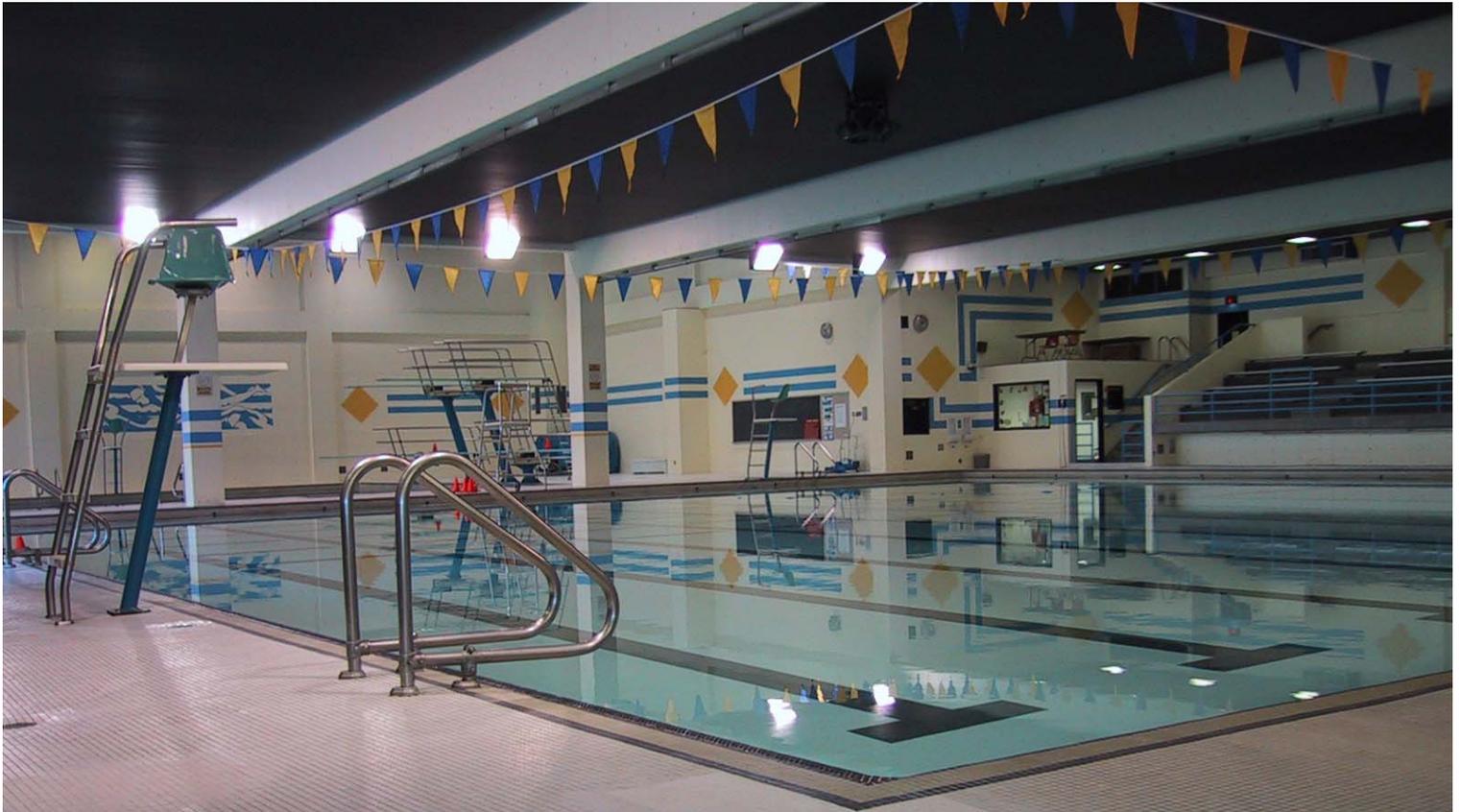


Wichita State University Heskett Center



Lifeguarding Handbook

R. 2002



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Producer: Kosuke Ishikawa

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I. Introduction

A. About this handbook

This handbook is created in an effort to explain the basic routine function of your job as a lifeguard. Your work calls for a high sense of responsibility, mature judgment, careful enforcement of all rules and regulations, knowledge of the facility policies. Your first duty is to read and understand the following information, which contains suggestions, rules, regulations and duties. Over the past three years of work at the Heskett Center, I have learned many things over lifeguarding, and I am here to present an improved edition of the manual existed in the past. This book is for you from the first day of work, until the day you are leaving the office. Special thanks to Terri Elder, who ran our Aquatics Programs for years, and all lifeguards and assistants who worked for her.

Kosuke Ishikawa
Head Lifeguard, Lifeguard Training Officer of 2000

B. Heskett Center Lifeguard

A Good lifeguard...

- ❖ Is a strong swimmer
- ❖ Is certified in the American Red Cross lifeguard training program and maintains Lifeguard Training, CPR-PR and First Aid certificates current
- ❖ Has a pleasing personality and presents a good physical appearance
- ❖ Has the ability to command respect while on the job
- ❖ Is alert and has a keen sense of anticipation
- ❖ Has a through knowledge of rules and regulations
- ❖ Is polite and courteous but strict in demanding enforcement of rules and regulations
- ❖ Is willing to adhere to all pool rules and regulations without exception
- ❖ Has basic knowledge and teaching ability of various swimming strokes, elementary dives and competitive techniques
- ❖ Has an understanding of the legal liability involved in being a lifeguard
- ❖ Has a sense of loyalty to work, building personnel, and Wichita State University

C. Facility Address and Important Numbers

Work Place Address:

Heskett Center
 Wichita State University
 1845 N. Fairmount
 Wichita, KS 67260-0126



Important Numbers:

Frequently used numbers:

- **Heskett Center Emergency Number** **(316) 978-5291**
- Heskett Center Business Office (316) 978-3082
- Heskett Center FAX (316) 978-3071
- Heskett Center Natatorium (316) 978-5276
- Heskett Center Aquatic Coordinator (316) 978-5287
- Heskett Center Aquatic Assistant (316) 978-5286
- Wichita State University Police Department (316) 978-3450
- Wichita State University Physical Plant (316) 978-3444
- Heskett Center Maintenance (316) 978-3424
- Alan Highland's Pager (used for urgent repair) (316) 352-9025



Other Important Numbers and Addresses:

- WSU Student Health Service 209 Ahlberg Hall (316) 978-3620
- Wichita Clinic 3311 E. Murdock (316) 689-9107
- Wesley Medical Center 550 N. Hillside (316) 688-2000
- Via Christi (St. Francis) 929 N. St. Francis (316) 689-6000
- Via Christi (St. Joseph) 3600 E. Harry (316) 689-6000
- Poison Control Center 929 N. St. Francis (316) 263-9999
- Poison Information Center 550 N. Hillside (316) 688-2277
- Poison Control Center 1-800-332-6633
- American Red Cross – *Health, Safety and Youth Service*
 707 N. Main (316) 268-0842
- Wichita Aqua Shocks (316) 788-1961
- Adventure Sports 6370 E. Central (316) 689-8051
- Midwest SCUBA Training (316) 265-3555
- Pro Ski & SCUBA 8029 E. PeachTree Ln (316) 684-9738
 6108 W. Central (316) 944-6497



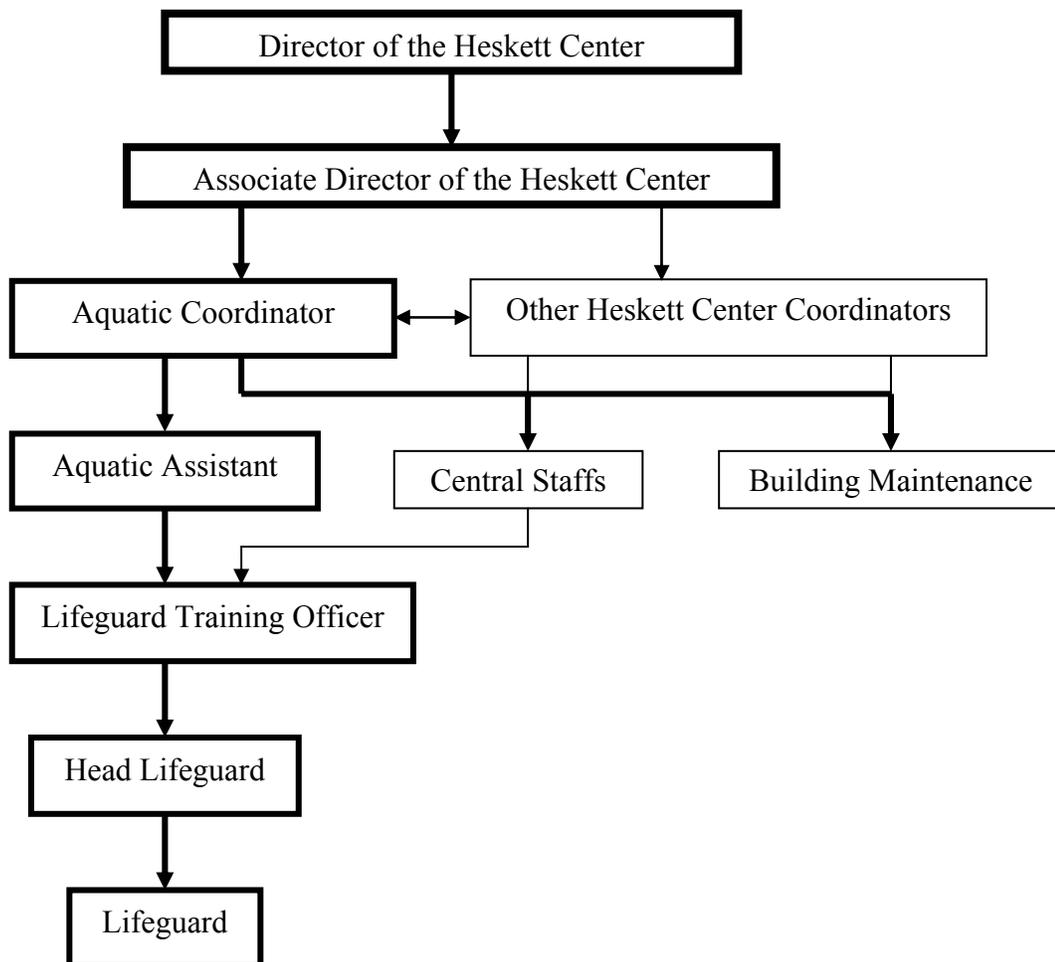
II. Natatorium Operation

A. Chain of Command and the Descriptions of Staff

Chain of Command

The chain of command is a system designed for the efficient building operation, and to maintain good communications between staffs. It is important to understand the hierarchy, and to respect this system.

For example, if you are a lifeguard and did not agree with the head guard's opinion who you worked with, first you should discuss about it with the head guard. If you are not satisfied after the talk, you notify the head guard that you are going to talk to Aquatic Assistant or Coordinator. It is important to tell the person about the action you are going to take before you are taking the issue to a higher level.



Descriptions of Staff Members

The functions of the Heskett Center are consisted of a building director, an associate director and department coordinators who are organizing the activities of the building. The natatorium operation is one of the functions of the building. Under supervision of an aquatic coordinator, there are employees (aquatic assistant, lifeguards) associated with the aquatics program. This section covers the essential building staff, who are involved in the natatorium operations.

a) Aquatic Coordinator

The aquatic coordinator is in charge of the entire natatorium operation, and serves as the supervisor of all aquatic staff. The primary responsibility of the coordinator is to operate the pool in a safe and clean environment. The duties of the aquatic coordinator include decision-making, scheduling, conducting in-service training and hiring and training of new staff members.

b) Aquatic Assistant

The aquatics assistant will be helping the aquatic coordinator in many ways. The tasks to be covered include various office works, scheduling, conducting in-service trainings, and substitute the supervising job when the aquatic coordinator is not available. The assistant will be refilling forms as requested by the lifeguards.

c) Lifeguard Training Officer

The training officer is a certified Lifeguard Training Instructor and helps supervisors in various tasks including planning of the in-service training sessions, and discussing issues that exist around the natatorium. The training officer must have an outstanding working record in the past with good academic standing.

d) Head Lifeguard (Head Guard)

A head lifeguard is the person in charge of the shift assigned. Before the shift begins, the head guard performs the safety check. During the shift, the head guard is expected to manage the pool in a safe environment, and to make mature decisions in case any problems arise. The person qualified to be a head guard must have thorough

knowledge of our facility and the rules, ability to supervise tasks, and have previous experience working in an aquatic facility for extended time.

e) Lifeguard

A lifeguard will be providing a safe, and clean environment to the patrons who use our facility. The primary objectives for the lifeguards are to work and communicate with a head guard to enforce the rules, and prevent accidents from happening. The lifeguard is expected to perform maintenance duties while on break.

f) Central Staff (CS)

All central staff are trained to take a part of the building functions and will be communicating with lifeguards. They can deal with upset patrons or help remove patrons as requested. The central staffs will take care of spills of bodily fluid, and also request EMS and provide the AED care as a part of Emergency Action Plan in case of an emergency. When weather threat occurs, the central staff will communicate with the lifeguards.

g) Instructors

The natatorium may be used for class activities including Water Aerobics, Swimming Lessons, Lifeguard Training, Water Safety Instructor Training, and SCUBA diving. The instructors may be from the university, or from outside businesses or organizations. The American Red Cross uses our facility every semester for Kayaking. In addition, the Air Capital Aquatic School, which consists of Lifeguard Training, Water Safety Instructor, and Lifeguard Training Instructor courses are also held at Heskett Center every summer. Our diving well is suitable for springboard diving and SCUBA diving. In fact, firefighters and students from Adventure Sports use our natatorium for their SCUBA diving trainings. Sometimes our natatorium will be facilitated by local troops or military personals.

h) Maintenance Personals

One of the unique features of the Heskett Center is having our own maintenance staff for the building. The tasks assigned to them are to maintain the building equipment and perform any fixes to the building. For the natatorium operation, they will maintain the filtration and lighting systems. They also purchase the testing chemicals and other material needed.

B. Qualifications and Job Descriptions of Aquatic Staff

Lifeguard

a) Qualifications

❖ **Education:**

- ✓ Must be a student of WSU
- ✓ High school students may be qualified when short staffed

❖ **Certifications:**

- ✓ Lifeguard Training
- ✓ CPR-PR
- ✓ Community First Aid or equivalent
- ✓ (Oxygen Administration for professional rescuer)
- ✓ (AED Essentials Course Certificate)
- ✓ (Water Safety Instructor)

❖ **Working Experience:**

- ✓ Experience in an aquatic facility preferred, but not required

❖ **Basic Abilities:**

- ✓ Demonstrate good swimming skills and rescue methods
- ✓ Demonstrate fitness through 400m timed swim
- ✓ Demonstrate tact and judgment in decision-making.
- ✓ Demonstrate ability to take direction from an acting head guard

Note: If any certificates expire during your tenure, you will be suspended from work. It is your responsibility to keep all of your certificates up to date.

Lifeguard

b) Job Descriptions

□ Primary Duties:

1. Prevent accidents through preventative lifeguarding and consistent rule enforcement.
2. Respond quickly to emergency both in and out of the water.
3. Administer first aid to victim of an emergency. This does not include blood spill clean up. Lifeguards are only responsible to put on protective gloves and provide the victim with a towel to control bleeding. You **must** use a pocket mask to administer rescue breathing or CPR.
4. Communicate and work with other guards and supervisors.

□ Secondary Duties:

1. Attend training concerning exposure to blood borne pathogens. (PDT)
2. Maintain current required training certifications during your tenure.
3. Observe and enforce all facility and pool rules.
4. Educate the patrons about pool rules in a friendly and helpful manner.
5. Report potential hazards and unsafe conditions immediately to the supervisor, or the head guard on duty.
6. Complete all forms and records required
7. Perform maintenance duties assigned during your break
8. Maintain the natatorium in a safe and clean manner.
9. Maintain an acceptable appearance at all times. Uniform is required. No hat, or bandanas while on duty. (Remove your jewelries!)
10. Keep in shape by swimming frequently (2 time a week, 15+ min. each)
11. Participate in all mandatory staff in-service training.
12. Perform as a team player by finding your own substitutes for scheduled shifts and by agreeing to do your share of rental and sub work.
13. Agree to give two weeks notice in event that you choose not to work at Heskett Center.

Before the first day of you work, please make sure to have all items shown below:

- Whistle
- Uniform shirt(s) (put initials on the tag)
- Red swim shorts or trunks, Swim suit
- Resuscitation mask, used in in-service trainings (Put your name please)
- Water Bottle
- Parking Sticker (if you are not a WSU student)
- Deck shoes (Optional)

Head Lifeguard

a) Qualifications

❖ Education:

- ✓ Must be a WSU student or staff, minimum 17 years old
- ✓ High School student with working experience at Heskett Center may be qualified

❖ Certifications:

- ✓ Lifeguard Training
- ✓ CPR-PR
- ✓ Community First Aid or equivalent
- ✓ (Lifeguard Training Instructor Certificate)
- ✓ (Oxygen Administration for professional rescuer)
- ✓ (AED Essentials Course Certificate)
- ✓ (Water Safety Instructor)

❖ Working Experience:

- ✓ Minimum 1 semester of work at the Heskett Center natatorium (1 academic year preferred)
- ✓ Experience in working at other aquatic facility can be subsidized the condition above, upon the approval of the aquatic coordinator.

❖ Basic Abilities:

- ✓ Demonstrate good swimming skills and rescue methods
- ✓ Maintain fitness through conditioning swims
- ✓ Demonstrate tact and judgment when working with patrons and other staff
- ✓ Demonstrate ability to take direction from aquatic assistant and coordinator
- ✓ Ability to accept a supervisory role during shift management

Note: If any certificates expire during your tenure, you will be suspended from work. It is your responsibility to keep all of your certificates up to date.

Head Lifeguard

b) Job Descriptions

□ Primary Duties:

1. Prevent accidents through preventative lifeguarding and consistent rule enforcement.
2. Respond quickly to emergency both in and out of water.
3. Administer first aid to victim of an emergency. This does not include blood spill clean up. Lifeguards are only responsible to put on protective gloves and provide the victim with a towel to control bleeding. You **must** use a pocket mask to administer rescue breathing or CPR.
4. Communicate and work with other guards and supervisors.

□ Secondary Duties:

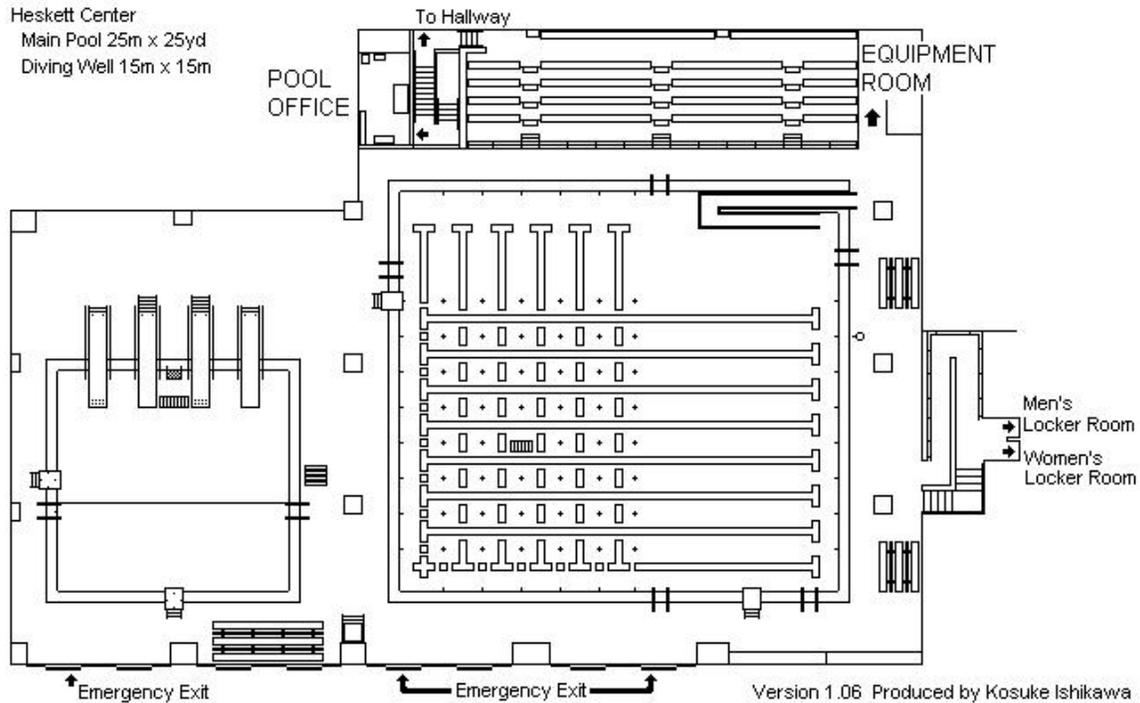
1. Attend training concerning exposure to blood borne pathogens. (PDT)
2. Arrive 30 minutes before the opening of the pool to perform the Safety Audit.
3. Assist in keeping records of attendance, maintenance, and other administrative matters as assigned by the supervisors.
4. Report potential hazards and unsafe conditions immediately to the aquatic coordinator or assistant.
5. Maintain the natatorium safe and clean by performing maintenance duties during break by assigning to all guards evenly
6. Perform the opening, and closing procedure.
7. Handle all grievances and/or discipline cases involving patrons of the pool. (Call Central Staff for assistance)
8. Help evaluate performance of other guards and keep aquatic coordinator informed of situations in the pool.
9. Maintain required training certifications current during your tenure. In addition, try to upgrade your certification to LGI if interested.
10. Assist with new staff orientations, and educate lifeguards during the shift
11. Brief guards about the expected events or considerations before the shift.
12. Observe and enforce all facility and pool rules.
13. Educate the patrons about pool rules in a friendly and helpful manner.
14. Deal with patrons with concerns and questions.
15. Maintain an acceptable appearance at all times.
16. Keep in shape by swimming frequently (2 time a week, 15+ min. each)
17. Participate in all mandatory staff in-service training.
18. Perform as a team player by finding your own substitutes for scheduled shifts and by agreeing to do your share of rental and sub work. (Note: Head guard can be substituted by only other head guard!)
19. Agree to give two weeks notice in event that you choose not to work.

