

## **I. Introduction**

### **A. City of Oakland Mission Statement**

*The City of Oakland is committed to the delivery of effective, courteous, and responsive services. Citizens and employees are treated with fairness, dignity and respect.*

*Civic and employee pride are accomplished through constant pursuit of excellence and a work force that values and reflects the diversity of the Oakland community.*

### **B. Office of Parks and Recreation Slogan**

*“Come out and play the OPR way”*

### **C. Office of Parks and Recreation Mission Statement**

*The Office of Parks and Recreation is committed and dedicated to offering quality services, activities, and programs open to all Oakland citizens and visitors.*

*Our goal is to cultivate awareness about the availability, accessibility, and affordability of Parks and Recreation services.*

*We offer fun activities in a clean, safe, healthy environment that provide opportunities for personal growth and skills development.*

*We strive to foster community ownership and launch best practice standards to operate and maintain our facilities, playgrounds, and parks to preserve the beauty and legacy of our City.*

### **D. Aquatics Unit Goals**

*To provide safe, clean and customer friendly facilities and services that meet the diverse programming needs of the community we serve.*

- Our facilities will offer programs and services that meet the demands of the neighborhoods we serve. Ongoing program evaluations and outside trend monitoring will be utilized to ensure that we are offering the best possible product to our customers.*
- Our facilities will be operated and monitored by well trained, fully certified staff that understand the importance of safety and concern for our citizens well being.*
- Our facilities will be clean and comfortable and our pool water will meet or exceed state health standards during all hours of operation.*
- All customers will be treated with respect and our facilities will be staffed by friendly and caring employees with a good working knowledge of the programs and facilities we offer.*
- Our facilities strive to continually enhance the image of the Office of Parks and Recreation and to help the community understand the vital role we play in creating community.*

## II. Programs Overview

- A. **Lap Swimming**: Our lap swim program is design primarily for adults, but youth can swim if they can swim proficiently and are not disruptive. There are many types of lap swimmers that utilize our programs. Most pools have the swimmers separated by speed/ability in three categories “Slow, Medium and Fast”. All swimmers are encouraged to follow proper lap swim etiquette in regards to circle swimming, passing and cooperating when asked to change lanes by aquatic staff.
- B. **Public Recreational Swim**: All pools are open daily to the public for “drop-in” swimming. This unstructured program time is for adults, children and families. Programs from OPR Recreation Centers will often utilize the pool during these hours.
- C. **Learn to Swim**: OPR offers four types of swim lessons based upon participant age.
1. **Parent/Child** (ages 1 year to 4 years) parent swims with child building swimming readiness by emphasizing fun in the water.
    - a. Level A, is for children with little or no pool experience.
    - b. Level B, is for children that have successfully completed level A.
  2. **Tiny Tots** (ages 4 to 6 years) Small class size ensures maximum attention, feedback and opportunities to learn. The child works directly with an instructor without the parent being present.
  3. **Youth** (ages 7+) Six comprehensive course levels safely teach swimming skills. Prerequisite for each level is the successful demonstration of skills from the preceding level (except level 1).
  4. **Adult** (ages 14+) Adapted to each adult’s level and comfort in the water, novices to advanced swimmers may sign up for these programs.
  5. **Special Needs LTS** (ages 7-17years) Adapted swimming classes are designed for children with special needs and/or disabilities. Students will benefit from a small teacher to student ratio. Please contact the aquatics office directly to register for these classes.
- D. **Youth Competitive Recreational Swim Team**: (ages 6 to 18 years) This is an introduction to competitive swimming. Youth that have basic swimming skills can challenge themselves and discover the joy of the sport. Our coaches maintain a fun and safe environment while focusing on skill building, cooperation, discipline, teamwork and community spirit.
- E. **Junior Lifeguards**: (ages 11 to 15 years) Junior Lifeguards learn skills to become a certified American Red Cross Lifeguard, physical exercise,

safety training and games are all parts of the program. Participants can advance to Junior Lifeguard Camp where knowledge and skills are reinforced through trips and exposure to a variety of aquatic sites.

- F. **Water Aerobics**: (ages 14+) Low impact, high-energy water aerobics is designed for people of all ages and abilities. No swimming experience is required.
- G. **Safety Training Classes**: Designed to teach participants the skills they need to become a lifeguard or swim instructor or to advance in their current aquatics job.
  - 1. Lifeguard Training: (ages 15 and up) Teaches basic lifeguarding skills including how to prevent and respond to emergencies. Passing the class certifies participants to become a lifeguard in the State of California; class includes first aid training and CPR/AED for the Professional Rescuer.
  - 2. Water Safety Instructor: (16 and up) Teaches the basics of how to teach the Red Cross Swimming lessons and how to teach basic water rescue.
  - 3. Lifeguard Management: Teaches how to effectively manage lifeguards and create safe aquatic facilities. Course covers lifeguard responsibilities, team building, injury prevention, risk management, and emergency response planning.
- H. **Pool Rentals**: Pools are available for private party rentals on a first come, first served basis. Prices vary and are determined according to the renter classification. There are different rates for 3 classifications: private, non-resident private and non-profit.



### **III. Job Duties**

#### **A. Organizational Chart**

#### **B. Pool Manager**

1. Direct Operations of Pool Facilities
2. Plan, coordinate and promote aquatics programs with the community and department
3. Audit physical fitness level of lifeguards through drills and continuous conditioning; document observations and implement physical fitness programs as needed
4. Oversee collection and security of all revenues and lap swim passes; keep records of revenues and adhere to treasury policies in relation to revenue collection, deposits and check authorizations.
5. Train and direct aquatics staff as outlined by management staff
6. Coordinate and facilitate patron registration for instructional programs
7. Conduct and oversee Water Safety Instruction (WSI) facility program
8. Maintain equipment and pool supplies; maintain inventory records of equipment and supplies
9. Complete accident, revenue, and control and discipline reports
10. Maintain accurate operational and financial records for the pool facility.
11. Conduct and oversee in-service training and staff conditioning programs
12. Assign and oversee custodial duties

#### **C. Competitive Swim Coach/Water Safety Instructor**

##### **Competitive Swim Coach**

1. Create lesson plans for team practices including the preparation of work-out schedules for all age and ability levels on the team
2. Organize and attend all swim meets on Saturday mornings for the swim team including assigning swimmers' events, organize necessary drivers to and from the swim meet, prepare swimmers prior to swim events, and distribute awards following the swim meet
3. Instruct and evaluate swim team members in important competitive swimming elements and techniques
4. Act as a mentor and role model for swim team members
5. Complete all records and reports including incidents/accidents, time slips, and leaves of absence
6. Assist in the recruitment and registration of patrons for swim classes and lessons
7. Cultivate and maintain good public relations with parents, swimmers and the community
8. Attend all coaches' meetings and additional staff trainings as scheduled
9. Help keep pool deck and facility clean.

### **Water Safety Instructor**

1. Ensure the safety and well-being of pool patrons
2. Enforce all pool rules
3. Prevent accidents and render first aid as necessary
4. Instruct lessons to all ages and ability levels
5. Review, evaluate, and direct Water Safety Aides that are providing instruction for the Learn-to-Swim program.
6. Provide swimming instruction to participate as outlined by the American Red Cross
7. Assist Pool Manager in the coordination and implementation of the Water Safety Instruction program
8. Complete all records and reports including incidents/accidents, time slips, and leaves of absence
9. Assume custodial duties as assigned
10. Assist in the registration of patrons for swim classes and lessons
11. Maintain good public relations with the community
12. Performing all necessary duties as assigned by pool manager
13. Help keep pool deck and facility clean.

### **D. Lifeguard**

1. Prevent accidents and render First Aid, CPR, or other assistance if necessary
2. Ensure the safety and well-being of pool patrons by observing and enforcing all pool rules and regulations
3. Under the supervision of a pool manager or WSI; Instruct swim classes to all age and abilities from beginner to specialized skills
4. Under the supervision of a pool manager or WSI; instruct any additional classes as needed (including water fitness classes)
5. Complete all records and reports as required
6. Assume all assigned duties connected with the maintenance of the swimming facility
7. Maintain good community and pool public relations
8. Assist as Water Safety Aides in the Learn-to-Swim program
9. Perform related work as required
10. Assist pool aides and junior lifeguards
11. Assist with registration as required
12. Perform all necessary duties as assigned by pool manager
13. Help keep pool deck and facility clean.

### **E. Cashier (Recreation Attendant I)**

1. Collect fees or payments; count money; route money to appropriate sources and complete required accounting/RecWare forms
2. Respond to requests for information and service from the public
3. Communicate pool information to the public
4. Maintain daily pool attendance records
5. Assist with registration

6. Enforce all rules pertaining to the lobby and dressing rooms
7. Lend support to all staff in the routine job or in an emergency
8. Perform all necessary duties as assigned by the pool manager

**F. Control Manager (Recreation Attendant I)**

1. Create an atmosphere where safety is first and foremost
2. Enforce safety standards and identify potential safety hazards of the facility
3. Discipline or eject person(s) from pool facility who are creating problems for staff and/or patrons
4. Supervise entire pool facility; including periodic checks of the lobby, locker rooms and parking area
5. Collect fees or payments; count money; route money to appropriate sources
6. Respond to request for information and service from the public
7. Perform all necessary duties as assigned by the pool manager

**G. Junior Lifeguard (Recreation Aide)**

1. Junior Lifeguard is a volunteer position
2. Refer questions from patrons to staff
3. Clean locker rooms, outdoor facilities and lawn areas
4. Obtain and set up recreation equipment, supplies and props for programs, activities, and events; assist with the issuing and collecting of supplies
5. Assist staff in the conducting of recreation activities; assist with swimming lessons

