



EMERGENCY ACTION PLAN

Castaway Cove

Created/Modified: 04/01/2023

Howard Johnson Anaheim Hotel and Water Playground | 1380 S. Harbor Blvd. Anaheim, CA 92082

(714)776-6120

Table of Contents

Introduction.....	3
Facility Pool and Attraction Staffing Plan	4
Emergency Equipment.....	5
Calling For Assistance	6
Activating the EAP and Requesting Assistance	6
Temporary Pool Closure/Clearing	7
Incident Reporting.....	7
Pool Emergencies	8
Water Rescue	8
Responsive Patron.....	8
Unresponsive Patron	8
Medical Emergency.....	9
Small Injuries	9
Life-Threatening Emergencies	9
Attraction Emergencies	9
Fire Emergency.....	10
Fire Procedure Details:	10
Unruly or Violent Person(s).....	12
Weather Emergencies	Error! Bookmark not defined.
Lightning	12
Heavy Rain	12
High Winds.....	12
Separated Parties	13
Chemical Leaks or Spills.....	13
Bodily Fluid Response	13
Water Contamination or Clarity Issues	14
Water Contamination	14
Lack of Water Clarity.....	14
Facility Evacuation Procedures.....	15

Introduction

This Emergency Action Plan defines the roles and responsibilities for the Lifeguard Operations staff at Castaway Cove for the various potential emergencies that may occur at the pools, beaches, or water attractions within the operation. The plan also provides additional information such as emergency equipment locations, emergency phone numbers, and evacuation procedures. The EAP creates a safe system of responding to emergencies while minimizing risks and hazards to both facility staff and patrons.

Notes:

- The Emergency Action Plan throughout this document will be referred to as the “EAP”.
- The EAP is a key part of the facility’s overall safety plan. The EAP works in conjunction with operational procedures, facility management, and staff training.
- The EAP will be reviewed and put into scenarios through a combination of in-service training and job orientation.

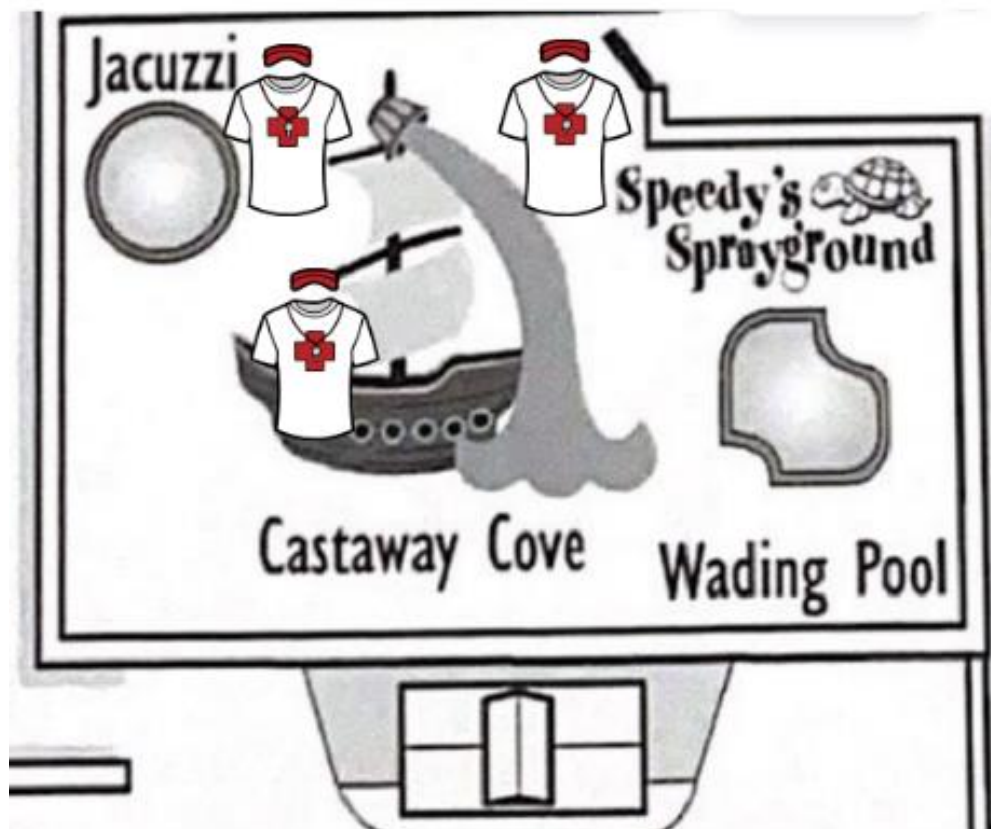
Facility Pool and Attraction Staffing Plan