C. Descriptions of the Natatorium Area

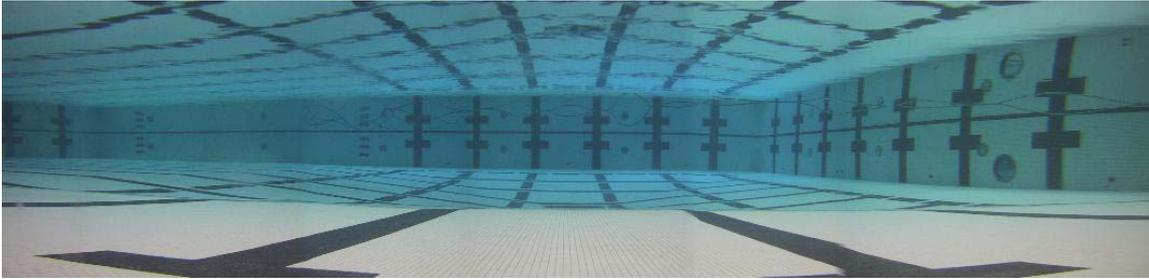
General Description

The Heskett Center natatorium houses a swimming pool and a diving well. The natatorium also includes pool office, spectators' area, storage room and pump room. The access to the natatorium is mainly from the locker room doors, but we also have two doors to the hallway behind of the natatorium, and a door to the lobby. There is also a patio available for patrons. The patrons may use emergency exit doors or the sliding door from the deck. The patio will also be used as a path for emergency crews to access the natatorium from outside. The pools hold approximately 385,000 gallons of water. Both pools are operated on the same circulation system with a shared filtration system. It takes about eight hours to circulate the entire pool water through the filter system. The chemistry of the pool is monitored by Chemitrol® system, and maintained by maintenance staffs. Both pools have the same water temperature and it is adjustable to accommodate many different activities. Most of the time it is maintained about 84°F. Water is disinfected with calcium hypochlorite and the pH is managed with CO₂.

Natatorium Diagram



Main Pool



View from the east underwater window

Dimensions: 25 meters x 25 yards; the pool slopes from a shallow point near the ramp (3ft) diagonally to the deepest point at the main drain (7 ft). The average depth along the pool wall is about 4-½ feet

Features:

- ❑ Up to six starting blocks can be anchored along the north side while lanes are in meters, and along the west side while in yard.
- ❑ A handicapped accessible ramp is located southeast corner of the pool.
- ❑ A hydraulic lift is also located nearby the ramp (299lb. Max.)

Diving Well



View from the southwest corner of the well

Dimensions: 15 meters x 15 meters, depth ranging from 6.5 ft at west side and increasing its depth toward to the middle of the pool at 12 feet.

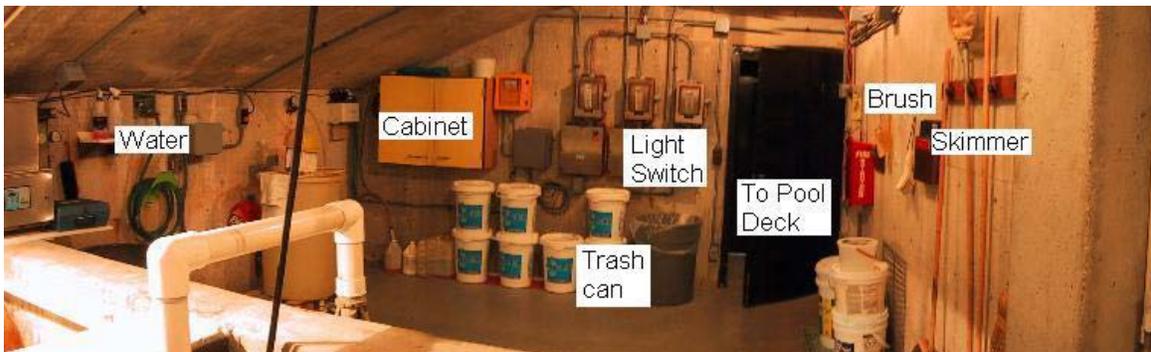
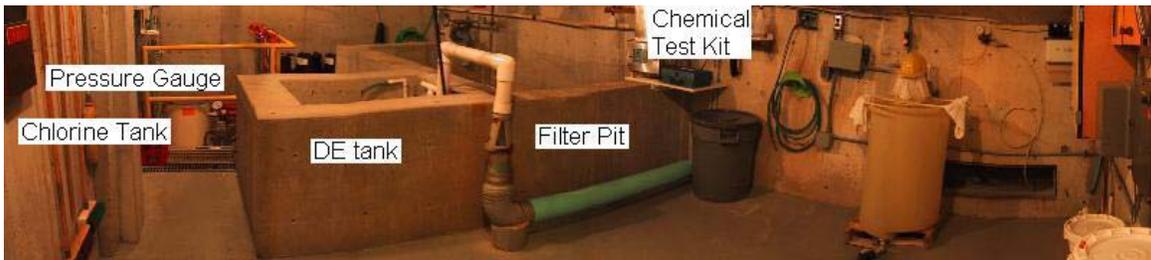
Features: (all spring boards equip with Duraflex® fulcrum)

- ❑ One meter springboard (Recreation board)
- ❑ One meter Maxiflex® model B cheese board
- ❑ Three meter springboard (Recreation Board)
- ❑ Three meter Maxiflex® model B cheese board

Filter Room



The filter room is where the pool water is filtered and the various chemicals are added to maintain a proper water quality and condition. The room also has a valve for the hydraulic lift, and a water outlet, used when cleaning the ice bucket and filter bags of pool cleaner. Head guards will be performing several tasks during the pool opening procedure. Refills of testing chemicals are located in the cabinet. There are also two buckets of HTH above the cabinet. They will be used in certain cases. (Refer page: 58)



Storage Room

The storage room houses various pool equipment used in both regular and non-regular activities. For example, inner tubes and lifejackets are available for all patrons. Fins, floating dumbbells, rescue tubes and other items should be used only in classroom activities. There are also starting blocks and 5 m markers for a swimming meet. While the building is closed for maintenance after the summer semester, this room will hold other equipment from the deck.



A picture of the cabinet shown here for your reference.

Equipment used in classes/trainings

- Floating Dumbbells
- Lifejacket
- Ring Buoys
- Baby Manikins
- Fins
- Ring Buoy
- Rescuer Tubes
- Backboards
- Rescue Boards

Other Unused Equipment such as...

- Rescue Can
- Spring Boards

Additional equipment kept during shut down

- Starting Blocks (all, #=?)
- Pace clocks (2)
- Underwater platform
- Pool cleaner
- Basketball goal
- White round tables (2)
- Patio chairs
- Deck tanning beds
- Cones (Small, Large)
-

If you find any damaged equipment on deck or in the storage room, please write down on the end of shift report. Supervisors need to keep track of the quantity of the inventories so please do not replace them without notifying first.

Pool Office

The pool office is where you stay during the shift, and will also be used as the first aid room when someone is injured. There are desks for paperwork, and a cabinet by east wall, which you can keep your ice cup and whistle. The blue cabinet by the window stores first aid kit and cleaning equipment. In case you need to refer to manuals, look right lower drawer of the desk. The office also keeps rescue tubes, diving bricks, clipboards and other frequent used items by the lifeguards. The ice bucket should be containing plenty of ice at all times, and you may use the refrigerator to store your lunch and drinks. If you need to use a microwave oven, there is one by the lobby up stairs.



Description of the drawers / first aid items checklist

We keep our first aid kit in the left top drawer of the blue cabinet. Please refer to the list below to make sure we always have adequate equipment. The left lower part of the cabinet contains first aid towels. The other lower section contains cleaning kit, scum spray and stainless steel cleaner, and a large container with the concentrate formula of scum spray. Use rag towels during the cleaning.



- ✓ Disposable gloves (4 pairs)
- ✓ Emergency Buttons (3+)
- ✓ Pocket Masks (2 or more)
- ✓ Alcohol Preps (6~12)
- ✓ Rolled Bandages (6~12)
- ✓ Band Aid (4)
- ✓ Plastic bags for icing (6~12)

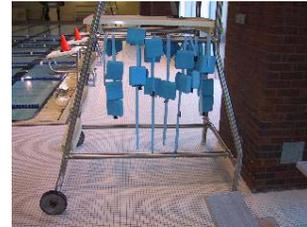
D. Pool Equipment

We offer patrons some equipment to be used freely. Please make sure that the item is safe to use before you handed over to the patrons. In general, the equipment in the natatorium area used can be divided into three groups.

- The equipment available to any patrons (location)
 - Kickboards (bin)
 - Pullbouys (Small, Large) (bin)
 - Diving Rings (bin)
 - Floating Belts (middle chair)
 - Floating Noodles (deck)
 - Pull Paddles (bin)
 - Lifejackets (storage room)
 - Inner tubes (storage room)
 - Basketball goal/balls (deck)
- The equipment requires presence of instructor
 - Fins (storage room)
 - Floating Dumbbells (storage room)
 - Resistance Gloves (deck)
 - Masks, Snorkels (storage room)
- Equipment used only in the special occasions
 - Baby Manikins (WSI) (storage room)
 - Rescue tubes (LGT) (storage room)
 - Rescue board (LGT) (storage room)
 - Starting Block (storage room)
 - 10lb. Diving bricks (LGT) (pool office)

If you see anyone abusing the equipment (biting, slapping), please stop the person from doing it. You may put the item away from the person if necessary.

Equipment Bin should periodically organized and all equipment should be counted and inspected for the safety. If you see any damaged equipment, keep it in the office and write it down on the end of shift report.



III. Natatorium Rules

A. Pool Rules

1. Swimmers will only be permitted to enter the natatorium (this includes use of the patio) when there is a lifeguard present.
 - **No Exceptions**
2. For your health and hygiene, only swimsuits may be worn in the pool (please see the lifeguard if you have questions).
 - **Interpretation:** No cut offs, No T-Shirts, No running shorts
 - **Exceptions:** White T-shirts for warmth (SCUBA and Disabled), Triathlete wear, Lycra shorts under swim wear or shorts that reduce self consciousness (LG discretion)
 - ❖ Do not argue with patrons. We will not try to prove that their clothing is not swimwear.
3. To help keep the pool clean, a complete head to toe shower is required before entering the natatorium, and after using the patio for sunning.
 - **Interpretation:** Full shower is hair and body thoroughly rinsed.
 - **Exceptions:** Individuals swimming without going “head under”, Water Aerobics / therapy, Obese individuals who would like to protect their dignity.
4. For your safety and efficient pool filtration; band-aids, hairpins, earrings, etc. should not to be worn in the pool.

We will politely ask people to remove their jewelry, but we will not argue with the patrons. Just tell them that we cannot be responsible for any damage or loss. (Rental groups will not have this exception. They must remove jewelry otherwise described below)

 - **Interpretation:** Includes necklaces and bracelets
 - **Exceptions:** Religious or Medical purposes, Watches, Rings
5. No gum, candy, food, beverages or smoking is permitted in the natatorium or on the patio. Only water in a plastic drink container is allowed.
6. Horseplay and exhibitions that could jeopardize the personal safety of the self, or other are prohibited.
 - **Interpretation:** Dunking, Pushing, Slapping and Slamming of kickboards or other equipments, Grabbing aggressively during basketball
7. Check with the lifeguard when bringing in flotation devices for non-swimmers. Certain non-PFD’s (PFD = Personal Flotation Device) are acceptable: Lifeguard discretion.
 - **Interpretation:** If the child is wearing in flotation device of any kind, the parent belongs in the water with the child. You may restrict large inner tubes if you cannot see the child from guard chair.

8. For your safety and the safety of others, please walk in the natatorium.
9. Children under age 8 must be accompanied by a participating parent / guardian. Children 8 years or older must be able to pass the swim test to be in the pool alone.
 - **Interpretation:** If you suspect that a child who is not accompanied by a parent is younger than 8, ask the child's age and determine if the parent is coming down. If the parent is not coming to the pool, contact Central Staff to deal with the situation.
10. Diving should only be done in the diving well. Diving is not permitted in the main pool. Back dives and somersaults from the edge of the diving well are not permitted. Swimming team using starting blocks under supervision of certified coach may perform diving start. However, all participants must be able to perform long shallow dive.
 - **Interpretation:** Children may not enter the water head first on a kickboard.
11. Only plastic containers are allowed in the natatorium or on the patio. **No glass containers.**
12. Person with open sores or contagious infections, such as athlete's foot, impetigo and ringworm, are not permitted in the pool. (Please see the lifeguard if you have questions).
 - **Interpretation:** No open wounds. If a wound is still oozing or not scabbed over, the individual may not enter the water. If you suspect an infection, do not allow the patron to use the pool. Doctor's permission is required to enter the water.
13. Street shoes are not permitted in the Natatorium.
 - **Interpretation:** Shoes that are worn outside the building are considered street shoe. Thong sandals and shower shoes are acceptable if not worn on the street.
 - **Exceptions:** Maintenance personnel, Central Staffs, Aquatic Assistant and Coordinator, or during the special events.
14. It is recommended that small children, who are not toilet trained, wear snug fitting plastic/rubber pants over training pants. No disposable diapers please. **(Do not allow a parent to change a diaper on deck. It is unsanitary. If there is argument, Call Central Staff immediately.)**
 - **Interpretation:** Children in disposable diapers or cloth diapers may **NOT** enter the water. Young children must be wearing snug fitting panties.
15. If you must spit, please use the spittoon by the water fountains.
16. Training equipment is not permitted in the diving well except for water exercise.
 - **Interpretation:** No kickboard or pull buoys allowed for recreation in the diving well, except for the classes.
17. Any patron who wants to use diving well (except during the classes or water exercise) must pass our swimming proficiency test. This includes adults if their swim skill is not certain.

B. Use of Lap Lanes (Etiquette)

- Please use a circle swim technique and move counter clockwise around the lane when there are more than two swimmers in a lane.
- Try to choose a lane with someone who seems to be swimming at your pace
- If a faster swimmer needs to pass you, please stop momentarily at the nearest end wall to allow the swimmer to pass you.
- We reserve the right to ask swimmers in a lane to circle swim to accommodate other swimmers or move swimmers into lanes with similar pace when necessary.
- Individuals in the lap lanes must be willing and able to swim laps or circle swim with other swimmers.
- Lap lanes are not to be used for private swimming lessons unless there are 2 or more lanes open for patrons.
- Under no circumstances you should move someone to accommodate your needs.

C. Family Use of The Pool

- Parents/Guardians with children should be in the water supervising the children.
 - A child under age of 8 must be accompanied by parent/guardian.
 - A child can be in lap lane only when a guardian/parent is in the same lane.
 - A guardian must be at least 18 years old.
- Do not allow a parent to move too far from a child especially the one who is wearing floatation devices. A good rule of thumb is “Parents within arms reach”
- Children are not allowed to play or swim on the ramp. The rule is strictly enforced.
- If parents wish to swim laps while their children play unattended they may do so if all children successfully passing the swim test (see Appendix page X) or are tall enough to stand in the 4 feet area of the pool.
- Children cannot pass the swim test will not use diving well, even with the parent.
- Parents are not allowed to be at the right below of the diving board to catch a child.
- Parents who have children in the pool but choose to remain on the deck fully clothed must stay on the bleachers on deck, or at the spectators’ seating.

D. Basketball Rules

1. Use only designated balls
2. All participants must stay in the pool all the time
 - a. No one on deck should interfere the game
 - b. No shooting balls from the deck
 - c. Do not run for the ball which is on the deck
3. Stay within the recreational area
4. No wrestling for the ball (break it up!)
5. No dunking, grabbing net or ring are not allowed
6. Stay off the lane lines
7. No excessive splashing water
8. When the goal gets tilted, lifeguards will handle the situation.

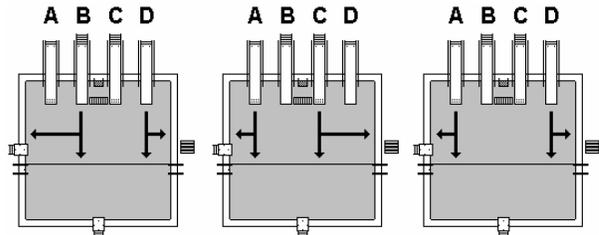
If there are other patrons involved in other activities in the vicinity of the basketball players, they must not allow their game to interfere with other activities. (This if for the safety of other patrons in the recreational area!)



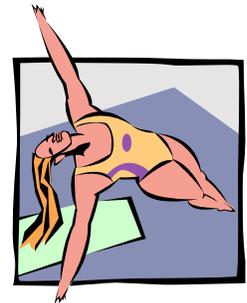
E. Diving Well Use and the Diving Rules

- Only patrons who possess sufficient swim skill use the diving well except for the participants of the aquatic programs or water exercise.
- The diving well is open for water exercise recreation, and swimming.
- Diving is allowed during recreation hours unless there is a scheduled activity. The diving boards remain closed for early bird and other short-staffed shifts.
- Patrons are welcome to use the west side of the lifeline for swimming, and other activities while springboards are in use.
- Only front dive is permitted from the sides of the well. Somersault, back diving and other tricks must be performed only from diving boards.

Up to two diving boards can be opened at the same time in the combinations shown below and the patrons must follow exiting procedure. A U.S. Diving certified coach may utilize all boards when can be used safely.



- Regular Configuration: open board B and D
- Competitive Configuration: open board A and C
- 1 M only configuration: open board A and D



Diving Board Rules:

1. One person on the board at a time
 - **Interpretation:** Next person waits on the floor.
2. One bounce on the board
 - **Interpretation:** Expect under the supervision of a qualified coach.
3. The diver can only stand at the edge of the board
 - **Interpretation:** No running, cartwheels or handstands permitted on the boards.
4. Check diving area directly in front of the board before you dive.
5. Dive straight off the end of the board, not to the side.
6. Swim immediately to the side closest to the board and get out.
 - **Interpretation:** Do not allow persons to swim back under the boards to get out, do not use the under water platform.
7. Diving for distance is not allowed.
8. We reserve the right to prohibit diving behavior that is deemed dangerous



When divers are not under the supervision of a qualified coach, you may restrict the complex maneuvers such as reverse dive if the performance seems not proficient.

IV. Lifeguarding

A. Expectations as a Heskett Center Lifeguard

- Attend Primary Duties first!
 - Prevent accidents through proper supervision and consistent rule enforcement.
 - Respond quickly to emergencies in and out of the water.
 - Provide first aid to victim of an emergency. (You **must** use a pocket mask to administer rescue breathing or CPR).
 - Communicate and work with other guards and supervisors.

Whistle Communication

- **One Short Whistle Blast** – Used to get attention of patron
- **Two Short Whistle Blasts** – Used to get attention of other lifeguard, or instructors
- **One Long Whistle Blast** – Used in case of an emergency / When the pool is closed

- Lifeguard as a Professional Rescuer
 - Conduct yourself in a professional manner. Avoid hanging around on the deck with other guards chatting or spending time on the phone.
 - Wear the uniform, carry your whistle and rescue tube. No hats, or bandanas while on duty. (Your jewelries, necklace can be hazard to yourself and the patron during the rescue)
 - Attend training of Preventing Disease Transmission every year.
 - Maintain required certifications during your tenure (LGT, CPR-PR)
 - Obey and enforce all rules and regulations consistently
 - Observe and enforce all facility and pool rules.
 - Educate the patrons about pool rules in a friendly and helpful manner.
 - Do not allow patrons to make personal calls. If they are paged, they may check to see if there is an emergency. Limit all such calls to 2-3 minutes.
 - Please handle equipment with care.
- Lifeguard as a team player
 - Be responsible to your work, know your schedule. Be on time to work.
 - Find your own substitutes for scheduled shifts and agree to your share of rental and sub work.
 - Report potential hazards and unsafe conditions immediately to the supervisor, and the head guard.
 - Agree to give two weeks notice in event that you choose not to work.
 - **Attend all mandatory staff in-service training** or make arrangements to make up a session within the following week.
 - Take a part of the assigned maintenance duties.

