



CANADIAN RED CROSS AQUATIC SAFETY PLAN TEMPLATE FOR WATERFRONT OPERATIONS 2019



Disclaimer

The *Aquatic Safety Plan Guide & Template for Waterfront Operations* is provided only as an information service by The Canadian Red Cross Society (hereinafter the “Society”) in order for the Society to further its humanitarian mission to “improve the lives of vulnerable people by mobilizing the power of humanity in Canada and around the world.” The *Aquatic Safety Plan Guide & Template for Waterfront Operations* is current as of 2019.

The *Aquatic Safety Plan Guide & Template for Waterfront Operations* is a risk mitigation tool based on federal and provincial/territorial legislation, guidelines, and expectations around the planning needed to manage the risks associated with aquatic-related safety incidents, and the training needed to respond appropriately to these incidents if they occur.

The *Aquatic Safety Plan Template for Waterfront Operations* is a risk preparedness strategy that helps to promote safety. The Template is meant to be adapted by the Recipient for their particular context. Use of the Template does not guarantee the prevention of aquatic-related safety incidents or replace other strategies for promoting aquatic safety.

Users of the *Aquatic Safety Plan Guide & Template for Waterfront Operations* should consult with a qualified lawyer and/or their local health department if they need clarification on their own legislative requirements.

The Goal of Canadian Red Cross Swimming & Water Safety

The goal of Canadian Red Cross Swimming & Water Safety is to improve the quality of life by giving people the skills to make safe choices, increase physical fitness, prevent injuries, and act in emergency and rescue situations.

The Fundamental Principles of the Red Cross

Humanity: We serve people, but not systems.

Impartiality: We care for the victims and the aggressors alike.

Neutrality: We take initiatives, but never take sides.

Independence: We bow to needs, but not rulers.

Voluntary Service: We work around the clock, but never for personal gain.

Unity: We have many talents, but a single idea.

Universality: We respect nations, but our work knows no bounds.

Acknowledgements

Since 1946, Canadian Red Cross Swimming & Water Safety programs have continuously evolved. Each program revision is built on the great work completed in the previous revision. The Canadian Red Cross would like to acknowledge everyone who has worked on the Swimming & Water Safety programs and products over the years.

The Canadian Red Cross wishes to thank the many volunteers who have contributed their invaluable knowledge, time, and dedication to the current revision: the Swimming & Water Safety Technical Advisory Group. Their tireless work during the development process has resulted in new programs and products of which Canadian Red Cross volunteers and staff can be very proud.

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The Canadian Red Cross Society (CRCS) has made reasonable efforts to ensure the contents of this publication are accurate and reflect the latest in available scientific research on the topic as of the date published. The information contained in this publication may change as new scientific research becomes available.

This publication is available in English and in French.

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Definitions

Aquatic Instructor – Specialist	A staff member tasked with teaching swimming lessons or leadership courses in an aquatic environment. These may include private or group lessons, lifeguard clubs, sport groups, lifeguard and/or assistant lifeguard courses, or any other aquatic program that needs specialized instruction.
Aquatic Safety Plan (ASP)	A customized plan to ensure and enhance the health and safety of waterfront patrons and staff. It identifies and ensures that the protocols are well documented, and provides a clear tool to create collective understanding of the waterfront’s health and safety practices.
Aquatic Safety Team	A network of people working in the waterfront and in the emergency medical services (EMS) system that prevent, prepare for, respond to, and assist in an emergency at a waterfront. The team is composed of lifeguards, other waterfront staff, and local EMS personnel.
Beach Captain/Aquatic Leader	Though titles vary between facilities and jurisdictions, in this document “Beach Captain/Aquatic Leader” refers to the most senior person in the organization who is responsible for the waterfront operations and its staff.
Emergency Response Plan (ERP)	A plan developed to deal with major emergencies. The plan should include measures to provide safety of patrons, staff, and facilities. The plan should include a list of all possible emergencies, required actions, written procedures, the staff responsible, and the resources available.
Lifeguard	A person with a recognized Canadian Lifeguard Certification who is assigned to protect life and promote safety in a supervised aquatic environment.
Lifeguard team	A team that is formed when two or more lifeguards are on duty at a waterfront at the same time.
Programmer	An individual who specifically works with various aspects of aquatic program development including but not limited to: research, planning, organization, implementation, and evaluation of aquatic programs and staff.
Policy and Procedure Manual (P&P Manual)	A manual that outlines the various organizational philosophies, standards, and guidelines used to achieve day-to-day and long-term objectives.
Special features	Extra features that can be at a waterfront. Special features may include waterslides, rope swings, docks, floatable toys, etc.

