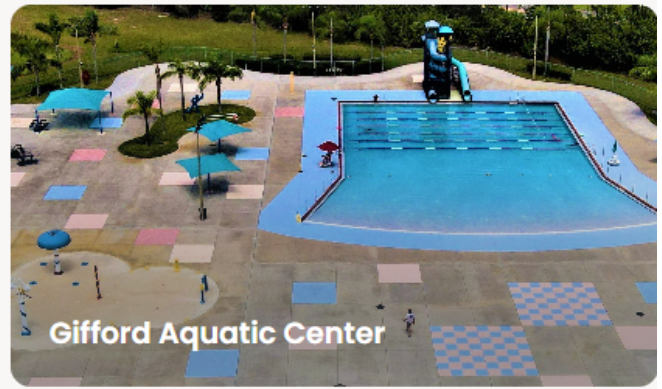




Indian River County Parks, Recreation, and Conservation Department

Aquatic System Standard Operating Policies and Procedures

Revision Date: 04/01/2025

Contents

I. Operations Standards: Aquatics.....	2
A. Background.....	2
B. Aquatics Division Org Chart.....	2
C. The Pools.....	3
D. Hours of Operation.....	4
E. Fees & Rates.....	4
II. Guidelines and Responsibilities for New Hires.....	5
A. Aquatics On-Boarding.....	5
B. Standard Operations / Job Duties.....	5
III. Public Relations / Customer Service.....	8
A. Expectations and Guidelines.....	9
B. Guest Management.....	9
IV. Closure Policy.....	10
A. Weather Related.....	10
B. Bather Load.....	11
C. Mechanical.....	11
D. Water Quality.....	11
E. Rain Check Policy.....	11
V. Professional Standards.....	13
A. Uniform & Dress Code.....	13
B. Smart Devices.....	13
C. Attendance & Time Keeping.....	13
D. Paychecks.....	14
VI. Employee Safety.....	15
A. Universal Precautions.....	15
B. Employee Health & Injuries.....	15
C. Handling of Non-Biomedical Waste.....	16
D. Hazardous Chemicals.....	17
E. Safe Handling Of Cleaning Chemicals.....	17
C. Safe Handling of Pool Chemicals.....	18
VI. Facility Open/Close Check List.....	19
A. Opening Checklist:.....	19
B. Closing Checklist:.....	19
Appendix I - Lifeguard Manual.....	21
Appendix II - Admissions Office Operations Manual.....	22
Appendix III - Aquatic Maintenance Manual.....	23