- Guards on the elevated stands
 - Maintain professional appearance all the time. Lounging with leg over the railings, carrying on extended conversations with patrons or other guards are the typical things that make us look very unprofessional.
 - Pay attention to the activities in and out of the water.
 - Only water is allowed on the chair, no Mountain Dew, please...
 - Wearing sandals on guard chair can be a hazard while using the ladders, keep them on deck

Maintaining Alert Posture

1. Know the area of responsibility that you are responsible to scan
2. Sit up, feet on the stand. Ankles may be crossed but not legs.
3. Keep cool water with you at all times to prevent dehydration.
4. Scan your entire area of responsibility from side to side and from bottom to top. Remember that pool is in three dimensions
5. Keep a head count of all patrons in your area.
6. Do not carry on extended conversations with a guard or patron.
7. Keep your eyes on the pool at all times
8. If at anytime during the shift you become unable to scan your zone and do a head count in 10 seconds or less. ask for additional assistance.

- Roving Guards
 - Carry a rescue tube, whistle and other items (such as emergency button)
 - Be a part of emergency action plan
 - If no one is in the office, please take phone calls.
- Guards on break, in the office
 - Make yourself available to respond to an emergency, providing backup coverage or any other needs.
 - When you hear another guard blow a whistle, come out from the office and determine what is happening. Take proper action as required.
 - If patrons request lifejacket or inner tubes, please provide such items.
 - Please answer the incoming phone calls in a good manner. You may use the office phone, but limit conversation up to 2 minutes.
 - Only one lifeguard should leave the natatorium at a time to ensure the readiness to an emergency. Also make sure to let the other guards know when you are leaving the natatorium (Show the keys, waving, gestures...). Maximum duration of 5 minutes is the rule of thumb. You cannot leave the building without permission of the coordinator. Yes, even when you are very hungry!
 - You may use your break for studying, swimming or eating. Only one lifeguard in the water at a time, and must take shower. Please eat food in the office and clean when you made a mess.
 - No sleeping in the office. In the case of an emergency you will need to respond to an emergency immediately!
 - Springboard diving by the guards on duty is no permitted unless there are at least four guards on duty.
 - Please keep the office clean all the time. The room should not be used as a dressing room. In addition, your friends may visit you during the shift, but please keep visitors out of the office. You may seat at a bleacher.

- Pool Maintenance
 - Assist in maintaining pool cleanliness by participating in cleaning duties assigned.
 - Next page shows the maintenance schedule from Summer 2001

Wichita State University
Heskett Center Natatorium

Maintenance Schedule Summer 2001

Updated on 06/25/2001

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6:30am 8:30am Open Swrm	Clean the office Brush the sides of main pool	Check and Clean the tile around the pool area Clean Max filters	Clean the ice bucket with cold water and a small amount of bleach	Clean the stainless steel in the diving well area	Clean Max filters		
8:30am 9:30am 10:30am							
11:30am 1:30pm Open Swrm	Brush the side of the diving well	Brush the bottom of the diving well	Clean Max filters Clean the office	Clean Max filters Brush the sides of the main pool	Clean the stainless steel on the ramp Max in the main pool at 1:30pm		
1:30pm 2:30pm 3:30pm						1:00pm-5:00pm Clean the office	1:00pm-5:00pm Scum spray the steps
4:00pm 7:30pm Open Swrm	Brush the bottom of the main pool Max in the main pool at 7:30pm	Clean stainless steel ladder and pool lift Scum spray the steps Max in the well at 7:30pm	Straighten office, equipment room and equipment bin Max in the main pool at 7:30pm	Brush the bottom of the main pool Scum spray the steps Max in the well at 7:30pm	Pull Max out Clean Max filters	Brush the lights in the main pool Scum spray the steps	Scum spray the platform of all guard stand
7:30pm 							

B. Responsibilities of Lifeguard and Head Lifeguard

All lifeguards in the Heskett Center will have certain responsibilities while they are on duty. Your responsibility can be divided into two categories; Primary and Secondary. The primary responsibilities are applied when you are on surveillance. Secondary responsibilities applied for other times. On the next page, each responsibility is described with examples. In addition, you are encouraged to refer primary and secondary duties, which you can find in earlier sections.

When we are fully staffed, the head guard is responsible to follow the given protocols. This includes guidelines for zone coverage and backup coverage. This manual and other written notes provide rules, regulations, exceptions or additional updated information regarding to the natatorium operation. It is important to understand that shift changes are at the discretion of the head guard. S/he takes full responsibility for the safety of the facility when deviating from these guidelines.

Primary Responsibilities

- Prevent accidents
 - Scan the assigned pool area
 - Warn people who are breaking rules
 - Stop any potentially dangerous behavior
- Respond to emergency situation
 - Make a rescue
 - Provide sufficient first aid
- Communicate with other guards and supervisors
 - Utilize your whistle
 - Maintain communication with supervisors by filling out the forms
 - Fill out incident/accident forms after an emergency
 - Inform fellow guards about potentially hazardous situations

Secondary Responsibilities

- Perform maintenance duties assigned for the shift
 - Keep the facility clean and neat
 - Remove and report any defective equipment
- Prevent Accidents
 - Watch for patrons at risk even you are not on surveillance
- Respond to emergency situation
 - Activate EAP
 - Call EMS, central staff as designated
 - Help removing victim out of water
- Others
 - Answer the phone
 - Educate patrons
 - Explain the pool rules
 - Help Patrons out
 - Answer questions, provide information of our programs
 - Provide equipment requested (lifejacket, inner tubes)
 - Give patrons swim test as requested
 - Offer advice about swimming skills when asked, refer patrons who needs further help to swimming classes, lessons offered.

Head Lifeguard Responsibilities

1. Report to the pool for duty 30 minutes prior to the opening.
2. Perform the safety audit before opening, prepare the pool for recreational use and handle any other matters requiring immediate attention.
3. Maintain professional appearance during the shift. The uniform is required.
 - a. Heskett Center Guard shirt
 - b. Red shorts or swim trunks + Swim wear
 - c. Whistle (FOX40 or other), no neck string!
4. Conduct yourself in a professional manner
5. Carry out all opening, closing and maintenance duties as assigned
6. Obey and enforce rules and regulations consistently
7. Attend to primary responsibilities first. These include:
 - a. Prevent accidents
 - b. Respond to emergencies
 - c. Provide Emergency first aid
 - d. Communicate with other guards and supervisors
8. You are expected to stay 15 minutes after closing to finish the assignments given.
9. Report all unsafe conditions to the aquatic coordinator or aquatics assistant by writing up the descriptions on the end of the shift report.

If any doubt exists about the safety of doing a job, STOP and get instructions from a supervisor.

Lifeguard Responsibilities

1. Report to the pool for duty 15 minutes prior to the opening.
2. Assist the head guard to prepare the pool for recreational use and handle assigned task for the opening.
3. Maintain professional appearance. The uniform is required.
 - a. Heskett Center guard shirt
 - b. Red shorts or swim trunks + swim wear
 - c. Whistle (FOX40 or other), neck string must have a safety device!
4. Conduct yourself in a professional manner
5. Carry out duties as assigned by the head guard.
6. Obey and enforce rules consistently
7. Attend to primary responsibilities first
 - a. Prevent accidents
 - b. Respond to emergencies
 - c. Provide Emergency first aid
 - d. Communicate with other guards and supervisors
8. Check with head guard at the end of each work assignment. You are expected to stay 15 minutes after closing, but can leave if the tasks have been completed.
9. Report all unsafe conditions to the head guard.

If any doubt exists about the safety of doing a job, STOP and get instructions from a supervisor.

C. Regular Shift Management

1. Overview of the shift management

	MON	TUE	WED	THU	FRI	SAT	SUN
0600AM							
0700AM							
0800AM		EARLY BIRD					
0900AM							
1000AM							
1100AM							
1200PM							
0100PM		NOON					
0200PM							
0300PM						WEEKEND	
0400PM							
0500PM							
0600PM		EVENING					
0700PM							
0800PM							
0900PM							
1000PM							

This is the general description of our business hours. Other activities such as rental groups may occupy the hours not shown here. During weekdays, the pool is open in the morning, noon, and evening. The pool is also open both Saturdays and Sundays but only in the afternoon.

During the break (Spring Break, Fall Break, Thanksgiving Break) and interim period (between the semesters), we will not have the early bird shift, and also the pool will be closed at 7:30PM.

In addition, the first two weeks of every semester requires a rover by the entrance to educate new patrons. Follow the protocol below.

This table describes the hours and condition of the natatorium.

Shift	Business Hours		Staff Arrival to the pool		Facility Condition			
	Opening	Closing	Head Guard	Lifeguard	Rec. Area	Lap Lanes	Diving Well	Diving Board
Early Bird	6:30AM	8:30AM	6:00AM	6:15AM	Open	Open	Open	Closed
Noon	11:30AM	1:30PM	11:00AM	11:15AM	Open	Open	Open	Open
Evening	4:00PM	8:00PM	3:30PM	3:45PM	Open	Open	Open	Open
Weekend	1:00PM	5:00PM	12:30PM	12:45PM	Open	Open	Open	Open
Rental	TBA	TBA	30min. Prior	15min. Prior	Open	Closed	Open	Open

Protocol for the first two weeks:

A rover is required for all noon, evening, and weekend shift during the first two weeks of the classes. You can rove around the pool or use the chair by the entrance to monitor the activity, be sure to carry your rescue tube and whistle. There will be many patrons who are not familiar with our facility so they may not take shower, wear shoes on deck, wear inappropriate swimsuits, or dive into the main pool. It is your job to educate patrons. In addition, please be familiar with the hours of the aquatic classes since participants may get lost for the first few days.

2. Early bird shift

a) General Information

Time/Days: 6:30am~8:30am / Monday ~ Friday
 Guards: Head guard on deck at 6:00am,
 Lifeguard (1) on deck at 6:15am
 Activities: Lap Swim, Water Aerobics, Water Jogging



b) Considerations

1. Condition of the pools – Both pools are open, but all diving boards are closed.
 - a. Full staffed – both pools are open, the diving boards closed
 - b. Short Staffed – only main pool is open
2. For lifeguard positioning, refer page 42, 43
3. Activities
 - a. Main pool – Lap swim, Water exercise
 - b. Diving Well – Water jogging

c) Heads up

- All diving boards are closed in the morning. Keep the orange cones on the boards.
- Please fill up the ice bucket with plenty of ice before opening.
- Open the pool on time. The second lifeguard finishes the safety audit if needed.
- Each guard may take two thirty minutes breaks as long as the maintenance work has been completed. The guard on break may stay in the office and responsible for answering the phone. Guards may not sleep on break.
- The diving well is opened for people who wish to do water exercise when fully staffed. When both pools are in use, the guard should be stationed at the chair between the two pools.
- Since the patrons in the morning are mostly lap swimmers, we will have only one lifeguard up unless the situation is getting out of hand.
- In short staffed shift, only the main pool is can be opened. Notify the central staff on duty about the situation, and try to get an additional guard. Reserve lanes 3 and 4 for water jogging patrons. The guard is positioning at the chair by the office. You may answer the phone but keep your eyes on the water.
- Rotations – 30 minute interval preferred
- There will be no early bird shift during the interim period!

3. Noon shift

a) General Information

Time/Days: 11:30am~1:30pm / Monday ~ Friday

Guards: Head guard on deck at 11:00am,
Lifeguards (2) on deck at 11:15am

Activities: Lap Swim, Water Aerobics, Water Jogging, Diving

b) Considerations

1. Condition of the pools
 - a. Full staffed – both pools are open, including two diving boards.
 - b. Short Staffed – both pools are open, the diving boards closed
2. For lifeguard positioning, refer page 42, 43
3. Activities
 - a. Main pool – Lap swim, Water exercise
 - b. Diving Well – Water jogging, diving

c) Heads up

- When the water aerobics class begins, there must be a guard up at the north chair of the main pool near the office.
- When we have water aerobics class while the lanes in meter, we will move the 8th lane line by the 7th at the beginning of the shift. (See the right picture)
- When the class is over or at the end of the shift, we put the lane back in place.
 - Diving board in use – One by the north of the diving well, other may be at appropriate location for the main pool
 - Roving guard – utilize when we have children or non-skilled swimmers.
 - When the water aerobics class is in progress, move or add a lifeguard at the chair by the office.
 - During the first two weeks of semester, we will have one extra lifeguard to inform the patrons about the rules. (Refer section ? for more information)
 - Rotation – 20 minutes interval preferred



4. Evening shift

a) General Information

Time/Days: 4:00pm~8:00pm (7:30pm during the summer) / Monday ~ Friday

Guards: Head guard on deck at 3:30pm,
Lifeguards (2) on deck at 3:45pm,
(One additional guard from 5:00pm-8:00pm)

Activities: Lap Swim, Water Aerobics, Water Jogging,
Springboard diving, Aquashocks



b) Considerations

1. Condition of the pools
 - a. Full staffed – both pools are open, including two diving boards.
 - b. Short Staffed – both pools are open, the diving boards closed
2. For lifeguard positioning, refer page 42, 43
3. Activities
 - a. Main pool – Lap swimming, recreation, Aqua Shocks from 5:00pm to 8:00pm (Different schedule during interim period,
 - b. Diving Well – Spring board diving lessons, water exercise

c) Heads up

- If the pool is exceptionally busy, keep the breaks to 10 minutes per guard per hour and keep one guard up each pool while giving breaks.
- Aqua Shocks will be in the pool from 5:00pm. Orange cones to the reserved lanes should be placed in advance, and swimmers in the lanes should be noticed. No Aqua Shocks participants should enter the water until a coach arrives.
- Rotation – 20minutes (or 15minutes with 4 guards with crowded pool) interval preferred. Starting with the guard on break and proceeds clockwise around the pool. Guards must take the rescue tube and watch the pools as they make rounds. (When all guards are on deck, the roving guard, or one of the guards watching the main pool will start the rotation.)

5. Weekend Shift

a) General Information

Time/Days: 1:00pm~5:00pm / Saturday, Sunday

Guards: Head guard on deck at 12:30pm,
Lifeguards (2) on deck at 12:45pm

Activities: Lap Swim, Water Aerobics,
Water Jogging, diving, SCUBA, and recreational activities



b) Considerations

1. Condition of the pools
 - a. Full staffed – both pools are open, including two diving boards.
 - b. Short Staffed – both pools are open, the diving boards closed
2. For lifeguard positioning, refer page 42, 43
3. Activities
 - a. Main pool – recreational swimming, lap swim,
 - b. Diving Well – diving, SCUBA occasionally as scheduled
4. Rotation starts from the guard on break and proceeds clockwise around the pools. Guards must take the rescue tube and watch the pool as they make rounds. (If you are the guard at the chair by office when all guards up, you make the first move)

c) Heads up

- Patrons who are new to the facility may visit the natatorium. Watch for the unfamiliar faces
- SCUBA diving class
 - When SCUBA diving is scheduled, unlock the door to the hallway closest to the office before opening so the participants can unload their equipment from the door.
 - Scheduled SCUBA diving will have priority to use diving well
 - After divers have left the natatorium, please make sure that the door is locked.
- The last one and a half hour is usually the busiest time.

D. Managing the Special Activities

These are examples of the events in the natatorium area in current and past years.

- ❑ **Heights Invitational Swimming meet** – This swimming competition has two meets in a year, once in spring and also in fall semester. The competition consists of diving and swimming. Incentive rate paid. Tables and chairs must be carried into the natatorium to accommodate their needs. Hose off the deck after the meet.
- ❑ **Special Olympics** – held once a year for people who have disabilities. The lanes are in yards, and takes whole day. Participants wear shoes on deck so hosing off the deck is required after the meet. Pay extra attention for swimmers. Incentive rate paid.
- ❑ **Church/ School rentals** – Most of these rentals are held during night sometimes between 9:00pm to 3:00am. No lap swim is allowed to control the area of surveillance. Make sure to go over the rules and have a supervisor present all the time. Incentive rate paid.
- ❑ **Iron Kids Triathlon** – One-day event for kids. The required distance to swim 100 to 200m. The set up starts from 6:00am in the morning. Incentive rate paid.
- ❑ **Fire Fighters** – coming for their water rescue and SCUBA diving trainings. Generally occupies the pools between 1:30pm ~ 3:30pm. Incentive rate may be paid for some shifts.
- ❑ **Wichita Aqua Shocks** – a local organization. For the fall and spring semester, they practice during the evening shift from 5:00pm~8:00pm in the weekdays, and use 4 lanes. However, they use the entire lap lanes in summer between 1:30pm~3:30pm. They also have special activities such as swim-a-thon. Regular rate paid. Please refer to the latest for any changes.
- ❑ **SCUBA diving** – a local business uses the pools for their SCUBA diving training. Many participants come here for the first time. They use pool Saturdays and Sundays from 1:00pm~5:00pm. For the first day of their training they spend 2 hours in main pool then move to the well. Regular rate paid. Diving boards are closed, but the well can be shared.
- ❑ **American Red Cross (Learn to Swim Program)** – Swimming lessons for kids, offered in fall and spring semester. The program holds classes for ten Saturdays. There are two groups, one starting from 10:00am and other one from 11:00am. Regular rate paid.
- ❑ **American Red Cross (Air Capital Aquatic School) (Kayak training)** - Kayaking takes place after the evening shift, sometimes between 8:00pm~10:00pm during the weekdays, once or twice a week. Incentive rate paid since it is night rental. Lanes must to be moved before, and move back after the session. Requires sometime.
- ❑ **American Red Cross (Air Capital Aquatic School) (Aquatics Training)** – From April to July, ARC offers some classes including LGT, LGI, WSI, and some review courses. Most of the time the rental rate is paid. The classes are held during the weekday and weekend, depends on the program.
- ❑ **National Youth Sports Program (NYSP)** – Sports program funded by NCAA, a part of their activity is swimming. The program begins in June and finishes in July. Weekday between 8:30am~11:30am.

1. General Pool Rentals (and the Policies)

a) General Information

Time/Days: Announced by the supervisor, a sign up sheet will be posted on the white board.

Guards: Head guard on deck 30 min before opening, Lifeguard (2-4, keep 1:25 ratio) on deck 15 min. before opening

Activities: Recreational Swimming, Diving

Rate: Incentive rate will be paid



b) Considerations

1. Pool configurations
 - a. The main pool recreational area and the diving well including the boards are open.
 - b. Turn the equipment bin around before the opening. The participants are allowed to use only balls, floating noodles, inner tubes, and diving rings. No toys should be brought in from outside.
 - c. When the rental is hold during the regular shift, be sure to inform the rental participants to stay away from the lap lanes. Keep the kickboards and other equipment available for the other patrons.
2. Lifeguard positioning – refer page 42 and 43



c) Heads up

- Review the rental policy with the person in charge of the group before opening.
- The general rules described next section must be reviewed with the patrons.
- Only patrons with sufficient swim skill may go to the diving well.
- In general, we will not open the lap lanes for the rental swimmers due to the reasons below
 - a. The rentals usually have a large number of patrons, requires
 - b. Opening the lap lanes increases the area to cover by one lifeguard, becomes insufficient to recognize emergency and rescues
 - c. Patrons' swim skills are unknown, eliminating unskilled patrons to go to the place where they cannot stand. (7 ft. deep)
- Up to 75 patrons at a time.

d) Lifeguards' responsibilities

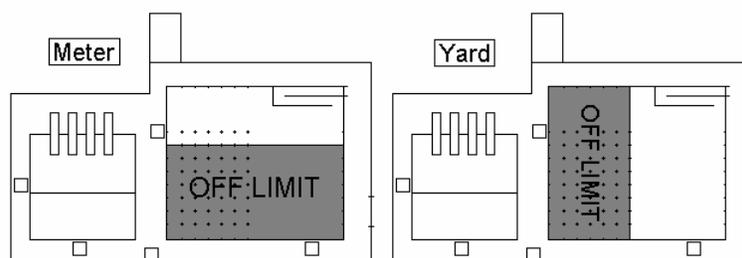
Research indicates that the risk of drowning increases when people are new to the facility. We take our responsibility for working rentals very seriously. Please enforce the rules consistently and do head counts frequently. Use the following guidelines.

Please review with other guards before the shift...

- Gather the participants in the bleachers west of entrance as they come down.
- Bring a trashcan from the corner by the steps and ask for gum, candy and band-aids to be removed.
- Recite the rules. Tell groups that they must review the rules before entering off the boards.
- **Be sure to roll fulcrums of the boards completely forward before the rental.**
- Try to keep track of the number of patrons (Maintain 1:25 ratio). Do a head count every minute of two.
- Give the group supervisors the rules and procedures handout and ask them to review their responsibilities and go over the rules with any latecomers.
- If for some reason you feel short staffed, you have these options.
 - a. Close one pool
 - b. Close lap lanes (Lap lanes are not available for the most of rentals)
 - c. Alternate activity areas every 30 minutes.
- Be sure to guard while rotating clockwise around the pool.
- If the rental lasts for more than 90 minutes, remind supervisors that you have the option to take a 10-minute break in the middle of the time for safety reasons. (Do a safety check and take bathroom breaks)
- Most importantly, enforce the rules consistently

e) Activity Areas for General rental

Spectators who are not wearing a swimsuit must be seating at bleachers or the spectator's seating. Unless otherwise specified, all rentals can use any only diving well (including the boards) and recreational area of the natatorium.



Bottom line.