Swimming area	An area at the waterfront designated for swimming and beach use by patrons. It is usually marked with signs, ropes, or other buoyant objects to keep motorized boats out of the area and define the area that is monitored by Lifeguards.
Swimming Instructor	Responsible for and teaching learn-to-swim and water safety courses.
Training Partner	Red Cross Training Partners may be large or small businesses, community or municipal organizations, corporations, or other organizations that have an agreement with the Red Cross to conduct training with Red Cross certified Instructors and/or Trainers.
Waterfront	Waterfronts are open-water areas, regulated for public recreational use, including oceans, lakes, rivers, and ponds, and some non-traditional pools or man-made bodies.

Introduction to the *Aquatic Safety Plan Template for Waterfront Operations*

The Canadian Red Cross (CRC) has created the *Aquatic Safety Plan Template* for the waterfront industry to use in creating their own customized plan. Although Aquatic Safety Plans are not required by legislation in all provinces/territories, all waterfront operations can benefit from creating and implementing customized safety plans to promote the health and safety of their patrons and staff.

How to Use the *Aquatic Safety Plan Template for Waterfront Operations*

This Template will help guide you to establish and document the following:

- a) Waterfront information
- b) Staff information
- c) Lifeguarding information
- d) Instructing information
- e) Staff training
- f) Rules
- g) Policies and procedures
- h) Water quality management
- i) Weather conditions
- j) Occupational Health and Safety (OH&S)
- k) Maintenance and cleaning
- l) Emergency Response Plan (ERP)
- m) Critical incident information
- n) Unsupervised waterfronts

Here are a few recommendations on using the *Aquatic Safety Plan Template for Waterfront Operations*:

- Collect any of your current policies and/or procedures that belong in an Aquatic Safety Plan.
- Review the contents of the Guide and Template, and determine the appropriate personnel to contribute to your Aquatic Safety Plan.
- Refer to the accompanying *Aquatic Safety Plan Guide for Waterfront Operations* to help you complete the Template.
- If there is a section in the plan that you currently do not have a policy or procedure for, the Red Cross recommendations in that section can help you create your own policy or procedure.
- If something in the Template is not applicable, simply delete it. Please note: provincial/territorial waterfront safety regulations should not be deleted.
- Once you have completed a draft Aquatic Safety Plan, ensure other aquatic personnel review it and provide feedback.
- The Red Cross strongly recommends you consult with your legal department on the final draft of your Aquatic Safety Plan.

Section 1 – General Waterfront Information

Aquatic Safety Plan Information

Aquatic Safety Plan for:	Insert waterfront operations name here.
This Aquatic Safety Plan was prepared by:	Insert first and last name and position.
Date prepared and finalized:	Insert the date (DD/MM/YY).
Prior to use at the waterfront, this Aquatic Safety Plan was reviewed or updated by:	Insert first and last name and position title.
Date Approved by Health Authority:	Insert the date of the review. Delete if not applicable.
Location(s) of the Aquatic Safety Plan:	List all places that this Aquatic Safety Plan is to be located on site.

Annual Review of the Aquatic Safety Plan

Date Reviewed/Updated (DD/MM/YY)	Staff Member's Name and Position

Waterfront Information

Insert waterfront name.

Insert owner/operator (municipality, national park, corporation, etc.).

Insert physical address, mailing address, and phone number.

Insert seasonal opening and closing dates.

Insert a map of the supervised areas (where lifeguards are scheduled for supervision) and unsupervised areas (where there is no lifeguard scheduled).