During normal operations, Castaway Cove will have at least one (1) senior manager and two (1) Lifeguard Supervisors on duty. Each supervisor will be assigned an area of the operation where they are responsible for the lifeguards and aquatic attractions in their respective sections. The manager will have oversight of the entire operation.

Staffing levels for each pool or attraction may vary depending upon the number of patrons and facility activities. Facility Supervisors will be responsible for frequently checking each pool and attraction. They will support the Lifeguards and maintain standards.

The following list are minimum staffing levels for operation of each respective pool or attraction:

- **Lifeguards (2)**
 - Hot tub (1), host/rotator (1)
- **Attraction Attendants (1)**
 - Children's Play Structure (1)



Emergency Equipment

Emergency Response Equipment is always available during operating hours. This equipment must include the following:

- Rescue Backboard
- Automated External Defibrillator (AED)
- Emergency Response Bag containing:
 - Oxygen Tank with Regulator
 - Bag Valve Masks (BVM)
 - Simple Facemask
 - First Aid Kit
- Wheelchair

Equipment should be inspected for proper operating condition every morning prior to opening. This inspection is notated on a daily opening equipment checklist. This ensures all equipment is available and in good working order each day. If an item is not in good working order, then it should be immediately replaced and taken out of in-service. The operation should not open without equipment in place. Each night all equipment is to be stored for safekeeping.

Calling For Assistance

For any situation or incident that requires offsite medical care or operational/management notification, the following phone numbers can be called for additional support:

Telephone Numbers:

- | | |
|-------------------------------|-------------------------------|
| • Emergency | 9-911 or activate ADT buttons |
| • Aquatics Operations Manager | 1-760-238-7585 |
| • General Manager | 1-714-883-8122 |
| • Security | Contact Manager on Duty |
| • Hotel Doctor | 1-888-337-7007 |
| • Poison Control Center | 1-800-222-1222 |
| • Police (non-emergency) | 1-714-765-1900 |

Activating the EAP and Requesting Assistance

The following steps should take place to activate the Emergency Action Plan and request further assistance:

- The first responding Lifeguard will initiate the EAP by blowing two (2) long whistle blasts and activate the ADT button to notify other Lifeguards in the immediate area for assistance as well as the Supervisor or Manager.
- Any Lifeguard in the immediate area with a facility issued cell phone can further request assistance or direct the Supervisor to the specific location.
- Responding Lifeguard(s) and Supervisor(s) should begin immediate emergency care and seek to stabilize the patron(s) needing assistance.
- Supervisor(s) will focus on scene management, information gathering, and ensuring no additional patrons or staff members are at risk.
- Additional responding lifeguards should notify other personnel working at their pool or attraction to assist in closing that area. The lifeguards should then immediately proceed to the area of need.
- Additional responding lifeguards or personnel will bring any needed emergency equipment.
 - Additional oxygen may be required in some cases and should be on standby in any situation that requires emergency oxygen use.
- Lifeguards should not leave their zone unattended unless required to assist the first responding Lifeguard who activated the EAP. They should instead focus on their pool or attraction to account for additional zone coverage for a vacant position if possible.
- All staff should conduct themselves in a manner that conveys control of the situation to the patrons. The patrons and those around you will take their cues from you.
- Do not discuss an incident with or mention past incidents to any patron or staff member other than a manager.
- Do not make any promises about refunds, payment for medical bills, etc.

- Once the scene is stabilized, the Manager and Supervisors will develop a plan for staff and re-open any closed pools or attractions as needed.

