



LIFESAVING SOCIETY

*The Lifeguarding Experts*

**Ontario Senior & Masters Lifesaving Championship - Pool**

**March 3 & 4, 2018**

**Town of Richmond Hill**

**Richvale Pool**

**Emergency Response Plan**

## **Purpose**

To outline roles, responsibilities and action plan in the event of a medical emergency or similar incident. To communicate with internal and external resources anticipated response and action plans.

## **Event Overview**

<b>Saturday March 3, 2018</b>	
7:00 am	Key Officials Meeting
7:30 am	Club Check-In
7:45 am	Coaches Meeting
8:15 am	Warm-up (2 X 45 minutes)
8:45 am	Officials Meeting
9:45 am	Opening Ceremonies
10:00 am	100 m Manikin Carry with Fins
	100 m Manikin Tow with Fins
	4 x 25 m Manikin Relay
12:30 pm	Lunch Break
1:00 pm	Warm-up (2 X 45 minutes)
1:45 pm	Officials Meeting
2:45 pm	100 m/200 m Obstacle Swim
	4 X 50 m Obstacle Relay
	Line Throw
6:00 pm	Award Presentations
<b>Sunday March 4, 2018</b>	
8:15 am	Warm-up (2 X 45 minutes)
8:45 am	Officials Meeting
10:00 am	100 m/200 m Super Lifesaver
	50 m Manikin Carry
	4 x 50 m Medley Relay
1:0 pm	Award Presentations

## **Event Location**

Town of Richmond Hill – Richvale Pool  
160 Avenue Road  
Richmond Hill, ON L4C 5L8  
905-884-0855

## **Event Organizer & Key Contacts**

Lifesaving Society  
400 Consumers Road  
Toronto, ON M2J 1P8  
416-490-8844

Meet Manager	Hugo Rodrigues
Chief Referee	Cynthia Cakebread
Deputy Referee	Rebecca Boyd
Deputy Referee	Bruce Hollowell
Event Director	Andrew Mintz
Safety Officer	Courtney Lawson
Host Representative	Charlene Pugh
Lifesaving Society Representative	Lorraine Wilson-Saliba

## **Response Personnel**

<b>Personnel Overview</b>	<b>#</b>	<b>Name</b>
Safety Officer	1	Courtney Lawson
Lifeguards	4	Town of Richmond Hill

## **Command Centre**

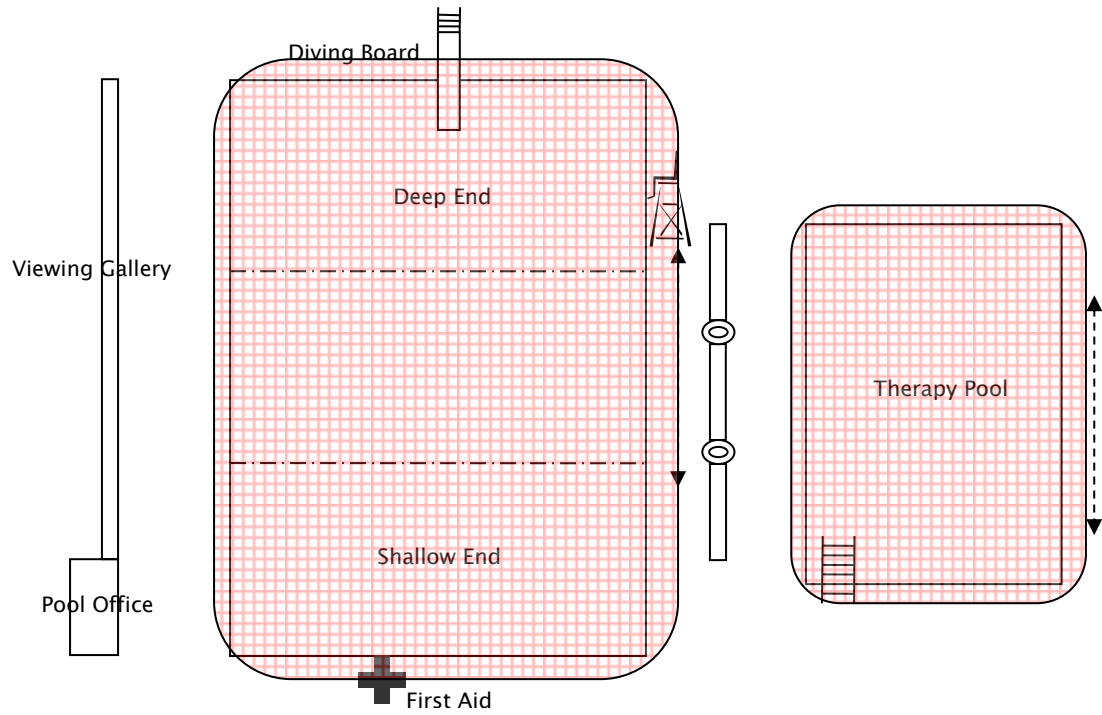
The Command Centre coordinates all emergency response, including activating EMS if necessary, under the direction of the Safety Officer and serves as the first aid location for injured competitors. The Command Centre should be equipped with first aid kits and emergency equipment as well as a reliable method for contacting EMS.