## IV. Pool Rules and Regulations

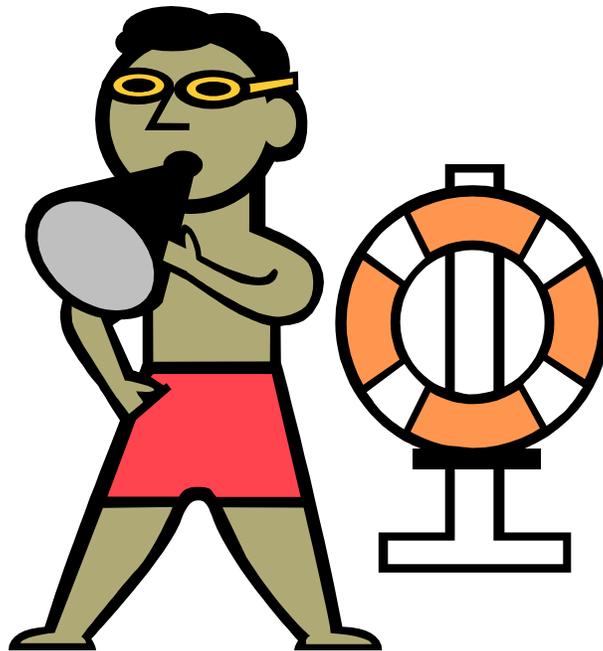
*The following rules and regulations apply to all Facility Users and Aquatics Staff. Violation of these rules and regulations can result in serious bodily injury or loss of life.*

*These rules and regulations are non-negotiable, they apply during all hours of operation, private facility rentals and swim meets.*

*Failure to enforce or abide by the rules and regulations could result in disciplinary action, suspension or termination depending upon the seriousness and nature of the negligence.*

*If you or any patron has questions or concerns regarding these rules and regulations please contact your Pool Manager, the Aquatics Coordinator or the Aquatics Director.*

- A. Pool Rules and Regulations
- B. Lap Swimming Policies
- C. Pool Use Reminders





City of Oakland –Office of Parks &  
Recreation –Aquatics Unit

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# POOL RULES AND REGULATIONS

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*For all users safety, patrons are expected to follow all established pool rules and regulations. Warnings will be issued if violations occur – patrons endangering themselves or other users will be asked to leave this OPR facility. All patrons are encouraged to have a safe and fun experience. If any questions or concerns should arise – please contact lifeguards and or pool management immediately! **SAFETY FIRST!!***

- Children under 7 years of age must be **ACCOMPANIED** and **SUPERVISED** at all times by a responsible individual 13 years or older.
- Please **WALK** at all times – **NO RUNNING!**
- No horseplay, dunking, shoulder rides, fighting, or any other activity that could be harmful to yourself or others.
- All pool users and patrons must wear appropriate swim attire. No cut offs, leotards or T-Shirts are allowed in a swimming pool. (Ca. Health Code #65541)
- Please take a shower prior to pool use. Please report any known health conditions or disability to pool management prior to entering water. (Ca. Health Code #65541)
- Please be aware of changing depth of water – stay in depth of water that is appropriate to your swimming ability. If you are responsible for another individual be aware of their swimming ability and/or limitations - think **SAFETY BEFORE FUN!**
- No Flips, cannonballs, can-openers, helicopter or jack knives from edge of pool. **ALWAYS BE OF AWARE DEPTH OF WATER WHEN DIVING INTO POOL.**
- No glass containers or smoking allowed in any area of pool facility.
- No food and/or drinks in pool area without prior management permission

Pool Rules are not limited to those listed above. Lifeguards will ensure safety and provide directions as needed to prevent injuries or accidents. Pool rules and

**regulations are available at the cashier window. Pool rules and regulations are available in multiple language translations.**

**Thank you for using OPR Aquatics Facilities safety. Always THINK SAFETY BEFORE FUN!**

# Pool Rules and Regulations

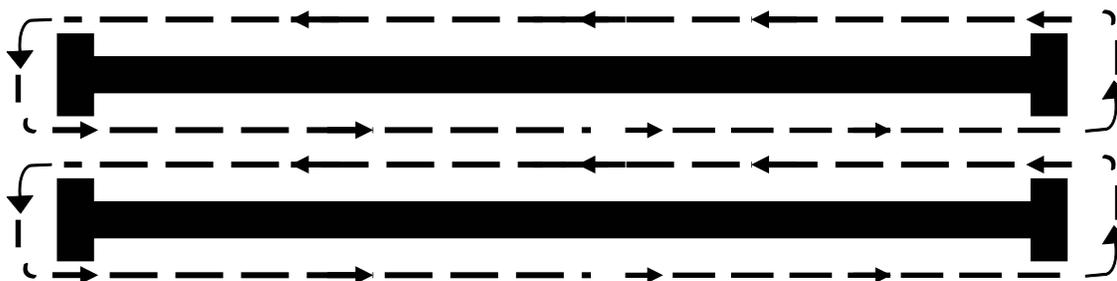


CITY OF OAKLAND  
OFFICE OF PARKS & RECREATION –AQUATICS UNIT

## LAP SWIMMING ETIQUETTE

*For all users safety, patrons are expected to follow all established pool rules and regulations. Warnings will be issued if violations occur – patrons endangering themselves or other users will be asked to leave this OPR facility. All patrons are encouraged to have a safe and fun experience. If any questions or concerns should arise – please contact lifeguards and or pool management immediately!*

1. Swimmers are responsible for selecting appropriate lane speed to their ability. Lifeguards will make lane adjustments as needed.
2. Swimmers are expected to swim circular at all times. This will avoid confusion for additional swimmers entering lap lane. Swim to the right-hand side of black lines at all times.



3. When resting on wall move to outward corners to allow other swimmers room to easily turn at wall.
4. When passing please be aware of on-coming swimmers. Wait to pass if necessary to avoid collisions. Whenever possible wait at corner of wall to allow faster swimmers to pass as needed.
5. Please modify your stroke when passing to avoid collisions.
6. Please be COURTEOUS and RESPONSIVE if you are asked to move lanes by lifeguards. Lifeguards will have final say in arrangement of lanes in the event a question or problem arises.
7. Please be sure to put away any kickboards, pull-buoys or swim equipment that you may have used.
8. If questions or concerns should arise please feel free to contact Aquatics Staff for assistance.

Thank you for using OPR Aquatics Facilities safety. Always THINK SAFETY BEFORE FUN!

## Pool Use Reminders



CITY OF OAKLAND  
OFFICE OF PARKS & RECREATION – AQUATICS UNIT

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# Pool Use Reminders

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- OPR Aquatics does not take responsibility for lost or stolen articles – bag check is available at pool door on pool deck. Please refrain from bringing valuables (money, jewelry, etc...) to pool.
- Showers must be taken prior to entering water.
- Please limit shower use to 3 minutes – CONSERVE WATER – LIMIT WASTE.
- Please hang up your green bag – for other patrons use.
- Please report any problems or concerns to pool staff.

Thank you for supporting the City of Oakland, Office of Parks and Recreation – Aquatics Unit. Your suggestions and ideas are vital-please pick up an evaluation form from OPR staff at cashier's window.

## **V. Administration and Personnel**

### **A. Staff Conduct**

*Aquatics personnel are one of the Office of Parks and Recreation's first line representatives. You are the people who come into daily contact with the public. Upon your shoulders the confidence of the public is built and upheld. Any act of misconduct or discourtesy is a direct reflection on the Department. In addition to OPR Staff Code of Conduct described in the OPR Staff Operations manual, Aquatics Employees must follow the rules listed below:*

1. Pool Staff should:
  - a. Keep skills, equipment, uniforms and staff rooms in top condition.
  - b. Be in good condition to render assistance to distress call and correct dangerous acts.
  - c. Be prompt in reporting to work and do not leave work early unless instructed to do so by the Manager or Senior Lifeguard.
  - d. Keep appearance in conformance with Department standards.
  - e. Seek ways to improve knowledge, skills and appearance.
2. Except in the line of duty, all staff members are to observe pool rules and regulations, such as swimming, diving from the guard towers, running on deck, etc.
3. When required to report at a specific time, personnel must be at their post dressed for duty on time. Tardiness will not be tolerated. Verbal warnings will be given for the first two tardy incidents. After three, a memo will be written and placed in your personnel file. Subsequent tardy incidents will result in work suspension and/or termination.
4. Only employees will dress in the staff locker room. Clothes should be neatly stored in lockers.
5. Except when answering a direct question, guard in rotation will not converse with the public. Refer questions that require a lengthy answer to the Pool Manager or pool personnel. Avoid any unnecessary distractions.
6. Cellular phones will not be turned on in any aquatic facility.
7. Rescue equipment such as ring buoys, aluminum poles, rescue tubes, pocket masks, and blankets shall be kept in their proper place at all times.
8. A fresh and complete supply of first aid equipment shall be maintained at all times.

### **B. Lifeguard Conduct**

1. No recreational swimming while on duty.
2. Guards must never leave the deck area without notifying the Pool Manager or Assistant Manager and being properly relieved by another guard.
3. Regardless of rotation, no guard is to leave the deck area unless adequate guards are on duty.

4. The Pool Manager is responsible for the conduct and assignment of all staff members. Any scheduling questions or problems should be taken up with the Manager.

**C. Dress Code** - As a representative of the Office of Parks and Recreation, your appearance presents a public image. Personal hygiene habits, which are conducive to a pleasant, neat appearance, are one means by which personnel create an acceptable public image. Aquatics staff are required to be well groomed and dressed appropriately for an Aquatic Environment.

#### **D. Uniform**

1. During operating hours when pool Staff are on duty, they are advised to wear the currently authorized uniform. This includes: swimsuit (no two-piece swimsuits or men's competition swim suits when lifeguarding), staff shirt provided by the Department, staff shorts provided or sweats, untied tennis shoes or thongs, hat (if not working under an umbrella), sunglasses and a department provided whistle.
2. Sweatshirts are available from the department for a small fee.
3. For cold weather days, parkas may be signed out from the Pool Manager.

#### **E. Public Interaction**

1. **Swimmer Loads** - ALL POOLS HAVE DESIGNATED MAXIMUM CAPACITY. For safety, this capacity is never exceeded. Pool Manager and Cashiers are provided tally counters to count admissions and limit admissions for safety. PRCS has the policy of providing a minimum of one (1) guard per forty (40) patrons, but depending on swimmer load and dispersion it may be necessary to lower the guard to patron ratio. On a crowded or busy day, additional lifeguards will be used to effectively guard swimmer load.
2. **Customer Service** – Keep in mind that rules and procedures may seem pointless or even unnecessarily harsh to some members of the public. Be patient and be prepared to explain all regulations in term of safety. The aquatics unit will use the G.U.E.S.T. acronym when resolving customer complaints:
  - G = **Greet**, always greet the patron and introduce yourself, and indicate our position.
  - U = **Understand**, listen attentively, do not interrupt and make sure you understand the nature of their complaint/concern.
  - E = **Explain/Educate**, explain OPR policy in regard to their issue, educate the patron as to why we follow this practice. If you are unable to explain the policy or they do not like your answer refer them to a manager or aquatic office representative for a better explanation.
  - S = **Suggest**, suggest a solution or make a recommendation that will satisfy the customer without breaking OPR policy. Sometimes the

suggestion would be to contact a manager or aquatic office representative

T = **Thank**, thank them for their comment.

