



## **PARKS AND RECREATION**

# LPAC & TUBE CHUTE Emergency Procedures Manual

**WARNING – when an emergency comes, there will likely not be any time to refer to this manual. Knowing this manual by memory and practice is essential.**

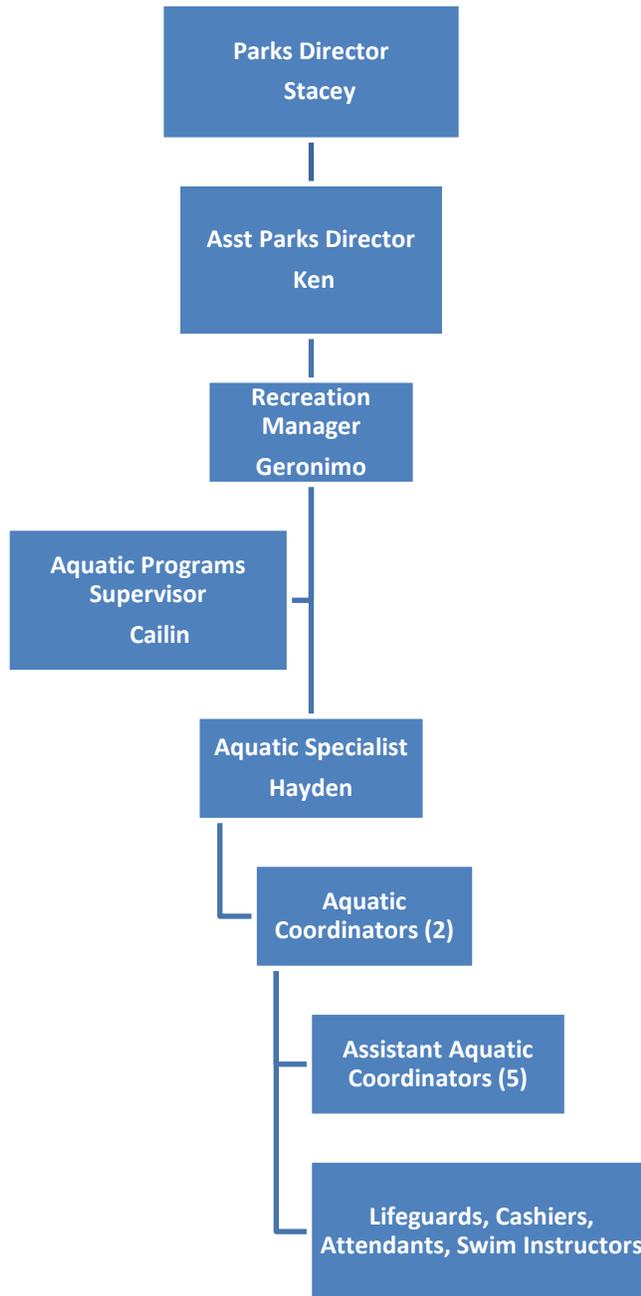
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# Chain of Command



## CONTACT LIST

Police	Emergency	911
	Non-Emergency	608-2179
Fire Department		221-4200
Animal Control		608-2183
Poison Control		800-222-1222
Park Rangers (On Call Ranger)		830-837-0048
<b>Parks &amp; Recreation Department</b>	<b>Area Code 830</b>	
Boathouse		608-2163
Miniature Golf		608-2169
Recreation Center		221-4370
Parks Office		221-4350
Maintenance		221-4349
Aquatics Complex		221-4360
Tube Chute		608-2165
Mini Train		625-8285

