



EMERGENCY ACTION PLAN

Camp Pendleton – Santa Margarita

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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	6
Incident Reporting	7
Pool Emergencies.....	8
Water Rescue	8
Water Rescue Continued - Responsive Patron.....	8
Water Rescue Continued - Unresponsive Patron	8
Medical Emergency	9
Small Injuries	9
Life-Threatening Emergencies	9
Employee Injuries.....	9
Fire Emergency.....	10
Fire Procedure Details:.....	10
Unruly or Violent Person(s)	12
Active Assailant	12
Workplace Violence.....	12
Inclement Weather	13
Lightning	13
Heavy Rain/Flooding	13
High Winds.....	13
Earthquake.....	14
Separated Parties.....	14
Chemical Leaks or Spills.....	14
Bomb Threat.....	15
Civil Unrest.....	16
Air Quality.....	16

Bodily Fluid Response	17
Water Contamination or Clarity Issues	18
Water Contamination	18
Lack of Water Clarity	18
Facility Evacuation Procedures.....	19
Evacuation	19
Evacuation Routes	19
Appendix	20
Shelter in Place	20
Bomb Threat Checklist.....	20
Evacuation Accountability Form	20
AQI Resource	20
Chemical Safety.....	21

Introduction

This Emergency Action Plan defines the roles and responsibilities for the Premier Aquatics Operations staff at Santa Margarita 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, Santa Margarita will have at least one (1) Regional Manager available by phone, one (1) Lifeguard Supervisor on site, and a minimum of one (1) lifeguard and maximum of two (2) lifeguards present at each pool/facility. The lifeguard supervisor will be on location and will commute between each aquatic facility throughout the day. The Regional Manager will have oversight of the entire operation. Each pool will have a small first aid supply on hand.

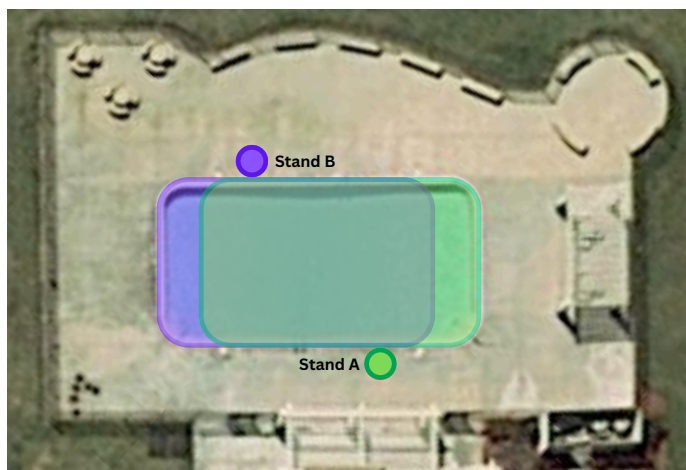
Staffing levels for each pool or attraction may vary depending on pre-approved seasonal contract. Facility Supervisors will be responsible for frequently checking each pool. They will support the Lifeguards and maintain standards.

