



LIFESAVING SOCIETY

The Lifeguarding Experts

COMPREHENSIVE AQUATIC SAFETY AUDIT REPORT

File: ON-Lakeshore



CLIENT

Town of Lakeshore
Atlas Tube Centre and West Beach
447 Renaud Line
Belle River, ON N0R 1A0

LIFESAVING SOCIETY

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Summary Findings

Aquatic Safety Audit

On April 6, 2019, the Town of Lakeshore retained the Lifesaving Society to undertake a comprehensive aquatic safety audit of their aquatic operations. An initial meeting was held with Mr. Terry Fink and Mr. George Turnbull for the Town of Lakeshore and Mr. Michael Shane, Safety Management Director - Lifesaving Society. It was agreed that the purpose of the aquatic audit was to maximize the safety of participants in the Town of Lakeshore public aquatic facilities. The safety audit would identify what steps might be taken to minimize the risk of drowning or serious water-related injuries. It was agreed that the scope of the safety audit would include discussions with management in addition to an evaluation of the aquatic facility's operation. This evaluation would report only on those items that require attention. It would not address aspects that were satisfactory or exceptional.

Aquatic Safety Audit Process

Personnel

The Lifesaving Society appointed Conny Smith as Aquatic Safety Management Services - Chief Auditor. Ms. Smith has extensive experience in municipal aquatic management. The Lifesaving Society also appointed the following Aquatic Safety Auditors: Peter Mumford and Michael Shane. All of the individuals appointed have extensive experience in aquatic facility operations. Additionally, a Supervision, Enhancement & Evaluation (SEE) team was appointed, team members include: Jennifer Knights. The Town of Lakeshore appointed George Turnbull as the primary contact for the safety audit team.

Audit Components

The audit team followed a process that included:

- On-site safety inspection of each aquatic facility.
- Supervision Evaluation and Enhancement (SEE) audits of both instructional and lifeguarding activities.
- Interviews with management staff at various levels within the organization.
- A review of existing documentation provided to facilities and staff concerning the operation of aquatics within the Town.
- Completion of a final report.

Facility Safety Inspections

The safety audit team completed its inspection of the aquatic facilities on August 25-26, 2019. In their detailed inspection, the auditors examined the facilities applying criteria developed by the Lifesaving Society from sources that included:

- Government of Ontario statutes governing public swimming pools and waterfronts.
- Recommendations from coroners' inquests.
- Lifesaving Society standards concerning the operation of public swimming pools and waterfronts.
- Lifesaving Society research into drownings in swimming pools and waterfronts.
- Other relevant government regulations and acts.

As part of the inspections, staff members designated on the inspection day as the facility representative were questioned regarding specific facility operations, staff training, staff certifications and other general topics. If Priority Concerns were identified, they were discussed with the designated facility representative immediately following the facility inspection.

Staff Interviews

Following the facility inspections, the safety audit team conducted interviews with a selected cross-section of three employees representing various relevant functions. The interviews were designed to gather the views of staff on the Town's aquatic operation.

The members of the audit team asked questions of each interviewee, after which staff were invited to share additional thoughts with assurances that specific comments would be unattributed.

Documentation Review

The safety audit team examined the aquatics-related literature supplied by George Turnbull. The team focused their examination on the Aquatics Policy and Procedure Manual.

Summary Findings

The Lifesaving Society completed an aquatic safety audit of the Atlas Tube Swimming Pool and the Town of Lakeshore West Beach/Marina on August 26, 2019. It is the Lifesaving Society's opinion that at the time of the audit, these facilities were operating below the range of Safe Practice.

The Lifesaving Society recognizes a range of Safe Practice. When operating within this range, the Town of Lakeshore is providing a reasonable standard of care in all four categories we audit: personnel, procedures, communication and facility and equipment.

The Lifesaving Society considers the Town of Lakeshore to be operating within the range of Safe Practice if the aquatic safety audit identifies no Priority Concerns, and only Primary Recommendations which in the opinion of the Society represents a low risk to public safety.