### **Parks & Recreation Staff Numbers**

***Aquatic Programs Supervisor***      **830-221-4365 Office**  
Cailin Cronin      830-643-9402 City Cell Phone

***Aquatic Specialist***      **830-221-4371 Office**  
Hayden McDonald      830-481-0534 City Cell Phone

***Athletic Programs Coordinator***      **830-221-4370 Office**  
Peyton Palmer-Newton

***Recreation Programs Coordinator***      **830-221-4372 Office**  
Cassie Paddock

***Nature Center Supervisor***      **830-221-4377 Office**  
Sonja Melnar

***Recreation Manager***      **830-221-4363 Office**  
Geronimo Aguirre

***Asst Parks & Rec Director***      **830-221-4346 Office**  
Ken Wilson

***Parks & Rec Director***      **830-221-4350 Office**  
Stacey Laird Dicke

# WATER RESCUE - LPAC

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Once the rescue whistle and/or airhorn has been heard, all Lifeguards on break and Managers immediately report to the scene with the following items:

1. Crash bag
2. Rescue report and Incident report clipboard
3. Backboard, if necessary
4. If necessary, someone to call EMS and meet them at the entrance. EMS will be taken either through the gate by the outside women's restroom (Gate 1) or Springfed back gate (Gate 4)

One of the first Lifeguards on scene will take place of the rescuing Lifeguard over the zone of protection as the back-up Lifeguard.

A Water Rescue report must be filled out for all rescues

- a. In any major emergency you have been trained to clear the pool and call 911.
  - o The Aquatic Programs Supervisor will be informed as soon as possible if 911 is called. In the event of a drowning or major emergency, an employee not involved with the emergency will contact the Aquatic Programs Supervisor immediately. If the Aquatic Programs Supervisor is unreachable, follow the chain of command up to the Director until someone is contacted.
- b. Administer the appropriate rescue and begin providing care
- c. Once the situation is under control an Incident Report must be entirely filled out if injury or first aid care was provided to the rescued person. This is extremely important in case an investigation follows the incident. **If anyone ever REFUSES care, have them sign the incident report stating so.**
- d. Under no circumstances shall an employee discuss or make comments about any incident to anyone including family, friends, patrons, or the media. A casual comment could have serious repercussions. All discussions shall be held in private.
- e. If the media approaches you, refer them to the manager on duty, who in turn will refer them to the PARD media spokes person. (Reference the Media Policy).
- f. It is imperative that the designated **Incident Report** is filled out to the fullest ability once the emergency is under control.
- g. Ask all persons that witnessed the incident for their name, address, phone number, and statement.
- h. Get a statement from all staff involved. **EVERYTHING MUST BE DOCUMENTED!**
- i. Any irate or belligerent patrons should be referred to the manager on duty. Staff should not be distracted from the surveillance of their assigned zone nor the part played in the event of an emergency.
- j. In the event of a major emergency or drowning, the Aquatic Specialist and Aquatic Programs Supervisor and possible outside services will counsel and conduct a support meeting for all aquatic staff.

# WATER RESCUE – Tube Chute

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Rescues and assists take place often at the City Tube Chute. Protocols for these are different than that of LPAC, due to the environment and frequency.

## **Rescue from Rock:**

1. Lifeguard blows airhorn and performs appropriate rescue
2. If there is a Lifeguard on Stamps, that Lifeguard will take over Rock as the back-up Lifeguard and grab the spare tube on the stand
  - a. If there is not a Lifeguard on Stamps, the Cashier or whomever is on Stamps will need to blow the airhorn at Rock to get backup coverage
3. Rescuing Lifeguard will ride the Chute down with the rescued person and prepare for the rapid at the end. Guards on Wall will need to prepare to assist the rescuing Lifeguard.

## **Rescues / Assists from Wall:**

1. Wall Lifeguards will vigilantly watch for hand signals from Rock to prepare for what's coming – you will learn these hand signals during RST and/or your first Inservice
2. Throw tube goes out first to have the person try and rescue themselves. If the throw is unsuccessful, the rescuing Lifeguard will need to jump in feet first and perform the appropriate rescuing, minding the current and the crowd.
  - a. Throw tube must be shagged and brought back to wall quickly
3. Communication must be constant with Lifeguards on Wall to ensure who is going for what patron and providing back-up surveillance.
4. If one Lifeguard remains on Wall and must jump in for a rescue, that Lifeguard must blow their whistle to relay to Rock to blow the airhorn to activate the EAP to get backup coverage to Wall.

