

As a staff member of Maple Manor Swim Club, an essential part of your skill base must be the ability to appropriately respond to emergency situations at your level and ability of training. All lifeguards and Pool Managers are required to maintain current certifications in CPR (Community or Professional Rescuer), Use of Automatic External Defibrillator (AED), Basic First Aid, Water Safety Instructor or Lifeguard and any additional certifications required by your job description. The following action plan will help to acquaint you with the procedures and site details that are essential for preventing incidents on a daily basis and that become very important in the case of an emergency. You are asked to become familiar with response methods to the different scenarios outlined in the plan, and be prepared to implement them in a calm and professional manner.

As part of your preparation to work at Maple Manor Swim Club, please come to know where the following items are located: emergency assembly area, emergency phone numbers list, Automatic External Defibrillator (AED), first aid kits all exits, fire extinguishers and incident report forms.

Risk management, safety awareness and emergency response ability are fundamental parts of your job as an employee. While on duty, you are asked to be alert to potential hazards from equipment, activities, and human behavior. You should be quick to respond to problems whenever they may arise. You play a key role in protecting the safety of Maple Manor members, staff, and facilities.

**The first responsibility of all Maple Manor lifeguard staff and pool management is to ensure a safe environment and prevent incidents from occurring;** however, it is imperative that all staff members are prepared and familiar with their role in the case that a minor incident, serious accident or medical emergency occurs.

### **Lifeguard Rotation Procedures and Pool Coverage Criteria**

All pools will be guarded when members are present in the club. Guards will rotate every 15 minutes in order of the following guard stations as directed by the Pool Manager on duty:

1. Baby Pool
2. Main Pool (deep end - stand closest to the club entrance)
3. Main Pool (shallow end – stand opposite from club entrance)
4. Diving Well
5. Roaming Guard – at least on required for the busiest time periods (e.g. float night, activity days)
6. Break area. Prior to going on break a guard should do a lap around the facility to check for safety and any maintenance issues (e.g. bathrooms, trash). The areas to be checked include locker rooms & clubhouse (#6) and activity area (#7). The Pool Manager on duty should be made aware of any issues.

### **Whistle Use – Rule Enforcement and Raising Alarms (Lifeguard)**

The method of communication using a whistle is as follows:

- One (1) Whistle Blast - attracts the attention of the pool users. This would be used to enforce rules such as no running, rough play, pushing, diving board safety, etc.
- Two (2) Whistle Blasts - attracts the attention of other pool staff. This would be used in situations where a guard may need to assist a swimmer or attend to a minor injury. In this case the other guards on duty, manager or guard that is on break should immediately make sure that the pool is appropriately guarded in that location. Guards at other pool stations will stand up to cover the area if incident requires primary guard to enter the pool.
- Three (3) Whistle Blasts - indicates that the lifeguard is about to take emergency action - which could include clearing the pool and dialing 911. Immediately notify the Pool Manager on duty and the front desk (#7) and take appropriate steps as laid out in the action plan schematic.
- One (1) long blast (following 3 whistle blasts) is to clear the pool for a major emergency situation.
  - NOTE: one long blast also used to signal adult swim. Guards should be prepared to notify swimmers if there is confusion.

*Whistles will be used sparingly and must be followed by relevant verbal and/or visual instruction (e.g. directive, explanation, hand signals).*

