



LIFESAVING SOCIETY

The Lifeguarding Experts

Ontario Senior/Master Lifesaving Championships

March 9 & 10, 2024

City of Orillia

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

Saturday March 9	Item	Location
1:30 pm	Key Officials Meeting	Orillia Recreation Centre
1:30 pm	Warm up (2X45 minutes)	Pool
2:00 pm	Officials Briefing	Orillia Recreation Centre
3:00 pm	Opening Ceremonies	Pool Deck
3:15 pm	Final Events 100 m Obstacle Swim 200 m Obstacle Swim 4 X 50 m Obstacle Relay Line Throw 50 m Manikin Carry with Fins 100 m Manikin Carry with Fins 4 x 25 m Manikin Relay	Pool
6:00-7:00 pm	Award Presentations	
Sunday March 10	Item	Location
7:00 am	Warm up (2 X 45 minutes)	
7:30 am	Officials Briefing	Orillia Recreation Centre
8:30 am	Final Events 100 m Super Lifesaver 200 m Super Lifesaver 50 m Manikin Carry 4 X 50 m Medley Relay 100 m Manikin Tow with Fins	
11:00-12:00 pm	Award Presentations	

Event Location

City of Orillia – Orillia Recreation Centre
255 West St S
Orillia, ON L3V 5G9
(705) 325 4386

Event Organizer & Key Contacts

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

Meet Manager	Vacant
Meet Manager Intern	Dawson Parke
Chief Referee	Cynthia Cakebread
Deputy Referee (s)	Rebecca Boyd and Ryan Foster
Event Director	Edmond Chan
Safety Officer	Head Lifeguard
Equipment Crew Chief	Paul Stone
Host Representative	Christine Wareing/Javier Marroquin
Lifesaving Society Representative	Perry Smith & Aidan Miess

Response Personnel

Personnel Overview	#	Name
Safety Officer	1	Head Lifeguard
Lifeguards	5	City Of Orillia

Command Centre

The Command Centre coordinates all emergency responses, 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.

Equipment & Resources

EMERGENCY TELEPHONE	<ol style="list-style-type: none"> 1. On deck by the Leisure Pool – Direct connect to 911. 2. In the Lifeguard Office – Cell Phone
FIRST AID & TRAUMA KIT	<p>Orange case First Aid Kit & clear bin Trauma Kit</p> <ol style="list-style-type: none"> 1. Leisure Pool Cubbie 2. Lifeguard Office
SPINE BOARD	<ol style="list-style-type: none"> 1. Leisure Pool – far wall by cubbies 2. Lap Pool – wall by guard office 3. Addition boards in the storage room
RINGBUOY (2)	<ol style="list-style-type: none"> 1. Guard Chair – Lap pool 2. Guard Chair – Lap pool
REACHING POLE (2)	<ol style="list-style-type: none"> 1. Leisure Pool - far wall
RESCUE TUBES	Additional Rescue Tubes are stored in the equipment room
FLASHLIGHT	Located in the pool office on the first aid supply shelf
FIRE EXTINGUISHER	<ol style="list-style-type: none"> 1. Lap Pool – by the Rockwall 2. Lap Pool – storage room entrance 3. Leisure Pool – by emergency phone 4. Leisure Pool – far wall by cubbies
FIRE ALARM (3)	<ol style="list-style-type: none"> 1. Lap Pool – back emergency exit 2. Aquatic Hallway – back emergency exit 3. Main Lounge Area – far wall
EYE WASH STATION	Lower level
EMERGENCY PUMP SHUT-OFF	<ol style="list-style-type: none"> 1. Leisure Pool 2. Therapy Pool 3. Lap Pool 4. Guard office
MEGAPHONE	N/A
AED	<ol style="list-style-type: none"> 1. Located by Lifeguard Office 2. Located at every floor in the ORC by elevator

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, authorizations, or services appropriate. For open water events, personnel are authorized to control boating traffic in the region of the event.
- 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 people, 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 boat operators, 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, assumes 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 coordinated 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.

Marshall

Responsible for assembling the competitors in the appropriate order prior to each event, and for maintaining discipline among competitors before the start.

Emergency Personnel

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

- Emergency personnel and lifeguards must possess certifications appropriate to the role they 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 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 3 is used for short range communication.

Communication to external emergency services (fire, ambulance, police) will follow the City of Orillia protocol (outlined in next section).