3. **Telephones** - The telephone is an important form of public relations and is a root source of communication. When you answer the phone, you become a source of public information and your voice is now the “City Representative”.
  - a. Answer the phone as promptly as possible.
  - b. Introduce yourself and say which pool facility you represent.
  - c. Give any necessary information. If you are unable to give the appropriate information, please forward the call to your Pool Manager or someone possessing the necessary information.
  - d. If necessary, take a message and leave a “call back” note.
  - e. Be friendly and speak clearly.
  
4. **Handling Valuables and Clothing**
  - a. Valuables - Due to liability reasons, we do not advise holding valuables for patrons. Patrons are to maintain them at their own risk.
  - b. Clothing Bags - Articles of value: i.e., wallets, watches, money, jewelry, etc. may be checked in a bag, but will be the responsibility of the patron. Pool staff will not accept and/ or replace any article in the clothing bag of the patron. No article may be given out from the bag and no bag may be given to any person without presentation of the claim check pin of the corresponding number.
  
5. **Lost & Found**
  - a. All valuable articles that are turned in such as radios, jewelry, wallets, etc. must be kept under lock and key until they are claimed or turned over to the Aquatics Director.
  - b. Before turning over lost articles to a person claiming ownership, make sure that person has positive identification of the article.
  - c. Articles found of lesser value will be stored in a designated spot at the facility and made known to all staff.
  - d. Lost and found clothing will only be kept for one month and then will be donated to an outside agency.
  
6. **Vandalism and Theft** –

Developing a good rapport with the community can minimize theft at your facility. However, the Manager at all pools must take security precautions. Some facilities have recurrent problems with vandalism and theft. Managers at these pools must notify the rangers/police to request evening patrols. They must also schedule early morning maintenance to ensure that glass and debris are cleared away from the pool area and order restored by the regular scheduled facility operating time.

**If there has been vandalism:**

- a. Complete survey of the damage done, taking note of items lost. Determine what must be done before the facility can be opened.
- b. Engage in clean-up operations, insuring that the pool operating hours are observed as closely as possible. Leave undisturbed only directly incriminating evidence for police investigation.
- c. Notify the police and/or rangers. Ask them to investigate the situation and complete a police report. Discuss the situation with them and how it might be avoided in the future. Be certain to obtain a detective's report number from the investigating officer for our records.
- d. Phone the Aquatics Office as soon as possible to notify them on the occurrence and request permission to open the facility late if necessary.
- e. Complete and incident/accident report form.

**If there is theft at your facility:**

- a. Managers must train all staff on responsible security precautions to prevent theft. Disciplinary action must be taken when theft is the result of negligence on the part of a pool employee. Managers should use the rapport they have developed with the staff and the community to ascertain how a theft happened and must make a serious attempt at recovering stolen property whenever possible.
- b. Ascertain the facts. Identify witnesses and question patrons and employees.
- c. Inform police and/or rangers. Ask them to investigate the situation and complete a police report. Be certain to obtain a report number from the investigating officer. Notify your supervisor immediately.
- d. Rectify the situation. Counsel and discipline employee as necessary. Initiate job practices on site that will prevent reoccurrence.
- e. Complete an incident/accident report. Record the incident on the Daily Pool Log along with any changes to the job practices, counseling and other disciplinary action taken.
- f. Submit a report to the aquatics office within a twenty-four (24) hour period.

**7. Patron Discipline**

**Consistency** - Patron discipline at the pool facility will vary depending on the age group. It is important to be consistent in dealing with patrons from the moment they enter the pool until they leave. No favoritism shall be displayed in a disciplinary situation. Inconsistency only leads to confusion and confrontation on the part of the patron.

**Patron Observers** - Any patrons observing programs should dress in “street clothing” to prevent any water damage to expensive clothing or shoes.

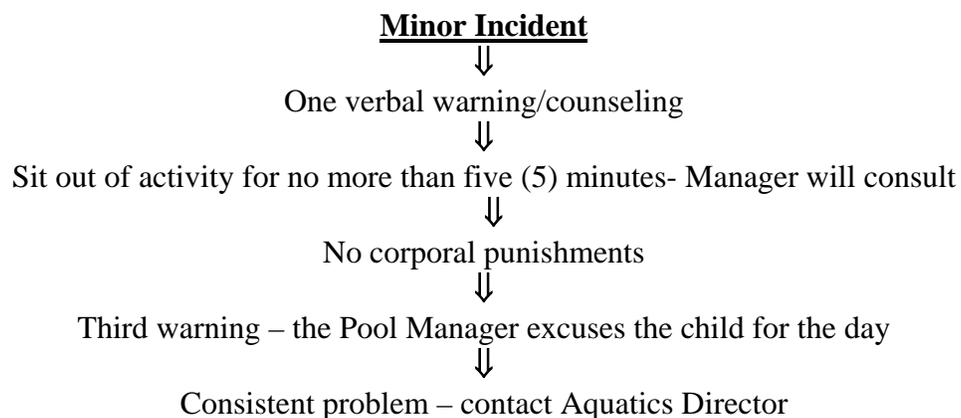
### **Elements of Discipline**

- a. Strict discipline should be maintained at all times in all areas of the facility.
- b. Discretion must be used and discipline should be done in an “aside” location, quietly. The Pool Manager, Assistant Manager or Senior Guard may assist the Lifeguard or Control Manager in difficult cases. The goal of this procedure is to enforce strict safety rules and minimize the possibility of distraction or a larger incident.
- c. Should any person so corrected refuse to conform to pool rules and regulations, the person will be asked to leave the pool facility. Staff should complete a “Incident/accident” Report and submit it to the Aquatics Office within a twenty-four (24) hour period.
- d. Under no circumstances, except self-defense, should an employee touch, push, or attempt to physically eject a patron from the area. The police and/or rangers may be called for assistance in removing the patron.

### **Chronic Violators**

- a. For the first and second violations, patron is asked to leave the pool facility for one day. Reports should be made to the Aquatics Office.
- b. Following the third violation, patron is told he/she is not permitted to use the facility for one week. If under the age of thirteen, parent must accompany child back after one-week suspension and speak with the Pool Manager before the child may be readmitted. Reports should be made to the Aquatics Office.
- c. Upon fourth violation, the Pool Manager will consult the Aquatics Director. Patron will be refused pool use rights for the remainder of the summer. Reports should be made to the aquatics office.

### **Violation and Disciplinary Action**



**Major infraction- harm to others**



Verbal/Sit out – Counseled immediately – consequences outlined



Second (2<sup>nd</sup>) Written up – incident/sent home



Third (3<sup>rd</sup>) Contact rangers/police if needed, report, call downtown, out for one (1) week

**8. Public Relations**

Community service is serving the public's needs and wishes to the best of one's ability. As a community service employee this task is placed on you because you are the visible "first line" contact for the public. Most of your working hours will be spent in the "public's eye". Here are a few points to keep in mind while you are working for the City of Oakland:

- a. Always be thoughtful and considerate when dealing with the public.
- b. Show pride in yourself and in the program you work in by presenting a positive attitude and a good appearance.
- c. Keep the pool neat and clean.
- d. Every question a patron asks deserves a friendly, polite answer no matter how trivial it may seem to you.
- e. Do not avoid problems, if you cannot solve the problem; refer them to someone who can.
- f. Answer questions to the best of your knowledge. If you need more information or need clarifying, refer them to your Manager or the Aquatics Director.
- g. You are not expected to deal with angry patrons, so if the situation is getting out of hand, let your Manager take over.
- h. Be firm but courteous in all dealings with the public and remember that the lifeguard is a position of authority, but also one of service.

Your responsibility and leadership will provide a safe and enjoyable pool facility for the citizens of your community. The way you greet the public will hold a marked impression on their experiences there. Our City bulletin board at front counter will display visual information available to the public. Please assist us in keeping this neat and up-to-date including a large monthly aquatics calendar. The other bulletin board will display information regarding the competitive disciplines. Flyers and brochures for all City programs should be displayed within the flyer rack on the front counter. Public relations play a role in how the attitudes of the swimming public toward the area and the personnel are affected and altered. Public relations cover every aspect of the operation.

Success of a swim operation depends upon a favorable public image for two reasons: The public swims for enjoyment. If they do not encounter a clean and pleasant pool facility and staff, they will simply not swim there.

Safe swimming habits and compliance with all our regulations will only be achieved with full cooperation of the public. To gain such cooperation, good will is essential.

## **9. Publicity**

Anyone having any news or information of interest to the public may turn it into the Pool Manager as publicity. The Aquatics Director will ensure that it conforms to Department policies and will forward it to the Public Affairs Unit who will in turn relay it to the local news media.

## **F. Personnel Policies**

### **1. Time Sheets and Pay Day**

The Pool Manager will print out time sheets at the beginning of each week. All employees must punch in and out for every shift. All employees must complete and sign their time sheet.

Pay Day is every second Thursday for all City of Oakland employees. You may pick up your check at the Lake Merritt Boating Center, 568 Bellevue Ave between the hours of 1PM and 7PM. If there is any discrepancy in the pay checks themselves, please notify the Aquatics Coordinator immediately so that the changes may be made without delay. Bring one (1) form of photo I.D. for check pick-up (no exceptions).

### **2. Substitution Policy**

- a. A substitution form must be filled out by the person getting the substitute and signed by both the originally scheduled employee and the proposed substitute.
- b. After it has been completed and signed by both employees it must be presented to the manager for his/her approval, this should occur 5 to 7 days prior to the shift.
- c. As noted on the Substitution Form, "this form must be received by the Aquatics office (3) days prior to date of substitution."
- d. REMINDER: Submitting the form does not constitute an automatic "okay" for the substitution.
- e. Plan ahead and know that continual "subbing out" of your shifts will result in a change of schedule to reflect your availability (you may permanently lose your shifts).

