

TOWN OF WEST SENECA

# Veterans Park Aquatics Complex

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# Operational Guide

2019



**POOL**

Veterans Park Aquatics Complex

**ADDRESS**

50 Legion Parkway, West Seneca, NY 14224

**SUPERVISING DEPARTMENT**

Town of West Seneca Youth and Recreation

**I. ORGANIZATION AND MANAGEMENT**

**A. Chain of Command**

1. Recreation Director
2. Pool Supervisor
3. Assistant Supervisors
4. Head Lifeguards
5. Instructor Guards
6. Lifeguards

**B. Job Duties and Descriptions - General**

1. **DIRECTOR OF RECREATION**- Supervises all recreational facilities within the municipality. Directs and supervises all personnel in the operation of the Veterans Park Aquatics Complex.
2. **POOL SUPERVISOR**- Supervise day-to-day operation of Aquatics Complex including staff, patrons, creates daily staff schedule, maintenance, all rules and regulations and swim lessons.
3. **ASSISTANT POOL SUPERVISORS**- Supervise day-to-day operation of Aquatics Complex including staff and patrons, maintenance and swim lessons in absence of pool supervisor.
4. **HEAD GUARDS** - Supervise day-to-day operation of Pool including staff, patrons, maintenance, and all rules and regulations, and swim lessons.
5. **INSTRUCTOR/GUARDS** - Responsible for safe preparation before Lessons. This includes placement of safety equipment. Responsible for teaching Swim Lessons with safety of each student in mind always. Responsible for total awareness of Emergency Procedure and the ability to carry it out calmly, immediately, and thoroughly when necessary.
6. **LIFEGUARDS** - Under the supervision of the Pool Supervisor. Guard the pool area assigned, enforce rules and regulations, perform minor first aid, participate in fitness training, and assist in preparing written reports of accidents.

## II. INJURY PREVENTION – LIFEGUARD

- A. Daily Inspection will be completed by the pool supervisor, head guards every morning before pool opens. The pool itself will be inspected by Buildings and Grounds every morning.

All lifesaving equipment to make sure it is in place and in good condition. Report any defects to the pool supervisor. If any of these defects cannot be fixed right away the Pool Supervisor will then report this to the director so the equipment can either be repaired or replaced.

1. One rescue tube will be available at each guard station to be carried by guard at all times.
2. The 15' reaching pole is to be placed in the designated spot on the fence in the deep end.
3. The first aid kit is on the wall in the pool house. The mobile Spray Pool First Aid Kit is to be kept on the front table when not in the Spray Pool. The first aid box is to be restocked as necessary. Notify the Department of Recreation when supplies are needed - **WELL IN ADVANCE.**
4. The backboard is to be kept attached to the wall in the center of the pool house with no obstructions in front of it. Pocket masks are all in fanny packs and in the medicine First Aid Cabinet.

### B. Enforcement of Rules and Regulations

The lifeguard is to assure that the signs at each entrance, containing the rules and regulations, are in readable condition and complied with.

When a rule is broken:

1. Contact the person breaking the rule -- either contact directly (making sure that coverage of the pool is still being provided) or use whistle -- use one (1) short blast from whistle and point to the offender.
2. Explain the rule that is being broken and give a reason as to why the rule exists.

If the same person continues to break the same rule:

1. Contact the person.
2. Contact Pool Supervisor and explain situation.
3. Pool Supervisor will make decision as to whether or not person should be asked to leave the pool. In the case of a child, the parents will be notified by Pool Supervisor.

## VETERANS PARK AQUATICS COMPLEX RULES

1. Youth under the age of 14 will not be permitted to enter the pool without an adult over the age of 18 years old. Patrons under the age of 14 must be accompanied by an adult over the age of 18 years old at all times. Patrons under the age of 14 without an adult over the age of 18 years old may be ejected from the facility, without refund.
2. Children wearing diapers must be wearing a swim diaper with athletic shorts with a drawstring or a

bathing suit over the diaper.

