CITY OF SAN RAMON

Senior Staff Manual

Revised 4/9/18

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Responsibilities and Duties

The following lists of responsibilities and duties are not all inclusive and serve only as a reference as to the scope of work that each position may be required to complete while working for the City of San Ramon.

1.1 Responsibilities for Pool Managers

General Responsibilities:

- Act as Lead for all programming
- Oversee Opening / Closing of facility
- Conduct on-deck supervision to ensure staff professionalism, quality of programming and safety of patrons
- Maintain accurate records and reports
- Enter staff hours in Executime
- Supervise Assistant Pool Manager / Senior Lifeguard / Lifeguard / Junior Lifeguard staff
- Assist in public inquiries and reports
- Assist with patron issues
- Supervise the cleaning and maintaining of the facility
- Attend all required trainings
- Assist in conducting staff trainings – All Staff & During Shift
- Complete End of Summer Program Evaluation
- Conduct daily VAT drills and audits.
- Fill out work habit record forms as necessary
- Handle money for opening and Closing, Completes Lifeguard Money log and Starting change fund

Responsibilities as assigned:

- Use the City of San Ramon's Outlook e-mail and calendar for communication and time management
- Act as Lead for all programming and staff
- Assist with participant issues
- Prepare facility Lane usage charts
- Preparation and publication of employee work schedule
- Oversee use of Executime and entering of employee hours
- Oversee staff approval of hours in Executime
- Assist Coordinator & Supervisor in conducting full facility audits
- Complete End of Summer Program Evaluation
- Attend all required trainings
- Complete weekly and monthly supply inventories
- Assist in conducting Senior Staff Meetings and staff trainings
- Manage time between office and programming
- Organize and Schedule V.A.T's & Audits
- Handles money for opening and Closing, Completes Lifeguard Money log and Starting change fund.

- Conduct Make up training
- Conduct on-deck supervision to ensure staff professionalism, quality of programming, and safety of patrons
- Oversee completion of VAT and audit
- Approve Substitutions
- Assist in public inquiries and reports

Daily Operation Tasks

- Conduct daily VAT drills and audits
- Ensure successful set up of daily shifts and guard rotations
- Ensure facility is in accordance with pool maximum capacity limits at all times
- Ensure facility is set up for various user groups and programming as designated by the daily lane allotment schedule
- Coordinate with front office staff to ensure camp attendance payment is completed daily.
- Daily Operations Sr. Staff desk will be on deck under the canopy.
    - Preparation work will be completed before and after program times.
- Ensure Lifeguard Staff follow safety standards, policies and procedures
- Assist with daily Rec. swim skill trainings.

Record Keeping

- Complete and maintain Daily Log Books
- Ensures Daily Chemical Checks is completed throughout the day
- Conduct daily water slide and play structure inspections in accordance with training guidelines
- Conduct daily play structure in accordance with training guidelines
- Ensure completion of Rescue / Accident / Incident reports

Audits / VAT Testing

- Assist with conducting VAT testing as directed by schedule
- Assist with conducting Internal Audits as directed by schedule

Swim Lesson Tasks

- Oversee Learn-to-Swim lesson program
- Organize and conduct first day of session testing
- During summer conduct pre-session testing days
- Conduct end of session testing for participants
- Oversee completion of Swim Instructor Schedule
- Approve swim lesson substitutions in accordance with policy
- Ensure swim lesson paperwork supply is maintained
- Ensure swim lesson equipment is used and stored appropriately
- Ensure safety of swim lesson participants
- Ensure quality of swim instructors ability
- Conduct weekly swim instructor development training

Record Keeping

- Ensure critical skills sheets and report cards are completed on time, are legible, and professional.
- Complete American Red Cross Water Safety Instructor Activity Reports

- Maintain Attendance Binder of participants
- Maintain swim lesson results binder
- Maintain Check In Table Attendance Binder

Assessments

- Complete Swim Instructor Assessments

Junior Lifeguards Staff Tasks

- Oversee paid Jr. Guard trainings
- Provide daily supervision for paid Jr. Guards
- Conduct mid-summer LGT certification

Junior Guard & Star Guard Programs

- Supervise and conduct the daily instruction of classes.
- Coordinate and supervise participant activities
- Maintain daily attendance records
- Update lesson plans as needed so that the manager can track what was done each day.
- End of day clean up, moping floors and wiping down tables
- End of the day preparing for following day, getting together all materials needed and talking with fellow instructors about who will be teaching what the next day.
- Assist in supervision of paid Jr. lifeguard staff
- Assist with paid Jr guard staff trainings.