Complete the description of the waterfront. Include all of the following specifics:

- Type of waterfront
- Amenities (e.g., water features, change rooms, etc.)
- Muster points/meeting areas

Feature Operations

Complete the list for each supervised area of water with the following specifics. Delete any information that is not applicable.

- Size of supervised swimming area:
- Minimum Depth:
- Maximum Depth:
- Features at or associated with the waterfront (examples: waterslide, rope swing, climbing wall, diving board, inflatable play features) and their respective operation procedures. Include safety rules, emergency shut-offs, and other considerations for each feature.

Operating Permit (if applicable)

Insert information on where the Operating Permit is located and the dates for which the permit is valid.

Renovations

Insert information on:

- What renovations or upgrades have been done
- Date of renovations
- Approval process since the waterfront has opened

Managing Swimmers

Insert information regarding how swimmers are managed when the waterfront is congested.

Section 2 – General Staff Information

Mission Statement and/or Vision Statement

Insert the Mission Statement and/or Vision Statement.

Code of Conduct for Staff

Insert the Code of Conduct for Staff.

Position of Trust

Insert the Position of Trust information for staff.

Organizational Chart (Org Chart)

Insert the waterfront org chart.

Insert other org charts if applicable.

Job Descriptions

Insert all job descriptions for all positions.

New Hire Orientation

Insert Orientation Forms.

Insert Training Checklists.

Staff Qualifications

List all employee:

- Positions
- Qualifications, certifications, and recertification requirements
- Required skills

Assistant Lifeguard Definition and Qualifications

Insert text.

Lifeguard Definition and Qualifications

Insert text.

Swimming Lesson Instructor Definition and Qualifications

Insert text.

Specialized Aquatic Instructor Definition and Qualifications

Insert text.

Beach Captain/Aquatic Leader Definition and Qualifications

Insert text.

Other Staff Qualifications

List other training programs required for employment.

Record Keeping for Staff Qualifications

List the record keeping policies for staff certifications and staff training records.

List where staff records are located on site.

Uniforms

List information regarding the uniform items employees are given, when they are replaced, how to wear the uniform, guidelines on altering the uniform, and guidelines on wearing the uniform or other items bearing the organizations logos on site versus off site.

Lifeguard Uniforms

List the uniform items and equipment provided to lifeguards.

Assistant Lifeguard Uniforms

List the uniform items and equipment provided to assistant lifeguards.

Instructor Uniforms

List the uniform items and equipment provided to instructors.

Other Staff Uniforms

List the uniform items and equipment provided to any other staff.

Section 3 – Lifeguards

Safety Supervision and Injury Prevention

- Describe the orientation and training required for lifeguards at the waterfront.
- Describe the opportunities for in-service and other training.
- Provide information on staffing levels and schedules for times when the waterfront is in use.
- Insert written lifeguarding procedures for your waterfront that staff are trained on.
- Describe the Emergency Response Plan procedures and training.
- List any site-specific training at the waterfront that the lifeguard will require.
- Include training and information on Aquatic Safety Plan procedures.
- List any additional training for lifeguards who supervise specialized programs or features.

Lifeguard Positions and Rotation

Insert information on the policies and procedures for lifeguard positions and rotation.

Insert a map showing the lifeguard positions and rotation.

List the rotation lengths.

Lifeguard Stations

Insert a map and description of the lifeguard stations as well as the types of stations used and when they are used.

Elevated Stations

Insert description and use.

Ground-Level Stations

Insert description and use.

Scanning

List the scanning pattern(s), guidelines for effective scanning practice, and scanning area for each lifeguard position.

Surveillance During Events

List the scanning pattern(s) and guidelines for scanning practice and scanning area for each lifeguard position if guidelines vary according to program.

Competitive Events

Insert scanning pattern(s) and guidelines.

Large Groups

Insert scanning pattern(s) and guidelines.

Primary and Secondary Zone of Responsibility

List the zones of responsibility (primary and secondary) for all lifeguards, the locations of lifeguard positions, whether each lifeguard position is stationed and if they are a roaming or stationary position, and the scanning area of responsibility.