- Lap lanes are off limit.
- Only patrons with sufficient swim skill (i.e. who can swim across the pool) may use diving well or diving board.

f) **Age Restrictions and Adult Supervisor Ratios**

- Children under age 8 1:1 supervision
- Children less than 48 inches tall and cannot swim 1:1 supervision
- Elementary School Students 1:10 supervision
- Middle School Student 1:15 supervision
- High School Students 1:20 supervision
- Family and other mixed groups – that includes adults should provide supervisors to comply with the ratio listed above.
- Any child with a physical disability (including seizure disorder) – requires direct supervision (in-water) 1:1 supervision.

g) **Supervisor Responsibilities**

1. Have one person by the entrance to monitor the number of patrons entering the pool (not to exceed 50 at a time unless on the contract).
2. Supervise patrons waiting in the bleachers to enter the water.
3. Keep patrons who are not dressed to swim in the bleacher area or spectator's seating. (they are considered as non-swimmers)
4. Review the rules with patrons while waiting to enter the pool.
5. Assist lifeguards with disciplinary actions.
 - a. 1st offense – a verbal warning
 - b. 2nd offense – a 10 minutes time out on the deck
 - c. 3rd offense – expulsion from the pool
6. Assist the guards with clearing the pool in the event of an emergency. Move all patrons to the locker area immediately.

h) **Lifeguard Responsibilities During the Shift**

1. Prevent accidents by enforcing the rules
2. Recognize victims in distress or drowning
3. Activate the Emergency Action Plan
4. Make an effective rescue
5. Communicate with other guards and supervisors

i) **Whistle Communication**

- **1 Short Whistle** – Used to get attention of a patron
- **2 Short Whistle** – Used to get attention of other lifeguard, or supervisors
- **1 Long Whistle** – **Emergency!** Or, time's up!

j) Rules and Regulations

General rules:

1. Full head to toe showers are required.
2. Remove all jewelry (exception: medical or religious, wedding/engage rings)
3. Only swimwear may be worn (no t-shirts or cut offs)
4. Remove all food, gum and candy before entering the pool. (Only drink allowed on deck would be water in plastic container)
5. Horseplay, dunking, pushing are prohibited.
6. The lap lanes are off limits during a rental
7. Diving is only allowed in the diving well not the recreational area.
8. Use of the diving well requires swimming skills also you must read the diving rules posted behind the diving area before you use the pool.
9. Non-swimmers must be seated on bleachers or at the spectator's seating. We will not allow them to stand, or sit close to the edge of the pool.
10. (If you are injured, or rescued, you will not enter the pool again for good)

Rules for diving board use:

Only the patrons who can swim sufficiently should use diving well. If lifeguard finds out that patron cannot satisfy this condition. The patron will be moved to the recreational area. Lifeguards will state this rule at the beginning of the rental.

1. One person on the board at a time (next person must wait on the floor)
2. Only one bounce on the board is allowed
3. Go straight off the end of the board
4. Running on the board is not allowed.
5. Immediately swim directly under the rope or to the nearest side of the pool
6. Cartwheels, sitting on the edge, and handstand are prohibited.
7. Diving for distance is not allowed.
8. Goggles are not allowed when diving form the board (possible eye injury!)

Others:

Please be aware that for safety purpose, lifeguards may clear the pool for a 10-minute break in the middle of the rental.

Lifeguard will blow one long whistle blast and clear the pool. Please assist with this process.

2. Kayaking Class Management

a) General information

Time/Days: 8:00pm~10:00pm weekday nights
 Guards: Lifeguards(2) on deck at 7:45pm
 Activity: Kayaking practice



The local American Red Cross offers a few sessions of kayaking classes in both Fall and Spring semesters. Each period consists of 4 weeks sessions and has less than 15 participants at a time. Several qualified instructors will provide additional supervision. In order to allow instructors and students to kayak in the pool, we must move the lane lines to one side of the pool as seen on the picture here.

b) Considerations

- All guards who work the shift right before the kayaking class are expected to help setting up with the lifeguards who will be working for the kayaking shift.
- Move four lines to the gutter, and four other lines to the hook by the pool wall.
- All rules must be enforced. Participants must take shower before enter the pool
- No shoes on deck, no chewing gum...



c) Heads up

- They will be practicing recovery from the situation when the kayak gets flipped. Participants may have hard time recovering from it. Always be ready to go in the water during this time.
- After the class is over, lifeguards are responsible for putting the lanelines back in place. The instructors may offer you help. All the lanelines must be fairly tight so patrons who swim laps will not feel uncomfortable.

3. Aqua Shocks Management

a) General Information

Time/Days: 5:00pm~8:00pm (during evening shift)
Monday ~ Friday
Guards: Refer evening shift management
Activities: Swimming practice, including use of starting blocks



b) Considerations

Aqua Shocks participants must obey all the facility rules.

- **Lifeguards** should be monitoring violation of the rules, or other hazardous activities by the swimmers to ensure safety of the shift. If necessary, remove problem-making swimmers from the pool. The lifeguards have the authorities in the pool area and swimmers and coaches must obey the rules. If any cases an argument arise, write it down on the end of shift report. Supervisors will deal with the issues in later days. Do not let swimmers swim without supervising of coaches; lifeguard will not be responsible of supervising activities.
- **All coaches** should be certified by the USA swimming. They can wear shoes on deck, but must be for indoor use only. At least one coach must be on deck to supervise the practice all the time. In addition, while swimmers are using starting blocks, the coach must be directly supervising the activities.
- No **swimmer** enters the water if the coach is not present on the site. Swimmers may bring their backpacks down on the deck. They must be placed against the wall or in the storage boxes and should not be obstruction for patrons or lifeguards. Only water bottles are allowed on deck. Sports drinks and juice must to be kept in the locker room and will not be consumed anyways on deck. Diving start is permitted only from the diving blocks, not from the deck. Swimmers must be sufficient to perform long shallow dive before using starting blocks, and must be under supervision of a certified coach. If they need to practice, use the diving well.
- If any **patrons** complain, please inform that the Aqua Shocks swimmers are using lanes efficiently. If they are not satisfied, tell the patron to fill out comment slip at the business office, or leave note to the supervisor.

4. SCUBA Diving Class Management

a) General Information

Time/Days: Outside Business Saturday, Sunday (1:00pm~5:00pm)
 Fire Department Weekday (1:30pm~3:30pm)
 WSU SCUBA Weekday (8:00~9:00pm)

Guards: 2 Guards, if the class is held during non-regular hours.

Activities: SCUBA diving training / refreshing course



b) Considerations

- Arrive on deck 30 minutes in advance if not for regular business hours
- Instructor student ratio should not exceed 1:8
- WSU, Pro Ski & SCUBA and Adventure Sports use the PADI format, and WFD will use different one.



c) Heads Up

- Move the platform out of the water during the class. If the instructor forget move for them to avoid divers from getting injured.
- The instructors are aware that the lifeguards are in charge. However, remember that instructors have new students each session and sometimes it takes reminders to keep everyone safe. If you see any of the following instances please approach the instructor in private and try to solve the problem. If there are issues that cannot be resolved, please see supervisor so the department and the business can resolve the situation.
 - a. The instructor or the dive master should be in the pool or ready to get in before the students enter the water.
 - b. Do not let students walk away with the tanks left standing. (The only exception to this rule is when the loading of the equipment at the door by hallway. The air tanks are filled around 3,000psi. The valve can blow away from the impact of dropping, and the flying valve can break glass, or causes serious injury)
 - c. Divers are allowed to wear gears (diving suit, White T-shirt) to keep them warm.
 - d. No divers are allowed to walk on the deck with fins on.
 - e. If an air tank is banged or dropped against the tile, check the area of impact. If there is any damage caused to the tile, report it to the aquatic coordinator.

IN CASE OF EMERGENCY, REFER PAGE: 70!

d) Safe class Supervision

- Be sure that you can recognize the divemasters underwater.
- If a student bolts to the surface and pulls his mask to his forehead or pulls it off, they may be in distress. (Refer emergency action plan for the SCUBA diving)
- If the instructor does not come to the surface shortly during an emergency, use a wrench to strike the platform and get the attention of an instructor.
- If a diver vomits over the gutter, retrieve the bucket of HTH from the filter room (Says diving well) and dump it into the gutter. Be sure to note this on the “end of the shift report” and also call pool maintenance to request a replacement of HTH.

5. Learn to Swim Program**a) General Information**

Time/Days: 10:00am~12:00pm / Saturdays

Number of Guards: Head Guard at 9:30am,
Lifeguard (1) at 9:45am

Activities: Swim lessons



The Learn to Swim program is provided for the children in the local area who are interested in learning swimming skills. During the hours, we will have children and their parents. It is a good time to show that we are well prepared. If any questions are asked by the participants, please answer those nicely or refer them to the LTS program supervisor.

b) Considerations

1. Safety audit is required before opening the pool, including the chemical reading.
2. Pool configurations – Both pools are open. Diving boards are often used by the swimmers in advanced levels.
3. Lifeguard positioning – One by the middle chair. We will need another lifeguard at north diving chair when the diving boards are in use.

c) Heads up

- First Class 10:00am~10:45am; Second Class 11:00am~11:45am
- Parent-tot class last 30 minutes, all other classes last 45 minutes.
- Instructors may request a whistle to be blown approximately 20 minutes into the lesson for a buddy check.
- Masters swimming may follow immediately after the shift
- No other patron can enter the pool. Sometimes people get confused after seeing children using the natatorium. Inform the pool hours in a good manner.

E. Guard Positioning, Rotation and Backup Coverage

Adequate positioning of guards and optimized interval of rotation are essential for safe pool operation. Even in an emergency, backup coverage can ensure a safe rescue and prevent any secondary drowning.

While you are on surveillance, please ask yourself these questions.

- Can I do the head count within 10 seconds for the area of responsibility?
- Will there be any obstructions in surveillance area?
- Are there any patrons who are not good swimmer, cannot touch the bottom?
- Can I get to the furthest part of area of responsibility in 30 seconds?
- Are the all lifeguards are available?

If any doubt exists, you should call for additional guards.

1. Area of Responsibility and the Guard Positioning

a) Area of Responsibility (AOR)

(1) The Chair by the Lobby Window



The AOR for the guard at the chair by the lobby is the entire area of the main pool, but also include the patrons who are coming down from the locker rooms, and who are walking toward to the diving well. When the lanes are in yard, an additional guard is required at this position.

(2) Chair between Two Pools



The AOR for the guard at this chair is both pool main pool and the diving well, also include the patrons who are coming down from the locker rooms, and patrons who are walking toward to the diving well as required.

(3) Diving Well Chairs



If you are either at the West side or North side of the diving well, you are responsible for the patrons using the diving boards and well. (There must be a lifeguard in either position if any patrons are using the diving boards.)

(4) The Chair by the Office



When the lanes are in yards, the first guard may be at this position. An additional guard is required if water aerobics class is in session while the lanes are in meters. Please communicate with other guard on and off the chairs.

(5) Roving Guards



Roving guard must carry whistle and rescue tube. The roving starts by the office and to the entrance. Also,

- Walk the deck to position yourself near the parents and small children or patrons who seem to be getting boisterous.
- Approach patrons near the entrance to help enforce the shower, shoes, jewelry and band aid rules.
- Be friendly and helpful in assisting patrons finding an appropriate lap lane.
- Answer questions asked. The pool hours, and the depth of the pools...
- If you wish to use the chair by the entrance, please have your tube on your laps.
- You may need to answer the phone if no other lifeguards are available.

(6) From Office

When you hear a whistle blast, please come out to see what is going on. If you see a guard sending you a signal, please respond and resolve the situation.

Tips:**Scanning Principles**

(Scanning defined as a systematic sweeping pattern)

- Review the guarding principles with your staff as you begin a shift.
- While you are on the elevated stand, at any location you must be able to,
 - Keep your eyes on the water ALL THE TIME.
 - Scan your zone and do a head count within 10 seconds.
 - Reach to the farthest section of your zone within 20 seconds.
- Scanning Techniques
 - Develop a pattern of scanning, change the pattern to ease boredom or stress.
 - Know your area of responsibility and the areas that overlap with others
 - If you have a blind spot in your scan area, ask for back up.
 - Know the high-risk areas in your zone and remember to scan them.
 - The pool is three-dimensional. You must scan from bottom to top also.
 - Count the patrons in your zone.
 - Make visual contact with other guards on duty.
- Ask yourself the following questions:
 - Are any patrons in the area coming for the first time?
 - Are any areas in my zone where someone is likely to become distressed?
 - Are there times during this shift where swimmers are more at risk?

b) Guard Positioning

Guarding Positions for Initial Two Weeks

Applied for Noon, Evening and Weekend shift

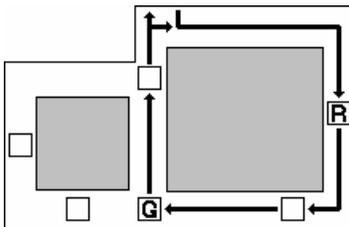
		Condition of the pool use		
		Main pool only	Both pools but no diving	Diving boards in use
Number of patrons	Up to 35	Positioning A	Positioning A	Positioning B
	36 ~ 60	Positioning C	Positioning D	Positioning D
	60 or more	Positioning E	Positioning F	Diving boards closed

The diagrams shown below,

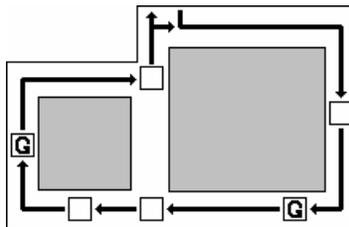
R = rover, G = guard on elevated chair, Y= in Yards, M= in Meters

The path indicates the rotation.

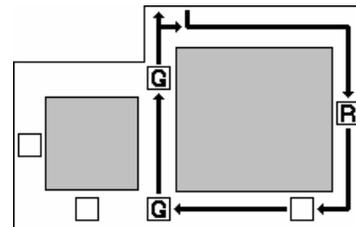
Positioning A;



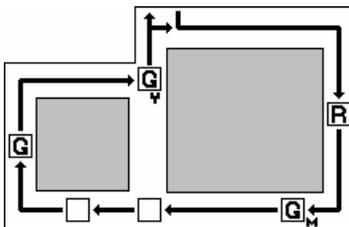
Positioning B;



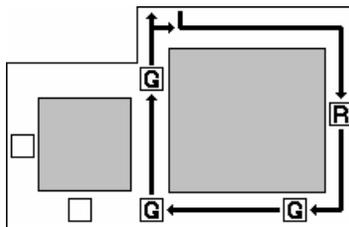
Positioning C;



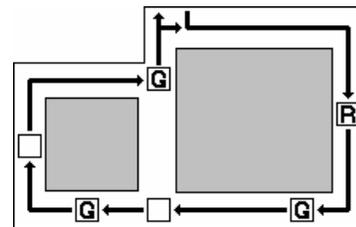
Positioning D;



Positioning E;



Positioning F;



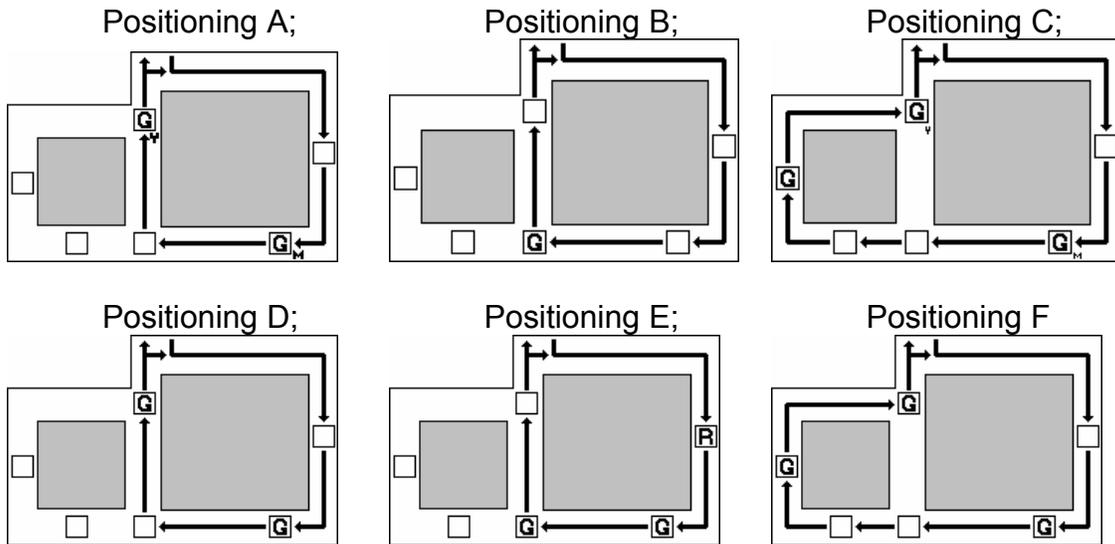
Guarding Positions for After the First Two Weeks

		Condition of the pool use		
		Main pool only	Both pools but no diving	Diving boards in use
Number of patrons	Up to 20	Positioning A	Positioning B	Positioning C
	21 ~ 50	Positioning D	Positioning C	Positioning C
	51 or more	Positioning E	Positioning E	Positioning F

The diagrams shown below,

R = rover, G = guard on elevated chair, Y= in Yards, M= in Meters

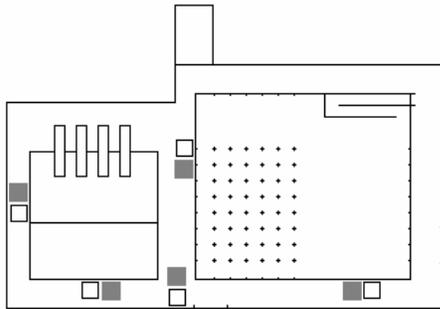
The path indicates the rotation.



2. Rotation

No lifeguard can stay alert for a long period of time without feeling stress. This is why the rotation takes place. Moving to another station or taking a break from surveillance duty will prevent guards from becoming stressed or fatigued. The head guard will decide the rotation intervals. (20 minutes for noon, evening and weekend, 30 minutes for mornings)

a) Location of Rotations



There are specific locations to perform the rotations. The reason to have those locations is to cover the area of responsibility effectively with minimum effort. The darkened boxes located right next to the stands indicate the positions must be taken by the lifeguards during the rotation.

b) Rotation Procedure

(Change of position requires a lifeguard to signal other by voice command.)

1. Guard rotation should begin with the guard on break. The rotation takes place clockwise around the entire pool. You must actively scan as you rotate positions. (If all guards are up, the guard in either middle or the chair by the office will make the move since there is another lifeguard can cover the same area.)
 2. Follow the correct sequence to ensure that there are no interruptions in supervision.
 - a. Position next to the stand and observe the area of responsibility for that stand.
 - b. On a verbal signal, the lifeguard on the stand comes down, stands on the deck next to the stand and resumes coverage.
 - c. Exchange any special instructions at this time. (Not exceeding 1 minute.)
 - d. On a signal, climb the stand, resume the scanning then signal guard to leave.
- These procedures of rotation must be enforced in order to ensure the safety of the patrons. Since the lifeguard who is scanning the pool must climb down from the elevated stand, there is a need for other lifeguards to pay extra attention to the activities in the pool area.
 - If there are many items to be discussed, the lifeguard being relieved from the surveillance must position behind the lifeguard. Do not talk from the deck.

c) **During the Rotation**

As you rotate, please utilize the time effectively. You can also...

- Pick up toys and equipment that patrons have left out.
- Check the pool deck for any unusual signs (broken tiles, blood spills...)
- Quickly scan the pool for any unusual signs
- Answer simple questions asked by patrons
- Do head count and observe the activities in the pool area
- Close / Open the blinds which to accommodate the situation

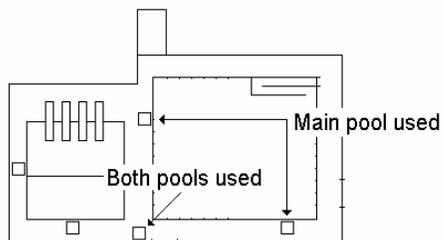
d) **Reminders**

- You should be aware of the time for the rotation, always leave the office earlier to rotate on time.
- You are not just walking around the pool, pay attention to the activities in the pool area also.

3. Backup Coverage

If another guard comes down from the stand to respond to an emergency on deck or in the pool...

- Stand up and observe all areas of the pool
- If necessary, position yourself on a stand that allows you to provide coverage for both areas. (Refer the diagram below)
- Return to your original position only when the emergency is over.



If the only main pool is in use, use the chair by the window **OR** by the office.

If the both pools are used you are most likely to go up to the middle chair.

If, for any reason a guard at elevated chair must come down from his/her position, another guard must shift positions or mount an elevated station to provide backup coverage. Please review the drawing of zone coverage and options for backup coverage before beginning any shift. (Head guard's responsibility)

F. Opening Procedure

One of the responsibilities of the head guard is to perform safety audit before opening. You may delegate appropriate tasks to the other guard when they arrive. (Refilling ice bucket, retrieving Max) Be sure to check off the tasks on the back of the “End of shift report” when they are completed.

a) Step 1 (Office and surrounding)

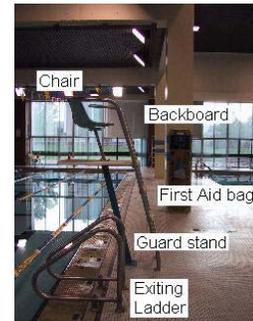
- ✓ Unlock the office door. Place a diving brick to prevent door from shutting.
- ✓ If the lights in the natatorium area are not on, do...
 - Locate the switchboard
 - Use the key to press ON
 - Check the function by looking outside
- ✓ Telephone – check for a tone
- ✓ Fire extinguisher – pressure up
- ✓ Tiles – no visible damages
- ✓ Lights – all lights functioning



If the alarm goes off, the sensors in the natatorium area are active. Ask central staffs to disarm.