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Once the rescue whistle and/or airhorn has been heard, all Lifeguards on break and Managers immediately report to the scene with the following items:

5. Crash bag from Wall
6. Backboard from Wall, if necessary
7. Rescue report and Incident report clipboard
8. If necessary, someone to call EMS and meet them either at Mill Street gate or front of Tube Chute building. EMS will be taken through the trash gate if met at the front of the building.

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Staff must keep a tally of assists (successful throw tubes) and rescues (Lifeguard enters the water) and report to the manager on duty each rotation.

A Water Rescue or Incident report is filled out if injury occurs to the rescued person.

# First Aid

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## Minor Injuries (bumps, scrapes, etc.)

1. Administer first aid as necessary following your First Aid training protocols
2. Complete the First Aid Log with information on victim and injury.
3. Document and release the patron

## Life Threatening Injuries

1. Activate EAP and call 911.
  - a. Have a secondary staff member go to parking lot to meet the ambulance and guide paramedics to victim's location in LPAC/at Tube Chute. At LPAC, EMS will be met at the front entrance and taken to the side gate by the outside women's restroom or will be met at Gate 4 behind Springfed. At the Tube Chute, if victim in on the river, EMS will be met at the Mill Street gate. If victim is at the Tube Chute building or Gateway entrance, EMS will be met at those locations.
  - b. If needed, stop operations at LPAC (either partially, like a single pool, or entirely) to handle emergency as needed. Unfortunately, activity cannot be stopped at Tube Chute.
2. Give care as needed until EMS take over.
3. Either during or after care, have a secondary staff member complete an incident report. After report is completed, submit to Aquatics Supervisor the same day.
4. Inform Aquatics Supervisor, or if they cannot be reached, continue up the chain of command to the Parks Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leaves messages and do your best until you receive a response.
5. Take any corrective action if necessary to prevent injury from occurring again (such as closing a play feature that caused the injury).
6. Check with staff involved with incident to ensure they can continue to work after encountering the incident and do not need time off/counseling before returning to duty (such as in cases of gruesome injuries).

# EMPLOYEE INJURY

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1. When an employee is injured, respond as you would for any other injury. Care for the employee and ensure they receive whatever first aid is needed.
  - a. If required, contact 911 to transport the employee to the hospital. If not required, they will be taken to an approved Urgent Care for evaluation via transportation arranged by Management immediately.
2. Manager on duty needs to fill out the Supervisor Report of Accident, found in the Workman's Comp binder
  - a. The employee will need to be taken to an approved med clinic by a division supervisor in the City vehicle. The Safety and Training Coordinator in HR needs to be notified prior to arrival at the med clinic.
  - b. The employee may deny further medical treatment at the time of reporting (meaning, they do not want to go to an approved clinic for evaluation). Should they decide later on they would like to be seen at an approved med clinic, they need to notify the Aquatic Specialist or Supervisor immediately so transportation can be arranged.
3. Inform Aquatics Supervisor, or if they cannot be reached, continue up the chain of command to the Parks Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leaves messages and do your best until you receive a response.
4. If needed, take corrective action to prevent injury from occurring again (such as cleaning up a spill that led to the accident, etc.).

# LOST PERSON

In the event of a lost person, get a description of the person and where he/she was last seen. At the Aquatic Complex, an announcement may be made over the PA for the person to report to the front gate. Everyone with a radio should be radioed a description of the missing person and doing a search. If the person is not found right away, immediately clear and search the pools. The staff will split up and search all pools and the entire facility. The Springfed may require the walking line or swim search. Inform a Park Ranger immediately if the pools are cleared for a search.