Insert a map showing the zones, lifeguard stations, and lifeguard positions.

Lifeguard Shifts

List the waterfront's lifeguard shifts, including the maximum amount of time lifeguards are on surveillance before rotating off.

Number of Lifeguards Required

List the number of lifeguards required for operating.

Lifeguard Communication – Whistles, Arm Signals, Radios, Verbal Communication

Include the types of communication tools the lifeguards use during their shift.

Whistle Signals

List the whistle signals and when they are used.

Arm Signals

List the arm signals and include visual references.

Radios

List radio protocols, channels, what to do if they go in the water, which staff receive radios, etc.

Section 4 – Instructors

Safety Supervision and Injury Prevention

- Describe the orientation and training required for Instructors.
- Describe the opportunities for in-service and other training.
- Provide information on staffing levels and schedules for programs.
- Develop written instructing procedures that staff receive training on.
- Describe the Instructor Emergency Response Plan procedures and training for staff.
- Describe any site-specific training that the Instructor will require.
- Include training and information on Aquatic Safety Plan procedures.

Lifeguard Requirements During Aquatic-Led Programs

Insert information regarding lifeguards or other positions to assist with any issues that arise during a lesson program or to provide help to an Instructor as needed.

Class Sizes

Insert information on the maximum number of participants in classes per Instructor.

Insert information on the requirements if the maximum numbers are exceeded.

Class Locations

Insert information on where classes are located at the waterfront, policies on where classes will take place if there is a waterfront closure, etc.

Communication

Insert the policies on how Instructors are to communicate with each other during lessons.

Instructor Emergency Response Plan

Include the Instructor's role and responsibilities in the event of an emergency. If relevant, also explain any limitations to their role or responsibilities in emergencies.

Section 5 – Staff Training

In-Service Training

Include the following documentation:

- In-service attendance records—sign in sheets to verify attendance, meeting notes, etc.
- Performance results for each training activity
- Policy for missed in-services and follow-up plan
- In-service lesson plans, meeting notes, support material
- Follow-up timeline

In-Service Training – Lifeguards

Insert any specific lifeguard training conducted.

In-Service Training – Instructors

Insert any specific Instructor training conducted.

In-Service Training – Other Staff

Insert any other staff training that is conducted.

In-Service Training Scheduling

Include the in-service training schedule which could include:

- Number of in-service sessions per season
- Calendar of all in-service sessions planned
- Topics for in-service training
- Details on which employees are required to attend

Section 6 – Best Practices

Rules

List all the general rules.

Signage and Rules

List where all the signs are located at the waterfront.

List the rules that are specific to each amenity, if applicable.

Enforcing Water Safety Rules at Waterfronts

List how the rules will be enforced at the waterfront

Boat Buoys

List where the boat buoys are located and where swimming and boating can take place when the buoys are set up.

Swimming Within the Zone

List information on where the swimming zones are so swimmers know where it is safe to swim, and what areas are supervised by lifeguard versus unsupervised.

Beach Flags

List the information on what the flags mean when they are placed at the waterfront.

The Role of Conservation Officers, Police Officers, and Bylaw Officers

Explain the role of officers that help patrol the waterfront areas and their role if assistance is required.

Breath Holding and Hypoxia Training

List the waterfront rules for breath holding and hypoxia training, including:

- The education patrons should receive on the risks associated with breath holding preceding underwater swimming and extended breath holding in the water
- The requirements for coaches and the required training for their coached activities (swim club, triathlons, etc.)

Diving

List where diving and scuba diving is allowed at the waterfront.

Public Relations Demonstrations

List the information on where and when public demonstrations are done at the waterfront, as well as what staff are responsible for setting up the demonstrations.

Section 7 – Policies and Procedures

List the policies that are applicable to your waterfront. If there is a policy that is not applicable, delete that section.

Cellphone Policy

Include the policy regarding cellphone use and storage while on shift.

Camera Policy

Include the policy regarding use of cameras and taking photos while on shift.