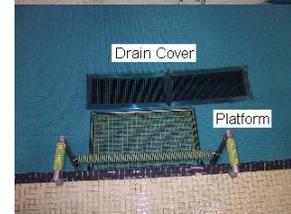
b) Step 2 (NE corner of main pool)

- ✓ Exiting ladder – check and secured
- ✓ Guard Stand – check and secured
- ✓ Guard chair – freely rotates
- ✓ Pace clock – set up and turn it on
- ✓ Backboard – in position, with first aid bag
- ✓ Tiles – no visible damages
- ✓ Lights – all lights functioning



c) Step 3 (East side of diving well)

- ✓ Diving rule sign - posted properly by the blackboard
- ✓ Diving boards
 - a. All fulcrums must be rolled all the way forward.
 - b. Open the south 1 meter and North 3 meter board.
 - c. Check the anchoring bolts on the diving boards
- ✓ Platform – secured
- ✓ The drain covers on the bottom are in place and secured.
- ✓ Tiles – no visible damages
- ✓ Lights – all lights functioning



d) Step 4 (Along the north wall)

- ✓ Exiting ladder – Check and Secured
- ✓ Lifeline – Check and Secured
- ✓ Guard stand – Check and Secured
- ✓ Guard chair – freely rotates
- ✓ Tiles – No visible damages
- ✓ Lights – All lights functioning



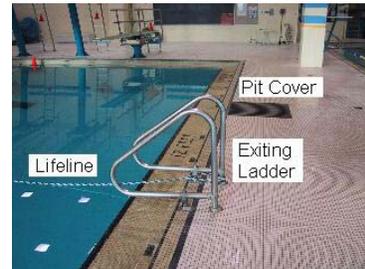
e) Step 5 (NW)

- ✓ Fire extinguisher– pressure up
- ✓ Emergency exit – No obstruction
- ✓ Guard Stand – Check and secured
- ✓ Guard chair – Freely rotates
- ✓ Bleacher – No obstructions, damages
- ✓ Tiles – No visible damages
- ✓ Lights – All lights functioning



f) Step 6 (between two pools)

- ✓ Exiting ladder – check and secured
- ✓ Life line – check and secured
- ✓ Pit cover – in position
- ✓ Tiles – No visible damages
- ✓ Lights – All lights functioning



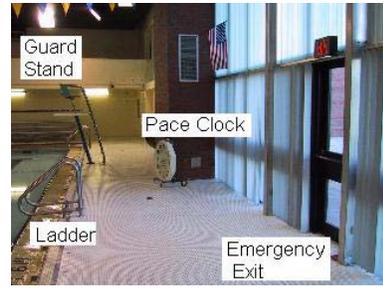
g) Step 7

- ✓ Guard stand – Check and secured
- ✓ Guard chair – rotates freely
- ✓ Starting blocks – Check, orange cones in place
- ✓ Drain covers – in place
- ✓ Tiles – No visible damages
- ✓ Lights – All lights functioning



h) Step 8 (Southwest corner)

- ✓ Exiting ladder – Check and secured
- ✓ Pace clock – Synchronized
- ✓ Guard stand – Check and secured
- ✓ Guard chair – bolts secured, freely rotates
- ✓ Exiting ladder – Check and secured
- ✓ Fire extinguisher– pressure up
- ✓ Bleacher – check
- ✓ Exiting door – Check and secured
- ✓ Lights – all lights functioning
- ✓ Tiles – No visible damage



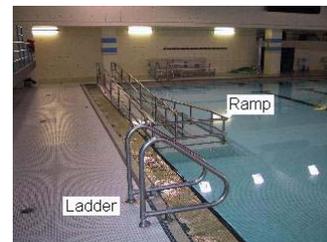
i) Step 9 (South end)

- ✓ Signs – Properly posted
- ✓ Equipment bin (remove damaged items)
 - Kickboards
 - Pull buoys
 - Pull paddles
 - Diving Rings
- ✓ Floating Noodles
- ✓ Basketball goal (If lanes are in Yards)
- ✓ Bleacher – Checked
- ✓ Tiles – No visible damage
- ✓ Lights – all lights functioning



j) Step 10 (SE corner)

- ✓ Hydraulic lift – check
- ✓ Ramp – no damage in the railing
- ✓ Fire extinguisher pressure – check
- ✓ Basketball goal – checked (if lanes are in Meters)
- ✓ Tiles – No visible damage
- ✓ Lights – all lights functioning
- ✓ Backboard – in position
- ✓ First Aid Bag – all equipment
- ✓ Bleacher – check



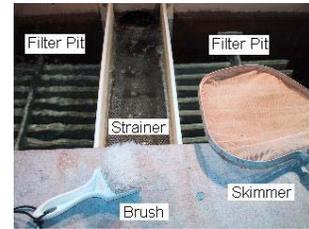
k) Step 11 (Filter Room)

- ✓ Filter pressure – check and record on the report (Call pool maintenance if you see a red light is on)
- ✓ Clean hair and lint strainer.
- ✓ Turn on the hydraulic lift valve (located in the SW corner)



l) Step 12 (On deck / Office)

- ✓ Set up forms needed (daily count sheet, end of shift report...)
- ✓ Check chemical balance (for the procedure, refer next section) Record the readings on shift report and pool record form.
- ✓ Get clickers, rescue tubes, pencils,
- ✓ Check off the safety audit form (morning, weekend)
- ✓ Write up the unusual event, damaged equipment, requests...
- ✓ Clean up the deck



On Monday, make sure that

- ✓ Safety Audit form
- ✓ Pool Record form

Are renewed.

m) Other items...

- ✓ Retrieve a broom from the filter room and sweep any bugs or debris from the deck so that it does not end up in the pool
- ✓ Pick up other debris. From the deck or deck drains
- ✓ Make sure appropriate signs are positioned for opening (Pool Etiquette, diving rules...)
- ✓ Begin the duties assigned on the pool maintenance scheduled for that shift
- ✓ Call Central Staff if not all guards have arrived by the “quarter ‘til” mark of the shift
- ✓ **Always open the shift on time**

When checking a guard stand and chair, make sure

- ✓ The railing is secured
- ✓ No cracked steps
- ✓ The support of the chair is secured
- ✓ Chair rotates freely
- ✓ All bolts are secured.

When checking spring boards

- ✓ Ladders are secured, not cracked steps.
- ✓ Two bolts anchoring the board are tight.
- ✓ The board is positioned at the center
- ✓ The fulcrum moves freely



G. Closing Procedure

1. Clearing the pool at the end of shift
 - a. Guards stand up and sound one long whistle to clear the pool, remain standing on the stand until all patrons got out of the water.
 - b. Make sure that all patrons have left the natatorium.
2. Closing duties
 - a. Pick up all equipment left out on deck. If you find any items left in the pool, one of the guard must go in the water to retrieve them
 - b. Retrieve any items left by the patrons and turn them in to the equipment room as “lost and found” items. All lost items are taken to the campus Police station at 5:00pm and then again at the end of the day. Refer customers to the equipment room or the Police station.
 - c. Straighten the pool office
 - d. Shut off the pace clocks.
 - e. Put the orange cones back on the diving boards
 - f. Turn off the water for hydraulic lift
 - g. Check all entry doors and verify that they are locked and secured.



- h. Complete the end of shift report. Do not sign the report until you turn the keys in at the business office.
 - i. Turn off the lights in the office, and shut the door
3. Additional duties on **Evening** and **Weekend** shift
 - a. Empty the ice bucket. Empty the small trashcan into the large bin in the filter room.
 - b. Put the radio in the office.
 - c. Wind the cord of the pace clocks and put them back against the wall.
 - d. Do the closing chemical check
4. Before you leave the natatorium...
 - a. Put up “Pool Closed” signs by the entrance. If the pool cleaner is being used, place the warning sign in addition to the pool closed sign.
 - b. Lock both locker room doors.
 - c. Bring the pool keys, end of shift report to the business counter when you clock out. On evening or weekend, in addition to these forms, daily count sheet should be included. On Sunday, both weekly report and safety audit sheet must be included.

H. Performing a Chemical Check

Pool chemical should be checked at the beginning of the all shifts and at the end of evening and weekend shifts.

Chemical levels must fall within the acceptable ranges listed below.

- Chlorine Level 0.4 to 3.0 (up to 5.0 including after super-chlorination)
- PH between 7.4 and 7.8

If the Chlorine level is above 5.0, do not open the pool and call pool maintenance or Aquatic coordinator.

Items:

1. DPD High Chlorine Slide 1.0~10.0
2. Chlorine Slide 0.0~3.0
3. pH Slide
4. Regular Test cell
5. High Chlorine Test Cells (has ½ of volume)



Procedure:

1. Get test kit from the office, remove the test cells, slide and holder. (Each cell is marked for H₂O, Cl, and pH. Be sure to use the correct cells when testing for each chemical for accurate readings). To check the Cl readings after super-chlorination, use the cells with half of the volume and use the 1.0-10 scale slide to get the accurate reading.
 2. Select a position in main pool between 2 outlet jets to fill the test cells to get average reading.
 3. Turn the cells down and reach into the water at least elbow deep and fill the three cells with water. Pour off the top of the water until the lowest part of the water line is resting on the line on the cell. (Do this to all three cells)
 4. Put the cells in the holder with the Cl cell in the middle of the pH and H₂O cells. The frosted side of the cell should be facing to comparison slide.
 5. Add 5 drops of reagent #1 and 5 drops of reagent #2 to the Cl cells. Shake the cell then compare the color with the slide. This is the Free Available Chlorine (FAC)
 6. Add 5 drops of reagent #3 to the same cell. After shaking the cell, check and read the value. This value is the Total Chlorine and the value must be higher than FAC.
 7. Dump the solution in the skimmer and rinse the cell for few times, refill the water.
 8. Switch the Cl cell with pH cell to check pH value.
 9. Obtain the reagent Phenol Red and put 0.5ml into the pH cell and mix.
 10. Use the Ph slide to check the value.
 11. Record the Free Available Chlorine (FAC), Total Chlorine, and pH reading on the end of shift report, and pool record form.
- Please handle the test chemical with care! Contamination of the chemical will give wrong readings!
 - When any one of chlorine chemical ran out, replace them as a set. When the phenol red chemical ran out, simply refill about half to 80% of the bottle.

I. Pool Maintenance Duties

The following is descriptions of the maintenance duties that are required to perform during a shift to help keep the pool clean. Each shift has certain duties assigned. Please refer to the schedule in the pool office.

1. Clean the office

1. Empty the trash can into the larger bin in the filter room
2. Organize the pool office
3. Clean the desks and cabinet, and empty the pencil sharpeners
4. Erase all non-essential messages off the white board
5. Refill paper towels
6. Perform any cleaning that you feel is needed to make the office an enjoyable place to spend your breaks.

2. Clean the deck

1. Clean the deck.
2. Pick up the debris and throw trash away

3. Clean the filter pit, and hair & lint strainer

1. Use the skimmer to remove floating debris from the pit.
2. Deposit debris in the large trash bin by the door.
3. Remove the hair and lint strainer in the pit and brushed it with the while brush hanging on the wall.
4. Return the brush to its' original location



Use skimmer to remove debris in the filter pit Use brush to remove hairs from strainer

4. Brush the sides and bottom of the pools

This duty must started before the shift begins since there can be many patrons in the pool during the pool hours. We do not want to bother them by brushing their lanes or place nearby. If patrons protest, stop the duty for a moment. If not completed by the end of the shift, make sure to finish before you leave.

Main Pool:

1. Use the brush with the long handle to brush the sides and the bottom of the pool. The brush can be found at the east wall by the diving well.

Diving Well:

1. Use the brush with the long handle to brush the sides of the well. The brush can be found at the east wall by the diving well.
2. Attach the extension to the pole to brush the bottom of the well toward the drain.

5. Clean Stainless Steel Railings around the Pools

Main Pool:

1. The items includes...
 - a. Exiting ladders
 - b. Guard stands, including the one between the pools
 - c. Hydraulic lift
 - d. NOT including the ramp by southwest corner
2. Spray the cleaning liquid on to metal surface and wipe off with a rug towel.



Diving Well:

1. The items includes...
 - a. Exiting ladders (North and South sides of the well)
 - b. Guard stands
 - c. Diving board railings
2. Spray the cleaning liquid on to metal surface and wipe off with a rug towel.

Ramp:

1. Clean the Ramp by spraying the cleaning liquid on to metal surface and wipe off with a rug towel.

6. Scum Spray the steps

1. Perform this duty about 10 minutes prior to the closing.
2. Physical Plant leaves “ready to use” spray solution in a drawer in the office. If the spray bottle is empty, refill from the gallon bottle.
3. Spray the entryway from the locker rooms to the stairway, and black top cover by the diving well.



7. Clean the ice bucket

1. Perform, this duty before opening of the first shift of the day.
2. Take a small amount of bleach in the ice bucket, and mix with water in the filter room. (Ice cup, the rid of the bucket included)
3. Slur it around in the bucket and run it through the cap.
4. Rise thoroughly with fresh water



8. Taking Care of the Pool Cleaner

a) Preparing Procedure

1. Place the filter bags in the vacuum unit and snap the cover on tight.
2. Move the Max to the edge of the pool to be cleaned. NE corner of the main pool or SE corner of the diving well.
3. Retrieve the power box from office and set it on the floor under the outlet.
4. Stretch the cord out along the deck so that it will go into the pool without tangles.
5. After all patrons have exited the pool. Lower the vacuum into the pool using the orange handled rope. Do not pull on the electrical cord, thank you!
6. After checking the switch is in off position, plug in the power source and then turn it on.
7. Determine that the power cord won't tangle up.
8. Place the proper signage at the entry to the natatorium.

b) Retrieving Procedure

1. Retrieve the remote controller of Max from the first aid drawer.
2. Use the remote to guide Max to the wall. Turn the power off.
3. Pull Max out and place it on the cart.
4. Put the MAX's power box back in the office.
5. Stretch and eliminate all tangles on the cord.
6. Roll the cord neat and nice.
7. Pull the cart against the wall.
8. Switch the handle when the tangles get significant. It allows the cord to twist to the opposite direction from next time.



c) Cleaning Pool Cleaner Filter Bags

1. Remove filter bags from Max.
2. Separate black rubber clips from the bags to avoid losing them in the filter room. Leave them by the stair.
3. Remove the bags from the casings.
4. Rinse the filter bags thoroughly in the filter room. Be sure to rinse inside and outside of the bag and the plastic spines that hold the bags.



A set of filter is consisted of a plastic casing, two rubber brackets, and a bag. Max's filters need to be cleaned after each use.



J. Trouble Shootings

1. Short Staffed, Needing a Substitute

a) Short Staffed

1. Contact Central Staff and ask them to find a substitute by calling the guards on the phone list. Try to get someone even for an hour or two. That allows guards to have their breaks. If no one's available, call the Aquatic Coordinator.
2. If you are the only lifeguard on deck
 - a. Ask for a radio to central staff and keep it on the stand in case of an emergency.
 - b. Use the chair nearest to the office and do not open the diving well.
 - c. If you must answer the phone, keep eyes on the pools, and head count.
 - d. Reserve deepest lane(s) for water jogging patrons.
 - e. Open the shift on time.
3. If two guards are available
 - a. Ask for a radio to central staff and keep it on the stand in case of an emergency.
 - b. One guard must remain up all times. The other guard should be roving if more than 10 people in the main pool.
 - c. Do not open the diving boards.
 - d. When both pools are in use, have a guard on chair by the office and at the north diving well chair. (Close the diving well while the total number of patrons exceeds 25 people)
 - e. Reserve deepest lane(s) for water jogging patrons if we must close the well.
4. Clear the pool for **ten minutes** every hour.

b) Need a substitute

- Discover the need as soon as you can (You should plan ahead for next few weeks!)
- If it is more than 7 days away, call Aquatic Coordinator and Aquatic Assistant
- If you have less than 7 days, it is your responsibility to find your own sub.
- Call the guards on the list

2. Problems Regarding to the Filter System

a) Filter system is down

1. Close the pool
2. Call pool maintenance (page if necessary), and contact aquatic coordinator

b) See the red light in the filter room

1. Call Pool maintenance or aquatic coordinator – we still can open the pool.

3. Problems Related to Pool Chemicals, Equipment

a) Pool chemicals out of balance

1. Re-check carefully. During weekday between 9:00am ~ 4:30pm, call pool maintenance or aquatic coordinator and have them check.
2. If you must close the pool, call Central Staff to be sure they know. Post the “Pool Closed” signs and have a lifeguard by entrance to explain the condition to patrons
3. Do not release the guards without permission from building director or aquatic coordinator. Often we can get the pool ready in less than one hour.
4. You will be paid for the full hours, even if the pool is not open.
5. Use this opportunity to do the maintenance duties.

b) The test chemicals (reagents) are out

1. If any of bottles (R-0001, R-0002 or R-0003) is empty, the all three reagents must be disposed at once to balance the quality of the chemicals. The new bottles can be found in the cabinet in the filter room.
2. R-1003J (chemical used to determine the pH) can be refilled from a larger bottle, located in the same drawer of the chemical test kit. If the large bottle is empty, obtain the new one from the cabinet in the filter room

c) Phone not functioning / too much static

1. Report the malfunction on the end of shift report
2. Get a radio from Central Staff – leave it in the office

d) Pool light is out

Write it down on the end of shift report, and on the safety audit sheet.



4. Locked Yourself Out from the Office

1. Call Central Staff to have them the pool emergency access key (#21) in business office.
2. Use chemical test kit from the filter room and take the rescue tubes from storage room.
3. Open the shift on time!

5. Natatorium too hot

1. Open the sliding door to the patio
2. If the situation is not improving, open the other doors to the outside.
3. Do not open the door to the hallway or to the lobby. The temperature in natatorium is set differently than the other part of building.

6. Pool too crowded

Each lifeguard is expected to have capability of covering up to 25 patrons. If the number of the patrons exceeds more than 50, it is the time to bring the third lifeguards. (However, when we have many children, or unskilled swimmers, you may want to have three lifeguards up.)

If there is no fourth guard assigned to the shift, take these considerations. (Always notify the situation to the central staff on duty.)

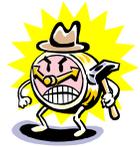
1. Shift the lifeguards' position to provide the best coverage.
2. Keep all three guards up and continue surveillance if the condition is not expected to endure more than one hour. If the situation stays the same for one hour, you may clear the pool for ten minutes.
3. The other possible option is to shut down the diving boards to reduce the workload of the guards. If necessary, shut down the entire diving well.

In case when we have more than 75 patrons in the pool – limit the patrons from entering the pool until someone gets out of the pool.

7. Upset Patron(s)

If you run into any problem or situation with a patron, which seem to be getting out of control, keep the following steps in mind.

1. Try to keep a relaxed posture
2. Listen to the complaint with attentiveness
3. If you can solve the problem by deferring to the patron and not compromising their safety or the safety of others, let them know that you will accept the behavior “at the moment” but will be discussing it with the Aquatic Coordinator.
4. Please offer the person the my business card and suggest that they call me during business hours
5. Make sure to write a report about the incident



If the situation ends with the patron leaving dissatisfied or you have to ask them to leave or a person verbally abuses you, etc. do not argue or get defensive. Offer the patron a business card of the Aquatic Coordinator and let them know that they can call the coordinator. Please be cordial and remind them that my expectations are that you do your job. Try to remain courteous and keep tempers in check. You are more apt to keep others calmed down if you stay calm.

The business cards are located at office or business office up stair.

Call central staff to deal with a disgruntled patron if you cannot safely leave your guard station to deal with the situation. If you must call central staff, have them fill out an incident report.

Reminder: Supervision takes precedence over incidents.

Call aquatic coordinator and give a brief overview of the situation to help preparing to deal with a disgruntled guest.

8. Vomit or Pool Stool, Blood & body fluid on deck

a) Vomit

1. Notify to the central staff on duty and the pool maintenance
2. Clear the pool and Close the pool for the remainder of the shift. We will back up open the later shift
3. Dump the pail of HTH (located in the filter room in the cabinet on your right when you walk in) in the area in the pool where the accident happened.
 - a. Main pool – larger quantity
 - b. Diving well – smaller quantity
4. Put the Max in the pool
5. Please note this incident to supervisor by a memo, end of shift report



b) Fecal Accident

1. Notify to the central staff on duty and the pool maintenance
2. Clear the pool and Close the pool for the remainder of the shift
3. Clean up the fecal matter to the best of your ability
 - a. Use he skimmer from the filter room
 - b. Flush the fecal matter in the toilet in the back hallway
4. Dump the pail of HTH (located in the filter room in the cabinet on your right when you walk in) in the area in the pool where the accident happened.
 - a. Main pool – larger quantity
 - b. Diving Well – smaller quantity
5. Put the Max in the pool
6. Please note this incident to supervisor by a memo, end of shift report

c) Blood/body fluid on deck

1. Block off the section by placing orange cone to alert patrons.
2. Call central staff and report the spill.
3. Central staff will bring paper towels and spray to disinfect the area.