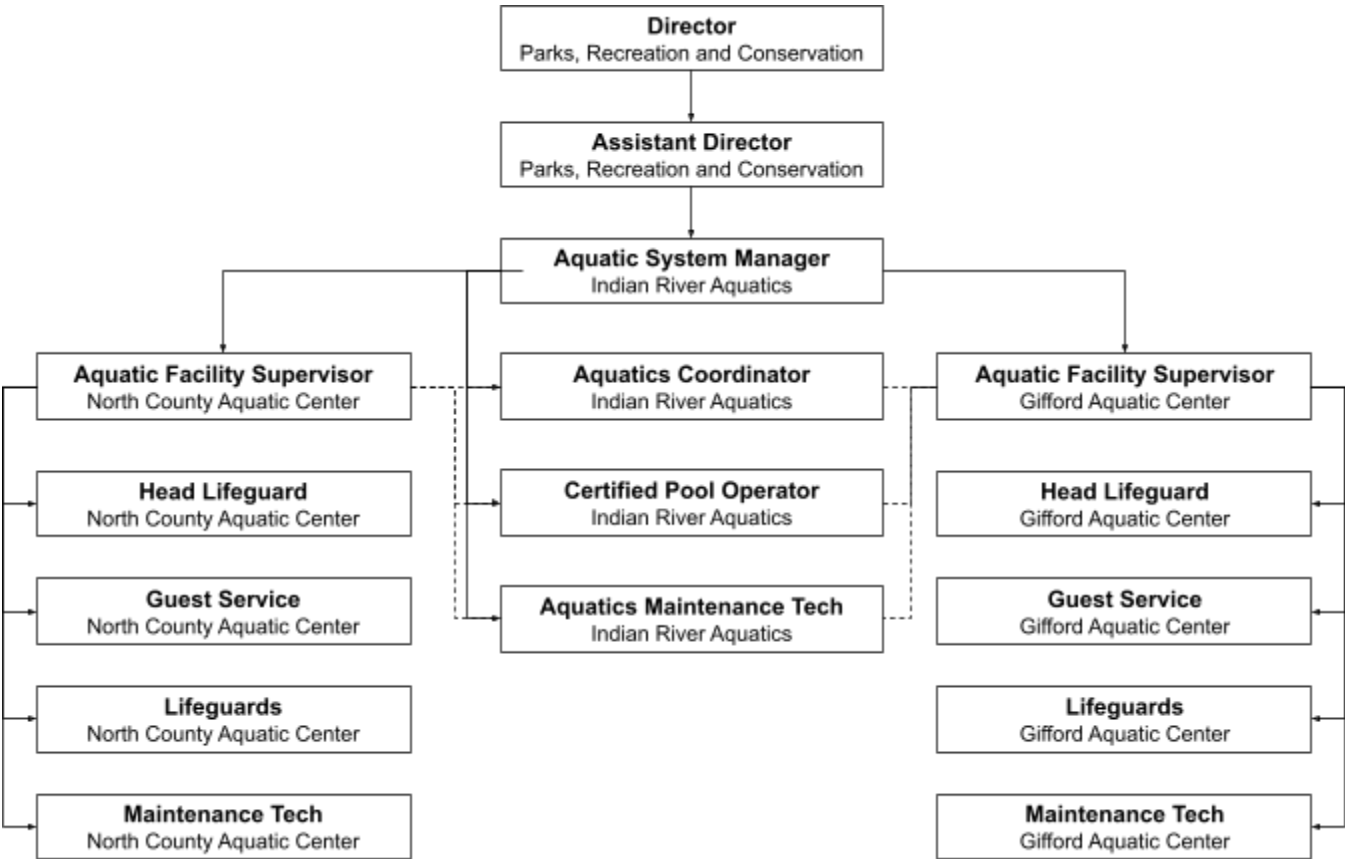
I. Operations Standards: Aquatics

A. Background

Welcome to Indian River Aquatics a division of the Indian River County Parks Recreation and Conservation (PRC) Department. Indian River Aquatics is managed by the Aquatic System Manager, under the direction of the Deputy Director and Director of PRC.

The Indian River County Aquatics Division is dedicated to enhancing the quality of life by providing quality aquatic programs and facilities. We strive to promote water safety, health, and wellness for our community through innovative programming, environmental stewardship, and exceptional service. Our mission is to create a safe, inclusive, and engaging aquatic environment that fosters enjoyment, skill development, and personal growth for individuals of all ages and abilities

B. Aquatics Division Org Chart



C. The Pools

Indian River County is home to two (2) outdoor aquatic facilities. The North County Aquatic Center located in Sebastian off of CR 512 and the Gifford Aquatic Center is located in Vero

Beach on 43rd Ave. Both facilities feature a variety of amenities and activities for the public to enjoy.

The Gifford Aquatic Center is a family-oriented swimming pool located east of 58th Avenue on 43rd Avenue. The facility opened on August 21, 2001, and features a lap pool with five 25-yard lanes, zero-depth entry, and water slides (currently under development). There is also a separate interactive spray deck with waterfalls, jets, and fountains.

The North County Aquatic Center is located in Sebastian off of CR 512 approximately 2 miles east of I95 and it opened on December 3, 2002. The facility is home to a competition pool, diving well, and an activity pool.

1. Gifford Aquatic Center 4895 43rd Ave, Vero Beach, FL 32967

Opened August 21, 2001 and has the following features:

Main Lap Pool: This 178,500-gallon pool includes a zero-depth entry and a maximum depth of 5 feet. It has five lap lanes and two water slides, accommodating a maximum of 148 bathers.

Spray Deck: The 5,385-gallon spray deck features motion-activated water elements and has a maximum capacity of 93 bathers.

Additionally, the facility offers a large multipurpose room available for rentals, as well as four shaded pavilions that can be rented for small gatherings.

2. North County Aquatic Center 9450 County Road 512, Sebastian, Florida 32958

Competition Pool: This pool holds 930,650 gallons of water, (Maximum 517 Guest) with a minimum depth of 5 feet and a maximum depth of 12 feet. A bulkhead wall divides it between lap swimming and a diving well. The pool can be configured with 28 Short Course Yards (25 Yds) lanes, 8 Long Course Yard (50 Meters) or 8 Short Course Meters (25 Meters) lanes.

Diving Well: This has four diving boards: two 1-meter boards and two 3-meter boards. The pool is 12 feet maximum depth

Activity Pool: This pool holds 98,850 gallons and features a zero-depth entry with a maximum depth of 4 feet. It includes interactive play features and two large water slides, and it can accommodate 110 people.

The facility also has a multipurpose room available for rentals and five On deck shade pavilions that can be rented for small gatherings of up to 20 people.