At the Tube Chute, if the person is not found based on their description right away, inform a Park Ranger. If a Park Ranger is unavailable, the police may need to be involved at the discretion of management.

The Aquatic Programs Supervisor must be informed immediately if such a situation arises. Be sure to complete any pertinent forms.

# FIRE

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## **Fire Extinguisher Locations**

1. Outside LG Break Room
2. Outside Managers Office
3. Maintenance Shed
4. Pump Room

## **Controllable Fire (can be put out with extinguisher)**

1. Clear all persons away from fire and put out flames with nearest extinguisher. If your attempt at extinguishing the fire fails, follow procedures for an un-controllable fire (below).
2. Call 911 and inform of fire, even if small and source is known. City fire code requires that all unwanted fires be reported to the fire department for investigation.
3. Follow instructions as given by fire department.
4. Inform Aquatics Supervisor, or if they cannot be reached, continue up the chain of command to the Parks Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leaves messages and do your best until you receive a response.
5. After fire department gives okay, return to site of fire and complete incident report/property damage report. Submit to Aquatics Supervisor the same day of report and fire.

## **Un-controllable Fire**

1. Call 911 and inform them of fire.
2. Evacuate facility per the evacuation plan.
3. Inform Aquatics Supervisor, or if they cannot be reached, continue up the chain of command to the Parks Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leaves messages and do your best until you receive a response.
4. After fire department gives okay, return to site of fire and complete incident report/property damage report. Submit to Aquatics Supervisor the same day of report and fire.

## **GAS LEAK**

Immediately upon discovery of a gas leak, call 911. DO NOT use light switches or other apparatus likely to produce a spark. Contact the Aquatic Programs Supervisor.

# SEVERE WEATHER

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## Thunder/Lightning/ Heavy Rain

1. In the event that thunder is heard, lightning is seen or there is heavy rain, facility operations are to be halted and all patrons are to exit the facility.
2. Staff should inform patrons via the PA system script and clear the facility, pools first.
3. Staff should bring in all equipment and put it away properly.
4. Staff should be posted at each exit point to help patrons exit and ensure no one goes back into facility.
5. Staff should quickly sweep bath house to ensure all patrons are out.
6. Inform Aquatics Supervisor, or if they cannot be reached, continue up the chain of command to the Parks Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leaves messages and do your best until you receive a response.
7. Facility will re-open at the discretion of the Aquatics Supervisor.
8. **At the Tube Chute – in the event of thunder/lightning, Lifeguards will break down their stations and report to the Tube Chute building. The Tube Chute becomes swim at your own risk.**

## Tornado/Hurricane

1. In the event a tornado is spotted or a tornado watch/warning is issued by a weather authority, facility operations are to be halted and all patrons informed to seek shelter inside the bathhouse.
2. Staff should inform patrons of weather via the PA system script and clear pools.

### If a warning is issued:

- Notify the staff and public. Evacuate the facilities. The patrons will most likely leave the facility to seek shelter; however some may feel it's best to stay at the facility. Both options are fine.
- Secure the cashier stations
- Personnel will be allowed to leave when the facility is completely evacuated, otherwise, senior staff and management will stay until it is cleared.
- Seek shelter at the center interior point of the building away from windows and doors.
- All persons are to remain in the designated shelter area until the weather passes or directed by City staff that imminent danger has ceased.

## Hail Storms

Hail is a form of precipitation which consists of balls or lumps of ice. Hail can but not always accompany a severe thunderstorm. In the event of a hail storm, follow normal thunderstorm procedures and make sure everyone is inside or not in danger of being hit by hail.

## Flood

A flood is an overflow of water that submerges land, typically caused by a long period of heavy rain and expansion of bodies of water such as rivers and lakes. For having two rivers in New Braunfels, floods have happened in the past are very real possibilities that we will have to handle.