SECTION 5: AQUATIC EMERGENCY PROCEDURES

5.1 Lifeguard Communication

5.1.1 Whistle Signals

PROCEDURE STATEMENT: City of Orillia lifeguards and swim instructors have a quality whistle (ex. Fox 40) on them at all times. This is to ensure effective communication between both other staff members and the public. Whistles are used to signal other staff and the public about situations in the aquatic center. Classification of whistle signals will allow staff to follow specific procedures that follow the whistle signal. Whistles are a significant part of a City of Orillia aquatic staff's uniform and are required on them at all times.

PURPOSE: Whistles are used by the City of Orillia staff to communicate with other staff as well as patrons. Whistles are used in an emergency to effectively communicate the seriousness of the situation to other aquatic staff.

PROCEDURE: All-City of Orillia lifeguard and swim instructors are to have a whistle on them at all times while on duty. In an emergency, the lifeguard or swim instructor will use their whistle to signal and communicate with other swim instructors. The whistle signals are listed below.

Whistle Signals Chart		
1 Short Whistle	Lifeguard Alert or Minor Emergency	This signals that a Lifeguard is leaving their post and may need help.
3 Short	Major Emergency	This means there is a major emergency where all guards are needed to assist, and an announcement would be made to the public that the pool is closed.
1 Long	Clear the Pool	This notifies the public that they need to exit the pool. This could be because the program time is over or another reason to need to exit. Including a pool fouling or power outage.
1 Long, 3 Short	Missing Persons	This notifies other Lifeguard and initiates the missing procedures.

5.1.2 Hand Signals

PROCEDURE STATEMENT: The City of Orillia’s lifeguards will use a combination of hand signals and whistles to communicate efficiently. Hand signals will be discussed at the beginning of the season, and it is the responsibility of every guard to know the meaning of the hand signal.

PURPOSE: City of Orillia lifeguards use hand signals to communicate with other guards who are not nearby. Hand signals inform other guards of different situations that may arise.

PROCEDURE: All-City of Orillia lifeguards will attend pre-season and in-service training sessions. They will be taught hand signals, and it is the employee’s responsibility to memorize these signals and use them effectively while on duty.

Hand Signals Chart			
Guard Alert Arm raised straight in the air above head	Guard Assistance Rescue tube raised above head horizontally	Supervisor Assistance Rescue tube raised to the side vertically	Head Count Tap top of the head then count to three with fingers
			
Guard Up Tap top of the head and make a thumbs-up	Guard Down Tap top of the head then make a thumbs-down	Minor First Aid Arms crossed in-front of the body	Seizure Hand tilting side to side rapidly
			

DNS Swipe flat hand above the head	OK Arms raised above head in a circle formation	Spinal Tap the side of neck with a flat hand	Microphone Reminder Hold your hand like a telephone
			

5.2 Minor Incident Procedure Summary

PROCEDURE STATEMENT: The City of Orillia aquatic staff are trained to deal with major and minor emergencies. Minor emergencies generally involve situations that can be effectively managed by one aquatic staff member.

PURPOSE: Any minor situation can transform into a major situation; therefore, the staff on duty need to treat the situation promptly and efficiently.

PROCEDURE: The lifeguard on duty will blow a minor whistle (1 whistle) and come down off duty to treat the situation at hand. A backup guard will take over guarding duty; this ensures that the water is supervised. In some minor cases, the lifeguard on duty will blow one whistle or signal for a backup guard to treat the victim.

Perform to the National Lifeguard Standards.

5.3 Major Emergency Procedure Summary

PROCEDURE STATEMENT: Major emergencies require a rapid sequence of events to take place to bring the incident under control. Major emergencies can be life-threatening and generally need two or more staff members to control the situation. The necessity for more than one staff member usually results in decreased supervision. In most cases, patrons are removed from the pool and the Emergency Medical System is activated. The City of Orillia aquatic staff is trained to follow a specific set of guidelines to deal with the situation promptly and efficiently.

PURPOSE: To promptly bring a major emergency under control in an efficient and structured way. By dealing with the situation in this way, the threat of further injury is minimized to the victim and other patrons.

PROCEDURE: The guidelines below are in place to help assist staff in knowing they are in a major emergency. PPE required for Major Emergencies includes gloves, masks, eye protection, face shields and gown. Disposable masks can be used to put over the victim's mouth if needed.

Perform to the National Lifeguard Standards.

ROLE OF THE SUPERVISOR IN A MAJOR EMERGENCY:

Supervisor's on-duty will assist during an emergency, it is their responsibility to ensure all policies and procedures are followed. This may include completing forms, making sure the proper equipment is used, ensuring 911 is called, and the ambulance is met; they are also responsible for crowd control and the victim's friends/family's safety.

