must be carefully supervised. While many young children who use the pool are closely supervised by parents and caregivers, it only takes a moment for a child to be in water that is too deep.

Remember that your first goal is prevention: if you see a small child who is not being well-supervised, politely remind the child’s parent or caregiver of the importance of close supervision. The general rule is that parents/caregivers should be within arms-length of their non-swimming child. If you notice a young, non-swimmer wading into deep water, attempt to get the attention of the parent/caregiver. Non-swimmers should not be deeper than their armpits. If you are unable to get the parent/caregiver’s attention, enter the water and assist

the child back to a safe depth. **Do not wait until the child is drowning to assist them back to shallow water.**

Should it be necessary to make a water rescue in the zero-depth area, you should use the Run-and-Swim Entry to reach the victim. To perform a run-and-swim entry:

- 1) Hold your rescue tube and the excess line and run into the water, lifting your knees high to avoid falling.
- 2) When you can no longer run, put the rescue tube across your chest, lean forward, and start swimming. **Do not dive or plunge head-first into shallow water; this could result in serious head, neck or back injury.**
- 3) Focus on the victim as you begin your approach.

Be sure to activate the facility's Emergency Action Plan.

Head, Neck, & Back Injuries in Extremely Shallow Water

Patrons should be cautioned to not dive into the zero depth area of the pool. If you suspect a spine or head injury, you should use a modified Head-Splint Technique presented in the American Red Cross Lifeguarding text. Once the primary lifeguard has manual, in-line stabilization, additional lifeguards will be used to immobilize the victim on a backboard using the procedure illustrated in the American Red Cross Lifeguarding text.

Waterslide

Two lifeguards will be positioned at the waterslide anytime it is open. One lifeguard will be stationed at the top of the waterslide (dispatch) and will give patrons instructions and tell them when to begin their slide. A second lifeguard will be stationed at the bottom of the flume in the water. This lifeguard will help disoriented swimmers and direct sliders to the side of the pool or out of the splash area.

Lifeguards should be mindful that riders of different body weights wearing different types of clothing and riding in different positions will travel at different speeds. Additionally, the speed at which sliders will descend will be affected by water flow. Reducing the flow of water will increase rider speed because the rider will have a tendency to "skim" over the water surface instead of traveling with the water. If a lifeguard notices a significant change in water flow, she or he should close the slide immediately and notify a Facility Specialist.

Lifeguards will be asked to slide down the waterslide several times per day to check for problems in the slide's surface (debris, gouges or sharp edges, etc.). The slide will be inspected each day before turning on the water. If a foreign object or debris is suspected at any time, the lifeguard should manually remove it and not depend on the water-flow to wash it into the pool.

Waterslide Rules

1. Patrons using the waterslide must be at least 37".
2. Riders must ride one at a time. If a rider is less than 40", she/he may ride with an adult.
3. Swimmers must be seated or lying on their back in the flume.

4. Stopping, standing, spinning, slowing down, and kneeling are prohibited.
5. Swimmers must move out of the splash area immediately upon exiting the slide.
6. Sunglasses, eyeglasses, goggles and swim masks may not be worn on the slide.
7. Lifeguards are stationed at the bottom to assist swimmers, not to “catch” children.
8. No floatation devices on the slide.

All waterslide rules must be enforced by every lifeguard *all* the time. These safety regulations are published by the manufacturer and are not negotiable. Violating these rules may result in serious, paralyzing injury or death.

When waterslide rules are enforced, the risk for injury is greatly reduced, however; accidents happen. Common rescue scenarios at the waterslide include:

- Small children, those individuals who are overweight, individuals with physical impairments, and parents riding with small children may lose their footing at the bottom of the slide, become disoriented, or pushed under water.
- A rider may hit his or her head on the side of the waterslide or strike their head on the bottom of the pool upon exiting the slide.
- A swimmer may be held underwater by the current in the splash area

The lifeguard stationed in the splash area should be alert to riders who need assistance and aware of their surroundings. If a rider needs assistance, the lifeguard should perform a simple assist. The lifeguard at the top of the waterslide should anticipate rider needs and dispatch riders accordingly. For example, if the dispatch lifeguard recognizes that the splash area guard will be distracted by assisting a rider, the dispatch guard should wait to send the next rider until the splash area guard gives an “okay” signal.

Adults riding with children may move down the slide at a high rate of speed. Adults should be instructed to place the child in-between her or his legs so that the child’s bottom is on the waterslide. If the child is sitting in the adult’s lap (on the adult’s legs), the adult may lose her balance and tip over. Adults must keep small riders close to them—the rider is not allowed to push the child in front of them.

Head, Neck, and Back Injuries

The potential for a spinal injury on the waterslide is minimal when rules are enforced and riders comply with safety regulations. Most individuals will not be at risk for injury, however, individuals who are extremely large may come out of the flume at a high rate of speed and the water at the bottom of the slide may push the rider under the water forcefully causing the swimmer to strike the bottom of the pool. In addition, a rider that is moving too slowly in the flume or becomes stuck may be injured by the rider behind her.

If a lifeguard suspects a possible head, neck, or back injury, she or he should activate the facility’s EAP and provide manual in-line stabilization until the victim is immobilized on a backboard. The victim should be moved to the south end of the peninsula to ensure adequate stabilization.

Play Feature

The lifeguards stationed at 1Z and 3Y are responsible for the play feature. The play feature is a part of the two zones and is not to be the sole focus of the two lifeguard's attention. The two lifeguards are expected to enforce the rules of the play feature.

Play feature Rules

1. No running up slide
2. No climbing the side railings
3. Sit on slide
4. No pushing
5. Feet first on the slide
6. No going backwards
7. Only climbing up the cargo net
8. Be respectful of other climbers

Fox trot inflatable

The lifeguards stationed at 3Z and 1X are responsible for the inflatable. The inflatable is a part of the two zones and is not to be the sole focus of the two lifeguard's attention. The two lifeguards are expected to enforce the rules of the inflatable.

Fox trot Safety Rules:

1. No rough housing
2. No swimming underneath the inflatable
3. No diving off the inflatable

Fox Trot Directions for Use:

- 1.) Swimmers start on the wall of the deep end of the 50 meter, which should have a designated start spot
- 2.) One at a time the swimmer swims to the Fox Trot
- 3.) The swimmer tries to make their way across the Fox Trot, once the swimmer has made it across or has fallen off the swimmer then make their way to the closet wall.

Diving Well

The lifeguard stationed in the diving well (Chair 1-Y) is responsible for the entire diving well and surrounding deck. **No matter what is going on in the rest of the park your surveillance needs to stay focused on the diving well.** The diving well has a maximum depth of 13'1". Each lifeguard at Fairfax Pool must demonstrate his or her ability to submerge to the bottom of the diving well to retrieve a victim. Lifeguards in the diving well are expected to enforce diving well rules consistently and fairly.

Diving Well Rules & Regulations

1. Only one bounce on the diving boards.
2. Divers must jump or dive straight off the board.
3. Only one person allowed on the board (including steps/ladders) at a time.
4. Diving area must be clear of swimmer before the next dive is allowed.
5. Divers must swim quickly to the closest side after they are off the board.
6. Inwards, backflips reverses, and sailor dives are prohibited.
7. Once on the 3-meter board, swimmers must jump or dive off the board. Climbing down the ladder without the assistance of a lifeguard is not allowed.

8. Spectators are only allowed to sit on the side of the well opposite the diving boards.
9. Swimmers are allowed to swim in diving well only during instructional activities.

In the event of an emergency you NEVER leave the Diving Well until the pool and surrounding deck is completely clear.

EAP for Morning Swim Lessons 9:00am-10:00am

Activate EAP by using three short whistle blasts. The other two lifeguards on duty abandon their post and assist the primary rescuers. Swim instructors will remove their students from the pool and move them into the grass. The Head Swim Instructor will call 911. After incident, Head Instructor will notify Facility Specialist, Aquatic Director, and Program supervisors.

FAIRFAX MUNICIPAL PARK POOL

Emergency Management Plan



915 Menomonie Street Eau Claire, WI 54703
Phone: (715) 839-5032
Email: pr@eauclairewi.gov
www.eauclairewi.gov/pool



Introduction

The protection and safety of guests and staff in the event of an emergency is a priority at Fairfax Municipal Park Pool. Recognizing the importance of patron, guest, and staff safety, the following emergency response plan has been created and will be implemented should it become necessary.

The Fairfax Municipal Park Pool Emergency Action Plan (EAP) is designed to provide the framework for responding to major incidents, including aquatic and medical emergencies, as well as facility emergencies. The goals of this plan are to outline a strategy to prepare for, prevent, respond to, and recover from an emergency that affects the Fairfax Municipal Park Pool. As part of this strategy, this plan will:

- Establish official policy for response to emergencies.
- Identify and assign responsibilities and response activities.
- Identify the scope of potential hazards, which for the basis of planning.
- Identify employees who will be trained on the emergency action plan.
- Outline pre-planned response and evacuation actions.
- Outline the process of disseminating emergency information and instructions to employees and facility guests/patrons.
- Describe the resources available to support emergency response activities.
- Establish responsibilities for maintenance and review of the overall Emergency Action Plan.
- Provide the basis for initial training and subsequent retraining of staff.
- Establish weekly/monthly drills of Fairfax Municipal Park Pool Emergency Action Plan.

Personnel who are assigned responsibilities in this EAP should have a working knowledge of functions and actions described in this document. During an emergency, this EAP will provide guidance for each function to be performed. With proper implementation, the EAP will ensure that all appropriate safety measures are taken.

The EAP will be readily available for all staff at the facility. Lifeguards will have access to an electronic copy of this EAP for reference at any time.

Review

This plan is intended to be a dynamic document and to be reviewed annually. Changes to improve the procedures and checklists will be incorporated into the plan as they are identified.

Emergency Definition

An emergency is an unexpected occurrence, either natural or human-made, that requires immediate action to save lives, minimize injury, or protect property.

Situations and Assumptions

Fairfax Municipal Park Pool Management and Staff will commit all available resources to save lives, minimize injury to persons, and minimize damage to property. Fairfax Municipal Park Pool may not possess all resources to deal with some emergencies. In these instances, it will rely on the City of Eau Claire to provide services such as police, fire, and emergency medical services.

Since response time from the City of Eau Claire Fire, Rescue, and Law Enforcement may be delayed in some emergency situations, it is important to establish action plans to respond to a multitude of emergencies. As such, periodic training of staff is required and the plan needs to be communicated throughout the facility and practiced periodically. In addition, the plan should be shared with local officials to ensure mutual understanding and expected actions to be implemented during various emergencies.

To ensure that Fairfax Municipal Park Pool minimizes the potential for injury to persons and maintains safe egress from the facility, every effort is made to ensure the facility meets all State and Local Code requirements and are regularly inspected for unsafe conditions and to make repairs as necessary.

Assignment Responsibilities

Facility Specialist

The Facility Specialist is responsible for ensuring that the facility is in a safe, functioning condition. The Facility Specialist will assist in the coordination of all maintenance, repair, and improvements to the facility. This position requires working closely with resources to ensure timely completion of work. Facility Specialist s will be thoroughly familiar with this plan.

Head Lifeguards

Head Lifeguards will coordinate training activities and, with the assistance of Facility Specialist s, plan periodic drills to ensure staff and guests are prepared to respond to emergency situations. All head lifeguards will be thoroughly familiar with this plan.

Lifeguards Each facility lifeguard is responsible for maintaining her or his rescue skills and maintaining an appropriate level of physical fitness so that she/he is prepared to respond efficiently and effectively in emergency situations. All facility lifeguards will be thoroughly familiar with this plan.

Cashiers All cashiers will be assisting facility lifeguards with crowd control and be thoroughly familiar with facility evacuation plans and plans related to facility emergencies. Cashiers, in addition to lifeguards, head lifeguards, and Facility Specialists must also clearly understand and enforce facility rules and regulations to ensure guest safety.

Emergency/Accident Prevention and Risk Management

Fairfax Park Municipal Pool has an established Risk Management Program to minimize potential of injury to people and damage to the facility. This program addresses activities that could result in injury or damage to guests/patrons, property, and staff in which the City of Eau Claire could be held liable or subject to litigation. It is imperative that all facility activities be conducted in accordance with the Risk Management Program to ensure that the potential for injury or damage to property is as low as reasonably achievable. Since injury to guests and staff could result in a financial impact, our primary responsibility is to prevent injuries and accidents through effective patron and facility surveillance, and enforce all facility rules and regulations that help prevent or minimize the risk for injury and/or drowning.

The City of Eau Claire does not provide accident or hospital insurance for people participating in Department sponsored activities. **Staff is never to tell a participant that the bill for their injury will be paid by the Parks & Recreation Department, Fairfax Municipal Park Pool, or the City of Eau Claire.** The City of Eau Claire does carry liability insurance. If a participant feels that the City of Eau Claire is liable for an injury because of our negligence, they must file a claim within 30 days. Please have the participant contact the Risk Management Department Office as soon as possible if they wish to file a claim.

