

5 Emergency Action Plans

While on duty, you may need to respond to a variety of situations ranging from aquatic emergencies and facility problems to missing persons, sudden illness and severe weather. Your role will be spelled out in your facility's emergency action plans (EAPs). EAPs are detailed plans describing the safety team's responsibilities in an emergency and should be posted in an area frequented by lifeguards, such as the breakroom.

During orientation, in-service training and simulation drills, you should learn and practice your assigned roles in EAPs. You should know the roles assigned to lifeguards based on where they are positioned or who is the primary rescuer, and also become familiar with the roles assigned to other members of the safety team—all outlined in the EAP.

To be effective, lifeguard and safety teams should practice the EAPs regularly, using a variety of simulated emergency situations. Remember that in some emergencies, only a few minutes can make the difference between life and death. To give a drowning victim the greatest chance for survival and a normal outcome, you must be able to efficiently implement the EAP and provide resuscitative care.

119	TYPES OF EMERGENCY ACTION PLANS
125	IMPLEMENTING AN EMERGENCY ACTION PLAN
135	EMERGENCIES OUTSIDE OF YOUR ZONE
136	WRAP-UP

5-1 TYPES OF EMERGENCY ACTION PLANS

Every aquatic facility has its own specific set of EAPs based on the unique characteristics at each facility. Plans include factors such as the facility's layout, number of staff on duty at a time, location of backup lifeguards and other safety team members, equipment used and typical response times of the local emergency medical services (EMS) system. EAPs should be practiced regularly and included in your facility's policies and procedures manual.

Aquatic facilities often have a general plan for water and land rescues, as well as additional plans designed to address specific situations. Examples of situation-based EAPs include:

- Water emergency—Drowning victim—active (Figure 5-1)
- Water emergency—Drowning victim—passive (Figure 5-2)
- Water emergency—Spinal injury victim
- Water emergency—Missing person
- Land emergency—Injury or illness

Other situations requiring an EAP include:

- Evacuations
- Sheltering in place
- Severe weather
- Chemical spills or leaks
- Power failures
- Violence
- Thefts in progress

Along with detailing the role that you and your lifeguard team will play in an emergency, EAPs also identify the very important roles played by other members of the safety team.

The following two charts (page 120) illustrate how an EAP should be implemented. The first example depicts a situation where no additional resuscitative care is needed after the victim has been removed from the water; the second illustrates a situation where additional resuscitative care is required. Your facility's EAPs will include