Temporary Pool Closure/Clearing

If required, a Lifeguard can temporarily close a pool for the following situations:

- A medical or drowning emergency.
- If they deem that the conditions are not safe (i.e. ride malfunction, weather, unsafe patron behavior, etc.)
- Water contamination or poor clarity

Patrons should be informed that they are required to exit the pool for a temporary closure. Management should properly message the closure to the patrons. Suitable signage should be placed around the pool area informing the patrons of the closure.

In a non-emergency situation, Lifeguards are required to call for assistance from the Supervisor. All pool or attraction closures should be informed to Management.

In emergency situations, any staff available in that area should assist with crowd control or other requirements.

Incident Reporting

Any incident, accident, injury, or other unusual event that occurs in or around the facility pools or attractions should be documented. Reporting should be led by Management as per park guidelines. Incident reports should include an official incident report, patron/staff details, witness statements, photos, and any other information that can be retrieved to assist later.

Supervisors or Managers will be responsible for leading the incident report collection of information and statements. Anyone who witnessed the injury and/or was directly involved is recommended to provide a witness statement. Witnesses should provide as much detail as possible, focusing only on the factual information they know first-hand. Assumptions or third-party information should not be included. Reports should be completed in full and submitted to the management as early as possible.

Pool Emergencies

Any Lifeguard discovering a potential or actual emergency shall activate the EAP and, without jeopardizing staff safety, begin response.

WATER RESCUE

1. Lifeguards should be ready to perform rescues and always assist patrons.
2. Using the STAAR technique, the Lifeguard will identify a potential distressed person. If there is ever doubt about entering the water for a rescue, the general rule to follow is **"If you don't know, GO!"**
3. The Lifeguard readies themselves. The rescue tube is in proper position with strap gathered (not caught on anything) and the whistle is ready.
4. The Lifeguard will blow one (1) loud, long whistle blast to inform anyone in the area there is a water rescue in progress. If an incident that may require additional assistance is suspected, the Lifeguard will blow two (2) loud, long whistle blasts as soon as possible.
5. The Lifeguard enters the water using the compact jump entry only. The lifeguard maintains eye contact with the distressed/drowning patron as much as possible.
6. Other Lifeguards in the immediate area shall remain alert to the rescuer's area, as well as your own until the rescuer returns.

RESPONSIVE PATRON

1. After reaching the patron, the Lifeguard will perform the appropriate rescue. The Lifeguard will calm the patron by talking to them while moving to the nearest exit or shallow area.
2. Once the Patron is safely out of the water and/or out of danger, the Lifeguard will return to station and resume normal duties.
3. The Supervisor will speak with the rescued patron and retrieve information for a rescue report to be completed. The Supervisor will recommend a life jacket or limited activities for the person based upon their abilities.
4. NOTE: If a Patron is coughing or having trouble breathing, the patron should be referred to further treatment for evaluation.

UNRESPONSIVE PATRON

1. After reaching the patron, the Lifeguard will perform the necessary rescue. If there are no obvious signs of life, the Lifeguard will perform five (5) rescue breaths.
2. If it wasn't already done, the lifeguard will blow two (2) long, loud whistle blasts to further activate the EAP.
3. Once the patron is extricated from the water, the Lifeguards will immediately perform an assessment by checking for obvious pulse and normal breathing (rise & fall of the chest).
4. Proper care should be applied depending upon the person's condition and vital signs until further support can take over or the patron is transported for further evaluation.
5. The Supervisor or Manager will complete the incident reporting procedures and gather all information, statements, and other details about the incident.

Medical Emergency

SMALL INJURIES

In the event of a small injury (cuts, scrapes, bee stings, etc.), the Lifeguard should do one of two options:

1. Provide First Aid treatment to the patron. First Aid kits are located throughout the facility. Any first aid or medical treatments should be reported to a Supervisors for logging the event.
2. Either call for assistance to provide First Aid or direct the patron to the closest First Aid station.

