



Aquatic Services

Policy and Procedure Manual

Last Revised: June 2011

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Emergency Procedures

Accidents or Incidents Outside Pool Enclosure

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Emergency Procedure: Accidents or Incidents Outside Pool Enclosure	Original Issue Date: January 1998
	Date of Last Revision: Jul 2, 2009

The **purpose** of this **procedure** is to outline the role of Aquatics staff in accidents outside the pool enclosure. Our pools are adjacent to parks, parking lots, schools and other areas that are accessed by the general public. On occasion accidents may occur in these areas and Aquatic Staff may be asked to respond.

1. The safety of our staff is paramount. In the event of an incident outside of the pool enclosure that is a danger to Aquatic Staff they are to secure the building and call Emergency Medical Services (EMS).
2. Never leave the facility with fewer than two lifeguards.
3. In the event that the bather load requires more than two guards and additional guards are unavailable you must clear the pool. Inform customers that an emergency situation is taking place and that you will allow them back in the pool as soon as it is safe to do so.
4. Your pool should have a first aid station and a first aid kit that is meant to be taken onto the deck. Guards responding to the emergency should take the emergency kit with them.
5. In the event that first aid is administered the appropriate Accident Report should be filled out. In the event of a non medical emergency an Incident Report should be filled out.
6. Aquatic staff may be in uniform while performing these tasks.

Bomb Threat

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Emergency Procedure: Bomb Threat	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

The following **procedure** is designed to assist Aquatic Staff in the event that a **bomb threat** is received at one of our facilities.

A bomb threat may be received over the telephone, in writing (e-mail or letter) or in person. A suspicious object or parcel may or may not be involved. In some circumstances the person delivering the bomb threat may have the device or the detonator on their person (with them).

1. As soon as the information is received notify your immediate Supervisor as calmly and quickly as possible.
2. Co-ordinate the activation of Emergency Medical Services (EMS). Let the dispatcher know that a bomb threat has been received.
3. Evacuate the building.
4. At an indoor pool a fire "pull station" should be pulled and an announcement made stating that people should calmly and quickly make their way towards an emergency exit and head outside. Do not mention a bomb threat as this will create massive panic.
5. At an outdoor pool staff should use their whistles to clear the pool and the Public Address system to direct people outside of the pool enclosure.
6. Aquatic Staff should grab the first aid kit(s), and extra towels and blankets on their way out of the building. Staff/customers should not be permitted into the change rooms to grab personal items.
7. Aquatic Staff should confirm that the building has been evacuated and should direct all customers to a pre-determined evacuation site. This site should be at least 100 metres (300 feet) from the facility.
8. If a suspicious object or device is found – do not touch it. Inform the Police when they arrive.

9. Keep people clear of the building until EMS has concluded their search and Police has determined it is safe to re-enter the facility.
10. Notify the Manager or a Supervisor of Aquatics as soon as possible.

Calling a Manager

City of London Aquatic Services Unit
Policies, Procedures and Position Statements

Aquatic Policy: Calling a Manager/Supervisor	Original Issue Date: January 1998
	Date of Last Revision: September 9, 2010

The purpose of this **policy** is to indicate when a member of the Aquatic Management Team (Manager of Aquatic Services or Supervisor of Aquatic Services) must be called.

A Manager or Supervisor of Aquatics must be called in the event that any of the following occurs. The definition of “called” means you must speak with someone in person,

1. Theft of money from the cash register and/or safe.
2. Significant vandalism to the facility.
3. Lost or stolen facility keys
4. Major emergency
5. Any time a call is made to Emergency Medical Services (Police, Fire or Ambulance)
6. Maintenance concern that is a safety issue and/or causes the facility to be closed.
7. Staff issue that creates a dangerous situation for the public and/or other staff members.
8. Visit from the media and/or a member of City Council.
9. Any other circumstance (‘gut feeling’) when you think they should be called

The Call-Out Order is as follows:

If the situation occurs on the weekend, the Manager/Supervisor on call should be notified first if possible.

First Call: Lynn Loubert H: (519) 641-6278 C: (519) 521-5939

Second Call: Ben Perlman H: (519) 619-6128 C: (519) 521-5941

Third Call: Lisa Brandie H: (519) 471-2446 C: (519) 521-5933

Fourth Call: Mark Paravani C: (519) 521-5940

Emergency Care Transfer

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Position Statement: Emergency Situation Transfer of Care	Original Issue Date: September 06, 2006 Date of Last Revision: February 24, 2010
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The City of London Aquatic Services Unit is committed to providing care to customers and staff during emergency situations as they arise.

During an emergency situation our staff is expected to respond and perform the required assessment, treatment and follow up based on their certifications. A Deck or Program Supervisor (or Pool Manager/Assistant Pool Manager) is always on duty and has been trained to assist with treatment, Emergency Services co-ordination; crowd control and critical incident follow up.

On occasion members of the public may step forward, indicate their training and may offer assistance. It is the position of the City of London Aquatic Services Unit that care will only be handed off to responding on duty London City Police, London Fire or Thames EMS (Paramedics). Staff will not hand off care of an injured person to off duty personnel as listed above, or off duty nurses or physicians.

Off duty Emergency Medical personnel may not be familiar with the training, facilities and/or equipment that our staff is involved with. It is also difficult to verify that their training is valid and/or current. Aquatic Staff are trained in our environments and with our equipment. Our staff is also trained to liaise with EMS when they arrive.

In the event that an off duty Emergency Services worker offers assistance staff will refer them to the Deck/Program Supervisor or Pool Manager/Assistant Pool Manager. They may be politely asked to assist as a bystander or trained bystander assisting with equipment transportation, crowd control or meeting Emergency Medical Services if needed.

On occasion a meet or competition may be held where on site medical care may be a requirement of that meet. One example was the 2001 Canada Games. In the event that on site medical care is a condition of the meet, the policy above would be overridden. Specific

information and training would be provided for both the onsite medical team and Aquatic Services Unit staff to ensure that the highest quality care is given to any injured competitors, and that open lines of communication and role definition were ensured.

Emergency Procedure – Fire or Building Evacuation

City of London Aquatic Services Unit Policies, Procedures and Position Statements

Emergency Procedure: Fire or Building Evacuation	Original Issue Date: January 1998
	Date of Last Revision: June 09, 2006

The **purpose** of this **procedure** is to outline the role of Aquatics staff in the event of a **fire or building evacuation**

Outdoor Pools

Building Access for EMS is pool specific. Generally through front doors. If safe to do so staff should take Emergency Gate Key and unlock emergency gate to allow customers and staff to exit through gate.	
Step One: Facility Announcement	“Could I have your attention please? Could I have your attention please? Please leave the building immediately through the nearest exit. Remain calm. Do not run”. Repeat this message two more times.
Step Two: Begin Evacuation	<ul style="list-style-type: none">• Each staff member will have a specific role• Staff should remain calm and be safe at all times
Role of the Pool Manager/ Assistant Pool Manager	<ul style="list-style-type: none">• Makes evacuation announcement or designates someone to do so• Assigns duties to staff quickly and efficiently• If a pull station is on site – pull it to start bells• Co-ordinate clearing of all change rooms and entire facility• Ensure 911 has been called• Ensure staff are directing customers to pre-determined evacuation site
Role of the Cashier/ Building Attendant	<ul style="list-style-type: none">• May be asked to call 911• May be asked to meet EMS and take them to scene (if applicable)• Public relations/crowd control• Assists in evacuating the facility• Liaises with the PM/APM to see what else they can do
Role of the Instructor Guards/ Senior Guard	<ul style="list-style-type: none">• Takes Emergency Gate key from designated spot and unlocks gate• Meets EMS and takes them to scene if applicable• Liaises with the PM/APM for further direction• May be involved in direct treatment of injured people• Will be directed to clear the pool• Grab first aid kit(s) if safe to do so and take to evacuation site• May be directed to call 911• Assist with clearing change rooms, building and entrance

Indoor Pools

Building Access for EMS is through the Front Doors	
CGAC Info	Annunciator (Fire) Panel is near the front desk Pool Deck Emergency Exits double doors at either end of deck Evacuation site is Medway Arena unless unsafe
CHOCC Info	Annunciator (Fire) Panel is located by the front doors Pool Deck Emergency Exits double doors leading to grass area Evacuation Site is the Skate Park or Facility Ops Building unless unsafe
SLCP Info	Annunciator (Fire) Panel is located in the front lobby Pool Deck Emergency Exits double doors at East end of deck Evacuation Site is South London Community Centre
Step One: Facility Announcement	“Could I have your attention please? Could I have your attention please? Please leave the building immediately through the nearest exit. Remain calm. Do not run”. Repeat this message two more times.
Step Two: Begin Evacuation	<ul style="list-style-type: none"> • Each staff member will have a specific role • Staff should remain calm and be safe at all times
Role of the Pool Manager/ Assistant Pool Manager/ Deck or Program Supervisor	<ul style="list-style-type: none"> • Makes evacuation announcement or designates someone to do so • Assigns duties to staff quickly and efficiently • If a pull station is on site – pull it to start bells • Co-ordinate clearing of all change rooms and entire facility • Ensure 911 has been called • Ensure staff are directing customers to pre-determined evacuation site
Role of the Cashier/ Building Attendant	<ul style="list-style-type: none"> • May be asked to call 911 • May be asked to meet EMS and take them to scene (if applicable) • Public relations/crowd control • Assists in evacuating the facility • Liaises with the PM/APM/DSUP/PSUP to see what else they can do
Role of the Instructor Guards/ Senior Guard	<ul style="list-style-type: none"> • Takes Emergency Gate key from designated spot and unlocks gate • Meets EMS and takes them to scene if applicable • Liaises with the PM/APM/DSUP/PSUP for further direction • May be involved in direct treatment of injured people • Will be directed to clear the pool • Grab first aid kit(s) if safe to do so and take to evacuation site • May be directed to call 911 • Assist with clearing change rooms, viewing areas, bleachers, washrooms and entrance

Emergency Procedure – Medical

City of London Aquatic Services Unit
Policies, Procedures and Position Statements

Emergency Procedure: Major Medical Emergency	Original Issue Date: January 1998
	Date of Last Revision: December 15, 2010

The **purpose** of this **procedure** is to outline the general roles of Aquatic staff in the event of a **major medical emergency**. Based on staffing or type of emergency the roles may overlap or may be integrated.

Outdoor Pools

Building Access for EMS is through emergency gate or through facility front entrance as applicable	
Role of the Pool Manager/ Assistant Pool Manager	<ul style="list-style-type: none">• Makes sure injured person is receiving appropriate treatment• Makes sure EMS has been activated• Makes sure any equipment or supplies needed are on scene• Crowd control co-ordination• Follow up paperwork• Info transfer to EMS• Makes sure a Manager has been notified• Finds out what hospital injured person is going to• Makes sure family member of injured person has been called• Co-ordinate Critical Incident Tracking if needed
Role of the Cashier/ Building Attendant	<ul style="list-style-type: none">• May be asked to call 911• Makes sure entrance to facility is clear for EMS• May be asked to meet EMS and take them to scene• Public relations/crowd control• May be asked to assist with Critical Incident Tracking• Liaises with the PM/APM to see what else they can do
Role of the Instructor Guards/ Senior Guard	<ul style="list-style-type: none">• Takes Emergency Gate key from designated spot and unlocks gate• Meets EMS and takes them to scene• Liaises with the PM/APM for further direction• May be involved in direct treatment of injured person• May be directed to clear the pool• May be asked to deliver equipment to scene• May be directed to call 911• May be asked to assist with Critical Incident Tracking

	<ul style="list-style-type: none"> • Crowd control/directing patrons to change rooms/away from scene • May be asked to secure witnesses/gather information
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Indoor Pools

Building Access for EMS is through front entrance	
Pool Deck Access CGAC	Through double doors at the bottom of the stairs
Pool Deck Access CHOCC	Through the Deck Supervisor Office
Pool Deck Access SLCP	Through Emergency Exit door by Front Desk
Role of the Pool Manager/ Assistant Pool Manager or Deck/Program Supervisor	<ul style="list-style-type: none"> • Makes sure injured person is receiving appropriate treatment • Makes sure EMS has been activated • Makes sure any equipment or supplies needed are on scene • Crowd control co-ordination • Follow up paperwork • Info transfer to EMS • Makes sure a Manager has been notified • Finds out what hospital injured person is going to • Makes sure family member of injured person has been called • Co-ordinate Critical Incident Tracking if needed
Role of the Cashier/ Building Attendant	<ul style="list-style-type: none"> • May be asked to call 911 • Makes sure entrance to facility is clear for EMS • If the emergency is on the pool deck may be directed to open pool access doors • CGAC – takes the elevator to the main level and remain there until EMS arrives • Makes sure patrons do not access the elevator until EMS leaves • May be asked to meet EMS and take them to scene • Public relations/crowd control • May be asked to assist with Critical Incident Tracking • Liaises with the PM/APM to see what else they can do
Role of the Instructor Guards/ Senior Guard	<ul style="list-style-type: none"> • Takes Emergency Gate key from designated spot and unlocks gate • Meets EMS and takes them to scene • Liaises with the PM/APM for further direction • May be involved in direct treatment of injured person • May be directed to clear the pool • May be asked to deliver equipment to scene • May be directed to call 911 • May be asked to assist with Critical Incident Tracking • Crowd control/directing patrons to change rooms/away from scene • May be asked to secure witnesses/gather information

City of London Aquatic Services Unit
Policies, Procedures and Position Statements

Emergency Procedures: Emergency Medical Services (EMS) Activation	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

This procedure will outline the steps to be taken in the event that Police, Fire and/or Ambulance is required on scene.

When using City of London Aquatic Services Unit phones you **MUST** dial
"9" before dialling 911

When activating EMS it is important to remain calm and speak clearly. The call will proceed as follows:

- The dispatcher will say "Fire, Ambulance and Police dispatch"
- Detail which service(s) you require
- The dispatcher will then ask you to hold the line while they connect you with the appropriate service

Information you will be required to give will include:

- Your name
- Your location
- A contact telephone number
- Details of the emergency

It is important to be able to relay as much information as possible to EMS including:

- Level of consciousness of the patient (fully conscious, unconscious, confused)
- Status of their airway (clear or obstructed)
- Status of their breathing (absent, present, shallow)
- Status of their pulse (absent, present, weak, rapid)
- Known medical conditions (heart trouble, epilepsy, diabetes)
- Other injuries present
- How you are treating the person

Ask the dispatcher if they require any more information and (if possible) determine the estimated time of arrival (ETA) of EMS. This information can be relayed back to the lifeguard(s) treating the patient, and is nice to know (especially if you are involved in a situation where the person is unconscious).

**City of London Aquatic Services Unit
Policies, Procedures and Position Statements**

**Emergency Procedure:
Auto Injector Pen Use**

Original Issue Date:

April 21, 2004

Date of Last Revision:

December 15, 2010

PURPOSE:

This document provides background on anaphylactic shock and the action (emergency **procedure**) to be taken by NLS certified lifeguards working for the City of London Aquatic Services Unit in the event of a **severe allergic reaction**.

BACKGROUND INFORMATION:

Anaphylaxis is a serious allergic reaction. It can be life-threatening. Food is the most common cause of anaphylaxis, but insect stings, medicine, latex, or exercise can also cause a reaction.

Epinephrine (adrenaline) is a life-saving medicine used to treat anaphylactic reactions. It is commonly sold in pre-loaded needles that can be used quickly in the case of emergency. This policy applies to auto injector pens called "EPI-Pen" and Twinject.

Swimmers with known allergic reactions are encouraged to alert staff and make them aware of their medical condition. They are also encouraged to share the location of their medication with Aquatic Staff.

Procedure:

In the event of a severe allergic reaction City of London Aquatic Services Unit Staff will follow the following procedure:

1. Victim and scene assessment
2. Victim reassured
3. EMS activated

4. Determine cause of problem and need for medication. Ask good questions – have you had this happen before? If yes, do you have any medication? If yes – where is your medication?
5. If they confirm they are having an allergic reaction and need their medication send someone to get their medication.
6. Verify that the medication retrieved belongs to the person who is experiencing the emergency. Their name should be on the outside of the tube in which the EPI-Pen/Twinject is stored.
7. Victim (if possible) is to self-administer medication.
8. If the victim is NOT able to self-administer their medication let them know you are trained in EPI-Pen/Twinject use. Ask if you can help them.
9. If they say no, monitor ABC's and wait for EMS.
10. If they say yes:
 - Remove the EPI-Pen/Twinject from the storage tube (***if it is in a tube***)
 - Grasp the unit carefully with fingers and thumb wrapped around the center of the auto injector (do not put thumb on end of the auto injector) with the tip pointing downward. DO NOT TOUCH THE TIP.
 - With your other hand, remove the safety cap from the EPI-Pen/Twinject
 - Hold the tip near the outer thigh of the victim
 - Swing and jab FIRMLY so that the unit is perpendicular (at a 90 degree angle) to the outer thigh of the victim.
 - Listen for a “click” (this is an auto release mechanism discharging the needle and the epinephrine)
 - Hold firmly in thigh for 10 seconds. You may need to comfort and/or reassure the victim during this time. Have them count with you if possible.
 - You may need to bend the needle of the EPI-Pen/Twinject on a hard surface and place in a sharps container (or empty bottle with a cap). Do not look at the EPI-Pen/Twinject as you bend the needle as it may snap. Eye protection (found in every filter room) must be worn. EMS will most likely want to take this with them to the hospital.
 - Monitor vital signs and maintain an airway.