9. Public Display of Affection

Tell the patrons that this facility is a public place, there are children to elderly and some of them do not want to see these activities.

V. Emergency Action Plan and the Procedure

A. Emergency Equipment and the Location

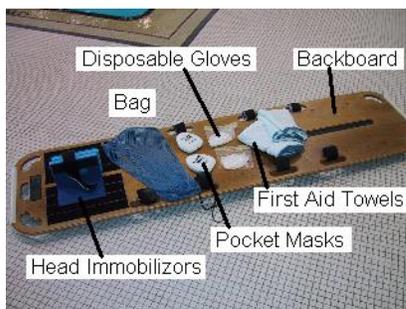
Remember to always use disposable gloves and pocket masks!

Equipment used in rescues

1. Rescue Equipment
 - a. Rescue tubes
 - b. Underwater platform
 - c. Backboard (2 locations)
2. First Aid Equipment
 - a. Pocket masks
 - b. Disposable gloves
 - c. Band-Aid and other first aid items
 - d. First aid bag
 - e. AED (used only by Central Staff)
 - f. Plastic Bag for icing
 - g. Face shield
 - h. Towels – to control bleeding, drying off, keeping warm...
3. Communication Equipment
 - a. Radio
 - b. Phone
 - c. Emergency Alarm
 - d. Whistle
 - e. Emergency Buttons
4. Access to the natatorium
 - a. Patio Gate, Patio Sliding doors
 - b. Lobby door



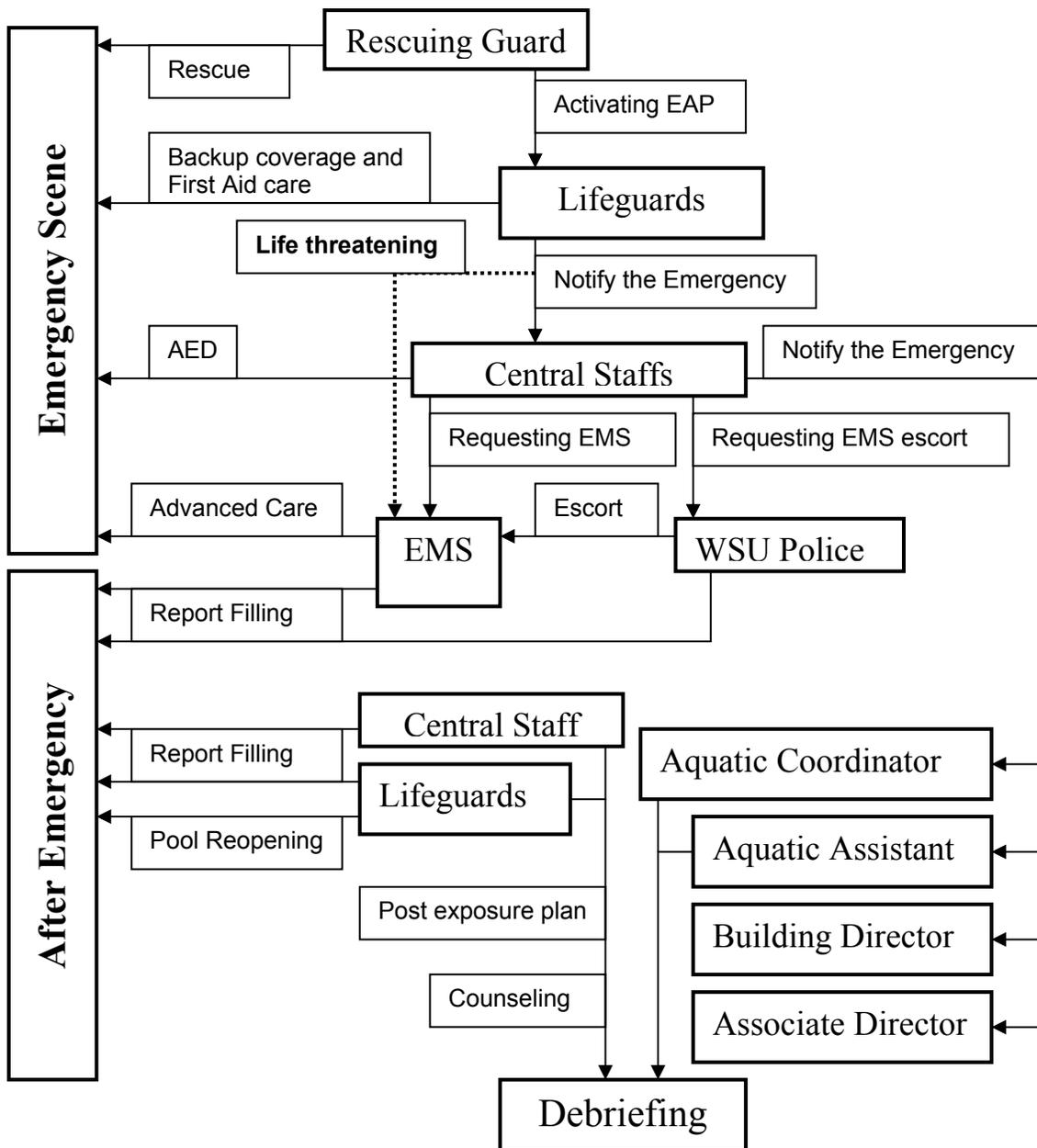
Each backboard has a meshed bag containing item as listed to provide first aid.



- Two First Aid towels
- Two pairs of disposable gloves
- Two pocket masks

Refill all the equipment after each emergency, we will not open the pool if any items are missing or lacked!

B. Heskett Center Emergency Action Plan



Steps for the EAP

1. Activate Emergency Action Plan
2. Rescue
3. Provide care
4. EMS arrives and takes over the care (For life threatening and severe injury case)
5. Writing the report
6. Debriefing
7. Post exposure plan
8. Dealing with stress

1. Quick reference

a) **Typical Actions taken for a life-threatening emergency**

When accidents or injuries occur, it is important that you respond immediately.

In case of severe bleeding or need for CPR the following method is used to get the victim out immediately.

1. Submerge the board and position it correctly under the victim.
2. One guard is supporting the foot end of the board. A person on deck assumes control of the head and maintains the inline stabilization during removal.
3. Primary rescuer straps the victim to the board using the under armpit strap.
4. The primary rescuer climbs out of the water and reaches next to the guard providing inline stabilization and grasps the board.
5. On a verbal signal, the two personnel pull and slide the board up on the deck.
6. Two rescuer CPR should be started immediately with the person supporting the head using jaw thrust to do the breathing. **USE THE GLOVES AND POCKETMASKS!**

The definition of life-threatening and non life-threatening situation:

A **Life-threatening** emergency is a condition that requires immediate medical attention, the

Common cases include...

- Active drowning victim whose face submerged under water
- Any (suspected) spinal cord injury
- Passive drowning victim
- In-water seizure
- Injury involving severe bleeding

1. Activating the EAP (Emergency Action Plan)
 - a. All guards stand and blow one long whistle blast
 - b. One lifeguard activates the emergency alarm by pressing button
 - c. Non-rescuing guards begin clearing the pool
2. Rescue and backup coverage
 - a. Primary rescuer enters the water and makes the rescue
 - b. Guard closest to office dials 9-911 or have a bystander to make the call.
 - c. Central staff and building manager will be alerted, Building staff requests EMS by calling 9-911 if not called yet.
 - d. Guard furthest from the situation positions for backup coverage to monitor clearing process. ALL Non-assisting personal must be evacuated. Get down from the chair when finished.

3. Provide care
 - a. Assisting guard retrieves a first aid bag and back board on the way to the scene. The back boards are located at SE corner of the natatorium and at between two pools.
 - b. Rescuing guard and other available guard wear the disposable gloves and provide first aid (CPR, controlling severe bleeding...)
 - a. Take a pulse rate (radial pulse or carotid pulse) and respiration rate if the victim is breathing. (Take 60 seconds to count)
 - c. Central Staff on duty comes down to the natatorium with an AED.
 - d. Other building staff may arrive the scene (Give them directions if you need any help, or they have to stay away from the scene)
 - e. Assign incoming campus police or building staff to unlock the patio doors and padlock on the courtyard gate.
 - f. Provide crowd control and media control measures
4. EMS arrives and takes over the care
 - a. WSU Police will escort the ambulance to the outside of patio
 - b. Fire department rescue squad assist
 - c. EMS assist and takes over
5. After the emergency
 - a. Writing the report
 - b. Assist central staff in completing an injury report and supplement
 - c. Give central staff witness statements
6. Post Incident Duties
 - a. Assist Central Staff in completing “injury report form” and supplement.
 - b. Clean and/or replace all emergency equipment (pocket masks, gloves, backboards, first aid towels)
 - c. Assist with evaluation process
 - d. Secure the facility
7. Debriefing
8. Post exposure plan
9. Dealing with stress

Note: When rescuing in the main pool, guards must climb down from the stand, retrieve the rescue tube from the stand and don it while running to the lane entrance or recreation area. All entries into the shallow pool are “feet first” (a compact jump entry) entries from the deck. No exceptions!

b) Typical Actions taken for a non life-threatening emergency

When accidents or injuries occur, it is important that you respond immediately.

Non life-threatening emergency can vary from very slight one, which does not even require any medical attention to the case when the patron must be transferred to a hospital.

Examples:

Serious case: (EMS request considered)

- Broken bone, dislocation

Non-Serious case: (EMS request upon head guard's decision)

- Small cuts, bruise
- Distressed swimmer
- Bleeding nose
- Leg cramp

1. Activating the Emergency Action Plan
 - a. All guards stand!
 - b. Blow one long whistle blast.
 - c. Clear the pool if necessary.
 - d. Activate emergency alarm at the discretion of the lifeguard.
2. Rescue
 - a. Guard closest to the scene makes the rescue.
 - b. Another lifeguard will provide the back up coverage with standing aperture, move to the other location if necessary.
 - c. If additional help is needed, clear the pool and have other guard to help.
 - d. Non-rescuing guard provides crowd control, and back up coverage.
3. Provide care
 - a. Non-rescuing guard assists rescuing guard by bringing a first aid bag.
 - b. Assisting guard helps primary rescuer to remove the victim from pool.
 - c. Check and monitor vital signs.
 - d. Unlock the patio door if the EMS has requested.
4. EMS arrives and takes over the care
5. Writing the report - guards complete an incident report before returning to duty
6. Post Incident Duties
 - a. Assist Central Staff in completing "injury Report form" and supplement.
 - b. Give Central Staff witness statements.
 - c. Clean and/or replace all emergency equipment (pocket masks, gloves, backboards, first aid towels)
 - d. Assist with evaluation process
 - e. Secure the facility
7. Reopening the pool
8. Debriefing
9. Post exposure plan
10. Dealing with stress

2. Injury

Most of the case, injuries occurred in the natatorium area are easy to treat. However, in some cases it can be life threatening. Careful determination is required.



1. Activate EAP if the victim is in water or has a serious injury.
 - a. In serious injury case, or in water,
 - i. All guards stand and blow one long whistle (for a serious injury).
 - ii. The guard nearest to the scene makes contact, rescue if necessary.
 - iii. Activate Emergency Alarm and call 9911.
 - b. In non-serious injury case,
 - i. Alert a guard nearest to the situation with two short whistle blast.
 - ii. The guard makes contact with the patient, determine the situation.
 - iii. Call Central Staff on duty (dial 5291) to report the injury.
2. Provide care
 - a. Give first aid towel to control bleeding
 - b. Lifeguard provides the first aid care if it requires immediate attention. If the Central Staff refuses to do the first aid, lifeguard will give the care.
 - c. If there is any blood or other body fluid on deck, block off the area with orange cones and call Central Staff to report the fluid spill
 - d. Determine if EMS should be called
3. (EMS arrives and takes over the care)
4. Fill out Accident/ Incident report
5. Refer after an emergency section.

When to call the EMS?

- When the bleeding is hard to control
- When the patient becomes unconscious.
- When you suspect a possible spinal injury
 - a. Fall from height
 - b. Diving into pool
 - c. Neck, back injury
 - d. Obvious signs of the case

3. Distressed Swimmer Rescue

In general, distressed swimmer is easy to rescue since the victim can call for help and still have some control. Make a proper rescue and if necessary, remove the patron from the water. It is required to fill out the form, and the patron will not back in the water for the shift.



1. Activating Emergency Action Plan
 - a. All guards on deck stand, blow one long whistle blast
 - b. Clear the pool if the situation can compromise the safety of other patrons
2. Rescuing the distressed patron
 - a. Primary rescuer enters water if necessary
 - b. Non-rescuing guard provides the backup coverage.
 - c. Assist the patron move to the side of the pool
 - d. If the patron cannot get out from the pool alone, use victim removal with using backboard technique.
3. Providing care
 - a. Determine if EMS should be called (Dial 9-911 for EMS)
4. (EMS arrives and takes over the care)
5. Refer after an emergency section

4. Active Drowning Victim Rescue

Active drowning can be life threatening. If you see the victim's face go under the water, suspect the victim has inhaled water, or when the situation gets complicated, call EMS. You will have about 30 seconds to one minute before the victim becomes passive drowning victim.

1. Activating the Emergency Action Plan
 - a. All guards stand up and blow one long whistle
 - b. Push the emergency button to activate the alarm.
 - c. If the victim's head goes under water, dial 9-911 to request EMS.
 - d. Clear the pool as necessary
2. Rescue Procedure
 - a. Primary rescuer enters the water
 - b. Second guard provide backup coverage
3. Provide care
 - a. Check for consciousness
 - b. Open airway, check for breathing (5~10 sec)
 - c. Check for pulse (Normal? Abnormal?)
4. EMS arrives and takes over the care
5. Refer after an emergency section

5. Passive Drowning Victim Rescue

Passive drowning is considered as a life-threatening emergency

1. Activating the Emergency Action Plan
 - a. All guards stand, and blow one long whistle
 - b. Life-threatening emergency, push the button!
 - c. Evacuate all patrons to the locker room
2. Rescue Procedure
 - a. Primary rescuer enters the water
 - b. Second lifeguard provides backup coverage
 - c. 3rd guard dials 9-911 to request EMS.
 - d. Primary rescuer brings the victim out of the water
3. Provide care
 - a. Before giving care, GLOVE UP!
 - b. Check for consciousness
 - c. Open Airway
 - d. Check for Breathing, if not breathing, try rescue breathing
 - e. Check for Pulse, if no pulse, perform CPR. Glove up and use pocket mask
 - f. Monitor vital signs
4. EMS arrives and takes over the care
 - a. Central staff unlocks the patio door and gate to let EMS crew in the natatorium.
5. Refer after an emergency section

6. Spinal Injury

A spinal injury involving severe bleeding or need of CPR, the following method is used to remove the victim out of the water immediately.

1. Submerge the board and position it correctly under the victim.
2. A guard on deck assures control of the head and maintains the inline stabilization during the removal.
3. Primary rescuer straps the victim using the one under armpit
4. The primary rescuer climbs out of the water and reaches next to the guard providing the inline stabilization and grasps the board.
5. On a signal, the two guards pull and slide the board up on to the deck.
6. Two-person CPR should immediately be started. Use pocket mask, and jaw thrust technique!



a) Spinal Injuries Regular Protocol

1. Activate Emergency Action Plan (life threatening situation!)
 - a. All guards stand up, blow one long whistle blast
 - b. Start clearing the pool
 - c. Push the emergency button, Dial 9-911 to request EMS.
2. Rescue
 - a. Primary rescuer enters water and provides inline stabilization and moves the victim to shallow side of the pool (or the platform in the diving well)
 - b. When second lifeguard becomes available, bring the backboard and first aid bag to the scene
 - c. Second lifeguard submerges the board and places it under the victim and then take over the inline stabilization.
 - i. Diving well – Insert the board perpendicular to the water then the primary rescuer can move the victim in place. On a signal, slowly bring the board to horizontal position so the rescuer on deck can take over the inline stabilization.
 - ii. Main pool – the secondary rescuer can place the board under the victim either from deck or in water.
 - d. Primary rescuer straps the victim to the backboard in the following manner. (Communicate each other strapping is carried out right)
 - i. Under the armpits
 - ii. Strap at the hips which includes the arms
 - iii. Strap across the thighs or shins (depending on the victim's size)
 - iv. Position the head immobilizer
 - v. Strap the band of the immobilizer
 - e. Victim removal from water
 - i. If two rescuers are in water, one rescuer climb out from the water while the other rescuer is securing the board
 - ii. Diving well – rescuer on deck will pull the board while the rescuer in the water pushes the board out by holding the side or the end of it.
 - iii. Main pool – the rescuer on deck can pull out the board while the other rescuer is pushing the end of the board. Watch for ground obstructions.
3. Provide care
 - a. Check for consciousness
 - b. Using the JAW-LIFT technique to open the airway
 - c. Check breathing
 - d. Check pulse (look for any unusual signs)
 - e. Provide care needed
4. EMS arrives and takes over the care (For life threatening and severe injury case)
5. Refer after an emergency section

b) Spinal Injury Special Protocol (Early Bird, Short Staffed)

1. Activate the Emergency Action Plan (life threatening situation!)
 - a. All guards stand up from chair and blow one long whistle
 - b. Second lifeguard pushes the emergency button
 - c. Start clearing the pool, tell patrons to go to the locker rooms
 - d. Dial 9-911, request EMS. Refer the paper posted by the phone. (By third guard or bystander)
2. Rescue
 - a. Primary rescuer enters the water
 - b. Primary rescuer performs inline stabilization, move to shallow side of the Main Pool, or underwater platform in the Diving Well.
 - c. Secondary rescuer brings the back board and first aid bag
 - d. Assist in back boarding
 - i. Diving well – Insert the board perpendicular to the water then the primary rescuer can move the victim in place. On a signal, slowly bring the board to horizontal position so the rescuer on deck can take over the inline stabilization.
 - ii. Main pool – the secondary rescuer can place the board under the victim either from deck or in water
 - iii. Primary rescuer straps the victim to the backboard in the following manner. (Communicate each other to make sure the strapping process is carried out right)
 1. Under the armpits
 2. Strap at the hips which includes the arms
 3. Strap across the thighs or shins (depending on the size of the victim)
 4. Position the head immobilizer
 5. Strap the band of the immobilizer
 - iv. Remove the victim from water – if two rescuers are in water, one rescuer climb out from the water while the other rescuer is securing the board. The rescuer in the water pushes the board while the rescuer on the deck pulling out the board
 1. Diving well – rescuer on deck will pull the back board while the rescuer in the water pushes the board out by holding the side or the end of it
 2. Main pool – the rescuer on deck can pull out the back board while the other rescuer is pushing the end of the board. Watch for ground obstructions
3. Provide care
 - a. If no pulse, begin CPR, use jaw lift thrust
 - b. The central staff will call 9-911 if it is not done.
 - c. Central staff to unlock the patio door and gate, escort EMS into the pool
4. EMS arrives and takes over the care.
5. Refer after an emergency section

7. Emergencies During SCUBA diving class

The divemasters provide good supervision during the class. However, there are some cases that a student becomes a drowning diver. The lifeguard who is covering the area makes the rescue. It is up to the instructor's decision if the victim can go back in water again after the rescue.

a) **Distressed SCUBA diver at the surface:**

1. Activate the emergency action plan (EAP) with one long whistle blast.
2. Approach the victim from the front while giving verbal encouragement
 - a. Tell that you are coming to help
 - b. Tell the diver to inflate the BCD (the jacket like gear)
3. Extend rescue tube to the victim and tow the diver to the platform or side.

b) **Active Drowning SCUBA diver:**

1. Activate the emergency action plan (EAP) with one long whistle blast.
2. Tell victim to inflate the BCD (or BC for short) but do not expect a response.
3. Approach the victim using the active drowning victim rear rescue method.
4. If the BCD is not inflated, use power inflator, or oral inflator if the first one is not working, to inflate the device.
5. Non-rescuing guard puts the under water platform back in position.
6. Tow the victim toward to the platform by grabbing the tank valve
7. Always stay behind and to the left of the victim and watch him/her continuously
8. When victim becomes unconscious, call EMS.
9. If the victim has an over pressure injury, they should be transported to Wesley Medical center where equips the hyperbaric chamber. (This is a life threatening emergency)

c) **Submerged Unconscious SCUBA diver: (life threatening!)**

1. Activate the Emergency Action Plan (EAP) with one long whistle blast
2. Dial 9-911 to request EMS, press the emergency button.
3. Lose your tube and submerge to get to the victim
4. Position yourself on the left side of the victim
 - a. If the regulator is in the victim's mouth, secure it there.
 - b. If the regular is not in the victim's mouth, leave it out.
 - c. If the victim's mouth is open, close it
 - d. Hold the victim's chin and head in neutral position with your left hand
 - e. Grab the tank valve with the right hand and bring the victim to the surface.
5. Once on the surface, inflate the BCD if it has not already been inflated.
6. Non-rescuing guard puts the under water platform back in position.
7. Tow the victim to the platform
8. Initiate First Aid

8. Providing Care

All lifeguards on duty have the responsibility to provide all possible first aid care until advanced care arrives. The cares to be provided are control of severe bleeding, CPR, and other simple first aids. The AED will be administered by the Central Staff on duty.