The Command Centre is located on the deck in front of the change rooms.

# Pool Diagrams

## RICHVALE POOL

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## **Equipment & Resources**

<b>EMERGENCY TELEPHONE</b>	1 - Red phone located on pool deck, in shallow end, in front of changerooms beside AED cabinet. These phone lines connect directly to 911
<b>FIRST AID KIT (1)</b>	1 - Located on the pool deck, in the shallow end, in front of the changerooms, under spine board, under Red Phone.
<b>SPINE BOARD (2)</b>	1 - Located on deck beside small pool, west wall. 2 - Located on the deck, in shallow end, in front of changerooms, beside Red Phone
<b>REACHING POLE (2)</b>	1 – Large Pool, wall under gallery. 2 – Small Pool, west wall.
<b>RESCUE TUBES</b>	Located with the lifeguard on the Lifeguard Chairs and on the small deck <b>For Lifeguard Use Only</b>
<b>FLASHLIGHT (3)</b>	1- First Aid Kit 2- Lifeguard Office 3- Lifeguard Office
<b>FIRE EXTINGUISHER</b>	1- Small Pool on pillar 2- Small Pool by emergency exit 3- On wall between large and small pool 4- Large Pool by emergency exit in deep end 5- In front of Lifeguard Office 6- In the stands/gallery
<b>FIRE ALARM (4)</b>	1- Small Pool Exit 2- Large Pool Exit 3- Hallway Exit by Lifeguard Office 4- Upper Gallery
<b>AED (2)</b>	1. Beside Emergency Phone and First Aid Equipment in Shallow End 2. In lobby across from reception.

## **Duties & Responsibilities**

### **Meet Management Committee**

Made up of Meet Manager, Chief Referee, Host, Lifesaving Society Representative, and Safety Officer. The Meet Management Committee, in consultation with the Meet Manager and Safety Officer, may suspend or cancel the event if for any reason they feel there is a danger to competitors. The competition may re-start when the Meet Management Committee allows it.

### **Meet Manager**

Designated individual who is responsible for the organization of the competition. Before a competition, the Meet Manager or delegate must:

- Obtain from the competent authorities all the permits, authorisations or services appropriate.
- Perform a site safety inspection
- Obtain the sanction from the Lifesaving Society(as required)
- Ensure all elements of this guideline are respected
- Generally oversee the whole competition and take charge of assembling the personnel and equipment necessary
- Take all necessary measures, along with the safety personnel who have jurisdiction at the site, to exclude all other persons, including spectators, who may affect the smooth operation of the competition
- Arrange a safety and competition information session for the coaches and captains meeting
- Provide the competitors with a plan of the course or event, indicating the buoys, distances between them, significant changes in current speed or direction, the start and finish and all the number of safety and rescue craft and their relative positions on the course
- Ensure that the lifeguards are readily identifiable