Safety Precautions:

1. Use of barrier devices is strongly recommended. This includes gloves and a pocket mask or other airway management equipment (if needed).
2. The tip on the EPI-Pen/Twinject is an auto-injector. It is very sensitive. Do not touch it with your hand, fingers or thumb or you could discharge the needle. In the event of self injection call EMS back and inform the dispatcher that there is another emergency requiring an ambulance.
3. ***If the victim is unconscious and it is a confirmed anaphylactic reaction or goes unconscious during treatment Aquatic Staff who are trained in EPI pen/Twinject administration should administer the EPI pen/Twinject as trained.***
4. Do not administer any EPI-Pen/Twinject other than the one prescribed to the victim.

Application:

This applies to all NLS certified lifeguards employed by the City of London Aquatic Services Unit ***once they have reviewed this policy and have participated in EPI-Pen/Twinject training. Annual re-training and updates will be provided.***

Sources: *National Lifeguard Service Award Guide*
 Anaphylaxis Canada

Facility Lockdown

City of London Parks and Recreation Department Policies, Procedures and Position Statements
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Parks & Recreation Policy: Facility Lock Down	Original Issue Date: June, 2001
	Date of Last Revision: Aug 26, 2009

The purpose of this policy is to outline the steps to be taken if facility lock-down is required.

ADDITIONAL INFORMATION:

Facility lock-down will occur in the following circumstances:

- If there is concern that the actions of a patron outside of the facility enclosure may cause harm to staff and/or members of the public
- If, during a “missing person” situation it is suspected that a possible abduction has taken place and the perpetrator may still be in the facility with the missing person
- If weather conditions are such that the safest place for staff and/or public is inside the facility
- Other circumstances as deemed necessary.

PROCEDURE:

An announcement would be made for staff making them aware of the situation.

“Attention all staff, attention all staff, there is a code _____, please report to your station”

Missing Person

Yellow

Suspicious Person(s)	White
Robbery	Grey
Bomb Threat	Black
Fire	Red
Severe Weather	Orange
Evacuation	Green
Lock Down	Brown
Medical Emergency	Blue

The code colour for “lock-down” is a code BROWN.

Upon hearing the code being called staff members would ensure the area they are responsible for is safe and report to the designated meeting place.

The Facility Supervisor/Operator on duty will then co-ordinate the lock-down process.

The lock-down process would begin by determining the extent of the lock-down.

This may include securing external doors only.

In this instance, staff members would be asked to position themselves at entrance and exit doors and prevent customers and staff from entering and exiting the facility.

Staff members would then be designate to clear specifics areas (if needed) and move patrons into the lock-down area (such as a change room) if required.

Lock-down may include securing patrons inside a change room area or bath house. Staff may be positioned at entry/exit points to prevent people from entering/exiting the area.

Physically locking doors would only take place in the event that the lock-down trigger was such that the physical safety of staff and/or customers was at risk. In such an event the lock-down co-ordinator would also ensure that 911 (EMS) had been activated if safely possible.

If a lock-down occurs which involves keeping customers/staff inside a facility for a long period of time providing washroom access (if safe to do so) is important. Staff should also have first aid equipment and access to a telephone.

Lock-down situations can be extremely stressful to both staff and customers.

Staff should be aware that people may react differently when under stress and may have to work hard to keep people organized and calm.

Staff should ensure that parents/children who may have been separated during the lock-down process are reunited.

A Supervisor/Manager must be notified as soon as it is safe to do so.

APPLICATIONS: This policy applies to all City of London employees.

Fire Alarm – CGAC

City of London Parks and Recreation Department Policies, Procedures and Position Statements
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Emergency Procedure: Fire Alarms CGAC	Original Issue Date: January, 1998
	Date of Last Revision: June, 2011

The purpose of this policy is to outline the steps to be followed in case of a fire alarm at the Canada Games Aquatic Centre.

The following steps are to be followed when a fire alarm is sounded:

1. The alarm sounds, bells ring, and lights flash
2. Building staff or Deck Supervisor retrieves the key for the alarm, on the emergency keys at front desk
3. Insert and turn the key then push the button to acknowledge the alarm
4. Staff prepare to evacuate building, i.e. have patrons near emergency exits
5. Contact EMS if anyone is injured
6. Shut off alarm if found to be a false alarm or begin evacuation of the building in a calm and orderly fashion if not

If the alarm is false, silence the alarm and call Corporate Security. Give them the name of the facility (Canada Games Aquatic Centre) and the pass number. Whoever acknowledged the alarm (#2 from above) should reset the pull station.

7. **If the alarm is not false** or when conditions pose a threat to health or safety (for example: fire, flood, structural collapse, bomb threat, chemical leak) at the Canada Games Aquatic Centre, evacuate the building and assist patrons as needed.

Areas to be Evacuated

Pool Level

- Clear people from the pool and direct them to the exits. Remember to check the bottom of the pool and use the Public Address system (Push Button) to announce the evacuation

- Deck staff must help patrons to leave through the pool's emergency doors at the North and South ends of the pool and through the emergency exit located at the corridor beneath the steps. One staff member should stay at each door.
- Two deck staff must check change rooms, family change rooms, staff room, first aid room, meeting room and equipment rooms to ensure the building at pool level is clear.
- People found in these areas should exit through the emergency doors under the stair near the elevator

Entry Level (Ground Floor)

- A customer service person (i.e. cashier, office staff) and a designated lifeguard must make sure that the main floor administration areas, washrooms, meeting room and bleachers are clear of people
- People found in these areas should exit through the North, South and West doors

Mechanical Room

- Building Attendants should make sure the mechanical room is clear and proceed to assist staff with the evacuation of the entry and/or pool level as directed by the supervisor.

What to do with Patrons Once the Building is Clear and Secure:

- Direct patrons away from the building. Medway Arena can provide some shelter in inclement weather.
- Direct traffic for safety as needed
- Contact Banting Secondary School at (519) 452-2800 (during school hours only) to notify them of the fire
- Keep the public away from doors and chlorine storage area
- Call Emergency Services (9 - 911) as needed for any issues that occur outside the building

Contacting Managers, Reporting and Media:

- From a safe place, call the Manager of Aquatic Services Lynn Loubert.
- At the earliest convenience, the Deck Supervisor must complete written report of the incident
- The staff must not comment to the press or to the public unless otherwise directed by the Manager of Aquatic Services

When it is Safe to Re-Enter the Building:

- Secure patrons' possessions by posting guards in change rooms
- Secure City of London cash and other valuables in safe
- Set up pool for operations
- The Deck Supervisor may decide whether or not to re-open the pool to the public in consultation with the Manager of Aquatics

APPLICATIONS: This policy applies whenever a Fire Alarm is sounded at the Canada Games Aquatic Centre.

Incident and Accident Reporting

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Accident and Incident Reporting	Original Issue Date: January 1998
	Date of Last Revision: May 23, 2006

Purpose:

To outline when it is necessary to fill out a form or report. Reports include Incident, Accident and Supervisor's Report of Injury.

Incident Reports:

Incident Reports are to be filled out any time City of London Employees respond to an incident outside the pool area. It may also be appropriate to fill out an Accident Report as well.

If vandalism/graffiti is discovered and is minor in nature inform the DSUP/PSUP/PM and fill out an Incident Report. This will be forwarded to the Manager of Aquatic Services who will follow up with Facility Services.

If the vandalism is significant in nature call the Police non-emergency line and report it via phone. Fill out an incident report noting the occurrence number and forward to the Manager of Aquatic Services.

Any graffiti that is hate related, racial or a gang "tag" should be reported to the Police. They will generally come and investigate. Fill out an incident report. Use the disposable camera to take a photo of the site. Note the time and date the photo was taken and report to the Manager of Aquatic Services.

In the event that the graffiti is sexual in nature or contains foul language please cover with paper and tape to minimize exposure to our younger or more sensitive swimmers. Again – fill out an incident report and forward to the Manager of Aquatic Services who will arrange to have it removed as soon as possible.

Accident Reports:

An Accident Report is filled out whenever a City of London staff member assists a member of the public in response to a first aid situation. We have Minor Accident Reports (for bandaids, minor nose bleeds and Major Accident Reports (for bumped heads, rescue of a drowning non swimmer, any incident that requires EMS activation). When in doubt – fill out the Major Accident Report.

Supervisor's Report of Injury:

A Supervisor's Report of Injury Form is to be filled out when an accident occurs involving a City Employee. The form is completed by the Pool Manager/Assistant Pool Manager/Deck/Program Supervisor and the staff member must sign it.

Staff should also receive a ***Treatment Memorandum*** in the event that they require medical aid. This form must come back to the Manager of Aquatic Services immediately. A Manager must be called whenever a staff member is sent for medical aid (walk in clinic/hospital)

If the injury is critical or a fatal:

- Arrange for and provide medical assistance.
- Lock out (do not use; make sure no one else uses) any necessary equipment.
- Secure the accident site.
- Notify a Manager/Supervisor of Aquatics immediately. They will contact the Management and Worker members of the Joint Health and Safety Committee who in turn will contact the Ministry of Labour as required.
- Prepare a Major Emergency form and give it to the Manager/Supervisor of Aquatics as soon as they arrive on scene.
- Record all witnesses and their statements.

What is a Critical Injury? It is an injury that...

- Places life in jeopardy
- Produces unconsciousness (including “fainting”)
- Substantial loss of blood
- Fracture of a major limb
- Amputation of an arm or leg
- Burns to a major portion of the body
- Loss of sight (this includes temporary loss of sight)

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Working with the Media	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

This document outlines the City of London Aquatic Services Unit **policy** on working with the media. In the event of a special event or an emergency the local paper, television and radio stations will most likely arrive on scene. The media monitors emergency channels and has access to information on accidents almost immediately.

The media (TV, radio, print media) may also drop by a facility to film or do an impromptu interview for general public interest. Staff must notify the Manager or Supervisor of Aquatics **immediately**.

Please relay the following information to the Manager/Supervisor of Aquatics:

- Name of the media representative
- Their organization
- Types of questions they will be asking / footage they are interested in shooting
- When the “piece” will be aired

Once on site a Senior Staff member will greet the media representatives and ascertain the details of their visit. This information is important due to the type of equipment they could be bringing into the building (cameras, battery packs etc...). It is important that both the public and the representatives of the media are safe while accessing the facility.

The Senior Staff should also remind the media that they must have permission from customers before taking a still photo or a close up shot. If the High Performance Clubs that train out of our facility are on site, the media should be directed to the Head Coach prior to speaking with athletes and/or taking photographs/filming.

In the event of media response due to an emergency, it is important to keep everyone (including the press) away from the patient and the lifeguards attending the patient. Do not give any information or statements to the press. Each member of the aquatic staff has a responsibility to both the patient and the family members of the patient. Statements made (even seemingly innocent ones) can be taken out of context or can be misinterpreted. It is important that inaccurate information is not released.

In the event that you are asked for information from the press please let them know that “It is against City of London policy for me to give you any statement”.

Pool Fouling Procedures

City of London Aquatic Services Unit Policies, Procedures and Position Statements

Policy: Pool Fouling	Original Issue Date: July 22, 2005
	Date of Last Revision: March, 2008

<u>PURPOSE:</u>	To ensure appropriate actions are taken when responding to fecal contamination of a pool.
<u>INSPECTION:</u>	Supervisor and pool operator are required to record all pool fouling or vomit occurrences and corrective actions taken. These are to be recorded in the Inspection Maintenance Log Book.
<u>LEGISLATIVE REQUIREMENT:</u>	There are no legislative requirements, however, this procedure is based on guidelines supplied by the Life Saving Society of Ontario, and the Centre for Disease Control.
<u>PROCEDURE:</u>	<p>Formed Fecal Matter and Vomit :</p> <ol style="list-style-type: none"> 1. Clear patrons from the pool and close the pool for swimming. If the pool chlorine levels are at 1.6 ppm, the pool is required to remain closed for 25 minutes. (City of London indoor pools are kept at 1.9 ppm and outdoor pools are kept at 2.0 ppm) 2. Inform appropriate staff. (Area Pool Manager, Filter Operator, Supervisor) 3. Remove fecal matter with a scoop or skimmer net and dispose of in the toilet. Add chlorine to the area of contamination to bring levels up to a minimum of 2.0 ppm. (Note : follow WHMIS instructions for the safe handling and use of the chlorine product being used and personal protective equipment required) ph levels are required to be maintained in the 7.2 – 7.8 range to achieve optimum results from the chlorine. 4. Conduct chlorine and ph tests at 3 locations around the pool to determine that levels are within the required range to open the pool. 5. Disinfect any equipment used. 6. Document the fouling incident in the Inspection Maintenance Log Book and include the date and time of fouling, or, if unsure of the

	<p>time, list the time the fouling was found. Also include the type of stool, the FAC at the time of the incident or when found, the ph levels at the time of the incident or when found, and list all steps taken in response to the fouling and include a description of the process used to increase the chlorine levels.</p> <p>7. The pool can be opened for use by the public once the required time has elapsed and the pool chemical levels are within required range. Record the time of the re-opening in the Inspection Maintenance Log Book.</p> <p>Liquid Fecal Matter :</p> <ol style="list-style-type: none"> 1. Clear patrons from the pool and close the pool for swimming. The Filter Operator will raise the chlorine levels to 20 ppm and maintain for a minimum of 13 hours, or greater than 15 300 CT's. The pool circulation system is to remain operational during this time. ph levels are required to be maintained in the 7.2 – 7.8 range to achieve optimum results from the chlorine. 2. Inform appropriate staff. (Area Pool Manager, Filter Operator, Supervisor) 3. Remove as much of the fecal matter as possible with a scoop or skimmer net and dispose in the toilet. 4. The Pool Operator will backwash the filter after 13 hours. In all cases, the filters must be backwashed after the 13 hour circulation time and before re-opening the pool to the public. 5. Conduct chlorine and ph tests at 3 locations around the pool to determine if levels are within the required range to open the pool. 6. Disinfect any equipment used. 7. Document the fouling incident in the Inspection Maintenance Log Book and include the date and time of fouling, or, if unsure of the time, list the time the fouling was found. Also include the type of stool, the FAC at the time of the incident or when found, the ph levels at the time of the incident or when found, and list all steps taken in response to the fouling and include a description of the process used to increase the chlorine levels. 8. The pool can be re-opened for use by the public once the required time has elapsed and the pool chemical levels are within the required range. Record the time of the re-opening in the Inspection Maintenance Log Book. <p>Fecal Matter in Pools for an Extended Period of Time :</p> <ol style="list-style-type: none"> 1. Fecal matter may be discovered in a pool from the previous night, usually as a result of those using the pool after hours. In these cases, treat the pool water in the manner of the fecal matter found. 2. If the fecal matter is formed and is still in a lump, treat as a Formed Fecal Matter incident. When removing the matter from the
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	<p>pool and some disintegrate occurs, it should also be treated as formed fecal matter. As this is how the matter was introduced to the pool, the possibility of contamination is considered to be much less of a risk.</p> <ol style="list-style-type: none"> 3. If the fecal matter is loose and disintegrated at the bottom of the pool, treat as a Liquid Fecal Matter incident. 4. The application of this procedure may require adjustment from time to time based on the fouling. There may be other items introduced to the pool as well as fecal matter which may require other considerations. <p>Fecal Matter in Wading Pools :</p> <ol style="list-style-type: none"> 1. For wading pools which share a common circulation and filtration system with the main pool and diving well, treat as a entire pool fouling <ul style="list-style-type: none"> Formed - follow formed fecal policy Liquid - follow liquid fecal policy for entire pool body. 2. If the fecal matter is formed, remove the stool and dispose in a toilet. Raise chlorine levels to 2.0 ppm and close the pool for 25 minutes. If the fecal matter is liquid, close the pool for a minimum of 13 hours, raise the chlorine levels to 20 ppm. ph levels should remain within the normal range to achieve optimum results from the chlorine. <p>For park site, stand alone wading pools, the same procedures can be used for formed. For any liquid fecal fouling at park sites, closes and drain the pool. Notify your supervisor immediately.</p>
<u>TOOLS AND EQUIPMENT:</u>	<p>Scoop</p> <p>Skimmer net</p>
<u>TRAINING:</u>	<p>Pool Operators and Guard staff are to be aware of and trained in this procedure.</p>
<u>HAZARDS:</u>	<p>Exposure to feces</p> <p>Exposure to high chlorine levels</p>

<u>PPE REQUIRED:</u>	<p>Latex gloves when handling equipment which may come in contact with contaminated water.</p> <p>Goggles when adding liquid chlorine to the pool water.</p> <p>Impervious rubber gloves when handling liquid chlorine.</p>
<u>PPE ADDITIONAL:</u>	N/A
<u>PERFORMANCE MEASURES:</u>	<p>All procedures are followed.</p> <p>All chemical levels in pool are returned to normal operating ranges.</p> <p>Pool re-opens for public use</p>
<u>ENVIRONMENTAL ISSUES:</u>	N/A
<u>RELATED DOCUMENTS:</u>	<p>Center for disease control (CDC) website - http://www.cdc.gov/</p> <p>Lifesaving society - http://www.lifesavingsociety.com</p> <p>In 1976, the protozoan <i>Cryptosporidium parvum</i> was first recognized as a cause of illness in humans. In 1980, it was identified as causing life threatening illness. It can cause diarrhea, with profuse water stool lasting days to months, abdominal pain, nausea, vomiting, malaise and a low grade fever. In young or older people with low immune systems it can cause death.</p> <p>Crypto can be transmitted through contact with infected animals, person to person contact, contaminated water supplies, and swimming. It is important to note that this is a relatively new concern for public pool operators as the first confirmed incidents in swimming pools have not been documented prior to 1993. During 1989- 1998, approximately 10,000 cases of diarrhea illnesses were associated with 32 recreational waterborne disease outbreaks in disinfected water venues in the United States. Because diarrhea illness is under reported to public health authorities, the number of outbreaks associated with recreational water</p>

	<p>use is probably higher.</p> <p>In May 2001, the Centre for Disease Control reported that gastrointestinal illness has increased in recent years, and most are associated with Crypto. Initially, Crypto was thought to be found in all fecal matter, however, after extensive testing of solid stool samples, none of these samples contained Crypto.</p> <p>Crypto is a small hard shelled micro-organism that is very small, 4-6 microns. They are resistant to chlorine and can live in a sanitized swimming pool for up to 7 days with chlorine level at 1.0 ppm. In comparison, the E coli bacteria has a one minute kill time in a sanitized pool, the Hepatitis A virus will be inactivated after 16 minutes and the Giardia parasite will be inactivated after 45 minutes at 1.0 ppm.</p>
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City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Procedure: Safe Lifting Techniques	Original Issue Date: May 31, 2006
	Date of Last Revision: May 31, 2006

Why should you protect your back?