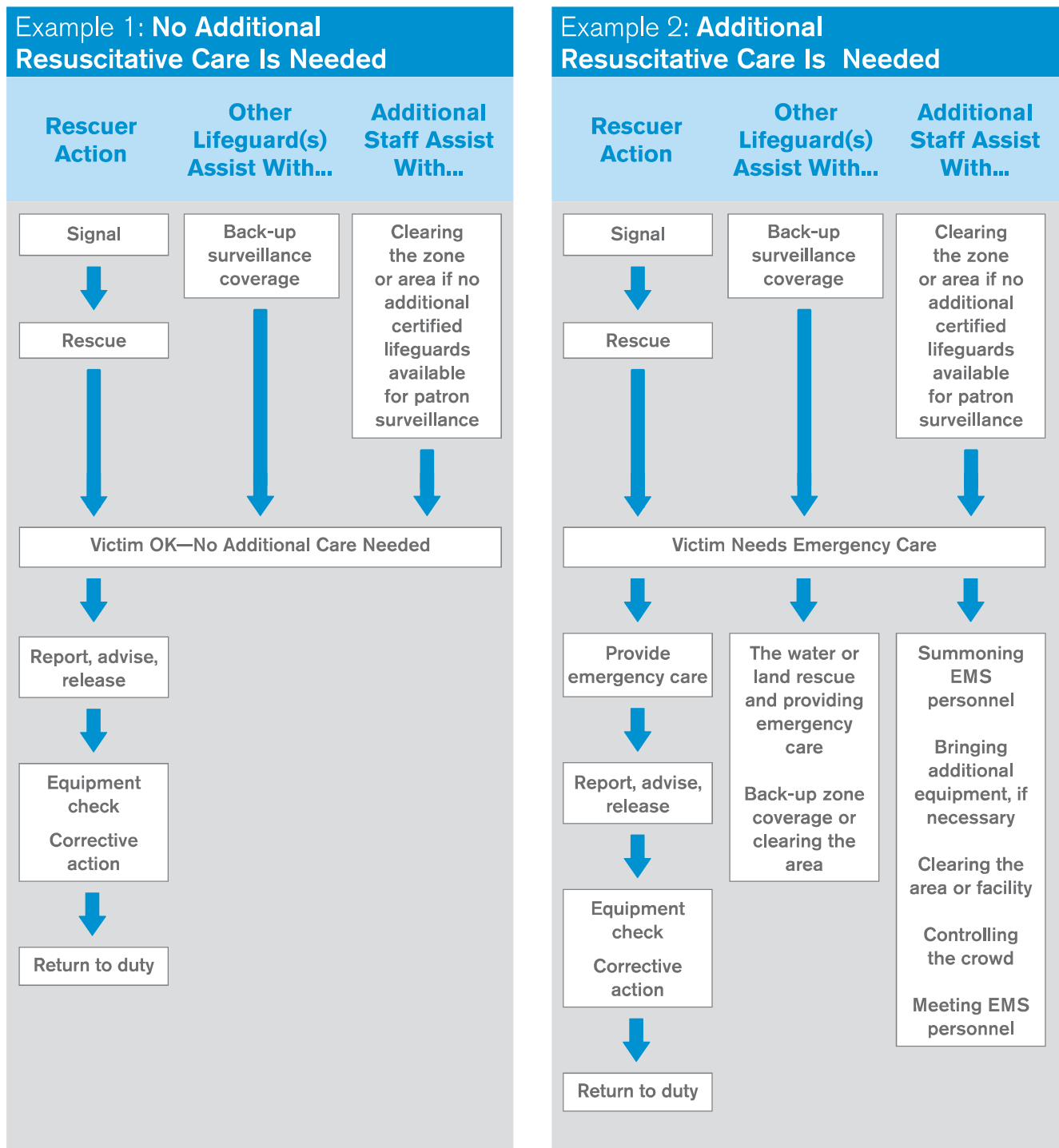
Figure 5-1 | Water emergency—drowning victim, active



Figure 5-2 | Water emergency—drowning victim, passive

decision points based on conditions found at the scene along with assigned roles and detailed instructions about how to proceed, which are based on specific circumstances and needs of the facility, such as staffing positions and levels and emergency response times.

Sample Emergency Action Plan Flow: Water Emergency



If the victim was treated for serious injuries or illness, follow the facility EAP protocols for:

- Closing the facility.
- Contacting family members.
- Contacting the chain of command, such as supervisors or public relations personnel.
- Handling patrons and answering questions.
- Discussing the incident details.
- Operational debriefings.

Role of the Safety Team

As discussed in Chapter 1, the lifeguard team is part of a larger safety team—a network of people who prevent, prepare for, respond to and assist in an emergency at an aquatic facility.

Safety team members working on-site may include aquatics instructors; admissions personnel; retail, concession and administrative staff; maintenance, custodial and security personnel; and supervisors and administrators (Figure 5-3). At parks, waterfronts and youth camps, other team members may include park rangers, game wardens, marine safety officers and EMS personnel stationed at on-site advanced first aid stations. Members of the safety team should be trained and certified in first aid and CPR/AED at the same level of the lifeguard team. This will help ensure that when called upon, they are able to provide the necessary support to the lifeguards when responding to an emergency.

Additional members of the safety team may work off-site and often include upper-level management personnel. Members from a variety of departments within an organization, such as communications, public relations, risk management, legal counsel and executive leadership, may play a role. These team members often become involved as soon as possible after a serious injury or death.

Even if only one lifeguard is performing patron surveillance, other safety team members on-site should be in a position to see and/or hear your emergency signal(s) and immediately respond to help in an emergency.

Everyone needs to know their roles in an EAP. In a small facility, team members may be assigned several different roles, whereas in a large facility each person



Figure 5-3 | Safety teams consist of lifeguards; aquatics instructors; admissions personnel; retail, concession and administrative staff; maintenance, custodial and security personnel; and supervisors and administrators.

may have only one role.