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

Santa Margarita Pool Zone Charts



Minimum 1 Lifeguard - Total Coverage



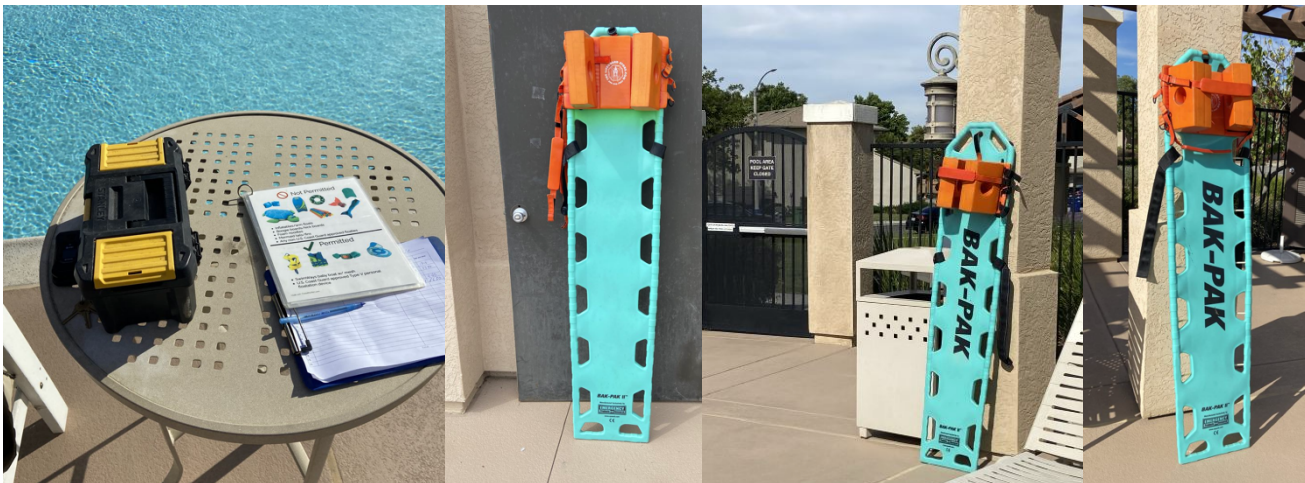
2 Lifeguards - Zone Coverage

Emergency Equipment

Emergency Response Equipment is always located on the pool deck during operating hours. This equipment must include the following:

- Rescue Backboard Adult Size (1)
- Lifeguard Tubes (2)
- First Aid Kit

Equipment should be inspected for proper operating condition every morning prior to opening. This inspection is notated on a daily opening 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 in the guard shack for safe keeping.



Calling For Assistance

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

Reporting Chain/Telephone Numbers:

- | | |
|------------------------------|--------------|
| 1. Emergency | 911 |
| 2. Provost Marshall's Office | 760-725-3888 |

Premier Chain of Command for Reporting Incidents

1. Lifeguard
2. Manager
3. Regional Manager
4. Mike/Chelsea/HR

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 to notify other Lifeguards or personnel in the immediate area for assistance.
- **Additional responding lifeguards or personnel will bring any needed emergency equipment, call 911 (if warranted) and notify the supervisor.**
- Responding Lifeguard(s) and/or trained personnel should begin immediate emergency care and seek to stabilize the patron(s) needing assistance.
- Other Trained Personnel and/or Supervisor(s) will focus on scene management, information gathering, and ensuring no additional patrons or staff members are at risk.
- 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 Regional manager will develop a plan to staff and re-open any closed pools 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. Suitable signage should be placed around pool area informing the patrons of the closure. Proper barriers should be placed to secure area. If barriers are not available, the area should be closed.

In a non-emergency situation, Lifeguards are required to call for assistance from the Supervisor. All pool closures should be informed to Management. Management should properly communicate the closure to the district management team.

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 should be documented and reported to management. Incident reports must be filled out in their entirety leaving no blank spaces. Incident reports should include **ONLY factual** information and should be kept confidential. Incident reports should include an official written incident report document, patron/staff details, witness statements (if applicable), and any other information that can be retrieved to assist post incident.

Lifeguards are responsible for initiating the incident report data collection so long as the body of water is being adequately supervised or is void of patrons. Lifeguards should not be handing the report to the guest to fill out unless there is a language barrier. Should this be the case, the lifeguard must ensure the report is legible.

Supervisors or Managers will be responsible for immediately following up on 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 management as early as possible.

Management will follow procedures for reporting incident reports in the Premier Manager Portal.

***other unusual event* – this can be a harassment claim, employee challenge, guest argument, guest misconduct, theft, destruction of property, employee misconduct, etc.

****FOLLOW REPORTING STRUCTURE****

Pool Emergencies

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

WATER RESCUE

1. Lifeguards should be ready to perform rescues and assist patrons when needed.
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. ****IF ALONE** Clear pool and select bystanders to summon EMS and bring rescue equipment**
5. The Lifeguard enters the water using the compact jump or ease in 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/zone, as well as their own until the rescuer returns.

WATER RESCUE CONTINUED - RESPONSIVE PATRON

7. 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.
8. Once the Patron is safely out of the water and/or out of danger, the lifeguard will speak with the rescued patron and retrieve information for a rescue report to be completed.
9. The lifeguard (or Supervisor if on site) will require a proximity policy adherence and a lifejacket or limited activities for the person based upon their abilities and the cause for the rescue.
10. Once incident report is complete, the Lifeguard will return to station and resume normal duties.
11. NOTE: If a Patron is coughing or having trouble breathing, the patron should be referred to further treatment for evaluation.