- back injuries can be very painful
- back injuries can be very expensive to treat
- back injuries can cause loss of work

Causes of back injuries:

- lifting something that is too heavy
- lifting the wrong way
- poor posture
- excess body weight; poor physical condition

Safe Lifting Procedure

- Study the load before you lift it; is it too heavy, too large or too awkward to lift safely?
- Does the object have rough surfaces or sharp edges that may cause injury?
- Is it hazardous? Is protective equipment required?
- Plan how you will lift and carry the load and how you will set it down
- Anticipate obstacles such as uneven flooring or narrow passages
- Get help if needed
- Get close to the load before you try to lift it
- Bend your knees not your back
- As you rise, let your legs, not your back do the work
- Keep a firm grip with your hands, not just your fingers
- Move slowly and make sure you can see where you are headed
- Do not twist your body while carrying a load (this is a common cause of injury); instead, move your feet to change direction
- When you put the load down, bend your knees rather than leaning over; it is just as easy to injure your back when you are putting something down as when you are picking it up
- Watch out for your hands as you set down the load, taking care not to pinch or crush them

SCUBA Evacuation

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Emergency Procedure: SCUBA Evacuation	Original Issue Date: March 30, 2006
	Date of Last Revision: May 23, 2006

The purpose of this document is to outline the **procedure** to be followed in the event of a building and/or pool **evacuation when SCUBA divers** are in the facility.

Pool and/or facility evacuation may occur from time to time. All staff must feel comfortable evacuating all users from our facilities.

The Deck or Program Supervisor will review this procedure with all SCUBA users prior to their dive.

The Deck or Program Supervisor will ensure that small orange pylons are in a known and accessible location before the SCUBA group enters the pool and alerts other staff to the location of the pylons.

In the event of an emergency where the pool and/or building must be evacuated the Deck or Program Supervisor (or designate) will drop a series of small orange pylons in succession into their dive area.

The pylons will not be thrown forcibly and the intent is for them to land beside the divers not on top of the divers.

The divers should then surface immediately and receive direction of the Deck or Program Supervisor who will be waiting pool side for the group unless it is unsafe to do so.

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Emergency Procedure: Weather – Thunderstorms at Outdoor Pools	Original Issue Date: December 2002
	Date of Last Revision: May 19, 2006

This **procedure** details the process to be followed in the event of an **electrical storm** affecting an outdoor pool.

This procedure is based on a Position Paper revised by the Life Saving Society on August 22, 2002. The Life Saving Society in consultation with Environment Canada has determine the appropriate time to evacuate the pool and when it is an appropriate time to let patrons back into the water.

Procedure:

- Upon hearing thunder the outdoor water site is to be cleared immediately and patrons are to be asked to proceed to the nearest shelter.
- If shelter is not provided for staff and patrons secure and close the facility and send patrons to the nearest shelter or car
- Outdoor water site staff and patrons are to stay away from objects that conduct electricity such as reaching poles, umbrellas and are NOT to get any closer than 30 metres to any wire fence.
- The Pool Manager or Assistant Pool Manager will close the outdoor water site.
- Patrons may return to the water 20 minutes after the last sound of thunder or the last bolt of lightning is seen.
- Staff must document the day as well as the closing and opening times in their Facility Log Book.

Theft

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Emergency Procedure: Theft	Original Issue Date: January 1998
	Date of Last Revision: June 2, 2011

The purpose of this **procedure** is to outline the steps to be taken if a **theft** occurs.

- The Aquatics Unit stresses the importance of prevention.
- The use of locks is strongly encouraged. This is on our flyers, in SPECTRUM, and posted throughout the facility. Locks do not prevent theft.
- Staff must do regular change room checks and parking lot checks (parking lot with another staff member).
- Staff are obliged to be on the watch for loiterers. If a person is found in the change rooms or in the pool facility, who does not appear to be in the process of preparing to swim, they may be asked politely, what they are doing.
- Staff are within their rights to ask persons to leave the building and grounds (including the parking lot), the Deck Supervisor must be consulted.
- A person can be charged with trespassing if they fail to leave the premises after being asked to do so.

If a theft occurs:

- Assist the customer in calling the Police. They will want to speak with the person directly involved. Find a quiet location if possible.
- Fill out an incident report and follow up with a Manager/Supervisor of Aquatics in writing (e-mail) or via voice mail.
- Where video cameras are available, video can be reviewed by aquatic management and shared with Police. Video cannot be shared with members of the public under any circumstance.

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Emergency Procedure: Tornado	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

The purpose of this document is to outline the **procedure** to be taken in the event of a **tornado**.

A tornado is a column of rotating wind travelling across the land at speeds of 30 to more than 100 kilometres per hour (65mph). Tornadoes can occur at any time but most often occur in late afternoon, in late spring or early summer. They are most frequent during moderate summer temperature, accompanied by high relative humidity. The purpose of this policy is to outline what should be done in the event of a suspect tornado.

A **tornado watch** is issued if conditions exist for tornadoes to develop. No tornado has been sighted.

A **tornado warning** is issued if one has been sighted, or if radar detects a tornado-like disturbance. As southern Ontario is a high risk area you should listen to the radio in the likelihood of severe thunderstorms.

At an Indoor or Outdoor Pool Facility:

If a tornado watch is issued clear the pool immediately and bring all of the customers into the bath house (or the change rooms). Do not let the children leave until the area has been given the all clear. If you have time, secure light items like garbage cans, bikes in a safe location.

Take every one into the inside walls as best as you can. Block walls are the most secure. Keep people away from the windows and doors. Your calm, orderly behaviour will set an example for others, and help avert panic. Listen to the radio for the all clear. Protect your head with blankets, towels, etc.

In the Open:

If you are caught outside, lie in a gully, ditch or low spot of ground. If you are on a bike or in a car, park them and do the previous mentioned. Protect your head and body with anything available. Do not go in a grove of trees or under a vehicle. Stay away from metal objects such as fences or sheds. If there is no low lying area crouch or kneel on the ground with your head being the lowest. Protect your head.

Universal Precautions

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Universal Precautions	Original Issue Date: January 1998
	Date of Last Revision: May 23, 2006

The purpose of this **policy** is to clarify the City of London Policy in regards to **universal precautions**. It is recognized that any person for whom there is potential exposure to blood and/or bodily fluids from either another person or a contaminated object may cause infections while on the job.

The transmission of diseases via this path is called cross-contamination and is of great concern for rescuers in emergency situations. The hazard of exposure to infectious materials applies to all persons in contact with blood and bodily fluids. Because the potential of infection of any person's fluids cannot be known, universal precautions should be followed for every individual, regardless of any lack of evidence of the person's infectious state.

Universal precautions must be applied to exposure with blood, tissues, saliva, cerebrospinal fluid (joints), pleural fluid (lung cavity), pericardial fluid (heart cavity), amniotic fluid (surrounding a fetus), and breast milk. These precautions do not apply to the following unless they contain visible blood. Faeces, urine, sweat, tears, vomit, nasal secretions and cerumen (ear wax).

When in contact with a potentially infectious material the following protection standards (universal precautions) must be followed to prevent the risk of infection:

- Personal protective equipment must be worn to keep you from direct contact with any tainted blood or fluids.
- Gloves must be worn at all times and should be removed by peeling them off from the inside out to eliminate any contact with the soiled side of the material. Gloves should be worn only once and then discarded.
- Any materials handled while wearing the gloves (pens etc.) should be discarded or disinfected using a 12% chlorine water mixture.
- Change gloves if giving care to a different person.
- Pocket Masks are to be used in ANY resuscitation attempt whether fluids are visible or not
- When treating a victim remove saliva, blood or any other secretions with gauze before if possible.
- Dispose of all contaminated materials in medical waste or a biohazard container
- All pocket masks will be placed in a biohazard container if used in an actual rescue
- Wash your hands thoroughly with soap and water once you have removed your gloves
- Spills, including urine, feces and vomit, are to be cleaned with 12% sodium hypochlorite solution using appropriate personal protective equipment.

Customer Relations

Active Coaching

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Active Coaching	Original Issue Date: March 9, 2009
	Date of Last Revision: March 9, 2009

Our facility is a public facility and length swimming times are intended for non-actively coached athletes to improve skills and health levels. Active coaching from the pool deck during length swimming is not permitted as it impedes the regular flow of the fitness lane and forces non coached users out of 'coached lanes'. If patrons would like to book time in which active coaching can take place please have them call 519-661-4455.

Admission Policy

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Admission Standard	Original Issue Date: March 01, 2005
	Date of Last Revision: June 10, 2011

The purpose of this document is to outline the City of London Aquatic Services Unit Admission Standard.

This admission standard will be in effect at all of our indoor and outdoor pools, and is in response to recommendations from Coroners' Inquests and the Life Saving Society of Ontario.

Children aged 7 and under:

- Must be accompanied by a parent or guardian who is responsible for their direct supervision.
- Maximum of 2 children for each parent/guardian.
- The parent/guardian must be at least 12 years of age.

Children aged 8 – 10 who are strong swimmers:

- Must be able to demonstrate comfort in the water and demonstrate the ability to pass the Aquatic Services Unit Swim Test.
- This test consists of a 25 metre swim completed comfortably by the swimmer without putting their feet on the bottom.

Children aged 8 – 10 who are non-swimmers:

- Children under the age of 10 years, who are non-swimmers must be accompanied by a parent or guardian who is at least 12 years of age and responsible for their direct supervision.

"Direct Supervision" is defined as being able to render immediate assistance in proper bathing attire.

This information is also in Spectrum, on our web pages and is posted at all of our pools.

AODA – Feedback or Complaints

Practices and Procedures
Parks and Recreation

Aquatic Services: Receiving Feedback or Complaints about the accessibility of goods or services.	Original Issue Date: May 22, 2009
	Date of Last Revision:

The purpose of this document is to outline practices in Aquatic Services as they relate to the City of London directive/policy on receiving Feedback or Complaints about the Accessibility of its Goods and Services as per Customer Service Standards under Accessibility for Ontarians with Disabilities Act .

Practices and Procedures

How feedback is received....

Staff may received feedback or complaints by:

- telephone,
- in writing,
- electronically,
- in person,
- or through other reasonable methods

Feedback or complaints may be provided by customers or from a friend, relative, legal guardian or support person of a customer with a disability.

Complaints should be brought to the attention of City staff as soon as possible. A delay in making a complaint may affect the ability of the City to adequately investigate the complaint and to arrive at a satisfactory resolution.

What to do with feedback or complaints...

Staff should encourage comments to be recorded on the City's Customer Service Feedback and Complaints Form (see sample at end of these procedures). Staff may assist individuals in completing this form if assistance is required.

Feedback and complaints should be forwarded to department involved in the situation.

When received, please follow the Complaints Resolution Process as follows:

Step 1 – Informal Resolution

The staff person receiving the complaint will attempt to resolve the problem to the satisfaction of the customer and will inform the customer about their right to forward their complaint to the next level if they are not satisfied with the outcome.

Step 2 – Review of Complaints by Departmental Manager(s)*

If a complaint is not resolved by the staff person with whom the complaint was addressed, the customer may ask for a review of his or her complaint by the appropriate departmental manager. If someone wishes to make a formal complaint on behalf of a customer they must provide documented consent from the customer permitting City staff to discuss the matter in the presence of this person. The manager receiving the complaint will record the details of the complaint including:

- The customer's name and contact information
- A description of the events, situation or accommodation matter/discrepancy;
- Dates and times of the situation, or of the complaint being made;
- Where the situation occurred and the program or service involved;
- Any attempts already made to resolve the situation; and,
- The names and contact information of persons who may have witnessed the situation, if applicable.

The manager or designate will contact the customer to inform them of the progress of the complaint and will provide a response to the complaint following the completion of an investigation. If a delay in the investigation occurs, the City will inform the customer about the delay and its expected duration.

If the customer is not satisfied with the outcome, the manager or designate will inform the customer of their right to forward their complaint to the City Clerk's Office for further review. (See attached Customer Service Feedback and Complaints Form.)

Customer Service Feedback and Complaints Form

The City of London is committed to providing high quality customer service. We value all of our customers and strive to meet everyone's needs. We welcome your comments to help us to monitor and improve our services and experiences. Please submit your completed Customer Service Feedback and Complaints Form to:

City Clerk's Office

Room 308 City Hall

300 Dufferin Avenue

P.O. Box 5035

London, ON N6A 4L9

accessibility@london.ca

519-661-4500 (telephone)

519-661-4892

Please tell us the date and time of the occurrence: YYYY/MM/DD

During this occurrence, did we respond to your customer service needs?

☐ YES ☐ NO (please explain below)

Was our customer service provided to you in an accessible manner?

☐ YES ☐ SOMEWHAT ☐ NO (please explain below)

Please provide the details of your customer service experience:

If you wish to be contacted by a staff person, please provide your information below

Name	Day telephone	Evening Telephone
Address		E-mail address

Today's date Signature of person

Signature of Parent or Guardian (if required)

Personal information contained on this form is collected pursuant to Municipal Act, 2001 and will be used for the purpose of responding to your request. Questions should be directed to the Manager of the Culture Office, Suite 1105 City Hall, 300 Dufferin Avenue, PO Box 5035, London ON N6A 4L9 or at 519 661-2500, extension 5493, 519 661-4889 (TTY), accessibility@london.ca.

For City of London use only

Date received	Comments
Request Number	Signature

Practices and Procedures

Parks and Recreation

Aquatic Services: Providing Notice of Temporary Service Disruptions	Original Issue Date: May 22, 2009
	Date of Last Revision:

The purpose of this document is to outline practices in Aquatic Services as they relate to the City of London directive/policy on Providing Notice of Temporary Service Disruptions (AODA Customer Service Standards).

Temporary disruptions may occur to whole facilities, to portions of facilities (e.g. elevators, automatic door openers, ramps, etc.) or to services (e.g. recreation programming, etc.)

Should a temporary disruption in these services or facilities occur, in whole or in part, the City will make reasonable efforts to provide notice of these disruptions.

Practices/Procedures

Unplanned disruptions to services or facilities

- In the event that a program is temporarily disrupted, the Program Instructor/Supervisor will ensure:
 - program registrants have been contacted by phone (direct contact; message left)
 - notice of disruption is posted at program location
 - follow up with program registrants if further updates required
- In the event that a facility has been closed temporarily, the Facility Program Supervisor/Supervisor will ensure:
 - user group contact persons are contacted by phone (direct contact; message left)
 - notice of disruption is posted at the facility location
 - follow up with facility user groups if further updates required
- In the event that an accessible feature of a facility is temporarily unavailable (eg. elevator, automatic door openers etc.), the Facility Supervisor/Supervisor will ensure that:
 - notice of disruption is posted at the facility location

- staff provides reasonable accommodation/assistance to customers regarding accessing services with (primary consideration being given to the health and safety of all)

Notices

Content of notices of disruptions, closures or cancellations

Notices given or posted to indicate temporary disruptions in services or facilities will contain:

- the reason for the temporary disruption of program or facility: (e.g. “building under repair”; “unable to provide program instructor”, etc.);
- the expected length of the temporary disruption: (e.g. “building will re-open at 10:00 a.m. Thursday _____”; program will resume next week as scheduled” etc.)
- alternate locations for service or means of access, if available.

Posting, clarity and placement of notices

- Notices will be posted in a manner that is reasonable under the circumstances with consideration given to the disability(s) of customers who access the disrupted program or facility.
- Notices may be provided in print by signage, or in the local newspaper; or electronically by website postings; or by telephone recordings; or in certain situations notice may be provided directly to specified customers, or by another reasonable method;
- Visual notices will be provided in large clear print, using contrasting colours between text and background;
- Notices may be placed at entrances to buildings and/or specific locations where the temporary disruption occurs;
- Notices may be posted at the site of the temporary service or facility disruption.
- Notices will be posted in obvious places. Reasonable efforts will be taken to ensure an unobstructed view of the notice;
- Staff should be cognizant of placing notices where they are visible to persons who may be using assistive devices, such as wheelchairs

Planned disruptions to programs or facilities should follow above and post on the City of London Web site where possible

<p>City of London Parks and Recreation</p> <p>Policies, Procedures and Position Statements</p>
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<p>Parks and Recreation and Neighbourhood and Children’s Services Practice/Procedure: Service Animals</p>	<p>Original Issue Date:</p> <p>May 8, 2009</p>
	<p>Date of Last Revision:</p>

The purpose of this document is to outline practices and procedures of the Parks and Recreation and Neighbourhood and Children’s Services Divisions with respect to the City of London Directive/Policy on the use of service animals in regards to the Accessibility for Ontarians with Disability Act. (AODA)

The Accessibility Standard for Customer Service, under the AODA requires policies and procedures that pertain to the use of service animals while on premises owned or operating recreational opportunities on behalf of the City of London

Practices/Procedures re Service Animals

Customers may bring on-duty service animals on to Recreation properties and into facilities and the animal may stay with them with them unless excluded by law. These areas where the law may exclude service animal entry, include swimming pools, kitchens, areas of heavy equipment or machinery and areas already ‘out of bounds” to customers such as areas for cash handling and maintenance/mechanical areas.