D. Hours of Operation

	NCAC			GAC		
	Open	Close	Hours	Open	Close	Hours
Sat	9:00	17:00	08:00	9:00	17:00	08:00
Sun	12:00	17:00	05:00	12:00	17:00	05:00
Mon	6:00	18:00	12:00	9:00	18:00	09:00
Tue	7:00	19:00	12:00	9:00	17:00	08:00
Wed	6:00	18:00	12:00	9:00	18:00	09:00
Thu	7:00	19:00	12:00	9:00	17:00	08:00
Fri	6:00	18:00	12:00	9:00	18:00	09:00
	73.00			56.00		

	NCAC			GAC		
	Open	Close	Hours	Open	Close	Hours
Sat	9:00	17:00	08:00	10:00	17:00	07:00
Sun	12:00	17:00	05:00	12:00	17:00	05:00
Mon	6:00	18:00	12:00			00:00
Tue	9:00	18:00	09:00	10:00	18:00	08:00
Wed	6:00	18:00	12:00	10:00	18:00	08:00
Thu	9:00	18:00	09:00	10:00	18:00	08:00
Fri	6:00	18:00	12:00	10:00	18:00	08:00
	67.00			44.00		

E. Fees & Rates

The BoCC approved Entrance Fees for each aquatic center are listed in Appendix A. Sales Tax will be added to reservation and service fees unless a tax-exempt certificate from the Florida Department of Revenue is provided at payment.

Gifford Entrance Fees

Child / Senior \$3.00
 Adult \$4.00
 1 month pass \$17.50
 3 month pass \$35.00
 3 month additional (same Household)\$25.00
 Annual \$140.00
 Annual additional \$100.00

North County Entrance Fee

Under 3 Years Old Free
 Child Activity Pool Closed No Change
 Child Activity Pool Open\$5.00
 Senior \$3.00
 Adult \$6.43
 1 month pass \$17.50
 3 month pass \$35.00
 3 month additional \$25.00
 Annual \$140.00
 Annual additional \$100.00

II. Guidelines and Responsibilities for New Hires

A, Aquatics On-Boarding

All staff in the aquatics division undergo onboarding that is tailored to the division, the facility, and their specific job roles. This onboarding is crucial for the success of the individual, the team, and the division as a whole. The onboarding process is outlined as follows:

1. **Aquatic Division:** Review of division Standard Operating Procedures (SOP) on Day 1.
2. **Facility-Specific:** Every aquatics staff member at the facility is part of the water safety team and plays a role in the emergency action plans. A review of the facility-specific emergency action plans will be conducted on the first day, along with a facility orientation.
3. **Job Role:** Each job role has a specific set of onboarding tasks that must be completed within the first 90 days.

B. Standard Operations / Job Duties

1. Standard Operations Responsibilities for Guest Services

- Greet and assist guests
- Respond to guest inquiries via phone, email, and in person,
- Maintains records, logs, and files
- Process guest requests for services
- Operates the County's point of sale system
 - enroll guests in programs/activities,
 - process payments,
 - add programs and classes,
 - write detailed class descriptions.
- Operate office equipment.
- Prepare and format reports, invoices, correspondence, and other documents as needed.
- Record and update invoices or payments
- Use computer programs (word processing, spreadsheets, online point of sale, Munis)
- Follow office policies and procedures
- Maintain an organized workspace and ensure all logs and records are kept
- Handle guest complaints and issues
- Prepare and distribute correspondence, reports, and internal communications
- Maintain a professional appearance and demeanor,
- Performs light housekeeping duties and other duties as assigned.

2. Standard Operations Responsibilities for Lifeguards

- Communications check
- Work area setup
- Checking equipment
- Training
- Water surveillance

- Preventive and public relations measures
- Rescue and medical treatment
- Rules enforcement
- Patrol
- Report writing
- Incident Command (when applicable)
- Other related responsibilities as assigned by the Head Lifeguard or Facility Supervisor

3. Standard Operations Responsibilities for Head Lifeguards

- Performs all duties as a lifeguard
- Responsible for the safety of the facility patrons
- Responsible for the supervision of the lifeguard staff
- Enforces all rules, policies, and regulations
- Responds to patron inquiries and concerns
- Inspects the facility and reports any unsafe conditions or equipment to the Facility Supervisor
- Maintains records and reports, including incident reports
- Helps to plan and provide in-service training for lifeguard staff
- Maintains records and documents of water quality and chemical balance, and adds chemicals to water as necessary
- Assists with and supervises special events, swim meets, and other events
- Carries out additional duties as assigned by the Facility Supervisor and/or Aquatic Manager
- Performs other duties as assigned by Facility Supervisor or Aquatics System Manager

4. Standard Operations Responsibilities for Maintenance Staff

- Regularly inspect and clean all aquatic areas, including pools, locker rooms, and restrooms.
- Ensure proper sanitation of equipment and surfaces to maintain health and safety standards.
- Maintain the surrounding areas of the aquatic center, including landscaping, walkways, and parking lots features and deck.
- Ensure that all outdoor facilities are clean and safe for guests.
- Follow safety protocols for handling hazardous materials and responding to emergencies
- Collaborate with lifeguards and staff to ensure a safe environment for guests..
- Assist staff and patrons with maintenance-related inquiries or concerns.
- Set up and take down equipment for special events or activities held at the aquatic center.
- Be familiar with emergency response procedures, including evacuation and storm EAP

5. Standard Operations Responsibilities for Certified Pool Operators

- Conduct regular water testing for pH, chlorine, and other chemical balances.