Documentation

Documentation of all accidents and injuries is essential and absolutely required. The record completed by staff can help more advanced medical personnel better assess the condition of an injured person. If legal action occurs, a record will also provide legal documentation to support what you saw, heard, and did in an emergency. It is important to complete the accident/incident report as soon as possible after an emergency.

First Aid Kits & Emergency Equipment

In compliance with HFS 172, each lifeguard, while on the pool deck, will have a hip pack containing a resuscitation mask, gloves, and a rescue tube. In addition, three backboards will be placed on the pool deck in designated areas. First aid kits will be placed with each backboard and must contain the following items:

- Ice Packs
- Band-aides
- Anti-bacterial wipes
- Butterfly closures
- Athletic tape
- Red biohazard bags
- Paper towels
- Vinyl gloves
- Triangle bandage
- Backboard Straps
- Pocket Mask
- Scissors

First aid kits will be checked daily by Facility Specialist s, head lifeguards, or facility lifeguards. **Each lifeguard is responsible for ensuring that their hip pack has two rescue breathing barrier (1 adult and 1 pediatric) and two pairs of vinyl gloves before beginning their rotation.**

Additional first aid supplies and equipment (including blankets and an AED) are located in the First Aid Office across from the Facility Specialist's office. Anytime an item from one of the first aid kits is used, or if a lifeguard notices that first aid supplies are low, they should inform a head lifeguard or Facility Specialist so the item(s) may be replaced.

Inspections

Risk Management activities include inspections and maintenance to identify risks and reduce the potential for an emergency. Fairfax Municipal Park Pool Head Lifeguards, Facility Specialist s, Lifeguards, Park Maintenance Personnel, and Cashiers will perform safety inspections. Inspections are to be performed before opening the facility, once during the day during open hours, and upon closing the facility. All staff are responsible for reporting any potential hazard to the Facility Specialist. Once safety inspections are completed, the Safety Check-List (on the following page) should be given to a Facility Specialist for signature and review.

**FAIRFAX PARK MUNICIPAL POOL
SAFETY CHECKLIST**

Area to be Inspected—Opening Checklist	Safe	Unsafe	Action Taken
Facility bathhouse in good repair; all floors clean and slip-resistant.			
Facility bathrooms in good repair; clean and slip-resistant			
Facility showers in good repair; clean, working showers			
First Aid office stocked and clean			
AED in place and ready for emergency use			
Lifeguard hip packs stocked and ready for use			
Backboards clean, operational, placed, and ready for use			
Waterslide clear of debris, clean, steps slip-resistant and ready for use			
Play feature clear of debris, clean, steps slip-resistant and ready for use			
Diving boards free of debris, clean, steps slip-resistant and ready for use			
Lifeguard chairs free of debris, slip-resistant, and ready for use			
Pool ladders stable/sturdy and ready for use			
pH and chlorine levels within acceptable range			
Play structures clear of debris and in safe condition			
Gutters of swimming pool clear of debris and secure			
Chemical storage area locked if not in use			
Garbage cans placed appropriately and emptied			
Rescue equipment in place, in good repair, and ready for use			
Areas to be inspected—Safety Break	Safe	Unsafe	Action Taken
Floors in bathhouse, bathrooms, and showers clean and slip-resistant			
First aid station clean, all needed			

supplies present			
Waterslides/Play structure/Diving Boards in safe and working order			
Trash/Debris picked up; facility is clean			
Rescue equipment checked and ready for emergency use			
Swimming pool clear, free of debris			
pH and chlorine levels checked and within normal range			
Lifeguard personnel knowledge of emergency procedures reviewed			
First aid kits/hip packs stocked and ready for emergency use			
Areas to be Inspected—Closing Checklist	Safe	Unsafe	Action Taken
Bathhouse cleaned by closing staff			
Doors/gates secure and locked			
Pool is empty (two lifeguards inspect pool bottom)			
Facility attractions turned off			
Shade feature area clean			
Rescue equipment properly stored and placed			
Garbage cans emptied and moved to appropriate location			
Concession stand bathrooms/chemical storage area locked/closed			
Garbage & debris in park picked up; lost & found items stored			

Head Lifeguard Signature _____ Date _____
 Facility Specialist Signature _____ Date _____

Emergency Preparation

Preparedness activities focus on training and having information available for potential emergencies. Training is an essential aspect of an effective emergency action plan. An Emergency Response Training Program will be implemented initially at the beginning of the season and facility staff will review aspects of emergency procedures on a weekly basis. Additionally, training will be provided to all staff when procedures are updated or revised.

Evacuation Drills/Severe Weather Drills

Evacuation drills are a key component of preparedness. Not only do evacuation drills familiarize staff with what to do in an emergency, they allow for untrained individuals and guests to understand emergency procedures. There are few situations at the facility where individuals are present on a regular basis. Although the facility may be frequented by regular patrons, *it is not suitable to conduct evacuation and severe weather drills during operational hours*. However, training for all staff will include a mock evacuation of the facility during pre-season orientation and once during in-service training.

Emergency Response Plans

The following general procedures apply to all emergencies:

- **Remain calm. Never run to the scene.**
- Quickly evaluate the situation.
- First priority is to rescue anyone in immediate danger.
- Call 9-1-1 if there is a life-threatening situation or if there is any doubt as to whether the situation is, or could become life-threatening.
- Direct individuals not involved in the situation away from immediate danger.
- Clear emergency area to allow for emergency medical personnel/police/fire to do their jobs.
- After calling 9-1-1, Facility Specialist s (when time allows) will Program and Facility Supervisor, Chad Duerkop on his cell phone (579-5902).If Chad is not reachable please refer to the emergency phone list in the facility specialist office and call the next number on the list.

Media and Other Communications

Staff are not to discuss information about the emergency situation to media. All questions from the media will be directed to the City of Eau Claire designated spokesperson. Lifeguard personnel are not to discuss emergency situation or condition of the victim with anyone not directly involved in providing emergency care.

Facility Emergencies

Fire/Explosion

While the risk of fire/explosion is small, staff must be prepared to evacuate the facility in a safe and orderly fashion.

Upon recognition of fire, smoke, or explosion, facility guests and staff should be moved away from immediate danger.

- 1) Notify Facility Specialist immediately
- 2) Facility personnel will attempt to control or extinguish any fire by retrieving the nearest fire extinguisher and applying its contents to the fire only if:
 - a. The employee is not responsible for the care of small children;
 - b. Responsible for evacuating guests and staff;
 - c. Able to keep a clear path between them self and an exit;
 - d. The individual has someone with them;
 - e. Smoke in an enclosed area is not dangerous to the individual;
 - f. The individual can safely remain in the area; and
 - g. The extinguisher will prevent the fire from becoming larger and creating a greater hazard or damage.
- 3) If using the extinguisher is not successful and it is safe to do so, confine the fire to its present location by closing doors to the area as you leave. Ensure that no one else is still in the area. Call 911 and follow evacuation procedures if ordered.

Chemical Event

- 1) Notify Facility Specialist or facility maintenance personnel
- 2) Follow the general procedures for an emergency, including calling 9-1-1 if directed
- 3) Keep people calm and try to determine whether the threat is airborne
- 4) If threat is from inside the facility, follow evacuation procedures if ordered

Facility Evacuation Procedures

In the event an evacuation is ordered:

- 1) Facility Specialist or head lifeguard will make an announcement.
- 2) Upon hearing the announcement, lifeguards will be assigned to unlock and open gates 2, 3, 5 and 6 (see map).
- 3) Lifeguards on surveillance duty will use one long whistle blast and direct patrons to evacuate. Lifeguards should use the following command in an evacuation:
"Get out of the Water! Get out of the park! Don't take anything with you!"
Staff at the gates will provide the following instructions:
"Come this way! Move to the far end of the parking lot toward the golf course! Do not go to your cars!"
- 4) Once the pool(s) are empty, lifeguards will provide assistance to guests with restricted mobility.
- 5) After everyone has evacuated, Facility Specialist s and head lifeguards will make one last inspection to ensure no one is left behind.

Patrons should be instructed to not leave in their cars since it will hinder emergency response vehicles, however; we can never force someone to stay.

Severe Weather

Upon hearing City of Eau Claire severe warning sirens, staff should:

- 1) Clear the pool using one long whistle blast
- 2) Direct patrons to the following areas:
 - a. Men's shower room (Under showers—no more than two rows)
 - b. Men's bathroom (Across from stalls—no more than two rows)
 - c. Women's shower room (Under showers—no more than two rows)
 - d. Women's bathroom (Across from stalls—no more than two rows)
 - e. Men's and women's bathrooms at the concession stand
 - f. Lifeguard supply closet in bathhouse
- 3) Facility Specialist s (and in their absence, head lifeguards) will attempt to determine the nature of the storm by checking the Internet if it is safe to do so.
- 4) All patrons/staff should remain in severe weather locations until the "all clear" command is given by a Facility Specialist or, in their absence, a head lifeguard.

Violence

If a staff member is presented with a potentially violent situation, she or he should clear the area of patrons and call 9-1-1 for law enforcement. Staff should not confront a violent or hostile individual.

If a staff person notices an individual with a weapon, she or he will follow the "Run, Hide, Fight" Protocol as established by the Department of Homeland Security.

Run If it is safe to do so

- Leave personal items behind
- Take others with you that are within your area but do not stay behind if they refuse to leave
- Put your hands in the air to signal you are unarmed if you encounter law enforcement
- Head towards Fairfax Park baseball diamonds. If that route is unsafe, choose a safe route to run
- Call 911 when safe to do so

Hide if running is not a safe option

- Lock the doors and barricade with heavy objects
- Turn off lights
- Silence all electronic devices
- Remain silent

- Look for other avenues of escape
- Identify ad-hoc weapons

Fight if running or hiding are not safe options

- If confronted by shooter grab improvised weapons such as chairs, fire extinguishers, etc
- Attack threat in numbers if possible
- Fight is always the last option

Patrons and staff should proceed to the baseball diamond (just North of Fairfax Pool) as quickly and quietly as possible. If safe to do so, a lifeguard should take a first aid kit and “Go Bag” with them (**only if safe to do so!**) and begin providing emergency care once at the safest designated area. Once patrons/staff are at the baseball diamond, someone with a cell phone should call 9-1-1. Attempt to give a description and number of the intruder(s) and the number of people in the facility. Staff should attempt to account for all staff members present.

Bomb Threat

If a staff person receives a bomb threat, she or he should:

- 1) Notify a Facility Specialist immediately. Facility Specialist should call 911.
- 2) Remain calm, courteous and listen. Avoid interrupting the caller. Ask the following questions:
 - a. Where is the bomb?
 - b. When will it go off/What will set it off?
 - c. Did you place the bomb? If yes, Why?
- 3) If people are in the facility, inform the caller that detonation could cause serious injury or death to small children.
- 4) Pretend to have difficulty hearing—keep the caller talking if possible.
- 5) If device is found restrict cell phone use near device.
- 6) Initiate facility evacuation procedures if indicated.

If the facility is to be evacuated, it is important that patrons not gather their belongings as a bomb could have been placed on, in, or near their personal belongings. The following announcement will be made:

Attention Facility Patrons and Staff: We have been instructed to evacuate the facility. We are unaware of specific details and therefore ask that you leave all personal belonging where they are and follow staff to the West side of the parking lot (near the golf course). We ask that you not try to leave in your cars since emergency service vehicles will be trying to enter the park and traffic at the parking lot entrances and exits will hinder response times.

Robbery

If an individual approaches a cashier at either the front desk or concession stand and demands money from the register, the cashier should comply with the robber's instructions and, when safe, call 9-1-1 and report the incident.

Missing Person/Code Adam

If a parent or caregiver approaches a staff member and reports a child missing, follow these steps and ask the following questions:

- a. Would you like us to page the person or are you requesting assistance to locate a lost child?
 - b. What is child's name?
 - c. How long ago did you see the child?
 - d. Where was the place you last saw the child?
 - e. Did you check the area where the child was last seen?
 - f. Get a detailed description of the child:
 - i. Name
 - ii. Age
 - iii. Hair color
 - iv. Eye color
 - v. Approximate weight & height
 - vi. What the child was wearing (ask specifically about shoe color and style)
2. Notify the Facility Specialist to initiate Code Adam (provide description of child)
 3. Advise parent/guardian we are a "Code Adam" facility—which means, "we have a procedure in place to help assist with situations such as this."
 4. Escort parent/guardian to the First Aid office
 5. Facility Specialist or head lifeguard will make a "Code Adam Watch" announcement over PA (script below)

Attention facility patrons and staff. Fairfax Pool staff please initiate Code Adam Watch procedures. We have a lost child named _____, age _____, with _____ hair and _____ eyes, weighs approximately _____ pounds and _____ feet tall, last seen wearing _____.