The supervision of the animal is the responsibility of the customer/person with a disability.

The customer is responsible for keeping the animal under control at all times. For example, animal should be on a lead, or commanded to be sitting or lying down while the user is participating.

The animal must behave and be as unobtrusive as possible.

The customer must ensure the animal does not behave in a manner that would be a threat to the health or safety of others.

The animal must be immunized as per veterinary practices common to that animal.

The customer is responsible for cleaning up after their animal. If they are unable to do so they may ask a staff person for assistance. This assistance will not be unreasonably withheld but staff may make judgments about the priorities of customer health and safety.

The animal may be removed from the premises for any or all of the following reasons:

Animal engages in disruptive behaviour that endangers safety of other customers.

Animal engages in behaviour that disrupts ability of other customers to reasonably participate in a program or activity.

Animal causes preventable or ongoing damage to property or persons

Poor health of the animal that may cause illness or disease.

Background:

A service animal may provide a wide range of functions for people with disabilities. These services can include sight assistance, help with dressing, warning of seizures, reminders to take medications; and emotional comfort.

Often a service animal vest identifies the service animal; though some animals may not be identified in this manner. It is the right of the Corporation to ask if the animal is indeed a service animal, in a sensitive discrete manner, and a staff person may ask for a valid identification.

Valid identification can include:

- A note from a nurse or physician.
- A valid ID card from a recognized service training school
- A valid card signed by the Attorney General of Ontario
- A training certificate from a recognized animal training school

A staff member may ask if the animal is required but may not ask for details on the disability or the services the animal provides.

Staff should not speak to the animal or try to pet it, while the animal is working.

Some customers may have a fear of animals or may be susceptible to allergic reactions. If a customer approaches you with these concerns, accommodations may be required and may involve limiting exposure to the animal, providing services in another area, or at another time. Our role is to try our best to accommodate both the service animal's owner and the customer with concerns in a reasonable manner.

Bathing Attire

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Bathing Attire	Original Issue Date: July 03, 2002
	Date of Last Revision: June 21, 2006

This **policy** outlines what is considered “appropriate bathing attire” for all City of London pools. This policy has been reviewed and approved by the Middlesex London Health Unit. Their Health Inspectors are responsible for enforcing the Ontario Health Regulations pertaining to Public Pools.

Aquatic Services supports participation in aquatic programs by everyone.

1. We recommend that participants swim in a bathing suit or swim trunks/shorts. The bathing suit/shorts must be clean.
2. Participants are not permitted to wear street clothes of any kind directly from the “street” into the pools. The dirt from the bathing attire makes it difficult for the filtration and disinfection systems to operate effectively.
3. If the religious or cultural beliefs of a participant prohibit them from wearing bathing suit/shorts into the pool they are permitted to wear clean (ie. freshly laundered) clothing into the pool. This may include a long or short sleeved t-shirt and/or shorts/long pants. We suggest that the material be lightweight in nature.
4. All bathing attire must be free from hazards. This includes rivets, studs, chains etc...
5. The clothing worn into the pool cannot impede the person’s ability to swim and must not be a safety hazard. A sweatshirt (for example) would not be permitted, nor a long coat.
6. Our staff is enabled to use their judgment when swimmers attend our swims – no matter what religion or ethnic background the participant may have. If staff feels that someone’s attire was not clean or was unsafe they should forward their concerns along to the Deck Supervisor or Pool Manager who would follow up with the customer.
7. As per the Health Regulations all participants are to take a shower before entering the pool.

Breast Feeding

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Breast Feeding	Original Issue Date: August 13, 2009
	Date of Last Revision: May 2010

The purpose of this document is to outline the City of London Aquatic Services Unit regarding breast feeding in and around the public City of London Pools

This admission standard will be in effect at all of our indoor and outdoor pools, and is in response to recommendations from the London Middlesex Health Unit

Ontario Human Rights Code specifically indicates that women have the right to breast feed in public. (Updated Policy approved by Commission Dec 17, 2008)

To prevent a woman to do so would be a violation of her human rights.

Breast feeding is allowed in our change rooms, public areas and on deck.

Breast feeding is allowed in the pool based on the following:

- Breast milk is not considered a food.
- Breast milk has no carcinogens.
- It would not affect the water quality or be a health risk if it got in the pool.
- Chemical balance would not be affected.

Customer concerns regarding this practice should be handled sensitively and reminding the customer that the woman has the right to do so. Letting the customer know that another had a concern would be considered appropriate, so they would not be taken a back if another customer spoke to them.

**City of London Aquatic Services Unit
Policies, Procedures and Position Statements**

Aquatic Policy: Suspected Abuse and Calls to Children's Aid	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

All Aquatic Staff have the legal obligation to report suspected child maltreatment and/or abuse. The maltreatment and/or abuse may take place at the pool or the child may tell the staff member about it.

Aquatic Staff may observe the following items/conditions that may be concerning:

- Child left at the pool for extended and inappropriate periods of time
 - Child appearing malnourished or arriving at the pool without having had a snack/food
 - Child appears to have inadequate clothing
 - Child appears to have had inadequate sleep
 - Child has suspicious marks/bruising/injuries
1. Alert your Supervisor immediately. They will alert the Manager of Aquatic Services. The Pool Manager will arrange to have you call the Children's Aid Society from a quiet location at the facility. Your Supervisor is available to remain with you during the call for support.
 2. Relay your observations to the Children's Aid Society contact. They are experts at dealing with these situations and will be the ones to determine the follow up required after your conversation.
 3. Keep detailed notes of the conversations you have had with the child and your conversation with the staff person at the Children's Aid Society.
 4. Information that the staff at the Children's Aid Society may request includes:
 - Your name and contact information
 - The contact information of any other staff involved
 - Information regarding the child (if known) including:
 - The child's name, address, date of birth
 - Age, gender
 - Languages spoken
 - Special needs (i.e. hearing impaired)
 - Siblings' names and ages
 - Name(s) of parents, guardians
 - Time the child usually arrives at the facility
 - Description of the incident, situation, statement, behaviour and/or physical symptoms which lead to the suspect of abuse

5. Record the incident on an Aquatic Services Unit Incident Report form and forward to Manager of Aquatic Services *immediately*. Keep all information confidential and do not discuss with staff members who are not immediately involved.

Customer Service

City of London Aquatic Services Unit Policies, Procedures and Position Statements

Aquatic Policy: Customer Service Expectations and Tips	Original Issue Date: January 1998
	Date of Last Revision: May 15, 2010

This policy outlines some general Customer Service Expectations. They include but are not limited to:

1. Greet customers that are approaching and smile. While on duty staff should be properly attired, and neat. Staff members are required to wear the appropriate “issued uniform” while on duty.
2. A simple “good morning” goes a long way. Being pleasant demonstrates good public relations skills and will make your job easier.
3. If a customer comes to the counter while you are busy with someone else, let the person know that you will be with them as soon as you can. When you are able to help them out make sure you thank them for waiting.
4. Be sincere with people when handling their questions or their registration. Kind words and personal greetings are important.
5. It is important that you understand the customer’s request before you try and register them. Errors in registration are frustrating for everyone. Take the time to clarify information first!
6. Prompt service makes people happy! People often register while they are traveling from one place to another and have appointments to keep.
7. When you have finished helping someone a quick smile and a “thank you” will help bring that customer back.
8. Listen with respect. Be attentive. Let the person explain their complaint or concern fully and then determine the best course of action.
9. Your work area should be neat, clean and safe. The front desk area should always be well organized and have information notices posted. First impressions are usually lasting impressions.
10. Our goal is to provide service such that our customers want to return to our facilities.

Denying Access

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Denying Access to the Facility or Pool	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

This **policy** outlines circumstances that may arise which would involve denying access to the pool. Circumstances include but are not limited to:

1. If a qualified lifeguard employed by the City of London Aquatics Unit is not on duty.
2. When posted pool maximum capacities are reached. Capacities must be posted at all pools.
3. If the person involved is known to carry a communicable disease, has open sores, or fails to take a shower before entering the pool.
4. If the person fails to comply with the posted rules, is intoxicated, belligerent, or otherwise jeopardizes the safety of himself/herself or others (including aquatic staff).
5. If a patron does not accept and recognize the authority of the lifeguard.
6. If a water clarity test fails.
7. Instructors/lifeguards must be present on the deck at pool side before instructional or recreational swimming groups are permitted on the deck or in the pool.
8. When no instructor/guard employee of the City of London Aquatics Unit is present the doors leading to the pool are to be locked in order to ensure adults/children do not access the pool area.
9. When any condition exists this in the opinion of the lifeguard endangers the health and safety of swimmers as to warrant clearing the facility. Examples would be light failure, lack of water clarity, chemical imbalances. In such a case the Manager of Aquatic Services or a Supervisor of Aquatics should be contacted.

Information Access and Privacy

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Information Access and Privacy	Original Issue Date: May 24, 2006
	Date of Last Revision: May 24, 2006

The purpose of this **policy** is to outline **what information is appropriate to disseminate to customers and staff**. We all encounter personal information, third party information and confidential government information when dealing with records in our daily work. It is our responsibility to know how the Municipal Freedom of Information and Protection of Privacy Act applies to that information.

Freedom of Information Legislation:

- Gives members of the public a statutory right to government held records

Privacy Protection Legislation:

- Protects an individuals' right to privacy

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA):

- Information should be available to the public
- Individuals should have access to their own personal information
- Exemptions to access should be limited and specific
- Institutions should protect the privacy of individuals with respect to personal information held by institutions

**There are many exemptions including Law Enforcement; Solicitor Client privilege;
danger to safety or health**

Formal requests for information:

- If a customer requests information (such as a copy of a surveillance tape) the Manager of Aquatic Services is the contact for our Unit
- The request is then sent to the Clerk's Office

Lost and Found

City of London Aquatic Services Unit Policies, Procedures and Position Statements

Aquatic Policy: Lost and Found Property

Original Issue Date:

January 2002

Date of Last Revision:

June 08, 2006

The **purpose** of this **policy** is to provide a procedure for the disposition of lost or unclaimed property and cash coming into the possession of the municipality and which recognizes, to the extent possible, the legal right of a finder to acquire title to the property or cash as against all but the true owner.

Players, spectators and other users routinely leave items at City parks and other facilities. In order to make it easier for the rightful owner(s) to retrieve these items the City of London has implemented the following policy.

The Corporation of the City of London is not responsible for items left on City property or in City buildings. However, staff will record articles of high value (such as watches, wallets, jewelry etc...) in the facility log book and keep them for six months. In the summer months these items will be returned to the Canada Games Aquatic Centre at the end of the summer if applicable. Items of lesser monetary value will be kept in the facility office in a "lost and found" box. For items such as wallets, credit cards, or identification cards, every effort will be made to contact the individual. If contact cannot be made and a mailing address is available, the item will be placed in the mail.

Items found by housekeeping/security or other employees should be taken to the facility office.

Special Events/Sports Meets:

In the case of special events, sports meets etc... all lost and found property and cash will be given to the event/meet organizer to manage. The name and phone number of the organizer will be entered in the facility log book. Callers seeking lost items will be referred to the organizer.

Property Type	Action
Watches, jewelry, personal radios, tape players, cash	Record description of item(s), phone call and owners name in log and place in designated area for safekeeping. If unclaimed after 6 months the finder may contact the office to claim the property/cash
Wallets, credit cards drivers licenses, cell phones	Look up the person's phone number, call them and ask them to pick it up at the facility office. Record description of the item(s), phone call and owners name in log and place in designated area for safekeeping. Note: When searching wallet contents a second employee

	<p>must be present to verify all contents are left in the wallet.</p> <p>Retain for 6 months, after that Manager will destroy and record destruction in the log book</p>
Clothing, gloves, hats, costume jewelry, keys, books, umbrellas and other miscellaneous items of lesser value	<p>Put in the lost and found box</p> <p>For seasonal activities dispose of two weeks following the completion of the program, otherwise dispose of after two months</p> <p>Disposal will be in accordance with the procedure described below</p>
All perishable items including fruit and vegetables, meat and dairy products	Dispose of within 24 hours
Combustible or otherwise dangerous materials including but not limited to, fuels and chemicals or any article that is registered or held under a permit	As soon as possible destroy or otherwise dispose of in an approved environmental manner
Items that present a health, sanitary or safety problem such as water bottles, mouth guards, athletic supporters, underwear, socks etc...	For health reasons these items will not be added to our lost and found box and will be disposed of as soon as possible
Firearms, explosives, or otherwise dangerous materials and other types of weapons	Call 911. Describe location and materials; await arrival of Police.

Whenever possible, personal articles should be labeled with the name of the owner. All unclaimed articles will be given to a charitable agency. Questions in regard to a lost item may be directed to the facility office.

Employees are not permitted to acquire items turned in as lost and found. Disposal of items not claimed within the period of time indicated above will be given to an established non-profit organization as directed by the Manager of Aquatic Services.

Smoking within Aquatic Enclosures

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Smoking Within an Aquatic Enclosure	Original Issue Date: July 14, 2009
	Date of Last Revision:

In addition to the Smoke Free Ontario Act and City of London By-laws the City of London Aquatic Services Unit does not permit smoking in the water, on the deck space or within the enclosed perimeter of all of its facilities.

In addition to smoking not being permitted inside a City of London building or within 10 feet of a door to a City of London building:

1. No smoking is permitted in the water of a pool, wading pool or on a splash pad surface
2. No smoking is permitted on the deck space surrounding a pool or wading pool
3. No smoking is permitted inside the closed in perimeter (ie. fence/wall) of a pool or wading pool

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Water Wings	Original Issue Date: January 1998
	Date of Last Revision: May 23, 2006

Purpose:

To outline the Aquatic Services Unit policy on water wing use. Use of water wings is discouraged for the following reasons:

1. Water wings tend to keep swimmers in a vertical position. We generally do not learn to swim in a vertical position.
2. Panic may cause the child's face (airway) to go under the water causing them to inhale water. This can lead to complications such as secondary drowning, water intoxication and/or death.
3. Water wings are NOT an approved floatation device as outlined by the Canadian Coast Guard or the Ministry of Transportation.
4. Water wings can aid the wearer in developing a false sense of confidence. This can lead to accidents as well as great fear when learning to swim. Water wings also lead the wearer to become accustomed to having constant buoyancy in their arms which is confusing (and dangerous) when the water wings are removed. Our centre of buoyancy is located in the abdomen not in our arms.
5. The inflatable chambers in water wings are not strong and may deflate due to puncture or a faulty valve. The water wings may also slide off, or may slide up to the wrists, leaving the swimmer "dangling" under the wings and under the water.
6. Arm movement is delayed, impeding proper swimming biomechanics.
7. The Chief Coroner's Office for the Province of Ontario has reported a dramatic increase in inflatable device-related drownings. Water wings fall into this category.

Water wings are not permitted in deep water. Water wings are not permitted in the middle pool at the Canada Games Aquatic Centre and are not permitted past the buoy lines at CHOCC or SLCP. A child wearing water wings in the shallow area must be directly supervised by an adult, and must be within arms' reach of that adult. The supervising adult must be in the water with the child.

Health and Safety

Administering Chlorine to Pools

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Administration of Chlorine to Pools	Original Issue Date: September 1, 2009
	Date of Last Revision: January 24, 2011

Purpose:

To increase chlorine residual to pools for disinfection

Definitions and Acronyms:

Sodium Hypochlorite 12% - liquid bleach, liquid chlorine

Responsibility and Authorities (Scope):

Building Attendants

Wading Pool lifeguards

Lifeguards

Aquatic Supervisors

Aquatic Operations

Required PPE and/or Equipment:

- Rubber Gloves
- Safety Glasses
- Safety Boots

Procedure:

- Before adding more sodium hypochlorite, check chlorine and pH levels in more than one location across the pool.

- If chemical addition is required:
- Clear pool of patrons
- Put on PPE
- Always add chemical to water when adding sodium hypochlorite to adjust chemistry
- Determine quantity required to achieve adequate disinfection
- Measure quantity into a clean container properly marked with a MSDS label as required
- Keeping the sodium hypochlorite as close to water level as possible and add the chemical over a large area of the pool surface
- Allow to mix thoroughly into the pool water
- Clean deck area of any spilled chemical with fresh water
- Check chlorine and pH levels. If within prescribed parameters, allow patrons back into water
- Record all readings
- Continue to check reading following prescribed guidelines

References:

Legislative, Standards, ect. Ministry of Health Guidelines

Chlorine Room Entry

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Chlorine Room Entry	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

Chlorine rooms are present at all of our facilities with the exception of South London Community Pool. The **purpose** of this **policy** is to outline the responsibilities of Aquatic Staff with regards to chlorine room entry and to protect all workers entering a chlorine room from injury.

All Summer Senior Staff and Deck/Program Supervisors will receive additional on site information prior to their first shift as part of our aquatic training program. All information and training provided must be in conjunction with the Occupational Health and Safety Act and any associated regulations.

Entry procedures must be followed in order to reduce the risk of injury or accidental death.

A worker entering a chlorine room must be deemed “competent”. A “competent worker” is a person who:

- Is qualified because of knowledge, training and experience to organize the work and its performance,
- Is familiar with the provision of the Occupational Health and Safety Act and the regulations that apply to work, and
- Has knowledge of any potential or actual danger to health or safety in the work place.