Computer Policy

Include the internal policies regarding:

- Appropriate computer use
- Appropriate programs to access
- Internet use
- Email etiquette, email communication, email storing, confidentiality and record keeping
- Correct use of company email signature and company logo

Fees/Rates

Consider listing the waterfront's rates to give staff quick access to all fees and policies.

Registered Program Fees

Insert text.

Cancellation Policies

Insert text.

Refund Policies

Insert text.

Money Handling Policy

List the policy for employee handling money including:

- Who handles money
- How many people are required during money handling
- Where money is stored
- How to track the amount of money on site
- Theft policy and investigation procedures
- Procedures in case of robbery

Programs

Include policies for the various programs that are offered at the waterfront.

Programs Offered and Description of Programs

Insert text.

Registration Guidelines

Insert text.

Confidentiality of Records and Information

Insert text.

Program Supplies

Insert text.

Program Equipment

Insert text.

Program Inventory

Insert text.

Waterfront Operations Supervised Times Schedule

Include a schedule of when the waterfront is supervised versus when it is not.

Working Alone

List the working alone policy, including:

- The conditions when someone would be alone
- Accessing the building or leaving the building if working alone

Theft and Vandalism

List the theft policy, including:

- What to do when there is a complaint
- The required forms to fill out
- Information required from the patron
- When to contact the RCMP regarding theft of valuable personal belongings
- When and who can check the surveillance cameras

List the vandalism policy, including:

- What to do when something is vandalized
- The required forms to fill out
- Clean up or closure policy
- When to contact the RCMP

- When and who can check the surveillance cameras

Building Security

List all building security policies and procedures, including:

Building Lock-Up Procedure

- Policy for who can lock up
- The procedure to lock and secure the building
- Policy if the building cannot be locked or secured
- List of contact names if the building cannot be accessed

Alarm Codes

- Policy for who receives alarm codes
- Procedure for how to arm the building
- Policy if the building cannot be armed with the alarm code
- List of contact names if the alarm has been set off or issues
- Policy for deactivating staff member alarm codes upon departure of employment

Building Keys or Access Cards

- Policy for who receives keys or access cards
- Protocol for using keys or access cards
- What to do if keys or access cards are lost or stolen
- Policy for returning keys or access cards upon departure of employment

Disclosure of Child Abuse & Suspected Child Abuse

List the policy for disclosure of child abuse or suspected child abuse:

- Suspicion of child abuse
- Procedures for how to report child abuse
- Confidentiality of the report and all people involved in the report
- Employee and family assistance plan resources if required for the staff member

Biohazard Exposure

Include the policy for exposure to any biohazards, e.g., needles, vomit, fecal matter, blood, bodily fluids, etc.

Section 8 – Water Quality Management

Microbiological Water Sampling

Insert the following details:

- Frequency of water sampling
- Area of water where the samples must be taken from
- Name and position of the staff member who is responsible for water samples
- Training for taking water samples
- Where the water samples are delivered
- Policies and procedures for water samples that do not meet the provincial/territorial water quality standards

Water Clarity

Insert procedures for effective water quality management, including:

- Procedure for closing the waterfront when the quality or clarity does not meet provincial/territorial standards

Microbiological Water Sample Report Documentation

Insert the record keeping procedure for water tests, including:

- Name and position of the staff member who is responsible for the water tests
- Where the water test records are stored
- How long the records must be kept

Section 9 – Weather Conditions

Poor Weather Condition Procedure

Inclement Weather

Insert the inclement weather procedure.

Heat Advisory/Extended Hours

Insert the heat advisory procedure and the extended hour procedure if a heat advisory is in place.

Section 10 – Occupational Health and Safety (OH&S)

WHMIS

List when and who conducts the WHMIS training for the employees, when they are required to take the training, and how to keep the certification.

SDS

List where the SDS information is located, who is responsible for maintaining the information, and training on how to read and understand what the information means to the employee and employer.

Employer Responsibilities

List the employer's responsibilities in terms of SDSs.

Worker Responsibilities

List worker responsibilities around SDSs following staff training by the employer.