Knowledge and Abilities

- Knowledge of philosophy, objectives and requirements of the Junior Lifeguard Program
- Must be versed in all the latest safety standards and information related to aquatics
- Ability to function effectively without direct supervision and develop effective working relationships with other employees of San Ramon and the public
- Must communicate well verbally and in writing
- Ability to receive direction and follow oral and written instructions
- Maintain accurate records
- Ability to handle and prioritize multiple tasks
- Assess personnel and evaluate programs effectively
- Other skills: reliability, dependability, creativity, and enthusiasm

Responsibilities as assigned:

- Oversee daily operations Junior Guard Basics and Advanced Programs
- Conducts training for Junior Guard instructors
- Oversee scheduling of Junior Guard instructors.
- Oversee and maintain daily attendance records and Sign In/Out paperwork
- Maintain participant emergency contact information
- Maintain participant medical information
- Supervision of daily lesson plans in accordance with Junior Guard curriculum.
- Supervision of Star Guard Program
- Supervision of daily lesson plans in accordance with Star guard curriculum

1.2 Responsibilities for Assistant Pool Managers

General Responsibilities:

- Act as Lead Senior Staff for Lap Swim, User-Groups and Spring/Fall Swim Lessons
- Oversee Opening / Closing of facility
- Conduct on-deck supervision to ensure staff professionalism, quality of programming and safety of patrons
- Maintain accurate records and reports
- Supervise Senior Lifeguard / Lifeguard / Junior Lifeguard staff
- Assist in public inquiries and reports
- Assist with patron issues
- Supervise the cleaning and maintaining of the facility
- Attend all required trainings
- Assist in conducting staff trainings – All Staff & During Shift
- Complete End of Summer Program Evaluation
- Conduct daily VAT drills and audits.
- Fill out work habit record forms as necessary
- Handle money for opening and Closing, Completes Lifeguard Money log and Starting change fund

Responsibilities as assigned:

- Assist with participant issues
- Prepare facility Lane usage charts
- Assist Coordinator & Supervisor in conducting full facility audits
- Complete End of Summer Program Evaluation
- Attend all required trainings
- Complete weekly and monthly supply inventories
- Handles money for opening and Closing, Complete Lifeguard Money log and Starting change log
- Conduct Junior Lifeguard Trainings
- Conduct on-deck supervision to ensure staff professionalism, quality of programming, and safety of patrons
- Oversee completion of VAT and audit
- Assist in public inquiries and reports

Daily Operation Tasks

- Conduct daily VAT drills and audits
- Ensure successful set up of daily shifts and guard rotations
- Ensure facility is in accordance with pool maximum capacity limits at all times
- Ensure facility is set up for various user groups and programming as designated by the daily lane allotment schedule
- Coordinate with front office staff to ensure camp attendance payment is completed daily.
- Daily Operations Sr. Staff desk will be on deck under the canopy.
    - Preparation work will be completed before and after program times.
- Ensure Lifeguard Staff follow safety standards, policies and procedures
- Assist with daily Rec. swim skill trainings.

Record Keeping

- Complete and maintain Daily Log Books
- Ensures Daily Chemical Checks is completed throughout the day
- Conduct daily water slide and play structure inspections in accordance with training guidelines
- Conduct daily play structure in accordance with training guidelines
- Ensure completion of Rescue / Accident / Incident reports

Audits / VAT Testing

- Assist with conducting VAT testing as directed by schedule
- Assist with conducting Internal Audits as directed by schedule

