

**REDWATER OUTDOOR SWIMMING POOL
OPERATIONAL POLICY #600 R004**

“SCHEDULE A”

OPERATIONAL STANDARDS

A. OPERATIONAL STANDARDS:

1. POOL STAFF CERTIFICATION STANDARDS:

- i. Lifeguards must have current certification in the following programs:
 - a) National Lifeguard Certification or Red Cross Lifeguard Certification
 - b) Aquatic Emergency Care or Standard First Aid (CPR Level C)
- ii. Instructors must have current certification in one of the following programs:
 - a) Red Cross Water Safety Instructor (WSI)
 - b) Lifesaving Society Swim Instructor (LSI)
- iii. Aquasize Instructors must have current certification in one of the following programs:
 - a) Waterart and Shallow Deepwater H2O Certificate
 - b) Alberta Fitness Leadership Certification (AFLCA)
- iv. The Pool Manager and Assistant Manager(s) must have the Pool Operator Level 1 Certificate and one Town staff member must hold a Pool Operator Level 1 or 2 Certificate obtained from an organization that is on the List of Approved Pool Operator Education Organizations from Alberta Health. A certified Pool Operator must be available to assist Pool staff during operational hours either on site or by phone contact.
- v. The Town of Redwater shall have job descriptions outlining the duties and certification requirements for all Pool Staff.
- vi. The minimum qualifications for all positions shall be reviewed annually prior to the start of the new pool season.

2. POOL STAFF TRAINING AND EVALUATION STANDARDS:

- i. All Pool Staff shall receive orientation and training sessions in pool operations, regulations, public health protocols and procedures prior to the pool season each year.
- ii. In-service training shall be provided at minimum once per month during the operational season.
- iii. Pool Staff will receive on-going evaluation and feedback from the Pool Manager and/or Assistant Manager(s) throughout the operational season with a final written evaluation at the end of the pool season.

3. POOL STAFF CLOTHING STANDARDS

- i. All Pool Staff must wear clean, professional clothing.
- ii. Lifeguard clothing must comply with the following standards.
- iii. A one-piece bathing suit or athletic two-piece suit (bikinis not allowed):
T-shirts, hats, hoodies, shorts, or rash guards as provided by the Town. Footwear must be appropriate for performing lifeguard duties and approved by the Pool Manager.
- iv. Clothing (with the exception of bathing suits) provided by the Town must include the Town logo and be red and white in color to reflect a consistent, easily recognizable Lifeguard uniform. The Town shall provide clothing to Pool Staff in accordance with the Clothing Policy.
- v. A minimum of one piece of clothing must clearly identify the Pool Staff as a Lifeguard to Pool Patrons and Swimmers.
- vi. Whistle
- vii. Fanny Pack including barrier device for performing first aid.

4. POOL SAFETY AND SUPERVISION STANDARDS:

- i. The following Maximum Bather Load requirements must not be exceeded when the Redwater Pool is in use:
 - a) Maximum Bather Load Swimming Pool: 170
 - b) Maximum Bather Load Wading Pool: 20
- ii. Safety and Supervision Standards include:
 - a) Swimmers shall not be permitted to enter the Swimming Pool, Wading Pool, or Pool Deck or General Area until a Lifeguard is on guarding duty.
 - b) A Shift Supervisor (Senior Guard/Instructor, Assistant Manager or Pool Manager) and a minimum of 1 lifeguard or as required by the Lifeguard/Bather Requirements shown in point g of this section, must be on site when the facility is open and in use.
 - c) The Shift Supervisor may increase the number of Lifeguards on the Pool Deck depending on the Swimmer's abilities and/or the type of activities occurring in the Swimming Pool or Wading Pool at his or her discretion.
 - d) Lifeguard positioning procedures shall be approved by the Pool Manager and/or Assistant Manager(s) and will be reviewed annually.