### **Chief Referee**

Has the authority to enforce all Lifesaving Society rules and decisions for the duration of the competition and may intervene at any stage to ensure that all Lifesaving Society regulations are observed. During the competition, the Chief Referee or delegate must:

- Ensure that all coaches and athletes adhere to the Competition Rules
- Ensure that there are an adequate number of officials throughout the competition
- Ensure all the elements of this guideline are adhered to
- Be present during the race to correct any problems that arise or that are contrary to the sanction by the federation
- Ensure that all the required personnel and equipment are in place and remain there throughout the competition

- Conduct an information session for the Lifeguards and officials regarding safety, course hazards and emergency procedures. This meeting is to define clearly the responsibilities of each person and to define their actions in applying the emergency plan
- Ensure that the area is evacuated by all competitors and remains closed when the Meet Management Committee requires it

### **Deputy Referee**

Assists in the conduct and organization of the competition, and in the absence of the referee, assume his or her authority and responsibility.

### **Safety Officer**

The Safety Officer is responsible for the safety management of the event and all related operations. Responsible to ensure all competition facilities are safe, and that the appropriate safety plan, equipment, procedures, and personnel are in place to ensure the safety of competitors, personnel and spectators. The Safety Officer may work in conjunction with a Head Lifeguard to manage the duties of all other lifeguards. The Safety Officer's responsibilities are to ensure:

- An Emergency Response Plan is completed and circulated to the Meet Manager/Chief Referee and any others as required in advance of the start of the competition
- All team members are aware of the Emergency Response plan in the event of a medical emergency
- Approve a safety plan to ensure personnel are co-ordinated and ensure rapid assistance to all competitors or spectators who may be accident victims. This plan must be communicated in writing to all persons involved in the management of the competition (Meet Management Committee, Meet Manager, Referee, Lifeguard, etc.)
- Identify all hazards
- All teams are aware of adverse weather conditions and how to respond in the event of an incident.
- The event is laid out in a safe fashion and approves the event layout
- The required craft and equipment are available and assigned
- All emergency personnel are certified

### **Emergency Personnel**

Trained individuals who respond to land emergencies. The Emergency Personnel shall:

- Emergency personnel and lifeguards must possess certifications appropriate to the role there are assuming. Emergency personnel must possess a Standard First Aid certification.
- All emergency personnel and lifeguards should be attired in such a manner that they are readily identifiable to the competitors, officials and spectators. This will ensure that they may be quickly located in an emergency situation. They should also receive an orientation to the event and emergency procedures.

## **Lifeguards**

Trained individuals who respond to in water emergencies.

## **Host**

The Host shall:

- Manage and assign the duties of all other lifeguards. All lifeguards (including the head lifeguard) are on the water for the purposes of safety supervision of the competitors and officials. They shall not be required to marshal or direct competitors except where it is directly related to safety
- All lifeguards must hold a current NLS and Standard First Aid certifications (recognized certifications as listed in Regulation 565)
- All lifeguards must be easily identifiable by the attire they are wearing

*(Reference Lifesaving Sport Event Organizers Safety Procedures Handbook October 2008)*



## **Communication Plan**

Emergency communications will be conducted via 2-way radio. Channel 1 is used for short range communication.

Portable radio 401	Meet Manager
Portable radio 402	Chief Referee
Portable radio 403	Deputy Referee
Portable radio 404	Deputy Referee
Portable radio 405	Event Director
Portable radio 406	Safety Officer
Portable radio 407	Host Representative
Portable radio 408	Lifesaving Society Representative
Portable radio 409	Administrative/scoring centre
Portable radio 410	Meet Manager Intern
Portable radio 411	Extra
Portable radio 412	Extra

Portable radios are supplied by the Lifesaving Society.

Communication to external emergency services (fire, ambulance, police) will follow Town of Richmond Hill Emergency Protocol.