5.3.1 Spinal Injury

POLICY STATEMENT: The City of Orillia lifeguards must be prepared for many situations that may arise in an aquatic setting. To ensure that the proper procedures are followed the aquatic staff will participate in pre-season and in-service training, where various spinal situations will be practiced.

PURPOSE: In aquatic settings, spinal injuries can occur. In the event of an emergency (spinal) staff must act quickly and in the proper manner to prevent the patron from further injury.

PROCEDURE: In a spinal situation, the lifeguard team must work together to provide treatment to the injured person. Depending on the number of lifeguards available on staff, the situation will be dealt with according to those numbers.

Perform to the National Lifeguard Standards.

5.4 Emergency Phone Procedure and Numbers

PROCEDURE STATEMENT: EMS is to be called for all major emergencies by a City of Orillia staff member. If a patron gets EMS, then a City of Orillia staff member must make another call to EMS to ensure the correct information has been communicated.

PURPOSE: To ensure EMS has been called and received the correct information to dispatch the call.

PROCEDURE:

Use the phone in the guard office or on the pool deck.

Use the information given to you and the information below when speaking with the dispatcher.

Ask for **FIRE or POLICE or AMBULANCE**

You will hear a click **DO NOT HANG UP**; they are connecting you to the service you requested.

DO NOT HANG UP UNTIL THEY DO!

Record the time you have made the phone call on the incident form.

Stay on the phone until the dispatcher advises you to hang up.

Please inform the Aquatic Coordinator and Supervisor **after** you have made the call. Look to the chart on 5.5 for more information.

READ SLOWLY AND CLEARLY:

“This is an emergency. My name is _____ and I am a lifeguard at Orillia Recreation Facility, 255 West St. S, Orillia, ON

We have a suspected (**state injury**) injury and require assistance.

The victim is (**age, male/female**) and is presently (**breathing/non-breathing**).

Please come to the _____ entrance.

Can you give me an estimated arrival time? Repeat the information back to me.”

After EMS has been contacted, you must get a full-time staff person in order of priority (see organizational chart in 5.5). If you do not reach anyone, start over, and continue until you make contact if you are not directly needed at the incident.

5.5 Facility Manager and Supervisors Contact Information

Emergency Supervisors Contact List	
Marcia Russell <i>Manager of Recreation Services</i>	Cell: 705-715-8709 Email: mrussell@orillia.ca
Christine Wareing <i>Aquatic and Fitness Supervisor</i>	Cell: 705-330-6746 Work: 705-329-7251 Email: cwareing@orillia.ca
Javier Marroquin <i>Aquatic Supervisor</i>	Cell: 705-323-0494 Home: 647-404-7248 Email: jmarroquin@orillia.ca

5.6 Critical Incident Stress

PROCEDURE STATEMENT: Critical incident stress is a normal & natural response to an abnormal event. There is no standard response. After an incident, employees may face Critical Incident Stress, in that they are not emotionally and mentally ready to resume their duties of lifeguarding. The Aquatics and Fitness Supervisor or designate will diffuse the situation after the incident occurs and follow up with the employee(s) to ensure they are able to resume work.

PURPOSE: To ensure that staff are emotionally ready to begin lifeguarding after dealing with a major/critical incident/emergency.

PROCEDURE: After an incident occurs the Aquatic and Fitness Supervisor or designate will diffuse the situation with staff affected by the incident. Debrief incident with staff at in-service training or at the best possible time.

If a member of staff feels they are having a difficult time coping with the situation, the Aquatic and Fitness Supervisor will follow up with the individual and direct them to available services.

7.1 Fire Evacuation and Gas Leak

PROCEDURE STATEMENT: In the event of a fire or gas leak, the facility must be evacuated safely and efficiently to ensure all staff and guests' safety. Due to the pool area's nature, evacuation procedures differ slightly from the general facility evacuation procedure.

PURPOSE: To ensure that all staff are trained in the facility evacuation.