If we are able to plan ahead for flooding:

### LPAC –

1. Wet Willy should be taken down
2. Springfed Lifeguard stands removed and stored on higher ground

### Tube Chute –

1. Ops or Rangers will usually pull the dam wire
2. Rock Lifeguard stand needs brought to higher ground and chained

## Pool Closures

For safety reasons, there may be times when the facility must be closed due to bad weather or other conditions.

- a. **Closing for rain** (this consists of heavy rain- where the guards cannot see the bottom of the pool clearly), is up to the discretion of the Manager on duty. Clear the entire facility. The facility will reopen when the weather is safe (the bottom of the pool is clearly visible, thunder is no longer heard, and lightning is no longer seen).
- b. **Closure for thunder and lightning** is necessary. Clear the entire facility. The facility will be closed 30 minutes from every time the thunder is heard or lightning is seen. If the inclement weather continues, the facility may be closed for the remainder of the day at the discretion of the Aquatic Programs Supervisor.
- c. **If mechanical problems occur**, the pool will be closed. If the pH and/or chlorine are not in range, or if there is poor visibility, it will be grounds for closure.

There may be times when **incidents and emergencies** happen in the pool. Due to the discretion of the Manager on duty, the pool will be closed. For notifying Managers of severe weather, vomit/fecal/bodily fluids in the pool, triple tweet and the Manager will make a decision. Guards, swim instructors, swim coaches, and other employees other than management may not close the pool unless otherwise directed. If the facility closes for the remainder of the day due to weather or incidents, all employees will still be on call and responsible for their shift. Failure to respond or return to work when on call will result in disciplinary action.

**Absolutely NO refunds will be given. Rain checks will only be administered if the facility closes for the entire day.**

## SHELTER/LOCK DOWN

In the case of environmental contamination, building intrusion, or other incidents deemed necessary by City Management, staff will proceed with this procedure.

- Close and lock doors and windows if applicable
- LPAC – all staff will go to breakroom with the door closed. Tube Chute – all staff will go to the office in the Tube Chute building.
- Stay away from doors and windows
- Check roll and be prepared to account for any missing persons
- Contain and maintain all persons
- Stay put until the “All Clear” has been given by the Emergency Response team or City staff

# BOMB THREATS

Any person receiving a phone call involving a bomb threat or a threat against an individual should attempt to obtain as much information as possible from the caller. This information is invaluable in determining the validity, urgency, and nature of the threat, and consequently in determining what action is appropriate in response to that threat.

Of utmost importance are the EXACT WORDS of the caller and information concerning the location and expected detonation time of the explosives. Write down the EXACT WORDS as soon as possible so they will not be forgotten or distorted.

The person making the threatening call could reveal enough information about themselves so that the recipient of the call could later identify the caller. Persons receiving such calls should be aware of the following guidelines and suggestions:

- Be calm, courteous, and listen. Do not interrupt the caller and write down notes
- Quietly signal for someone to call 911. The best way is to write a note saying, "Call 911-I am receiving a bomb threat! This is not a joke"
- Try to keep the caller on the line as long as possible in order to obtain as much information or characteristic comments or accents as possible. This can be done by pretending to have a bad connection
- Ask the caller to repeat the message. Attempt to ascertain the type of device, what it looks like, where it's located, what time it will go off, etc.
- Pay particular attention for any background noises such as a music and type of music, train whistle, sirens, jet airplane engines, and any other noises that might provide clues as to the place from which the call was being made
- Listen closely to the voice (male/female, young/mature), voice quality, accents, speech impediments, or words/phrases used repeatedly
- If time permits and the caller is talkative, ask questions such as, "Who is this calling, please?" or "What is your name?". In some instances, the caller may unthinkingly reply with their name.