WATER RESCUE CONTINUED - UNRESPONSIVE PATRON

7. 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.
8. If it wasn't already done, the lifeguard will blow two (2) long, loud whistle blasts to further activate the EAP.
9. Once the patron is extricated from the water, the Lifeguard(s) will immediately perform an assessment by checking for obvious pulse and normal breathing (rise & fall of the chest).
10. 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.
11. The Manager will Follow Reporting Structure and will assist in gathering Incident Report information, guest statements, and coordinating how the remainder of the day will go with Regional Manager.

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. Either call for assistance to provide First Aid or direct the patron to the Lifeguard who is not on stand.
 2. If alone, clear the pool and provide First Aid treatment to the patron. First Aid kits are located next to the lifeguard stand.
- **NOTE:** Any first aid or medical treatments should be documented on an incident report form AND reported to a supervisor for logging the event.

****FOLLOW REPORTING STRUCTURE****

****Assess equipment used and replace needed items****

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 another lifeguard is available, have them call the manager after calling 911.
2. Emergency care will be provided as required by the responding Lifeguard(s) 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 cause of the injury.

****FOLLOW REPORTING STRUCTURE****

****Assess equipment used and replace needed items****

EMPLOYEE INJURIES

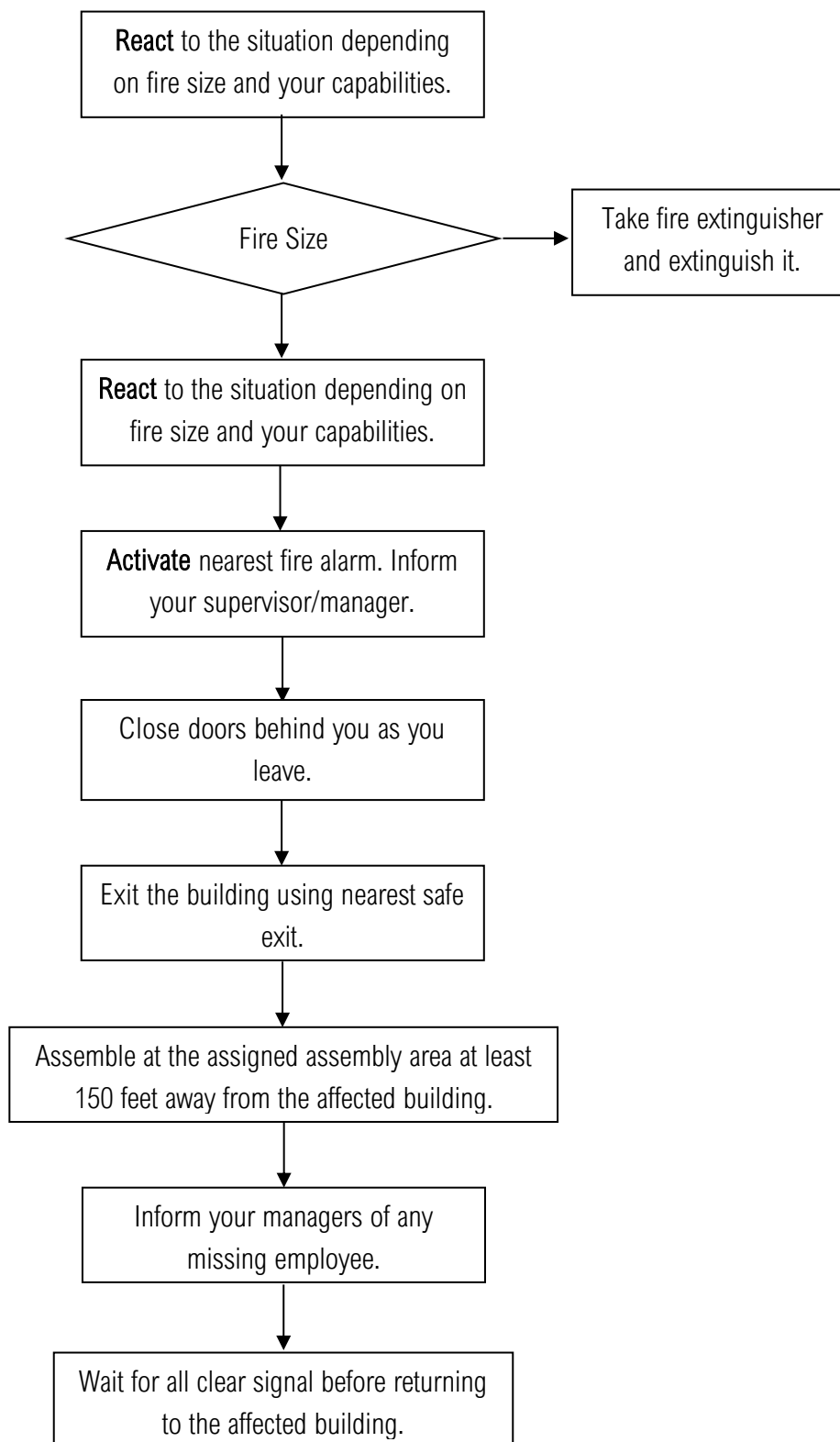
In the event of an employee injury (cuts, scrapes, bee stings, reactions, etc.), the Lifeguard should follow the below:

1. If the injury or event occurred to self, call for help (**911 if warranted** AND a manager) and provide self-care to the best of your ability.
2. If another employee, provide First Aid treatment to the employee. First Aid kits are located next to the lifeguard stand. Any first aid or medical treatments should be reported to a supervisor immediately.
3. If able to do so, complete incident report noting "employee" on the document.
4. If additional care is needed for the injury, call Regional Manager and/or Director of Field Operations immediately.

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 (clear the pool and activate EAP)
 - **Activate** the nearest fire alarm pull station/Emergency break glass (if available and 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 (tell guests to exit promptly and safely)
4. After safely exiting the building:
 - Assemble at least 150 feet away from the building. Reference [Evacuation Maps](#)
 - 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 a 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, and attempt to contact staff member (in case they left the scene before being released).
 - 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.



****FOLLOW REPORTING STRUCTURE****

Unruly or Violent Person(s)

In the event a Lifeguard encounters a person who is being unruly, un-cooperative, or aggressive, the Lifeguard should immediately remove themselves from the interaction and call for a supervisor. The Supervisor should PMO 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, call 911, 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.

ACTIVE ASSAILANT

In the event of a violent person:

1. Get away from the person/facility.
 - a. Alert patrons to the issue and tell them to follow.
 - b. Call 911 as soon as it is safe to do so.
2. If it is not possible to get away, hide in a location and lock/barricade the door. Refer to ["Shelter in Place"](#) in appendix.
 - a. Turn off lights and silence cell phone(s)
 - b. Stay out of view.
3. As a last resort, fight.
 - a. Use anything you can as a weapon.
 - b. Remember, even a sharpshooter has a hard time aiming when things are coming at their face or body.
4. Responding officers will not stop to check on you as their main priority is to end the incident. Tend to injuries to the best of your ability and wait for first responders.
5. If officers enter the place you are hiding, remain calm, do not make any sudden movements, and keep hands clearly visible.
6. Wait for further instruction from authorities.

When Calling 911, communicate the following:

1. Number of and location of active assailant(s)
2. Physical description(s)
3. Number and types of weapon(s)
4. Number of potential victims in area

WORKPLACE VIOLENCE

Any act of violence or threat of violence that occurs in a place of employment. The Human Resources Director is the designated Workplace Violence Prevention Plan Administrator and is responsible for developing, implementing, and maintaining the plan. Every employee has a role in the Workplace Violence Prevention Plan and will be provided with training upon hire. Refer to company Workplace Violence Prevention Plan for further information and training.

1. Managers/Supervisors/Employees
 - a. Work together to prevent workplace violence.
 - b. Call 911 if deemed appropriate.
 - c. Immediately report all threats or acts of violence to supervisor, manager, or Human Resources.
 - d. Document and follow procedures as designated by Human Recourses.