### 3. **Vacation and Time Off**

- a. Hourly employees are not eligible for paid vacations, sick leave or compensatory time-off.
- b. In case of sickness, notify your Pool manager immediately. Feel free to call them at their home or cell phone. It is important that someone knows so that a substitute can be found to cover for you. In the event that your Manager cannot be reached, promptly call the Aquatics Director. See posted emergency phone list.
- c. Vacation requests must be submitted in writing at the beginning of the summer. Not all vacation requests will be approved, it will depend on the number of days requested and the availability of other staff during that time.

### 4. **Employee Schedules**

- a. Employees will be scheduled two weeks in advance whenever possible. All staff members will be asked to work on weekday, evening and weekend shifts. No staff member will ever be working over 40 hours per week. If you are scheduled to work over 40 hours or are filling in for others and will be working over 40 hours please advise your Manager so that a Sub can be found.
- b. Hours will be allocated by seniority and are often based upon the number of program users. Hours may vary from week-to-week for part-time employees.

5. **Employee Discipline Action** - A written reprimand may be given to an employee for an infraction of the rules of conduct as set forth in this manual, in department bulletins, in any special supplements for employees, or for work performance that does not meet the standards of this department. A reprimand is written describing the particular incident. The employee then reads and signs the reprimand and a copy is given to the employee. The original reprimand is placed in the employee's personal file. An employee may be terminated after receiving a number of reprimands for any kind of rule infraction, misconduct or failure to perform, as determined by any recreation supervisor. An employee may be terminated immediately for any reason for any of the following offenses:

- a. Fraud in securing employment.
- b. Incompetence.

- c. Inexcusable neglect of duty.
- d. Insubordination.
- e. Dishonesty.
- f. Drunkenness while on duty.
- g. Unless legally authorized to do so – possessing, being under the influence of, or offering for sale of any controlled substance while on duty. The term controlled substance shall have the meaning that the term has in the California Health Safety Code, Division 10.
- h. Inexcusable absence without permission.
- i. Conviction of a criminal offense involving moral turpitude.
- j. Discourteous treatment of any member of the public or staff.
- k. Negligent or willful misconduct which causes damage to, waste of, or loss of public property.
- l. Falsifying your time sheet.
- m. Political activity prohibited by the Government Code of the State of California, or where applicable, the Hatch Act or violation of any provisions of the City Charter of the City of Oakland relating to conduct of City employees.

## **6. Employee Evaluations**

Evaluations are maintained seasonally for the purpose of determining an employee's performance and providing the employee with an idea of about how he/she is doing. For one summer program there will be two evaluations, one mid-summer and one at the end of the season. It is the employee's responsibility to become aware of all direct and related job duties and expectations prior to these evaluations. If there are any questions, the employee should contact the Aquatics Coordinator immediately

## **7. Staff Privileges**

Staff members are not to assume nor be given any special privileges. Request for use of the pool by staff members during non-operation hours must be made through channels to the Aquatics Coordinator. The Aquatic Coordinator will decide whether the type of activity is appropriate. Staff may feel free to utilize the lap swimming hours for training and conditioning purposes at all pool facilities.

## **G. Communication and Training**

### **1. Staff Meetings**

- a. Staff meetings are held at each pool every Monday morning. Staff meetings are mandatory and excuses for not attending must be communicated to the Pool Manager who will clear them with the Aquatics Office. Unexcused missing of any staff meeting may result in disciplinary action.
- b. Staff will be paid for staff meetings.

**2. Staff In- Service Training**

- a. In-Service training is mandatory. Missed in-service training must be made up within 7 days. Staff that does not make up in-service training will be removed from future schedules until it is made up.
- b. Come to In-service dressed to swim and practice first aid and emergency scenarios.
- c. In-service training and audit performance is 1/3 of the employee evaluation rating.

**3. Staff Fitness**

- a. Aquatic staff will be in shape and capable of performing all elements of their job duties.
- b. Aquatic staff will be required to be able to perform the American Red Cross minimum screening skills for Lifeguard training program participation, this includes 500 yards of continuous swimming and the ability to retrieve a 10 pound object from the bottom of the pool.
- c. Pool Managers may ask staff to swim regularly.

## **VI. Standard Operating Procedures**

### **A. Facility Procedures / Pool Logs**

#### **1. Opening Procedures**

- a. Make sure the required number of lifeguards are present to open the pool.
- b. Call the Pool Manager, Aquatic Coordinator or Aquatics Director if you are the only one there.
- c. Check the pool and inside perimeter, bottom of the pool and the facility for people that may be there, also look for submerged objects and other possible hazards to patrons.
- d. Walk through the locker rooms and bathrooms and clean up anything that requires attention.
- e. Check pool area for vandalism. Report any vandalism to the Aquatics Director and/or police if necessary (See Vandalism and Theft page). Complete the proper form and clean up the area for patron use.
- f. Place all safety equipment in designated locations on the pool deck for operation. A pocket mask and latex gloves shall be located on each guard chair during operating hours.
- g. Bring computers on-line and sign into RecWare if applicable.
- h. Sign in on the Daily Pool Log.
- i. Fill out the Daily Stat-sheet and complete the Daily Pool Log.
- j. Take pH and chlorine readings.
- k. Collect any trash that may be in or around the facility.
- l. Do one more grounds check and unlock doors for operation.

#### **2. Closing procedures**

- a. Be sure the pool is cleared of all patrons prior to beginning the closing procedures.
- b. Bring in all equipment, including kickboards, lost and found items, safety equipment, umbrellas and clock.
- c. Incorporate a check/clean up of the locker rooms, showers and restrooms. Pick up any lost and found items.
- d. Complete all tasks as listed on the closing checklist in the Daily Pool Log.
- e. Close out Recware, balance monies and deposit revenue in the safe.
- f. Make one more check of the facility to ensure that all patrons are out of the facility.
- g. Sign out in the logbook.
- h. Turn off all lights, except for the security lights.
- i. Lock all gates and doors upon leaving and set the alarm.

#### **3. Safety Equipment**

- a. Ring buoys, shepherd's crooks, reach poles and rescue tubes- should be placed in the vicinity of the guard stand and rotation spots.

- b. Backboards- should be stored in an accessible place and kept ready with straps and head supports in working order.
- c. Megaphones-should be used when on duty and stored appropriately. One megaphone should also be used while on the guard chair.
- d. Whistles and fanny packs with latex gloves, gauze and pocket masks should be with the guard at all times while on duty.
- e. Umbrellas should be stored in the guardroom and should be mounted on the guard stands when needed.
- f. First Aid kit and latex gloves- should be stored behind the front desk at all times and should always be well stocked.
- g. Syringe Disposal- should be in a well- protected area of the guardroom or office and be removed by the Manager only when full.
- h. Protective goggles are located in the first aid box and should be worn when during first aid when vomit, body fluids or blood is present.
- i. Gowns should be worn when large amounts of fluid, blood or vomit are involved in rendering first aid. Gowns are located at first aid stations.
- j. Pocket masks are located at each guard stand and in all lifeguard fanny packs. Should be used when providing artificial resuscitation or CPR.
- k. Disposable Bags- red biohazard bags are used to dispose of any soiled first aid supplies, clothing or blood soaked products. If bag is not available, use syringe disposal (sharp's box) for disposal.

#### **4. Keys and Equipment**

- a. The Pool Manager, Assistant Manager, Senior Guard and others deemed necessary will be issued keys to the swim facility.
- b. Parkas may be checked out by pool staff from the Pool Manager.
- c. Pool staff is responsible for all equipment checked out to them.
- d. Use of keys by unauthorized staff members is prohibited.
- e. At the end of each season, the Aquatics Director will call for the return of all keys.
- f. Keys are not to be duplicated. This will result in suspension/ termination.
- g. If keys are lost, please notify the Aquatics Director immediately.

### **B. Accident Prevention and Safety**

#### **1. Communication Skills and Accident Prevention**

- a. Communication of rules and regulations is essential to preventing accidents. Verbal instructions and visual signs should be used.
- b. Informing patrons of rules and potential for injury (education) must occur continually.
- c. Safety Signage needs to be visible and referred to when needed
- d. Depth Markers and Indicators must be clean and visible.
- e. Health Department Regulations should be strictly adhered to.
- f. Facility specific rules should be posted in a visible place.

## **2. Surveillance and Rotations**

- a. Patron surveillance is the key to accident and incident prevention.
- b. The 10/20 Rule is our aim, see a victim within 10 seconds of them becoming distressed and provide assistance to them within 20 seconds.
- c. Each guard will rotate his/her station every fifteen (15) minutes. No guard will remain in position longer than thirty (30) minutes.
- d. All rotations will be done with only one guard moving at a time. The break guard will rotate to chair, chair to mid section deck, mid section deck to shallow section deck and shallow section deck to break, unless the swimmer load calls for additional deck guards.
- e. When two guards are on site the rotation will occur at the Lifeguard Chair and will be initiated by the Guard in the office.
- f. It will be the responsibility of all lifeguards to know when and how to rotate on time. Avoid being late for rotations.
- g. Guards who are consistently late for rotation will be subject to disciplinary action.
- h. During the rotation process, one guard's eyes should remain on the pool throughout the entire procedure.
- i. The relieving guard should check the pool and bottom before first guard leaves his/her position. Do not inherit someone else's neglect.

## **3. Preventive Lifeguarding**

- a. A large part of preventative guarding is anticipating human behavior. We know that children that come to the pool are excited curious and adventurous. With this knowledge, the lifeguard can anticipate the following behavior from children: running, ignorance of the rules, slipping and falling, and entering into the water without knowledge of danger or depth! The key words for preventive guarding of these issues are: ANTICIPATE, RELATE, and EDUCATE!