The Lifesaving Society considers the Town of Lakeshore to be operating below the range of Safe Practice if any Priority Concerns are identified, or if any Primary Recommendations address unreasonable risk to public safety.

We direct your attention to the following concerns and recommendations:

The Lifesaving Society's aquatic safety audit reports Priority Concerns, Primary and Secondary Recommendations in four categories – Personnel, Emergency and Operating Procedures, Communication and Facility and Equipment.

Priority Concerns



Priority Concerns

Priority Concerns

The Society's aquatic safety audit revealed six (6) problems to warrant Priority Concern status. Priority Concerns represent major safety risks to the public and merit immediate action. The Lifesaving Society alerts aquatic facility operators to Priority Concerns at the time of facility inspections.

Primary Recommendations



Primary Recommendations

Primary Recommendations

The Society's aquatic safety audit presents twenty (20) Primary Recommendations. Primary Recommendations address situations in contravention of a relevant Province of Ontario statute or the Lifesaving Society's position on what constitutes reasonable safe practices. Primary Recommendations should receive focused attention by facility management.

Secondary Recommendations



Secondary Recommendations

Secondary Recommendations

The Society's aquatic safety audit presents twenty-five (25) Secondary Recommendations are designed to enhance the safe use of the aquatic facility. Action on Secondary Recommendations can proceed within the facilities ongoing operations.

Atlas Tube Centre Swimming Pool

Facility – Entrance



Priority Concerns

Install a facility admissions sign.

The Society's drowning research shows that unattended youth are at a high risk of drowning during non-instructional swim settings. The Society recommends that all pools adopt a policy that children under 10 years of age not be admitted to public recreational swimming unaccompanied, unless they are able to pass the facility swimming test. The policy would include:

- Children under 10 years of age who are unable to pass the facility swim test must be accompanied by a parent or guardian who is at least 12 years of age and responsible for their direct supervision, with a maximum of two children for each parent or guardian.
- Children under six years of age may not be admitted to the swimming pool unless they are accompanied by a parent or guardian who is responsible for their direct supervision, with a maximum of two children for each parent or guardian.

For non-swimmers between six and nine years of age:

- The ratio of non-swimmers to parent or guardians may be a maximum of eight bathers to one parent/guardian (8:1) if lifejackets are worn by all non-swimmers in their charge.
- Parent/guardians are responsible for the children in their care while in the facility and must directly supervise the children at all times.
- Ratios of instructors/lifeguards to bathers must also be maintained as per Regulation 565/90.

The Lifesaving Society recommends operators include this standard in their facility policy and procedures manual, and staff handbooks. All staff should review this standard and its application at least once a year during staff training sessions. Lifeguards should be reminded what to look for, and of procedures to deal with unaccompanied non-swimmers. Owner/operators should educate the public through signage, flyers, department brochures, etc.

Owner/operators should ensure procedures are in place to evaluate bathers as they enter the facility. For example, during swim start-ups, off-duty lifeguards could be positioned in cashier or deck areas to ensure all bathers meet the requirements. Patrons should be encouraged to use the "buddy system," where bathers always swim with a buddy regardless of swimming ability.





Priority Concerns

Install medical condition signage.

Operators should ensure that signage regarding medical conditions is installed at the entranceway to the facility. This will inform bathers with medical conditions of appropriate precautions to take before entering the swimming pool. The wording on the sign should be similar to the following: "Those with seizure disorders or other serious medical conditions should be accompanied by an individual knowledgeable of their condition and responsible for their direct supervision."



Secondary Recommendations

Install opposite gender signage.

To ensure that the public is informed of opposite gender change room use requirements prior to entering the facility, standard signage should be prepared and located where patrons will see it. The Lifesaving Society recommends children seven year of age and over change in the appropriate gender change room.



Facility – Family Change Room



Primary Recommendations

Ensure all receptacles in the change rooms are GFCI protected.