All chlorine rooms must be equipped with the following:

- Exhaust fans
- Emergency lighting
- Free and unobstructed means of access and entry.
- ABC Dry chemical fire extinguisher(s)
- Log book
- Procedural manuals
- Eyewash station
- Emergency notification list
- Entry door to be signed “Chlorine Room” and kept locked at all times

Responsibilities of Pool Managers, Assistant Pool Managers,

Deck and Program Supervisors:

Daily Equipment Inspection:

- Verify that the self contained breathing apparatus (SCBA) is on site.
- Turn on the exhaust fans if not already on and wait 5 minutes prior to entry.
- Adjust the chlorinator as previously directed by a Filter Operator.
- Filter Operators are responsible for changing all chlorine cylinders. Under NO circumstances are Aquatic Services Unit staff to perform any function in the chlorine room besides turning the ventilation fan on and adjusting the level of chlorine (when directed to do so by a Filter Operator)

If a leak is suspected

“Severe Leak” – a severe leak has occurred if chlorine gas can be detected by sight or smell from outside of the chlorine room or is detected in other areas in or around the facility.

“Moderate Leak” – a moderate leak has occurred if chlorine gas is detected by sight or smell within the CHLORINE ROOM or FILTER ROOM only. Moderate leaks can escalate to a severe leak situation if not remedied immediately.

Procedures for a SEVERE LEAK:

- Activate EMS and ask for the Fire Department.
- Explain the situation to the dispatch and ask that the Hazardous Materials Team transport the “A” Chlorine Repair kit to the pool.
- Implement evacuation procedures. Remember to determine wind direction and evacuate UP WIND from the hazard and if possible, to a high area.
- Call or page the Filter Operator assigned to your pool.
- Call or page the Operations Supervisor and the Chief Operator. These numbers are on the Emergency Call List.
- Should the Filter Operator or Operations Supervisor not be available, call or page the Manager of Operations.
- Notify the Aquatic Management Team as soon as possible

Procedures for a MODERATE LEAK:

- Call or page the Filter Operator.
- Call or page the Operations Supervisor and Chief Operator.
- Should the Filter Operator or Operations Supervisor not be available, call or page the Manager of Operations.
- Implement evacuation procedures.
- Notify the Aquatic Management Team as soon as possible

Decibel Levels of Music

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Decibel Levels of Music	Original Issue Date: March 01, 2005
	Date of Last Revision: September, 2010

The purpose of this document is to outline the City of London Aquatic Services Unit policy on decibel levels of music within our facilities.

Our facilities are multi use facilities. This means at times there are multiple activities occurring in the pool at once. This may include but is not limited to aqua fit and/or synchronized swimming practices.

The maximum allowable level for music by any user group is 80 decibels (dB). Aquatic Services has a decibel level “reader” at the Canada Games Aquatic Centre and this can be used to measure the noise level.

If an aqua fit class has music playing that is above 80dB it is the responsibility of the Deck Supervisor or Program Supervisor to make the necessary adjustments.

If a synchronized swimming practice has music playing that is above 80dB it is the responsibility of the Deck Supervisor to speak with the Head Coach and work with them to adjust the music level to the appropriate volume. Please take the dB meter with you as a guide. Once the level has been adjusted please follow up with an e-mail to the Manager of Aquatics and Supervisor of Aquatics with the High Performance Portfolio so they can track occurrences.

Background:

Daily permissible noise level exposure (Occupational Health and Safety Standards)”

- 8 hours (straight) at 85dB is safe. Our staff are not in situations where they would have noise at this level for this extended period of time. Our policy **exceeds** this safe level.

Telephone dial tone: 80dB

City traffic: 85 dB

Lawn mower: 107 dB

Footwear - Protective

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Use of Protective Footwear	Original Issue Date: January 1998 Date of Last Revision: September 3,2009
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The purpose of this **policy** is to outline when a staff member must wear **personal protective footwear**. **A worker shall wear such protective clothing and footwear as are necessary to protect the worker against hazards to which they may be exposed.**

Where a worker is exposed to a hazard or possible foot injury, appropriate footwear will be worn for the circumstances.

Guidelines are as follows:

When any maintenance is done in the mechanical room, at an outdoor pool, Green patch work boots are required to be worn by building attendants. Other duties may require this type of footwear also.

While on the pool deck appropriate footwear is required for the job being performed.

Movement of bulkheads at the Canada Games Aquatic Centre requires non slip footwear. This includes Building Attendants, Pool Managers, Assistant Pool Managers, and Deck/Program Supervisors and lifeguard staff .

Power washing requires closed toe non-slip footwear.

Rubber boots or Green patch work boots are required when administering chemicals to a pool in case of foulings etc.(Exception chl to wading pools- see wading pool standard)

At no time are staff permitted in any mechanical room with bare feet.

While snow shovelling non- slip spike boot covers are required.

This is consistent with the Industrial Regulations of the Occupational Health and Safety Regulations 851.82.

Heat Stress Plan

City of London Aquatic Services Unit
Policies, Procedures and Position Statements

Policy: Heat Response Plan	Original Issue Date: July 15, 2010
	Date of Last Revision: June 2011

This plan is complementary to the health and safety, first aid and heat stress practices and training that is already being provided to City of London aquatic staff. This will be accomplished by adapting working conditions in the event of a heat alert and/or excessive indoor or outdoor heat conditions. The plan will provide direction for proper procedures and accommodation for staff to follow to effectively eliminate/control heat related situations that may have the potential to compromise safety.

If a staff member feels they are experiencing heat stress or suspects that a fellow team member is experiencing heat stress they are required to notify their supervisor and/or a fellow staff member immediately so that an assessment can be made in order to determine a suitable remedy.

The following control measures shall be discussed with staff:

Engineering controls

- There are large shade umbrellas at each wading pool guarding station and at the top of each Flume Slide.
- The staff break rooms are located inside buildings which are well ventilated and supplied with fans or are air conditioned.

Administrative controls

- Staff working at outdoor pools have the opportunity to rotate off the pool deck on an ongoing regular basis.
- Some outdoor pools are supplied with a refrigerator.
- Staff are permitted to rent a refrigerator for an outdoor pool if desired.
- All outdoor pools have telephones allowing staff to contact the supervisors at any time.
- All wading pools are supplied with cellular phones allowing staff to contact the supervisor at any time.
- Schedule physically demanding jobs during cooler periods of the day.
- Supervisors (ASup, PM, APM) have the authority to shorten rotations as required.

- Sun Smart and Heat Stress training is provide prior to the start of every outdoor season.
- All lifeguard staff are required to hold current certification in WSIB recognized Standard First Aid and CPR C in accordance with Ontario Regulation 565/06 of the Health Protection and Promotion Act.
- All lifeguard staff are required to hold a current National Lifeguard Service certification which focuses on accident prevention through recognition and intervention, emergency response and victim care. Training is provided to lifeguard staff on an ongoing regular basis in accordance with Ontario Regulation 565/06 of the Health Protection and Promotion Act.
- All building attendants and cashiers are required to hold current at a minimum Emergency First Aid and CPR B.
- Three acclimatization periods are provided to staff: they are required to attend two 2 hour trainings followed by one 4 hour training at their assigned facility on different days the week prior to the start of the full-time summer session.
- Summer applicants have the opportunity to request an indoor placement on the summer application.
- Sun Smart and Heat Stress information is posted in the lifeguard office of each facility.

Aquatic Services will consider additional early implementation of the Heat Stress Plan when heat advisories are issues by the London Middlesex Health Unit.

- The forecast is showing a humidex advising of 40 or higher.
- The humidex is forecast to rise to 36 or higher, combined with an Environment Canada Smog Alert.
- Environment Canada issues a humidex warning for outdoor activity for people in the Middlesex-London area.
- High temperatures without a humidex reading equal 38 degrees Celsius or above.

Personal protective controls

- Staff are provided with uniform options that are rated 50+ for UV protection: tank top, t-shirt or long-sleeved t-shirt and shorts to assist in controlling heat stress. A uniform item is required to be worn while actively lifeguarding the pool area.
- Sunscreen is supplied to staff with minimum SPF 30.
- Staff are strongly encouraged to wear: sunscreen and reapply after swimming; polarized or UV protective sun glasses (outdoor only); broad brimmed hats to minimize heat stress and sun exposure.
- When feeling warm staff are strongly encouraged to use the facility showers and/or the pool water to cool their body temperature.
- Municipal water is supplied at all swimming pool facilities and staff are strongly encouraged to maintain hydration levels. Information provided on levels of hydration.

Aquatic staff activities generally fall under the category of light un-acclimatized work. Humidex 2 on the Humidex Based Heat Response Plan

Supervisors (ASup, PM, APM or designate) will monitor the humidex/ temperature meter at the pool on a daily basis using the meter that will be placed in the sun. Take the temperature and the humidity level and using the chart determine the humidex level. Move the arrow to the appropriate space on the Heat Plan chart and notify staff when working of the requirements. The date, and time of the reading will be indicated on the Heat Stress plan. Supervisor is report to staff the level and record it on the provided chart. When the "Plan" is activated the Supervisor checks the humidex level every hour , changes status when required and notifies staff of any change in the level.

For staff working at outdoor pools in direct sunlight between 10am and 4pm add 3 degrees to the humidex level.

For staff working at outdoor pools in direct sunlight between 10am and 4pm add 3 degrees to the humidex level.

HUMIDEX	ACTION RECOMMENDED
< 36	<ul style="list-style-type: none"> • Low risk • Observe signs and symptoms of heat stress
36 – 42	<ul style="list-style-type: none"> • Post heat stress alerts (i.e. in Staff Areas) • Remind staff of humidex levels and heat-stress prevention strategies • Encourage staff to hydrate (Drink water) • Be observant of signs and symptoms of heat stress in yourself and others
43 - 44	<ul style="list-style-type: none"> • Reduce physical activity (e.g. slower pace) • Be observant of signs and symptoms of heat stress in yourself and others • Start to increase rotation frequency • Encourage staff to drink a cup of water every 20 minutes • Monitor direct exposure to sun light in combination with relief time per hour • Encourage staff to lower body temperature by cooling body with pool water
45 - 46	<ul style="list-style-type: none"> • Further reduce physical activity • Be observant of signs and symptoms of heat stress in yourself and others • Increase frequency of rotation into shade or cooler locations • Encourage staff to drink a cup of water every 15-20 minutes • Monitor direct exposure to sun light in combination with relief time per hour and adjust relief time as required • Supervisor may consider calling in additional staff to minimize individual exposure to the heat by increasing break frequency • Encourage staff to lower body temperature by cooling body with pool water
47-49	<ul style="list-style-type: none"> • Be observant of signs and symptoms of heat stress in yourself and others • Increase frequency of rotation into shade or cooler locations • Drink a cup of water every 10-15 minutes • Monitor direct exposure to sun light in combination with relief time per hour and adjust relief time as required • Supervisor may consider calling in additional staff to minimize individual exposure to the heat by increasing break frequency • Encourage staff to lower body temperature by cooling body with pool water

50+	<ul style="list-style-type: none"> • Review plan and activities Can Include- Pool stops where staff all enter water to cool themselves, Closing areas of the pool to reduce shift locations and closing the pool entirely.
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PFD use for Staff

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Use of PFD by Staff Members	Original Issue Date: January 1998 Date of Last Revision: May 23, 2006
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The purpose of this **policy** is to outline when a staff member must wear a **personal flotation device (PFD)**.

When any maintenance is done on the pool deck within 1 metre of the pool edge and the individual is by themselves on the deck, the individual is required to wear a flotation device. This includes lifeguards, Pool Managers, Assistant Pool Managers, and Deck/Program Supervisors.

The flotation device must be sufficient in size that it will maintain the individual in a floating manner if they should fall in the pool

This is consistent with the Industrial Regulations of the Occupational Health and Safety Regulations 851.86.

This policy applies to all staff working in an aquatic facility ALONE.

Pool Rules

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: General Pool Rules	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

The purpose of this **policy** is to clearly outline all **pool specific rules**. These rules are for patrons to follow to assist with their own safety. Guards at the aquatic facility are expected to follow and enforce the rules.

General Pool Rules:

- Please ensure you shower before entering the pool.
- If you are using soap and /or shampoo please ensure you are “suds free” before entering the pool/whirlpool.
- The whirlpool at CGAC and surrounding area is for adults 16 years of age and older; children will not be permitted in this area, even to “dunk” their toes
- Please walk on the pool deck.
- Please ensure you do not bring food/drink onto the pool deck; this excludes water bottles (plastic please) used by participants swimming lengths or in aqua fit classes.
- Our pool deck is a “street shoe free zone”; please remove your shoes, bring a pair of “deck only” shoes, or borrow a pair of blue booties
- Chewing gum? We suggest you pop it into the garbage before you swim.
- Please share equipment
- The shallow areas can be quite popular. Please remember that there are young children in this area. Behaviour and activities must be appropriate.
- Fighting, pushing, throwing equipment, foul language, rough play and standing/jumping on flutter boards is not acceptable
- The lanes are for length swimmers only; please keep this area clear for this purpose
- Please ensure you keep the bulkheads at CGAC clear; the lifeguards use this area in the event of an emergency!
- Swimming under the bulkheads at CGAC is not permitted.

Specific Rules and Rationale:

Diving and Jumping Etiquette

- You must be a strong swimmer to enter the deep area
- Children must be able to swim to the side on their own
- Parents may not “catch” kids or “wait” for their kids in the water; this is a safety issue
- Inward and reverse dives are NOT permitted; these require extra training in order to perform safely and should be practiced in an instructional setting under the direction of a certified coach
- One at a time on the boards/platforms
- Ensure the area is clear below before you jump / dive

- Springboards are “one bounce” only
- “Sitting dives” off the platforms are allowed
- Swim out towards the bulkhead then climb out the ladder
- “Three step rule” for boards and platforms (no running)
- Sitting jumps are NOT permitted
- Flips or back jumps/dives off the platforms are NOT permitted
- Equipment cannot be in the well when the boards are in use
- No recreational swimmers may be in the well when the towers and boards are in use
- The Dive Tower will be locked when not in use.

Length Swimming

- The lanes should be kept clear for length swimmers
- Patrons entering the facility to swim lengths may decide not to swim if they see that the area is busy
- Having “recreational” swimming in that area changes the guarding dynamic and scanning (from extensive to intensive)
- New length swimmers are encouraged to approach staff to gather information regarding “length swimming etiquette”
- A length swimming calendar is available at CGAC on a monthly basis

Use of Life Jackets

- Life jackets may be used in the shallow tank as long as the adult remains within arms reach of the non-swimmer.
- Life jackets may be used in the middle tank as long as the adult remains within arms reach of the non-swimmer AND the adult can touch the bottom.
- Life jackets are not permitted in the deep tank.
- We reserve the right to “refuse” life jacket use if staff deems it unsafe.
- Life jackets are not a replacement for adult supervision, nor does use of a life jacket make a person “water safe”.
- Use of a life jacket indicates that the swimmer is not “water safe” and therefore the user must be within arms reach at all times.
- Once the supervising adult is at the point where they must “swim” to support themselves (ie. deep water) the risk of injury while supervising increases significantly; a multiple patron rescue could potentially occur

Use of the Swirlpool at CGAC

- The swirlpool for use by adults 16 years of age and older ONLY
- This area should be completely clear of people under the age of 16.
- Children are NOT permitted to “dunk” their toes.
- Staff should be consistently and continuously enforcing this.
- An overwhelming number of our patrons have agreed that this should be an “adult only” area

- There has been considerable research into the effects of spa water on children; due to their younger immune systems they are much more susceptible to ear, nose and throat infections
- The higher level of chemicals in this area can cause respiratory distress in younger children, as well as adults with asthma and COPD
- This area is guarded “extensively” rather than “intensively”; the addition of children to this area, whether they are submerged or just sitting in the area changes the guarding requirements.

Deck Access at CGAC

- The exit door between the equipment room (garage door) area should be closed AND locked at all times; this is not a public/club “access” door
- The purpose of this door is for EMS access, as well as potential “exit” use in the event of a building evacuation
- Leaving the door unlocked and/or open allows for another pool access point; there is the danger that a young child or non-swimmer could wander into the pool area this way UNNOTICED; potentially into deep water

Our staff are responsible for all patrons and club users in the facility including the deck area; restricting access to the family change room entrance and the public change room entrances allows us to monitor patrons / club users easily.

Sunglasses

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Position Statement: Use of Sunglasses	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

This **position statement** outlines the Aquatic Services Unit position in regards to use of sunglasses.

There has been a lot of research into the effect that UV rays and the glare from water sources have on the eyes. *As a result of these studies the City of London Aquatic Services Unit strongly recommends the following:*

Lifeguards and/or Building Attendants:

- All staff wear sunglasses with UV protection while lifeguarding or working around water
- Lifeguards rotate and position themselves so glare is minimized while maintaining their scan of the pool
- That guards move when guarding to ensure the top, middle and bottom of the pool can be scanned effectively

Instructors:

- All staff wear sunglasses with UV protection while teaching (ie. when on deck evaluating strokes) on sunny days, or when glare is a concern
- Staff remember to remove sunglasses when appropriate (when dealing with younger classes) or when talking to a parent away from the pool

Tot Docks

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Use of Tot Docks	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

The purpose of this **policy** is to ensure safe usage of the **Tot Docks**. The Health Protection Appeal Board has stated that, "You are hereby ordered to immediately discontinue the use of underwater platforms unless said dock is in the water in conjunction with SUPERVISED SWIMMING INSTRUCTION - ONLY. It must be removed from the pool immediately thereafter."

- Tot Docks may only be used for supervised instructional purposes (lessons).
- Tot Docks must be removed from the water immediately after the lessons.
- Tot Docks must be stored, safely, away from the edge of the pool.

Removal of a tot dock is a MINIMUM two staff procedure.