Hazard Assessments

List when and who conducts hazard assessments and the forms required to complete the assessment.

Personal Protective Equipment

List all personal protective equipment that is required for staff for the various tasks that they are required to conduct.

Include the following information:

- Who is responsible for ensuring that all the personal protective equipment is in good working condition
- Who is notified if it needs to be replaced
- How to conduct inventory on personal protective equipment
- Who is required to maintain personal protective equipment
- What to do if the proper personal protective equipment is not on site for required tasks

Emergency Showers and Eye Wash Stations

Include:

- Map showing where the emergency shower and eye stations are located
- When and why the stations would need to be used

Chemical Storage

List the following information:

- All chemicals stored on site
- Storage requirements and location
- Where the MSDS information is located
- Chemical disposal information
- Chemicals that should not be stored around other chemicals for safety reasons

Chemical Handling

Insert the following information:

- WHMIS training
- Requirements for safe chemical handling and storage
- Personal protective equipment available
- Location of WHMIS training manual and other related training manuals
- Location(s) of MSDS information

Chemical Addition Documentation

Insert the procedure and process for chemical addition, the person who is responsible for the water tests, the record keeping requirement, and how long the records are to be kept.

Near Miss

List the process and policy for completing documentation for a near miss, when an employee is injured at the work site, and policies for keeping employees safe while working at the waterfront.

Electrical Safety

List the following information:

- Daily, weekly, and monthly testing procedures on all Ground Fault Circuit Interrupters (GFCIs)
- Policy if a GFCI is not working properly
- Policy if an electric outlet is not a GFCI

Amenities Inspection

List the following information:

- Daily, weekly, and monthly inspections on all amenities
- Training for employees on conducting inspections on the amenity equipment
- Policy if an amenity is broken or in disrepair
- Policy for closing an amenity

Section 11 – Maintenance and Cleaning

Opening and Closing Procedure

List the waterfront opening and closing procedures. Include:

- Opening and closing checklists
- Which staff are assigned to each task
- Criteria for when the waterfront cannot be opened

Safety Checklist

Include the safety checklist, how frequently the checklist should be completed, and what to do if something does not meet the safety checklist requirements.

Preventative Maintenance

For all equipment, list:

- Manufacturer's information
- Recommendations for equipment use
- Schedule for routine maintenance and inspection
- Schedule for equipment servicing and replacements

Cleaning and Maintenance

Insert the waterfront's cleaning and maintenance schedule and procedures, including:

- Frequency of cleaning and maintenance
- Chemicals or cleaners used
- Instructions on how to clean
- Required training for cleaning specific equipment
- Personal protective equipment required for specific cleaning procedures
- If contractors are hired for cleaning and maintenance and the site-specific training they require.

Documentation

List the documentation required for maintenance, cleaning, and other schedules, including how long to keep the documents, where they are stored, and who completes the forms or can access the forms once in storage.

End of Season Maintenance

List the roles and responsibilities required at the end of the season to properly close the waterfront area.

Section 12 – Emergency Response Plan (ERP)

Diagrams, maps, included for waterfront—location of emergency vehicle access, focal points, safety equipment, First Aid Equipment, muster/meeting points

Roles and Responsibilities

Identify the roles and responsibilities of your team during an emergency.

Practicing the ERPs

List the procedures for practicing the ERPs, the timelines for practicing the ERPs, and other organizations that are included in ERP training.

Non-Aquatic Staff Providing Assistance

Identify how the waterfront uses non-aquatic employees in providing assistance during an ERP.

Emergency Medical Services (EMS)

Insert the procedure for contacting EMS, including the waterfront EMS script and where EMS access the waterfront area.

Equipment

Focal Point

List where the focal points are located and the equipment at the focal point.

Safety Equipment

List all safety equipment in the table below.

Safety Equipment	Quantity	Location	Description of Equipment

Include the maintenance and replacement schedules and the frequency of inspections.

First Aid Equipment

List all first aid equipment in the table below.

First Aid Equipment	Quantity	Location	Description of Equipment

Include the maintenance and replacement schedules and the frequency of inspections.