Swim Lesson Tasks

- Assist Lead Pool Manager in supervision of Learn-to-Swim lesson program
- Act as Lead Senior Staff for Spring and Fall Swim Lessons
- Assist with pre-session testing days during the summer
- Conduct end of session testing for participants
- Ensure swim lesson paperwork supply is maintained
- Ensure swim lesson equipment is used and stored appropriately
- Ensure safety of swim lesson participants
- Ensure quality of swim instructors ability
- Conduct weekly swim instructor development training
- Ensure completion of participants report cards
- Assist with organizing and testing participants on first day of lessons
- Work with swim instructors to improve teaching ability
- Teach Swim Lessons
- Assist with weekly swim instructor development trainings

Record Keeping

- Ensure critical skills sheets and report cards are completed on time, are legible, and professional.
- Complete American Red Cross Water Safety Instructor Activity Reports
- Maintain Attendance Binder of participants
- Maintain swim lesson results binder
- Maintain Check In Table Attendance Binder

Assessments

- Complete Swim Instructor Assessments

Junior Lifeguards Staff Tasks

- Oversee paid Jr. Guard trainings
- Provide daily supervision for paid Jr. Guards

1.3 Responsibilities for Senior Lifeguards

General Responsibilities:

- Assist in supervision of Junior Lifeguard and Star Guard Summer Camps
- Act as Lead Senior Staff for Lap Swim and User-Groups
- Opening & closing of facility
- Conduct on-deck supervision to ensure staff professionalism, quality of programming and safety of patrons
- Assist with supervising the cleaning and maintaining of the facility
- Supervise Lifeguard / Junior Lifeguard staff
- Assist in public inquiries and reports
- Assist with patron issues
- Maintain accurate records and reports
- Complete End of Summer Program Evaluations
- Conduct daily VAT drills and audits
- Relay information to Pool Managers and Assistant Pool Managers
- Handles money for opening and closing, completes lifeguard money log and starting change log
- Fill out work habit record forms as necessary

Daily Operation Tasks

- Assist in ensuring that camps attendance and payment is completed by Junior Guard staff daily
- Supervision of overall rule enforcement at the facility
- Ensure safety of patrons at all times
- Daily Operations Sr.Staff desk will be on deck under the canopy
    - Preparation work will be completed before and after program times

Record Keeping

- Assist with completion of daily chemical checks
- Completion and maintain Daily Log Books
- Assist with daily water slide and play structure inspections in accordance with training guidelines
- Assist with play structure inspection in accordance with training guidelines
- Ensure completion of Rescue / Accident / Incident reports

Audits / VAT Testing

- Assist with conducting VAT testing as directed by schedule
- Assist with conducting Internal Audits as directed by schedule

Junior Guard Program Tasks

- Assist in updating of daily lesson plans
- Teach daily classes
- Ensure participant safety at all times
- Supervision of participants
- End of day clean up
- End of day preparation for following class

Star Guard Aquatic Camp Tasks

- Assist with supervision of Star Guard Aquatic Camp
- Assist with supervision of paid Junior Lifeguard staff
- Assist with paid Junior Lifeguard staff training
- Assist in development of daily lesson plans
- Teach daily classes
- Ensure participant safety at all times
- Supervision of participants

1.4 Responsibilities for Lifeguards I-IV

Lifeguard I

- Lifeguarding, supervising and ensuring patron safety at all times, including clearly and professionally conveying rules to patrons and enforcing facility regulations
- Administering first aid and providing emergency care as required, maintaining a safe aquatic environment and facility
- Greeting the public, responding to patrons questions and inquiries
- Assisting with the Swim Lesson program
- Keeping records and reports
- Attending mandatory trainings and meetings
- Assisting senior staff and supervisors as directed
- Following the City and Parks and Community Services Department policies and procedures
- Assisting with cleaning and routine maintenance of the aquatic facility, including locker rooms, guard office, pool surfaces, and other facility-related duties as assigned
- Presenting and maintaining a professional appearance and demeanor, including wearing appropriate uniform or attire for the position and exhibiting respect and enthusiasm as duties and responsibilities are carried out

Lifeguard II

- All duties and responsibilities listed above
- Assisting and teaching swim lessons
- Facilitating recreation activities according to prepared curriculum
- Providing feedback regarding program goals, objectives, and activity schedules to the public, participants or supervisors
- Providing leadership for staff and volunteers and supervision for participants in program areas
- Lifeguarding the waterslide