- Perform routine inspections and maintenance on all pool facilities and equipment, including pumps, filters, and heaters.
- Ensure all safety equipment, such as lifebuoys and first aid kits, is in good working condition.
- Conduct regular safety checks to identify potential hazards or maintenance issues.
- Follow safety protocols for handling hazardous materials and responding to emergencies.
- Collaborate with lifeguards and staff to ensure a safe environment for guests.
- Maintain logs of maintenance activities, repairs, and inspections.
- Document water quality test results and any chemical adjustments made

6. Standard Operations Responsibilities for Aquatic Facility Supervisor

- Oversee daily operations of the aquatic facility, ensuring safety and cleanliness standards are met.
- Supervise and train aquatic staff, including lifeguards and maintenance personnel.
- Monitor and adjust chemical levels in pools and spas to maintain water quality.
- Perform routine inspections and maintenance on all pool facilities and equipment, including pumps, filters, and heaters.
- Ensure all safety equipment, such as lifebuoys and first aid kits, is in good working condition.
- Conduct regular safety checks to identify potential hazards or maintenance issues.
- Implement and enforce safety protocols for handling hazardous materials and responding to emergencies.
- Collaborate with lifeguards and staff to create a safe and enjoyable environment for guests.
- Maintain logs of maintenance activities, repairs, and inspections.
- Document water quality test results and any chemical adjustments made.
- Manage scheduling for staff and organize swim classes or events as required.
- Respond to guest inquiries and resolve any issues or complaints.
- Ensure compliance with all local and state regulations regarding aquatic operations.
- Maintain financial operations

7. Standard Operations Responsibilities for Aquatic Systems Manager

- Oversee the overall management and operation of all aquatic facilities across the four county pools.
- Develop and implement policies and procedures to ensure the safety and well-being of staff and patrons.
- Manage staff recruitment, training, and performance evaluations for all lifeguards and aquatic personnel.
- Monitor and maintain compliance with local, state, and federal health and safety regulations at all facilities.
- Coordinate water quality testing and chemical balancing for each pool location, ensuring optimal conditions.

- Conduct regular inspections of facilities and equipment, addressing maintenance needs and safety concerns.
- Implement and oversee staff training programs on emergency response, first aid, and customer service.
Develop and manage the budget for aquatic programs and operations, including staffing and maintenance costs.
- Plan and promote aquatics programs, classes, and community events to engage patrons and promote usage.
- Collaborate with local agencies and organizations to enhance aquatics offerings and community outreach.
- Maintain accurate documentation of incidents, maintenance logs, and program participation statistics.
- Serve as the primary point of contact for community relations and communication regarding aquatics initiatives.
- Facilitate regular meetings with staff to discuss operational updates, safety protocols, and team building.
- Collaborate with maintenance teams to ensure timely repairs and upkeep of all water park infrastructure.
- Handle guest relations, addressing inquiries, complaints, and feedback to enhance customer satisfaction.
- Analyze operational data to assess performance metrics and identify areas for improvement

III. Public Relations / Customer Service

At all times, it is the policy of the County to be public and service oriented and employees are required to treat the public in a courteous and respectful manner. Employees must understand that the public comes first. All employees have an obligation to represent the County in a positive fashion and to make the public feel as comfortable as possible in dealing with the organization.

By sincerely responding to our residents with brief, helpful responses, you will be achieving our goal of responsibility, hard work, and professionalism. Please keep the following in mind when dealing with members of our community:

- As a member of the IRCORD staff, you are in the public eye, and your actions should always reflect the mission and goals of the County.
- Patrons may have electronic devices and may decide at any time to record and document your behavior.
- Do not provide incorrect information. If you don't know the answer to a question, you should respond, "That is a good question, let me find that information for you." If you cannot locate the answer, seek out a supervisor to assist.
- Create a welcoming environment for beach goers by greeting them as they approach the tower.
- Customer service and telephone etiquette are extremely important. Answer the telephone in a cheerful, positive manner. (i.e. "Hello, thank you for calling (location), this is (your name), how may I help you?")