PROCEDURE: Please see Facility Emergency Procedures for Facility Evacuation. **Refer to Fire Plan located in red binder in the Lifeguard office.**

POOL AREA EVACUATION:

Upon hearing fire alarm:

- Staff should immediately begin evacuation procedures.
- **All lifeguards must immediately clear their pool and surrounding change rooms onto the deck. All patrons must then be directed to the designated emergency exits to wait until immediate danger or any signs of a fire. Staff and patrons will wait by the Front Door or back Aquatic Exit with evacuation bins.**
- **Lock all change rooms access doors and those that lead to the pool deck.**
- Ensure that "Special Needs" patrons are provided adequate assistance.
- If evacuation is required, commence safely and orderly and remember to take the evacuation kit with you.
- When patrons are cleared, assign another staff member to prevent patron entry to the facility and proceed to the facility's appropriate entrance for further instruction.
- Assign one staff person to stay with the group outside in case of a First Aid Emergency and act as a liaison with the Fire Department and Facility Designate.
- Emergency blankets and sandals will be stored in the large storage room and given out to patrons when evacuating.

7.2 Power Failure

PROCEDURE STATEMENT: During a power outage, pool filtration and water quality can be disrupted, causing unsafe conditions with insufficient disinfectant levels and water characteristics ripe for disease-causing organisms. Power outages can also cause system failures prompting the loss of pool lighting necessary. System failures can also trigger uncontrolled feeding of chemicals, raising the possibility for exposure at highly toxic levels.

PURPOSE: To safely evacuate the pool area and ensure the safety of all pool patrons.

PROCEDURE: If a power failure occurs, please take the following actions:

- 1 long whistle blast and clear the entire pool area.
- Move patrons to the designated waiting area (changerooms) until the power has returned. The Pool is officially closed until then.
- All swim instructors will remain with their class until their parent(s) or guardian(s) sign them out.
- Lifeguards will walk around the pool deck with a flashlight, scan underwater to ensure the pools are cleared.
- Guards will check the change room(s) to ensure that patrons are safe and informed of the situation. Guards should work in pairs in this instance, if possible. (Communications, i.e., radios located at the front office)
- Consult with facility operators if the power does not return within a few minutes.
- If the facility closes, ensure the safety of patrons in the change room(s). Make sure ALL patrons have left the pool deck. Keep a staff member on the deck to ensure that patrons do not return to the pool.
- Customer Service Representatives will prevent new patrons from entering the facility.
- The Aquatic Supervisor or Aquatic Coordinator will notify the guards when it's safe to reopen.

7.3 Theft

PROCEDURE: Please see Section 9.2 Accident and Incident Reporting, to document the theft.

*Note: Patrons are permitted to notify the police of the theft if they wish to do so at any point. The City of Orillia take no responsibility for lost or stolen positions.

7.4 Group Fighting/Violent Situations

PROCEDURE STATEMENT: The safety of all program participants is of the utmost importance to the City of Orillia. Aquatic staff must ensure that patrons' safety is first and foremost, especially in any violent situation involving the public.

PURPOSE: To articulate that group fighting and violence will not be tolerated.

PROCEDURE: Document any incidents on the proper incident forms and notify the Aquatic Coordinator. Staff are not to physically restrain the public or staff in any violent situation. The following should act as a guideline of steps to take in a violent situation (ex. public engaged in a physical altercation).

*Note: Please refer to Respect plus procedures in Section 7.6.

Note: At no point should a staff member attempt to physically stop the altercation or put themselves in harm's way.

5.7 Missing Persons Procedure

PROCEDURE STATEMENT: In all cases of a missing person, suitable procedures are in place and all aquatic staff are expected to take appropriate action. As in the case of all emergencies, the aquatic team is to take the necessary steps to contain the situation.

PURPOSE: To prepare aquatic staff in the event, a person goes missing. To help them understand the circumstance's seriousness and that the necessary steps required are followed to ensure the situation is handled quickly and effectively.

PROCEDURE: The following procedural steps are directed by the lifeguard or senior aquatic staff when a person is reported as missing within the aquatic area.

FIRST/MOM GUARD – STAY WITH PARENT / GUARDIAN AT ALL TIMES:

- 1 long whistle followed by 3 short whistles.
- Make sure time has started → after 10 minutes call the police.
- Obtain the Missing person's report form and get a description of the missing person and inform other staff members of the description. If possible, attempt to obtain a picture as well.
- Description includes:
 - Name / age / gender / height / weight / hair colour
 - What he/she was wearing
 - Last known location in the building
 - Any distinctive features, other pertinent information
- Ensure missing forms are fully completed and the search is done.

GUARD 1

- Clear the water and have patrons sit on the benches along the wall across from the change rooms.
- Assist Guard 2 in searching the pool area for the missing person checking under stairs and in blind spots.
- Check all adjacent rooms (i.e., equipment rooms, change rooms, and steam room)
- Once the pool and surrounding area are cleared, the pool may reopen at the Head Lifeguard/Instructor and/or Aquatic Coordinator's discretion.