Lifeguard III

- All duties and responsibilities listed above
- Teaching swim lessons
- Assessing and testing Swim Lesson participants
- Assisting the Lead Pool Manager with the Junior Lifeguard and Start Guard Aquatic camps
- Dispatching participants using the waterslide
- Acting as a Lead Lifeguard during Recreation Swim

Lifeguard IV

- All duties and responsibilities listed above
- Conducting daily shift trainings
- Acting as a Team Leader during All Staff trainings
- Inspecting equipment, waterslide, and play structure
- Conducting Internal Audits
- Ensuring Swim Lesson report cards are completed correctly and on time

1.5 Responsibilities for Junior Lifeguards

- Ensuring patron safety during lap and recreational swim programs, including clearly and professionally conveying rules to patrons and enforcing facility regulations
- Assisting with the Swim Lesson program
- Maintaining a safe aquatic environment and facility
- Greeting the public, responding to patrons questions and inquiries
- Attending mandatory trainings and meetings
- Assisting senior staff and supervisors as directed
- Following the City and Parks and Community Services Department policies and procedures
- Assisting with cleaning and routine maintenance of the aquatic facility, including locker rooms, guard office, pool surfaces, and other facility-related duties as assigned
- Presenting and maintaining a professional appearance and demeanor, including wearing appropriate uniform or attire for the position and exhibiting respect and enthusiasm as duties and responsibilities are carried out

1.6 Responsibilities for Swim Instructors

- Provide instruction in the Learn to Swim program;
- Greeting the public, responding to patrons questions and inquiries concerning programs;
- Supervise and ensure the safety of swim lesson participants;
- Create and implement age-appropriate lessons;
- Assessing students skills, abilities and testing swim lesson participants;
- Ensuring Swim Lesson report cards are completed correctly and on time;
- Providing feedback to supervisors regarding program goals, objectives, and activity schedules to the public, participants or supervisors;
- Attending mandatory trainings and meetings;
- Maintain a safe program environment and facility;
- Assisting in supervision of participants in program area;
- Facilitating recreation activities according to prepared curriculum;
- Assisting senior staff and supervisors as directed;
- Keeping records and reports;
- Preparing facility, pool, teaching aids and equipment for use during swim instruction; store equipment and materials when not in use;
- Caution swimmers regarding unsafe practices and safety hazards; enforce pool rules and regulations; maintain order in and around the pool; maintain control of swim students during lessons;
- Communicate regularly with program participants and their parents, as appropriate, to ensure they are aware of progress;
- Following the City and Parks and Community Services Department policies and procedures; and
- Presenting and maintaining a professional appearance and demeanor, including wearing appropriate uniform or attire for the position and exhibiting respect and enthusiasm as duties and responsibilities are carried out.

1.7 Additional Expectations

Adaptability

Not everything will go to according to plan or is written down in a manual. You need to plan for the worst every shift you work so that when problems do arise you are able to adjust quickly. Part of that is having all of the policies and procedures memorized. If something does arise that is not in a manual you must be able adjust your game plan to fit the needs of the facility, staff and public. Your decision on how to handle a situation should be based on information in this manual or training you have received.

Closed Door vs. Open Door

When the Aquatics Supervisor/Coordinator/Technician arrive at work wait for them to get settled in and establish themselves at work. Once they are ready the senior staff can give them a report of how things are going so far and if you expect any problems to arise.
Most of the time we have an open door policy, meaning you are free to come in and ask questions or talk if it is necessary. If you see that the office door are closed that means they are busy and wish not to be disturbed. Please respect this, unless it is an emergency.

1.8 Staff Trainings and Meetings

At meetings you should contribute to discussions where you feel you can provide insight and ideas. At all staff trainings you are expected to assist in the coordination and implementation of drills and discussions. If you are conducting training you should be prepared to run a station effectively. If you do not prepare in advance, your station will be ineffective. You are responsible for setting the tone of your station, not the participants. Staff meetings are an excellent way to stay informed of what has been going on at your facility and how it might affect you.