- Aquatic Staff represent the Indian River County Parks, Recreation and Conservation Department and have day-to-day contact with citizens. Be professional in all your duties.
- Use of abusive or foul language by any staff member is unacceptable and will not be tolerated in the workplace.
- Observance of the Park rules is essential. Lifeguards should always serve as examples to residents and guests.
- In the event of a major accident/incident or emergency/crisis, do NOT speak with anyone besides EMS, other emergency workers, and administrative staff regarding the event. All calls or requests for comment from the media MUST be forwarded to the Beach Operations Supervisor.

A. Expectations and Guidelines

- Be a good representative of the Indian River County Ocean Rescue Division, be friendly and greet beach goers in a professional manner.
- Know the County Park rules and enforce them tactfully and consistently.
- Look professional: Wear a clean, current issued uniform, groom appropriately and maintain good personal hygiene. Uniforms are not to be modified.
- Be prepared for your job assignment by having issued equipment (Binoculars, whistle, mask, fins, snorkel, wetsuit)
- If it does not interfere with your primary duties, guards should always help maintain a clean and safe park; pick up trash as you see it, ensure equipment is in good working order, and broken or damaged equipment is reported to the OIC.
- Report any public concerns or complaints to the Beach Operations Supervisor.
- Take pride in your work, respect your fellow lifeguards, give your best effort.

B. Guest Management

Whenever practical or appropriate, employees will professionally and politely educate the public on Aquatic Center rules and regulations when they observe violations or unsafe conduct. In the event there is a disruptive guest, any staff can help manage the facility's response to disruptive visitors by defining disruptive behavior and preventative measures. Disruptive behavior can include:

- Verbal threats or derogatory statements
- Loud, obnoxious, or inappropriate conversations
- Damaging property
- Obstructing communication
- Threatening the safety of others

When encountering disruptive behavior, the Supervisor On Duty should employ the following strategy:

- Approach the guest while maintaining a safe distance and a non-confrontational demeanor.
- Introduce yourself, state your affiliation with the county, and calmly explain the regulations without making accusations.
- If the guest is loud, speak in a quieter and calmer tone.

- Inform the guest of the safety reasons for the county regulations and kindly ask them to stop the behavior.
- When possible, provide alternative options to address the situation.
- Once compliance is achieved, thank the patron for their cooperation and understanding.
- If disruptive behavior continues, law enforcement should be contacted to handle and resolve the situation. Staff should observe guest behavior to assess safety risks for other guests or staff.
- If the situation warrants, staff should notify law enforcement personnel immediately without attempting to approach the disruptive guests.

Staff should document all incidents involving criminal activity or disruptive behavior. After reviewing and approving the report with the immediate supervisor and division manager, the risk manager should receive a completed incident report. A copy will always be provided to the department head.

IV. Closure Policy

The objective is to offer members, guests, and users maximum access to the pool. However, certain circumstances may arise that could lead to the closure of specific areas, features, or the entire aquatic center. Both the Aquatic Center Management and the Health Department have the authority to close the pool. Below are potential situations that may result in early closure of the pool or its features. If the pool is initially closed at opening, efforts will be made to reopen the facility throughout the day.

A. Weather Related

Inclement weather may result in the temporary closing of the aquatic facilities. This policy is in place for the safety and well-being of swimmers and the facility. We will issue pool passes to patrons who have been at the facility less than two hours if the facility is closed for weather conditions. Patrons must have a receipt to receive a pool pass. Due to the rapidly changing nature of local weather, several resources are combined to determine the danger to swimmers by impending storms.

1. Thor Guard Lightning Prediction System
 - a. Lightning -Thorguard prediction indicates a potential for lightning with a single horn blast that last 15 seconds at which time the pool will be closed until the all clear is sounded (3 horn blast 5 seconds each). All guests will be asked to exit the facility and to obtain rain check if eligible
 - b. The Facility will re-open when our resources show storm activity has subsided to a safe distance.
2. Staff Auditory & Visual Awareness
 - a. Heavy Rains If a lifeguard cannot see the bottom of the pool because of heavy rain, the pool will be closed. Members, guests and users, may stay on the pool deck until the rain lessens and lifeguards decide that it is safe to swim.
 - b.

B. Bather Load

Florida Department of Public Health has set the maximum bather load for the facilities and once the facility supervisor determines that number has been reached no further bathers will be allowed to enter the facility. This number does not include any non-bathers which are occupying space away from the pool such as at the picnic tables or under the shade structures. Once at capacity patrons will be allowed entry as other patrons exit the facility.

C. Mechanical

The pool will be closed anytime there are unsafe conditions or anytime a situation arises that would jeopardize the public health or safety of the people in attendance as decided by the Supervisor On Duty. The pool will remain closed until the issue is resolved and the pool safe for operations.