- a. Upon hearing the announcement, facility staff will check the following areas first:
 - i. Bathhouse locker rooms/bathrooms—front desk cashier
 - ii. Concession stand bathrooms/concession stand line—Concession stand staff
 - iii. Line to waterslide—Lifeguard at waterslide (stop all riders)
 - iv. Line to diving boards—Lifeguard at diving well
 - v. Playground- Concession Stand Staff
 - vi. Swimming Pool—Rover (or, in absence, Facility Specialist)
 - vii. Park perimeter/grounds—Lifeguards on break

After searching these areas, staff will report back to the head lifeguard/Facility Specialist. If the child has not been found within five minutes, a Code Adam Warning will be announced over the PA (Script below)

Attention facility patrons and staff. Fairfax Pool Staff please initiate Code Adam Warning procedures. We have a lost child named _____, age _____, with _____ hair and _____ eyes, weighs approximately _____ pounds and _____ feet tall, last seen wearing _____. All patrons please exit the pool and return to your belongings and stay there. If you know the whereabouts of this child, please inform a staff member immediately. To ensure the safety of the missing child, all patrons are encouraged to remain in the park with their party near their belongings. Thank you for your assistance and cooperation.

In a Code Adam Warning, patrons will be instructed to exit the pool and return to their belongings. **Lifeguards in rotation will wait until the pool has been cleared** and then search the entire park. Lifeguards on break will be instructed to search the parking lot and exterior park up to the baseball diamond.

6. If, after five minutes from the warning announcement, the child is not found, a Facility Specialist or head lifeguard will call 9-1-1.
7. If the child is found and appears to have been lost and unharmed, the child is reunited with parent/guardian at front desk.
8. If the child is found accompanied by someone other than the parent/guardian, use reasonable efforts to delay their departure without putting the child, staff, or visitors at risk.
9. **During a warning, we will ask patrons to remain in the park, however; we cannot force anyone to stay.**
10. The Code Adam page is canceled after the child is found and the following announcement will be made:

Attention facility patrons and staff. Fairfax pool staff, Code Adam (warning/watch) has been cancelled.

Life-Threatening Medical or Aquatic Emergency Water or Land-Based Injuries/Illnesses

Upon recognition of a life-threatening medical emergency on land or in the water, the primary lifeguard should:

1. Activate EAP using three short whistle blasts.
2. Approach the scene (enter the water) and perform a scene size-up. Try to determine the following:
 - a. Is the scene safe?
 - b. What is the nature of illness/mechanism of injury?
 - c. How many victims are there?
 - d. What resources are needed?

While sizing up the scene, lifeguard should put on appropriate PPE.

If the scene is not safe, make it safer. If the scene could cause harm to the rescuer or bystanders, clear bystanders from the area and ensure 9-1-1 has been called.

3. Perform an appropriate rescue for victims in the water. Once the victim is out of the water, the lifeguard should perform a Primary Assessment:
 - I. Check for responsiveness
 - A.) Tap the shoulder or rub your knuckles along the sternum and ask, "Are you okay?"
 - II. Open airway and quickly check for breathing and a pulse for no more than 10 Seconds
 - A.) To open air way use head tilt/chin lift technique
 - B.) Look, listen, and feel for breathing
 - C.) Feel for carotid pulse for adult and child. Feel for brachial pulse for an infant

For breathing emergency (drowning, hypoxia) give 2 ventilations before scanning for severe bleeding.

If you witnessed a child or infant suddenly collapse, skip step 3

- III. For Children/Infant or an adult with a breathing emergency:
If NO breathing, give two ventilations

- **If at any time the chest does not rise during step 3, the airway might be blocked. Provide care for an unconscious choking victim.**

- IV. Quickly scan for severe bleeding

- V. Provide Care as needed:

- If **NO** breathing or **NO** pulse, perform CPR
- If **NO** breathing but there **IS** a pulse
 - Give 1 ventilation about every 5 seconds for an adult
 - Give 1 ventilation about every 3 seconds for a child and infant
- If there **IS** severe bleeding and the victim **IS** breathing, provide first aid care for the bleeding.
- If unconscious but breathing, leave the victim in a face-up position.

4. Upon hearing three whistle blasts, 2Z or see EAP modifications sheet:

- a. Abandon your post and provide assistance as the secondary rescuer.
 - i. Before proceeding to the incident, get the nearest backboard and first aid kit.

5. Upon hearing signal to clear pool, Lifeguards in rotation will use one long whistle blast and begin clearing the pool. Lifeguards in rotation will use the following command:

"Get out of the pool. Move back to the grass. Walk, don't run!"

- b. Lifeguards will be expected to safely evacuate the pool within 60 seconds.
- c. Once all guests are out of the pool, lifeguards will assist in crowd control efforts and perform other duties as assigned by the Head Lifeguard on Duty.
- d. Guests should be encouraged to stay in crowd control positions until EMS personnel have left the facility. Lifeguards may explain to patrons:
"In a few moments, an ambulance will be driving into the park for quick and easy access to the scene. As soon as it is safe, we'll let you return to your belongings."

If patrons insist on leaving, we cannot force them to stay, however, please tell the patrons:

"We ask people to stay so that the ambulance can safely and quickly get into the parking lot."

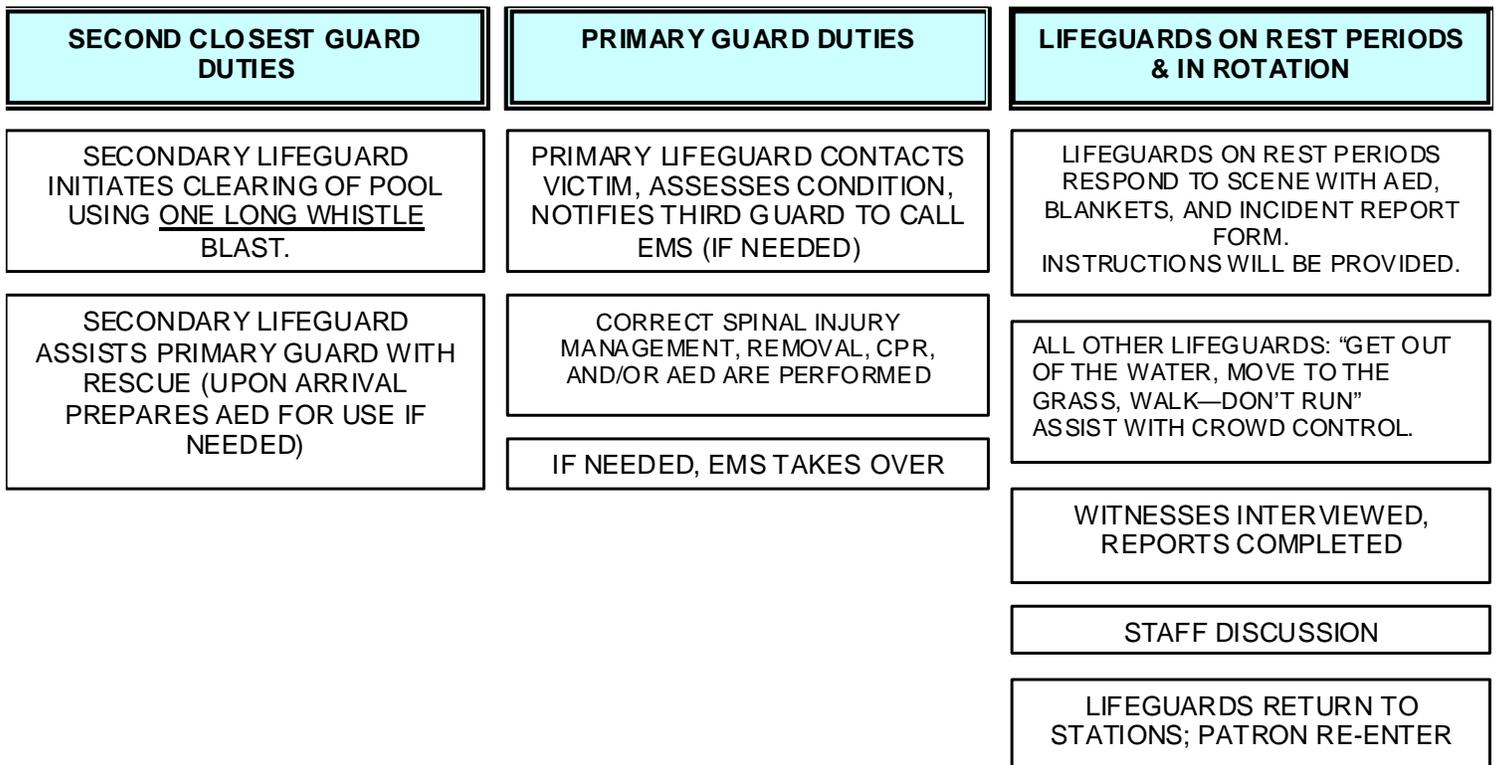
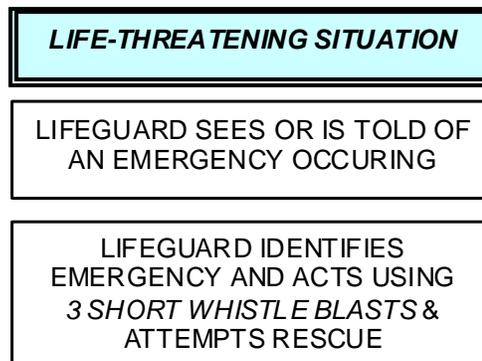
- 6 Lifeguards on their 15-minute Break have the following responsibilities:
 - e. The lifeguard about to start **X rotation** brings the accident report to the scene and records SAMPLE or cycles of CPR/AED shocks
 - a. The lifeguard about to start **Y rotation** check if EMS needs to be summoned if so call 9-911 and stay on with the dispatcher until EMS arrives.
 - b. The lifeguard about to start **Z rotation** should get the AED and blankets from the first aid cabinet. Take the gate key off the AED and open the appropriate gate.
 - c. All other available lifeguards on break begin moving patrons into crowd control positions unless directed otherwise.
7. The Head Lifeguard on Duty will immediately respond to the scene to determine whether rescue assistance is needed. Head Lifeguard will take direction from Facility Specialist on the following:
 - d. Crowd control location
 - e. Additional equipment needed
 - f. Additional staff needed for rescue
 - g. Ensuring that EMS has been summoned and appropriate gate is open
 - h. Making PA announcement if necessary
8. The Facility Specialist will immediately respond to the scene and provide direction to Head Lifeguard who will disseminate information to other staff. The Facility Specialist is responsible for ensuring that appropriate and effective care is being rendered and coordinates all emergency activities. Once the Facility Specialist has sufficient information, she/he will make a follow-up call to EMS if necessary and, as time permits, call the Eau Claire Parks & Recreation Department Office.
9. Front Desk (Admissions) cashiers should make sure that unattended children in the bathhouse are reunited with parents/guardians or caregivers.
 - i. Cashiers should stop admitting people to the facility as soon as the EAP is activated.
10. Concession stand cashiers should stop selling and make sure Gate 3 is clear if necessary.
11. Once EMS personnel have transported the victim, all lifeguards should:
 - a. Report to the front of the bathhouse for instruction
 - b. Lifeguards directly involved will complete crisis report
 - c. Head Lifeguard on Duty will obtain witness statements
 - d. Facility Specialist will contact ECPR, co-manager, and other appropriate parties
 - e. Lifeguards will ensure all equipment replaced and in working order
 - f. Facility Specialist will determine whether re-opening the facility is appropriate.

If a lifeguard suspects that a victim has a head, neck or back injury, all steps above include immobilizing the victim on a backboard. If a victim with a head, neck, or back injury is *unresponsive*, the secondary lifeguard should *immediately* assess breathing. If the victim is not breathing, remove the victim using a backboard quickly and carefully and begin providing care.

In all cases, Lifeguards will provide care according to established guidelines from the American Red Cross Lifeguarding text. Lifeguards will be required to continue providing care until EMS personnel arrive and take over.

If a guest or patron approaches a staff person and indicates that they have advanced medical training, please say, “Thank you for letting us know. We have called 9-1-1 and have trained staff providing care at this time. If your assistance is needed, we will let you know.” Explain to the patron that it is our policy to turn care over only to City of Eau Claire Paramedics.

“EMERGENCY” RESCUE FLOW CHART



“Jump” Rescue (Distressed Swimmer, Active Drowning Victim, Minor First Aid)

- 1) Upon recognition of a guest needing assistance, primary lifeguard will activate EAP using **two** short whistle blasts.
- 2) Safely enter the water and perform an appropriate rescue.
- 3) Move the victim to safety and assist victim out of the water.
- 4) If indicated, perform a secondary assessment to determine the presence of contributing factors.
- 5) Provide care as needed.
- 6) Complete incident report.

Upon hearing **two whistle blasts** each lifeguard assigned to an elevated lifeguard station will stand up and provide back-up coverage.

The Rover or, in the absence of the Rover, the lifeguard who will go to “Z” rotation will cover the vacant lifeguard’s position.