Remember as a senior staff member, all eyes are on you. It is very important that you act appropriately and attend all trainings. Professionalism and the way you conduct yourself will determine how the younger staff members are going to conduct themselves at work or around you.

During the offseason all staff including the Sr. Staff are required to complete and turn in training announcements and biweekly quizzes.

1.9 Senior Staff Role in an Emergency

ALL EMERGENCY ACTION PLANS ARE IN THE RED EMERGENCY ACTION PLAN BINDER.

When whistles or air horns are blown for a major accident:

1. Remain calm and evaluate the situation
2. Make sure all rescue equipment has been brought out, if not, assign someone to go get it or go get it yourself
3. Make sure 911 has been called – notify the office staff of the nature of the accident and make all other appropriate phone calls. (note the time of the accident)
4. Make sure gates and entrances are opened and send a staff member or public to direct EMS
5. Make sure lifeguards take proper steps, if they look unsure of procedures then take control of the situation (do not let the public take over)
6. Maintain crowd control as necessary (ensure there is a clear path made for EMS)
7. Notify Aquatics Coordinator / Supervisor of the accident.
8. Fill out accident reports.
9. Inform public of reopening or pool closure
10. Refer to “Appendix A” for Catastrophic Incident Plan

POST CRITICAL INCIDENT INFORMATION = RED EMERGENCY ACTION PLAN BINDER.
Please see Appendix A regarding post Critical Incident procedures.

Programming

Senior Staff must know the dates, prices, times, and registration information for all City programming. The best place to view all programming information is in the City of San Ramon Recreation Guide. This guide is published quarterly and has information on all programs and facilities offered by the Parks and Community Services Department. Knowing this information will help you deal with customer questions. It will also give you an idea of what to expect in the coming weeks.

2.1 Swim Lessons

Lessons Offered

LTS: Parent-Tot – Tad Poles
LTS: Parent-Tot – Guppies
LTS: 3 – 5 Year Old: Jelly Fish, Seahorses, Turtles, Otters
LTS: Jelly Fish, Seahorses, Turtles, Otters, Sting Rays, Sharks
LTS: Adult/Teen
~~LTS: Introduction to Diving~~ **Replaced with Springboard Diving – Front – Reverse Class***
~~LTS: Advanced Diving~~ **Replaced with Springboard Diving – Back-Inward Class***
LTS: Introduction to Water Polo
LTS: Private Lessons See Appendix HH – Private Lesson Progress Booklet for more details.

*Diving classes are taught by contract instructors – Cal Diving Club. They are still considered part of the Learn-to-Swim program. You will need to touch base with diving instructors and provide them with rosters and support as needed.

Parent Tot Considerations

Parent Tot Course Description
This water exploration class is designed to give young student exposure to water safety and basic swimming skills. All classes will be directed by a swim instructor who will lead the class through age appropriate water games, water safety skills, and basic swimming skills to enhance the child's comfort in the water. The adult is the primary instructor for their child and is required to be in the water.

Parent Tot – Tad Poles
Parents will be taught techniques to assist their child to become comfortable in the water and learn basic skills such as getting their face wet and floating with support. Recommended Age: 6 – 18 months

Parent Tot – Guppies
Students will continue working on basic skills; gaining confidence to do skills without support and swimming techniques will be introduced such as kicks and arm strokes. This class is designed to prepare students for group lessons. Recommended Age: 18 – 36 months who are comfortable in the water.

Note: We will not check to ensure that a participant has taken Tad Poles prior to taking Guppies. If a participant registers for the incorrect class, their option is to work with the pool manager to transfer into the correct class or stay in the class they are registered for and work on the skills designated for that class. Under no circumstance will we teach the Tad Pole skills in the Guppies class or vice versa to accommodate participants who registered incorrectly.

Parent Tot Certificate
The Parent Tot Certificate will be given out to the participants on the last day of the class. Parent Tot classes are not Pass or Fail; therefore we will not be identifying on the certificate what skills were passed or failed. The certificate simply states that we covered the material during the course of a session. Legibly write the participants name, session date, the instructor name and hand it to the participant.

Please reference Swim Instructor Manual Appendix A for additional information on the Parent Tot classes and special considerations for teaching this class.