First Aid Equipment Inventory

Describe the inventory process at the waterfront:

- List how to help ensure first aid supplies and safety equipment do not go below the minimum levels.
- Describe the ordering process, when items are ordered, where they are ordered from, who is responsible for ordering the items, and how the items are delivered.
- Insert inventory checklists.

Personal First Aid Equipment

List the personal first aid equipment that lifeguards and aquatic staff team members carry with them while on shift, if applicable.

Muster Points/Meeting Places

List where all the muster points/meeting places are located and when these areas are used.

Emergency Telephone

Include where the emergency telephone is located, the list of emergency phone numbers, and the procedure and script for contacting EMS.

Emergency Response Plan Procedures

Insert the written procedure for each Emergency Response Plan, including:

- Step-by-step process
- The employees' roles and responsibilities in the event of an emergency
- Employees required to assist during a response
- The equipment required

- Report forms that are required to be completed for the different types of emergencies

Natural Disasters

Insert the procedure for:

- Earthquakes
- Tornadoes
- Avalanches
- Wild fires
- Floods
- Lightning and thunderstorms
- Severe weather conditions (heavy rain and hail, high wind, and/or fog)

Drowning Person

Insert the procedure for assisting a conscious drowning person, an unconscious drowning person, or a submerged drowning person.

Missing Person

Insert the procedure.

Minor and Major First Aid Emergencies

Insert the procedures for responding to the following minor and major first aid emergencies. You may wish to include procedures for additional first aid emergencies not listed in this template.

- **AED use**
- **Anaphylaxis**
- **Assisting with medication**
- **Asthma**
- **Bone, muscle, and joint injuries**
- **Bleeding**
 - Life threatening external bleeding
 - Non-life threatening external bleeding
 - Nosebleeds
- **Burns**
- **Chest pain**
 - Heart attack
 - Stroke
- **Choking**
 - Partial Choking
 - Complete Choking
 - Unresponsive Choking
- **CPR**
- **Concussions**
- **Cuts and scrapes**
- **Dehydration**

- **Diabetic emergencies**
- **Electrical shock**
- **Fainting**
- **Heat-related incidents**
- **Hyperventilation**
- **Opioid-related**
- **Poisoning**
- **Seizures**
- **Shock**
- **Unconscious, non-breathing, and/or pulseless**

Suspected Head, Neck, and Spinal Injuries

Insert procedures for responding to suspected head and spine injuries.

Removal of a Non-Breathing Person

Insert procedure.

Removal, Two-Rescuer, Backboard/Extraction Board

Insert procedure.

Health/Hygiene Emergencies

Insert procedures for the following emergencies:

- Fecal/vomit incidents
- Sharps procedure, containment, and removal
- Blood and bodily fluid exposure (in and out of water)

Other Emergencies

Insert procedures for the following emergencies:

- Hostile patron
- Bomb threat
- Weapon threat
- Preventative procedure – supervised area clears

Release of Injured/Ill Person

Insert procedure for releasing an injured/ill person, including:

- When to call EMS/9-1-1
- Who will call EMS/9-1-1
- When it is appropriate to release the person from your care
- What instructions to give to the person when releasing them

Reports

Insert the procedure for completing reports related to emergency responses. Include a copy of each report that is required to be completed:

- Incident/accident report
- First aid report
- Refusal of treatment report/patron release form
- Customer service report
- Near miss report
- Workers Compensation Board report—refer to provincial/territorial WorkSafe information, documents, etc.
- Water rescue report
- Suspected abuse of a patron report

Section 13 – Critical Incident Information

Insert the incident response plan, the forms required, the staff that are involved, and any outside services required.

- Information on who to contact
- Critical incident documentation and forms
- Staff debrief procedures
- Clean up procedures
- Closing and re-opening procedures
- Media response
- Post-incident investigation
- Staff follow-up
- Legal considerations

Section 14 – Unsupervised Waterfronts

List the information regarding when the waterfront is unsupervised, and the procedures that are in place to notify the public if the area is unsupervised.