# Handling Chemicals

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## **NEVER HANDLE CHEMICALS OR ENTER THE PUMP ROOM WITHOUT A MANAGER PRESENT!**

If a chemical leak occurs you must determine if there is a need to evacuate the facility. The manager must note the direction of the wind and exit the facility through the safest exit. 911 must be called to report the chemical leak and get the fire department to report as soon as possible, and then call the Aquatic Specialist and Aquatic Programs Supervisor to inform them of the situation. If the situation is serious and we are unable to allow people back into the pool, rain checks will be issued to all swimmers with a wristband. The following tips shall be followed to help make chemical adjustments safely

- a. Chemicals should be stored properly. This includes keeping all chemicals locked in the chemical room. All chemicals must be kept away from heat sources and the containers must remain sealed at all times.
- b. Gloves, goggles, and masks should always be worn when handling chemicals.
- c. All chemical instructions must be read, understood, and followed.
- d. A water hose should be nearby to assist in the cleanup of chemical spills.
- e. Chemicals must be kept away from pool patrons. Swimmers should not be present when major chemical adjustments are being made.
- f. When mixing chemicals: add chemicals to water, never add water to chemicals!

# Pool Fouling Management Plan

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In the event of a pool fouling, action must be taken to insure the safety of the public. A pool fouling includes such events as: vomit, fecal matter, or a large quantity of blood in the pool. The following information was advised from the Center for Disease Control and the Certified Pool-Spa Operator Handbook.

Managing a pool fouling incident:

1. Direct everyone to leave all pools into which the water containing the fouling is circulated. Do not allow anyone to enter the contaminated pool until all decontamination procedures are completed. If necessary, post signage that the pool will be closed until further notice due to sanitation purposes. Immediately inform the cashier(s) so they may inform patrons before they pay admission.
2. Remove as much of the material as possible using a net or scoop and dispose of it in a sanitary matter. It is best if you flush it down the toilet. Clean and disinfect the net/scoop. **DO NOT vacuum fecal matter from the pool.** After disinfecting the tools, place them in the pool during the following decontamination process.
3. Perform a water test in the portion of the pool that was directly affected. Record the results in the Daily Log.

## For Formed Stool

1. Raise the free available chlorine level to 2ppm and make sure the pH is between 7.2-7.5.
2. Maintain the free available chlorine level for at least thirty (30) minutes before opening the pool. However, if the free available chlorine was at or below 1.5ppm, the pool must be sanitized for 60 minutes (1 hour).
3. At the end of the designated sanitation time, perform another water test to be sure that the chlorine and pH levels are safe before allowing anyone to enter the pool. Record the results in the daily log.
4. As long as there is chlorine being registered on the water test, allow patrons back into the water after the designated time has passed.

## For Diarrheal Discharge

1. Raise the free available chlorine level to 20ppm. Maintain the pH between 7.2-7.5. Maintain the chlorine level for eight (8 hours).
2. The filtration system should be operating the entire disinfection time.
3. Backwash the filter after the full disinfection time. The filter effluent should be directed to waste, and not back to the pool.
4. Return the chlorine level to the normal level (2.0-4.0 ppm) and conduct a water test before allowing anyone to enter the pool.

# ROBBERY & BURGLARY

If this ever occurs- **GIVE THEM THE MONEY!!!!** Your safety is of the utmost importance. Try as much as possible to get a detailed description of the assailant. At the first chance immediately call the police, and then call the Aquatic Programs Supervisor. If the Aquatic Programs Supervisor is unavailable, using the Chain of Command, inform the Recreation Manager. Document everything you can remember on the appropriate form and be as concise as possible. The following are tips to go by.