Specific Rescue Procedures

Spinal Injury Management

Lifeguards will provide spinal immobilization, backboard, remove the victim from the pool, and care for shock and hypothermia.

For a victim on land, spinal injury management will be performed according to American Red Cross Waterpark Lifeguarding procedures.

Seizures in the pool

The primary lifeguard will keep the victim’s head above water, supporting the victim on rescue equipment. Once the seizure has passed, the victim should be removed from the water with the assistance of another lifeguard and the victim’s airway should be protected. Seizures in the water are a life-threatening emergency and EMS will be summoned.

**Fairfax Municipal Park Pool
Code Adam Report & Evaluation**

Date _____ Time _____ Manager _____

Description of Missing Person

Name of missing child	
Age of missing child	
Hair color of missing child	
Eye color of missing child	
Approximate weight of missing child	
Approximate height of missing child	
What the child is wearing (including shoes)	
The last place the child was seen?	
When the child was last seen in said location	
How did the child get to the pool? (E.g., Bike, Walk, City Bus, Friend/Family, Family Car)	

Name of guardian/adult with the child _____

Name of employee _____

Time Code Adam Watch Initiated	
Time Code Adam Warning Initiated	
Time Law Enforcement Contacted	
Time Code Adam Watch/Warning Cancelled	

Phone number and address of child's home:

- | | | |
|--|-----|----|
| Was the child located prior to a watch being issued? | YES | NO |
| Was the child located prior to a warning being issued? | YES | NO |
| Was the child located prior to contacting law enforcement? | YES | NO |
| Was the child located once law enforcement were involved? | YES | NO |
| Did all staff respond appropriately? | YES | NO |
| Are Code Adam Procedures effective? | YES | NO |



**CITY OF EAU CLAIRE PARKS & RECREATION DEPARTMENT
Recreation Division**

PATRON'S ACCIDENT REPORT

All accidents involving injury to patrons on or off City property while engaged in activity under our supervision, however minor, must be reported.

IMPORTANT! IN CASE OF SERIOUS INJURY, NOTIFY YOUR SUPERVISOR IMMEDIATELY!

INJURED PATRON	
NAME _____	AGE _____ <input type="radio"/> MALE <input type="radio"/> FEMALE
ADDRESS _____	CITY _____ ZIP CODE _____
HOME TELEPHONE # _____	NAME OF PARENT/GUARDIAN _____ <small>(IF MINOR)</small>
WITNESSES	
NAME _____	JOB TITLE _____
ADDRESS _____	TELEPHONE # _____
NAME _____	JOB TITLE _____
ADDRESS _____	TELEPHONE # _____

ACCIDENT	
NAME OF FACILITY _____	DATE OF ACCIDENT _____
SPECIFIC LOCATION _____	TIME OF ACCIDENT _____ <input type="radio"/> AM <input type="radio"/> PM
ACCIDENT DESCRIPTION (what was the patron doing and how did the accident happen?) Be Specific	

INJURY AND DISPOSITION	
NATURE OF INJURY (Be Specific) _____	
TREATMENT GIVEN: <input type="radio"/> Cleaned <input type="radio"/> Applied Ice Pack <input type="radio"/> Bandages <input type="radio"/> Controlled Bleeding <input type="radio"/> Splinted <input type="radio"/> Treated for Shock <input type="radio"/> Administered CPR <input type="radio"/> Performed Rescue Breathing	
WHO ADMINISTERED TREATMENT? _____	JOB TITLE _____
DISPOSITION: <input type="radio"/> Remained in area <input type="radio"/> Released to parents <input type="radio"/> Advised to see physician <input type="radio"/> Sent to hospital <input type="radio"/> Released to ambulance Name of hospital or ambulance _____	

For Office Use

FOLLOW-UP ON INJURY <input type="radio"/> YES <input type="radio"/> NO	
Final Disposition _____	FOLLOW UP BY <table border="1" style="display: inline-table; width: 100px; height: 20px;"></table>

SIGNATURE AND REVIEW	
SIGNATURE OF PERSON FILING REPORT _____	DATE _____
SIGNATURE OF SUPERVISOR REVIEWING REPORT _____	DATE _____
SUPERINTENDENT OF RECREATION _____	DATE _____
DIRECTOR OF PARKS AND RECREATION _____	DATE _____



INCIDENT REPORT

The following form is to be completed immediately following an incident.

(It is used to file reports on patron rescues, discipline concerns/problems, and faulty, hazardous, or potentially hazardous equipment. Please complete all applicable parts of the form and submit to your supervisor for review.)

Location *(be specific)*: _____ Date: _____ Time: _____ AM PM
Patron's Name: _____ Patron's Age: _____ Phone: _____
Address *(street, city, state, zip code)*: _____
Employee Name: _____ Job Title: _____ Phone: _____

Description of Incident *(list all details, be specific)*: *check here if more information is attached*

Action Taken *(if applicable)*:

Additional Information:

Reviewed by
Supervisor: _____ **Date:** _____

For Fairfax & Indoor Pools Only:

Approx. Bather Load: _____	# of LG on Duty: _____	Water Conditions: _____
Type of Incident <i>(select one)</i> : <input type="checkbox"/> Rescue <input type="checkbox"/> Discipline <input type="checkbox"/> Hazardous situation		
Name of Parent/Guardian/Daycare w/child at Pool: _____		

CITY OF Eau Claire PARKS AND RECREATION

READ CAREFULLY BEFORE SIGNING

**REFUSAL OF FIRST AID CARE AND/OR NOTIFICATION
OF ADVANCED MEDICAL PERSONNEL**

- A. The undersigned, having been offered First Aid Treatment and/or notification of advanced medical personnel, ambulance, or hospital care, by the Eau Claire Parks and Recreation Department, and having been duly informed that I may have possible or suspected injuries, and having been further informed of the possible consequences of not seeking further medical treatment, do hereby decline and refuse further treatment.

- B. The undersigned hereby agrees to release, save and hold harmless the City of Eau Claire, Eau Claire Parks and Recreation Department, and their management staff, officers, employees and agents from and against any and all liability for the foreseeable consequences arising from my decision not to seek further medical care for my possible or suspected injuries.

**I HEREBY ACKNOWLEDGE THAT I HAVE READ THE FOREGOING REFUSAL AND
RELEASE AND UNDERSTAND ITS CONTENTS.**

Patron's Signature
(If under 18, parent/guardian signature)

DATE:

WITNESSED BY:
Name

Patron's Name (Please Print)

Patron's Address

Patron's Telephone Number

Patron's Date of Birth

CRISIS/EMERGENCY REPORT
(Manager/Director)

- *Fill in to the best of your ability*
- *Only fill in what you know to be true – not what was “told” to you*
- *Please attach additional pages if necessary*

Name & Title of person filling out this form: _____

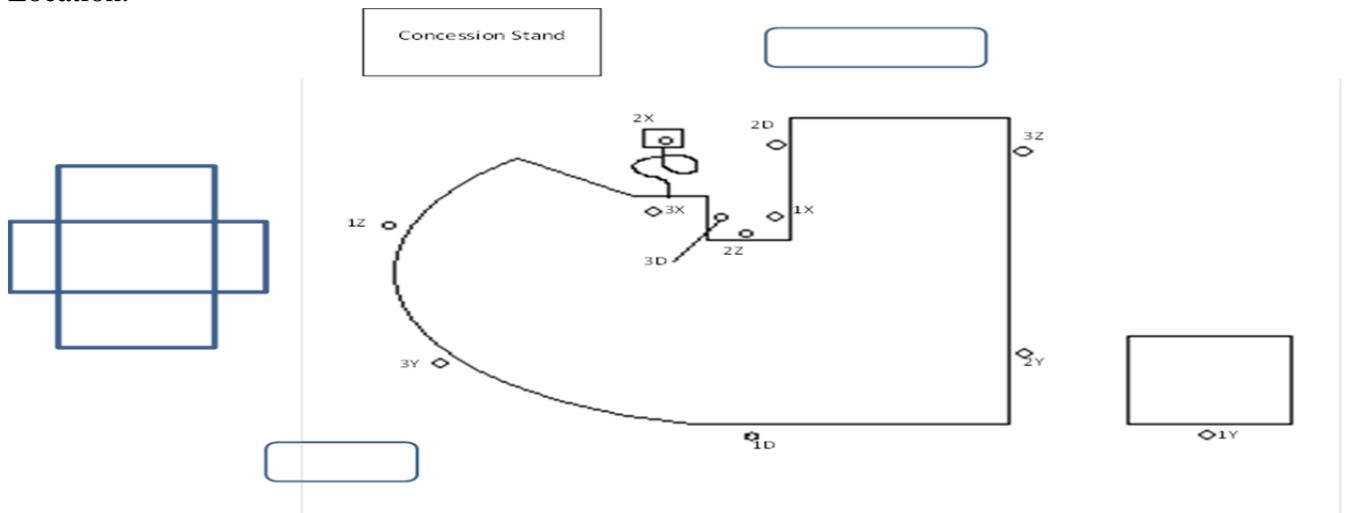
Date of Incident: _____ Time of Incident: _____ am/pm (circle one)

Date this form completed: _____

Employees On Duty: *(please attach a list of all staff on duty and job positions; years of service; copies of certifications)*

1. Description & Location of Incident: (please mark on map where incident occurred)

Location:



2. What staffing level was used: _____ 3. Were guards rotating? _____

4. What were the weather conditions? _____

5. What was the water clarity?_____

6. How many people (estimate) were in the pool:_____

8. How many people (estimate) were in the facility:_____

9. Please describe the specific actions of the staff you observed before, during and after the incident. You must be specific-Name each staff member you saw and what their response/actions were:

10. Was EMS/fire/police called?_____

If yes, who was called and by whom?

11. What was the time difference between the incident and when emergency services arrived?

12. What were the emergency services' actions (who, what, where, how many)?

13. How long were emergency services on site?_____

14. Was there rescue assistance or aid given to any victim(s) by anybody other than Parks and Recreation Staff, before or after emergency services personnel arrived?

YES NO

If yes, by whom? Please explain in detail:

15. Were there parents/guardians/daycare providers of any victims present? And whom?

16. Where were they at the time of the incident and what actions did you observe of them during the incident?

CRISIS/EMERGENCY REPORT
Lifeguard Directly Involved in Incident

- *Fill in to the best of your ability*
- *Only fill in what you know to be true – not what was “told” to you*
- *Please attach additional pages if necessary*

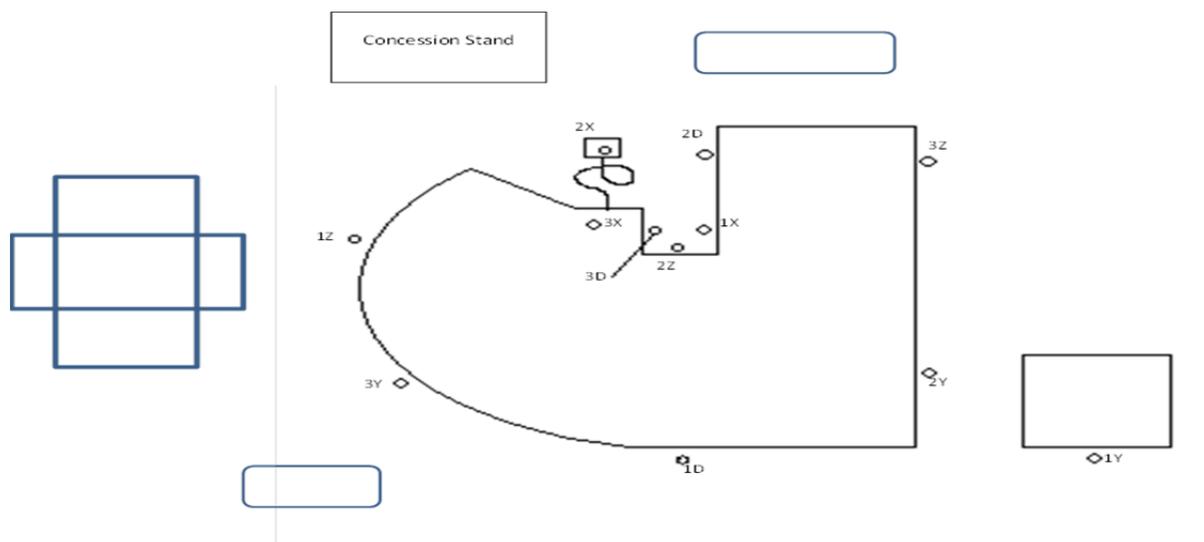
Name & Title of person filling out this form: _____

Date of Incident: _____ Time of Incident: _____ am/pm (circle one)

Date this form completed: _____

1. Description & Location of Incident: (please mark on map where incident occurred)

Location:



2. Years as certified lifeguard and length of current employment:

3. Your location at time of incident?
4. Describe the pool zone you were scanning?
5. How long were you in this chair?
6. Rescues made prior to incident? (please describe)
7. Water clarity?
8. Environmental factors effecting vision of zone (glare, waves, noise, shade)?
9. Sunglasses worn? YES NO Hat or umbrella used? YES NO
10. What was the victim wearing?
11. Who initiated the EAP?
12. Which lifeguard left to have 911 called?
13. How long until EMS arrived?
14. How did primary lifeguard recognize emergency?
15. How long between initiation of EAP to contact of victim?
16. What did the primary lifeguard do?
17. Who assisted?
18. What equipment was used during rescue?
19. Was victim removed from pool? If yes, how?