Cancelling Classes
The Aquatics Supervisor/Coordinator/Technician will look at class enrollment numbers 4-5 days prior to the class starting and cancel classes and manage waitlist as necessary. Office Technicians / Assistants will contact customers as necessary and move them to alternative classes or issues credits/refund.

Waitlists
Aquatics Supervisor/Coordinator/Technician will determine if we are able to increase enrollment numbers to classes to accommodate waitlists. If this is possible Office Technicians / Assistants will contact customers and officially register them in the class. If we are unable to increase enrollment we may contact customers and offer alternative times and /or facilities that we do have spaces available. Unless customers receive a phone call from a staff member and are officially registered they are not allowed to participate in the class. For example, participants are not allowed to come to the pool on the first day of lessons and see if there is space available in the class.

Capping Classes
Registration for swim lessons will close 3 days prior to the start of the class with the exception of private swim lesson registration which will close the day before. This will be completed by

the office technician. No one can enroll in swim lessons after this time with out the Aquatics Supervisor/Coordinator/Technician approval.

Swim Lesson Binders

- Attendance Binder
    - This binder will contain a roster for each of the swim lessons offered.
    - First Day – Swim Lesson Managers will keep track of which instructor and level each student is assigned to.
    - All other days - Swim Lesson Managers will take attendance.
    - Emergency Contact information will be located next to each student's name.

- Check In Table Attendance Binder (f*irst day of classes only)*
    - Attendance will be taken at the check in table on the first day of class. The information in this binder will be combined with the attendance binder after the first day of class.

- Swim Lessons Results Binder
    - Organized alphabetically by last name.
        - Account main contact name is listed as well, in case there are participants with the same names.
    - All previous swim lesson participants and their results.
    - This binder is used to help place students in the correct level and to know who should be tested during the testing process.

- Critical Skills Sheet Binder
    - A binder with all previous session critical skills sheets. To be used to reference which skills were passed or failed during a session. Critical skills sheets will be organized by session and time.

- Swim Lesson Pool Manager Binder
    - A binder with all important swim lesson materials / forms / training material / reference manuals that will be needed by the Sr. Staff throughout the swim lesson session.

All swim lesson binders are official documentation and records of the swim lesson program. If asked to take attendance or notes in these binders please be legible and be careful not to damage the binders. It is highly important that we keep accurate records of our programs.

Swim Lesson Binders Procedures

Thursday – (Last day of a Session)

- The Pool Manager will give the critical skills sheets with session results and attendance rosters to Cristi at end of the session **– Must be done by the end of shift on Thursday.**
    - SROP - If Cristi is not at the facility, put results and attendance rosters in Cristi's box.

- DVAC – Put results and attendance rosters in Cristi's box, and she will pick them up Friday AM.

Friday – (Before a session starts / before testing day)

- CRISTI will input swim test results into CLASS
- CRISTI will prepare Swim Lesson Results Binder with swim test results that show current level, age of participant at the time they passed the level, participant's name and main contact's name
- CRISTI will include in the Swim Lesson Results Binder all participants registered for future swim lesson sessions. Participants' level will be blank who are registered for a swim lesson but have not been tested.
    - Organized by 3-5 Yr. Old / 6 & up alphabetical lists.
    - 1 Testing Day Attendance Binder – Left at SROP
- CRISTI will Laserfiche and file rosters with critical skill sheets
- CRISTI prepares Attendance Binders
    - Attendance Binders will be organized by lesson times with course attendance sheets for the entire session.
    - SROP AM Lessons – 2 Binders
    - DVAC AM Lessons – 2 Binders

Sunday – (Testing Day)

- As students are tested at testing day, write down the results in the Swim Lesson Results Binder next to the participant's name.
- SROP Pool Manager will be scheduled 30 minutes after testing day to take the Swim Lesson Results Binder to DVAC
- DVAC Pool Manager will be scheduled 30 minutes after testing day to photocopy the Swim Lesson Results Binder.
- Leave one copy at DVAC. Transport one copy to SROP for Cristi at the end of shift.