## When to call 911 – emergencies that require emergency medical services (EMS)

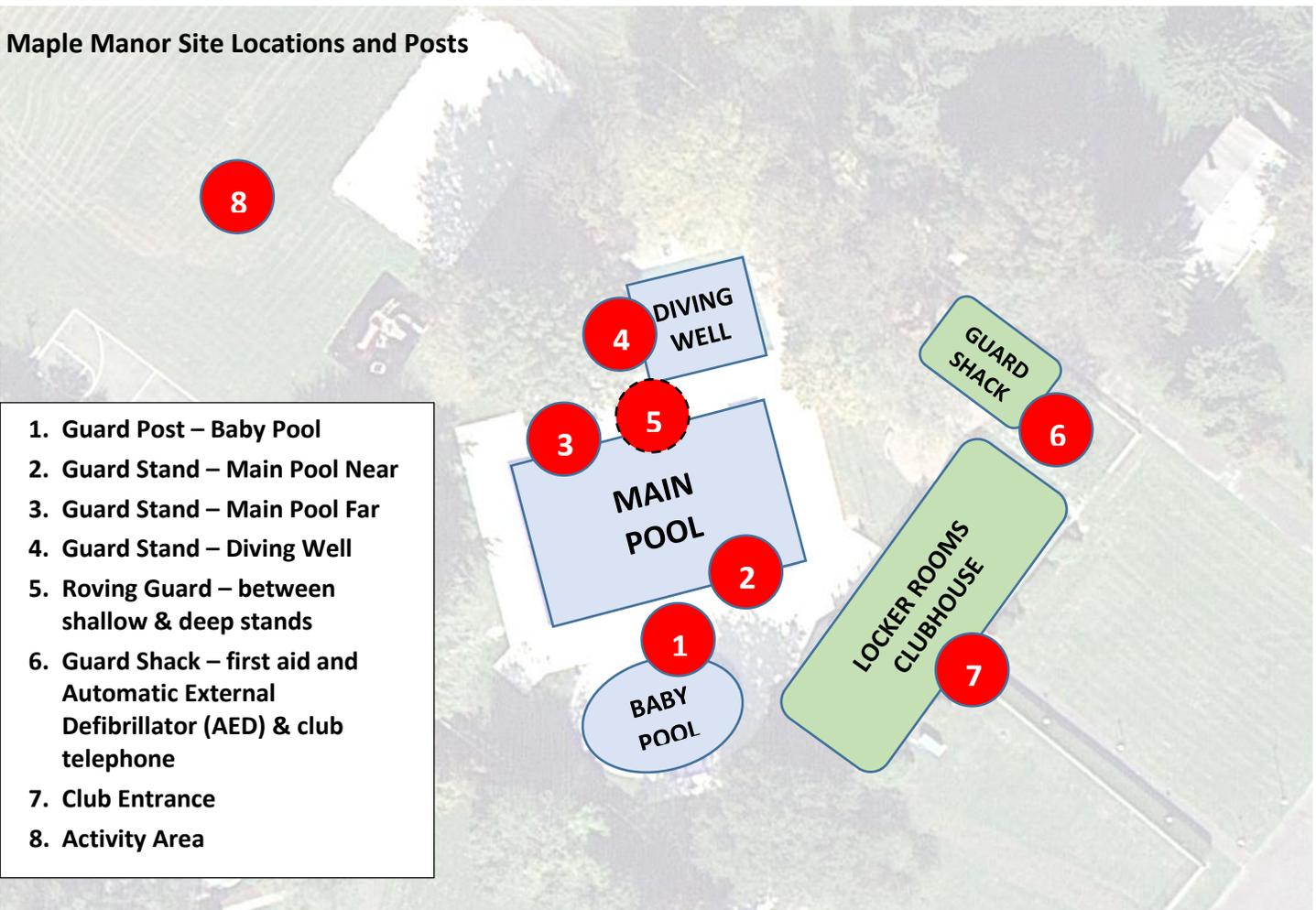
Major or serious accidents or injuries including the following conditions (following head to toe exam):

1. No breathing
  2. Heartbeat not detected
  3. Head or eye injury
  4. Neck or back injury
  5. Chest pains
  6. Unconsciousness
  7. Severe external or suspected internal bleeding
  8. Shock
  9. Broken bone
  10. Dizziness or faintness over an extended time period
  11. Obstructed Airway
  12. Seizure in the water
- EMS should be called immediately if any of these conditions occur.
  - Dial 911 (see Major Emergency Procedures)

## Single guard rescue – in situations that require a lifeguard to leave their post:

1. Recognize emergency and act accordingly
2. Whistle blast (appropriate for situation)
3. Proceed with rescue
4. Guards at other posts stand to provide backup and coverage and remain alert for signal requesting additional help with rescue/situation.

## Maple Manor Site Locations and Posts



## **Procedure For Major Emergencies:**

1. Gloves must be worn at all times.
2. Perform any first aid needed. Stabilize the victim or injury. Do not move unless victim is in immediate danger. (Fire, drowning, etc.)
3. Keep crowds away from the accident area and victim.
4. Do not leave the victim unattended. Call on assistance of any club member, if necessary. If you are alone, leave the victim only long enough to call 911.
5. Call 911 with the information as soon as possible. State the following:
  - “This is an emergency at Maple Manor Swim Club located at 1552 Dillon Road, Maple Glen”
  - Describe the nature of the injury
  - Give the club phone number 215-646-2936
  - Give your name
  - How many people are injured
  - The condition of the victim
  - What care is being given
  - Arrange to have someone meet the emergency personnel at the club entrance at end of driveway and direct them to the emergency entrance at the front desk (#7).
  - DO NOT HANG UP UNTIL THE DISPATCHER HANGS UP
  - Return and report to the staff who is caring for the victim
  - Continue care until emergency medical services (EMS) arrives
6. Notify the victim’s parents (if victim is a minor).
7. After the victim has been stabilized, fill out an incident report form and submit to the Pool Manager on duty.
8. Employees will not give out information regarding any accident report except to the Police or Paramedics. Refer all questions to the Pool Manager.

## **Spinal Injury Rescue (Shallow or Deepwater)**

- All lifeguards should have knowledge of Spinal Injury Rescues.
- Refer to the American Red Cross Lifeguard Training Manual.

## **Minor Incidents:**

Minor incidents, if handled properly, will not result in a life-threatening situation. Examples of incidents of this nature include slipping on poolside, a minor cut, bump or bruise and a simple reaching rescue in the water. While these may be routine, they may result in increased risk of a more serious incident if proper processes are not followed.