## *Keep it short*

- The longer a robbery takes, the more nervous the robber becomes
- Calmly handle the potential robber as if you were making a sale to a customer
- The average robbery takes less than two minutes

## *Obey the robber's orders*

- Don't argue with the robber
- Robbers seldom hurt people who cooperate with them
- Let the robber know that you intend to obey
- Give the robber all the cash and merchandise they want
- If you recognize the robber, do not in any way indicate to the person that you do!
- If you are unclear of what the robber is instructing you, ask
- Keep calm
- Observe the robbers height, weight, race, sex, facial appearance, clothing, tattoos, and anything unordinary about the person

## *Tell the robber about any possible surprises*

- If you must reach for something or move in any way, tell the robber what to expect
- If someone is in another room who might enter the room, be sure to make the robber aware of the person

## *Don't fight the robber\**

- The money isn't worth risking harm to you
- Trying to attack an armed robber is foolish, not heroic
- \*If the robber is going to use you as a hostage, or you feel that the robber is going to harm you, it may be in your best interest to fight for your life

## *Don't use weapons*

- Weapons breed violence
- The robber's weapon is already one too many
- Only use a weapon if you feel you need to defend your life

## *Don't chase or follow the robber*

- To chase a robber is to invite violence. The police could mistake you for one of the robbers

## *Call the police*

- Keep necessary phone numbers near the phone
- Don't hang up the phone until 911 tells you to do so. Make sure they get all pertinent information
- Protect the crime scene; don't touch any evidence
- Assess any damages, and/or how much cash or product was taken

## **BURGLARY/VANDALISM**

If you notice the facility has been broken into, please call the Aquatic Programs Supervisor. Fill out an Incident/Accident report. Document the damages and what is missing.

# WORKPLACE VIOLENCE

## *Angry customer or Co-worker*

For an angry customer or Co-worker, stay calm, listen attentively, maintain eye contact, be courteous and patient, keep the situation in your control and notify a supervisor. Do not argue with the person, as this will further enrage them. If the situation escalates, have someone get a supervisor or call the police.

## *Threats with a gun, knife, or weapon*

- Stay calm
- Do your best to get aquatic staff out of the area and report to the building, with doors locked once everyone is inside.
- Signal to someone that you need help and to call 911
- Maintain eye contact
- Stall for time
- Keep talking-but follow instructions from the person who has the weapon
- Don't risk harm to yourself or others
- Never try to grab a weapon
- Watch for a safe chance to escape to a safe area
- After you are safe, call 911 and notify a supervisor

# ANIMALS & ALGAE

## *Stray Animals*

If a stray animal wanders into the pool area, be very careful around the animal. It may carry disease or harm you or others. For everyone's safety, do not allow anyone to get near or touch the animal and call Animal Control to have the animal removed from the facility.

## *Animals in the Pool*

If there is a live animal in the pool (with the exception of ducks, fish, and those that are naturally in the Springfed Pool), follow these procedures

- Immediately clear the pool
- Call Animal Control (DO NOT attempt to remove the animal)
- Document the situation and have animal control send a status report on the animal

## *Dead Animals in the Pool*

If there is a dead animal in the pool, follow these procedures:

- Immediately clear the pool
- Follow appropriate personal protection procedures and scoop the animal out and put it in a bag. Sanitize any equipment used with bleach
- Test the water in the area and document
- Complete incident report and get names and contact information of anyone in contact with the animal

## **CONTACT WITH BODILY FLUID**

If the injury involves body fluids of any kind, please adhere to the following safety requirements:

- Survey scene and put on gloves before beginning aid
- Put all bandages in separate container and dispose in the proper area
- Clean all bloodstains with liquid bleach for 10-15 minutes
- Wash hands thoroughly with soap for several minutes and remove any clothing that was soiled with bodily fluids

## **ALGAE**

There are a few spots throughout the facilities that retain water. Consequently, after a while of sitting water, algae will begin to grow making the area very slippery and dangerous. Using a squeegee on these areas will help cut down on the algae problem. To get rid of the algae, scrub granular chlorine on the algae and let it sit for at least fifteen (15) minutes. Make sure the chlorine is completely washed away and cleaned up before allowing access to the area. Remember, the safety of the facility is your responsibility!

For the Springfed Pool, apply less than 30 lbs of granular chlorine to Kiddie City and wait 25-30 minutes. Add 2:1 ratio of Sodium Thiosulfate over the chlorine to neutralize the chlorine before rinsing.