3. The following items will not be allowed on the pool deck, in the pool or grassy areas:
  - a. Food and drinks
  - b. Alcohol
  - c. Chewing gum
  - d. Fins
  - e. Snorkels
  - f. Face masks/ goggles with nose covering
  - g. Weapons
  - h. Newspapers
  - i. Toys
  - j. Animals
4. Strollers must stay on grass.
5. Water bottles are permitted.
6. Smoking is prohibited.
7. Only Coast Guard Approved flotation devices are permitted. Children wearing Coast Guard Approved flotation devices must be accompanied by an adult at all times in the water. No other flotation devices are permitted.
8. Swimmers using personal flotation devices are not permitted in the diving well or on the diving board.
9. The Town of West Seneca and its employees are not responsible for lost or stolen articles.
10. Pool uses re-circulated water. Do not drink.
11. Pollution of the pool is prohibited, including but not limited to urination, discharge of fecal matter, vomiting, nosebleeds.
12. Individuals with diarrhea shall not use the pool.
13. Lifeguards are responsible for having persons removed from the pool if they do not conform with all rules and regulations, including state and local health laws.
14. Any person removed from the pool may be asked to leave and not return for the remainder of the season. If a person is ejected from the pool for not following the posted rules, state and local health laws, etc., they will not be issued a refund or rain ticket.
15. Only authorized personnel are permitted to enter the pool house, maintenance room, chlorine and soda ash storage sheds.
16. Spectators with street clothes must stay on grassy area.
17. Swimmers must wear a bathing suit or athletic shorts with a drawstring to enter the pool (no denim/jean/khaki shorts).
18. T-Shirts may be worn over bathing suits for sun protection.
19. Shower before entering the pool.
20. Running, pushing, horseplay, profanity is prohibited.
21. Do not dive anywhere in the pool outside of the diving well.
22. Do not hang on lane lines.
23. West Seneca Youth and Recreation reserves the right to cancel any program and/or close the facility with no notice for any reason including but not limited to weather, staffing levels, low attendance, power outage, etc.
24. All rules are subject to change without notice.

## DIVING BOARD RULES

1. A guard must always be on duty during use of the board.
2. The diving well is for the use of diving boards only.
3. One person on a diving board at a time.
4. No more than 3 bounces on the board
5. Swimmers may only enter the water off the end of the diving board
6. Once entering the water patrons must swim straight across to ladder. If a patron cannot swim across the deep end, then they may not use the diving boards
7. Jumping off the boards backwards is not permitted. Flips, dives, and twists are allowed.
8. Only one side of boards is permitted at a time.

### C. Capacity of Swim Area

The maximum capacity of the Pool is 300 people. This is posted in the back window next to the permit. The lifeguards working the front window should keep track of number of persons in facility. As number gets close to maximum capacity, he/she should inform Pool Supervisor and with his/her instructions not let the pool exceed its limit. When it gets to maximum, no one should be allowed to enter until that number of patrons leave.

### D. Conditions that Require Cleaning the Water and/or Closing Pool

1. Thunderstorms - At the first sign of a thunderstorm, the pool and pool area is to be immediately cleared. The pool may be opened after no sign of thunder for 30 minutes or lightning for 60 minutes
2. Heavy Rain or Hail – when lifeguards cannot see the bottom of the diving well, close the pool.
3. Fog - If the swim area is not completely visible, the pool area must be closed for swimming.
4. If the main drain of the pool is not clearly visible, the pool must be closed. (If the bottom is not visible, a swimmer may not be visible). NOTIFY MAINTENANCE so that they can take care of the problem.
5. In the event the Aquatics Complex is closed due to weather:
  - a. Before 4:59 PM for a period of one hour or longer, both pools shall close for the remainder of the day. Staff shall be sent home.
  - b. After 5:00 PM for any period of time both pools will close for the remainder of the day. Staff shall be sent home.
6. Inadequate chlorine residual in the pool. A minimum of 0.6 ppm free chlorine is required.