## **4. Lifeguarding Tips and Suggestions**

- a. Watch for wristbands in the deep end, all swimmers in the deep end of the pool must pass a swim test that earns them a wristband.
- b. Teamwork is essential to preventive lifeguarding. When communicating the rules and regulations, consistency is crucial. Encouraging proper conduct is a matter of gaining patron respect. Public trust and respect will be achieved if the lifeguards are in constant support and interaction with each other.
- c. Keep whistle uses to a minimum. Abuse and overuse will result in patron disregarding the whistle all together. Hand held megaphones are provided to assist guards in communicating with patrons. (Also see E.A.P. Section for use of whistle)

- d. Constant surveillance is required for your zone of responsibility. Know our zone, observe the 10/20 Rule at all times, stay alert, and anticipate behavior.
- e. Be familiar with the characteristics of your pool. Ask fellow co-workers about certain areas. Get familiar with the pools “problem areas”.
- f. Know the guarding rotation. Never leave you assigned position until appropriately relieved. Always alert fellow guards of back up coverage needs, especially during a rescue.
- g. Know the rules and enforce them. (See Rule and Regulations)
- h. When guarding, always be: alert, equipped, protected and prepared.
- i. When guarding be aware of “blind areas” (directly under guard stand, directly underneath you, glare off the water, areas of great use), Adjust your position to eliminate visual barriers.
- j. While guarding, primary attention should be in your zone. Secondly, provide back up scanning the entire pool and deck area.
- k. When enforcing the rules explain them briefly but firmly. Use language that is age appropriate, be clear, firm, and patient. Patrons are our customers do not be rude in your approach.
- l. Guards must keep safety in mind at all times. The lifeguards have the final say in respect to safety matters. If in doubt- Act! Be alert to suspicious situations- or movement, a look of fear in a patron’s eyes, too much movement and long periods of submersion. Better safe than sorry.
- m. All swimmers, regardless of age, must be tested before they are permitted into the deep water. The swimming test consists of swimming four (4) widths and a minimum of one (1) minute treading water.
- n. Lifeguards must obey rules and regulations. Patrons will not respect or follow rules if guards are setting a bad example. Safety Before Fun
- o. When rotating off a position, share all information on section with guard taking over.
- p. Never touch a patron unless you are providing emergency care or defending yourself.
- q. If a situation and/or patron is distracting you from your duty, call for assistance from a Control Manager, Pool Manager, or Senior Lifeguard. Even a brief distraction can interfere with a guard’s ability to effectively guard.
- r. If you wear prescription glasses to drive, you must wear them to guard.

## **5. Diving Safety**

- a. No headfirst diving allowed in water less than 9 feet of depth. Feet first jumps are allowed into any depth water. No helicopters can

openers, back dives or flips. When the pool is crowded, jumping and diving should be closely monitored.

- 6. Health and Safety Guidelines** - All public swimming pool are obligated to conform to the laws relating to swimming pools as provided in Division 2.5, Chapter 3, Section 797.182 of the California Health and Safety Code. Any said representative of the local, County, State or Federal governing agency of the Health Department has the ability to inspect and ensure compliance to laws. Please review the following guidelines that should be consistently enforced by all OPR Aquatics Unit staff.
- a. All persons known to be, or suspected to be afflicted with an infectious condition/ disease should be denied entrance into pool until medical proof can be furnished to proved non-infectious state (i.e. ring worm, conjunctivitis, pink-eye, large open- sores, etc). All personnel should be alert to visual indicators of possible infectious conditions- be alert to visual indicators of possible infectious conditions; rashes, sores, bandages, skin irregularities, swelling and red eyes.
  - b. All swimmers are required to shower prior to entering the pool. No exceptions.
  - c. No animals allowed on premises- with the exception of dogs used to aide the visually or hearing impaired or disabled patron.
  - d. Water Turbidity should allow staff to see bottom main drain at all times. If clarity does not allow staff to see the bottom, the pool should be closed.
  - e. Chlorine residential must be a minimum of 1.0 ppm to max of 3.0 ppm
  - f. pH should fall within the range of 7.2 to 7.8
  - g. If pool chemistry does not meet the above standards- pool should not be opened
  - h. Soap should be provided in showers and restroom sink areas.
  - i. A properly equipped and certified lifeguard must be present anytime anyone is in the pool.



**Section VII. Emergency Action Plans**

**CITY OF OAKLAND  
Office of Parks and Recreation  
Aquatics Unit**

**EMERGENCY ACTION PLAN**

The following list of Critical Incidents is not inclusive but shows the kinds of situation that would trigger the Emergency Action Plan.

**Drowning or Near-Drowning**

**Accident resulting in life-threatening Injuries**

**Weather Related Incident such as Lightning Strike**

**Chemical Spill or other Environmental Incident**

**Serious Accident occurring at Facility**

**Crime (very serious) at Facility**

**Suicide occurring on Department Property**

**Serious Fire in a Facility**

**IF ONE OF THESE OR SOMETHING SIMILAR  
OCCURS USE THIS EMERGENCY ACTION PLAN**

## **Pool Signals**

**1 Short Blast-** Gain attention of a patron

**1 Long Blast-** Clear the pool

**2 Short Blasts** – Get the attention of the Manager or another Lifeguard

**3 Short Blasts-** Swimmer in trouble –  
Activate the Emergency Action Plan

**4 Short Blasts** - Guard Needs Assistance,  
danger

**EMERGENCY ACTION PLAN**  
**STEP-BY-STEP PROCEDURES FOR DROWNING OR NEAR**  
**DROWNING**

1. Lifeguard recognizes distressed swimmer:
    - Stands Up
    - Blows the whistle 3 short blasts
    - Points to the victim
    - Makes an appropriate rescue.
  2. Lifeguard to the rescuer's LEFT will scan the rescuer's area.
  3. The Manager/Assistant will immediately report to the site where the incident is occurring and determine if further emergency action needs to be taken.
- \* If no further action is necessary, the Manager/Assistant will complete the paperwork and the rescuer will resume position in the chair or on deck.**
- \* If the Manager/Assistant determines that the incident is life-threatening, she/he will verbally direct the closest guard to stand up and clear the pool. The other guards will follow suit, remaining in position until the pool is cleared.**
4. The cashier/down rotation guard will secure the money, and assist in clearing the pool over the PA. After making the announcement, she/he will call 9-911 and remain on the line until more information about the victim's condition is determined (refer to the Emergency Information Sheet).
  5. When the pool is cleared, the guard to the rescuer's left will assist the rescuer. The Manager/Assistant will retrieve the backboard and/or first aid supplies if needed.
  6. The Manager/Assistant will assign additional guards or adult patrons to:
    - Relay information about the victim's condition to the cashier.
    - Control the crowd.
    - Open the gate for EMS.
  7. Continue rescue efforts and maintain crowd control until EMS arrives.
  8. The victim will be released to EMS for further treatment.
  9. The Manager/Assistant will notify the Aquatics Coordinator or Director and complete the incident/accident report.
  10. Make arrangements to retrieve backboard from EMS/Hospital

**Remember: Staff may only discuss the incident with the police or authorized City Of Oakland, Office of Parks and Recreation representatives**

## **CLEAR THE POOL**

**(Emergency announcement to be made over the PA)**

This is an emergency. Please clear the pool immediately. It is important that you remain calm and stay out of the way of any rescue efforts.

### **CALL 9-911**

**(When calling for emergency services, give this information)**

1. My name is: \_\_\_\_\_.
2. This is: \_\_\_\_\_ pool.
3. Location- address and cross streets.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. Describe what happened.
5. Give as much information as you can:
  - age, gender, size of victim
  - nature of injuries: conscious/unconscious etc.
6. Please have the police contact \_\_\_\_\_ (name of pool manager) at the pool.
7. Stay on the line until the dispatcher hangs up.
8. Direct EMS to the pool entrance.
9. If the backboard was used during the rescue, ask EMS what hospital the patron is being transported to so arrangements can be made to retrieve the backboard.

**EMERGENCY PHONE NUMBERS  
CITY OF OAKLAND, OFFICE OF PARKS AND RECREATION**

EMERGENCY..... 9 - 911

Whenever a very serious injury or death occurs, contact one of the Area Supervisors listed below. Start by calling **YOUR** Area Supervisor, however, if they do not answer, continue calling until you reach a supervisor. **DO NOT** stop calling if you reach a supervisors answering machine. **YOU MUST ACTUALLY TALK TO A SUPERVISOR.** The individuals listed below represent the Crisis Team who is responsible for implementing the Emergency Action Plan

**SUPERVISORS:**

**Aquatics Director                      Work: 238-2196                      Cell: 867-7015**  
**JIM WHEELER**

**Aquatics Coordinator                  Work: 238-2196                      Cell:**

**Marine Sports &                          Work: 238-2196                      Cell: 867-0738**  
**Aquatics Supervisor**  
**DANA RILEY**

**CRISIS EMERGENCY PLAN PROCEDURE**

- Activate Emergency Action Plan as established at your facility.
- **REMEMBER:** Do not make any statements regarding the incident to media, patrons, friends, family, etc. until debriefed by appropriate city personnel.
- Notify Aquatics Director and the Aquatic Coordinator. These individuals will direct you to stay open or close. They will also contact other necessary individuals.
- Complete Incident/accident.

## **INCIDENT MANAGEMENT**

- Office of Parks and Recreation Department spokesperson will be the only one making statements to the media.
- Staff will refrain from making any comments to the media and refer all inquiries to the Department Spokesperson.
- Staff will avoid talking to members of the general public and to be aware that any comments made can fuel inaccurate, inappropriate rumors. It is important to respect the privacy/confidentiality of the customer and the staff rescuers.
- Staff will complete their Post Crisis Evaluation Form and turn them into the Manager prior to leaving the facility.

## **BOMB THREAT**

1. Get as much information as possible from the caller: Name, Bomb Location, etc. **DO NOT HANG UP!** Try to keep the caller on the phone.
2. Signal someone to clear the facility, pool locker rooms, lobby, etc.
3. Next call 9-911, and report the situation. After notifying 9-911, call the Area Supervisor/Aquatic Coordinator.
4. The Fire or Police personnel will be responsible for checking the facility.
5. **DO NOT** let the public re-enter the facility until given the all clear by the Police.

## **RECORD FOLLOWING INFORMATION**

Date, Time Call Received, Time Caller hung up, Exact word of caller:

### **QUESTIONS TO ASK?**

When is the bomb going to explode?

Where is the bomb right now?

What kind of bomb is it?

What does the bomb look like?