GUARD 2

- Search pool area for the missing person checking under stairs and in blind spots.
- Assist Guard 1 with checking change rooms, equipment rooms and the steam room.

- Assist Guard 1 in re-opening the pool.
- Once the pool area is cleared, staff will re-open the pool to ensure minimal disruption in programming. The Head Lifeguard/Instructor or Aquatic Coordinator will delegate staff to check the surrounding area, including the change rooms, steam room, and equipment rooms.
- At the same time as the above step, staff will notify facility staff using the radio, speaking slowly and clearly: **“Attention all Staff - We have a missing person in the building. Please initiate Missing Procedures.”** Follow with a brief description of the missing person.
- Should the person be missing for more than 10 minutes, the contact person or designate will call the police and make a report. Staff will not prevent a caregiver/parent or support person from calling the police at any time. Staff at the entrances will be notified when the police have been contacted and to await their arrival.
- As soon as the person is found the “contact person” will let all staff know when the emergency has ended by stating on the radio **“Attention all Staff – Missing Child has been found – Alert Cancelled.”** Repeat once more and ask that all staff check in to say they have heard you.

NOTES:

- You must ensure the missing person is NOT in the water.
- Check the change room(s), equipment room, viewing areas and steam room.
- An incident report must be filled in for any Missing. Staff debriefing will take place as soon as possible, and all building supervisors must be notified.
- Once the pool area and adjacent facilities (i.e., change rooms) have been cleared, the pool will be reopened at the discretion of the Aquatic Coordinator and/or Head Lifeguard/Instructor, provided there are enough staff to reopen the area safely.
- Certain areas such as rock wall, Tarzan rope, and the diving boards will close until the missing person has been found.
- Should the report of a missing person be reported to someone outside the pool area (ex. front desk staff), the aquatic staff will still complete a proper missing procedure of the pool area and change rooms to ensure the missing person is not in the water.

5.8 Critical Incident Management

PROCEDURE STATEMENT: In a serious water emergency or fatality, staff follow a specific course of action to treat the situation as best as possible and secure information about the incident until the Aquatic and Fitness Supervisor releases a statement to the media. In the time following the incident, the pool will remain closed until the staff on duty regain control of their emotions and are of a sound mindset to return to work.

PURPOSE: To secure information and gather full details about the situation before the information is released to the public. To give the aquatic staff a chance to regain control and enter into a sound mindset before reopening the pool.

PROCEDURE: The staff on duty will follow a specific procedure in order to deal with the situation appropriately. Listed below are the steps that the aquatic staff will follow in the event of a serious emergency or fatality. For more information look to the Critical Incident Management Checklist.

1. During the critical Incident – Completed by Head Lifeguard/Instructor
 - Respond to victim, removal for pool, perform first aid
 - Clear the pool and pool deck
 - Emergency call list
 - Emergency Medical Services – 911
 - Christine Wareing
 - Javier Marroquin
 - Marcia Russell
 - Notify from desk about the incident. Have them ask patrons exiting the changing rooms to fill out witness reports.
 - Secure pool deck by locking changerooms.
 - Send staff to meet EMS at front door.
 - Complete Incident Form
2. Immediately following the Critical Incident – Completed by Aquatic Supervisors
 - Secure an area for personnel to write staff reports that is away from the media, bystanders, and family members.
 - Contact Facility Supervisor
 - Collect all Witness Reports
 - Photograph the scene with a City Cell Phone
 - Contact Ministry of Labor- if required
 - Contact parents of underage staff involved in the incident.
 - Inform all staff of the incident and timeline for pool closure.
 - Defusing session
 - Sign off all reports.
 - Collect and assemble all required reports and documents.
3. Final Report – Completed by Aquatic & Fitness Supervisor

*Note: Notify all staff not to talk to the news media and not discuss any details of the incident. Do not allow media to enter the area with any cameras. Tell the news media your supervisor is on his/her way. The only acceptable comment to the news media is, “Please contact my supervisor.”

Note: Temporarily close the pool and quarantine the scene if necessary. In a serious water emergency, the police are called to conduct their investigation, and co-operate in any way.

*Note: Once the emergency has been dealt with, all staff on duty will sit down and write out the **Individual Staff Report**, including people, times, observations, and diagrams. Every detail is essential. It is imperative to be as precise and thorough as possible. If an inquest or any sort of legal action is to follow, the information gathered will be invaluable.