## **Procedure For Minor Injuries:** (Minor injuries include minor cuts, scratches, sprains, etc.)

1. Gloves must be worn at all times.
2. Perform any first aid needed. Stabilize the victim or injury. Do not move the victim unless the victim is in immediate danger. (Fire, drowning, etc.)
3. Offer the victim ice or first aid materials as needed. These are the only medical items we will give out.
4. Do not attempt to diagnose any medical conditions.
5. Fill out an incident report form and submit to the Pool Manager on duty.
6. Employees will not give out information regarding any accident report except to the Police or Paramedics. Refer all questions to the Pool Manager.

## **Instructions for handling clothing or towels soiled with potentially infectious fluids:**

1. Gloves must be worn at all times.
2. Put potentially infectious material into a plastic bag. This bag must be disposed of separately.
3. Clean any areas where the material was laying with bleach/water and/or appropriate disinfectant.
4. Dispose of your gloves in the same plastic bag as above.

## Weather Situations Involving Thunder & Lightning

- Thunder: Pool cleared for 20 minutes after last heard thunder, patrons and staff can stay on deck.
- Lightning: Pool cleared for 20 minutes after last seen lightning, patrons and staff must clear deck and grounds and move to appropriate cover (under porch, locker rooms, guard shack, snack bar, clubhouse, vehicle). Trees are especially dangerous and do not constitute appropriate cover.

## Fire Emergency Procedures

In the event of a fire, a safe and speedy response is of the utmost importance. Employees need to be prepared for any and all emergencies. Please follow these guidelines in the event of a fire:

1. Evacuate the room or area and notify the Pool Manager on duty of the situation immediately. Snackbar employees are not to attempt to fight a fire and must evacuate the snack bar in all fire situations.
2. Call 911. Give them your name, the facility name, the address, and state the problem.
3. If there is no danger to the employee, the Pool Manager must walk through the facility to make sure the building is clear, checking all areas of the building. Make sure all doors and windows are closed.
4. The Pool Manager will designate a Maple manor staff member to meet the Fire Department when they arrive at the driveway entrance to the parking lot in order to answer questions and provide facility access information.
5. Complete an incident report form as soon as possible.
6. Employees Should:
  1. Know the location of alternative exits from all areas of the building.
  2. Know the location of the nearest fire extinguisher and how to use it.

## Refusal of Assistance:

If at any time an adult refuses first aid, paramedic or other medical assistance when you believe it necessary, completely fill out an accident report stating the nature of the situation and that assistance was refused. Please be sure to have the person sign the form. Similar for parents that refuse assistance for their minor children.

## Emergency Action Plan Schematic

WATER RESCUE/ASSIST	DROWNING RESCUE	HEAD, NECK, BACK INJURY	NON-WATER RELATED MEDICAL EMERGENCIES
<ul style="list-style-type: none"> <li>• Acting guard blows two short whistle blasts.</li> <li>• Other guards stand to help cover acting guard's station.</li> <li>• Pool Manager and/or guard on break cover acting guard's station.</li> <li>• Pool Manger on duty assesses situation.</li> <li>• Call 911 where EMS are required. Follow EMS protocol outlined above.</li> <li>• CPR/AED where required in drowning situations.</li> <li>• Victim must stay out of water for one hour minimum. Manager contacts victim's parents if a minor.</li> <li>• Manager includes status on daily incident report.</li> </ul>	<ul style="list-style-type: none"> <li>• Acting guard blows three short whistle blasts followed by one long whistle blast to clear pool.</li> <li>• Other guards stand to help clear pool.</li> <li>• Pool Manger on duty assesses situation.</li> <li>• Call 911 where EMS are required. Follow EMS protocol outlined above.</li> <li>• CPR/AED where required.</li> <li>• Manager contacts victim's parents if a minor.</li> <li>• Manager includes status on daily incident report.</li> </ul>	<ul style="list-style-type: none"> <li>• Acting guard blows three short whistle blasts followed by one long whistle blast to clear pool.</li> <li>• Other guards stand to help clear pool.</li> <li>• Pool Manger on duty assesses situation.</li> <li>• Call 911 where EMS are required. Follow EMS protocol outlined above.</li> <li>• CPR/AED where required.</li> <li>• Pool Manager and/or guard bring backboard to location of victim.</li> <li>• Manager contacts victim's parents if a minor.</li> <li>• Manager includes status on daily incident report.</li> </ul>	<ul style="list-style-type: none"> <li>• Pool Manger on duty assesses situation.</li> <li>• Call 911 where EMS are required. Follow EMS protocol outlined above.</li> <li>• CPR/AED where required.</li> <li>• If needed, Pool Manager and/or guard bring backboard to location of victim.</li> <li>• Manager contacts victim's parents if a minor.</li> <li>• Manager includes status on daily incident report.</li> </ul>