Where did you place the bomb?

Why did you place the bomb?

## **DESCRIPTION OF CALLER'S VOICE**

Male - Female - Young - Middle-aged - Tone - Accent - Did the voice sound familiar?

If yes, whom did it sound like?

Background noise? (radio, airplane)

Could you tell it is was a local or long distance call?

Name of person receiving call:

Title:

## **EVACUATION PROCEDURES**

1. All facility exists must be clearly marked.
2. **LIGHTENING OR STORM:** Clear the pool. Manager/Assistant signals to down rotation guard that the pool must be cleared. Down rotation guard then makes the necessary announcement to clear the pool and deck. In extreme weather, clear facility, notify Area Supervisor and close.
3. **EARTH QUAKE:** Immediately clear the pool and deck. Direct swimmers **AWAY FROM POOL AND LOCKER ROOMS TO AN OPEN AREA**. Keep away from windows. Do not let unattended children leave the facility until the all clear is announced. Strongly urge adults to stay. Advise that they leave at their own risk.
4. **POWER FAILURE:** Clear the pool immediately. Power failures render the pool pump inoperative. State regulations mandate that the pool must be closed when the circulation system is inoperative. Down rotation guard will get flashlights. Manager/Assistant directs guards to check the bottom of the pool and to supervise locker rooms with flashlights. If the power failure continues, it may be necessary to close the facility. Manager/Assistant will confer with their Area Supervisor or the Aquatic Coordinator to determine opening time.
5. **CHEMICAL LEAK:** Pool will be evacuated. Immediately move away and upwind from the suspected leak. Call 9-911, and describe the suspected problem. Corresponding units such as the Fire Department and the Utility Department will respond. Notify the Area Supervisor/Aquatic Coordinator immediately.

## **Special Situations**

**For the following situations staff is encouraged to use common sense to make good decisions and to protect the safety of the customers and themselves.**

### **Gun Fire: In/or around your facility, take cover immediately!**

- **When shots are heard, protect yourself and the customers to the best of your ability.**
- **Do not approach the individual with the gun.**
- Take cover, at the nearest safe place, building, behind something, etc. and get lower than the gunfire.
- If the situation is safe for you to act, active the emergency action plan and provide aid.
- Place a 9-911 call reporting shots fired at your location, and give as much detail as possible. (*complete Physical Description form as soon as possible while the situation is fresh in your mind*)
  - Where the shots came from, in the pool or outside the pool etc.
  - Who is shooting, whether there is more than one shooter, and type of gun if known
  - Who is injured, how badly, if known and location of injured person
  - Color, model, year of any vehicles involved
  - License plate number
- When the police arrive, they will take control of the situation.
- Call the Aquatics Director and report the situation.
- Close the facility to the public and media. Only emergency personnel, police and crisis team will be allowed to enter.
- Immediately after the situation concludes document as much information as possible on Accident/Incident report form.
- Crisis team and the police will be on site for follow up.

### **Weapons in your facility or parking lot:**

- **Protect yourself and the customers to the best of your ability.**
- **Do not approach the person with the weapon.**
- If the situation is safe for you to act, active the emergency action plan and provide aid.
- The staff member who observed the incident is to call 9-911 and report the following: (*complete Physical Description form as soon as possible while the situation is fresh in your mind*)
  - Type of weapon
  - Where weapon is located

- Description of the individual with the weapon, race, sex, age, clothing, etc.
- The year, model and color of any vehicle involved
- License plate number
- When the Police arrive they will take action to retrieve the weapon
- Call the Aquatic Coordinator and report the situation
- Immediately after the situation concludes document as much information as possible on Accident/Incident report form
- Crisis Team and/or the Police will be on site for follow up.

**Assault in your facility or parking lot:**

- **Protect yourself and the customers to the best of your ability.**
- **Do not put yourself in harms way.**
- **If the situation is safe for you act, active the emergency action plan and provide aid.**
- The Manager or the staff person who witnessed the incident is to call 9-911 and report the following: *(complete Physical Description form as soon as possible while the situation is fresh in your mind)*
  - Who was injured & how badly
  - Type of weapon, if any and where the weapon is located
  - Description of the individual who committed the assault, race, sex, age, clothing etc.
  - Year, model and color of vehicle involved
  - License plate number
- When the Police arrive they will take action to detain the assailant and retrieve the weapon
- Call the Aquatic Coordinator and report the situation
- Immediately after the situation concludes document as much information as possible on Accident/Incident report form.
- Crisis Team and/or the Police will be on site for follow up

## PHYSICAL DESCRIPTION

Race \_\_\_\_\_ Sex \_\_\_\_\_ Age \_\_\_\_\_ Height \_\_\_\_\_ Weight \_\_\_\_\_

Build: small \_\_\_\_\_ medium \_\_\_\_\_ large \_\_\_\_\_ Stature: thin \_\_\_\_\_ medium \_\_\_\_\_ heavy \_\_\_\_\_

Complexion \_\_\_\_\_ Eyes \_\_\_\_\_ Glasses \_\_\_\_\_ Nose \_\_\_\_\_ Ears \_\_\_\_\_

Hair Color \_\_\_\_\_ Style: close cropped \_\_\_\_\_ short \_\_\_\_\_ medium \_\_\_\_\_ long \_\_\_\_\_  
 Very long \_\_\_\_\_ curly \_\_\_\_\_ braided \_\_\_\_\_ flat top \_\_\_\_\_

Mustache \_\_\_\_\_ Beard \_\_\_\_\_ Scars or Marks \_\_\_\_\_

Mask or Disguise \_\_\_\_\_

<b>Clothing</b>	<i>style</i>	<i>color</i>	<b>Miscellaneous</b>
Hat			Weapon type _____ color _____
Overcoat			
Raincoat			Speech (any accent)
Jacket			
Suit			Any Names used
Pants/Shorts			
Shirt			Mannerisms (right or left handed)
Tie			
Shoe			
Other Clothing			

**Witnesses:**

Name: \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip Code \_\_\_\_\_ Phone \_\_\_\_\_

Name: \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip Code \_\_\_\_\_ Phone \_\_\_\_\_

**ADDITIONAL DATA**

Means of Escape (foot, auto, etc) \_\_\_\_\_

Direction taken \_\_\_\_\_

**MOTOR VEHICLE**

License Number \_\_\_\_\_ State \_\_\_\_\_

Make \_\_\_\_\_ Model \_\_\_\_\_ Color \_\_\_\_\_

Special Features: (dents, missing parts)

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

Number of Occupants \_\_\_\_\_ Sex \_\_\_\_\_ Race \_\_\_\_\_

Remarks:

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

Prepared By \_\_\_\_\_

Address \_\_\_\_\_

Position/Title \_\_\_\_\_ Phone \_\_\_\_\_

## **SAFETY CHECK**

### **DEALING WITH HOSTILE PEOPLE: DOs & DON'Ts**

One of three Americans has reported one or more acts of workplace violence according to a survey by the Society for Human Resource Management. So, here's the reality: It's likely that some day, somewhere, an angry customer (or co-worker) may confront you with their angry mood. What do you do?

John Byrnes, who teaches aggression management to businesses in Orlando, Florida, says that if the angry person appears unarmed, you can try verbal persuasion first. The object is to keep the angry person talking so he has a chance to calm down and be rational. Oftentimes, says Byrnes, keeping someone talking is a way to prevent his anger from escalating into violent action. But in the process, you must be careful what you say and what you don't say.

#### **DON'T SAY:**

“Because those are the rules.”  
“It's none of your business.”  
“Why can't you be reasonable?”

#### **DO CONSIDER SAYING:**

“What can I do to help you?”  
“I don't know the answer, but I'll get the information for you.”  
“I can see we made a mistake. I apologize. What can I do to make it right?”

#### **TRY THE INTERVIEW APPROACH**

One approach that sometimes succeeds at keeping people talking is to interview the angry person. First, say “You may be right.” Next say, “Let me see if I can help you.” Then encourage the person to speak very specifically about his problem. Take notes. Ask good questions. Don't get angry yourself: think of yourself as a reporter who's taking down someone else's “side of the story.” Don't feel as if you must solve the problem—simply record it, for now.

According to Byrnes, angry people usually go through various phases before acting on a violent impulse. They feel and express anxiety, then lose verbal control, then strike out. When you make a sincere effort to find out what has triggered an angry response, especially during the early “anxiety phase,” you keep the lines of communication open — which allows room for options and creative solutions.

**On-the-Job-Follow-Up.** Ask your supervisor what the procedures are for dealing with angry people. Asking “What should I do if...” is a good way to begin discussing the issue of workplace hostility.

## **DRAINING AWAY AGGRESSION**

Use the same techniques law officers use to keep cool under fire

Dealing with the overtly aggressive actions of a customer, another employee or an unwanted visitor is a challenge many of us are faced with during our working lives. The workplace can be quiet one moment, then suddenly inundated with feelings of aggression the next minute. And even if we know what to say and what to do, we may find ourselves saying and doing the wrong things because we are overcome by an instinct to fight, flee or freeze. These “3 Fs” of aggression, caused by the rush of adrenaline in our body harks back to the era of the caveman. Yet responding to aggressive situations by fighting back, running away or becoming immobilized will not help when we’re attempting to defuse a volatile situation by using communication strategies.

Law enforcement experts have discovered an effective means of controlling adrenaline-related anxiety. Called Cycle Breathing, it’s a technique that helps officers regain the methodical mindset needed to deal with any scenarios confronting them. Here’s how it works:

Take a deep breath, and envision a glass of water filling to the very brim; the exhale, watching the last drop of water draining from the glass. Repeat three times, and then begin Cycle Breathing: Breathe in to the count of four, hold to the count of two, exhale to the count of four, hold to the count of two. Practice Cycle Breathing often enough so that it becomes second nature (perhaps while driving to work).

Not only does this exercise help prevent hyperventilation, but it allows you the control you need in order to react with the appropriate response. And that gives you the opportunity to be part of the solution, not part of the problem.

## **Personal Conduct to Minimize Violence**

Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, disengage.