Depending on the emergency, the number of staff available and procedures laid out in the EAP, other members of the safety team may support lifeguards by:

- Assisting with emergency rescues, if trained to do so.
- Summoning EMS personnel by calling 9-1-1 or the designated emergency number.
- Bringing rescue equipment, such as a backboard or an automated external defibrillator (AED), to the scene.
- Clearing the swimming area.
- Alerting additional safety team members.
- Controlling bystanders.
- Securing and protecting the area or evacuating the facility.
- Notifying the chain of command, beginning with the lifeguard supervisor or facility manager, who then informs the appropriate individuals.
- Meeting and directing EMS responders to the scene.
- Collecting information for reports.
- Dealing with questions from patrons or the media.

All safety team members working on-site must know where equipment is stored, including the first aid kit, AED, backboard, resuscitation equipment and disposable gloves. Certification in CPR/AED and first aid is beneficial and often is required for team members who may need to assist the lifeguard team. Safety team members also should practice with the lifeguard team by participating in emergency simulation drills (Figure 5-4).

In some situations, it may be necessary to solicit the assistance of bystanders. Although bystanders may not have the training required to handle emergencies, with direct communication and guidance they can help by controlling a crowd, relaying a message to other team members, getting equipment or summoning EMS personnel.



Figure 5-4 | Safety team members participating in emergency simulation drills.

CHOOSING WHERE TO WORK

It is very important that you choose your place of employment wisely. Before you accept a lifeguarding job, you should evaluate the potential working conditions. Are you going to be set up for success? Will you have the tools you need to perform your job? The best way to answer these questions is to “interview” potential employers. Just as they will ask you questions when they interview you, you should ask them questions about their facilities.

These questions should include:

- How many lifeguards will be on duty at one time?
- What is the length of lifeguard rotations?
- How many lifeguard stands are there?
- Are there scheduled meal breaks?
- Does the facility provide rescue equipment, such as rescue tubes, first aid kits and backboards?
- Does the facility provide uniforms, or are you required to purchase your own?
- Does the facility provide whistles, or are you required to provide your own?
- Has the facility established an EAP?
- Does the facility conduct new employee orientations?
- Is there a staff manual outlining policies and procedures and if so, is it available to you?

MISSING PERSON PROCEDURES

Every aquatic facility should include missing-person procedures in its EAP. All staff should be trained in these procedures during orientation.

Time is critical when a person is missing. For example, the missing person could be someone struggling in the water or a child who wandered off and cannot be found by their parent. Every missing-person report is serious.

During all missing-person search procedures, one person should be in charge to avoid confusion and wasting time. This may be the lifeguard supervisor or facility manager.

Lifeguards will begin the search, but if the missing person is not found immediately, they may ask other facility staff for help and call EMS personnel for backup. You and other staff should continue the search until EMS personnel arrive on the scene to assist with the search. You can cancel the EMS response if you find the missing person and they do not need medical assistance.

The facility's EAP may include some or all of the following steps for a missing-person search:

- The lifeguard who takes the initial report should quickly alert other lifeguards about the situation. They should then find out the following from the patron who reported the person missing:
 - Where the person was last seen

MISSING PERSON PROCEDURES, CONTINUED

- How long the person has been missing
- The person's age
- The person's swimming ability
- The lifeguard should keep the reporting party with them until a positive identification of the missing person is made.
- A public address request for the missing person to report to a specific area may be made.
- All other lifeguards should clear the swimming areas and assist in the search, starting at the place where the missing person was last seen and expanding from there.
- If it is determined that the missing person is not in the water, lifeguards and other staff should meet in a designated location to begin an organized land search. The search should include lawns, bathrooms, locker rooms, picnic areas and other play structures within the facility. Swimming areas should remain closed until it is determined that the missing person is not in the aquatic facility.
- A designated lifeguard or staff member should make an announcement over the public address system describing the missing person, if appropriate. (Follow the facility's policy as to whether or not you should describe a missing child.) Use a megaphone, if necessary. Direct everyone to please stay calm and ask for volunteers, if they are needed. Ask the missing person to report to the main lifeguard area. In many cases, the person will not be aware that someone has reported them missing.
- If the missing person is not found in the aquatic facility, facility staff or EMS personnel should call the local police department, which will take over and expand the search.

EAPs for waterfront facilities also may include the following steps:

- One lifeguard should act as the lookout above the water level on a pier, raft or watercraft with rescue equipment.
- Lifeguards should look under piers, rafts, floating play structures and in other dangerous locations.
- Adult volunteers can help search shallow areas, but only lifeguards should search beyond chest-deep water. See Chapter 6 for information on sightings, cross bearings and line searches.