LIFE-THREATENING EMERGENCIES

In the event of a life-threatening emergency, the responding Lifeguard should do the following:

1. Immediately activate the EAP with two (2) long whistles. If a radio is available, call for further assistance to alert the Supervisor, other Lifeguards, and Management.
2. Emergency care will be provided as required by the responding Lifeguards until further help, ambulance, or advanced medical personnel can respond and take over the treatment.
3. If a Lifeguard is not aiding in the treatment of the Patron, they should assist with crowd control and keeping the area clear.
4. The Supervisor or Manager will complete the incident reporting procedures and gather all information, statements, and other details about the incident.
5. Anyone responding should focus only on providing care and calming the patrons. Responders should never make an attempt to make a diagnosis or attempt to determine the cause of the injury.

Attraction Emergencies

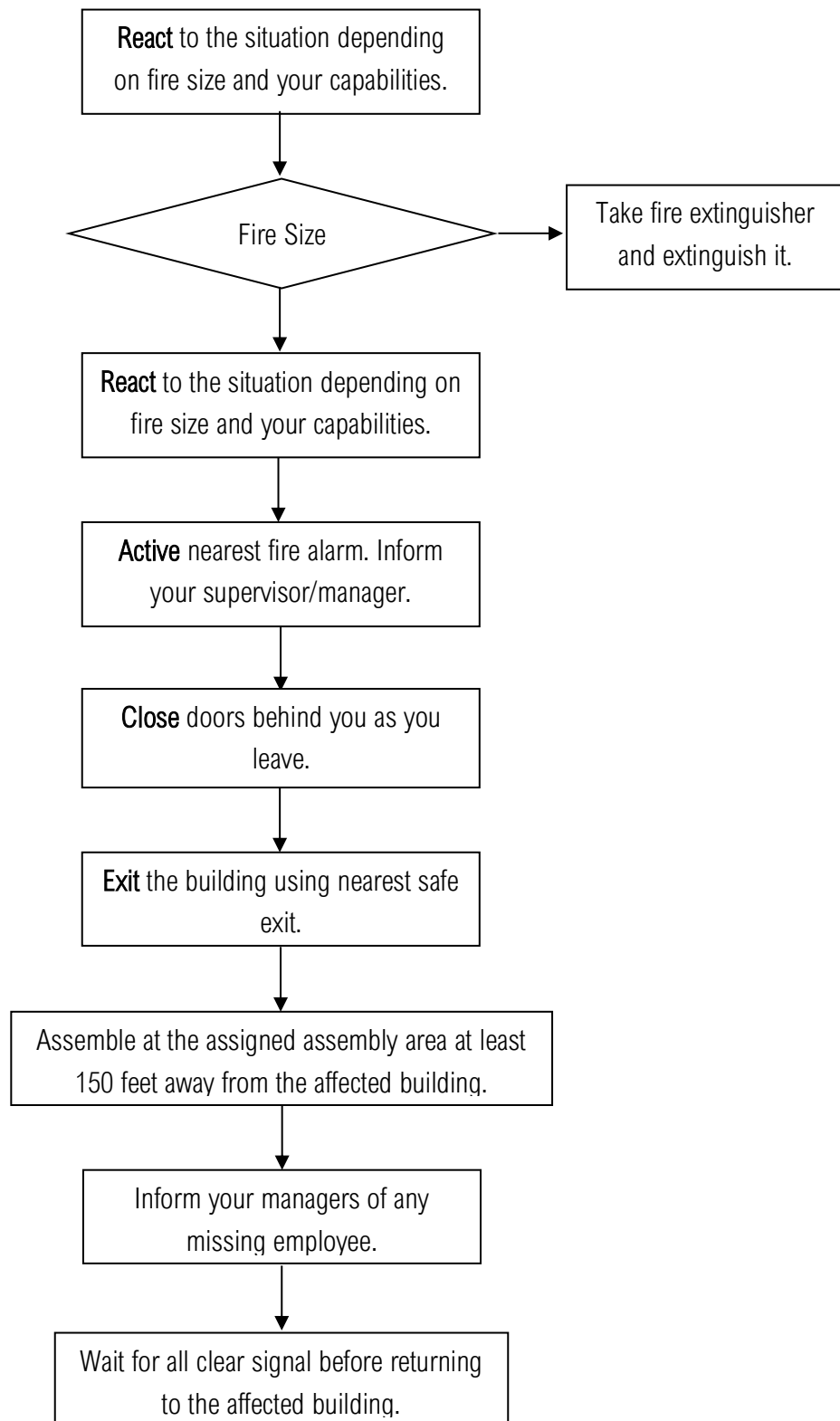
In the event a waterslide or other attraction has an emergency related to an operational malfunction or structural defect, the following procedures should be followed:

- The Lifeguard should immediately close the attraction and blow two (2) long whistles to activate the EAP.
- The lifeguard should attempt to safely communicate with any persons near the attraction to clear the area.
- If a person is in immediate danger, the lifeguard should not attempt to help unless they know they will not further endanger themselves by helping.
- Once a Supervisor or Manager arrives, they should immediately take control and determine the proper course of action.
- Maintenance should be immediately notified to assist as necessary (turn off power, initiate a repair, etc.)
- The attraction shall remain closed until it has been properly repaired, tested, and approved for safe operation.

Fire Emergency

FIRE PROCEDURE DETAILS:

1. All staff members should become familiar with the location of fire alarm pull stations or Emergency break glass in your area and the proper operation of that equipment.
2. Supervisors are responsible for knowing pull station locations in their work area and advising personnel of their locations.
3. If a fire is discovered:
 - **React** to the situation
 - **Activate** the nearest fire alarm pull station/Emergency break glass (if this can be done safely) to signal other staff members
 - **Inform** the nearest Supervisor or Manager
 - **Contain** the fire by closing doors upon exit
 - **Exit** the building using the nearest safe exit
4. After safely exiting the building:
 - Assemble at least 150 feet away from the building.
 - Inform the nearest Supervisor or Manager of any missing staff members.
 - Wait for all clear signal
5. If a fire alarm sounds:
 - Inform the nearest Supervisor or Manager of alarm
 - Contain the fire by closing all doors upon exit
 - Exit the building using the nearest safe exit
 - Inform the nearest Supervisor or Manager if staff members or patrons need assistance.
6. Special considerations:
 - If outside when the alarm sounds, stay outside, and assemble with other staff members.
 - If clothing is on fire, drop to the ground and roll to extinguish the flame.
 - If injured by smoke or fire, inform a co-worker or Supervisor, and seek medical attention immediately.
 - Do not attempt to extinguish a fire unless it is blocking the egress path, or properly trained and equipped.
7. Mobility-impaired staff members or patron
 - If an staff member or patron needs assistance in evacuating the building, contact the nearest Supervisor or Manager immediately upon exiting.
 - No one should enter the building or attempt to return to their workstation during an emergency. Manager will give the "All Clear" signal when it is safe to do so.
8. Missing staff member(s): *(Actions supervisors must take)*
 - Check the evacuation assembly area to ensure the staff member(s) are not located.
 - If the staff member(s) aren't located, notify the nearest firefighter and inform them of the staff member(s) assigned work area so (if possible) a check can be made.
 - Provide fire department personnel with a description of the missing staff member(s) and where they were last seen.



Unruly or Violent Person(s)

In the event a Lifeguard encounters a person who is being unruly, violent, un-cooperative, or otherwise presents a danger to either themselves or others, the Lifeguard should immediately activate the EAP by blowing two (2) long whistles to call for a Supervisor. The Supervisor should call for Security and/or Management to assist with the person as needed. If a Lifeguard or Supervisor ever feel their personal safety is in question, they should immediately remove themselves and any other persons from the area and seek a safe place until further assistance can arrive.

Security, Management, and if necessary, the Police will be responsible for handling the person(s) and managing the situation accordingly.