### **Do**

- Project calmness: move and speak slowly, quietly and confidently.
- Be an empathetic listener: encourage the person to talk and listen patiently.
- Focus your attention on the other person to let them know you are interested in what they have to say.
- Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.
- Acknowledge the person's feelings. Indicate that you can see he or she is upset.
- Ask for small, specific favors such as asking the person to move to a quieter area.
- Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.
- Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).
- Be reassuring and point out choices. Break big problems into smaller, more manageable problems.
- Accept criticism in a positive way. When a complaint might be true, use statements like "You're probably right" or "It was my fault." If the criticism seems unwarranted, ask clarifying questions.
- Ask for his recommendations. Repeat back to him what you feel he is requesting of you.
- Arrange yourself so that a visitor cannot block your access to and exit.

### **Do Not**

- Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, robotism, going strictly by the rules or giving the run-around.

- Reject all of a client's demands from the start.
- Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger-pointing or long periods of fixed eye contact.
- Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech.
- Challenge, threaten, or dare the individual. Never belittle the person or make him/her feel foolish.
- Criticize or act impatiently toward the agitated individual.
- Attempt to bargain with a threatening individual.
- Try to make the situation seem less serious than it is.
- Make false statements or promises you cannot keep.
- Try to impart a lot of technical or complicated information when emotions are high.
- Take sides or agree with distortions.
- Invade the individual's personal space. Make sure there is a space of 3' to 6' between you and the person.

## **Section VIII. Pool Maintenance Basics**

### **A. Pool Chemistry and Water Clarity**

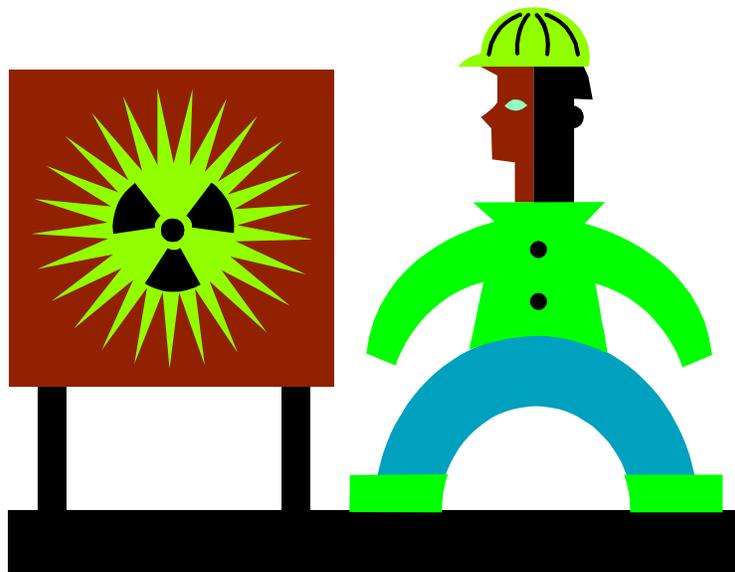
1. Pool water must be tested at the beginning of every shift, a minimum of three times daily, results should be recorded in the Daily Log Book.
2. If the pool chemistry is not in the acceptable range for chlorine and pH the Pool Manager should be notified so that they may contact the aquatics office. If you are unable to contact the Pool Manager contact the Aquatics Office directly. Acceptable levels for pH are 7.2-8.0 and a minimum of 1.0 for chlorine ppm. Any variance from these standards must be reported to the Pool Manager immediately. This is in accordance with the County Health Department Codes.
3. If the pool temperature is below 78 degrees the aquatics office should be notified.
4. If the pool is turbid and cloudy a diving brick should be throw into the deepest part of the pool in the center. If the brick is not visible then the pool must be closed. Notify the aquatics office if the pool is not balanced, cloudy or cold.
5. If there are any major variances from these standards, the pool should be closed until the water is corrected.
6. Any major mechanical problems should be reported to the Aquatics Director.

### **B. Facility Cleanliness**

1. All areas of the facility should be checked for cleanliness prior to opening.
2. Notify the aquatics office if the locker rooms, toilets, shower areas need cleaning.
3. Notify the aquatics office if the garbage needs to be emptied.
4. Clean up any mess in the pool area or locker rooms immediately. Worry about whom to blame for the condition later, just get it clean for the public.
5. Clutter on the pool deck and in the offices should be disposed of, or stored properly.
6. Special maintenance personnel will do the major cleaning each day, but the pool staff must:
  - a. Keep everything picked up and in order.
  - b. Clean sinks and toilets, if necessary, including the guard area.
  - c. Clean the decks (this includes sweeping and hosing).
  - d. Replace the paper towels, tissues and soap, if needed.
  - e. Complete all maintenance tasks as assigned by the Pool Manager

### C. Hazard Identification and Reporting

1. It is the responsibility of every staff member to report any unsafe condition.
2. Each piece of equipment on the pool deck should be checked daily to ensure it is functional and safe to use.
3. Rescue equipment should be checked at the beginning of each shift to make sure it is safe to use.
4. Report all unsafe conditions and broken equipment to the Pool Manager and aquatics office immediately.



## **IX. Recreational Waterborne Illness Prevention**

**Follow these guidelines regarding incidents in the pool.**

### **A. FORMED STOOL (Solid Fecal Matter)**

1. Direct everyone to exit the pool. Do not allow anyone to enter the contaminated pool until decontamination procedures are completed.
2. Remove as much of the fecal material as possible using a net or scoop and dispose of it in a sanitary matter. Clean and disinfect the net or scoop immersed in the pool during disinfection. –Do not try to vacuum the stool from the pool.
3. If the chlorine in the pool is *equal to or greater than 2.0*, keep the pool clear for **30 minutes** before allowing patrons to return to the water.
4. If the chlorine in the pool is *less than 2.0*, keep the pool clear for **45 minutes** before allowing patrons to return to the water.
5. Staff is not to leave facility during pool closure. Staff is still responsible for patrons on deck and in locker room areas.
6. Contact Pool Manager and notify of pool closure.
7. Document the fecal accident in the Daily Pool Log. Record the time and date of the event, note type of stool (formed or diarrhea), note chlorine levels at the time or the observation of the event.
8. Before reopening the pool, record pH & chlorine, the procedures followed in response to the fecal accident, and the contact time.

### **B. DIARRHEA (Liquid Fecal Matter)**

1. Direct everyone to exit the pool. Do not allow anyone to enter the contaminated pool until decontamination procedures are completed.
2. Contact Pool Manager and Aquatics Office
3. Remove as much of the fecal material as possible using a net or scoop and dispose of it in a sanitary matter. Clean and disinfect the net or scoop immersed in the pool during disinfection. –Do not try to vacuum the stool from the pool.
4. Water Quality personnel shall be contacted.
5. Pool Manager/Aquatics Office will determine whether event is formed fecal matter accident, or diarrhea accident.
6. Staff is not to leave facility during pool closure until directed to do so by management.
7. Management will post closure sign, as well as estimated reopening time.
8. Document the fecal accident in the Daily Pool Log. Record the time and date of the event, note type of stool (formed or diarrhea), note chlorine levels at the time or the observation of the event.
9. Before reopening the pool, record pH & chlorine, the procedures followed in response to the fecal accident, and the contact time.

## C. VOMIT

1. Vomiting while swimming is a common event, and is usually a result of swallowing too much water, therefore, the vomit is usually not infectious.
2. If vomit is liquid, no closure is necessary.
3. If the full contents of the stomach are vomited, follow contamination procedures for formed stool accidents (solid feces). **Only follow the procedures below if the vomit is solid, and it appears that the full contents of the stomach have been vomited.**
4. Remove as much of the vomit material as possible using a net or scoop and dispose of it in a sanitary matter. Clean and disinfect the net or scoop immersed in the pool during disinfection. –Do not try to vacuum the vomit from the pool.
5. Keep the pool clear for **30 minutes** before allowing patrons to return to the water.
6. Staff is not to leave facility during pool closure. Staff is still responsible for patrons on deck and in locker room areas.
7. Contact Pool Manager and notify of pool closure.
9. Document the vomit accident in the Daily Pool Log. Record the time and date of the event, note type of vomit; note chlorine levels at the time or the observation of the event.
10. Before reopening the pool, record pH and chlorine level, the procedures followed in response to the vomit accident, and the contact time.

## D. BLOOD

1. There is no public health reason to recommend closing the pool after a blood spill.



*Educate our patrons, swimming when you  
are sick can harm everyone!*

## **X. Employee Injury and Illness Prevention**

**A. Sun Exposure** - One of the biggest pool hazards that pool personnel face is the constant exposure to the sun, which can lead to premature aging of the skin and increased risk of skin cancer. Sunscreen agents which contain PABA-P-A-Amino Benzoic Acid have been shown to effectively screen the burning spectrum of ultraviolet rays from the sun. The higher the Sun Protection Factor (SPF) sunscreen used, the greater the protection from the sun. It is advisable to apply the highest possible protection before sun exposure and to re-apply periodically throughout the day, or after water exposure. The use of sunscreens, along with other items listed below will help contribute to a safe and enjoyable season.

1. Hat or visor- approved by the Pool Manager.
2. Sunglasses- polarized lenses are the most effective in reducing glare and eye fatigue.
3. Chapstick and/or Noskote- apply to lips and the nose. Many of these products contain PABA and have a SPF rating.
4. Umbrellas- there are umbrellas available at the pool for lifeguard chairs if employees wish to use them to protect themselves from the constant glare of the sun.

### **Sunscreen is provided for all staff at all Pools**

1. As a lifeguard, you have to take care of your skin from the possible dangerous effects of too much sun. The sun is a source of radiation (UV-A or UV-B rays). The radiation is similar to that of X-rays in that the harmful effects are cumulative and can manifest 10-30 years later in the form of skin cancer.
2. The professional lifeguard self-protects him/herself by using SPF-15 or higher sunscreen whenever in the sun. Additionally, hats or umbrellas are recommended to protect the nose, forehead, lips and eyes. The best hats have wraparound brims that protect the ears and neck.
3. Premature aging of the skin (that leathery, wrinkled skin you see on older people from too much sun exposure) is an undesirable characteristic that affects your looks, and self-esteem in later years. Avoid prematurely aged skin and skin cancer. Cover up and use SPF-15 or higher sunscreen when outdoors!