- Maintenance is to be notified if this is not met and pool is to be closed until adequate chlorine levels can be provided. Buildings and grounds checks the pool chemical levels every 2 hours
7. Blood in the water. Blood discharge in the pool poses very little risk to bather health when the pool chlorine level meets the requirements. If blood contamination occurs, immediately test the chlorine level. If the chlorine level is satisfactory, no other action is necessary. If the chlorine level is less than .6ppm, then the pool must be closed until the level is above .6ppm. If there is blood in the pool, notify B&G employee on duty.
  8. Feces in the water poses a potential risk of infection to other bathers and should be treated in the following manner:
    1. Clear the Entire Pool
    2. Notify the Buildings & Grounds employee on duty
  9. Low attendance:
    - a. Anytime after 6:00 PM should the large pool have an attendance of zero patrons the pool will close for the remainder of the day.
    - b. Anytime after 6:30 PM should the wading pool have an attendance of zero patrons the pool will close for the remainder of the day. Staff shall be sent home. Two (2) employees will remain at the pool secure the grounds and enter the closing procedure. These employees will then be sent home.
  10. Power Outage: In the event the Aquatics Complex is forced to close due to a power outage, both pool shall close for the remainder of the day regardless of the time. Staff shall be sent home. Two (2) employees will remain at the pool to secure ground and enter the closing procedure. These employees will then be sent home.
  11. Low staffing: In the event one or both pools are unable to meet the minimum staffing requirements outlined in the ECDOH/NYSDOH approved safety plan, portions of the aquatics complex, one or both pools may not open and/or must close early.

#### F. Supervision/Coverage

The wading pool rotation is 30 minutes in each position and requires at least 4 people. 4 guards are required so that in the event of an emergency, the guard on duty can act/save the patron, another guard may assist the save/rescue (i.e. Two-person CPR/AED use), another guard will call emergency medical services and direct them upon arrival and the last will assist with the patrons, including but not limited to direction and crowd control.

The main pool rotation is 20 minutes at each position on each chair. We have 8 guards on duty to rotate through the chairs. Time off chair is spent in the guardhouse to assist with the front desk as well as emergency standby. In the event of an emergency, guards will rescue as another guard on duty closes the water that was under the rescuer's watch. The other guards will clear the pool and assist in the rescue (i.e. CPR/AED), they will also call and direct EMS and manage other patrons.

Our rotation, guard to patron ratios and guarding operation follows the most current guideline set by the American Red Cross included in Lifeguard, CPR/AED training and lifeguard management courses. These also follow the safety plans that we have submitted to the Erie County Department of Health.

1. At no time are there to be fewer than 3 lifeguards on deck at the Pool during open hours.
2. Each lifeguard chair has to have a rescue tube. The lifeguard needs to hold this tube while they are on that chair.
3. Lifeguards need to wear a first aid hip pack while on chair.
4. Follow Guard Rotation Schedule as assigned by Pool Supervisor: Big Pool: Chair 1> Chair2> Chair 3> Chair 4> Chair 5> Roving> Window> Inside. Spray Pool: Chair 1> Chair 2> Window> Inside
5. Each guard will have a 20-minute break each hour attending to patrons; the other time spent inside the guard house is attending to First Aid or greeting customers at the front window.
6. Each guard will scan back and forth over their area of coverage. This must be done slowly enough to see what each swimmer is doing. If a swimmer goes underwater, the guard should watch until the swimmer surfaces prior to continuing to scan.
7. The guard must not engage in activities that interfere with supervision of the bathers:
  - a. Eating is not allowed while on chair.
  - b. Patrons must not be allowed in Lifeguard Chair or immediately in front of chair.
  - c. Guards should not engage in conversation while on duty.
  - d. Guards should not have their cell phone with them while on duty, out on chair or when dealing with the patrons
  - e. The walkie-talkies should only be used for official pool business or emergencies
  - f. No music or TV should be played on pool deck or chairs

In the event that we are understaffed, we may need to close areas of the pool. If we have 6-7 guards on duty in the main pool, the diving well will be closed. In the event that we have 5 or less guards on duty, we will shut down the large pool until we have enough guards on duty to ensure the rotation can run smoothly.

### III. EMERGENCY PLAN

#### A. Communication System

##### 1. Whistle System

- 1 Short Blast - to get attention of swimmers
- 2 Short Blasts - to get attention of another guard
- 3 Short Blasts - Emergency - guard leaving station
- 1 Long Blast - To clear water
- 2 Long Blasts - Missing Bather reported - CLEAR WATER

#### B. Emergency Phone Numbers

1. Telephone for emergency use is located in the Pool House on the desk.
2. The following phone numbers are posted:

Emergency - 911  
 Recreation - 674-6086

Buildings and Grounds – 674-4850

C. In case of an emergency follow these steps when calling 911

1. Name of caller
2. Type of incident (drowning, Cardiac Arrest, etc.)
3. Required assistance (ambulance, Fire Dept., Police)
4. Pool located at 50 Legion Drive
5. Town Pool phone number: (716) 675-6518
6. Approach route – enter Legion Drive from Union Road. The emergency entrance for vehicles is at the back of the pool
7. Advise that personnel will meet the emergency personnel at emergency entrance
8. Before hanging up, ask if further information is needed
9. Hang up last