At the time of the audit no determination could be made as to the GFCI protection of some of the receptacles in the facility's change rooms. These are often used by patrons to plug in hair dryers and so adequate protection should be provided in this environment to prevent electrocution.



Secondary Recommendations

Provide baby change table liners.

To reduce the cross contamination of bathers, baby table tray liners should be provided. This will enhance safety to all exposed to this potentially high infection zone.



Secondary Recommendations

Provide soap in shower room areas.

Regulation requires that bathers take a warm shower with soap. In order to ensure that this is being done, the corporation should provide soap in the shower room area. This will help to reduce contamination of the swimming pool water and enhance bather comfort and safety.



Secondary Recommendations

Repair washroom sink.

All patrons must have access to warm running water to ensure that proper handwashing techniques are enabled after toileting.



Secondary Recommendations

Repair ceiling trim.

On the inspection date, inspectors noted that ceiling trim was taped to hold it in place. Repairs should be made to ensure that there will be no falling debris onto patrons.



Facility – Male Change Room



Secondary Recommendations

Install a baby change table.

Diaper changing is a very difficult and potentially dangerous activity if attempted in the wrong location. Baby change tables provide a safe, flat and secure area where babies can be changed with little risk of falling. These should be provided to the public in all change room areas.



Secondary Recommendations

Provide soap in shower room areas.

Regulation requires that bathers take a warm shower with soap. In order to ensure that this is being done, the corporation should provide soap in the shower room area. This will help to reduce contamination of the swimming pool water and enhance bather comfort and safety.

Facility – Female Change Room



Priority Concerns

Readjust the hot water temperature control in the female showers.

The water temperature in the showers was in excess of 40 C. As dictated by the Regulation the maximum temperature permitted is 40 C. Temperatures in excess of this may cause scalding of bathers while using the showers.



Primary Recommendations

Reduce the sink water temperature.

On the day of the audit, the hot water temperature in the washroom sinks was in excess of 40 C. Regulation requires that this temperature be no more than 40 C. Temperatures in excess of this can cause scalding on bathers.



Secondary Recommendations

Install a baby change table.

Diaper changing is a very difficult and potentially dangerous activity if attempted in the wrong location. Baby change tables provide a safe, flat and secure area where babies can be changed with little risk of falling. These should be provided to the public in all change room areas.



Secondary Recommendations

Provide soap in shower room areas.

Regulation requires that bathers take a warm shower with soap. In order to ensure that this is being done, the corporation should provide soap in the shower room area. This will help to reduce contamination of the swimming pool water and enhance bather comfort and safety.

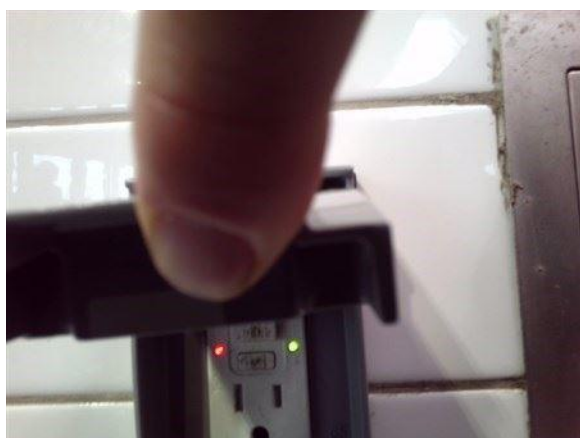
Facility – Deck



Primary Recommendations

Ensure all receptacles on the swimming pool deck are GFCI protected.

At the time of the audit no determination could be made as to the GFCI protection of the receptacles on the swimming pool deck. These are often used by patrons and staff to plug in electrical appliances and so adequate protection should be provided in this environment to prevent electrocution.





Primary Recommendations

Enhance contrast of deck lettering.

A more significant color contrast of the deck lettering would ensure that those with visual impairment would be able to clearly read the deck markings to ensure their safety.



Primary Recommendations

Install Caution No Diving signage adjacent the swimming pool ramp.