### **B. Hazardous Materials Communications**

1. In the course of your work you may be exposed to hazardous chemicals that are stored at the pool. Aquatic Staff does not deal with chemicals used to balance the pool, but they are in the facility and you have the “right to know” what is on site at your pool. Your Pool Manager will cover all chemicals at your site during your pre-summer training at your pool.

## C. Material Safety Data Sheets

1. Material Safety Data Sheets (MSDS') are kept on site and are there to let employees know what they need to be aware of should they come into accidental contact with any chemicals on site that could harm them.

Following is some information on reading MSDS';

Understanding the information on an MSDS is important. The following explains the information normally provided on an MSDS:

### **Product Name and Identification**

1. Name of the chemical as it appears on the label.
2. Manufacturer's name and address.
3. Emergency telephone numbers: used to obtain further information about a chemical in the event of an emergency.
4. Chemical name or synonyms.
5. C.A.S. #: refers to the Chemical Abstract Service registry number that identifies the chemical.
6. Date of Preparation: the most current date that the MSDS was prepared.

### ***Hazardous Ingredients/Identify Information***

1. Hazardous ingredients: substances that, in sufficient concentration, can produce physical or acute or chronic health hazards to persons exposed to the product.
  - a. Physical hazards include fire, explosions, corrosion, and projectiles.
  - b. Health hazards include any health effect, even including irritation or development of allergies.
2. TLV: refers to the Threshold Limit Value. A TLV is the highest airborne concentration of a substance to which nearly all adults can be repeatedly exposed, day after day, without experiencing adverse effects. These are usually based on an eight-hour time weighted average.
3. PEL: refers to the Permissible Exposure Limit. The PEL is an exposure limit established by OSHA, normally for an eight hour exposure.
4. STEL: refers to the Short Term Exposure Limit. The STEL is a 15-minute time-weighted average exposure that should not be exceeded at any time during a workday. A STEL exposure should not occur more than four times per day and there should be at least 60 minutes between exposures.
5. LD50 (lethal dose 50): lethal single dose (usually oral) in mg/kg (milligrams of chemical per kilogram of animal body weight) of a chemical that results in the death of 50% of a test animal population.
6. LC50 (lethal concentration 50): concentration dose expressed in ppm for gases or micrograms of material per liter of air for dusts or mists that results in the death of 50% of a test animal population administered in one exposure.

### ***Physical/Chemical Characteristics***

1. Boiling point, vapor pressure, vapor density, specific gravity, melting point, appearance, and odor; all provide useful information about the chemical.
2. Boiling point and vapor pressure provide a good indication of the volatility of a material.
3. Vapor density indicates whether vapors will sink, rise, or disperse throughout the area. The further the values are from one (the value assigned to atmospheric air), the faster the vapors will sink or rise.

### ***Fire and Explosion Hazard Data***

1. Flashpoint: refers to the lowest temperature at which a liquid gives off enough vapor to form an ignitable mixture with air.
2. Flammable or Explosive Limits: the range of concentrations over which a flammable vapor mixed with air will flash or explode if an ignition source is present.
3. Extinguishing Media: the fire fighting substance that is suitable for use on the substance that is burning.
4. Unusual Fire and Explosive Hazards: hazards that might occur as the result of overheating or burning of the specific material.

### ***Reactivity Data***

1. Stability: indicates whether the material is stable or unstable under normal conditions of storage, handling, and use.
2. Incompatibility: lists any materials that would, upon contact with the chemical, cause the release of large amounts of energy, flammable vapor or gas, or toxic vapor or gas.
3. Hazardous Decomposition Products: any materials that may be produced in dangerous amounts if the specific material is exposed to burning, oxidation, or heating, or allowed to react with other chemicals.
4. Hazardous Polymerization: a reaction with an extremely high or uncontrolled release of energy, caused by the material reacting with itself.

### ***Health Hazard Data***

1. Routes of Entry:
  - a. Inhalation - breathing in of a gas, vapor, fume, mist, or dust.
  - b. Skin absorption - a possible significant contribution to overall chemical exposure by way of absorption through the skin, mucous membranes, and eyes by direct or airborne contact.
  - c. Ingestion - the taking up of a substance through the mouth.
  - d. Injection - having a material penetrate the skin through a cut or by mechanical means.
2. Health Hazards (acute and chronic):
  - a. Acute - an adverse effect with symptoms developing rapidly.
  - b. Chronic - an adverse effect that can be the same as an acute effect, except that the symptoms develop slowly over a long period of time or with recurrent exposures.

3. Carcinogen - a substance that is determined to be cancer producing or potentially cancer producing.
4. Signs and Symptoms of Overexposure: The most common symptoms or sensations a person could expect to experience from overexposure to a specific material. It is important to remember that only some symptoms will occur with exposures in most people.
5. Emergency and First Aid Procedures: Instructions for treatment of a victim of acute inhalation, ingestion, and skin or eye contact with a specific hazardous substance. The victim should be examined by a physician as soon as possible.

#### ***Precautions for Safe Handling and Use***

1. Spill Clean up: includes methods to be used to control and clean up spills. Also includes precautions such as to avoid breathing the vapors, avoiding contact with liquids and solids, removing sources of ignition, and other important considerations. May also include special equipment used for the clean up.
2. Waste Disposal Methods: acceptable and prohibited methods for disposal as well as dangers to the environment.
3. Other Precautions: any other precautionary measures not mentioned elsewhere in the MSDS.

***Note: The methods recommended by the chemical manufacturer do not necessarily comply with federal, state, or local regulations. Call the Aquatics Office for disposal information.***

#### ***Control Measures***

1. Respiratory Protection: whenever respiratory protection is needed, the type required and special conditions or limitations should be listed.
2. Ventilation: if required, the type will be listed as well as applicable conditions of use and limitations.
3. Protective Gloves: when gloves are necessary to handle the specific material, the construction, design, and material requirements should be listed.
4. Eye Protection: when special eye protection is required, the type will be listed along with any conditions of use and limitations. Other Protective Equipment or Clothing: lists items, such as aprons, not discussed elsewhere in the MSDS.

### **D. Potential Injuries and Safe Work Practices**

#### **1. Office of Parks and Recreation General Office – Code of Safe Work Practices**

*It is our policy that everything possible will be done to protect employees, customers and visitors from accidents. Safety is a cooperative undertaking requiring participation by every employee. Failure by any employee to comply*

*with safety rules will be grounds for corrective discipline. Supervisors shall insist that employees observe safety rules and practices and take action as necessary to obtain compliance.*

To carry out this policy, employees shall:

1. Report all unsafe condition and equipment to your supervisor or safety coordinator.
2. Report all accidents, injuries and illness to your supervisor or safety coordinator immediately.
3. Means of egress shall be kept unblocked, well lit and unlocked during work hours.
4. In the event of fire, sound alarm and evacuate.
5. Upon hearing fire alarm, stop work and proceed to the nearest clear exit. Gather at the designated location.
6. Only trained workers may attempt to respond to a fire or other emergency.
7. Exit doors must comply with fire safety regulations during business hours.
8. Stairways should be kept clear of items that can be tripped over and all areas under stairways should be kept clear of items that can be used to store combustibles.
9. Materials and equipment will not be stored against doors or exits, fire ladders or fire extinguisher stations.
10. Aisles must be kept clear at all times.
11. Work areas should be maintained in a neat, orderly manner, trash and refuse are to be thrown in proper waste containers.
12. All spills shall be wiped up promptly.
13. Storage of files and supplies should be in such a manner as to preclude damage to the supplies or injury to personnel when moving from storage. Heaviest items to be sorted closet to the floor and lightweight items sorted overhead.
14. All cords running into walk areas must be taped down or inserted through rubber protectors to keep them from becoming tripping hazards.
15. Never stack material precariously on top of lockers, file cabinets or other relatively high places.
16. Never leave lower desk cabinet drawers open that present a tripping hazard. Use care when opening and closing drawers to avoid pinched fingers.
17. Do not open more than one upper drawer at a time; particularly the top two drawers on a tall file cabinet.
18. Always use the proper lifting technique. Never attempt to lift or push an object that is too heavy. You must contact a supervisor when help is needed to move a heavy object.
19. When carrying material, caution should be exercised in watching for and avoiding obstruction, loose material, etc.
20. All electrical equipment should be plugged into appropriate wall receptacles or into an extension of only one cord of similar size and

capacity. Three-pronged plugs should be used to ensure continuity of ground.

21. Individual heaters at work areas should be kept clear of combustible materials such as drapes or waste from wastebaskets. Newer heaters, which are equipped with tip over switched, should be used.
22. Appliances, such as coffee pots and microwaves, should be kept in working order and inspected for signs of wear, heat or fraying of cords.
23. Fans used in work areas should be guarded. Guards must not allow fingers to be inserted through the mesh. Newer fans are equipped with prop guards.
24. Equipment such as scissors, staples, etc., should be used for their intended purposes only and should not be misused as hammers, pry bars, screwdrivers, etc. Misuse can cause damage to equipment or injury to the user.
25. Cleaning supplies should be stored away from edible items on the kitchen shelves.
26. Cleaning solvents and flammable liquids should be sorted in appropriate containers.  
Solution that may be poisonous or not intended for consumption should be kept in well-labeled containers.

## **XI. Blood Borne Pathogens Exposure Control Plan**

(As required by the State of California Code Regulations – Title 8 CCR 5193)

The following section has been written as an outline of the city wide exposure control plan as required by CAL OSHA and Federal OSHA guidelines. Specific training materials will be distributed at the time of the training.

As lifeguards, Water Safety Instructors and Pool Managers; you are in a job classification that may incur occupational exposure to blood and other potential infectious materials. In each of the above classifications, you are entitled to pre-exposure and post-exposure controls.

Pre-exposure controls include:

1. Work control
  - a. Hand washing
  - b. Sharp disposal box
  - c. Safe work materials
2. Personal Protective Equipment
  - a. Latex Gloves
  - b. Masks
  - c. CPR pocket masks
  - d. Gowns, aprons, etc.
  - e. Bag Valve Masks (BVM)
3. Hepatitis B Vaccination
4. Post-exposure evaluation and follow-up

All employees are entitled to exposure control. Vaccinations will be arranged for all employees desiring them. The vaccination series is done in a three (3) shot series over a six (6) month period. Employees may elect to decline vaccinations with the contingency of post-exposure controls.