Staff members should inspect the tot docks before putting them in the pool and immediately after removing them. Concerns about their condition must be reported to a Manager immediately. The tot dock must be then taken OFF DECK and a sign stating "DO NOT USE" must be taped to the tot dock.

PH Down

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Wading Pool Chemistry Control	Original Issue Date: July 8, 2009 Date of Last Revision: January 24, 2011
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Purpose:

To maintain wading pool chlorine and pH range

Responsibility and Authorities (Scope):

Wading Pool Lifeguards

Lifeguards

Aquatic Supervisors

Aquatic Operations Staff

Required PPE and/or Equipment:

Rubber Gloves

Safety Glasses

Procedure:

- Make sure wading pool is at least $\frac{1}{2}$ full of water prior to adding any chemicals
- Clear patrons from pool
- Wearing PPE, measure out 2 cups of sodium hypochlorite liquid and add it to the wading pool water
- Let mix while continuing to fill wading pool
- Check pH and record readings
- If at 8.0 pH or above:
 - Add $\frac{1}{2}$ cup of pH Down to water in a X pattern across the pool
 - Move around in the pool water to mix the pH down into the wading pool water
 - Check pH

- Before adding more sodium hypochlorite check chlorine and pH levels in more than one location across the pool and follow Administering Chlorine to Pool procedure

References:

Legislative, Standards, ect. Ministry of Health Guidelines

Working Alone

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Working Alone	Original Issue Date: April 29, 2004
	Date of Last Revision: May 31, 2006

The purpose of this policy is to outline procedures to follow when staff members are working alone.

Building Attendant:

1. Summer Building Attendants (BA) will be at the outdoor pools prior to the Pool Manager arriving. Upon arriving at the facility staff should do a visual sweep of the exterior of the building looking for anything unusual (vandalism, graffiti, suspicious people). If a dangerous situation arises the BA should go to a safe location.
2. The BA should then proceed inside the facility securing the door behind them. Lights should be turned on.
3. A phone check must then take place. If the phone is not working the BA should locate the Call Out List, lock the facility. Proceed to an area with a telephone (designated area, business, use a cellular phone) and using the Call Out List alert a Supervisor.
4. If the phone is operational the BA should do a visual sweep of the interior of the facility looking for anything unusual.
5. Once the building is secure the BA may proceed with their opening duties (facility cleaning, vacuuming etc...). In the event that the BA is vacuuming the pool and is on deck alone a PFD must be work in accordance with the Occupational Health and Safety Act.
6. While alone in the facility the BA should keep the building locked but should have access to the emergency phone at all times.
7. In any emergency situation 911 should be called.

Wading Pool Guards:

1. Upon arriving at the facility staff should do a visual sweep of the Wading Pool and surrounding area looking for anything unusual (vandalism, graffiti, suspicious people). If a dangerous situation arises the Wading Pool Guard (WPG) should go to a safe location and using the cellular phone they were provided for the summer contact a Supervisor using the Call Out List.
2. In any emergency situation 911 should be called.
3. In the event of a situation during the work day the WPG should use their cell phone to call 911 and/or contact their Supervisor.
4. A code word will be developed at the beginning of the summer and will be known by all Wading Pool Guards and Supervisors. This code word is for use in unusual circumstances and will allow the WPG to relay to the Supervisor that an emergency situation is taking place and that they need on site support immediately.

5. WPG must be prudent in using the charger to charge their phones on a nightly basis. This will ensure ample battery power and cellular service during their work day.

Pool Managers, Assistant Pool Managers, Deck Supervisors and Program Supervisors:

1. The staff listed above may be the first staff person at the facility or the last to leave.
2. Opening staff should follow the BA procedures above AND fill out the opening checklist at each pool. Where applicable an alarm may need to be deactivated upon entering the facility.
3. Staff do not close a facility alone. A minimum of two staff are always scheduled to close and should perform their facility tour, door security check and facility alarming together.
4. In any circumstance where an emergency or suspicious behaviour occur staff should not hesitate to call 911. For less serious concerns staff are to contact their Supervisor.
5. If staff are concerned about leaving the facility they should lock themselves inside and call 911.
6. Staff are to proceed to the parking lot (where applicable) together and are expected to watch each other get into their vehicles and leave the area safely.

Staff Information

Buddy Guarding

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: “Buddy” Lifeguarding	Original Issue Date: August 24, 2006
	Date of Last Revision: June 2010

The City of London Aquatic Services Unit strives to provide a safe, enjoyable aquatic environment for staff and our customers.

We also meet or exceed regulations pertaining to public pools including but not limited to:

- Ontario Health Regulations for Public Pools
- Amusement Devices Act
- Employment Standards Act
- Occupational Health and Safety Act
- Position Statement and Guidelines outlined by the Life Saving Society

“Buddy” guarding is when 2 or more lifeguards are engaged in conversation where the conversation is not related to the work place or where the conversation is impeding the safety supervision of the facility. It is understood that at times lifeguards must engage in brief converse in order to share work related information with respect to the safety of the facility, staff and patrons. While conversing the staff are to maintain supervision of their zone.

The City of London Aquatic Services Unit does not support “buddy” guarding and staff members participating in such action will be disciplined as per the standards set out in the Employee Warning Record. This may include suspension and/or dismissal.

Deck Supervisors, Program Supervisors, Pool Managers and Assistant Pool Managers are expected to practice and enforce this policy at all times. As agents of the Manager/Supervisors of Aquatics failure to follow and/or enforce this policy creates a situation of vicarious liability – where the employer (the Supervisor on duty at the time) may be held responsible for the acts of an employee.

Questions about this policy should be directed to the Manager or Supervisors of Aquatics.

Change in Health Status

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Position Statement: Change in Health Status	Original Issue Date: September 11, 2006
	Date of Last Revision: September 11, 2006

The City of London Aquatic Services Unit is committed to providing safe, enjoyable, aquatics. We are also committed to providing a safe work environment for our customers and our staff.

Certification and skill requirements vary depending upon the position the staff member holds. In the event that a staff person has a change in their health status it is the responsibility of the staff person to inform the Manager of Aquatic Services. The Manager of Aquatic Services will then assess the skills required for the position and will meet with the staff member to determine a work plan.

In the event that the staff member is a Deck/Program Supervisor, Pool Manager, Assistant Pool Manager, Senior Guard, Instructor Guard or Wading Pool Guard that staff member must be able to demonstrate their skills to the NLS Standard.

The following skills are to be evaluated and documented on a monthly basis:

- From an in water start complete a 15 m approach and 5 m carry of a drowning non swimmer
- Deep water spinal roll and transport 15 m
- From an in water start complete a 15 m approach, retrieval of a 20 lb (10 kg) weight and transport 5 m to side of pool
- From a deck start retrieve an unconscious non breathing victim from 3 m water depth
- Safety participate in a 2 person removal of an unconscious victim
- From an in water start demonstrate the ability to retrieve a 20 lb (10 kg) weight from the deepest part of the facility

In the event that the staff member is not able to demonstrate the skills required by the position every attempt will be made to accommodate them with alternate duties. In certain circumstances this may not be possible.

“Change in health status” may include but is not limited to:

- Pregnancy
- Re-occurring chronic injury such as a muscle strain or sprain
- Any staff member requiring use of a supportive device such as a brace or wrap (ie. knee brace or wrist wrap) during their shift

Climbing Wall

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Climbing Wall Use	Original Issue Date: June 09, 2006
	Date of Last Revision: June 09, 2006

The purpose of this policy is to outline the procedure to be followed in regards to the Aquatic Climbing Walls at all three indoor pools.

Prior to Opening to the Public:

- The Deck/Program Supervisor will check the condition of the safety padding and will record on Opening/Closing Checklist.
- Fasteners will be checked monthly according to our inspection schedule.
- Holds will be cleaned with soap and water monthly according to our inspection schedule.
- Wall will be rinsed down with fresh water daily and recorded on Opening/Closing Checklist.
- Aquatic Staff must go through a climbing wall orientation prior to guarding the wall.
- Aquatic Staff are expected to follow the guidelines below at all times.

Safe Climbing Guidelines:

- New users are to receive instruction on safe use by a Lifeguard.
- Lifeguards are to confirm that the user can swim in deep water.
- Maximum of two climbers on the wall at a time. Line up at either side of the wall.
- Wall access is from the WATER (in water start)
- When your climb is done, fall feet first into pool. Back dives and inward dives are not permitted.
- Swim to the designated exit point.
- Do not try to climb over top of the wall or around the sides.
- No climbing above or below other climbers.
- Climbing wall rules are for your safety and the safety of others and will be strictly enforced.
- SLCP and CHOCC - when the wall is open there will be no area available for diving. When the wall is closed diving from designated areas may resume.
- People with shoulder, neck, knee and/or back problems should consult with their physician before climbing.

Employee Warning Record

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Employee Warning Record	Original Issue Date: January 1998
	Date of Last Revision: May 31, 2006

The purpose of this document is to outline the use of the Employee Warning Record. The Employee Warning Record will be used to document all incidents of inappropriate behaviour.

This record is filled out by a Pool Manager/Deck Supervisor/Program Supervisor or Aquatic Management for the first and second warning (including verbal warnings as written documentation of the verbal warning will be included in the employee's file). The third incident will be filled out by Aquatic Management.

The form is put in the employee's file for a length of time determined by the Aquatic Management based on the incident. For a more severe incident, a first or second warning may not be given. An employee is to sign the form before it is placed in his/her file. The employee has an opportunity to write his/her comments regarding the incident on the warning record.

If an employee refuses to sign the Warning Record it can be placed in his/her file with a note indicating the employee refused to sign his/her name. The presence of a signature merely indicates that the staff member has read the warning.

First Aid Room Expectations

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: First Aid Room Expectations	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

This policy outlines expectations of designated first aid areas. These areas are intended for staff and for first aid treatment. The first aid areas are generally visible and accessible to the public and staff and should therefore be kept clean at all times.

1. Keep the area neat, tidy and clear of clutter.
2. When the first aid area is shared with a staff area and programs are finished make sure that clipboards, worksheets and progress cards are stored neatly in the appropriate storage area
3. Please place garbage in the appropriate containers when you have finished eating.
4. In the event of a first aid situation please keep noise and staff access to a minimum. This is out of courtesy to the patient involved.
5. In the event of a major emergency the area should be restricted to the staff directly involved in treating the patient and medical personnel
6. Please ensure that all materials used during first aid treatment are disposed of correctly.
7. All surfaces should be disinfected and contaminated equipment should be disposed of immediately.
8. Please ensure that pens, first aid reports, and equipment that may have come in contact with body fluids are either disposed of correctly or are decontaminated.
9. Please restock first aid equipment as it is used, and ensure that all equipment is in the ready state in the event of future emergencies.

Front Desk & Entrance

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Front Desk/Entrance Expectations	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

This **policy** outlines the expectations at all facilities in regards to the front desk and entrance areas. Expectations include but are not limited to:

1. Staff not working in a cashier or reception role is NOT permitted behind the Front Desk; the discovery of unauthorized staff behind the Front Desk will result in disciplinary action
2. The front desk must be attended AT ALL TIMES during pool hours by the cashier on duty or a senior staff member.
3. The Front Desk should be kept neat, tidy and well stocked with information at all times
4. Staff are not permitted to read or do homework while on duty; if you are looking for things to do please ask the Pool Manager or Deck Supervisor for a task
5. Greet each customer and say "hello"; assist the customer as much as possible - we are here because our customers are here!
6. Personal phone calls are permitted from the Deck Office on breaks only.
7. Food and drink should not be near the computer equipment, cash registers, safe or computer monitors.
8. It is important that the phone is kept free in the event of an emergency.
9. Phone use is permitted on breaks only. Under NO circumstances should staff members be talking on the telephone when they are scheduled to be on deck life guarding or teaching.
10. When answering the telephone at a City pool the appropriate greeting is "Aquatic Services, XX pool".
11. Many of our phones have call display. Do not assume you know who is calling based on the name/number that may appear on the screen.

Guard Rotations – Recreation Swims

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Lifeguard Ratios for Recreational Swims	Original Issue Date: January 1998
	Date of Last Revision: May 23, 2006

This **policy** will outline the number of staff and their location at the beginning of all **Recreational Swims**. Senior staff at all pools should create a visual map of the guard rotations based on different guard ratios, train their staff in the zones and the rotations, and keep this information posted in the staff area at all times.

Canada Games Aquatic Centre:

- 1 guard on 3 m tower (deep tank)
- 2 guards on the middle tank.
- 1 guard on the shallow tank.
- Follow bather load (plus one on the middle tank)

The whirlpool is unsupervised but the staff on the small tank must scan the whirlpool on a regular basis.

Outdoor Pools:

Follow Ontario Health Regulations ***PLUS an additional guard.***

For example 1 – 30 patrons during Recreational Swimming = 2 guards.

South London Community Pool:

- 2 guards on the WHALE
- 1 guard on the GUPPY
- 1 guard at the top of the slide
- 1 guard at the bottom of the slide
- Follow bather load.

Carling Heights Optimist Community Centre Pool

- 2 guards on the pool
- Follow bather load.

Guard Rotation - All Pools

Guards are required to be on time for guard rotations. Rotations are to take place every 15 minutes, unless changed by the Pool Manager/Assistant Pool Manager/Deck/Program Supervisor on duty. It is courteous to arrive one minute early for your rotation.

“On Deck” Shift Completion (when you are rotating to a break position)

Upon completion of a guard shift (or as otherwise determined by the Senior Staff on duty), guards are to take a walk through the change rooms to check for vandalism, thefts, cleanliness and any problems. Guards are also to wear gloves and pick up garbage, gum, bandaids, etc. as seen.

Lifeguard Expectations

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Lifeguard Expectations	Original Issue Date: January 1998
	Date of Last Revision: July 2001

PURPOSE:

The purpose of this policy is to outline the expectations of staff while on duty at the aquatic facility.

ADDITIONAL INFORMATION:

- Staff are to be in uniform at all times (staff issue: suit, shorts, singlet and whistle)
- Staff will set up the pool for Recreational Swim as per diagram unless special events warrant another specified configuration.
- **The Aquatic Services Unit will meet or exceed the guarding ratios required for public pools under the Ontario Health Regulations.**
- During Recreational Swims there will immediately be a minimum of two guards on the main tank of the pool. Deck Supervisors, Program Supervisors, Area Supervisors and/or Pool Managers DO NOT have the authority to supersede this policy.
- CGAC Recreational Swimming:
 - Minimum 1 guard shallow, 2 middle, 1 deep tank
- CHOCC Recreational Swimming:
 - Minimum 2 guards on tank
- SLCP Recreational Swimming:
 - Minimum 2 guards on the “whale” and 1 on the “guppy”
- The Deck/Program Supervisor or Pool Manager will provide any pertinent information and set up guarding rotations.
- Guards are to be aware of their zones and be actively scanning the pool. Include other guards at the start and end of each scan.
- Guards do not guard side by side. Guards may relay information briefly as they “bump” but should not “hang out” and have extended conversations.
- Guards rove or sit in a lifeguard chair (in the CHAIR). Guards are NOT permitted to guard from grey / green chairs or guard by sitting on the guard chair platform.
- Guards on break should be off deck. Guards “on break” should not be having conversations with staff who are guarding. Guards need to be aware of their body language when on break.

- If the swim is not busy staff will be assigned tasks such as cleaning, change room tours, “gum and bandaid” patrol, cleaning the first aid room, staff area, equipment room clean up, inventory, bulletin board clean up etc... or may be sent home.

APPLICATION:

This policy applies to all staff on duty in the aquatic facility.

Lifeguard Ratios

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Lifeguard Ratios	Original Issue Date: January 1998
	Date of Last Revision: May, 2011

This policy outlines the patron to guard ratios to be followed at all of our aquatic facilities. The City of London Aquatic Services Unit exceeds the minimum number of guards required under Regulation 565/90 of the Health Protection and Promotions Act.

These are minimum standards only. A Pool Manager or the Deck Supervisor may, at their discretion request ADDITIONAL guards above and beyond the numbers below. Pool capacity must never be exceeded.

Canada Games Aquatic Centre

Bather Load is 495 Patrons

Recreational Swim “Mode”

10 metre shallow; 25 metre middle; 15 metre deep

1 guard shallow tank

2 guards middle tank

1 guard deep tank

These ratios apply when there are:

1 – 30 patrons in the pool. Each “tank” is considered to be a separate pool.

31 – 125 patrons in a pool = 2 guards (3 guards middle tank)

126 – 250 patrons in a pool = 3 guards (4 guards middle tank)

251 – 400 patrons in a pool = 4 guards (5 guards middle tank)

401+ patrons in a pool = add one additional lifeguard for each additional 150 bathers or fraction of 150 bathers.

Please note that when the pool is configured in Long Course or 50 metre mode the surface area is greater than 500 square metres. Ratios are as follows:

1 – 30 patrons in the pool = 2 guards

31 – 125 patrons in the pool = 3 guards

126 – 250 patrons in the pool = 4 guards

251 – 400 patrons in the pool = 5 guards

401+ patrons in the pool = add one additional lifeguard for each additional 150 bathers or fraction of 150 bathers.

South London Community Pool

Bather Load (combined) is 295 patrons

1 - 30 patrons (guppy) = 1 guard

1 - 30 patrons (whale) = 2 guards

31 - 125 patrons (no matter what pool) = 2 guards

126 - 250 patrons (no matter what pool) = 3 guards

251 - 400 patrons (no matter what pool) = 4 guards

Guards must also be situated at the top and the bottom of the water slide when it is open and are not counted into the lifeguard ratios as their responsibility is for the slide only.