20. Was AR/CPR/AED used? If yes, by whom?

Artificial Respirations Only CPR AED (check all that apply)

21. Was PPE used during care?

22. What occurred when EMS arrived?

23. What time did you arrive to work?

24. How much sleep the prior evening?

25. Activities the prior evening?

26. Did you use of alcohol or drugs within 36 hours?

27. Fluids or food ingested prior to incident?

28. Does you vision require glasses or contacts? If yes, which was worn during incident?

All-Staff In-Service Training (Required)

Small Group In-Service/Skill Review Training (choose one in each pay period)

June Small Group In-Services		July Small Group In-Services		August Small Group In-Services	
Pay Period Date	Pay Period Date	Pay Period Date	Pay Period Date	Pay Period Date	Pay Period Date

Fairfax Pool Lifeguard Staffing Plan

Fairfax Municipal Park Pool is administered and staffed by the City of Eau Claire-Parks and Recreation, and Forestry Department. This facility is located on Eau Claire’s south side in an 80-acre park. The main pool begins at a zero-depth and gradually deepens to the large, rectangular portion of the pool, which contains an Olympic size, eight lane, 50 meter swimming area. This 17,000 square foot pool contains 450,000 gallons of water heated to a temperature of approximately 82 degrees fahrenheit. Some of the main pool’s features include a play structure, inflatable structure, and a stationary waterslide.

A separate diving well is located to the East of the main swimming pool. This 1,890 square foot pool contains 148,300 gallons of water and has a maximum depth of 13 feet 1 inch. The diving well has two diving boards: a one-meter board and a three-meter board. One lifeguard staffs this pool while open to swimmers.

The maximum patron load for the main pool is 1,245 people and the average patron load is approximately 400. The diving well has max capacity of 40 people for our exercise classes but during open swim only one person is allowed on the diving board at a time, so there are a max of two people in the water at a time. The facility does not allow anyone else to swim in the pool.

The facility has a main first aid station in the lifeguard office, which is located in the bathhouse. The facility also has three first aid kits on deck. The first aid kits are located: one on the peninsula (by the light post), by the diving well next to the mechanical building, and behind the water spigot behind lifeguard chair 3Y.

At Fairfax Pool we have a lifeguard or a water attendant stationed at the top of the waterslide and a lifeguard stationed in the water at the end of the flume. The lifeguard at the top blows one whistle blast to get the attention of the lifeguard at the bottom and communicates through hand signals on what the rides is doing incorrectly or what the need of the rider is from the lifeguard at the bottom.

Fairfax Municipal Park Pool is open at the following times:

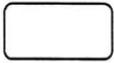
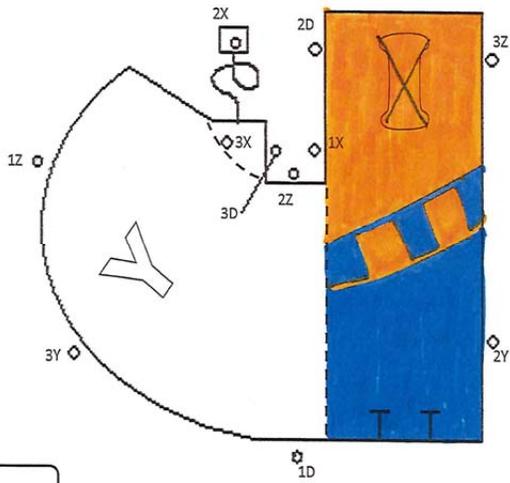
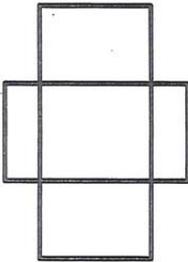
Open/General Swim	11:30 AM – 7:00 PM	Mon—Fri
	11:30 AM – 6:00 PM	Saturday
	1:00 PM – 6:00 PM	Sunday
Adult Lap Swim	10:00 AM – 11:15 AM	Mon—Fri
	4:00 PM – 6:00 PM (2 Lanes)	Mon—Fri
Deep Water Aerobics	10:00 AM – 11:00 AM	Mon/Wed/Fri
	6:00 PM – 7:00 PM (Diving Well)	Mon/Wed
Shallow Water Aerobics	10:00 AM – 11:00 AM	Tue/Thu
Swimming Lessons	9:00 AM – 12:00 PM	Mon—Thu

Diagrams on following pages detail staffing requirements per DHS 172.23-A.

Concession Stand



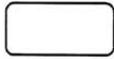
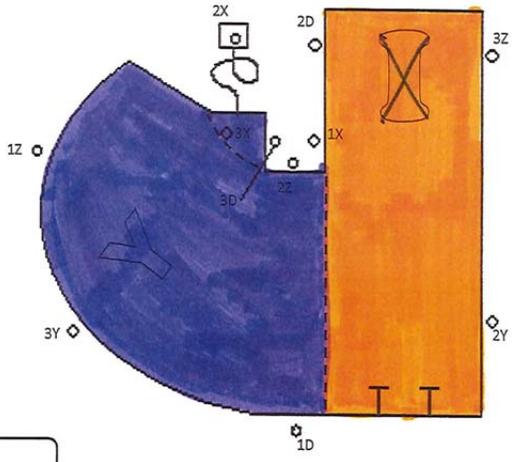
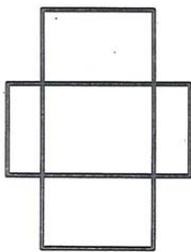
Level 1A
Friday Morning
4 Lifeguards
1Y-2Y-1X-Break



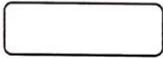
Concession Stand



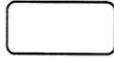
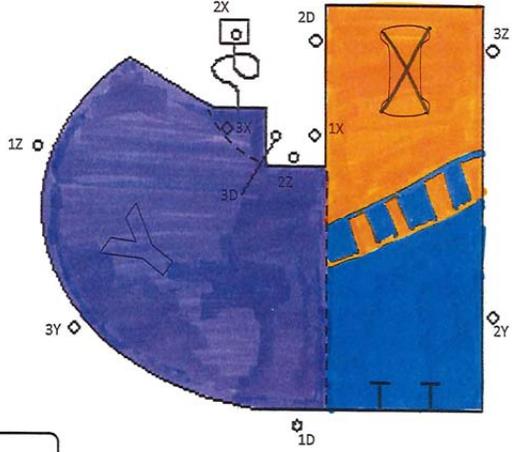
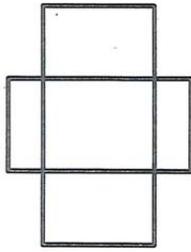
Level 1B
Monday-Thursday Swim Lessons
8:45am-10:00am
3 Lifeguards
3Y-1X-1Y

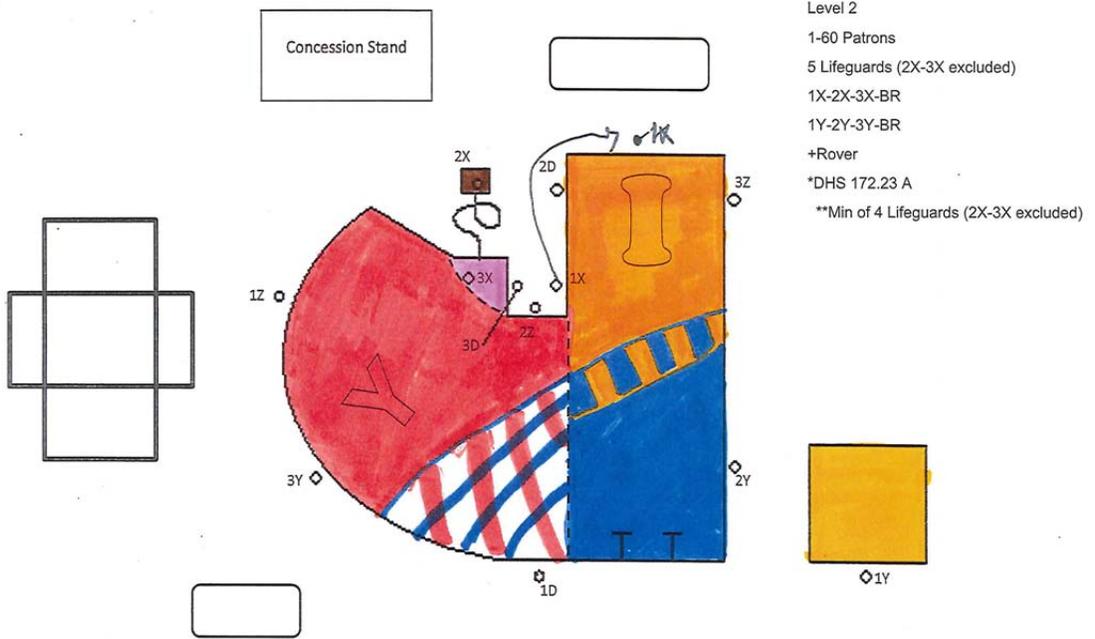


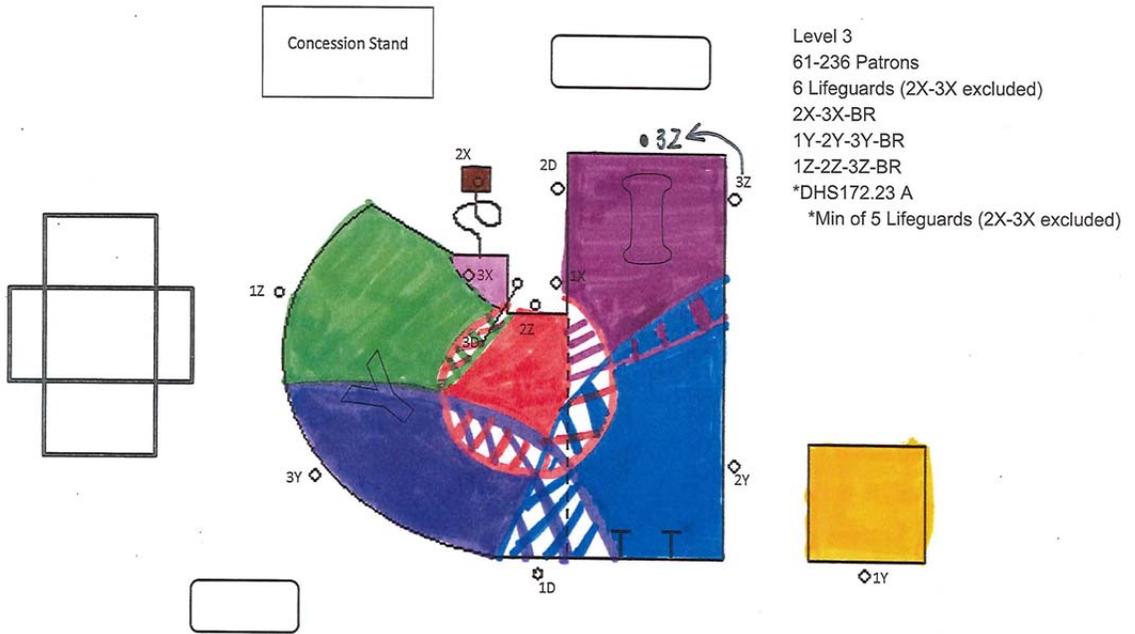
Concession Stand



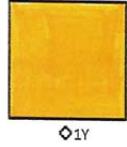
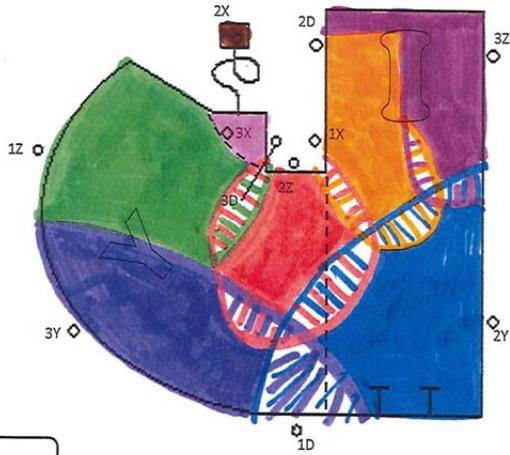
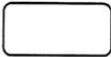
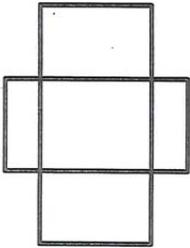
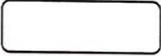
Level 1C
Monday-Thursday
Swim Lessons, Water Aerobics, &
Lap Swim
10:00am-11:15am
6 Lifeguards
3Y-1X-Break
1Y-2Y-Break