Dealing with the “Refusal”

For all life-threatening case, the bottom line of our care must be continued and will be handed over to EMS. We will not discontinue our care until EMS takes over, even if the person is revived, we will not call off EMS. If the patron wishes to do so, s/he must fill out the form provided by EMS. Try to convince the patron from walking away, the situation can be changed anytime for the first 24 hours after the incident.

9. Arrival of the EMS

1. EMS enters the natatorium through the patio gate
2. Paramedic will determine the situation
3. EMS takes over the care



C. After an Emergency

1. Completing a report

1. After an emergency, the central staff should fill out an additional injury report form and obtain a written statement from each guard on duty and anyone else who witnessed the accident as soon as possible. **At this time each lifeguard should individually complete an injury supplement form and give it to the central staff.**
2. Guard should be cautioned not to visit with anyone about the situation. Do not place blame or diagnose the injury. **Do not make any statements to the media. We have the right to deny the media access to the area where the injury occurred.**
3. Give only the facts without including any personal assumptions or observations.
4. Lifeguards who participated rescue may go home after the shift is over if all the paperwork are completed.

2. Pool Reopening Procedure

1. Check to see if the all rescue and first aid equipment are restocked. If EMS takes a back board, take one out from the storage room.
2. Determine if any lifeguards are in trouble assuring themselves
3. Determine all equipments are present and the pool is safe to open

3. Debriefing

Usually within 24 to 72 hours after the incident occurs, the aquatic coordinator and assistant, and the guards involved in rescue will be holding a debriefing. The purpose of the debriefing is to find out what happened, and what we could have done differently, as well as what was done appropriately. A written report will be submitted by the aquatic coordinator to the Heskett Center director. After the debriefing

We will make sure that everyone who is involved in the incident is doing fine.

1. If you are experiencing any stress, such as anxiety or lack of sleep after the incident, notify the aquatic coordinator
2. If you believe a coworker is experiencing stress due to the incident, notify the aquatic coordinator



A verbal report will be taken individually.

1. Only the facts should be stated. **Do not include assumptions.**
- 2.

A wrap up statement will be given by the coordinator.

1. What we have done right
2. Anything to improve
3. The patient's condition if requested

4. Dealing With Stress

A critical incident stress is any occurrence that causes an unusually strong emotional reaction that overwhelms your ability to cope with the situation either during or after an incident.

If the incident resulted in a person being taken by ambulance to the hospital, the pool should be closed for the remainder of the shift so that person from the Counseling and Testing Department may evaluate guard staff. If an incident has unduly upset a staff member, that guard should be relieved of duty and replaced with a substitute.

The Aquatic Coordinator has the right and obligation to refer a guard to counseling if the staff member needs assistance dealing with their emotions.

You may find it helpful to use the following suggestions to help cope with the stress of a critical incident.

- Use exercise to try to relax and take the edge off
- Keep busy, don't make any changes in your routine or stop doing things that you enjoy. Keep life as normal as possible.
- Remind yourself that it is okay to feel the way you do.
- Watch your diet. Cut down on sugar, fats and caffeine and avoid alcohol and drugs that only serve to alter your mood.
- Ask for help if you feel that you cannot or are not coping well with the situation.

5. Post Exposure Plan (also see the Appendix E)

If you suspect any exposure to bodily fluid or blood during the rescue, please follow the post exposure plan as soon as you can.

D. Sudden Illness and other Special Occasions

1. In-water seizure

A seizure that happens in the water is considered as a life-threatening emergency. The victim may inhaled water into the lungs, which can complicate the situation..

1. Activate the Emergency Action Plan
 - a. All guards stand up and blow one long whistle blast, start clearing the pool.
 - b. A guard enters the water, and the second guard pressed the emergency button and move to the position of backup coverage.
 - c. Third guard or bystander dials 9-911 to report the situation to EMS
2. Primary rescuer approaches the victim with using rear rescue method, and place the tube under the victim's back.
3. Support the person with the face out of the water and keep the airway open, try not to restrict movement. Since the victim can move violently, pay close attention to the movement of the head to avoid any injury to the victim and the rescuer.
4. If the victim stopped shaking within 10 minutes, remove the victim from the water using a backboard. If the shaking continues more than 10 minutes, follow the procedure below.
 - a. One person must support the victim's head during removal to avoid injury.
 - b. Bring a mat from the office to the poolside. Place the victim on the mat.
 - c. Use additional help to remove the victim from water.
5. Treat the person according to the assessment. Be sure to use protective devices. Give CPR or rescue breathing if necessary. Roll the victim on the side if the victim starts to vomit. Keep the airway clear, and treat for shock. (Cover the victim with dry towels) Monitor the vital signs and provide necessary cares until EMS arrives and takes over.
6. If the victim is revived, move the person to the office and monitored carefully by staff until EMS arrives. Treat for shock.

2. Diabetic Emergency

There are two kinds of emergencies that can be set for someone who has diabetes. They may suffer from either a diabetic coma (high blood sugar) or hypoglycemia (low blood sugar). Since both cases have similar symptoms, you may not be able to distinguish between the two.

Symptoms:

- A person experiencing a diabetic emergency can be determined from the appearance, or the person may complain of ill feeling or look ill. Sometimes the patients' level of the consciousness changes time to time. This means that the person may stare off into space or seem incoherent or she/he may not be able to respond questions at times. If the person loses consciousness, treat as a life threatening case. The person may also have a rapid breathing and/or rapid pulse.

Rescues:

- The victim is in the water, rescue as shown below
 - Activate Emergency Action Plan
 - Primary rescuer enters the water to make the rescue, move to the shallow are of the pool
 - Secondary rescuer provide the backup coverage (Push the emergency button if the victim seems unconscious)
 - Use the backboard victim removal method since the victim may feel weak or is unconscious.
- The victim is found on deck
 - Send one lifeguard to assess the situation. Provide proper care, and determine need to activate the EAP.

Care: (Diabetic can trigger seizure, if happens, refer seizure section also)

- If the victim is conscious
 - a. Give the person something that contains sugar. There are small packets of honey in the first Aid drawer in the pool office for this purpose.
 - b. If the condition of the person does not improve in 5 minutes or becomes unconscious, **activate the Emergency Action Plan!**
- If the victim is unconscious
 - a. **Life threatening emergency!**
 - b. Dial 9-911, request EMS
 - c. Do not administer anything by mouth, it can be choking hazards
 - d. Monitor breathing and pulse until EMS arrive to take over

3. Strokes

Symptoms:

- Confusion, Dizziness, or Disorientation
- Difficulty breathing
- Paralysis to the face, arm, or leg; usually to one side
- Difficulty with speech, vision, or walking

Rescuers:

A patron who is having a stroke may have difficulty moving their body and may endanger one's life. Take the situation as active drowning victim rescue.

- If the victim is in the water, rescue as shown below
 - Activate Emergency Action Plan
 - Primary rescuer enters the water to make the rescue
 - Secondary rescuer provide the backup coverage, (Push the emergency button if the victim seems unconscious)
 - Use the backboard victim removal method may help if the patron is in the water since they may feel weak.
- If the victim is found on deck
 - Send one lifeguard to assess the situation. Depending on the situation, provide proper care. Determine if we need to activate EAP.

Care:

If the victim is unconscious... Call EMS!

- Remove the victim from water. Use backboard for easier removal.

If the victim is conscious...

- Determine if the person wants to stay in the pool. Sometime the person can take most comfortable position in the water.
- Remove victim from the water if s/he become unconscious.
- Monitor breathing and pulse until EMS arrives to take over.

4. Heart Attacks

Symptoms:

- Chest Pain, discomfort lasting more than 3~5 minutes.
- Pain, discomfort, or pressure in arm that spreads to the shoulder, arm, jaw, or back.
- Nausea, shortness of breath, or difficulty breathing
- Sweating or changes in skin appearance
- Dizziness or unconscious.



Rescues:

- If the victim is in the water, rescue as shown below
 - Activate Emergency Action Plan, Push emergency button, dial 9911 to request EMS, also notify to the central staff on duty.
 - Primary rescuer enters the water to make the rescue
 - Secondary rescuer provides the backup coverage and pushes the emergency button.
 - Use the backboard victim removal method may help if the patron is in the water since they may feel weak.
- If the victim is found on deck
 - Send one lifeguard to assess the situation. If heart attack is suspected, activate EAP, treat as a life threatening situation.

Care:

If the victim is unconscious...

- Remove the victim from water. Use backboard for easier removal.
- Central Staff will bring AED

If the victim is conscious...

- Determine if the person wants to stay in the pool. Sometime the person can take most comfortable position in the water.
- Remove victim from the water if s/he become unconscious.
- Monitor breathing and pulse until EMS arrives to take over.
- Care for Shock

5. Heat or Cold related illness

Reference: American Red Cross Lifeguarding Textbook
(Adapted to our procedure)



Heat Cramps:

- Symptom - Painful muscle spasms, usually in the leg and abdomen
- Care
 1. Have the victim move to a cool place
 2. Give cold water to drink
 3. Have the victim lightly stretch the muscle and gently massage the area

Heat Exhaustion:

- Symptoms - Cool, moist, pale, flushed or ashen skin; Headache, nausea, dizziness; Weakness, exhaustion
- Care
 1. Move the victim to a cooler environment
 2. Loose or remove clothing
 3. Fan the victim
 4. Get the victim into circulation air while cooling the victim's body with water using a cloth or sponge
 5. If the victim is conscious, give small amounts of cool water to drink
 6. If the victim's condition does not improve or if you suspect heat stroke, call EMS (Dial 9-911)

Heat Stroke:

- Symptoms - A life-threatening condition; A change in the level of consciousness; High body temperature; Red, hot skin that can be either dry or moist; Rapid or weak pulse; Rapid or shallow breathing
- Care
 1. Call EMS (Dial 9-911)
 2. Give the same care as the heat exhaustion victim until the EMS arrives

Hypothermia:

- Symptoms – Shivering; Slow, irregular pulse; Numbness; Glassy stare; Apathy of unclear thinking; Loss of muscle control, no shivering, loss of consciousness
- Care
 1. Gently move the victim to a warm place
 2. Secure victim's airway and monitor the victim's vital signs, care for shock
 3. Remove wet clothing and cover the victim with blankets and plastic sheeting to hold in the victim's body heat
 4. Warm the victim slowly and handle the victim carefully

E. Severe Weathers and Other Emergencies

When severe weather threatens, the Central Staff will be monitoring the Weather Alert FM/AM radio. The radio in the natatorium should tune into 101.3FM KFDI. A severe weather could mean lightening, tornadoes, and flooding and power outages. Be familiar with the type of watches and warnings common in our state and know when they may be issued. Other emergencies includes, the cases of fire or power outage.

1. Tornado Warning Issued in Sedgwick County

1. Blow one long whistle and notify the patron about the situation.
2. Evacuate the patrons to the locker rooms.
3. Aquatic staff must also evacuate to the locker rooms (or the hallway east of the spectator's seating).
4. Lock the locker room doors, and other doors unlocked during the hours.
5. Remain until the "All Clear" has been sounded



2. Severe Thunder Storm Warning Issued in Sedgwick County

There is no documentation suggesting that swimming in an indoor pool during an electrical storm is potentially dangerous. Therefore the pool will remain open for business during electrical storms. However, there are some cases guards must consider the safety of the patrons.



- **Power Outages:** We may have emergency lightings, but not sufficient amount of lights to keep the pool open (Clear the pool until the lights back up.)
- **Large Hail:** Shut the all blinds to prevent glass piece from broken window to be scattered. Clear the pool when necessary to ensure the patrons' safety.
- **Flooding:** If water is leaking into the natatorium area, close the pool for precaution. Water conducts electricity into natatorium when the lightning hit.

3. Missing person

The report of a missing person in the pool area should be treated as an immediate life-threatening emergency.

1. Clear the pool immediately, all staff does a visual check of the pool
2. Dispatch two guards to enter the water (one in the main pool, other in diving well) to search with goggles or a mask and snorkel.
3. Get a detailed description of the person and relay it to the central staff on duty.
4. If the person is found in the water, activate the Emergency Action Plan.
5. Continue as are required for the status of the victim.
6. If the person is not found in the water, check storage room, filter room and other place in natatorium. The search will be turned over to the Central Staff on duty and resume normal shift operations.



4. Power Outages

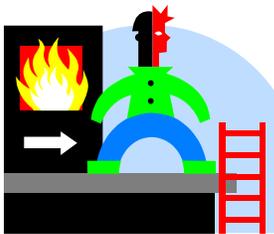


There is a possibility that the Heskett Center could experience a power outage, especially during severe weather. If this happens, emergency lightings should be activated in the gym, natatorium, locker rooms, hallway and lobby areas. All other areas will experience a complete **BLACKOUT**

1. Blow one long whistle to evacuate patrons to the pool deck.
2. If during it occurred in the night, use flashlights to double check the pools.
3. Contact the business office (3082) to find out when the lights may be up again.
4. If the lights will come back up soon, patrons may stay on the deck.
5. If the lights may not come up again for a long period of time, explain the patrons and direct them to the locker rooms.
6. When the lights come up, wait to have the full light (may take about 10 minutes). Patrons can back in the water when the lights are fully illuminating.

Central Staff will notify the pool personnel if the power outage is expected to last an extended period of time. They will determine when it is necessary to evacuate the building. Sometimes the power will come on at a later time during the day. **You must remain on stand by in case the building can be reopened unless told by supervisors.**

5. Fire Emergency



In case a fire alarm is set off, please treat that as a true emergency. (There are certain days when the Fire and Safety personals are checking the system; in that case, the alarm should stop within 10 to 20 seconds.)

1. Blow one long whistle
2. Evacuate patrons to the outside patio deck (locker rooms possible)
3. Take emergency key (orange tab) and unlock the patio gate. Take all first aid towels with you in order to let the patrons to dry off and keep warm.
4. Evacuate into the wind and move at least 200 yards away from the building.
5. Secure the pool (lock doors) and evacuate the facility out the nearest exit.
6. Contact Central Staff for further instructions.
7. Do not re-enter the building until the “All Clear” has been given.

VI. Appendix

A. Forms and Record Keeping

There are many forms used in natatorium operation.

- ❑ **End of the Shift Report** – A report filled after all regular shifts
- ❑ **Substitute Slip** – You may use this slip to substitute someone’s shift
- ❑ **Pool Record Form** – Renewed every Monday, this records the chemical condition of the pool, and number of patrons who come to swim
- ❑ **Safety Audit Form** – Renewed every Monday, this form indicates the problem with the equipment or malfunctions.
- ❑ **Swim Proficiency Test (General)** – Record for the patrons who want to use the diving well. This includes the adult patrons obviously cannot swim.
- ❑ **Swim Proficiency Test (Crew)** – Everyone who join the crew team must pass this test
- ❑ **Injury/Accident Report** – This form must to be filled in all cases whenever we have someone who becomes distressed, injured, or needed medical attention
- ❑ **Daily Count Sheet** – Renewed daily. Used to count the number of patrons and participants for particular activities, including rentals.
- ❑ **Lifeguard Evaluation Sheet** – Used to evaluate the lifeguards’ performance. You are responsible of evaluating your coworkers and yourself.



Front	
END OF SHIFT REPORT	
DATE: / /	SHIFT: Early bird / Noon / Evening / Weekend
Chemical Readings: Chl. / Ph. / Filter Pressure	
Unusual event on opening: _____	
Unusual event during the shift: _____	
Concerns / Notes: _____	
Guard Behaviors: _____	
Please check off all completed tasks on the back of this form!	
Head Guard signature: _____ (Revised 03/2001)	
Back	
BEFORE OPENING	
<input type="checkbox"/> Perform safety audit	<input type="checkbox"/> Synchronize pace clocks
<input type="checkbox"/> Check chemical readings and filter pressure	<input type="checkbox"/> Turn the water on for the pool lift
<input type="checkbox"/> Clean hair and lint strainer	<input type="checkbox"/> Check the deck for broken tiles
<input type="checkbox"/> Clean the deck drains	<input type="checkbox"/> Carry out maintenance duties: (describe) _____
<input type="checkbox"/> Walk the gutters and pick up debris	
AFTER CLOSING	
<input type="checkbox"/> Check hallway and deck doors are secured	<input type="checkbox"/> Turn off pace clocks
<input type="checkbox"/> Check chemical readings (weekend/evening)	<input type="checkbox"/> Turn the water off for the pool lift
<input type="checkbox"/> Take items left on deck to Equipment Room	<input type="checkbox"/> Straighten the office and shut the door
<input type="checkbox"/> Lock locker room doors	<input type="checkbox"/> Set out CLOSED signs
<input type="checkbox"/> Turn in keys and END OF SHIFT REPORT to the business office	
+ Daily Count Sheet (evening / weekend) + Safety Audit, Pool Record Form (Sunday only)	

B. Scheduling, Paycheck, Timesheet, and more...

Scheduling

In general, schedule will be released in advance. If you have an appointment and you need to be off from your regularly scheduled shift, please let Aquatic Coordinator know at least one week ahead. Unless it is a family emergency, you might not get help if you did not notify early enough. Remember that you are still responsible for the shift if you cannot find your own sub. The schedule shown below is one of example.

Spring Schedule 2001

General Pool Schedule

Updated

8/14/01	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Date	27-Aug	28-Aug	29-Aug	30-Aug	31-Aug	1-Sep	2-Sep
6:30am 8:30am Open Swim	Martin Paige Masters 6:30am-7:30am	Jessica Melissa	Martin Paige	Jessica Melissa Masters 6:30am-7:30am	Martin Paige		
8:30am 9:30am 10:30am		KSS107A 8:30am-9:30am Jessica		KSS107A 8:30am-9:30am Melissa		LTS 10:00am-1:00pm Kate Nate	
11:30am 1:30pm Open Swim	Martin Larissa Joey	Kosuke Jessica Adrienne Monique	Martin Larissa Joey	Kosuke Jessica Tara Monique	Martin Larissa Joey	SCUBA 1:00pm-4:00pm Melissa Carissa Nate	SCUBA 1:00pm-4:00pm Kosuke Carissa Nate
1:30pm 2:30pm 3:30pm		Firefighters 1:30pm-3:30pm Tara Adrienne		In-service 1:45pm~		1:00pm-5:00pm Melissa Carissa Nate	1:00pm-5:00pm Kosuke Carissa Nate
4:00pm 8:00pm Open Swim	Joey Tara Amy	Melissa Martin Adrienne	Joey Melissa Kate	Melissa Tara Adrienne	Joey Martin Kate		
5:00pm-8:00pm	Adrienne	Nate	Amy	Nate	Melissa		
8:00pm 		KAYAK 8:00pm-9:45pm Martin	SCUBA 8:00pm-8:45pm Joey Kate	In-service 8:00pm~			

Paycheck!

Your paychecks are issued every other Fridays. If you are a college student, you can go to the Cashier's window in Jardine Hall to pick up your check. If you are not a college student, your paycheck will be mailed to your home. Choosing a direct deposit option will allow you to have your money wired to your bank account. You will receive a copy of your time sheet. Please check to see if there is any problem. If you find any, please notify your supervisor.



Filling your timesheet

It is your responsibility to sign off and fill out time sheet correctly.

	Head Lifeguard		Lifeguard	
	IN	OUT	IN	OUT
Early Bird	6:00am	8:45am	6:15am	8:45am
Noon	11:00am	1:45pm	11:15am	1:45pm
Evening	3:30pm	8:15pm	3:45pm	8:15pm
Weekend	12:30pm	5:15pm	12:45pm	5:15pm

- The clock in time is the time you will be on deck. Please be on time.
- If you are getting late for the shift, please call 978-3082 to report how far away from the Heskett Center you are. (And ask to notify incoming guard about it).
- All lifeguards will be paid for an extra 15 minutes after every regular shift to cover the time to get changed (This is why you see the OUT time is 15 minutes after the shift is over). You are not allowed to walk out with your uniform on.

What is the incentive rate?

Incentive rates will be applied for most of rentals, and even for some classroom activities. It is an easy way to earn extra money in the same amount of working time. However, some regularly scheduled rentals will not have the incentive rate. The Aqua Shocks' swimming practice is one of the examples. Evenings, especially when the duration of the rental passes midnight, or the rentals over the weekend have higher rate than other daytime rentals. The sign up forms will be available about one week in advance in first come first served bases. It is up to you to decide working for the rentals as long as all rentals are full staffed. However, each lifeguard is expected to take certain number of rental shifts over the semester.

C. Student Health Policy on Injury Treatment

The following are the guidelines regarding sports type injuries. They are designed to help you decide if Student Health Service can provide care or if the injured person should be referred to other health care providers. If a student requiring a referral is covered by the WSU group health insurance, referral should be made to the preferred providers, Wichita Clinic, St. Joseph Medical Center or St. Francis Medical Center.

Some non life threatening injuries will be referred to off campus facilities. These include:

- ✓ Obvious fractures
- ✓ Laceration which requires sutures
- ✓ Severe ankle or knee injury which requires x-ray for evaluation
- ✓ Eye injury
- ✓ Possible nasal fracture
- ✓ Dislocation
- ✓ Convulsions

Most minor injuries can be handled by Student Health Service. Only WSU “fee paid” students may be referred to Student Health Service for injury or illness. Student Health can also see faculty and staff for emergencies.