EAPs for camps also may include the following steps:

- Staff should quickly check the missing person's cabin or tent and other areas.
- All campers should be moved to a central location where a head count should be taken.
- Lifeguards should continue to search the entire waterfront until every person has been accounted for or until proper authorities take over.

EAPs for parks also may include the following steps:

- Staff should search playgrounds, campsites and wooded areas.
- Park rangers, maintenance staff and volunteers can search land areas while lifeguards search the water.

5-2 IMPLEMENTING AN EMERGENCY ACTION PLAN

The following section describes a typical EAP designed for a general water or land emergency. In an actual emergency, the safety team member responsible for each task would be designated in the facility's specific EAP.

At the Onset of an Emergency

Recognize the Emergency

The first step in any EAP is to recognize that an emergency is taking place in the water or on land and to determine that someone needs immediate help.

Activate the EAP

Next, before leaving your station, activate the EAP by giving the pre-arranged signal, such as a long whistle blast, to alert other lifeguards and staff.

This step is critical. If your signal is not recognized, other lifeguards and safety team members will not realize that there is an emergency. Without their backup, your safety and the safety of patrons may be compromised.

The signals used to activate an EAP must be simple and clear. They will be pre-determined based on the nature of the facility and the number of staff. Signals commonly use one or more of the following:

- Whistles
- Your hands (for hand signals)
- Public address systems
- Telephones or call boxes (Figure 5-5)
- Two-way radios
- Flags
- Horns
- Megaphones
- Electronic devices (buttons or switches) that must be triggered

At a slide, the signal must alert the lifeguard stationed at the top to stop dispatching more riders. At a wave pool, pushing the emergency stop (E-stop) button is required to stop the waves before attempting a rescue (Figure 5-6).



Figure 5-5 | A manager calls 9-1-1 while executing her facility's EAP.



Figure 5-6 | Pushing the emergency stop (E-stop) button stops waves at a wave pool.

Perform a Water Rescue or Provide Emergency Care

Once you have given the signal, choose the appropriate rescue for the situation and provide care to the victim as necessary. Some rescues may require additional lifeguards to enter the water and assist with the water rescue.

During the Emergency

Ensure Backup Zone Coverage

The lifeguard rotation should include backup zone coverage plans that ensure backup coverage is immediately available upon activating the EAP. For water rescues, the EAP may direct all lifeguards to stand in their chairs and adjust their zone coverage to accommodate for that of the lifeguard making the rescue. Alternatively, the plan may require lifeguards who are not on patron surveillance duty to take the rescuing lifeguard's place at the vacant lifeguard station.

Clear the Swimming Area

Sometimes an incident is serious enough to require clearing the swimming area. The lifeguard who is providing back-up coverage—or another member of the safety team identified in the EAP—makes this judgment and signals to patrons to leave the water. With the area cleared, other staff members are able to either assist with the rescue or provide additional care.

Summon EMS Personnel

If the incident involves a life-threatening emergency, someone must summon EMS personnel by immediately calling 9-1-1 or the designated emergency number. A safety team member usually makes this call, but it might be made by a patron or other bystander; so, emergency numbers and other instructions, such as the facility's address, should be clearly displayed in the facility and at each phone (Table 5-1). In some facilities, a number, such as an 8 or 9, must be dialed first to place an outside call. This information also should be included in any instructions.

Some facilities and remote youth camps have on-site medical staff on their safety teams, such as emergency medical technicians (EMTs) or nurses. If this is the case, the facility's EAP may direct you to contact one of these members before or instead of calling 9-1-1.

When EMS personnel arrive, a member of the safety team meets them and directs them to the scene (Figure 5-7).



Figure 5-7 | When EMS personnel arrive, a member of the safety team meets them and directs them to the scene.

Table 5-1: Sample Emergency Call Procedure: Ambulance, Fire, Police

- Call 9-1-1 or the designated emergency number.
- Identify yourself.
- Explain the situation briefly (e.g., unconscious child pulled from the water).
- Explain the purpose of the call (e.g., need an ambulance, need police).

Give the location.

Facility Name _____

Physical Address _____

Phone # _____

- Answer questions addressed to you.
- Do not hang up until the EMS call-taker tells you to do so.