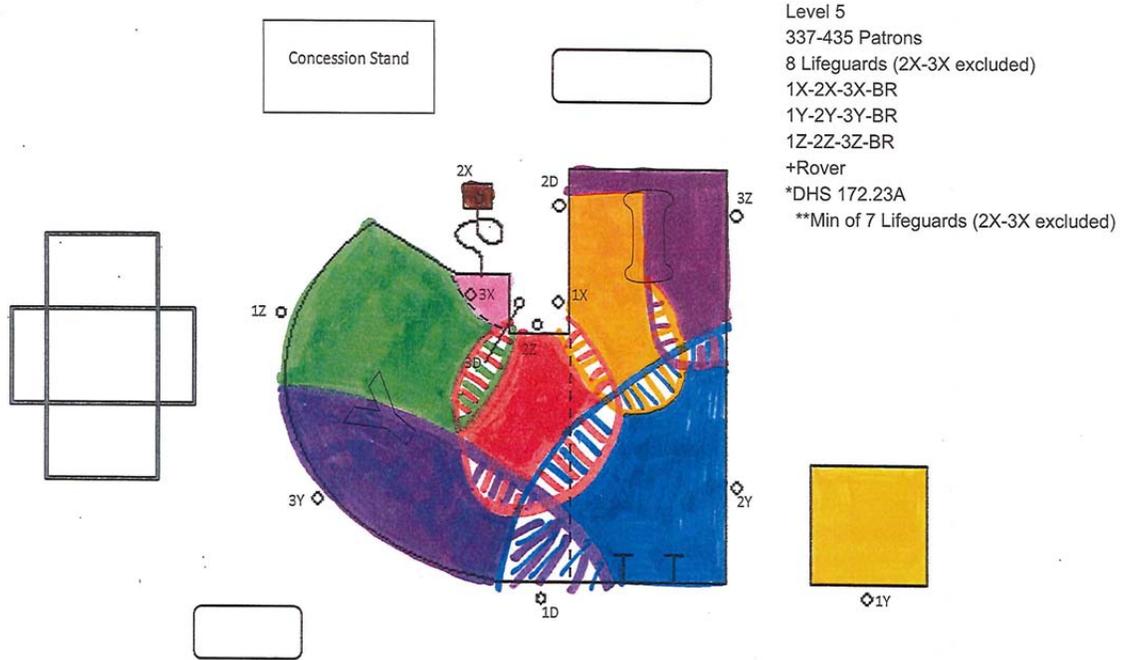




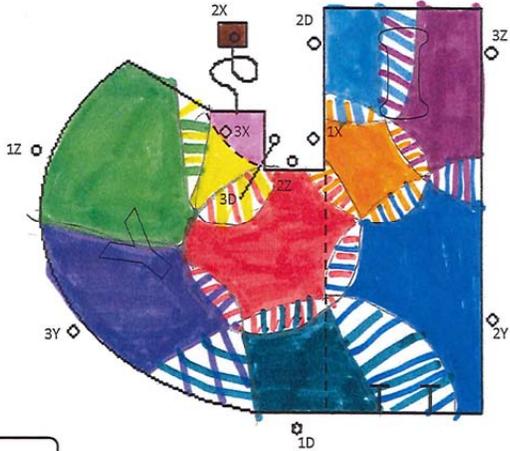
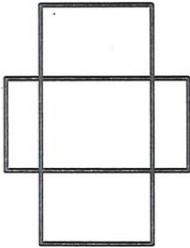
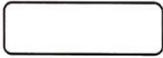
Concession Stand



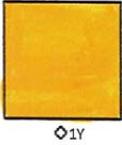
Level 4
237-336 Patrons
7 Lifeguards (2X-3X excluded)
1X-2X-3X-BR
1Y-2Y-3Y-BR
1Z-2Z-3Z-BR
*DHS 172.23 A
*Min of 6 Lifeguards (2X-3X excluded)



Concession Stand



Level 6
436-736 Patrons
12 Lifeguards (2X-3X excluded)
1X-2X-3X-BR
1Y-2Y-3Y-BR
1Z-2Z-3Z-BR
1D-2D-3D-BR
+ROVER
*DHS 172.23 A
**Min of 11 Lifeguards (2X-3X excluded)



SECURITY PLAN

Background

Fairfax swimming pool is a seasonal facility open to the public 90 days out of the year (June-August) servicing an average of 60,000 people per season. Facility security is a priority during the swimming season as well as during the off-season. The facility includes 4 buildings, the main bath house, concession stand, maintenance shed, and mechanical building. The facility has 6 access points, the bath house entrance (gate 1), north locker room gate (gate 2), concessions gate (gate 3), maintenance shed gate (gate 4), southwest gate (gate 5), and south locker room gate (gate 6).

Building Security

-Bath House. This facility is protected by an alarm system and keyless entry. The alarm is to be set during all hours in which there are no employees at the facility. The alarm panel is located in the manager's office. The bath house main entry (gate 1) shall be locked during all non-swimming hours.

-Concession Stand. This building is protected by an alarm system and dead bolt locks on two exterior doors. Alarm system needs to be activated during all hours there are no employees in the building. Alarm panel is also located in Mangers office in the bath house. The back concession door should always be locked unless maintenance is needed on water heater. Concession front door is locked when no employees are present. This building also has 4 roll down service windows that are only open during concession business hours.

-Maintenance Shed. This building has two entrances, one traditional door and an overhead door. Both are to be locked at all times when a maintenance employee is not present. There is no alarm protection at this building.

-Mechanical Building. This building has two entrances and it is to be locked at all times an employee is not in the building. There is no alarm protection at this building.