Monday – (First Day of Lessons)

- POOL STAFF will utilize the Swim Lesson Results Binder and Attendance Binder on the first day of lessons each session for Check-In.
    - Check-In Table has the following items:
        - Swim Lesson Results Binder
        - Attendance Binder
        - Swim Test Result Form
    - On Deck Swim Lesson Pool Manager has:
        - Current Session Attendance Binder – Sr. Staff will record what level the students was placed in and who their instructor will be.

Tuesday– (Second Day of Lessons)

- On Deck Swim Lesson Manager transfers the attendance records from the Attendance binder that was used at the check in table into the attendance binder that was carried by the Sr. Staff on the first day of lessons.
    - There should be one binder for attendance, who the instructors are, and what levels the participants are in by Tuesday.
    - The original check in table attendance binder should be discarded.

Refund / Credit / Transfer Requests

Although the amount of these requests have been cut down drastically since we have combined Jelly Fish – Sharks into one registration grouping and eliminated the Dolphins class, there will be situations were transfers / refunds / credits are necessary. For example:

    - Need to switch times
    - Dissatisfied with program
    - Scheduling Conflicts
- Transfers
    - Do not make a new class to accommodate transfers. If there is room to accommodate the transfer without going over class ratios then begin the transfer paperwork.
    - Have participants fill out transfer request form.
    - Inform the participant that there is a $5.00 processing fee. Do not collect cash / payment information. Frontline staff will take care of this.
    - Pool Manager is authorized to approve transfer requests with a processing fee. Sign form and take it to the front desk with the participant so that they can pay the fee.
    - Allow participant to begin taking the class that they are transferring into. Do not delay instruction due to the transfer paperwork.
    - You will receive a new roster when the transfer has been processed.
    - Transfers must be completed no later than Wednesday of the first week of the lesson.
- Credit / Refunds
    - Have participants fill out refund / credit request form.
    - Inform the participant that there is a $5.00 processing fee. Do not collect cash / payment information. Frontline staff will take care of this.
    - It is the responsibility of the Pool Manager in charge of the program to resolve the issue that has caused the customer to request the

refund/credit. The Pool Manager should take the necessary steps such as look in to the reason for the request, follow-up with the customer, and offer options/solutions to the customer. If the customer still wants to discuss the situation with the Aquatics Supervisor/Coordinator/Technician, the Pool Manager is required to provide a written description of the steps taken to resolve the issue and any other pertinent information along with the refund/credit form.

- Aquatics Supervisor/Coordinator/Technician will approve based on policy and work with front line staff from there.
- You will receive notification if the refund has not been approved.
- You will receive a new roster when the refund has been approved.

Refer to Appendix AA – Refund / Credit / Transfer Request Form.

Swim Instructor Schedule

The work schedule will be created with the maximum number of instructors necessary to cover maximum enrollment. Swim Lesson Pool Managers will take the instructors provided to them from overall work schedule and create the Swim Instructor schedule. The Aquatics Coordinator / Supervisor will notify the Swim Lesson Pool Manager if there are any special considerations that will change the schedule. This schedule will determine which instructor is teaching specific levels. The Swim Lesson Pool Manager will communicate with the Pool Manager in charge of scheduling if there are any changes to the overall work schedule.

During Summer the Swim Lesson Manager will tell the instructors what they are teaching at the Friday training prior to the session starting so they can create their lesson plan.

Refer to Appendix Y – Swim Lesson Instructor Schedule Template.

Swim Lessons Set Up / Clean Up

- Staff is responsible for preparing the designated pool(s) for swim lessons.
  - Check the lane allotments for what pools will utilized for swim lessons. It will vary between afternoon, morning, Saturday and what facility you are at.
  - The following items should be considered when preparing for swim lessons:
    - Tarps
    - Lane Lines / Safety Ropes
    - Swim Lesson Signage
    - Equipment
      - Toys
      - Kickboards
      - Noodles
      - Tot Docks
    - Paperwork

        - Swim Lesson Check-in Table
- It is the responsibility of the lifeguard staff to complete the above tasks. Sr. Staff will have to communicate these expectations to the lifeguard staff.

- Swim Lesson staff is responsible for cleaning up all equipment that was used and returning it to the proper storage locations.