TRAINING WITH EMERGENCY PERSONNEL

As a professional lifeguard, you may have the opportunity to train with local EMS personnel, including EMTs, paramedics, firefighters and law enforcement officers. These training sessions can be beneficial to both lifeguards and EMS personnel. In addition to fostering good relationships, training together gives lifeguards a better understanding of their role on the EMS team and familiarizes EMS personnel with the aquatic facility's emergency procedures.

Your facility might offer a variety of joint in-service trainings, including but not limited to:

- Medical emergency action plans and procedures
- Emergency action plans for severe weather and chemical and natural disasters
- Threats to public safety and facility security
- Types of equipment to be used during an emergency
- Transitions from staff to EMS personnel for various emergencies
- Missing-person protocols for land and water
- Public-indecency awareness
- Demonstration of CPR/AED and lifeguarding skills
- Practice and coordination of medical EAPs
- Practice and coordination of missing-person procedures
- Practice and coordination of evacuation procedures for fire or other emergencies
- Proper radio communications
- Procedures for recognizing and handling suspicious behavior

One of the benefits of these trainings is that you and your fellow lifeguards get a chance to see EMS responders in action and to practice interacting with them before an actual emergency occurs. For example, if your training session involves practicing how to transfer care to EMS personnel, you might discover that you may be expected to continue giving CPR, even after EMS personnel arrive.

Likewise, EMS personnel may benefit from these training sessions by getting to see lifeguards carry out water rescues and provide emergency care. This gives EMS personnel the chance to become familiar with your skills and your facility's equipment.

Both EMS personnel and lifeguards benefit from trainings that cover EAPs. By practicing EAPs in advance, both have an opportunity to address potential problems. For example, while practicing an evacuation plan, you may discover that the EMS stretcher does not fit in your facility's elevator.

Control Bystanders

You may need to control bystanders to prevent them from interfering with a rescue or emergency care. This may involve:

- Using a firm but calm voice to ask bystanders to move back so that care can be provided. Do not yell at patrons.
- Roping off areas or positioning chairs around the emergency site.
- Using the public address system to communicate with patrons.
- Repeating commands and requests as often as is necessary.
- Ensuring that EMS personnel have a clear path.
- Keeping bystanders and any children away from the rescue scene.

Any safety team member should be empowered to solicit aid from bystanders as appropriate, such as to summon EMS personnel or to help with crowd control. Always follow your facility's policies and procedures when seeking assistance from patrons. However, emergency plans should not rely on bystander aid in lieu of adequate staffing. Bystanders are not primary response personnel.

Evacuate the Facility

In certain circumstances, such as a fire or violent situation, you may need to evacuate the facility. To evacuate everyone safely:

- Give the pre-determined signal and instruct patrons to clear the pool or waterfront area.
- Follow the facility's evacuation procedures to clear all areas of the facility, including locker rooms, lobby areas and staff rooms.
- Direct patrons to a position of safety.
- Ensure that patrons do not re-enter the facility until the facility is declared safe for re-entry. In emergency situations, EMS, fire or law enforcement personnel will inform facility staff when it is safe to re-enter.

After the Emergency

Report, Advise, Release

After the emergency has been resolved, you and other members of the safety team still have three important tasks to complete: report, advise and release.

Report the Incident

Staff members involved in the incident need to complete the appropriate incident report form as quickly as possible after providing care. Collect the required information about the victim, such as name, address and contact information, before you release the victim. After releasing the victim, you can continue filling out the information regarding the rescue. The person who made the rescue should fill out the form, recording only factual information of what was heard and seen and any action taken. Do not record personal opinions or information given to you by someone else. Depending on the circumstances, other lifeguards involved in the incident may sign your form as witnesses or fill out their own separate forms.

Sometimes you will be responsible for requesting witness statements from bystanders, although this usually is done by a lifeguard supervisor or manager. Witnesses should write their names, addresses, phone numbers and statements on separate, dated forms, describing the incident in their own words. Do not tell witnesses what to put in their statements and separate witnesses when they are completing their statements; if they are allowed to be together, they may talk to each other, which may distort their perception of the emergency.

Remember that documentation is important for legal reasons as well as for tracking when, where and how often incidents occur. Reports provide valuable information for facilities to use when they assess safety protocols, such as staffing levels or placement of lifeguard stations.