Regulation requires that a sign be posted advising bathers of the dangers of diving into shallow water on the ramp. This sign should be located adjacent the ramp so that bathers will not undertake in that activity in this shallow water area.



Primary Recommendations

Provide two buoyant throwing aids with line.

As dictated by Regulation, at least two buoyant throwing aids with line must be provided. This line must be half the width of the pool plus 3 m. This equipment is important as a rescue device during an emergency situation.

At time of inspection, the lines were tangled, making this an ineffective throwing aid, ensure the lines are inspected on a daily basis to ensure that the lines do not become entangled.



Primary Recommendations

Ensure spinal board is functional and completely equipped.

A spinal board is an important tool for aquatic staff to utilize during an emergency situation to remove injured bathers from the swimming pool. A spinal board should have secure runners, at least three straps, and a headpiece. The board should be in a condition to fully support an unconscious victim and remove them from an aquatic facility for EMS services.

At time of inspection, the spine board straps had lost their viscosity, and may not serve the purpose that was intended. Spine board straps should be inspected on a regular basis and replaced if necessary to ensure proper support can be enabled.



Primary Recommendations

Secure all skimmer basket covers.

Skimmer baskets should be free from debris and secured so bathers cannot gain access to them. At the time of the inspection the skimmer baskets were not secured with screws.



Secondary Recommendations

Relocate "Shallow Water- No Diving" signage.

Regulation requires that a sign be installed that states "Shallow water- No Diving" in swimming pools where the maximum depth is less than 2.5 m. The lettering must be at least 150 mm in size and the signs must be posted in a conspicuous location. This signage will educate bathers of the danger so diving into shallow water and potentially prevent injury.

Currently, there is only one sign present on deck, located at deep end of leisure pool, consider adding more signage or relocating current sign to ensure patrons can see the sign when entering the swimming pool area.



Secondary Recommendations

Repair starting blocks.

FINA regulations require that the height of the platform above the water surface shall be from 0.5 metre to 0.75 metre. On the day of inspection, the platform was measured as .85 m at the rear and .75 m at the front above the water surface. To ensure bather safety these platforms should be adjusted.



Secondary Recommendations

Replace lifeguard tower missing seat.

The lane pool is required to have two operational lifeguard towers per the regulation. Only one tower is functional. The second tower seat should be installed to ensure staff can access and use the lifeguard tower when necessary.



Facility – Equipment Room



Primary Recommendations

Ensure the equipment room is locked.

The equipment room is often left unlocked. This room is a storage area not only for pool equipment but also cleaning supplies. To ensure the safety of the pool, patron's access to this area should be restricted. The door should be locked at all times.



Secondary Recommendations

Relocate personal protective equipment to the emergency exit corridor.

Staff keep personal protective equipment in this space which is left unlocked and open, the equipment may contain residual chemical and dirt and as such, can pose health hazards to both patrons and staff. Relocate the personal protective equipment to the emergency exit corridor, tuck to the left, behind the door.





Secondary Recommendations

Repair all leaks for the filter room.

To ensure the safety of all operators, repairs should be made to the various systems that were leaking at time of inspection. While some of the leaks on the pumps may not be serious, the systems carrying chlorine or acid may cause serious injury.





Facility – Office

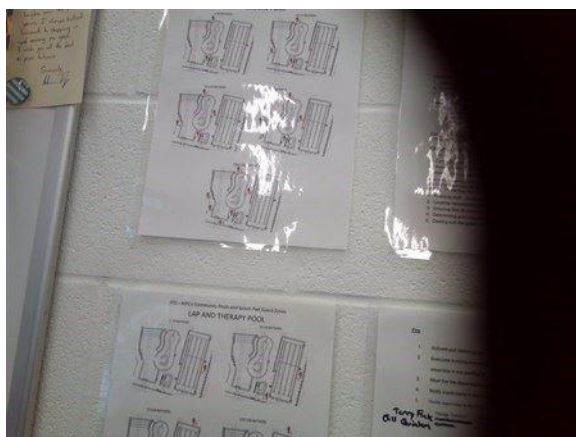


Priority Concerns

Conduct a review of all facility scanning and rotation charts to ensure that they are effective tools to advise staff of the areas of responsibility and coverage.