Inclement Weather

In the event of inclement weather, the following procedures should be followed:

- If a storm is nearby, a staff member will be assigned to observe the storm and watch for storm movement and report any electrical activity.
- In the event the storm impacts operations or the safety of any patrons or staff, the Management will initiate a temporary park closing procedure and clear all attractions, slide towers, and pools.
- All patrons and staff will seek shelter and remain there until the storm has cleared.
- Once the storm is clear, Management will initiate a re-opening by returning all Lifeguards & Slide Attendants to position. Once attractions are properly staffed and operating, Management will allow patrons to use the attractions.

LIGHTNING

- If lightning is visible, Management will immediately temporarily close the park.
- The park will remain closed until 30 minutes after the last visible lightning strike.

HEAVY RAIN

- If rainfall becomes so heavy that it prevents lifeguards from seeing the pool bottom or being able to see the top of any slide tower, Management will temporarily close the park.
- The park will remain closed until the rain has cleared and the pool bottoms or slide tower tops can be clearly seen.

HIGH WINDS

- If high winds are present and prevent operational challenges or potential safety risks, Management will temporarily close the slide towers and any other attractions that may be impacted.
- The park will remain closed until the wind has cleared and the park can safely operate.

Separated Parties

In the event of parent(s) and child(ren) becoming separated, the Lifeguard will notify their Supervisor while still maintaining surveillance of their designated zone. Once the supervisor arrives, they will remain with the lost person until the person can be reunited. If the person is not reunited in 15 minutes, then the Supervisor will call for additional assistance to help locate the missing person.

Chemical Leaks or Spills

In the event of a chemical leak or spill, the immediate affected area must be cleared and secured. Mark off the area and proceed with clean up procedures specified in the Material Data Sheets (MDS) for the chemical. The MDS are located in Howard Johnson's back office in the cabinet above the printer machine.

For further treatment of someone who has encountered a chemical on their face or body, emergency showers and eye wash stations are available.

- Emergency showers are located between the restrooms at Castaway Cove
- Eyewash stations are located inside the mechanical room at Castaway Cove

Bodily Fluid Response

Bodily fluids, including blood, feces, and vomit are all considered potentially contaminated with bloodborne pathogens or other germs. Therefore, spills of these fluids on the pool deck should be immediately cleaned up and the contaminated surfaces properly disinfected.

The most common chemical for disinfection is chlorine bleach. A solution of chlorine bleach and water should be always available. Since a solution of bleach and water can lose its strength, it should be mixed fresh before each clean-up to make sure it is effective.

Recipe for Bleach Disinfecting Solution:

- 9 parts cool water
- 1 part household bleach
- Add the household bleach to the water.
- Gently mix the solution.

A listing of other approved commercial disinfectants can be found at <http://www.epa.gov/oppad001/chemregindex.htm>. These disinfectants are effective when used according to the manufacturer's instructions.

Water Contamination or Clarity Issues

WATER CONTAMINATION

If a Lifeguard is ever notified of or identifies a potential water contamination, the Lifeguard must immediately close the pool and call for a Supervisor for further assistance. Water contamination can include fecal matter, vomit, or large amounts of blood. In response to the possible spread of Recreational Waterborne Illnesses (RWI's), the following plan should be used for all pools. This plan was designed to comply with the Center for Disease Control (CDC) recommendations for water treatment. Any contamination event will be documented.

- The affected pool will suspend operation immediately when staff is notified of possible contamination or staff witnesses any possible contamination.
- The source and type of contamination will be determined as quickly as possible to determine the response.
- Supervisor will contact Maintenance to respond to the potential contamination.
- Any solid contaminants will be removed immediately.
- Water Quality will begin treatment of the water accordingly.
- The pool will remain closed for the required amount of time based upon the contamination type and chemical levels.
- The pool will re-open once Maintenance and Management clear the pool for safe operation.

LACK OF WATER CLARITY

If the bottom of a pool cannot be seen or the water changes color, all patrons must be evacuated from the affected pool.

1. Politely ask the patrons to leave the pool until the problem can be rectified.
2. Contact the Manager
3. Manager to ensure water checks are completed
4. Manager to rectify the problem in the correct manner.
5. Once the water clarity and readings have been restored, the Manager may allow the patrons to return into the pool.
6. A report must be completed with the water test results and action taken by the manager.

Facility Evacuation Procedures