## **Emergency Response Plan**

### **Emergency Call Resource**

For all Emergency calls requiring Fire, Ambulance or Police, use the identified Red Phone located at the shallow end of the large pool on deck (phone line directly linked to 911).

**Pool:** Richvale Pool  
**Phone #:** 905-884-0855x229  
**Address:** 160 Avenue Road, Richmond Hill  
**Nearest Emergency Exit:** Front of the Building  
**Closest Main Intersection:** Avenue Road and Castlerock

### **ROLES, RESPONSIBILITIES, PROVISIONS**

#### **Professionalism and Posture**

Regardless of the position, lifeguards must always present themselves in a professional and alert posture. Lifeguards are not to exhibit unprofessional behaviour such as: twirling flutter boards or whistles, chewing gum, biting nails, or “buddy guarding”. This list is not exhaustive; lifeguards are always in public view, and must conduct themselves accordingly.

#### **Positioning and On Deck Rotations**

Deck patron numbers and activities may change rotations and positions of lifeguards from time to time. Lifeguards must follow their facility’s standards and requirements for each swim.

Lifeguard Position Diagrams can be found:

- Posted inside Lifeguard/Staff Office

#### **Off-Rotation**

Lifeguards must remain vigilant, and within call for the on-deck staff during off deck rotations. These lifeguards are required to assist on deck in the event of an emergency.

Lifeguards in the off-rotation position may be expected to assist with reception, cleaning, change room checks, and some administrative duties. They may also be required to assist patrons in getting equipment from the storage room/area, or answering questions.

#### **Scanning**

Each scan of the pool should take no less than 10 seconds and no more than 30 seconds (from one starting point and back to that point). Each scan must include the pool bottom, the surface, patrons, pool deck, and all other lifeguards.

Lifeguards must make sure that they lifeguard from a position that enables effective scanning of their zone, patrolling high risk areas, and blind spots.

### **Responding to Patron Inquiries and Requests**

Patrons with extensive inquiries and those that require equipment should be directed to an off-rotation lifeguard. Under no circumstances should lifeguards leave their area of responsibility unless they are substituted.

### **Dealing with the Media**

Following a major emergency, media may arrive at the facility or try to contact staff by phone. If this occurs, you are asked not to give any details of the incident or people involved. Your answer to any question posed by the media in regard to the incident should be, "Town of Richmond Hill" spokesperson will be assigned to answer questions." Inform the Aquatic Supervisor or Manager immediately regarding the media's questions.

### **Pool Clear & Whistle Signals**

#### **Communication**

Lifeguards are expected utilize standard hand signals when communicating with other staff. This is especially important during busy programs, when verbal communication is hindered from noise.

#### **Whistle Signals**

A whistle is standard equipment for all aquatic staff and they are required to carry it with them at all times. The following chart outlines the categories and of functions of whistle blasts.

One Short Whistle Blast	"Patron Alert" used to initiate attention and communicate a disciplinary / safety problem when noise level is high.
Two Short Whistle Blasts	"Guard Alert /Minor Emergency" is used to initiate staff attention, and for all situations when a lifeguard responds to a situation.
One Long Whistle Blast	"Clear the Pool / Major Emergency" is used to remove all patrons from the deck area for major emergencies and pool fouling.

## **ROLES AND RESPONSIBILITIES**

Aquatic staff are expected to follow the standards and procedures regarding management of emergencies as outlined in this policy. Staff must familiarize themselves with all Town of Richmond Hill emergency management procedures so that emergency responses are executed quickly and effectively.

## **PROCEDURE**

For all emergencies, aquatic staff must:

- Respond promptly to the emergency
- Follow Town of Richmond Hill emergency / incident management procedures
- Where first aid is required, follow the standards of care as outlined in the Standard First Aid manual
- Employ appropriate use of barrier devices with any kind of first aid treatment; including gloves for handling any foreign matter, and masks for resuscitation
- Complete accident / incident / witness reports as appropriate
- Keep confidential information private, including accident/incident details and victim information
- Follow directions from the on duty Supervisor
- Cooperate with Emergency Service Personnel when applicable

The following are examples of minor emergencies and should be treated with the appropriate actions and first aid.