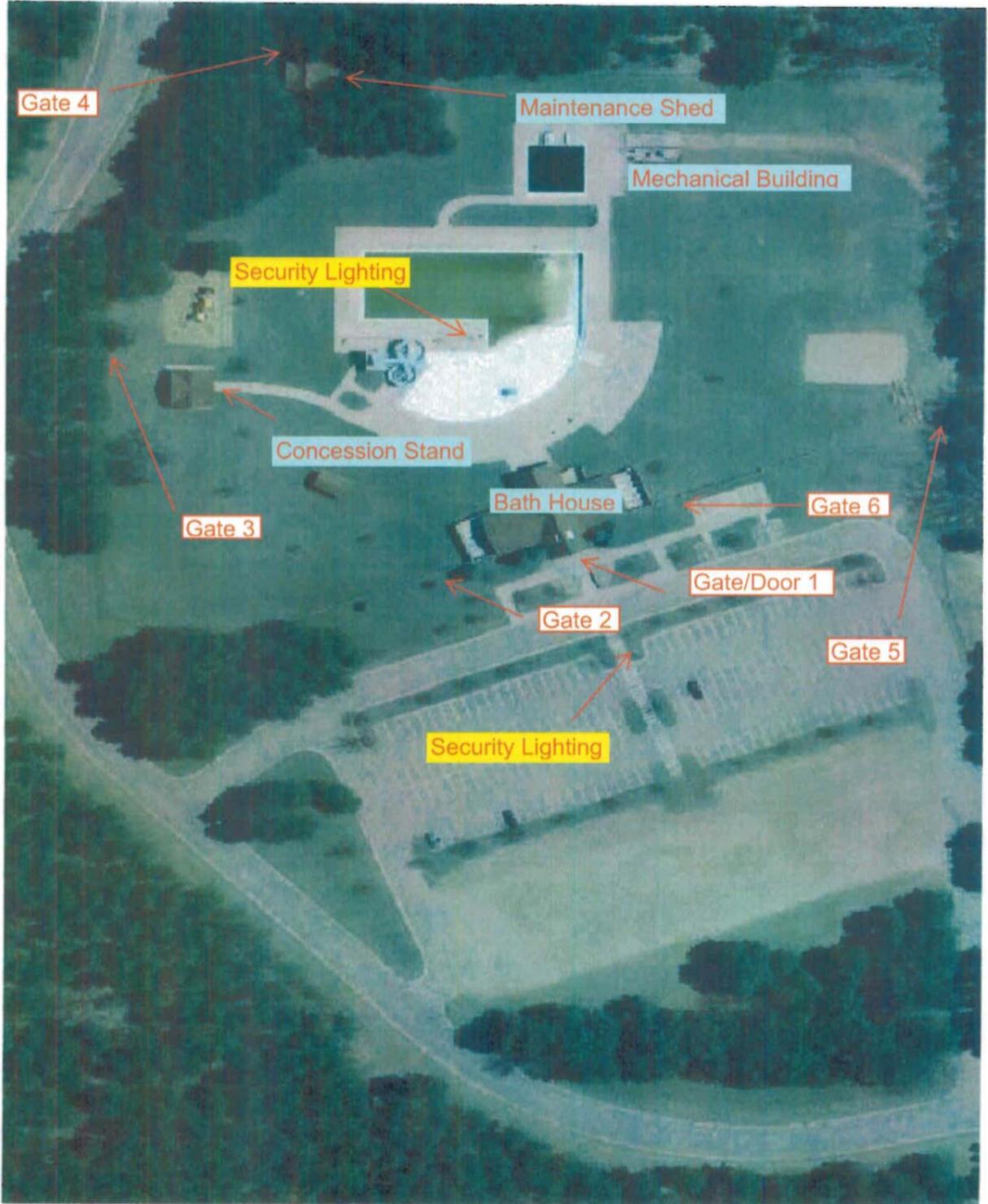
Facility Access Points

Gate

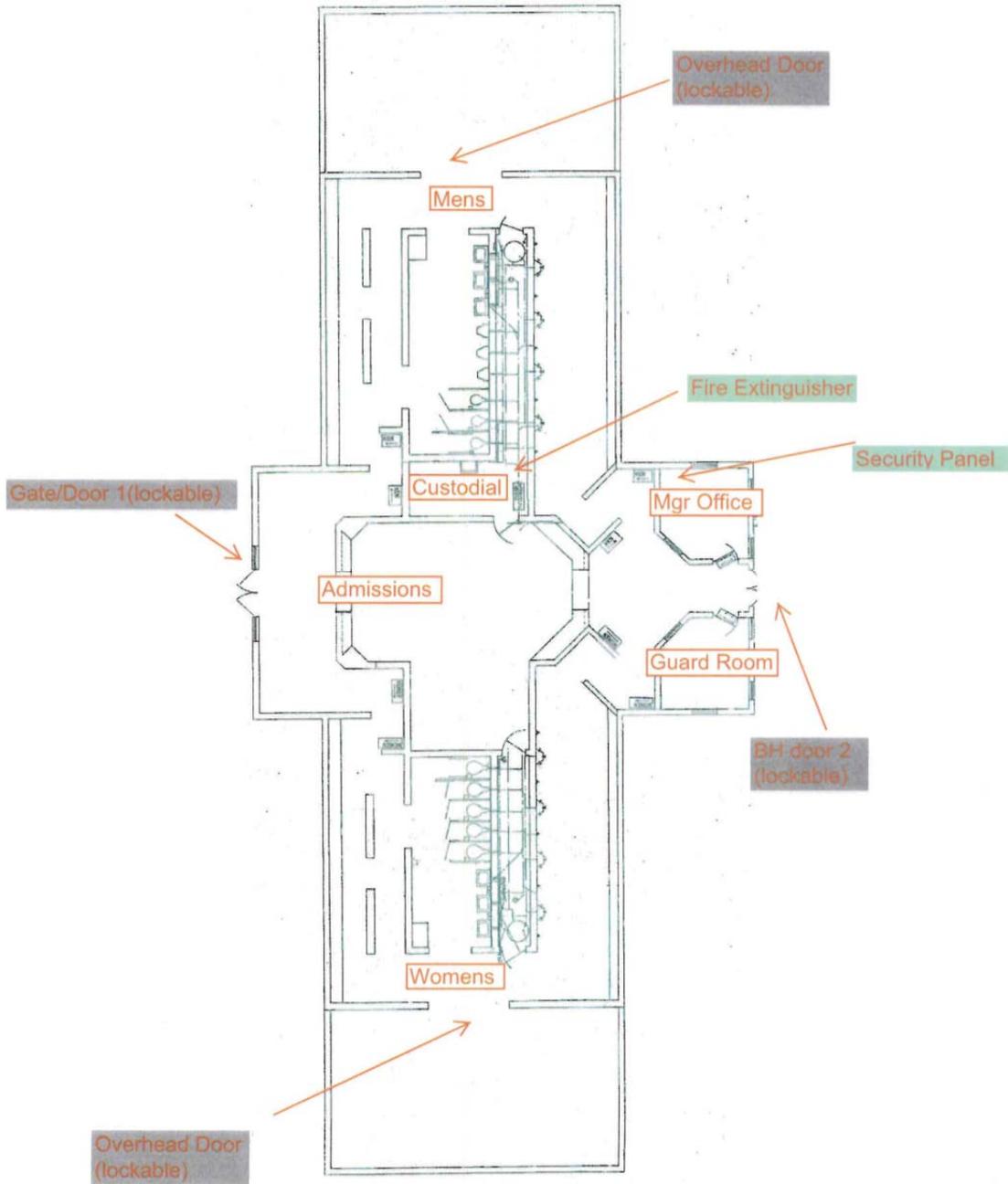
Purpose

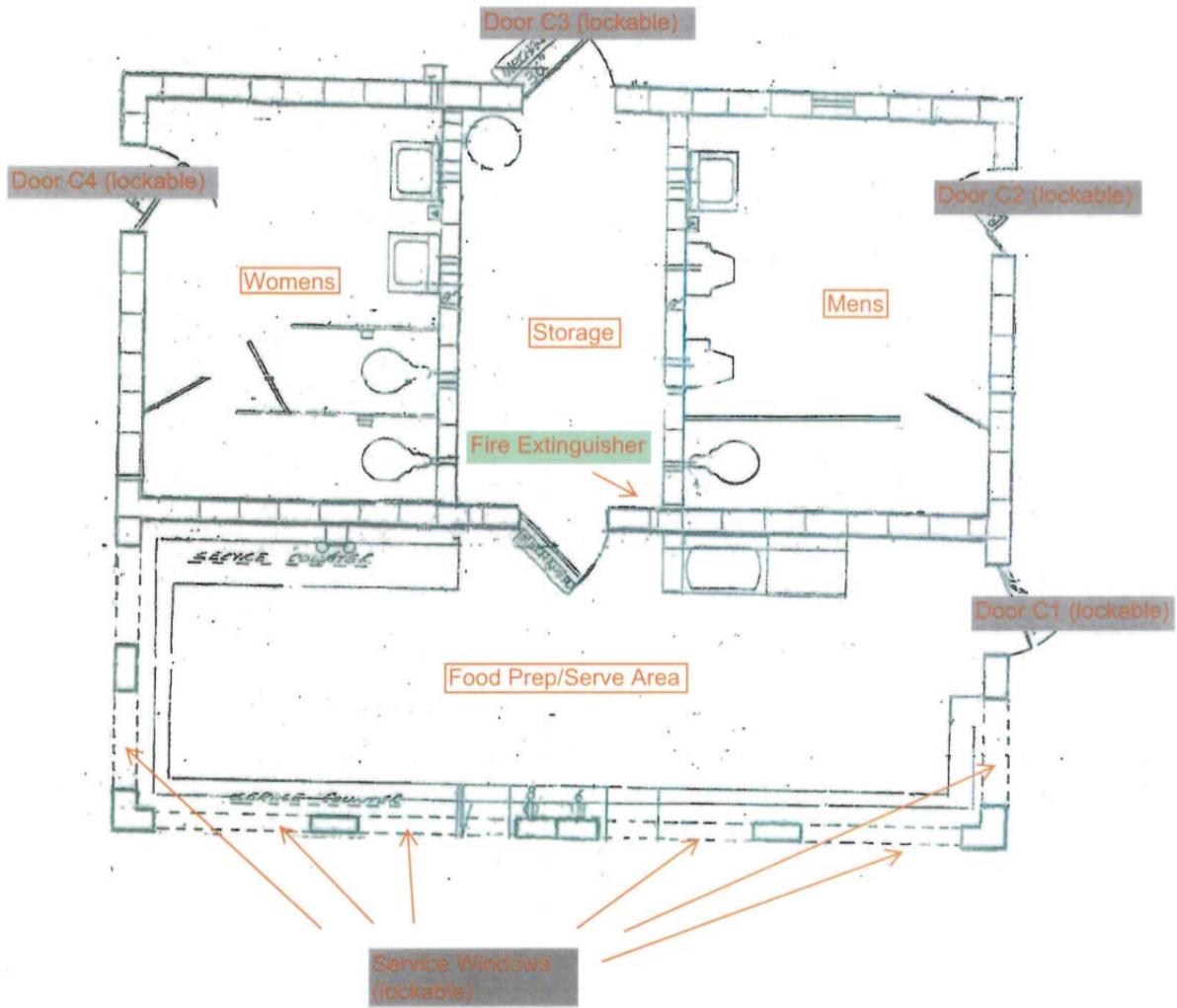
Bath House Entrance (Gate/Door 1)	This is the main entrance to the entire facility. This is the only gate that the public may access the facility. This gate is locked during all non-business hours.
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- North Locker Room Gate (Gate 2) This gate is for maintenance access and emergency access if necessary. This gate will always be locked.
- Concessions Gate (Gate 3) This gate is used for deliveries, maintenance access, garbage pick-up and emergency vehicle access. This gate is locked when not in use.
- Maintenance Shed Gate (Gate 4) This gate is used for deliveries and maintenance access. This gate is locked when an employee is not present in the maintenance shed.
- Southwest Gate (Gate 5) This gate is used for chemical deliveries, maintenance access and emergency vehicle access. This gate is locked when not in use.
- South Locker Room Gate (Gate 6) This gate is for maintenance access and emergency access if necessary. This gate will always be locked.



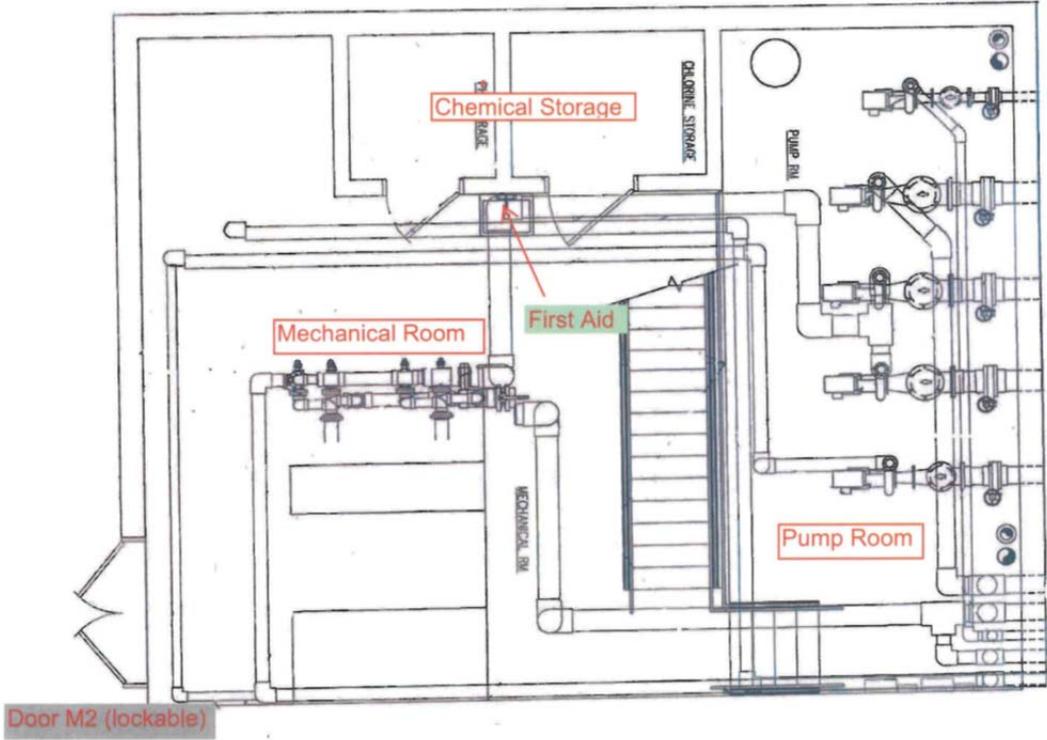
FAIRFAX BATHHOUSE SECURITY MAP



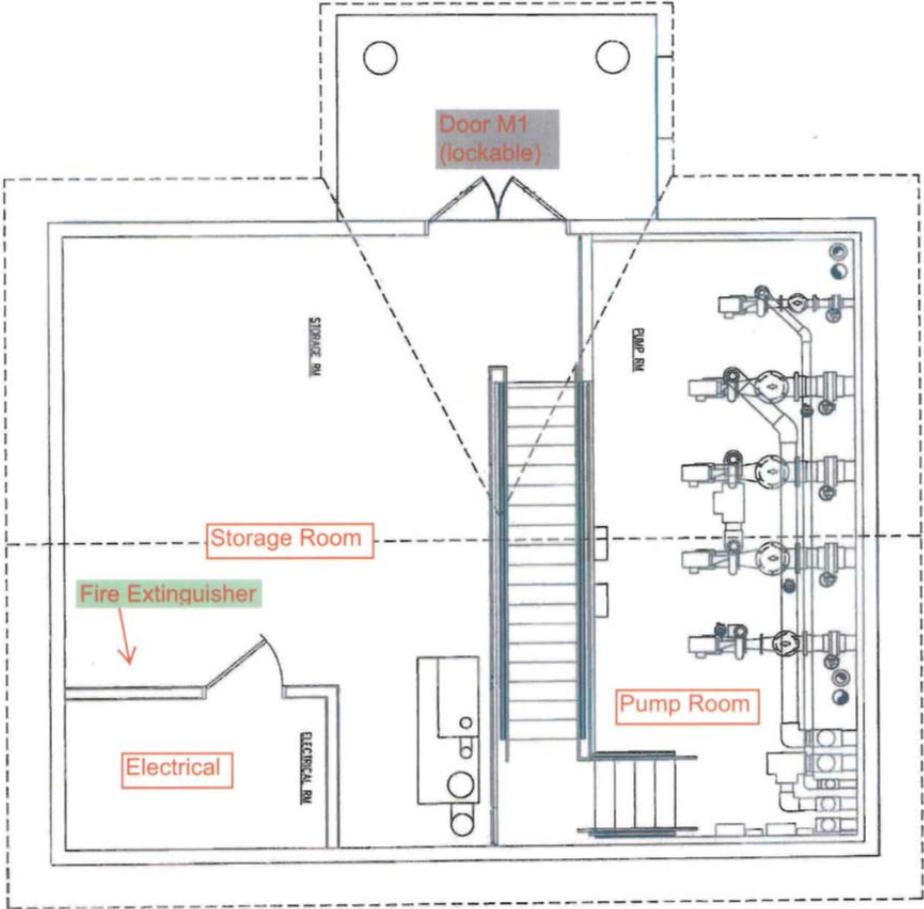


First Aid Supplies, AED and Severe Weather Shelter Areas are located in the Bath House

First Floor



Second Floor



AED and Severe Weather Shelter Areas are located in the Bath House

Fairfax Pool Traffic, Parking and Pedestrian Control Plan

Background

Fairfax Swimming pool is a seasonal facility open to the public 90 days out of the year (June-August) servicing an average of 60,000 people per season.

Traffic

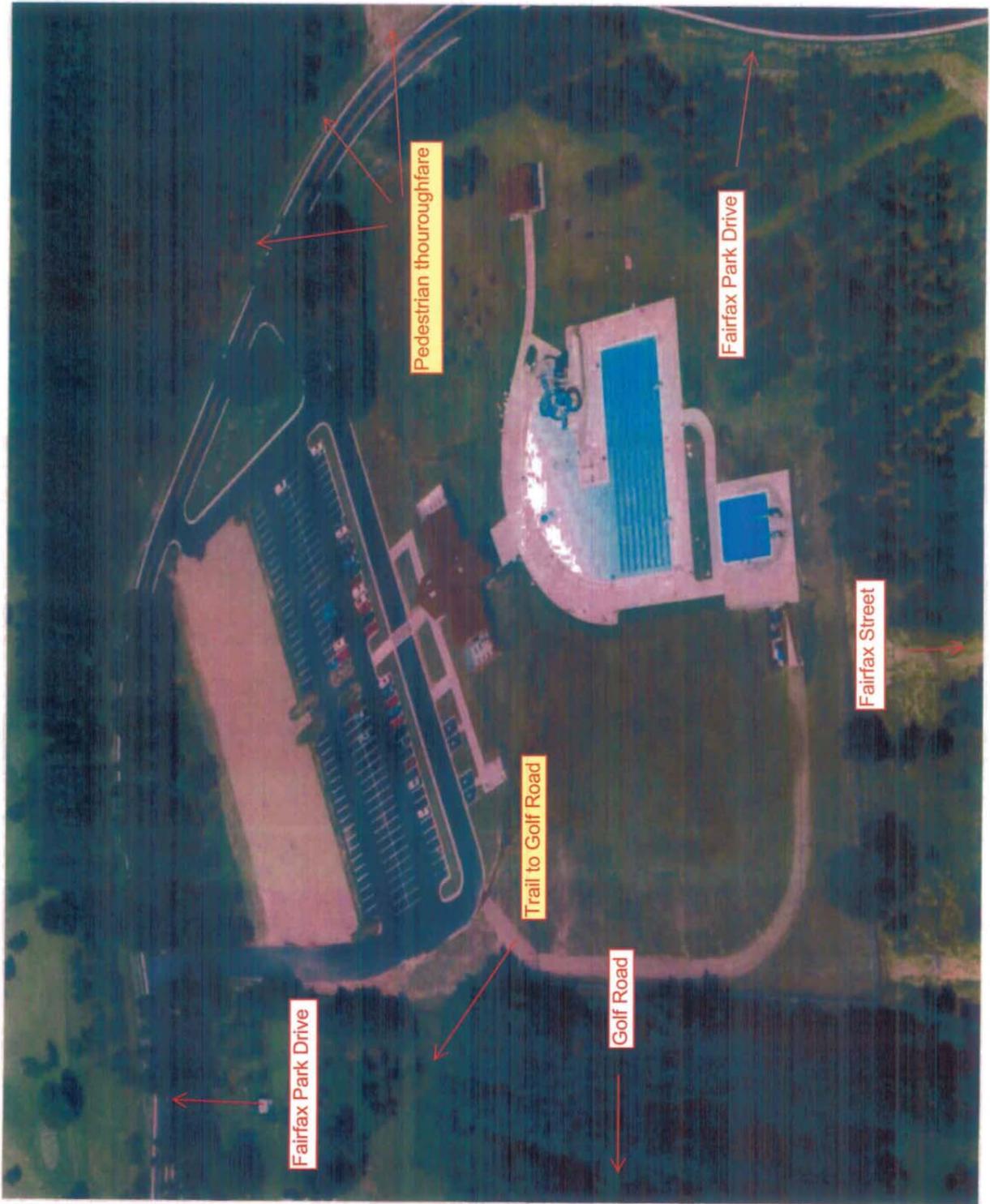
Fairfax Pool is surrounded by Golf road to the south, Fairfax Street to the east, and Fairfax Park Drive to the north and west. Golf and Fairfax are both busy roads but do not pose a problem accessing the facility. Wooded areas buffer the facility from these streets. Fairfax Park drive is not a major thoroughfare and is used as an entrance to the facility.