D. Water Quality

In the event of water contamination, the pool will be evacuated for at least 15 minutes, during which time the Pool Manager will direct the proper procedures for sanitizing the pool according to the Department of Public Health and the CDC. Depending upon the severity of the contamination additional actions may be necessary which require the pool to be closed for an extended period.

1. Gross Contamination A fecal (Liquid) accident, Flood water in the pool, or other such gross contamination in the pool, require that the pool must be shut down and the specific water contamination process must be followed. Typically this will take 8 to 12 hours to complete and the pool will remain closed the entire period.

E. Rain Check Policy

Pool passes to patrons who have been at the facility less than two hours if the facility is closed for weather, mechanical or water quality conditions. Patrons must have a receipt to receive a pool pass.

V. Professional Standards

A. Uniform & Dress Code

Staff members must wear clean and presentable uniforms while on duty to uphold our organization's professionalism and values. A well-maintained appearance fosters a safe and welcoming environment for patrons. If you need a uniform replacement, please inform your supervisor.

1. Guest Services:

- IRC Aquatics Logo T-Shirts (3)
- IRC Aquatics Logo Fleece

2. Lifeguard

- Lifeguard Logo Shirt
- IRC Aquatics Logo Swim Suit
- Fox 40 Whistle
- Emergency Hip Pack
- Lifeguard Logo Hat

3. Maintenance & CPO

- IRC Logo Work Shirt (5)
- Work Shorts/Trouser (5)
- Shoes must provide safe, secure footing and offer protection against hazards.

4. Head Lifeguard

- IRC Aquatics Supervisor Polo
- IRC Aquatics Lifeguard Shirt
- Lifeguard Logo Hat
- Fox40 Whistle

5. Facility Supervisor

- IRC Aquatics Supervisor Polo
- IRC Aquatics Lifeguard Shirt

B. Smart Devices

The county discourages employees from bringing personal cell phones to work. If a personal cell phone is necessary, it must be kept in the office or guard room on silent, and the only phone calls during work hours will be on your break. The use of smartwatches other than use for time is also prohibited. Employees who do not comply with this policy will receive discipline up to and including termination.

C. Attendance & Time Keeping

1. **Time Clock:** As a member of the aquatics staff, you are expected to arrive ON TIME and READY TO GO. You should clock in 7 minutes before your shift starts. If you cannot clock in, please inform a supervisor immediately. Everyone must clock in and out using the time clock. You may be asked to leave under extenuating circumstances (e.g., inclement weather). Do not clock in more than 7 minutes before your scheduled time, and always remember to clock out on your way out. Payment will only be made through the Direct Deposit System, which should already be set up with Human Resources.

2. **Attendance, Punctuality, and Call-Off:** If you are going to be late or unable to work due to illness, call the aquatic center directly. You must speak to an immediate supervisor if you cannot report to work because of illness or an emergency. Calling a co-worker or leaving a voicemail is not sufficient. Notification must be given at least one hour before your scheduled time, and you may be required to provide a doctor's note. Excessive call offs (more than 3 within 90 days) require a doctor's note.
3. **Schedules:** Schedules will be made by the Facility Supervisor or the Head Lifeguard and are based upon staffing needs. Staff schedules are posted two (2) weeks in advance On-Line in When To Work, and posted at the facilities.
4. **Requests for days off:** All request must be submitted through When2Work at least three weeks before the requested date(s). Any changes to your shifts must also be submitted in When2Work and approved by a supervisor. Each staff member is responsible for their entire scheduled shift and is not allowed to leave early or arrive late without prior approval. Shift changes should occur within the same week and must not result in overtime.
 - A. During the months of March and April and July, staff should try to limit vacation to a week as these are our busiest months.
 - B. The Facility Supervisor has the authority to deny vacation requests for any operational need, including, but not limited to:
 - i. Staff shortages
 - ii. Special events
 - iii. Excessive time off / vacation requests. Lack of available hour
 - iv. Disaster relief

D. Paychecks

Paychecks are issued biweekly on Fridays and are mailed to your address on record or through direct deposit if you have selected that.

1. **Discrepancies** - Should you have a question about your paycheck, make a copy and give it to the supervisor along with an explanation of what you think is incorrect.

VI. Employee Safety

A. Universal Precautions

All staff should use personal protective equipment (basic precautions) to prevent disease transmission whenever providing care, regardless of the age or appearance of the patron. Remember, people with illnesses, such as HIV, may not show any signs or symptoms. An infected child or adult may not even know that he or she is infected.

Good personal hygiene, such as frequent hand washing, helps prevent disease transmission. Always wash and scrub your hands after providing care, even if you never encounter blood or other body fluids.

Body substance isolation (BSI) is using all equipment and supplies that help keep you from directly contacting infected materials. This includes disposable gloves and CPR masks for giving rescue breathing.