- Weak, Tired Swimmer
- Nose Bleed/Minor bleeding
- Sprain
- Cramps (Chest, Neck, Shoulder Pains May be Signs of a Heart Attack)
- Heat Exhaustion
- Drowning Non-Swimmer
- Fractures
- Choking

## **ROLES AND RESPONSIBILITIES:**

All minor incidents have the potential to develop into **MAJOR** emergencies.

In all situations the guard sighting the problem that requires assistance will signal “GUARD ALERT” by blowing two short whistle blasts and perform the rescue.

Other guards on the deck should take the following steps:

- Rotate positions so that first guard has a back-up lifeguard close enough to provide physical support and communicate verbally (within 2 meters).
- All remaining Aquatic Staff are linked by visual contact. Off-rotation Lifeguard is to move into the on-deck rotation, to maintain Lifeguard to Patron ratios.
- Hand signals are used for communication.
- Once First Lifeguard has determined that the incident is minor, other lifeguards should be informed through “I’M OK” / “IT’S A MINOR” signals.
- During this process other lifeguards must continue to supervise the pool and scan for emergencies.

A major emergency is one that requires two or more lifeguards to treat a victim, or two or more incidents that each requires one or more lifeguards.

The following pool incidents are examples of MAJOR (life-threatening) emergencies.

- Spinal Injury
- Stroke
- Non-Breathing Person
- Chest Pains
- Severe Bleeding
- Shock
- Seizure
- Head Injury
- Diabetic Emergency
- Compromised Airway
- Allergic Reaction
- Chemical Burns
- Heat Stroke
- Any Unconscious Victim
- Any other emergency which will use up enough guards that the minimum lifeguarding ratio is not met (requiring the pool to be cleared).

## **PROCEDURE**

In all situations the guard sighting the problem that requires assistance will signal “GUARD ALERT” by blowing two short whistle blasts to alert other staff and perform the rescue. The Supervisor will oversee with rescue.

## **ROLES AND RESPONSIBILITIES**

### **First Lifeguard**

- Recognize the situation and react quickly. If victim is in the water, enter the water to provide assistance.
- Assess victim's condition and communicate major or minor to the second lifeguard.
- Return to the nearest side of the pool with victim, do removal and continue to assess and treat the victim.

### **Lifeguard Closest to the Scene**

- Maintain scan of pool and move toward the area to provide assistance
- If the first guard requires assistance and back-up is necessary (i.e., a second guard is assisting) the following should take place:

### **Missing Persons**

As soon as a staff member is notified of a missing person, a complete identification must be made and a staff member must remain with the parent/guardian. Confirm the following information of the missing person:

- Where they were last seen
- Name
- Gender
- Age
- Height
- Hair Colour
- Colour of bathing attire

## **ROLES AND RESPONSIBILITIES**

### **Missing Child – Last Seen in Water**

Clear the pool immediately if the missing person is a child and they were last seen in the water. Begin organized search as soon as possible.

### **Search Procedures**

Deck staff should scan their specific areas of responsibility for anyone that matches the missing person's descriptions. They must also scan underneath the water surface and pool bottom.

Description and Information of the missing person should be conveyed across the public address system to enable public assistance with visual identification.

The pool must be cleared when the above efforts fail, and the Deck Supervisor or Head Lifeguard should coordinate an organized search. All areas must be checked thoroughly, especially low visibility areas such as corners, change room stalls, and enclosures.

As soon as it is confirmed that the missing person is not in the pool, swimmers may return to the water (providing there are enough lifeguards) resulting in a minimum disruption to the swim.

After this, check the rest of the facility. Ensure that the missing person is not already at home / friend's house. If the missing person is still not found, contact the Aquatic Coordinator and Full-time Supervisor.