D. Veterans Park Aquatic Complex Emergency Procedure (see appendix A)

E. Emergency Action Plan Flow Chart - Multi Staff Facility (see appendix B)

F. Accident/Incident Reports – Accident Report Book

A written report is to be completed by the Pool Supervisor or Head Guard and Lifeguard involved immediately following an incident. Times, actions by various individuals, witness statements, and equipment use are to be specified. All incidents are to be recorded in the log book and must include those that:

- Result in death\*
- Require resuscitation\*
- Require referral to a hospital\*
- Is a bather's illness associated with water quality\*
- Any sort of first aid is given, this includes placing band-aids on a child and giving out ice packs

\*These items must be reported to the local health department within 24 hours.

The Incident Report Book is kept in the bottom left desk drawer inside the pool house.

## G. Epileptic Seizures

1. Any person suffering a seizure in the water who submerges should be transported to a medical facility regardless of apparent recovery.
2. A person suffering a seizure should not be allowed in the water again for the remainder of the day.

## H. In-Service

The Pool Supervisor will schedule weekly in-services. These are weekly drills and training Activities, such as:

- communication system
- rotation system
- use of rescue equipment
- physical conditioning
- first aid (including CPR) practice
- simulated emergencies
- Pool Supervisor or other designated head guards are authorized to plan or run drills

## I. Pool Chemicals

Chemicals are to be handled by Buildings and Grounds. Lifeguards are not responsible for the management of chemicals. Lifeguards should not enter the Chemical Rooms unless told to by the supervisor to retrieve pool equipment. The chlorine and acid rooms are separate because a combination of acid and chlorine will cause a deadly chlorine gas. **The two chemicals should never be mixed under any circumstance.**

- 1.) The Chemical rooms must remain locked at all times. Chemical deliveries will be handled by the Chemical Company. **Employees of the Town of West Seneca Bi-Centennial Pool are not to move barrels in and out of the chemical room.**
- 2.) The Erie County Health Department will inspect the pool annually to make sure the pool is conforming to OSHA safety rules.

## APPENDIX A

### IN CASE OF EMERGENCY DURING OPEN SWIM WITH FULL STAFF:

GUARD 1: At scene: Do not panic! Signal other guards with three long blasts of the whistle as you leave your area or guard chair. (All other guards should clear pool at that time.) Take charge of the situation. Follow rescue and/or First Aid procedure.

GUARD 2: Call 911 if necessary.\*Find out name of victim if possible. If the victim is a child, search for the parent or guardian.

\*When calling 911, give the following information:

1. Name of caller
2. Location & Phone Number
3. Nature of Emergency
4. Required Assistance
5. Suggested approach route including how to enter facility
6. Location where emergency personnel will be met
7. Ask if they need any additional information
8. Be the last one to hang up the phone
9. Notify Recreation Director immediately.

GUARD 3: Help Guard 1 at rescue area if needed and face mask to victim. Inform assistant guards of emergency.

GUARD 4: Clear pool. Control crowd or swimmers; if possible, move people to grassy area. If there is any problem, ask for help when police arrive.

Inside Guard: Close lock cash register. Get the key for emergency gate from the key ring in the pool house the emergency entrance gate. Control and clear area so rescue truck can get through.

GUARD 1: Continue first aid until 911 arrives.

SUPERVISOR: Perform any necessary duties if staff is limited. Announce emergency and give necessary directions over PA system/Megaphone. Make sure all necessary steps are accomplished.

- a) Contact victim's relatives if they are not present.
- b) Contact the Recreation Department at 674-6086.
- c) Interview witnesses individually and privately.

GUARD 1 & SUPERVISOR: Complete accident report and take to the Recreation Department. Make a copy of the report to be kept on file at the pool house in addition to the copy that has been given to the Recreation Department.

STAFF CRITIQUE: As soon as possible get all staff members together and critique situation.

CORRECTIVE ACTION: If something specific caused the accident, have it taken care of immediately to prevent further injury.

## **APPENDIX B**

### **IN CASE OF EMERGENCY DURING SWIM LESSONS:**

INSTRUCTOR 1: Take charge. Make rescue. Administer First Aid.