B. Employee Health & Injuries

Any injury occurring on the job, regardless of how minor it may seem, should be reported promptly by the employee to his or her immediate supervisor. The immediate supervisor will advise the employee where to go for treatment if necessary and will supply the employee with the most current employee injury report forms.

Each employee determined to be at risk of exposure to blood or body fluids has been offered the opportunity to receive the HBV series of inoculations. Those employees who have chosen to receive the vaccine may request to begin the series of inoculations. Those employees who have chosen not to receive the vaccine may request to begin the series of inoculations later.

Any employee who is exposed to blood, body fluids, hazardous materials or who is otherwise injured on the job is required to report the incident to their immediate supervisor and seek medical attention. Failure to do so could result in the loss of any benefits covered by Worker's Compensation.

Any employee who is relieved of duty due to an injury on the job must receive clearance from the doctor before returning to an active-duty status.

Employees whose duties require them to be in the sun for extended periods of time are provided with a uniform, hat, and sunscreen. It is also recommended that lifeguards wear sunglasses with UV protection and polarization. This aids the guard in seeing through the sun's glare.

C. Handling of Non-Biomedical Waste

Recreation facilities, like any other location where large groups of individuals gather for activities, may experience incidents where a guest is injured. At aquatic centers and County guarded beaches, Indian River County lifeguards are trained in first aid and are required to provide treatment as part of their Duty to Act and Duty to Care. While rendering care, lifeguards may generate waste that contains blood or other potentially infectious materials, which must be disposed of in a safe and appropriate manner. This policy outlines the procedures for the proper disposal of such waste.

1. Classification

Aquatic centers, parks, and recreation facilities are not classified as biomedical waste-generating facilities under the Florida Department of Health's regulations (Chapter 64E-16, Florida Administrative Code on Biomedical Waste). Therefore, any waste generated from the care of an injured or ill guest is considered non-biomedical waste.

2. Disposal Procedures

A. Injuries, Wound care, and Sickness Waste

- 1) Clean Up Spills: Immediately clean any blood spills using an appropriate cleaning solution, adhering to Universal Precaution protocols.
- 2) Collect and Package: Collect all contaminated materials and place them in a sealed, non-biohazard bag or container.
- 3) Dispose of as Regular Trash: Once properly packaged, dispose of the waste in regular trash receptacles, not in biohazard containers.

B. Severe Trauma (e.g., Shark Bites, Gunshot Wounds, Stabbings)

- 1) Clean Up Spills: Immediately clean any blood spills using an appropriate cleaning solution, following Universal Precaution protocols. If provided by your supervisor, use a bodily fluid clean-up / bloodborne pathogen spill kit.
- 2) Collect and Package: Collect all contaminated materials and place them in a sealed, non-biohazard bag or container. If using the spill kit, use the bag included in the kit.
- 3) Provide to EMS for Disposal: Once properly packaged, hand the waste over to Emergency Medical Services (EMS) to be disposed of as part of their rescue and medical procedures.

C. Sharps Disposal

- a) Safety First: Follow Universal Precaution protocols. Do not pick up sharps, such as syringes, directly with bare hands. If accidental contact occurs, wash the area thoroughly with soap and water and report the incident to your supervisor.
- b) Collect and Package: Use tongs or pliers to pick up the sharp object by the barrel, keeping the needle end away from you. Place the sharp object in a puncture-proof,

lidded container (e.g., a thick plastic bottle such as a milk or juice jug, or a detergent or bleach bottle). Seal the container securely with tape and label it with "Do Not Recycle."

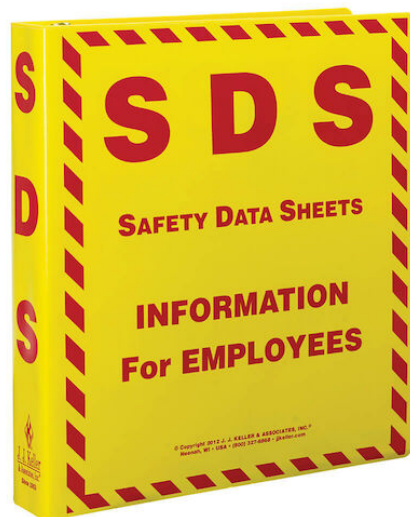
c) Dispose of as Regular Trash: Once properly packaged, dispose of the waste in regular trash receptacles, not in biohazard containers.

By following these procedures, the safety and well-being of both staff and guests are ensured while maintaining compliance with relevant health and safety guidelines.

D. Hazardous Chemicals

Chemicals are added to pool water to eliminate disease-causing germs, enhance the disinfection process (for example, by controlling pH levels), improve water quality, prevent corrosion and scaling of equipment, and inhibit algal growth. Other chemicals used at aquatic centers may include cleaning supplies, pesticides, paint, and related supplies.