Advise the Victim

Depending on the nature of the incident, your next step may be to advise the victim. For example, you might give the victim safety instructions to prevent a similar incident from recurring or recommend that the person follow up with a healthcare provider. In certain cases, you might advise the person not to return to the water for a period of time. In a serious or life-threatening emergency, it may be more appropriate to have EMS or medical personnel provide the advice. Always be certain to document your actions and any advice given to the victim on the incident report.

Release the Victim

A victim may be released only when the rescue and emergency care provided by you and your safety team is complete. In some cases, you will release the person under their own care or to a parent, guardian, camp counselor, group leader, instructor or other staff member. In other situations, you will release the victim to the care of advanced emergency care providers, such as EMS personnel. Always be sure to document that the victim was released.

SAMPLE INCIDENT REPORT FORM

Date: _____ Time: _____ AM PM Day: Mon Tue Wed Thur Fri Sat Sun

FACILITY DATA:

Facility: _____ Phone Number: _____

Address: _____

City: _____ State: _____ ZIP: _____

PATRON DATA: (complete a separate form for incidents involving more than one person)

Name: _____

Phone Number: (H): _____ (Cell): _____

Address: _____

City: _____ State: _____ ZIP: _____

Family Contact: Name: _____ Phone: _____

Date of birth: _____ Age: _____ Gender: Male Female

INCIDENT DATA:

Location of Incident: (describe the location below and mark an X on the facility diagram)

Location: _____

Water Depth, if a water rescue: _____

Water Conditions: _____

Facility Condition: _____

Description of Incident: (Describe what happened and include any contributing factors, such as unaware of depth, medical reasons, etc.): _____

Did an injury occur? Yes No

If yes, describe the type of injury: _____

CARE PROVIDED:

Did facility staff provide care? Yes No

Describe care provided in detail: _____

PATRON ADVISED:

Describe any instructions provided to the patron (cautioned to obey the rules, issued a life jacket, etc.): _____

Patron returned to activity? Yes No

PATRON RELEASED TO:

Self Parent/Guardian
EMS Transported off-site Medical Facility: _____

STAFF INFORMATION:

Name and position title of staff that provided care: _____
Name(s) of assisting lifeguard(s) or staff involved in incident: _____

REPORT PREPARED BY:

Name: _____ Position: _____
Signature: _____ Date: _____

Witnesses (attach witness descriptions of incident)

Name: _____ Phone: _____
Address: _____
City: _____ State: _____ ZIP: _____

Witnesses (attach witness descriptions of incident)

Name: _____ Phone: _____
Address: _____
City: _____ State: _____ ZIP: _____

REFUSAL OF CARE:

Did victim refuse medical attention by staff? Yes No
If yes, victim (parent or guardian for a minor) signature: _____

ATTACHMENTS:

Note any attachments such as EMS personnel report or follow-up conversations with the victim and/or parents or guardian.

Notify the Chain of Command

The facility's lifeguard supervisor or facility manager needs to be notified when emergencies occur. With a serious injury or death, the lifeguard supervisor or facility manager notifies the appropriate administrator(s) as soon as possible. The administrator works with responding agencies to determine who should contact the victim's family. Your chain of command also may offer advice and guidance on what needs to be done before reopening the facility.

Check the Equipment and the Facility

All equipment and supplies used in the rescue must be inspected. You or other safety team members must report and/or replace all damaged or missing items before returning to duty. Properly clean and disinfect any equipment or areas of the facility exposed to blood or other potentially infectious materials. Use biohazard bags to dispose of contaminated materials, such as used gloves and bandages. Place all soiled clothing in marked plastic bags for disposal or cleaning. If the facility was cleared or closed during the incident, put all required equipment back in place before reopening the facility.

Remove any equipment involved in the emergency, such as a tube, sled or mat, from rotation until it is cleared by the lifeguard supervisor or facility manager. If an injured victim was put on a backboard, EMS personnel usually will use that same backboard to transport the victim to a hospital. If this occurs, ask EMS personnel to temporarily exchange backboards with the facility; otherwise, immediately replace the backboard or close the facility until a backboard is available on site. Report any missing or damaged items to the lifeguard supervisor or facility manager.

Take Corrective Action

Before reopening the facility, you or another member of the safety team should correct any problems that contributed to the incident, such as tightening a loose step on a ladder. If a problem cannot be resolved, you may need to restrict access to the unsafe area.