- e) A Lifeguard is not required during staff in-service training periods when staff are certified Lifeguards.
- f) Pool Staff are prohibited from using or carrying cell phones, MP3 players, or similar devices including wearing headphones while on duty.
- g) The minimum number of Lifeguards on duty who are responsible for the safety of Swimmers in both the Swimming Pool and Wading Pool shall be as follows:

Lifeguard/Bather Requirements

Number of Lifeguards Required	Number of Bathers
1 Lifeguard	1-40
2 Lifeguards	41-80
3 Lifeguards	81-120
4 Lifeguards	121-160
5 Lifeguards	161-190

iii. **Aquatic Instruction: Safety and Supervision Standards**

- a) If an Instructor does not hold Lifeguard certifications as prescribed in Section I. A (Pool Staff Certification Standards) then a certified Lifeguard must provide supervision during instruction.
- b) Each Instructor may only supervise one class or group at one time.
- c) Class size shall be limited to the standards established by the swim program being implemented (Red Cross or Life Saving Society) and/or at the discretion of the Pool Manager or Assistant Manager(s).

5. EMERGENCY TELEPHONE/COMMUNICATION SAFETY INSPECTION STANDARDS

- i. Emergency services number 9-1-1 shall be posted and clearly visible near the Emergency Telephone and include a script including the facility address, phone number, prompt to describe the nature of the emergency, and the location of the emergency access.
- ii. Signage directing Patrons to the location of the Emergency Telephone shall be placed in a size, type and location that is easily seen by Patrons.
- iii. The Emergency Telephone shall be inspected daily prior to opening to ensure that the phone is working.
- iv. Two-way radios must be present in the front reception area, on the Pool Deck, and in the Pool Office Trailer.
- v. Two-way radios shall be inspected daily prior to opening to ensure that the radios are working.

6. RECREATIONAL EQUIPMENT INSPECTION STANDARDS

- i. Recreational Equipment will be inspected annually before opening the Redwater Pool for the season.
- ii. During the pool season, Recreational Equipment will be inspected daily. A record will be kept of each inspection and will form part of the operational records.
- iii. Recreational Equipment needing repair will be Tagged Out of service and closed to the public until repairs have been completed and inspected.

7. EMERGENCY EQUIPMENT INSPECTION STANDARDS

- i. Emergency Equipment must be inspected before opening the Redwater Pool for the season.
- ii. During the pool season, Emergency Equipment will be inspected daily. A record will be kept of each inspection and will form part of the operational records.
- iii. Emergency Equipment needing repair must be Tagged Out of service and repaired or replaced immediately.

8. ANTI-ENTRAPMENT EQUIPMENT INSPECTION STANDARDS

- i. Outlet covers must be inspected visually daily and monthly in-water physical inspections shall be conducted while the pool is in operation. A record will be kept of each inspection and will form part of the operational records.
- ii. Outlet covers that are missing, loose, or in need of repair must be repaired or replaced immediately.
- iii. The Swimming Pool or Wading Pool must be closed until the outlet cover is repaired or replaced.

9. GROUND FAULT INTERRUPTER OUTLETS INSPECTION STANDARDS

- i. GFI outlets must be inspected monthly. A record will be kept of each inspection and will form part of the operational records.
- ii. GFI outlets must be Tagged Out of service if not functioning until repaired and inspected by a qualified electrician.

10. SIGNAGE REQUIREMENTS

- i. Signage communicating all Pool Regulations and Public Health Protocols as described in "SCHEDULE B POOL REGULATIONS AND PUBLIC HEALTH PROTOCOLS" must be posted in Redwater Pool.
- ii. Signage must be of a size, type and location as to be easily seen by Patrons.

- iii. Other signage as needed to assist with the safe operation of Redwater Pool will be used as necessary such as but not limited to closure of any area of Redwater Pool, no diving markers, or changes in depth markers.
- iv. The water temperature of the Wading Pool and Swimming Pool shall be posted daily.
- v. The air temperature shall displayed via a thermometer.