## Evacuation of Pool

### **PROCEDURE**

In the event that the fire alarm sounds, or there is imminent danger to the patrons or staff, prompt action is required for a safe and orderly evacuation.

- Clear the pool.
- Pool Supervisor or a designate will immediately contact the Fire Department.
- Direct all people on the deck to exit via the closest emergency exits to a predetermined meeting place. Check change rooms and have those patrons exit through the nearest emergency exit. Individuals in the viewing gallery foyer and meeting rooms should be directed to the closest emergency exit.
- All areas must be thoroughly checked after patrons have left the building. Supervisors are responsible for closing and locking all doors.
- Once outside, congregate patrons, ensuring that everyone is far enough away from the building to be out of danger.
- Ask patrons to make sure that they are not missing anyone from their respective parties.
- Do not re-enter the facility until it has been deemed safe by a Fire Department Officer.
- Complete incident report form and contact Pool Supervisor and Aquatic Coordinator.

## Power Failure

### **ROLES, RESPONSIBILITIES, AND PROCEDURE**

In the event of a power failure, the following duties must be assigned and carried out:

- Staff will clear the pool, ensuring that everyone is sitting against the walls.
- An immediate pool check must be thoroughly carried out with flashlights. One lifeguard will be on the deck supervising the patrons at all times.
- The safety of the patrons in the change rooms must be checked, and they should be told to stay calm.
- Patrons throughout the facility should be escorted either to the change rooms to assist young lesson participants or to the main foyer.

- Public relations must be at a high standard during this time. Patrons should be reassured and asked to stay calm as they will be curious, frightened or annoyed at this inconvenience.
- Flashlights should be stored in the Lifeguard office and Reception area, so that they are easily accessible in the event of an emergency.
- As soon as a flashlight is available one female and one male guard shall assist in the appropriate change room.
- If a substantial amount of time has passed, (approximately 15 - 20 minutes) and the swim has been considerably shortened, the Pool Supervisor on duty shall call the pager number and inform the Facility Operator (on duty, or on call).
- Once the decision has been made to close the facility, ensure everyone is out and implement closing procedures and attach an incident report to the daily report.

### **Resuming Programs**

- When full power returns the Pool Supervisor / Facility Operator is to make sure that all the pumps, filters and water treatment features have been reset and resumed operation.

### Major Incident

### **ROLES, RESPONSIBILITIES, AND PROCEDURE**

#### **Aquatic Staff**

- Contact parent / guardian as soon as possible.
- Staff member contact Aquatic Coordinator and Manager of Aquatics & Fitness
- Secure area
- Staff are to refrain from discussing the situation among themselves until all incident reports are complete.
- Detail the account of the incident by including the following:
  - Time of incident
  - # of guards on and who they were, where they were positioned
  - Location of incident
  - Type of swim program in which the incident occurred
  - What equipment was in the pool
  - Slide on/off
  - Buoy lines up; which ones, where located
  - If whistles were used and heard
  - In detail, what procedures were done during and for rescue
  - A.R./C.P.R. / A.E.D. performed and by whom
  - Record all qualifications of staff on duty
  - Sign and date incident report.



## **Patrons**

- Identify to patrons there has been a Major Incident and the pool will be closed until further notice.
- Attempt to identify anyone who witnessed the whole incident.
- Isolate this patron(s) if possible and get them to write out a detailed account of the incident.
- Allow patrons to be interviewed

## **Press & Media**

- Make no statement to the Media
- NEVER RELEASE VICTIM NAME OR DATA REGARDING VICTIM.
- Refer press to Melanie Baker, Manager of Aquatics and Fitness or Darlene Joslin, Director of Recreation and Culture.
- Allow pictures to be taken; however, staff are to stop the media from coming into pool area or onto deck for pictures.

## **Follow Up After the Incident**

- Debriefing after incident by Coordinators of facility
- Any employee who would like further assistance should take the time to talk with the Coordinator. Assistance will be arranged.