# SUSPICIOUS PATRONS

If you suspect that a patron(s) is under the influence of drugs or alcohol, do not approach the patrons(s) and draw attention to your suspicion. Call the Park Rangers (or Police Department if Rangers are unavailable) and let them know that you **do not** have an emergency but that you'd like an officer to come to your facility to speak to the patron(s). Explain your suspicion, make a note of what the patron(s) looks like and wait for the officer. When the officer arrives, provide the information requested. The officer will make the determination if the patron(s) need to be asked to leave or if further action is required. Fill out an incident report to document the situation.

# Communication During an Emergency

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When an emergency occurs, the need to communicate is immediate. If operations are disrupted, customers will want to know how they will be impacted. Regulators may need to be notified and local government officials will want to know what is going on in their community. Employees and their families will be concerned and want information. Neighbors living near the facility may need information—especially if they are threatened by the incident. All of these “audiences” will want information before the business has a chance to begin communicating.

An important component of the preparedness program is the crisis communications plan. An organization must be able to respond promptly, accurately and confidently during an emergency in the hours and days that follow. The image of an organization can be positively or negatively impacted by public perceptions of the handling of the incident. There are many potential audiences that will want information during and following an incident and each has its own needs for information. The following is a list of potential audiences all staff members may come across during an emergency.

- Customers
- Survivors impacted by the incident and their families
- Employees and their families
- Management (See Chain of Command)
- News media

Audiences like News media outlets, families of employees and upper management will be handled by the management team and the City’s Public Information Officer. Staff members are to refrain from making any comments to News Media about emergency events unless given specific instruction otherwise.

During an emergency, it is important that staff members continue to provide guests with superior customer service. This is outlined in the steps below

- Maintain a sense of urgency, not a sense of panic. Running, shouting and cutting through a crowd may seem essential to emergency response, but be aware of how guests may perceive responders’ handling of the incident.
- Remember that guests are human. When responding quickly to an emergency, bystanders can often become less of a priority to responders. Remember to act professionally and acknowledge them while responding as needed.
- Be informative, not speculative. Keep guests aware of which areas are affected by the incident without giving unnecessary details. Assure guests that you aim to keep them informed as details come in.
- Manage extra staff effectively. While having a large team in place to respond to a large emergency is great, overcrowding of less severe situations can lead to a mismanaged response. If all tasks are effectively being responded to, have extra staff clean, facilitate opening / closing gates for emergency personnel and rotate out with other staff members responding directly to the emergency.

# FACILITY EVACUATION

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1. Upon discovery of a reason to evacuate facility, immediately call 911 and inform of reason.
  - a. Staff meetup locations are as follows:
    - i. **LPAC – after all patrons have exited the facility, staff will be in the breakroom with the door closed.**
    - ii. **Tube Chute – in a situation that is deemed unsafe for staff, all staff will be pulled from their areas and will meet in the office in the Tube Chute building with the door and all gates closed and locked.**
2. Using PA system and staff on-hand, inform patrons to proceed to nearest exit and not to carry any belongings with them.
3. Staff should be posted at each exit point to help patrons exit and ensure no one goes back into facility.
4. Patrons should proceed with staff to congregation points. On map below, red denotes patron exits and orange denotes staff exit and meeting areas. 3-4 staff members and 1 manager will be assigned to exit and wait with patrons for communication efforts. All other staff report to orange areas and wait for instructions.
5. If possible, staff should quickly sweep bath house to ensure all patrons are out before exiting themselves.
6. When Fire/Police/EMS arrive, allow them to take over the evacuation effort.
7. Inform Aquatics Supervisor, or if they cannot be reached, continue up the chain of command to the Parks Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leaves messages and do your best until you receive a response.
8. Upon resolution of issue that caused evacuation, complete an incident report and submit to Aquatics Supervisor the same day.
9. Facility will re-open at the discretion of the Aquatics Supervisor.