11. RECORD KEEPING STANDARDS:

- i. The following operational records shall be maintained during pool operations:

- a) Inspection Records: Daily/Weekly or Monthly Checklists

- Anti-Entrapment Equipment Inspections
- Emergency Equipment Inspections
- Emergency Telephone Checks
- Recreational Equipment Inspections
- GFI Outlet Inspections

- b) Water Chemistry and Pool Temperature Records: Logbook

- Chemical additions
- Clarity of pool water
- Pool water temperatures
- Free available chlorine and the total chlorine residuals in the pool water
- Make-up water added
- Occurrence of pool fouling
- pH value of the pool water

- c) Other Records: Forms

- Complaints or concerns and actions taken
- Daily staffing levels and schedules
- Major Incident reports and first aid records
- Minor Incident reports and first aid records
- Pool closure records
- Total number of Patrons admitted to the pool daily
- Record of any other information relating to Redwater Pool Operations inspections or repairs at the discretion of the Pool Manager or designate



12. WRITTEN PROCEDURE STANDARDS

- i. An Emergency Response Plan for non-water related emergencies and facility evacuations shall be reviewed annually and posted in the Redwater Pool in an area readily accessible by staff and in accordance with the Town of Redwater's OH&S program.
- ii. A safety and supervision plan shall be reviewed annually by the Pool Manager and made readily available to all Pool Staff. This plan shall contain emergency procedures including but not limited to:
 - a) Minor Incident procedures
 - b) Major Incident procedures
 - c) Emergency signals
 - d) Procedures for clearing the Swimming Pool and Wading Pool
 - e) Procedures for lightning or thunder
 - f) Roles of responding Pool Staff
 - g) Roles of bystanders
 - h) Procedures for contacting emergency services
 - i) Defined focal points for removing victims from the water and providing treatment until the arrival of emergency services
 - j) Required Emergency Equipment
 - k) Procedures for notifying Town management personnel
 - l) Procedures for handling of media and social media inquiries
- iii. Safe operating procedures shall be reviewed annually by the Pool Manager and Pool Staff in consultation with the Health and Safety Coordinator. These procedures will be written in accordance with the Town of Redwater OH&S program.
- iv. An operational procedures manual shall be reviewed annually by the Pool Manager in consultation with the appropriate service provider including maintenance, sanitation, and water chemistry procedures. These procedures must include procedures for backwashing the tanks, specific pool-fouling procedures, and other specialized procedures as required.
- v. An administrative procedures manual including administrative procedures such as but not limited to cash receipting, lesson registration and withdrawal procedures, pool rental procedures and filing processes.
- vi. A staff manual including information such as but not limited to staff scheduling procedures, staff clothing requirements, staff in-service training, and staff expectations.

13. POOL HOURS OF OPERATION AND UNSCHEDULED CLOSURE:

- i. The hours of operation for the Redwater Pool shall be posted at the facility and on the Town of Redwater website.
- ii. The Redwater Pool shall be open on statutory holidays during the pool season however operational hours may vary.

- iii. To maintain a safe environment, Redwater Pool may be closed during regular operating hours.
- iv. Closure will occur if any of the following conditions occur but will not be limited to:
 - a) Lightning and/or thunder are present; The Swimming Pool, Wading Pool, and Pool Deck will be closed for 20 minutes. Each thunder/lightning event resets the 20-minute time period. The Swimming and Wading Pool will re-open when it is deemed safe to do so by the Shift Supervisor
 - b) Maintenance problems as deemed severe enough by the Pool Staff member in charge
 - c) Water, electricity, access to a phone for emergencies, first aid kit or washroom facilities are not available
 - d) Foreign material, such as glass, fecal matter, vomit, animals or blood, is found in the Wading or Swimming Pool water
 - e) In the event of a Major Incident
 - f) Swimming Pool or Wading Pool water temperatures drop below an acceptable standard at the discretion of the Pool Manager
 - g) If at any time, the Redwater Pool fails to meet Alberta Health Standards or required staffing levels as per Section D (Safety and Supervision Standards) of this policy
- v. In the event of an unanticipated closure, refunds will not be issued, however a pass will be provided for an alternate date.
- vi. Pool closures must be authorized by the Pool Manager and/or designate.
- vii. Pool closures must be recorded including the reason for the closure and signed off by the Pool Manager or designate.