While all the facilities had scanning and staff rotation charts posted, there is a significant difference in how these charts have been developed and used by staff to enhance supervision standards at each site. Many of the drawings had limited information about where lifeguards should be located and what they should be able to see from that position. In some cases, lifeguards were inappropriately positioned. All of the scanning and rotation charts should be reviewed to ensure they consider the following:

- pool schematic drawings should be created in scale with the facility design
 - separate charts should be created where lifeguard numbers increase and/or where different parts of the pool areas are open or closed for public use or where glare relocates due to changing light conditions
 - all facility charts should be similar in design so there is more consistency and better understanding for staff who may work at multiple sites
 - staff positions and rotation directions should be clear on the charts
 - scanning zones should be clearly marked and appropriate overlap areas should be noted
 - Colours should be used where possible to better define intensive & extensive scanning areas
 - All staff should be clear on what they must see from specific positions and what they should do if conditions change and they are not able to see all areas of their intensive scanning zone, including the pool bottom
 - All charts should be reviewed as part of a facility orientation process and during staff training
- ZONES**



Primary Recommendations

Post emergency and operational procedures in the pool office.

Documentation of both operational procedures and emergency procedures should be available in the pool office. Emergency procedures should also be posted on the wall in the pool office. This will ensure staff have access to this information during an emergency situation.



Primary Recommendations

Locate a copy of the Lifesaving Society Guide to Public Pools Regulation in the pool office.

A current copy of the Regulation or the Lifesaving Society Guide to Ontario Public Pools Regulation should be located in the pool office. Staff should have access to this information to ensure that the facility is operating to acceptable standards.



Secondary Recommendations

Clarify uniform policy.

At the time of inspection, staff were wearing long sleeve hoodies and pants. Staff may use these provided training is completed with these clothing articles. This will confirm that staff can still perform to NL standard. This information must be documented within the training records.

Facility – Spa



Priority Concerns

Correct low sanitizer levels in the spa pool water.

On the day of inspection, sanitizer levels were recorded as below the minimum levels as permitted by Regulation. A minimum FAC level of 5.0 to 10.0 ppm is required to maintain safe water. The operator should take immediate steps to increase this level and ensure this minimum is maintained at all times.



Priority Concerns

Correct pH levels.

On the day of inspection, the recorded values for pH were outside the acceptable range as identified by Regulation. Steps should be taken to correct this deficiency to ensure that the water is safe and comfortable for bathers and equipment is not at risk of attack by corrosive water.

DAILY RECORDS
Date: August 21st

Time	FAC	TC	pH	Clarity	Level	ALK	Name	Notes
6:00am	4.0	4.0	7.3	✓	✓	100ppm	Michelle	
8:00am	5.0	4.0	7.3	✓	✓	100ppm	Michelle	
10:00am	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
12:00pm	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
2:00pm	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
4:00pm	4.5	4.0	7.4	✓	✓	100ppm	Michelle	
6:00pm	4.5	5.0	7.4	✓	✓	100ppm	Michelle	
8:00pm	4.5	5.0	7.4	✓	✓	100ppm	Michelle	
10:00pm	4.5	5.0	7.4	✓	✓	100ppm	Michelle	

DAILY RECORDS
Date: August 21st

Time	FAC	TC	pH	Clarity	Level	ALK	Name	Notes
6:00am	4.0	4.0	7.3	✓	✓	100ppm	Michelle	
8:00am	5.0	4.0	7.3	✓	✓	100ppm	Michelle	
10:00am	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
12:00pm	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
2:00pm	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
4:00pm	4.5	4.0	7.4	✓	✓	100ppm	Michelle	
6:00pm	4.5	5.0	7.4	✓	✓	100ppm	Michelle	
8:00pm	4.5	5.0	7.4	✓	✓	100ppm	Michelle	
10:00pm	4.5	5.0	7.4	✓	✓	100ppm	Michelle	



Secondary Recommendations

Record Total alkalinity values.