Inclement Weather

In the event of inclement weather, the following procedures should be followed and **FOLLOW REPORTING STRUCTURE** for each procedure:

- If a storm is nearby, management will observe the storm and watch for storm movement and report any electrical activity.
- In the event the storm is impacting operations or the safety of any patrons or staff, Management will initiate a temporary facility closure procedure and have lifeguards clear all pools and close facility.
- All patrons will be asked to leave, and staff will seek shelter and remain there until the storm has cleared unless otherwise instructed.
- Once the storm is clear, Management will initiate a re-opening by notifying Lifeguards they may return to position and reopen their facilities.

LIGHTNING

- At the first sound of thunder or the first sighting of lightning, clear everyone from the water for 30 minutes and close the facility. The time will restart after each sound of thunder or strike of lightning.
- The facility will remain closed until 30 minutes after the last visible lightning strike.

HEAVY RAIN/FLOODING

- If rainfall becomes so heavy that it prevents lifeguards from seeing the pool bottom, lifeguards will clear the pool, and notify the supervisor. Management will make the call to temporarily close the facility after speaking with the Regional Manager.
- The facility will remain closed until the rain has cleared and the pool bottoms can be clearly seen.
- In the event a "Flood Advisory" is issued, management will remain vigilant and communicate to the team their awareness and intent to update them should weather forecasts escalate or real time weather become more severe.
- In the event a "Flood Warning" is issued, affected facilities will *close and Lifeguards will be sent home if it is safe to do so. Lifeguards will be required to update the When I Work chat with "Made it!" to ensure all make it home safely.
 - *Should a facility be unable to close due to operating procedures outside of our own, Premier Aquatics Directors will communicate with contract/facility to ensure team member safety. Refer to "Shelter in Place" in appendix.
- Regional manager will need to stay informed of the closure, accountability of team, and updating the contract.

HIGH WINDS

- If winds are picking up, be on alert for it to change quickly.
- If you see furniture movement or can no longer see the bottom of the pool, clear the pool and notify your supervisor. The supervisor will give further directions on whether guests can stay at the facility or must leave temporarily.
- If the winds change abruptly and the deck conditions become unsafe due to debris, heavy sand, and/or furniture movement, clear the pool and the deck and seek shelter before calling your supervisor. Refer to "Shelter in Place" in appendix.
- The facility will remain closed until the wind has cleared and the facility can safely operate.

Earthquake

In the event of an earthquake, remain calm, activate the EAP, and follow the below steps:

- Clear the pool immediately.
- Shelter in place and give direction to the guests to shelter in place. Running around can cause further injury. Refer to [“Shelter in Place”](#) in appendix.
- After the shaking has subsided, instruct the guests that we will be closed for 30 minutes at least (longer based on severity of earthquake). This window will give the earth time for aftershocks, and will allow us to assess the pool, deck, and pool mechanisms.
 - Ensure no guests are injured, including yourself!
 - The manager will communicate with the Regional Manager, Contract maintenance, Premier Pool maintenance to assess safe reopening.
- Check all locker rooms/bathrooms/other rooms that can be accessed by patrons and ensure nobody was injured.
- If the facility is no longer safe, evacuate and meet at the assembly point until you receive further instruction. Driving may not be safe; therefore, you should not be leaving without direction to do so.
- Management will take attendance and provide further instructions based on information collected from Premier Headquarters and/or public safety notices.

Separated Parties

In the event of persons 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, the Supervisor will call for additional assistance or the authorities to help locate the missing person.

Things to Note:

- Obtain an accurate description of the missing individual and where they were last seen.
- Clear the pool and do a bottom sweep of all bodies of water.
- Check all locker rooms/bathrooms/other rooms that can be accessed by patrons.

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 to prevent anyone from entering and to help prevent exposure. If the spill or leak cannot be contained and appropriately marked off, retreat to an area of safety that is away from threat of exposure. Report the incident to management and if warranted, call 911. Once everyone is safe, management will call maintenance to request cleanup. [**FOLLOW REPORTING STRUCTURE**](#)

For further treatment of someone who has encountered a chemical on their face or body, Reference [CHEMICAL SAFETY](#) and follow the instructions on the Safety Data Sheet (SDS) for “First Aid” Treatment. The SDS are located in the pump room.

- For powder, brush off with a gloved hand. Seek further medical care should irritation occur.
- For fluid, remove contaminated clothing and rinse body part under running water for 20 minutes. Seek further medical care should irritation occur.
- If in eyes, flush eyes out for 15 minutes and/or call 911 if eyewash station is not available. Seek further medical care.
- Should inhalation/ingestion of a chemical occur, follow guidance from **National Poison Help Hotline 800-222-1222**

Bomb Threat

Refer to company Workplace Violence Prevention Plan for further information and training.