Return to Duty

After completing your responsibilities for the rescue, return to surveillance duty at the appropriate lifeguard station. Follow the procedures for lifeguard rotations. Inform your supervisor if you need time to regroup or are too shaken by the incident to effectively focus on surveillance.

Reopen the Facility

During or after a significant incident, the lifeguard supervisor, facility manager or another individual as identified in the EAP decides whether to close the facility temporarily, and when to reopen. The decision may depend on safety issues, such as whether enough lifeguards are ready to return to surveillance duty, all of the required equipment is in place or spills involving blood or other potentially infectious materials have been cleaned up.

Deal with Questions

Television or newspaper reporters, insurance company representatives and attorneys may ask questions about the emergency, as may people who are just curious. Do not give out any information about the incident or injured person. Only management or a designated spokesperson should talk to the media or others about an incident; your doing so may lead to legal action. The procedure for dealing with the media and others should be laid out in the policies and procedures manual and the EAP.

If people ask questions, let them know that you are not the appropriate person to speak to regarding the incident and refer them to the manager or spokesperson. Do not discuss the emergency with anyone who is not on the facility staff, except for safety team members who are there to assist staff. If the area where the incident happened is visible from public property, you cannot prevent people from taking pictures or recording from a public area. However, facility policy may state that permission from management is necessary before anyone is allowed to take photos or record inside the facility.

Attend the Operational Debriefing

The entire safety team may attend a meeting to talk about what happened before, during and after the emergency. Avoid assigning blame or criticizing anyone's actions or reactions. The goals of the debriefing are to:

- Examine what happened.
- Assess the effectiveness of the EAP.
- Consider new ways to prevent similar incidents.
- Be alert for stress reactions after a critical incident. If the incident involved a serious injury or death and you need assistance in coping with the experience, a licensed mental health professional may help.

CRITICAL INCIDENT STRESS

In an emergency, a person may react both physically and mentally. Physical reactions include tense muscles and increased heart rate and breathing. Mental and emotional stress may manifest as sleeplessness, anxiety, depression, exhaustion, restlessness, nausea or nightmares. Some effects may occur immediately, but others may appear days, weeks or even months after the incident. People react to stress in different ways, even with the same incident. Someone may not even recognize that they are suffering from stress or know its cause.

A critical incident may cause a strong emotional reaction and interfere with a lifeguard's ability to cope and function during and after the incident. For lifeguards, critical incidents include:

- A patron's death, especially the death of a child or a death following a prolonged rescue attempt
- An event that endangers the rescuer's life or threatens someone important to the rescuer
- The death of a co-worker on the job
- Any powerful emotional event, especially one that receives media coverage

These catastrophic events are especially stressful if the lifeguard believes that they did something incorrectly or failed to do something—even after doing exactly what they were trained to do. This stress is called **critical incident stress**. It is a normal reaction. Someone experiencing this usually needs help to recognize, understand and cope with the stress. If this type of stress is not identified and managed, it can disrupt a lifeguard's personal life and their effectiveness on the job. Facility management should help by contacting a licensed mental health professional.

5-3 EMERGENCIES OUTSIDE OF YOUR ZONE

Emergencies sometimes occur away from the water in places, such as:

- Locker rooms
- Concession areas
- Entrance and lobby areas
- Mechanical rooms
- Playgrounds and play areas
- Parking lots

You must be prepared to respond to these emergencies even though they are outside of the immediate aquatic environment and not part of your zone of responsibility.

If you witness or are told about an emergency when you are not on surveillance duty, you should activate the pre-determined EAP signal. If the

signal cannot be heard from your location, and you cannot or should not move the victim, you should send a patron to alert another staff member to initiate the facility's EAP. In the meantime, size up the scene, assess the victim's condition and give appropriate care.

You also could be summoned by other safety team members to respond to or assist with emergencies in other parts of your facility, such as a gymnasium, childcare area, cardio or weight room, sauna or park area. Whereas some of these areas might be supervised by facility staff trained in basic first aid, lifeguards might be called upon to respond in an emergency because they are trained at the professional level. Follow your facility EAPs for leaving your zone of responsibility to assist in these types of emergency situations.

THE NEED FOR RESCUE DATA

Training agencies, such as the American Red Cross, can gain a great deal of useful information from reviewing aquatic facilities' rescue reports. Knowing the details about the emergencies to which lifeguards respond and the rescue methods that they use while on the job can help these agencies to determine what lifeguards and management need to know to be prepared and effective in an emergency.