This test must be done at same time as sanitizer and pH and recorded in the same manner and timeframes per regulations. Total alkalinity must be within 80-120 ppm to meet regulatory requirements.

DAILY RECORDS
Date: Aug 21/2018

Time	FAC	TC	pH	Clarity	Level	ALK	Name	Notes
6:00am	4.0	4.0	7.3	✓	✓	120	Josh	
8:00am	5.0	3.0	7.3	✓	✓	100	Michelle	
10:00am	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
12:00pm	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
2:00pm	5.0	3.0	7.3	✓	✓	100ppm	Michelle	
4:00pm	4.5	5.0	7.4	✓	✓	100	Michelle	
6:00pm	4.5	5.0	7.4	✓	✓	120	Michelle	
8:00pm	4.5	5.0	7.4	✓	✓	100	Michelle	
10:00pm	4.5	5.0	7.4	✓	✓	100	Michelle	

Facility – Tank – Lazy River



Primary Recommendations

Repair outlet grate cover.

The grate is cracked and should be replaced to ensure it meets operational standards.

Facility – Tank – 25 m pool



Secondary Recommendations

Repair loose caulking on inlet fittings.

At time of inspection, the caulking was found to be deteriorating on inlet fittings. Repairs should be undertaken to ensure fittings stay secure and offer no opportunity for patrons to injury themselves.



Secondary Recommendations

Band or color the eyelet attached to railing.

The eyelet is attached to railing and protrudes; this may cause injury to patrons. To ensure that there is no opportunity for injury, the eyelet should be banded or colored for visibility reasons.



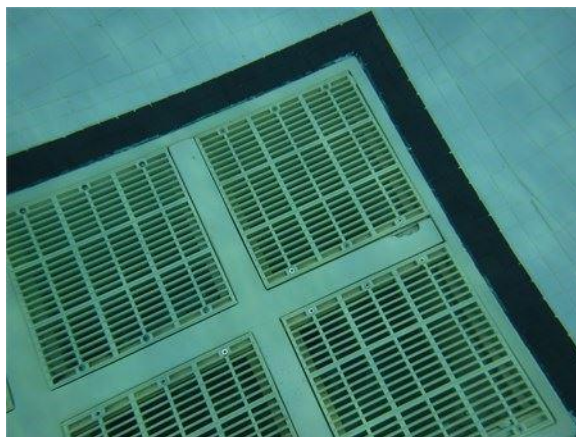
Facility – Tank – Zero Entry Pool



Primary Recommendations

Repair outlet grate covers.

At time of inspection, outlet grates were found to be cracked. Repairs need to be taken in a timely fashion to ensure no opportunity is present for further damage which could result in injury to patrons.



Secondary Recommendations

Install a second lifeguard tower.

Because this swimming pool has a water surface area greater than 250 sq m. regulation requires that there be two lifeguard towers. This may best be placed on the deck behind the therapy pool, almost across from current lifeguard tower.

West Beach

The Lifesaving Society recommends that the Town of Lakeshore provide at a minimum lifesaving equipment and specific education signage at West Beach. The specific requirements are listed in this report and in the Lifesaving Society Waterfront Safety Standards under Sections 4 and 5.

Facility – Waterfront Unsupervised



Primary Recommendations

Provide beach signage.

It is recommended that a beach sign plan be created and implemented to ensure a consistent message and should adhere to the content outlined in the Lifesaving Society Waterfront Safety Guidelines, and placed in strategic locations to ensure that it can be seen and read by the majority of patrons.