1. If a bomb threat is received by phone:
 - a. Keep calm. Keep the caller on the line for as long as possible. Don't hang up, even if the caller does.
 - b. Listen carefully. Be polite and show interest. Keep the caller talking to learn more information.
 - c. Write a note to a colleague to call the authorities, or as soon as the caller hangs up, immediately notify 911 yourself from a different phone. Notify your manager.
 - d. Write down the number and/or letters displayed on the phone.
 - e. Complete the bomb threat checklist immediately. Write down as much detail as you can remember. Try to get exact words.
2. If a bomb threat is received by a handwritten note:
 - a. Call 911, notify your manager, and handle the note as minimally as possible.
3. If you receive a suspicious package/letter
 - a. Call 911, notify your manager, and do not touch the package/letter.
4. Signs of a suspicious package:
 - a. No return address
 - b. Excessive postage
 - c. Stains
 - d. Strange odor
 - e. Strange sounds
 - f. Unexpected delivery
 - g. Poorly handwritten
 - h. Misspelled words
 - i. Incorrect titles
 - j. Foreign postage
 - k. Restricted notes

Civil Unrest

Civil unrest events are often associated with riots, looting, or protests. In these instances, sheltering-in-place is an action taken to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation. Refer to company Workplace Violence Prevention Plan for further information and training. Refer to [“Shelter in Place”](#) in appendix.

1. The person-in-charge or manager will collect the names of everyone in the shelter area.
2. If possible, the business voicemail recording will be updated to indicate the building is closed due to the emergency.
3. If the civil unrest includes hazardous chemicals, the HVAC systems may be shut off.
4. If in danger of broken glass, window shades will be closed.
5. Emergency supplies will be moved to the shelter area.
6. Managers and executive leadership will listen/read available mediums (radio, internet) for further instructions until we are told all is safe or to evacuate.

Air Quality

Air Quality Index (AQI) will be measured using [AirNow Mobile App](#) to be installed by Regional Managers onto their cellular devices. AirNow will be routinely checked during times of known air pollution such as during wildfires or Santa Ana Winds.

Air Quality Index	Who Needs to be Concerned?	What Should I Do?
Good (0-50)		It's a great day to be active outside.
Moderate (51-100)	Some people who may be unusually sensitive to particle pollution.	Unusually sensitive people: Consider making outdoor activities shorter and less intense. Watch for symptoms such as coughing or shortness of breath. These are signs to take it easier. Everyone else: It's a good day to be active outside.
Unhealthy for Sensitive Groups (101-150)	Sensitive groups include people with heart or lung disease, older adults, children and teenagers, pregnant people, minority populations, and outdoor workers.	Sensitive groups: Make outdoor activities shorter and less intense. It's OK to be active outdoors, but take more breaks. Watch for symptoms such as coughing or shortness of breath. People with asthma: Follow your asthma action plan and keep quick relief medicine handy. People with heart disease: Symptoms such as palpitations, shortness of breath, or unusual fatigue may indicate a serious problem. If you have any of these, contact your health care provider.
Unhealthy (151-200)	Everyone	Sensitive groups: Avoid long or intense outdoor activities. Consider rescheduling or moving activities indoors.* Everyone else: Reduce long or intense activities. Take more breaks during outdoor activities.
Very Unhealthy (201-300)	Everyone	Sensitive groups: Avoid all physical activity outdoors. Reschedule to a time when air quality is better or move activities indoors.* Everyone else: Avoid long or intense activities. Consider rescheduling or moving activities indoors.*
Hazardous (301-500)	Everyone	Everyone: Avoid all physical activity outdoors. Sensitive groups: Remain indoors and keep activity levels low. Follow tips for keeping particle levels low indoors.*

***Note:** If you don't have an air conditioner, staying inside with the windows closed may be dangerous in extremely hot weather. If you are hot, go someplace with air conditioning or check with your local government to find out if cooling centers are available in your community.