CHOCC Pool

Bather Load is 195

1 - 30 patrons (no matter what pool) = 1 guard and 2 guards for Recreation Swims

31 - 125 patrons (no matter what pool) = 2 guards

126 - 250 patrons (no matter what pool) = 3 guards

Outdoor Pools

Pool	Main Tank Capacity	Dive Well Capacity	Total Capacity
Byron	210	25	235
East Lions	198 166		364
Gibbons	239	45	239
Glen Cairn	510		510
Northeast	239	25	239
Northridge	210	25	235
Oakridge	480	39	519
Silverwood	480	39	519
Stronach	409	N/A	409
Southcrest	480	45	525
Thames	500	N/A	500
Westminster	268	39	307

At the start of Recreational Swimming (1 – 30 swimmers) there will be a minimum of 2 guards on the main tank. Ontario Health Regulations will be adhered to for additional swimmers.

Inappropriate Behaviour

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Inappropriate Behaviour	Original Issue Date: May 31, 2006
	Date of Last Revision: May 31, 2006

The City of London Aquatic Services Unit may from time to time add to, amend or delete one or more of the following rules and regulations. These guidelines are based on common sense, regulations and the Aquatic Services Unit Standards of Performance. Inappropriate behaviour includes but is not limited to:

1. Drinking or dispensing alcoholic beverages, or being under the influence of alcohol, non-medical, or improper use of drugs during working hours, or on premises.
2. Violating a safety rule or safety practices.
3. Arriving at work too exhausted to work or sleeping while on duty.
4. Making false or malicious statements regarding the City of London or any of its employees; falsifying any Department records; giving false information on employment application form.
5. Failure to report to work without a good reason, after being scheduled to work.
6. Fighting on City of London premises; immoral conduct or indecency on City of London premises.
7. Displaying inappropriate use of time, leaving place of work during working hours, or "quitting early".
8. Theft of City property or of property of any employee or patron.
9. Threatening, intimidating or coercing fellow employees, or interfering with them in the performance of their assigned duties.
10. Deliberately causing damage to any City of London property, or that of a co-worker.
11. Failure to use protective equipment while engaged in hazardous jobs.
12. Offering for sale any item or service or soliciting and/or collecting contributions on premises at any time without approval.
13. Reporting to work with expired qualifications

In-service Attendance

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Training and In-service Attendance	Original Issue Date: January 1998
	Date of Last Revision: May 23, 2006

The purpose of this **policy** to outline the **training and inservice attendance** requirements for all aquatic staff.

All aquatic staff must attend all regularly scheduled inservice training sessions. They are posted 2 months in advance to allow staff to add them to their schedules.

If an employee is unable to attend an inservice session, a request must be made to the Supervisor of Aquatic Services responsible for staff training IN WRITING two weeks prior to the training date. The Supervisor of Aquatic Services may approve/decline the request.

Employees who miss an inservice session due to illness or family emergency, must inform the Supervisor of Aquatic Services via VOICE MAIL.

Employees who miss a session must make up the contents of the session with a Pool Manager/Deck Supervisor on their own time and before their next shift.

Employees who miss an inservice training session without reason will not be considered for hours during the next session and may be subject to immediate suspension.

Program specific inservice sessions are mandatory for all those to whom the program applies. These sessions are routinely scheduled. It is the responsibility of the employee to know all inservice times and dates.

Instructional Expectations

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Instructional Expectations	Original Issue Date: January 1998
	Date of Last Revision: May 2011

Purpose:

To outline session, class length and instructional standards to upheld by aquatic staff. It is important that that Aquatics Unit display a consistent standard of instruction at all times.

Additional information:

Length of Session

- A session is generally 7 weeks in Length (Fall, Winter, Spring). Occasionally due to statutory holidays or competitive programs there may be a a day where no lessons are offered. This published in the Spectrum and communicated to our customers via the welcome to lessons flyer at each pool.

Class Length

- Preschool – Swim Kids 4 30 minutes
- Swim Kids 5 – Adults 45 minutes

Expectations of Instructors:

- Arrive in uniform and be ready to work prior to the start their class such that instructor notes and class equipment is setup
- Teach with a whistle and an aid. Aids are mandatory in deep water
- It is recommended that long hair is tied back to avoid interference with scanning and it decreases the risk of entrapment
- Start and finish classes on time. Keep water safety education on deck to a minimum.
- Be in the water with the class at the same level of the participants (including wet hair and shoulders)
- Prior to start of session it is recommended that instructors make long term lesson plans for each class they teach to be left in their file at the pool
- Attendance to be completed and kept up to date
- Instructors are not permitted to combine classes to play games

- The last day is not a play day it is still a lesson where participants can continue to learn skills that have not been completed and/or from the next level
- Be prepared to speak about a participant's progress on Parent's Day (Be aware the parent can also participate in the class)
- Progressive evaluation is to be completed weekly and documented on the work sheet. If a skill has been completed by a participant start to teach and evaluate that skill at the next level and record progress for the report card
- Ask the Deck/Program Supervisor for assistance as needed (i.e. dealing with a parent, participant; safety supervision; re-evaluation of skills; understanding standards)
- Put away equipment safety and neatly
- If a child is in the wrong level? Alert the Deck/Program Supervisor so they may assist you
- Keep your class "active and moving" (if assistance with lesson planning is needed as the Deck/Program Supervisor for assistance)
- "Guppy" Pool at SLCP is for Parent and Tot classes only
- Diving boards and platforms are not part of the Red Cross program. Thus only the 1m boards may be used during lessons as a reward during the last 5 minutes of the class
- Level 10 strokes are to be evaluated in conjunction with the Deck/Program Supervisor
- When teaching parented classes be sure to follow the program use Red Cross lesson plans if needed.
- If a participant is injured during a class:
 - alert the Deck/Program Supervisor and other Instructor/Guards using whistle and hand signals
 - Ensure the safety of the class by removing them from the water and leaving them under the supervision of another Instructor/Guard
 - Assist in dealing with the treatment of the injury or if minor pass off to the Deck/Program Supervisor and continue the class
- Always ensure the pool deck is kept neat and tidy by organizing or putting unused equipment away

Transfers:

- Should be completed during the first week with consultation with the Deck/Program Supervisor
- Transferring of participants after the second class is not permitted unless participant safety is an issue. This is done for consistency reasons. This information is also posted in the Spectrum.

Makeup Lesson:

Due to the volume of lessons and programming makeup lessons are not offered.

First Class Expectations:

- Get class list from the Deck/Program Supervisor and note any names that are incorrect or participants that are not on your class list (if a participant is not on the class list let the Deck/Program supervisor know immediately)
-
- Take note of the Health alert on the class list in the event of an emergency
- Copy names from the class list to the work sheet
- Return the class list to the Deck/Program Supervisor noting who was absent
- Hand out Welcome to Lessons flyer
- Be aware of session dates, Parents Day and/or any skipped lesson dates
- Know the pool space you are going to be using and how best to conduct a class in that space

Last Class Expectations:

- Complete worksheets:
 - Add CLASS barcode
 - Ensure attendance is complete and accurate
 - Course time and location
 - Instructor First and Last name
 - Total number Enrolled and Completed
 - Indicate COMPLETE or INCOMPLETE using full word
- Complete progress cards:
 - Using blue or black ink
 - Using participant's First and Last name
 - Badge/Sticker attached
 - City of London Comment card attached as needed
- Be prepared to give feedback to parents
- Give the Progress Cards for absent participants to the Deck/Program Supervisor

Requesting Inventory and Supplies

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Inventory and Requests for Supplies	Original Issue Date: May 31, 2006
	Date of Last Revision: May 31, 2006

Deck Supervisors / Pool Managers are responsible for controlling all City of London inventory at the pool. This should include periodic checks of articles on hand such as toys, first aid supplies, worksheets, badges. These checks should be done at the start of each season, midway through the season, at the end of the season or more frequently as requested or required.

Lost or damaged City of London property must be reported immediately to an Area Supervisor or the Manager/Supervisor of Aquatics.

Requests for supplies must be done in advance. During the Fall, Winter and Spring they can be e-mailed to the Supervisor of Aquatics. During the Summer months you will be liaising with your Area Supervisor or the Administrative Coordinator.

It is not appropriate use of an Area Supervisor's time to have to drive a box of Band-Aids ® to a pool on short notice.

Requests for badges, worksheets, progress cards and leadership supplies will be co-ordinated through a Supervisor of Aquatics.

Staff are NOT permitted to remove supplies (such as badges, worksheets) from the indoor pools or their storage areas without prior permission from the Manager or Supervisor of Aquatics.

Lateness

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Lateness	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

The purpose of this document is to outline the **policy on being late**.

Staff must be on time for work. "On time" is defined as, in the assigned position, with all necessary equipment, in uniform and ready to perform the duties outlined in the schedule.

The official time is established by the clock on deck at each pool. Being late compromises the safety of the patrons at the facility and fellow staff members. Lateness is NOT acceptable and will not be tolerated. In the event of an unusual circumstance staff should call the pool to inform the Supervisor of their delay. It is recommended that staff arrive 15 minutes prior to their shift.

First Late:

Verbal warning by the Deck /Program Supervisor (or Pool Manager), and written on an Employee Warning Record and returned to the Manager of Aquatics. The Employee Warning Record provides Managers with written record of the verbal warning.

Second Late:

Written warning by the Deck Supervisor, Program Supervisor or Pool Manager on an Employee Warning Record; reviewed and signed by the staff member. The employee may include comments on the Warning Record. They also have the right to refuse to sign the record. This form is also submitted to the Manager of Aquatics.

Third Late:

In the event of a "third late" the Deck Supervisor, Program Supervisor or Pool Manager should contact the Manager of Aquatics or her/his designate. The situation will be reviewed by Aquatic Management and the staff member will be suspended for a time period to be determined by the Management Team.

Subsequent Lateness:

In the event of subsequent lateness the Deck Supervisor, Program Supervisor or Pool Manager should contact the Manager of Aquatics or her/his designate. The situation will be reviewed by Aquatic Management. The staff member will receive an extended suspension or will be terminated by the Manager of Aquatic Services.

Lifeguard Chair Use

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Procedure: Lifeguard Chair Use	Original Issue Date: January 1998
	Date of Last Revision: Jan 19, 2010

The purpose of this document is to outline the procedure to be used when using lifeguard chairs at the pools. Research shows that having a lifeguard in an elevated station improves the ability of the guards to scan.

Elevated stations (guard chairs) have “pros” and “cons”:

- Elevated stations provide guards with a broader perspective than supervision from ground level.
- Scanning from an elevated station reduces the effects of refraction
- Scanning from an elevated station minimizes the way in which light or glare from the sun interferes with the ability to see beneath the surface of the water.
- Lifeguards are easily identifiable when using a guard chair.
- Lifeguards do not have to rove around patrons when they are in a guard chair.
- Guard chairs do not provide guards the ability to provide good customer service as they are elevated.

In the event that three lifeguards are on deck on the main tank at your pool **we require one lifeguard to be in a lifeguard chair**. Consideration has been given to water depth, location of the sun, proximity to equipment at the pool and ability to maximize scanning.

The lifeguard chair to be used is identified at each pool, and you will be given a copy of this location. This information is to be relayed to ALL staff and staff is to be competent in climbing up, down and entering the pool PRIOR to the opening of your pool for the summer. In the event that you have movable lifeguard chairs at your pool, we have designated the spot it is to be located.

The safety our lifeguarding staff is VITAL when using a lifeguard chair. In the event that bather loads dictate a third lifeguard on the main tank of the pool, a lifeguard will be stationed in the designated lifeguard chair

The lifeguard is to scan by sitting in the chair for 5 minutes, standing on the lifeguard chair platform for 5 minutes, followed by another cycle of sitting in the chair.

When lifeguards are sitting in the chair it is recommended that they do not sit with crossed legs. This causes blood to pool in the legs and in the event of an emergency may impede the guard's ability to perform a rescue. It also affects the blood pressure of the lifeguard.

Lifeguards are to climb up and climb down the guard chair in a safe manner. They are to step on each step and are not to swing on or up into the chair.

Movable guard chairs are to be placed 1 metre from the pool edge to allow the guard to maximize the ability to see the surface of the pool directly in front of them.

Under NO circumstances is a lifeguard to dive into the pool from a lifeguard chair, regardless of the water depth.

In the event of a rescue situation, the lifeguard will blow their whistle and enter the pool.

Where the lifeguard chair is permanently fixed to the deck and where the water depth is greater than 6 feet a foot first entry is appropriate. Lifeguards are to bend their knees, flex their feet and anticipate the bottom.

Where the lifeguard chair is permanently fixed to the deck and where the water depth is LESS than 6 feet, the lifeguard will blow their whistle, briefly turn their back to the pool and climb down the ladder. If possible, the guard should attempt to watch the victim over their shoulder. Once on deck, an entry appropriate to the water depth (slip in, jump) should be performed.

In the event that the lifeguard chair is not permanently fixed to the deck (called a movable chair) the lifeguard will blow their whistle, and climb down. One hand must be in contact with a railing at all times. If descending with their back to the pool, the guard should attempt to watch the victim over their shoulder. Once on deck, an entry appropriate to the water depth (slip in, jump) should be performed.

Lifeguards are NOT to jump/dive from movable chairs as the force of the jump/dive may cause the chair to move in the opposite direction of the jump/dive and may cause injury to the lifeguards.

Lifeguards jumping from chairs (where the water depth is greater than 6 feet) should be aware of other patrons, equipment and lane ropes. Assess the situation - if it is not safe to jump, use the "climb down" procedure.

When rotating, the guard on deck should announce their arrival and scan the pool. The lifeguard in the chair should climb down and relay to the replacement guard that they will begin to scan. The replacement guard should then climb up the steps to the guard chair. When seated, they should relay to the deck guard that they are able to take over the scan.

Under no circumstances are deck guards and a chair guard to be guarding "side by side". It is acceptable for a brief relay of information to take place. After the relay, the deck guard is to be roving. Off duty guards or guards on breaks are not to stand and chat with the lifeguard chair guard.

At the Canada Games Aquatic Centre guard chairs may be used when the configuration of the pool is in 25 metres and the space being supervised is exclusively fitness or competitive swimming. And only if the supervision is expected to be for extended periods of time. Research shows that a variety of sitting, walking, standing provides the most alert guards.

Shift Change

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Shift Changes	Original Issue Date: January 1998
	Date of Last Revision: May, 2011

Purpose:

To outline the acceptable practice for employees to change their scheduled shifts.

Staff are permitted to miss:

(a) One teaching shift per session

(b) Two guarding shifts per session (additional shift changes may result in the shift being assigned to another staff member)

Staff should be aware of the shift(s) they need off prior to filling out their seasonal availability on Staff Centre. If a staff member requires more time off than allowable above, they should not indicate that as an “available” day on their availability form.

Fall, Winter, Spring Shift Change:

Shift changes are to be completed using Staff Centre. If you cannot access a computer you may contact an Aquatic Supervisor to have your shift manually changed.

Please note that a shift still belongs to the original shift holder until it is picked up another staff member and approved by and Aquatic Supervisor. All shifts that are not picked up within 1 hour of the start time will change to show the original shift holder. It is expected that the original shift holder attend their shift.

Summer Shift Change:

Applications for shift changes must be made at least two days in advance and must be on a Shift Change Form.

Shift changes may not be acted upon until approved by a Deck/Program Supervisor (Fall, Winter, Spring) or Pool Manager (Summer)

When a shift change has been submitted it cannot be assumed that it will be accepted. The staff member requesting the change must ensure that the change form has been accepted prior to acting on the change.

In the case of illness and/or an emergency situation, staff members are obligated to find their own coverage. The affected staff member must notify the Deck Supervisor/Pool Manager of who will be covering missed shift(s).

Skeletal Staff

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: “Skeletal Staff”	Original Issue Date: January 1998
	Date of Last Revision: May 19, 2006

This document outlines the Aquatic Services Unit **policy** in regards to low attendance/poor weather and staffing levels. In the event of poor attendance due to rain, cold weather or low admission sales the Pool Manager and/or Assistant Pool Manager will adjust their guarding compliment to the minimum number required to safely operate the pool. The Area Supervisor (or on-call Area Supervisor) should be notified about the staffing changes immediately.

In the event that the swim has had no patrons for 30 minutes the Area Supervisor (or on-call Area Supervisor) should be consulted. It will then be determined if the pool should be closed. In the event that a pool is closed signs **MUST** be posted on the doors of the pool indicating that poor weather and low attendance has caused the closure.

- The senior staff at the pool will retain enough lifeguards to staff the pool based on the Ontario Health Regulations and the number of people in the pool. Generally, three staff will be required - one for cash and two for the main pool.
- When sending staff home, the cashier should be sent home first and a staff person trained and signed off by the Administrative Co-Ordinator in cash handling should be designated cashier.
- When bather loads are low and skeleton staff used, the guards do not rotate.
- Please remember that staff members who report for work are retained for a minimum of two hours (and are expected to be actively working) before they are sent home. Senior staff should allocate tasks for the staff to do during this two hour period.

Special Event Funds

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Special Event Funds	Original Issue Date: October 26, 2006
	Date of Last Revision: November 17, 2010

The purpose of this document is to outline the allocation of special event monies for City of London Aquatic Services Unit pools and wading pools during the summer months.

Each summer pool is allocated \$50 total for use towards Special Event Days. Each Pool Site Wading Pool (with a dedicated Wading Pool Guard) is allocated \$15 total for use towards Special Event Days.

Examples of appropriate use of these monies include:

- Purchase of small “prizes” for use during the event
- Decorations for use during the event
- Supplies needed to facilitate the event

Examples of inappropriate use of these monies include:

- Food or other items for staff use
- Items not directly related to the Special Event

Receipts are *MANDATORY* for reimbursement.

No receipt = no money.