5.9 Emergency Procedure Follow Up

PROCEDURE STATEMENT: The City of Orillia aquatic staff is to complete follow-up actions following an emergency situation. The moments after an incident are crucial for writing out details of the situation; at this time, most information will be remembered. After all forms are filed, and the aquatic staff have had time to regroup, reopen the pool.

PURPOSE: To ensure that all aquatic staff have time to regroup and provide quality supervision to all participants. Incident report forms are filled out so that all details about the incident are included in the final report.

PROCEDURE: The staff members on duty will follow a specific procedure in order to deal with the situation appropriately. Listed below are the steps that the aquatic staff will follow in the event of a serious pool emergency.

- Instruct patrons to wait on the side until the victim has been removed from the area.
- Utilize assistance from mature volunteers if required (i.e., direct the emergency vehicle, appropriate exits for crowd control, etc.).
- Follow up with any necessary treatment until the EMS arrives and takes over. Complete the appropriate report form concerning the accident. Ensure that all the following information is included:

Document the report in detail on the Major Accident Report Form by indicating who, when, where how and during what program, specific facts and the names, addresses and telephone numbers of any witnesses. Be **VERY** specific regarding all information.

Record the name (and number) of the EMS representative for your report. If the victim is taken to the hospital, be sure to get the hospital name for your report and the injured patron's family.

Contact information of a family member of the injured person.

Notify Recreation Personnel as per the hierarchy list. Once contact is made with one person on the list, they will then contact additional Recreation personnel.

Restore the pool to its normal operation as soon as possible.

Do not discuss the accident with the public or press, as well amongst staff until proper incident forms have been completed prior to full staff debriefing.

Secure the scene until released by a Supervisor or Ministry of Labor.

5.10 Handling the Media

PROCEDURE STATEMENT: All media inquiries regarding emergency situations are only to be addressed by the Aquatic and Fitness Supervisor. Any media inquiries for promotional events (ex. Water Smart Day) may be managed by staff on duty at the discretion of the Aquatic Coordinator or Aquatic and Fitness Supervisor. Should a staff member need to address the media, they will be given media training before the interview.

PURPOSE: To ensure that the proper spokesperson addresses all media inquiries.

PROCEDURE: All media relations are to be handled by the Aquatic and Fitness Supervisor unless stated otherwise by the Aquatic Coordinator or Aquatic and Fitness Supervisor. If approached, the staff inform the media that they cannot speak with them, and their supervisor will be arriving to answer any questions. All staff will receive basic media training at pre-season training and will receive extra training should they be interviewed. When addressing the media, always follow the following 3 steps:

1. Ask yourself: Am I the right spokesperson?
2. Address the Situation: Is it negative or positive?
3. After the interview, provide the Aquatic and Fitness Supervisor with a media snapshot, which provides an overview of the interview. This includes who it was with and what your key messages were.

*Note: If you are asked, tell them they need to speak to your supervisor, you can direct them

Safety Information for Competitors, Officials, and Spectators

Ontario Senior & Masters Lifesaving Championships

City of Orillia

March 9 & 10, 2024

Respect+ & COVID-19 Safety:

The City of Orillia's has a Respect+ policy for all facilities to provide residents and visitors the opportunity to participate in all activities in a safe and positive environment. The City of Orillia will provide the most supportive climate possible so that people may enjoy their sport, recreational, or cultural programs or events.

All visitors to the City of Orillia's facilities are expected to behave and act in a manner that respects the rights of others; so that everyone may use and enjoy the facilities. The City of Orillia will not tolerate incidents of harassment or violent behaviour in any City of Orillia facility.

[Click here for more information about the Respect+ policy](#)

1. The Safety Plan for the competition is posted on the Lifesaving Society website (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). Please read and review this plan.
3. The City of Orillia 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 the guard 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 marshal before their event. All competitors must check-in with the Event Director after their event.
8. If a competitor does not follow the check-in process, officials must notify the Event Director immediately.
9. Competitors with medical conditions have identified these to their coach.
10. Three short whistle blasts indicate an emergency; one short whistle blast is used for competitor's attention.
11. If an event 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.
12. Diving into the water is only permitted from the starting blocks or the deep end wall where the starting blocks are located.
13. Victim preparation will occur with thought for victim safety (e.g. victims should not be simulating shallow water dives).
14. Judges and other officials will intervene if and when competitors compromise the victim's safety or put themselves in harm.
15. The water temperature is usually kept between 82°F and 84°F.