As quoted from the current waterfront guidelines “the owner and operator shall ensure that the waterfront facility is operated in accordance with the following guidelines:

- Beach signs are posted at entrances and exits, or where there are not specific entrances and exits, at reasonable intervals along/near the swimming area, indicating:
- "Swimming area is not supervised; children require direct supervision by parents or adults.”
“Don’t swim alone.” “Waterfront conditions (depth, bottom, etc.) may change.”
- Location of telephone for emergency use (or other communication device), and nearest first aid station.
- Diving can result in serious injury or death; patrons are cautioned against diving, or to perform only foot first entries in areas unsafe for diving or where uncertain of water depth.
- Hours of operation are identified where applicable.
- Beach safety rules such as “No Dogs”, “No Fires”, “No Glass” etc.
- Name of facility and operated by: _____.
- Report any site deficiencies to: _____.
- The nearest emergency telephone (or other communication device) carries a list of names and numbers of the emergency services.”

A suggestion is for two major signs at the main entrance locations to the park, to include a map of beach area, where you are adjacent to the beach, locations of safety equipment, emergency telephone, lifeguard stations, swimming buoyed off area, flag protocols, beach rules and the hazard area on west side of beach. Image signage vs. words should be incorporated for universal recognition. A guideline can be found at the American National Standards Institute <https://www.ansi.org>

These are American standards used sometimes for signage – especially pictograms. In addition, staff and appropriate authorities should review signage bylaws to ensure that signage includes correct language to allow enforcement on beach bylaws and fines for Lifesaving equipment removed from the beach. Many municipalities across Ontario post the actual bylaw number on the signage to allow for enforcement. This will ensure that appropriate information is communicated to beach patrons. Signage is sometimes removed from the beach area, staff should investigate ways of making signage permanent and inaccessible.

Signage locations should include: (Areas to be clearly visible)

- Beach access points
- Lifeguard chairs
- Change room facility – interior and exterior walls
- West Area of Beach, site of previous incident



Primary Recommendations

Provide access to EMS services.

When an emergency occurs immediate access to EMS services will enhance victim care. A communication plan should be developed and implemented so that bathers will have access to these services when an emergency occurs. In addition, this plan should identify a strategy that will help to identify victim location on the Beach.



Primary Recommendations

Install lifesaving stations in designated areas.

At the time of the audit, no lifesaving stations were provided. There is a need for these stations to be installed to ensure the public has access to rescue equipment to assist in a water emergency, without having to enter the water or to provide safety separation from the victim if they do enter the water.

Equipment located at each rescue station should include:

- A reaching pole of at least 3m in length.
- A buoyant throwing aid attached to a 6mm line at least 8m in length.
- Appropriate signage as dictated by the Lifesaving Society Waterfront Safety Guidelines.
- Signage that indicates the purpose of the equipment and warns of misuse and consequences should also be installed on each station.

At least one lifesaving station should be installed in a central location of the beach and no more than 50 metres from the waters edge.



Primary Recommendations

Designate a safe swimming area.

Swimming area and beach intended for use by patrons should be clearly designated through signs, buoy lines, buoy markers or a combination of these. Swim Buoys are typically white with No Swimming and reflective tape. These markers should be no more than 50 m apart and approximately 75 metres from shore.



Secondary Recommendations

Eliminate ponding water in beach area.

The water that is ponding on the beach creates an opportunity for young children to play in and around however this water is stagnant and may contain bacteria that is harmful to these individuals. Continue to regrade the beach area to eliminate the ponding water, possibly create a berm along the stonewall where the water is entering into the canal.

Marina



Primary Recommendations

Implement Marina safety recommendations.

Although not included in this audit, the team has the following recommendations after touring the marina which is located adjacent West Beach:

- Expand the installation of lifesaving stations along the roadway to the marina. These should be installed at least every 150 m and include signage, a reaching pole and a buoyant throwing aid.
- Install no swimming and no diving signage along the roadway to the marina.
- Enhance identification of walkway edge. A curb, painted edges or some other system should be installed to heighten awareness of the walkway edge.
- Install No Entry signage on marina breakwater.
- Paint ladders to heighten identification and awareness of locations.
- Conduct regular inspections of lifesaving stations and log results.

Communication

Communication



Secondary Recommendations

Create a maintenance operational manual.