D. Workman’s Compensation

In the event you are injured at work contact Central Staff on duty IMMEDIATELY. All injuries, no matter how minor, must be reported.

1. Follow emergency procedures as needed for injury.
2. For minor emergencies, call Central Staff
3. Seek medical advice if the severity of the injury is uncertain in the following order of preference:
 - a. Student Health Service, 209 Ahlberg Hall
 - b. Wichita Clinic Immediate Care, 3311 E. Murdock
 - c. Wesley Medical Center Emergency Room, 550 N. Hillside
4. If you are referred to the Wichita Clinic and are prescribed medication, have the prescription filled from the Wichita Clinic Pharmacy inside of the Clinic. (Located right next to the Immediate Care Entrance).
5. Give all original copies/receipts from the doctor to Employee Relations office (where?) and keep them informed about your progress.
6. Have Central Staff complete a “Heskett Center Injury Report Form”.
7. Assist Central Staff in filling out the “WSU Accident and Illness Report Form” as soon as possible (but it must be within 3 days of the accident)
8. Central Staff must send the “WSU Accident and Illness Report Form” to Employee Relations office (Campus Box #115).

E. Heskett Center Exposure Control Plan

Determination of Risk of Exposure:

Heskett Center has established an Emergency Building Response team to respond to and provide first aid for life-threatening and non life-threatening emergencies.

The following individuals have been identified as high risk in that because of their job description they are required to administer first aid, and/or perform blood spill containment and clean up procedures.

- Central Staff Members
- Building Managers
- Intramural Program Assistants
- **Lifeguards**

Lifeguards are required to administer first aid but will not be responsible for blood spill containment or clean up. Student workers who do not fall into these categories have no responsibility to provide first aid and therefore will not be provided with training.

Schedule of Method of Implementation:

All training will be completed on or before the last day of September on annual basis.

1. All persons in the high-risk categories will be trained with the following information.
 - a. Adult CPR and PPE (Personal Protective Equipment) practice
 - b. First Aid basics and equivalent
 - c. Preventing Disease Transmission (PDT)
 - d. Review of Exposure Control Plan
2. All persons in the high-risk categories will have the opportunity to receive the HVB vaccine free of cost. These employees are considered “low risk” by OSHA and may use the post exposure prevention option. (See the Post Exposure Plan)
3. Any student worker who is exposed to blood-borne pathogens in the course of work will be provided with the HVB vaccine at free of charge via Post Exposure Plan.

1. Standard Precautions

HBV / HIV / Blood-Borne Pathogens

The concern over blood-borne pathogens has sparked a renewed interest in infection control. Two specific areas of concerns are HBV (Hepatitis B Virus) and HIV (Human Immunodeficiency Virus). HBV can lead to Hepatitis, a liver infection and HIV can lead to AIDS (Acquired Immune Deficiency Syndrome).

The nature of our profession and the occasional accident associated with recreation and sports may require close contact with accident victim's blood and/or body fluid secretions. Know who is an "AIDS case" is irrelevant. Anyone can be carrying the AIDS virus and not knowing it. Therefore, precautions need to be taken with everyone (men, women, and children) (The statistics are not showing the year of reference.)

The transmission of the AIDS virus by body fluids thorough broken skin indicates that disposable gloves must be worn and other precautions must be taken to prevent skin contact with body fluids. Personnel should be gloved when treating accident victims who are bleeding or have other body fluids apparent. Other precautions referred to as Standard Precautions to prevent the spread of the AIDS virus and other infectious agent should be flowed as well.

The guideline listed below have been developed to protect the Heskett Center personnel as well as the injured party against HBV, HIV, and/or other blood-borne communicable diseases. These prevent prudent practices for all Heskett Center staff members to follow.

1. Wear disposable gloves to prevent skin contact with the patient's blood or body secretions. Fresh wounds are most susceptible to infection through contamination but all wounds should be protected. Disposable gloves are kept with the Central Staff and Building Managers in a fanny pack around the waist, in the pool office, in the equipment room, and at the business counter.

Air should be blown into the glove to be sure it does not have a leak. Remove the soiled glove by pinching the wrist of the soiled glove with opposite glove near the wrist and pulling it off inside out. Once the glove has been pulled off inside out so that a clean surface is exposed then the thumb and index finger from the hand should grab behind that hand should grab behind that surface and begin pulling off the other glove. The glove should slowly be worked off so that the clean inside surface is being used to remove the glove completely. When the gloves are completely removed only the under surfaces should be showing. Avoid splattering on aerosol production.

2. Use a pocket mask or BVM (Bag Valve Mask) for ventilatory resuscitation. This reduced the likelihood for exposure to the patients' secretions and provides better oxygenation of the patient.
3. Avoid exposing skin or mucous membranes to the patient's blood or other body fluids. Exposed surface should be washed off with soap and running water as soon as practical. This action will limit the length of your exposure to any potential pathogens.

4. Wear eye protection (goggles) whenever the patient is losing a large amount of blood or secretions and there is a chance of splashing or splattering. This should prevent any contaminants from entering the eye. Goggles are located in the equipment room and pool office. They must be disinfected and cleared after use if blood or secretion contaminated them.

Once the care of the victim has been transferred to hospital or other personnel the following represent prudent practices:

1. Bandages and other one-time use items used in the response should be placed in a biohazard plastic bag and disposed in the biohazard bin in the Equipment Room.
2. Clothing which has been contaminated with blood or body fluid should be laundered. Contaminated clothing should be put directly into a washing machine and laundered by itself. Do no sort.
3. Wash hands as soon as possible after providing patient care and after handing contaminated materials. This is the most effective means of infection control. Use lots of soap and running water.
4. Disposable gloves should be worn while handling possible infectious materials.
5. Large spills need to be contained. Glove up and use paper towels or towels to soak up the blood. Dispose of as stated above.
6. If blood is spilled on the floor, follow the blood clean up procedures listed below.

If the stain or blood is spilled on carpeting the EH&S or campus police should be contacted to identify a proper cleaning agent that will not ruin the carpeting. It is important to keep people clear of that area until the disinfecting has been completed. (Place cones around the area. You can get cone from the Equipment Room).

7. All Heskett Center personnel who potentially may deal with clean up of blood can receive free Hepatitis B vaccination. Those interested in receiving the vaccine should communicate that to their supervisor who will take step to make the vaccine available.

These guidelines are intended to provide the best possible infection control for Heskett Center personnel without interfering with the quick efficient provision of emergency first aid. If you have any questions, please contact the Heskett Center Director.

2. Location of Personal Protective Equipment

Protection glasses, disposable gloves and pocket mask are located in...

- The business office in a mail box
- The equipment room in the First Aid cabinet
- The First Aid Bags attached to the Backboards in the pool area
- The Pool Office (inside of first aid drawer).

3. Post Exposure Plan

Accidental injuries such as cuts, needle sticks, any body fluids splashed into mouth or eyes while giving first aid care can result in possible exposure to infectious disease. All such cases should be recorded and reported to the Heskett Center Director ASAP. Any employee exposed to blood/ body fluid should follow the Post Exposure Plan within the first 24 hours after the exposure.

Steps:

1. Contact Central Staff immediately
2. Wash the exposed areas with generous amount of warm water and soap
3. Seek medical advice, and post exposure counseling and treatment at the WSU Student Health Service.

- WSU Student Health Service (316)978-3620
209 Ahlberg Hall (on campus)

Hours:	Mon, Tue	8:00am – 6:00pm
	Wed-Fri	8:00am – 5:00pm
	Sat, Sun	Closed

(Health Service stops taking patients 30 min. before closing!)

4. If the Student Health Center is closed, go immediately to the Wichita Clinic Immediate Care.

- Wichita Clinic (316)689-9107
3311 E. Murdock

Hours:	Weekdays	9:00am – 9:00pm
	Saturday	9:00am – 6:00pm
	Sunday	12:00pm – 6:00pm

5. Complete a WSU Accident or Illness form and submit to the Office of Employee Relations (Campus Box 115) within three (3) days.

HVB vaccinations will be provided at free of charge to any employee of Heskett Center who has come to in contact with blood borne pathogens while on duty.

Please follow the procedures for Workman's Compensation. (Page IV)

F. Gerald “Gerb” Sinsel Memorial Scholarship

Gerald “Gerb” Sinsel Memorial Scholarship is available for the lifeguards who work at Heskett Center. He was a full time college student and worked as a lifeguard from 1996 through 1999. He died during a medical treatment for the injury suffered in a skydiving accident. He played the role of an excellent lifeguard, and was certified in Water Safety Instructor and Lifeguard training Instructor. For more information about the scholarship, talk to your supervisors.

G. Lifeguard Tournament

We have proven the quality of our lifeguards by participating Lifeguard Tournament held in Kansas City. The team “Tsunami” have won the third place in co-ed division in both 1999 and 2000.

1999 at Jewish Community Center, Kansas City



Brian Wilson, Suzanne Duncum, Terri Elder, Kosuke Ishikawa (Team Captain), Jenny Ledford

2000 at Overland Park, Greater Kansas City



Cindy Kreyer, Kosuke Ishikawa (Team Captain), Holly Womack, Vance Donahue

H. Swim Proficiency Test

Procedure:

1. Retrieve the appropriate test form for the patron. The form indicates “General” for the patrons who wants to use the diving well, and the one with “Crew” on the form will be used for the crew team participants
2. Fill out the form
3. Conduct a test (refer the requirements below)

Requirements:

General Swim Test:

This test is applied for the any patron who wishes to use the diving well. The only exceptions are the patrons who use floating belt, and class activities.

The patron must demonstrate the skills shown below

1. Swim 1 length of the pool (25 meter or 25 yard) without resting on the side, bottom or lane line. Use any strokes.
2. **Jump** into the diving well, surface and tread water 30 seconds, then level off and swim back to the side.

Worship Date (Month)							Swim Proficiency Test		General	
Heskett Center/Center Recreation							Revised 02/2007			
1. Swim 25M without touching lane/bottom using any stroke										
2. Jump in the water and tread for 30 seconds										
No.	First Name	Last (Middle) Name	Age	Phone	P/F	Days	Initial			
1										
2										
3										
4										
5										
6										
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24										

All patrons who use the diving well must be able to pass this test.

Swim Test for Crew Participants:

This test is conducted for the candidates of the crew team. The tests are likely to be requested at beginning of semester.

The patron must the demonstrate the skills shown below

1. Swim 4 length of the pool (100m or 100yd) without touching the side, bottom or lane line. Use any strokes, the swimmer is allowed no resting on the sides.
2. Tread water for 5 minutes, and then wear a lifejacket provided.

Worship Date (Month)							Swim Proficiency Test		Crew	
Heskett Center/Center Recreation							Revised 02/2007			
1. Swim 100M without touching lane/bottom using any stroke										
2. Tread water for 5 minutes then wear a life jacket										
No.	First Name	Last (Middle) Name			P/F	Days	Initial			
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Crew class also has its own form, make sure both are filled. (Ours are for the backup purpose)

I. Pool Keys and Descriptions



There are many sets of keys used for the natatorium operation. The most two important sets of keys are the pool keys and emergency key. Lifeguards can check these keys out at the business counter when accessing to the natatorium. However, **DO NOT CARRY OUT KEYS FROM OF THE BUILDING!**

- **Pool keys (seen as #16)** – The primary key. These keys are used very often.
 - #56352 Key for Pool Office, entrance doors
 - #56352G Key for Pool Storage room
- **Pool Emergency Access Key (seen as #21)** – These are used only for back up purposes. During certain events, this key will be used to unlock the lobby door.
 - #56352 Key for Pool Entrance, Office door
 - A hex wrench to unlock the lobby door
- **Emergency Key (with Orange Tab)** – Located in the pool office. This set of keys will be used in case of emergency.
 - Silver key for the patio sliding door
 - Golden key for the pad lock for the patio gate
 - Hook to reset the emergency alarm (located by the office door)
- **Water Valve (T shaped)** – To operate water valves, this key will be used. The water outlets are located several places in the natatorium area. Use to refill water into the base of basketball goal, and hosing down the pool deck.
- **Power switch** – Use this key to control the ceiling lights in the natatorium area in case of an emergency. (See right picture)



J. Handling Natatorium Equipment

1. Pool Lift Operating Procedure

The main pool has a hydraulic lift that can provide an easier access to the pool for patrons who have disability. All lifeguards should know how to operate this equipment safely. The lift has maximum weight limit of 299lb.

1. At the beginning of shift, turn on the lift by operating a valve located in the filter room. The valve can be found at the west side of the wall, at the south end of the room. Right picture shows the condition of the lift. The left half indicates that the lift is "ON", and the right side shows the valve is shut



2. To check if the lift is working by looking for water dripping from a hose. If you do not see any water, do not use. The chair for the lift is in the storage room. If the valve's arrowhead is pointing up, that means the lift is going up. To lower the lift, the arrow must be pointing down. To stop the operation, turn the valve where the arrow is pointing side way.



3. Swing out the cylinder slightly and connect with the bracket. You should be able to locate a pin at the lower part of the cylinder and a hole in the bracket. Make sure the cylinder is secured. Place the chair in this direction as you see. When we are loading or unloading the patron, we must lower the chair and place it right above the drain to avoid injury. Once the patron positioned, use the straps to secure, adult may use only the lower one, for child, both straps must be on.



4. Turn the lift toward the pool so the cylinder can operate properly. Turn the valve to lower the chair. After the lift stopped, patron can remove the straps. When we are removing patron using the lift, take the opposite steps.



5. At the end of the shift, make sure that the valve is shut.

Do not over rotate the lift the water hose may be disconnected from the source.

2. Pool lightings and Electricity

Circuit Breaker Panel description:

There is an access panel for the circuit breakers in the office on the north wall. If there are any electrical problems with electric outlets, you should take a look at this panel first. You may operate the panel to restore the power, but it should be reset only once. If the breaker tripped again, do not attempt to resolve the situation, call building maintenance. The other function of the breaker is to control the under water lightings, used to help people have disabilities. Most of the time those underwater lights are off.

1. All receptacles along west wall
2. Under water lights SW corner
3. East wall receptacles –diving well
4. Receptacle for score
5. S & E receptacles Lap
6. Under water lights W wall
7. 2 E under water lights N wall –Lap
8. Under water lights NW wall
9. Under water lights N & E wall – Diving
10. (Spare)
11. 3 center underwater lights W wall – Lap
12. (Spare)
13. Underwater lights S wall – Diving, 2nd from W on N wall – Lap
14. 3 E underwater lights S wall
15. 2 S underwater lights E wall – Lap
16. (Spare)
17. 2 N underwater lights E wall – Lap
18. (Spare)
19. (Spare)
20. (Spare)



Layout

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When the natatorium lights are not on, use the switches in the office to turn them on. It may take about 10 minutes to become full light. It requires about 15 minutes of interval before resetting the lights.

From right to left on the picture

1. Main Office Lights (Regular Switch)
2. Bleachers (south side of the natatorium)
3. Diving Board (right above the boards)
4. Diving Pool (above the diving well)
5. Main Pool (above the main pool)
6. Stairs



3. Use of the Phone (for employees, patrons)



There is a telephone in the natatorium located just outside of the pool office. The phone number of this is 978-5276. The main function of this phone is to report an emergency to EMS, and building personnel, and also when lifeguard needs to communicate with the business counter or the supervisors.

Tips:

1. If the prefix is 978, dial only the last 4 digits.
2. If the prefix is not 978, then you need to press 9 before dialing the number.
3. The phone is for local calls only. Please use public phone by the entrance or your own personal phone for any long distance phone call.
4. If your intention is to call EMS directly, please press 9-911 instead.

Guidelines:

- The phone should be used for in case of emergency only. The emergency numbers are posted on the phone, and the notes on the phone.
- Our phone line can notify an incoming phone call even the line is busy. However, we can keep only one line at a time. This means you cannot put someone on hold, or transfer to other place.
- When answering an incoming call, please say, "Heskett Pool, This is (name)"
- You may call your family, or friend while on your break. However, all incoming phone calls take priority over your call and all personal calls should not last more than TWO minutes at a time.
- Patrons are not allowed to make personal phone calls. Except when they receive a page and claim it is an emergency.
- Please handle the phone with care! Especially not to over stress the cord. The phone must be performing properly in case of emergency!

What to do if a patron wants a lifeguard's phone number?

- To protect our privacy, we won't give any guard's number.
- A note can be made for call back (Ask for name, phone number, and items of business...)
- If it is urgent, guard may make a call, but not the patron.

K. General Information for Aquatic Classes

a) Responsibilities of Physical Education Aquatic Instructors

All instructors who use natatorium for their classes must be aware of the rules and procedures applied. These include general Heskett Center rules, natatorium rules, and the emergency action plan. At the beginning of every semester, instructors are recommended to revisit important items with the aquatic staffs, and with the participants of the class.

Items to review with aquatic staffs:

1. General natatorium rules
2. Whistle communication system
 - a. 1 Short Whistle Blast – to get attention of patron
 - b. 2 Short Whistle Blasts – to get attention of other lifeguard, or instructors
 - c. 1 Long Whistle Blast – in case of an emergency
3. Emergency Action Plan
 - a. Location of the emergency alarm, and the emergency key
 - b. Phone procedure (life threatening and non life threatening cases)
 - c. First aid kit available at the natatorium
 - d. What instructors are expected to do during an emergency

Items to be reviewed with participants for the first day of the class:

1. General Pool Rules
 - a. Take head to toe shower (no head shower required for water aerobics)
 - b. Walk on the deck
 - c. No diving into main pool (feet first entry)
 - d. No chewing gum, candies.
 - e. Remove band-aid
 - f. Proper swimwear required
2. Whistle communication system
3. What to do in an emergency

b) In case of an Emergency During Aquatic Classes

For the purpose of describing the emergency action plan, the “**primary rescuer**” is the person who makes contact with the victim. This may or may not be a lifeguard, depending on the proximity to the victim and the ability of the PE staff member to effect a safe rescue. Instructors will be designated as “**secondary rescuer**”, if not making the rescue.

Non Life Threatening Situation:

1. Primary Rescuer make the rescue
2. Secondary Rescuer must provide pool backup coverage for all areas of the pool.
3. Other lifeguard or bystander calls Central Staff (dial 3082) if bodily fluid or injury is involved.
4. When Central Staff arrives, the Lifeguards returns to duty.
5. Central Staff lists the witness and attends to any blood spills.

Life Threatening Situation:

1. Primary rescuer make the rescue
2. Secondary rescuer pushes the emergency button and dials 9911, report the emergency to an EMS dispatcher. (The person may follow the script posted on the office window)
3. The Secondary rescuer designates the instructor or a student to clear the pools; students will be going in to the locker rooms.
4. The Primary and Secondary rescuers remove the victim from water.
5. Primary rescuer administers appropriate first aid until support personnel arrive.
6. Support personnel (alarm in office sounds) arrive on the scene.
 - a. Central Staff “on duty” and building manager alerted and assist; unlocking the patio door and the gate
 - b. Campus police alerted and officer assists; Escorting EMS
7. Emergency personnel arrive on the scene
 - a. Fire department rescue squad assists
 - b. Emergency Medical Technician takes over the care.
8. Central Staff completes the injury report form, cleans up blood spills and debriefs the instructor and the lifeguards.

L. WSU Police Department Policy on Transportation

The transportation of medical patients will be at discretion of the transporting officer. The following directions will be used to determine, when and how to transport patients. If other departments are involved, please explain why patient cannot be transported.



Patients that can be transported by department vehicles if available:

- A. Minor injuries where bleeding can be controlled by bandaging.
- B. Minor sprains or dislocations
- C. Minor illness
- D. Suicidal or mental *– at the discretion of detail commander*

Patients can be transported to: (Refer Page 2 for address and phone number)

- A. Student Health Service
- B. Wesley Emergency Room
- C. Wichita Clinic
- D. Patients' home *– at discretion of detail commander*
- E. St. Francis / St. Joseph Hospital *– at the discretion of the detail commander*
- F. Minor Emergency Center on North Woodlawn

Patients that will NOT be transported by department vehicle (contact EMS)

- A. Back or neck injuries of any kind
- B. Fractures
- C. Severe sprains
- D. Illness where regurgitation might occur

M. Thanks a Bunch!

Martin Asebedo, Nathan Bliss, Megan Bush, Elizabeth Bruce, Vance Donahue, Suzanne Duncum, Jim Dwyer, Paul Egy, Terri Elder, Sadie Ellsworth, Melissa Fowler, Angie Gayer, Tyler Heffron, Renee Keiss, Amy Keterson, Brian Killion, Cyndi Klima, Cindy Kreyer, Sarah Manske, Clint Morgan, Joey Mow, Chris Myers, Carissa Lassman, Jenny Ledford, Reagan Parrish, Melissa Paxson, Kate Pinkerton, Lindsay Poe, Paige Riddle, Larissa Riggie, Jason Roberts, Gerald Sinsel, Elissa Tandoc, Mandi Twist, Laura Taylor, Howard Taylor, Brook Vannaman, Jessica Varlack, Kathy Westerhoff, Brian Wilson, Holly Womack