For example, the Department of Kinesiology at the University of North Carolina at Charlotte has developed a rescue reporting system to gather information for this purpose. The ultimate goal is to help the Red Cross and others learn more about what actually takes place when lifeguards are called upon to respond to an emergency. This includes details, such as:

- Environmental conditions at the time of the rescue.
- How lifeguards identified the emergency.
- The type of equipment used.

The information is gathered in a multiple-choice format and is completely anonymous. All emergencies, from a complex rescue to a simple reaching assist, can be reported.

To access the survey, go to:

kinesiology.uncc.edu/student-resources/water-rescue-usa

5-4 WRAP-UP

EAPs are blueprints for handling emergencies. You need to know your EAP responsibilities and the roles given to all members of the safety team. Working as a team and practicing EAPs helps everyone know how to respond in an emergency and how to manage the stress it may cause.

BENCHMARKS FOR LIFEGUARDS

Lifeguards should:

- Handle rescues with a sense of urgency.

BENCHMARKS FOR LIFEGUARDING OPERATIONS

Lifeguard managers should ensure that:

- EAPs are facility-specific, address multiple staffing levels and include back-up coverage.
- EAPs are reviewed and practiced at pre-season and regular in-service training.
- Water rescues and incidents are mapped and analyzed.
- Timely and complete documentation of incident and injuries are maintained.



Chapter 5 Review

1. Why should an EAP be facility specific?

2. Provide three examples of situation-based EAPs.

1)
2)
3)

3. Place the following EAP actions in order for a situation where the victim is responsive and does not require additional care:

- _____ Rescue
- _____ Equipment check/corrective action
- _____ Signal
- _____ Return to duty
- _____ Report, advise, release



Chapter 5 Review

4. Describe the actions of the additional safety team members listed below during a rescue where the victim is unresponsive and requires additional emergency care.

Other lifeguards:

1)

2)

Additional safety team members:

(Front desk staff, maintenance staff or others as designated by the EAP)

1)

2)

3)

4)

5)

5. When completing a report, you should:

A | Include all details about the incident, including your opinion about how the incident happened.

B | Allow witnesses to discuss their thoughts about the incident before compiling their statement onto one report.

C | Collect all factual information about what was seen, heard and the actions taken.

D | Not allow the victim to leave until you have completed the report and your supervisor has signed it.



Chapter 5 Review

6. Who should deal with questions from the media after an incident? Select all that apply.

- A** | The lifeguard who performed the rescue
- B** | The front desk attendant who called 9-1-1
- C** | The facility manager
- D** | The company spokesperson
- E** | EMS personnel

Why? _____

7. Why might a supervisor chose NOT to re-open a facility that was closed during an emergency? Provide one example.

8. Members of the safety team, including non-lifeguard personnel, should be:

- A** | Trained and certified in first aid and CPR/AED at the same level of the lifeguard team (for professionals).
- B** | Trained in first aid and CPR for non-professionals.
- C** | Trained in CPR if they interested in receiving training.
- D** | Trained to follow the other EAP duties that do not involve providing care.



Chapter 5 Review

9. After an emergency has been resolved, there are still three important tasks to complete. Explain each task.

Report:

Advise:

Release:

10. You must be prepared to respond to emergencies that are outside of the immediate aquatic environment and not part of your zone of responsibility. Describe three areas where these emergencies could occur.

1)

2)

3)



Chapter 5 Review

ADDITIONAL REVIEW QUESTIONS FOR WATERFRONT LIFEGUARDS:



1. An EAP for a missing person includes quickly checking if the person is in the water. Checking for a submerged victim is most difficult for which area?

- A** | Spa with the bottom obscured by water jets
- B** | Lap swimming area in a pool with lane lines
- C** | Underneath play structures in a swimming pool
- D** | Underneath play structures at a waterfront with murky water



Chapter 5 Review

ADDITIONAL REVIEW QUESTIONS FOR WATERPARK & AQUATIC ATTRACTION LIFEGUARDS:



1. What additional steps might be included in the EAP for a wave pool, a winding river and the landing zone of a speed slide?

Wave pool:

Winding river:

Speed slide landing zone:

2. What additional actions must be taken after signaling an emergency in the following attractions?

Wave pool:

Slides:

3. What signals would you most likely use to activate the EAP in a waterpark setting?