Staff would benefit from an operational manual that contains relevant information for your site, this would include "how to" make chemical adjustments correctly and values needed to change chemical dosing.

This should also include daily filtration and physical plant information that staff could then use to trouble shoot issues on a day to day basis.

Literature Completeness



Secondary Recommendations

The Lifesaving Society recommends that this manual be edited to contain policy, procedure and operational information specifically designed to educate front-line aquatic and support staff about their responsibilities in the performance of their duties.

A review of manuals indicated that the following areas were not covered or were weak in content.

Introductory Section

Table of Contents - add page number

Emergency Procedures (Aquatic)

- Aquatic Emergency Procedure summary (one pager showing Minor and Major procedures required by Health Regulations to be documented and available to staff at facility, usually posted)
- Emergency signals- create diagram of hand signals and post in pool office

Aquatic Supervision Procedures

Operational Procedures

- First Aid stations-supplies required
- Day Camp procedures – councillor: child ratios
- Outlet check
- Bottom visibility check
- Record of safety checks

Patron Rules

- Medical conditions
- Age for opposite sex change room access-Alternate arrangements.
- Safety Supervision standard for Pool Rentals by the Public

Health Regulations

- Use clear wording (such as wording in Lifesaving Society Guide to Public Pools Regulation)
- Reference each with the appropriate reg. number

Instructional Program Information

- Facts on cross-contamination

Human Resources & Administration

- Position job descriptions
- Application
- Tryouts
- Police Reference Check (definition and process to obtain) Relocated from Emergency Procedures

Occupational Health

- Maintenance & Water Treatment
- Cleaning procedures
- Equipment repairs
- Fouling procedures
- Vacuuming procedures
- Adding chemicals

Occupational Health

- Maintenance & Water Treatment
- Cleaning procedures
- Equipment repairs
- Fouling procedures
- Vacuuming procedures
- Adding chemicals

Other

- Lifeguard positions and Zone coverage (posted) and in manual
- Rotation Procedures
- Emergency STOP button/Filter shut off switches
- Hazardous waste disposal guideline
- Clean up of Bodily fluids
- Handling Sharps
- Lighting checks
- Topless Bathing policy
- Patrons with Catheters

Emergency and Operating Procedures

Emergency and Operating Procedures



Primary Recommendations

Establish an annual Staff Training Plan, including core content items, for regular in-service training sessions.

Aquatic Supervisors should develop a plan for the provision of consistent and regular mandatory in-service training sessions for all staff, and for all facilities. This plan should take into consideration the ongoing significant turnover of staff and should include, but is not limited to:

- Staff attendance and performance expectations
- Documentation process (e.g. dates, attending staff, items covered, who conducted the training etc)
- Procedures to follow when staff cannot attend training
- Staff discipline procedures

Additionally, the corporation should establish standardized core content for in-service training sessions that should include, but should not be limited to:

- CPR refresher skills
- Lifeguard supervision zones and the placement, for each facility, program or activity
- Lifeguard rotation protocols
- Scanning techniques and practice
- Procedures for major and minor emergencies
- NL Skills (e.g. brick recovery)
- Site specific related issues

At the time of inspection, all facilities produced training records however; many of the documents did not provide adequate information about the items that were covered as part of the training sessions.



Primary Recommendations

Ensure Pool Operators have a procedure in place and staff available to respond to water quality problems or mechanical failure.

The staff on site should have information available and be trained in any filtration emergency or operational procedures that are required to ensure patron safety. Pool Operators are not always on site to deal with these emergencies due to scheduling. All staff should have a basic understanding of the filtration system and what to do when a filtration emergency occurs. These procedure should be posted in the filter room.



Secondary Recommendations

Post an emergency procedures page in the staff office.

In the event of an emergency, it is important that staff respond appropriately to the emergency situation. A single sheet outlining this response posted in the pool office will remind staff on a day to day basis of the steps to follow during any emergency situation. This will improve the response and enhance bather safety.