Please remember to get a receipt.

Reimbursement Procedure:

1. Make sure item(s) are relevant to event. If in doubt speak with your Area Supervisor.
2. Purchase item(s) for event. Make sure you get a receipt.
3. Please make sure the only items on the receipt are ones for the event. If you are purchasing items for your personal use they should be paid for separately.
4. Print your name, pool, telephone number and “Special Event Purchase” neatly on the back of the receipt.
5. Submit to your Area Supervisor or Administrative Co-Ordinator.
6. The Area Supervisor or Administrative Co-Ordinator will then photocopy BOTH SIDES of the receipt. The original will go to Judy Dunleavy. The COPY will go to the Administrative Co-Ordinator.

7. Judy will verify the funds and will issue to the Administrative Co-Ordinator.
8. The Administrative Co-Ordinator will then issue to the pool. The PM/APM or Wading Pool Guard will sign for receipt of the reimbursement.
9. The photocopied receipt will then be marked "PAID".
10. Receipts will be accepted until August 31. Please make sure you have all receipts submitted by this date.

Start Blocks

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Policy: Start Block Use	Original Issue Date: March 31, 2006
	Date of Last Revision: May 23, 2006

This **policy** will outline the **use of start blocks** at the City of London Aquatic Services Unit facilities.

GENERAL INFORMATION:

Safe use of start blocks is important. Improper use may result in injury and/or death.

Start block use is restricted to high performance club practices during booked time.

Clubs are required as a condition of booking to provide proof of liability insurance. They also have fully certified Coaches on deck trained in the appropriate safety checks, training guidelines and emergency procedures involved with start block use.

Start blocks are to be installed by trained staff only. The Filter Operator will determine who is able to assist him with start block installation.

Requests for the installation of start blocks by clubs must be submitted a minimum of one week in advance in writing to the Supervisor of Aquatics responsible for the High Performance Booking portfolio. The Supervisor of Aquatics will then liaise with the on site Filter Operator to determine feasibility.

Requests for start block use by high schools during their training season must be submitted to the Supervisor of Aquatics responsible for the High Performance Booking portfolio. This information will be included on their contracts.

Start blocks are not to be used during swimming lessons, aqua fit, parent and tot swim, family swim, recreational swim, length swimming or adults only swim.

Time Sheets

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Procedure: Payroll Information	Original Issue Date: May 26, 2006
	Date of Last Revision: May 26, 2006

The purpose of this **procedure** is to detail how to fill out a time sheet correctly and the steps to follow if you believe your paycheck is inaccurate.

Staff are paid every week and processing is two weeks behind. A copy of the pay schedule will be in the front of each pay book during the summer months to assist you with your financial record keeping. Staff are paid every Thursday.

Incomplete or messy time sheets will be returned to the pool and must be re-submitted.

Improper time sheet completion will result in a delay in processing and a delay in the funds being deposited into your bank account.

Time sheets must be filled out neatly (print) in RED ink. Red pens will be supplied to each pool. They are to be filled out by the employee on a weekly basis as shifts occur.

The pay week runs from Friday to Thursday. You cannot work more than 8 hours in a day or 40 hours in a pay week.

Once you have worked for a couple of weeks you will have a permanent time sheet with your name on it. Until that point, OR *if you work at another pool* you will need to print your name on one of the blank time sheets located at the back of the book. Insert your hand written time sheet in the appropriate alphabetical spot in the book. You will also need to add dates underneath each day of the week (for example, Monday May 19)

You will also be assigned a permanent Employee Number. You should MEMORIZE this number. Please make sure it is included on any hand written time sheets.

You have been hired into a certain position (ie. an Instructor Guard). You cannot work in another position (ie. Cashier or Leadership Instructor) without permission from the Supervisor of Aquatics responsible for the hiring portfolio.

If you work at more than one pool, or pick up an additional shift at another pool you need to fill out a time sheet AT THAT POOL. Do not write hours for multiple pools on one sheet.

The employee must print their name in the lower left corner (as labeled) followed by their telephone number.

The Pool Manager (summer) or Supervisor of Aquatics (Fall, Winter, Spring) will review your time sheet and will sign and date each sheet. (“Date Approved” and “Manager’s Approval”).

When you print your name on your time sheet you are indicating that the hours listed on your time sheet are correct and are the actual hours you worked. Listing inaccurate information is considered to be FRAUD and will result in disciplinary action up to and including immediate dismissal.

When the Pool Manager signs your time sheet they are indicating that they have reviewed your hours and that they are correct. Signing time sheets with incorrect hour listings or totals is considered to be FRAUD and will result in disciplinary action up to and including immediate dismissal.

Hours recorded DO NOT include unpaid breaks. This information does not go on your time sheets as it is unpaid time. 15 minute “rotational” breaks are part of your shift and are paid. 30 minute (+) lunch/dinner breaks are unpaid and are not recorded on your time sheet.

You need to code your hours correctly (listed on your time sheet as “Job Type/Step). Pay careful attention to this. There is a list of pay codes in the front of every pay book. You need to code each shift correctly.

If you are teaching a leadership class please print in the appropriate leadership code AND indicate the course (ie. Bronze Med). The same is true for when you teach aqua fit.

When you attend training you will be responsible for signing a Training Record on site at the training. This tracks attendance. You must also record the hours attended on your time sheet at your home pool with “Training” printed in beside the code. Do not lump the training time in with any other time you worked that day. All training is paid at your base (regular) rate.

In the event that you forget to sign in for a shift and the pay period has ended, or you receive your paycheck and believe it is inaccurate you need to fill out a “Missing Pay Request Form”. They are located in the back of each pay book. There will be a minimum 3 week delay in processing any requests.

A sample time sheet is included with this procedure.

Uniforms

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Uniforms	Original Issue Date: January 1998
	Date of Last Revision: June 08, 2006

The purpose of this **policy** is to outline the **uniform expectations of staff**.

Instructor Lifeguards and Summer Senior Staff:

- Male staff members must wear the City of London swim short (black) when guarding or teaching.
- Female staff members should wear their own solid navy blue or black suit. Two piece suits, including “tankinis” may not be worn. The suit must be a racing style suit appropriate for both an instructional and rescue setting.
- When lifeguarding, all staff must wear a lifeguard City of London singlet or t-shirt. Females who would like to wear shorts must wear City of London issue. Spandex shorts can be worn during aquafit classes. Hats of any kind are not part of the Aquatic Services uniform at the indoor pools.
- Staff wishing to wear a City of London sweatshirt, wind shirt or long sleeved t-shirt must be able to demonstrate a rescue wearing that item of clothing before it is worn.
- All Aquatic Staff are strongly encouraged to wear sunscreen of SPF 15 or higher when working outdoors. Sunscreen will be provided for all outdoor pools and wading pools and can be used by ANY Aquatic Services Unit staff member or member of the public who has forgotten theirs.
- All Aquatic Staff are strongly encouraged to tie long hair back when teaching or guarding. This minimizes risk of entrapment during a rescue situation and also permits a clearer sight line during a rescue.
- All Aquatic Staff are strongly encouraged to wear a watch with a second hand / capability while guarding or teaching. This enables the staff member to accurately take a set of vital signs whether on deck, in the change rooms or in the parking lot.
- All Aquatic Staff must wear a whistle at all times when teaching and guarding.
- All Aquatic Staff are strongly encouraged to wear sunglasses at all times when guarding outdoors, and when necessary during instruction outdoors. Sunglasses should have UV protection. If possible, sunglasses should be removed when answering patron questions or dealing with public relations situations.
- All outdoor aquatic staff are encouraged to wear a hat with a wide brim. Hats must not advertise any product or contain symbols or language that might be offensive.

Cashiers:

- Cashiers must wear the current City of London t-shirt. Proper pant/short attire is also expected to be worn, (ie. No boxers, no cut offs, no pants with holes, no dirty looking pants/shorts, etc.) Cashiers may not wear hats.

Building Attendants:

- Building attendants must wear the current City of London t-shirt.
- Appropriate pants or shorts must also be worn.
- BA's are also expected to wear green dot safety footwear at all times.
- Please refer to the Policy on "Working Alone" and "PFD Use" for further information

Deck Supervisors and Program Supervisors:

- Must wear City of London shorts, bathing suit and a black golf shirt.
- Singlets should be worn when guarding.
- Street clothes and hats are not permitted.

Use of Electronic Devices

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Staff Policy: Use of Electronic Devices by Staff During Work Time	Original Issue Date: March 24, 2011
	Date of Last Revision:

During the hours of work staff are permitted to use personal electronic devices in the work place in the guard office or other areas excluding the pool deck insofar as a professional appearance and behaviour is maintained at all times. At no time should the use of these devices interfere with the staff member's ability to immediately perform their primary job duties. Staff may not use head phones during their shifts as they impede hearing, which may impact safety and may have an impact on responding to patrons and staff.

Staff are not permitted to use personal electronic devices on the pool deck, with the exception of devices being used to communicate with other staff (i.e. 2 way radios), EMS during an emergency, during training or during a program that requires them i.e. aquafit. Staff may also use an electronic device on the pool deck to capture photographic or video evidence for the purposes of safety and/or security.

While at work personal electronic devices should be used in such a way that information posted on the internet cannot be related to the City of London or any of its staff members or customers (i.e. pictures; text messages; emails; chat rooms; social networking sites; blogs etcetera) unless what is being posted is directly related to a staff member's work duties (i.e. finding coverage for a shift; confirming work related information).

The list of electronic devices includes and is not limited to: MP3 players, smart/cell phones, cameras, video cameras, tablets, laptops, personal gaming systems, radios.

In non-emergency situations behaviours such as texting or making phone calls while on the pool deck are unacceptable. Using an electronic device inappropriately in the workplace will result in disciplinary measures up to and including dismissal.

Volunteers

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Volunteer Expectations	Original Issue Date: November 02, 2006
	Date of Last Revision: November 02, 2006

The purpose of this policy is to outline what is expected of volunteers in our facilities.

We may have volunteers in our facilities for a number of reasons:

- Assistant Water Safety Instructor (AWSI) or Water Safety Instructor (WSI) candidates completing their assistant teaching hours
- Summer Aquatic Pool Leaders
- Volunteers assisting with events such as lifeguard competitions or staff training sessions hosted by Aquatic Services
- Community Service Workers (CSW) or other volunteers arranged through the Manager or Supervisor of Aquatics

Guidelines for Volunteers are as follows:

1. Volunteers are to be scheduled by a designated person:
 - AWSI and WSI by the Supervisor of Aquatics responsible for leadership
 - Summer Aquatic Pool Leaders by the Senior Guard
 - Volunteers assisting with events by the Manager or Supervisor of Aquatics
 - CSW's by the Supervisor of Aquatics or designate
2. This scheduling information is then to be communicated to the appropriate aquatic staff members.
3. Hours are confirmed by the person most responsible (PMR) with the volunteers.
4. The volunteer is to arrive on time and report to a designated person (Deck Supervisor, Pool Manager, Assistant Pool Manager)
5. Volunteers are to be directly supervised by the Deck Supervisor, Pool Manager or Assistant Pool Manager. Volunteers completing CSW hours may be partnered with a Building Attendant.
6. The volunteer is to be dressed appropriately for the position they are assisting with.
7. The volunteer must use appropriate language at all times.
8. Volunteers assisting with maintenance tasks must be fully trained in the task before beginning the item.
9. Under NO CIRCUMSTANCES are volunteers to be given facility keys.
10. Volunteers are not to accompany swimming lesson participants into the change rooms. In the event that a child needs assistance their parent/guardian would be asked to help.
11. Volunteers are to have their hours recorded and "signed off" by the Deck Supervisor. Summer Aquatic Pool Leader hours are tracked by the Senior Guard.

Wristwatches

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Position Statement: Wrist Watches	Original Issue Date: December 07, 2004
	Date of Last Revision: June 09, 2006

The purpose of this position statement is to outline use (wearing) of wristwatches while on duty.

Aquatic Services strongly recommends that wrist watches are worn by all Aquatic Staff while on duty as an Area Supervisor, Pool Manager, Assistant Pool Manager, Senior Guard, Instructor Guard, Wading Pool Guard, Deck Supervisor or Program Supervisor.

This is based on recommendations from the Life Saving Society Ontario Branch in addition to findings from various court proceedings and Coroner's Inquests.

In the event of a Critical Injury/Accident OR a rescue involving any sort of resuscitation or vital sign monitoring a wrist watch (digital or with a second hand) is key.

Vital signs cannot be accurately recorded without use of a watch. The staff member may be in an area of the facility where a pace clock and/or wall clock is not visible.

In the event of a critical injury or incident staff members will be recording a large amount of information that has time attached to it. For example – time of emergency, time EMS called, time EMS arrives, time a Manager/Supervisor was called, time EMS leaves facility etc... This is difficult to do accurately unless the staff member(s) involved is wearing wrist watches.

Zones CGAC

City of London Aquatic Services Unit Policies, Procedures and Position Statements
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Aquatic Policy: Roving and Scanning CGAC	Original Issue Date: January 1998
	Date of Last Revision: June, 2011

The purpose of this policy is to outline roving and scanning requirements, to be carried out by the Aquatic Staff on duty at the Canada Games Aquatic Centre.

Tower

This guard is expected to guard from the 3 Metre tower. The guard is to stand on the front of the tower and off to one side slightly. They must stand (not leaning on the railing) with both feet on the ground and they will have rescue aid in their hand (not on the ground or leaning on the support railings, or in-between their legs). The guard scans the entire diving well, under the towers and boards, the deck space on the East and West sides, the deep bulkhead and the other guards.

Guarding with 2 or Less Tanks Open in the Facility

Staff are still responsible to regularly scan the tanks that are not open while guarding to ensure that they remain empty. Staff should try to keep patrons away from deck areas where the tanks are not in use and encourage them to stay in the deck areas where the tanks are open or suggest they move to the gallery.

Middle Tank (see guarding with 2 or less tanks open):

One Guard - Fitness Lanes

This guard roves up and down the East deck and the bulkheads. They scan the entire tank, whirlpool, corresponding deck area, both bulkheads, the gallery and the other guards and/or instructors.

Two Guards - All Recreational Swims (minimum)

These guards rove opposite each other in an L shape. One guard starts in the middle of the West deck and roves across the shallow bulk to the first lane closest to the west side. The other guard starts by the closest lane to the west side and roves across the bulkhead to the middle of the west deck. Both guards scan the corresponding pool area to where they are roving, the lanes, the east and west decks, the corresponding bulkheads whirlpool, and the other guards.

Three Guards (Recreational Swimming)

The first two guards do the same roving and scanning as the two guard system. The third guard sits in the guard chair (which is placed in the middle of the west deck by the pool edge) with their feet flat on the platform in an upright sitting position with the guard can readily accessible (in his/her hand or on his/her lap). This guard scans the entire middle tank, corresponding deck and bulkhead space, whirlpool and the other guards.

Four Guards (Recreational Swimming)

The first three guards do the same as indicated in the three guard rotation. The fourth guard is positioned near the southwest corner of the middle tank. They scan the corner of the pool, the shallow bulkhead, the west pool deck, bleacher area, whirlpool and the other guards.

Shallow Tank (see guarding with 2 or less tanks open):

One Guard

This guard roves up and down the south side of the deck. They scan the entire tank, the corresponding deck space on the east and west sides of the deck, the shallow bulkhead, the whirlpool and the other guards.

Two Guards

These guards rove opposite each other circling the entire tank, all corresponding deck space, the shallow bulkhead, the whirlpool and the other guards.

Three Guards

Two guards use the same procedure mentioned in the two guard section. The third guard is in the water roving in a scattered pattern throughout the shallow end.

50 Metre Configuration - Fit Lanes - Two guards required minimum (to a maximum of 60)

One guard roves up and down the East side of the pool. They scan the entire pool, deck area, whirlpool, bulkheads and any other guards or instructors. The second guard completes the same sequence on the West side of the pool.

Clubs

One guard is required for every 30 swimmers. This guard must be an NLS certified coach who has their certification on file at the Aquatic Centre and who has attended emergency procedures training. In the event that a club does not have an NLS certified coach on deck acting as the lifeguard, the City of London Aquatic Services Unit will provide contract guarding services for the group. This must be arranged in advance with the Office.

When Aquatic Services lifeguards are guarding for a club they may rove or guard from a lifeguard chair (see Lifeguard Chair Policy). Guarding from a chair on the deck by

Aquatic Services lifeguards is only permitted during the competition component of a swim meet.

Swim Meets - Warm Ups

During meets clubs must contract lifeguards from the City of London. Minimum one guard is required per tank or a minimum of 2 for 50m configuration. Guarding from a lifeguard chair is permitted (see Lifeguard Chair Policy). The Ontario Health Regulations must be followed during warm ups. During the competition component of a swim meet lifeguards may supervise the pool from a chair on the deck.

Meet/Heats

Lifeguard Ratios from Ontario Regulation 565 must be followed at a minimum.

- 50 metre long course meet = two guards minimum
- 25 m short course meet = 1 guard per tank (if double ended)
- 15 m dive meet = 1 guard
- Synchronized swimming competition =
 - 1 guard (if less than 30 people in water)
 - 2 guards minimum for 50m (if less than 60 people in water)
 - Water Polo Tournaments = 1 guard per 25 m tank (if less than 30 people)

High School Swim Practices

Must be guarded by City of London Aquatic staff. This is arranged through the school's contract.

Scuba

At least one guard is required unless City of London Fire Department training. If SCUBA divers are in the deep tank at CGAC and length swimming is in the middle tank there must be one guard on each tank. The middle tank guard cannot guard SCUBA (deep) and lanes (middle) at the same time.

Policy and Procedure Manual Signoff

All staff must review and sign off on the policy manual below:

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