## Pool Fouling

### **PROCEDURE**

In the event of a fouling, lifeguards are expected to manage the situation by following the procedures outlined below.

### **Minor Fouling Procedures**

- Immediately evacuate patrons from the pool
- Page on duty Facility Operator
- Turn off all water features to prevent further dissipation of foreign matter
- Communicate with patrons and assist anyone in need
- Complete Incident Report
- Refrain from handling any chemicals and foreign matter in the pool
- Do not re-open pool until confirmation is given from Facility Operator

### **Major Fouling Procedures**

- Immediately evacuate patrons from the pool
- Page on duty Facility Operator
- Turn off all water features to prevent further dissipation of foreign matter
- Communicate with patrons and assist anyone in need
- Complete Incident Report

- Refrain from handling any chemicals and foreign matter in the pool
- Ensure that the On-Call Operator is contacted: (416) 528-0087
- Contact and report Major fouling to Pool Supervisor or Aquatic Coordinator
- The pool must remain closed for a minimum of 2 hours after chemicals have been added to a major fouling.

In the event of a fire alarm, lifeguards/instructors on duty will ensure proper evacuation of all patrons from the aquatic facility areas.

- All patrons will be directed in a safe manner to exit through closest identified exit.  
*Deck Level* – South doors off Large Pool deep end, on to walkway to parking lot  
*Small Pool* – South doors off Small Pool deck, on to walkway to parking lot  
*Gallery* – Down staircase to pool deck and exit through South doors off Large Pool deep end

Doors within the aquatic facility will be closed and locked as patrons are evacuated.

- Gallery
- Lifeguard Office
- Change Rooms
- Exit doors

**Evacuation & Transportation Plan**

Evacuation from the Town of Richmond Hill will be provided by local services in accordance with local protocols.

LOCATION OF EMERGENCY FACILITIES	<ul style="list-style-type: none"> <li>• Fire Station 8-1 – 191 Major MacKenzie Dr W</li> <li>• Ambulance – 171 Major MacKenzie Dr W</li> <li>• Police – 171 Major MacKenzie Dr W</li> <li>• Hospital – 10 Trench Street</li> </ul>
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## **Safety Information for Competitors, Officials, and Spectators**

### **Ontario Senior & Masters Lifesaving Championship - Pool**

**March 3 & 4, 2018**

#### **Town of Richmond Hill – Richvale Pool**

1. The Safety Plan for the competition is posted on the Lifesaving Society website ([www.lifesavingsociety.com](http://www.lifesavingsociety.com)). Please read and review this plan.
2. An Emergency Response Plan for the competition is posted on the Lifesaving Society website ([www.lifesavingsociety.com](http://www.lifesavingsociety.com)). Please read and review this plan.
3. The Town of Richmond Hill lifeguards are to take control of any situation. Follow their direction.
4. In an emergency, a competitor should raise their arm and call for assistance. If you notice another competitor in distress, stop and alert officials and/or lifeguards.
5. All spectators must keep clear of marshalling and competition areas.
6. The Command Centre is located in front of the Lifeguard Office. This serves as a first aid location for injured competitors, contacting EMS, and is equipped with emergency response equipment.
7. All competitors must check in with the official in their lane before and after their race.
8. If a competitor does not follow the check-in process, officials must notify the Event Director immediately.
9. Competitors must ensure that their rescue tube does not become entangled with the starting block when starting their race.
10. Competitors with medical conditions have identified these to their coach.
11. One long whistle blast indicates an emergency; one short whistle blast is used for competitor's attention.
12. If a race needs to be cancelled at any point, multiple whistle blasts will sound. All competitors must stop and follow the direction of the officials and/or lifeguards.
13. Diving into the water is only permitted from the starting blocks or the deep end wall where the starting blocks are located.
14. The water temperature is usually kept between 81 – 83 degrees. Please check the posting on race day.
15. The small pool has been emptied, use the stairs to enter and exit. The empty pool will be available for athlete to sit inside or leave belongings during the competition.