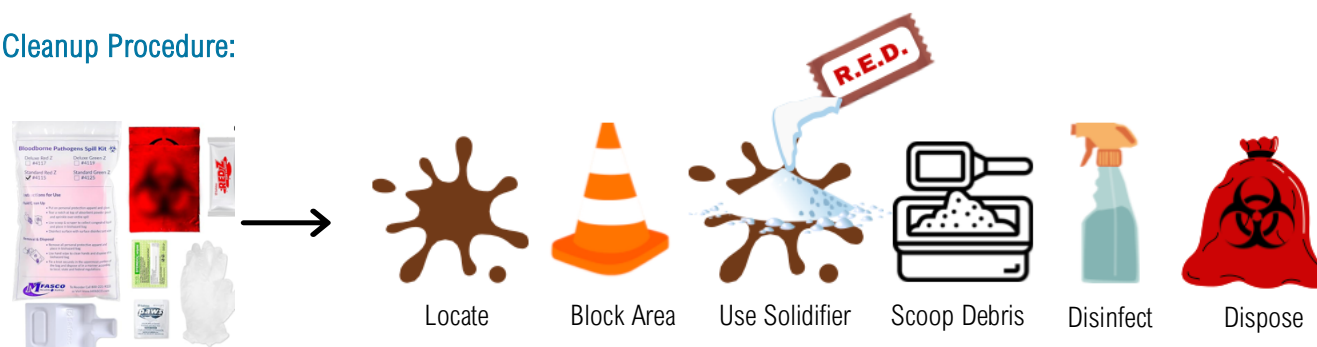
Should the AQI read at 151 or greater, the Regional Manager will work with Human Resources and their affected region to implement procedures to ensure the safety of our employees and guests. These procedures include, but are not limited to:

1. Engineering controls to mitigate exposure in current work area.
2. Schedule changes to reduce exposure time.
3. Personal protective equipment should exposure be inevitable.

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.

Cleanup Procedure:



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 Pool Vendor 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 Pool Vendor 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 in two different locations.
4. Manager to contact pool vendor to help 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 made by the manager.

Facility Evacuation Procedures

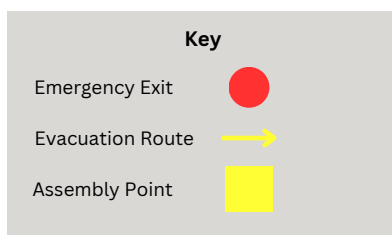
EVACUATION

In the event of a Fire, Severe Chemical Spill, or need to evacuate, it is important to know how to get out and where to go once you are out. Every situation is different, but going to an agreed upon meeting location will aid in ensuring your safety and that of your peers. Remember to stay calm, bring others with you but do not delay your safety to coax others, and follow the below steps.

1. Activate the EAP (ONE long whistle blast)
2. Clear the pool.
3. Inform all patrons that they need to evacuate and tell them you are going to the assembly area.
4. Bring First Aid Kit and Binder with you.
5. Take count of patrons and contact information.
6. Wait for further instruction.

EVACUATION ROUTES

Santa Margarita Evacuation Route



Appendix

SHELTER IN PLACE

When it is unsafe to evacuate or retreat to a safe place, it may be necessary to shelter in place. If there is a need to shelter-in-place the manager or person-in-charge will advise employees and guests of the emergency. Please note employees and guests cannot be forced to shelter-in-place.

Shelter in place can be used in the following situations, but is not limited to:

- Active Shooter/Assailant
- Chemical Hazard
- Earthquake
- Flooding/Flash Flood
- Hurricane/Storm Surge
- Nuclear Event
- Pandemic
- Thunderstorm
- Tornado
- Winter Storm

Please follow procedures outlined [HERE](#)

BOMB THREAT CHECKLIST

Follow the procedures outlined within this document, within the Workplace Violence Prevention Plan, and [HERE](#). Have a copy of the Bomb Threat Card printed at every workstation. All employees must know of its location.

EVACUATION ACCOUNTABILITY FORM

Use [THIS FORM](#) to take a headcount of all employees should an evacuation occur. Have this document printed and easily accessible.

AQI RESOURCE

Download the AirNow app for free on the [Apple App Store](#) or the [Google Play Store](#).

AirNow App in App Store (iOS)



AirNow App in Google Play Store (Android)



CHEMICAL SAFETY