Each chemical used at the aquatic center comes with an accompanying Safety Data Sheet (SDS), which details the chemical's properties, potential hazards, storage requirements, disposal instructions, personal protective equipment (PPE) needed, and procedures for handling spills. These SDS sheets can be found in the pool pump house and the cleaning supply storage room. All staff members who use any chemical products are required to read and follow the provided instructions carefully.



E. Safe Handling Of Cleaning Chemicals

When cleaning the aquatic facility, staff will use various chemicals, cleaners, and solutions as part of their daily work. While most of these chemicals are relatively safe, accidents can occur, and it is crucial to minimize risks. Everyone should be aware of the dangers posed by cleaning chemicals, familiarize themselves with the properties of these chemicals and the potential reactions, and be prepared to handle spills promptly and effectively. Immediate cleanup of spills is essential to ensure safety.

1. Storage of Cleaning Chemicals

All cleaning chemicals are stored in the cleaning storage area, in the original break proof container or labeled secondary container, segmented by chemical group. It is important to take some basic precautions when storing chemicals. These include

- Avoid storing liquid chemicals above eye level and or in aisle ways.
- Avoid over stocking shelves and storing heavy containers above shoulder level.
- Avoid storing chemicals in fume hoods or on counter tops.
- Avoid storing chemicals near sources of heat or direct sunshine.

C. Safe Handling of Pool Chemicals

Pool chemical storage and handling can be a dangerous task and shouldn't be taken lightly. Pool Operators should always use the utmost caution while handling chemicals as Pool

chemicals may become a hazard when they become wetted by a small quantity of water or when they are improperly mixed, such as with other chemicals or reactive materials may lead to fires, toxic vapor releases, and personnel injuries.

- Only personnel trained in pool chemical safety shall handle pool chemicals
- All chemicals spills shall be reported to a supervisor and handled following the appropriate emergency action plan and with appropriate materials

2. Storage of Pool Chemicals

- Store chemicals in original, manufacturer's-labeled containers
- Protect individual stored chemicals from mixing together or with other substances
- Dispose of deteriorating, unwanted, or unlabeled pool chemicals safely.
- Prioritize good housekeeping in the chemical storage area and pump room. Do not allow rags, trash, debris, etc. to collect in the area.
- Store and consume food and drinks away from pool chemicals

VI. Facility Open/Close Check List

Opening and closing an aquatic facility is truly a team effort that requires collaboration from everyone involved. Each staff member plays a crucial role in ensuring that the facility is safe, clean, and ready for guests at all times. From conducting safety checks and cleaning areas to managing equipment and maintaining amenities, teamwork is essential to create a welcoming environment. Together, we uphold high standards that enhance the overall experience for our community.

A. Opening Checklist:

1. Security:

- Ensure all doors and windows are unlocked and accessible.
- Check for any signs of forced entry or suspicious activity.
- Verify that the security system is disarmed.
- Check exterior lighting and ensure it's functioning correctly.
- Check all Bodies of Water for any debris/floaters

2. Cleanliness:

- Inspect restrooms and common areas for cleanliness and ensure they are stocked with necessary supplies.
- Ensure all floors and surfaces are clean and tidy.
- Check for any spills or debris and address them immediately.
- Equipment:
 - Turn on all necessary lights and ensure they are working.
 - Check and start up any essential equipment, such as HVAC systems, refrigerators, and computers.
- Ensure that all cash registers and POS systems are functioning properly.

3. Safety:

- Confirm that first aid kits and fire extinguishers are readily available and in good condition.
- Ensure that emergency exits are clear and accessible.
- Check for any safety hazards and address them immediately.

4. Other:

- Check inventory levels and restock as needed.
- Set up any necessary equipment or displays.
- Prepare seating arrangements or tables.
- Check in with staff and ensure they are aware of their duties for the day.

B. Closing Checklist:

1. Security:

- Ensure all doors and windows are locked and secure.
- Walk all gates and ensure secured
- Activate the security system.
- Check exterior lighting and ensure it's functioning correctly.

2. Cleanliness:

- Clean and sanitize all surfaces, including tables, counters, and restrooms.
- Empty trash and recycling bins.
- Sweep or vacuum floors.

3. Equipment:

- Turn off all lights and equipment.
- Ensure that all equipment is properly shut down and unplugged.
- Check and secure any valuable equipment.

4. Safety:

- Verify that all safety equipment is in its designated place.
- Ensure that emergency exits are clear and accessible.
- Check for any safety hazards and address them immediately.

5. Other:

- Conduct a final check of the facility to ensure everything is secure and tidy.

Appendix I - Lifeguard Manual

Appendix II - Admissions Office Operations Manual

Appendix III - Aquatic Maintenance Manual