INSTRUCTOR 2: Get classes (Instructor 1's class and yours) out of pool. Call 911\* and aid in rescue if necessary.

\*When calling 911, give the following information:

1. Name of caller
2. Location and Phone Number
3. Nature of Emergency
4. Required Assistance
5. Suggested approach route including how to enter facility
6. Location where emergency personnel will be met
7. Ask if they need any additional information
8. Be the last one to hang up the phone

INSTRUCTORS 3 & 4: Face mask to victim. Clear pool and move all swimmers (including Instructor 1 and 2 classes) to Grassy area.

INSTRUCTOR 5: Open emergency gate.

INSTRUCTOR 1: Continue first aid until Rescue Squad arrives.

POOL SUPERVISOR:

- Oversee all steps.
- Announce emergency and give necessary directions over PA system.
- Contact victim's relatives and Department Recreation at 674-6086.
- Interview witnesses individually and privately.

Instructor 1 & SUPERVISOR: Complete accident report and take to the Recreation Department. Make a copy to be kept on file at the pool house in addition to the one being handed into the Recreation Department.

STAFF CRITIQUE: Get all Instructors together as soon as possible to evaluate situation.

CORRECTIVE ACTION: If something specific caused the accident, have it taken care of immediately to prevent further injury.

## **APPENDIX C**

### **IN CASE A BATHER IS REPORTED MISSING:**

GUARD 1: At scene: Do not panic! Signal other guards with TWO long blasts of the whistle and clear the pool. All guards on deck should scan the pool, especially checking tiled lane lines. Guard 1 should then walk the entire perimeter of the pool to be absolutely sure there is not a victim in the water. If a victim is found, follow rescue and/or First Aid procedure.

SUPERVISOR: As soon as you hear the two long whistle blasts, find out from Guard 1 who reported the missing person. Keep that person with you while the two of you conduct a land search at the same time the guards are conducting a water search. Get a name and description of the missing person. Check all restrooms, storage area, dressing rooms and office area. If the person is still not found, make an announcement over the PA system or use the megaphone. If the person is still not found, call 911 and report the incident. The police should search the area outside the pool fence, not the lifeguard staff. Reopen the pool when the full staff is back in position.

\*\*\*If a victim is found, follow rescue and/or First Aid procedure.

GUARD 2: Call 911 if necessary.\* Find out name of victim if possible. If parent is present, give him the option of taking victim to doctor or using Rescue Squad.

\*When calling 911, give the following information:

1. Name of caller
2. Location & Phone Number
3. Nature of Emergency
4. Required Assistance
5. Suggested approach route including how to enter facility
6. Location where emergency personnel will be met
7. Ask if they need any additional information
8. Be the last one to hang up the phone

GUARD 3: Help Guard 1 at rescue area if needed and face mask to victim. Inform assistant guards and cashier of emergency.

GUARD 4: Clear pool. Control crowd or swimmers; if possible, move people to grass area. If there is any problem, ask for help when police arrive.

Inside Guard: Close area – lock cash register. Get the key for the emergency gate from the key ring in the pool house, unlock the emergency entrance gate. Control and clear area so rescue truck can get through.

GUARD 1: Continue first aid until 911 arrives.

SUPERVISOR: Perform any necessary duties if staff is limited. Announce emergency and give necessary directions over PA system or use the megaphone. Make sure all necessary steps are accomplished.

- a) Contact victim's relatives if they are not present.
- b) Contact the Recreation Department at 674-6086.
- c) Interview witnesses individually and privately.

GUARD 1 & SUPERVISOR: Complete accident report and take to the Recreation Department

STAFF CRITIQUE: As soon as possible get all staff members together and critique situation.

CORRECTIVE ACTION: If something specific caused the accident, have it taken care of immediately to prevent further injury.

## **APPENDIX D**

### **IN CASE CHLORINE AND ACID ARE MIXED**

In the event that chlorine and acid are mixed accidentally, immediately evacuate the pool area to the parking lot and notify the Fire Department. Chlorine gas is heavier than air, so stay upwind and above ground.

GUARD 1 & SUPERVISOR: Complete accident report and take to the Recreation Department

STAFF CRITIQUE: As soon as possible get all staff members together and critique situation.

CORRECTIVE ACTION: If something specific caused the accident, have it taken care of immediately to prevent further injury.