Parking

Fairfax Pool is serviced by two parking lots. One being a paved lot containing spaces for 160 vehicles and a gravel overflow lot that holds nearly 200 vehicles. During the YMCA swim meet in late June, these lots get completely filled. Fairfax Park Drive is used to park the additional vehicles.

Pedestrian

Trails and sidewalks service pedestrians to access the pool. The major pedestrian route is a path from Golf road to the south side of the paved parking lot. The secondary pedestrian path is a "goat path" along the north side of Fairfax Park drive. This could benefit from a future paved trail or sidewalk.



RISK MANAGEMENT

RISK MANAGEMENT PREMISE

Risk management is a process between the City of Eau Claire(employer) and its staff (employees). The goal of the risk management plan is to reduce or avoid losses and injury among employees through sound planning, supervision and training.

Security and public safety is the process where the City of Eau Claire protects its employees and the public from third parties such as crime, traffic accidents and natural disasters.

MEASURING RISK

TYPE OF LOSS	FREQUENCY	SEVERITY	PREDICTABILITY
small (cuts, strains, etc.)	high	low	reasonable (within one year)
medium (broken legs, back injuries, etc.	low	medium	reasonable (within 10 years)
large (drownings, auto accidents, etc.	very low	high	minimal

GOALS

The goal of the risk management plan is to eliminate or reduce accidents to employees and financial losses to the City by recognizing the different types of losses, reducing frequency, and reducing their severity. This will be done by educating and training employees in proper safety techniques and procedures and supervision.

POLICY STATEMENT

The personal safety and health of each employee of the City of Eau Claire and the prevention of occupationally induced injuries and illnesses are of primary importance. To the greatest degree possible, management will maintain a safety program conforming with the best practice of organizations of this type and provide mechanical and physical facilities for personal safety. To be successful, such a program must embody the proper attitudes toward injury and illness prevention on the part of all employees.

The responsibilities for safety must be shared:

- For its employees, the City of Eau Claire provides for safety and wellness via active committees. The Department shall actively provide representation on those committees as vacancies occur.
- The Parks & Recreation Department will conduct ongoing training for department employees, and other city employees, in a variety of timely subjects. Training should include video, written instruction, hands on training and testing of knowledge.
- The City Safety Committee will analyze city claims and follow up on possible changes in the way the city conducts business, in order to make employees safer.

Only through a cooperative effort can a good safety record be established and preserved.

INTRODUCTION

Accidents don't just happen. They are caused. This section of Parks & Recreation Department policy and procedure seeks to control loss and prevent accidents in four ways:

- By providing written instructions to each employee on safety procedures which must be observed on the job.
- By providing written advice to each employee about safe working habits and procedures which will reduce the risk of accident and injury.
 - By assigning responsibility for supervision, training and inspection.
 - By tracking employee accidents and participant injuries and analyzing for:
 - patterns
 - training requirements
 - facility modification
 - employee feedback

Accidents result from human failures; someone did something he or she should not have done, or someone failed to do something he or she should have done, or a hazard went unrecognized.

Human failings can be controlled. A safe environment is your responsibility and part of your job. An accident in which no one was hurt is still an interruption in service being provided and is actually a warning signal that a hazard exists. Recognize and correct all hazards. Careful study of accidents over the years has proven a basic law about behavior: if an unsafe act is performed enough times, it will eventually result in an accident. Just how long it will take may vary, but it will happen. Safety should be a way of life.

PARKS & RECREATION DEPARTMENT RISK MANAGER

The Risk Manager for the Parks & Recreation Department shall be the Parks & Recreation Director. It is the policy of the Eau Claire Parks & Recreation Department to provide safe facilities and programs for the community. It is also important for the department to provide safe environments for staff. Staff must realize that they are responsible for their own safety as well as the safety of others in the work place. Risk management is a team activity.

Supervisors, such as head coaches, pool maintenance staff or head life guards, are responsible for the enforcement of safety rules for the individuals which they direct. Supervisors who observe an employee not in compliance with safety procedures will do the following:

- inform the employee that he/she is not in compliance with safety rules
- inform and instruct the employee of the proper use or rule
- Instruct the employee that progressive discipline will start if safety rules are not followed a.) First offense: verbal warning with written documentation
b.) Second offense: written reprimand
c.) Third offense: suspension without pay for time determined by supervisor d.)
Over three: further suspension or termination
- Supervisors and lead persons are responsible for documenting in writing all employee safety violations and forwarding them to their supervisor and the Parks & Recreation Department. Supervisors who fail to enforce safety rules will subject themselves to the above disciplinary process.

Employees are responsible for compliance with safety procedures, standards and rules outlined in their employee manual and through other directives, established to prevent injury to themselves, other persons or damage property and equipment.

RISK MANAGEMENT PLAN

Risk management plans for facilities, park areas and recreation programs shall be developed and implemented by the department risk manager and the risk management team. The team shall involve all staff, including volunteers and participants. Everyone involved in city recreation programs and services shall be a part of the safety plan.

RISK MANAGEMENT RESPONSIBILITY MATRIX

Responsibility	Agent	Time line	Process
Overall Risk Managers for City	City Council City Administrator City Insurance Co.	Annual or as requested	Annual review of claims and coverages
Risk Managers from each department	Safety Committee Members and. City Administrator	Monthly	Monthly review of claims and accidents
Parks & Recreation Department	Recreation Director Full Time Staff Part Time Staff Volunteers	Daily Annual Review at March Advisory Board Meeting	Supervise facilities, areas and procedures daily Safety education and Training.

This matrix explains the relationship of each level of city government and their responsibility toward reducing or elimination risk within the work environment. The City Council will have the ultimate responsibility for risk management; however, each level of the organization has responsibilities for risk management, including the volunteers and part time staff members.

RISK MANAGEMENT PLAN – Fairfax Pool

This section of the risk management plan will analyze the services offered and the facility/area managed, for possible personal injury and financial loss, and recommends approaches to handle these potential losses. Basic policies and procedures will be recommended to manage these potential losses.

Pool and Equipment

Fairfax Pool has a 450,000 gallon main pool and a 150,000 gallon diving pool with one water slide. There is a diving board, a play feature.

The main area of concern is the pool itself. The State of Wisconsin regulates operation via HFS Chapter 172: Safety, Maintenance and Operation of Public Swimming Pools. The Recreation Department shall attempt to comply with all facets of the law. Compliance with these laws is the duty of the Dunn County Health Department and the Department of Commerce. The Parks & Recreation Department shall work with all agencies that regulate swimming pool operation. Areas of concern include water quality management and lifeguard training.

MPRD will hire staff, with training in lifeguarding, CPR, First Aid, Automatic External Defibrillators and Oxygen Administration to guard swimmers and other customers. Staff will be in communication with the Emergency Medical System via phones and/or radio and shall train with other EMS providers. Appropriate rescue equipment and clothing for staff shall be provided by the Recreation Department. Scanning techniques ensuring coverage of the entire pool every 10 seconds, with rescues being made possible within an additional 20 seconds, shall be used (10/20 Rule).

Water quality management shall be the responsibility of all Waterpark staff. A Certified Pool Operator or Aquatic Facility Operator shall be on staff. Water quality shall comply with all state and local laws. Procedures concerning fecal contamination shall be used to ensure safe water for swimmers.

Rules for water slides and diving board users shall be developed, posted and enforced by all staff to ensure safe fun. Procedures to handle accidents shall be developed and practiced. Water slides must be licensed with the State of Wisconsin and inspected annually.

The pool deck shall be marked with appropriate depth markings, kept free from standing water and rules prohibiting running shall be enforced. Chairs, people and debris shall be maintained to ensure safe orderly passage in and around the pool area.

Bath House

The bath house shall have clean, well-lighted areas for changing and showering, before and after using the pool. There shall be a First Aid station available for staff and customers. Universal precautions shall be followed and proper safe practices shall be used.

Rules governing the use of the facility by staff and customers shall be posted at the entrance to the facility. Rules should also be posted in the MPRD program brochures. Rules shall include lists of items that can and cannot be used in the facility (glass containers, alcohol, drugs, etc.)

The facility shall be locked each night to prevent access. Storage room doors shall be locked during operation to prevent access to cleaning chemicals, hot water heaters and other items.

The concession stand shall comply with all licensing requirements of the state and local governments. Food and drink may be brought into the facility by customers for their consumption. Vending machines must be licensed with the City of Menomonie each year. An adequate number of trash containers must be made available in the facility.

Telephone accessibility shall be available to staff to report accidents and request police assistance when necessary. A public pay phone shall also be made available customers inside the grounds of the park. A public address system shall be used to notify customers of announcements and other situations.

Filter Building

The filter building houses the filter and pumps for the pool. In addition, all pool chemicals are stored there. Access panels for electrical service, irrigation controls and water supply sources are located in the building. The building should be accessible only to staff. Just outside the building is the holding tank for backwash materials. This pit and the filter pit are confined spaces.

Staff shall not enter either area without permission, a full body harness and a two way radio. Personal protective gear shall be worn when working with chemicals.

Playground Equipment

Playground equipment shall be inspected weekly and repaired as soon as possible. This shall include equipment and the ground surface. Customers shall be encouraged to notify staff of unsafe equipment. Children shall be encouraged to shower off when leaving the playground area to prevent sand from entering the pool itself.

Parking Lot

The parking lot shall be inspected by maintenance staff for debris. The City Street Department shall be notified for assistance in making repairs. Lighting of the area shall be maintained in good repair. Parking lot lights shall remain on during the pool off season as the parking lot is shared with the school.

Grounds

The waterpark grounds shall include the area inside and immediately outside the fence line. These areas must be maintained and remain free of tripping hazards and debris. Sprinkler heads should remain detracted during non-use. The volleyball courts shall remain free of sharp objects by frequent inspections by staff and raking the surface. Lighting of the park shall be used so that staff may adequately supervise customers in the pool and on the grounds.

REPORTING INJURIES

Report all personal injuries, no matter how minor, to your immediate supervisor as soon as possible and fill out all required forms. This must be done whether the injury resulted in lost time from work or required medical attention or not. Prompt reporting of accidents is a requirement under Federal and State OSHA Laws and the Workers Compensation Law. Complete the First Report of Accident form and submit to MRD within 24 hours. For all accidents except for the most minor cuts and lacerations, employees should see a doctor as soon as possible in order to reduce the chances of further complication.

RESEARCH

EVALUATIONS

Waterpark staff are expected to contribute suggestions for improving the operation and efficiency of the facility. While it is necessary to compile an operations report and maintenance summary at the end of each season, please feel free to submit written recommendations to the Parks and Recreation Department at any time. Do not expect the Facility Specialist s or someone else to do it for you. Please speak up! Without the input of all staff, we will not be able to operate a quality facility.

Notice of Receipt of Handbook

By my signature, I am stating that I have received, read, and understand the information contained in this staff manual. If I have questions or concerns, I will speak with my immediate supervisor.

Employee Printed Name

Employee Signature

Date