- Set up the pool up for the next program and/or close pool for the day. Work with Daily Operations staff in getting pool ready for next activity when applicable.

- Swim Lesson equipment is located in the following locations:

DVAC: 50 M Deep End Rec. Shed
SROP: The Swim Lesson Command Center at the south side of the facility.

Swim Lesson Testing Day

- During the Summer Only / Not Spring or Fall
- For 3 – 5 Year Old / 6 years Old & Up Participants
- Testing Day is held the Sunday prior to a new session starting.
    - SROP – 9:30 am – 11:30 am
    - DVAC – 3:00 pm – 5:00 pm
- Participants have to be registered for a future swim lesson session.
    - Participants can attend testing day at either pool for any future session.
    - A staff member will have to check people in during testing day. Class rosters will be provided.
- This is a drop in program.
- After testing has been completed, we will provide the participant with a Learn to Swim Level Assignment form and record the results in the swim lesson results binder.
- **If participants have taken swim lessons from us before and have a green report card. They should not attend testing day to try and get different results.**
    - Swim Lesson testing day is not an opportunity for participants to re-test their skills because they are unhappy from the results from a previous swim lesson session.
    - Look up there previous results in the Swim Lesson Results binder and fill out a learn to swim level assignment form with that information.

Check In Procedures

1. Ask the participant their name. If there is more than one person with that name, you can further clarify by asking for the Account Main Contact name.
2. Look up the participants name in the Swim Lessons Results Binder. Participants are organized alphabetically by last name.
    a. If they have taken swim lessons before you will see the level that the student should be on based on the last session that they completed. Fill out a salmon

colored “Learn to Swim Level Assignment” form. Send the participant directly to the level sign for the class that they should be in. Instruct them to bring their salmon learn to swim level assignment form with them.

b. If the participants name does not have any results listed next to their name the p*articipant needs to be tested*. Send them to the testing area to be tested.

Testing Day Procedures for placing Participants

Skill:	**Move to level**:
No skills Bob (Submerge Face Underwater)	Jelly Fish
Front Float – 5 Seconds Back Float – 5 Seconds	Seahorses
Freestyle – 15 feet Backstroke – 15 feet	Turtles
Freestyle with side breathing – 15 yards Backstroke – 15 yards Elementary Backstroke Kick	Otters
Freestyle – 25 yards Backstroke – 25 yards Dolphin / Scissor / Breaststroke Kick	Sting Rays
Freestyle / Backstroke – 50 yards Breaststroke / Sidestroke – 25 yards Elementary Backstroke – 25 yards Treading Water – 2 Minutes	Sharks

*Test students in order of skills listed from top to bottom. When a student is unable to complete a skill they would be in the level list in the section above.

- This procedure is also utilized for testing students on the first day of class if they have not taken swim lessons before or attended a swim lesson testing day.

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First Day of Lessons

The first day always feels unorganized, the confusion can be kept to a minimum if you are prepared and take control.

- Prior to lessons starting, parents will be e-mailed flyers that include important information about the facility and the program and what to expect on the first day.
- To help with the first day of lessons there will be extra staff scheduled to assist with various roles, such as testing participants, check in table, or assisting with tasks as needed.
- Participants will check in to the swim lesson check in table. There will be staff scheduled to check in participants and direct them to the proper location in the facility.

Check In Table Procedures and Hand Stamp Procedures

- Participants are asked to arrive 10 – 15 minute prior to the start of their lessons to check-in and receive further information at the Swim Lesson Check- In Table.
- At the Swim Lesson Check-In Table there will be 1 – 2 staff to check in participants on the first day of classes. (This will most likely be aquatics staff, however, may be frontline staffing is an issue.)
- Staff will be responsible for the following items at the Swim Lesson Check-In table:
  - Tracking attendance of participants
  - Directing participants to the correct area of the facility
- To determine where participants should go staff should ask the following questions:
  1. Ask the participant their name and class. Find it in the Attendance Binder and mark that they have attended the first day of class.
  2. Have you taken a previous swim lessons with the City of San Ramon this season?
  - Yes – Did you bring your green report card?
    - Yes – Send the participant directly to the level sign for the class that they should be in. Instruct them to bring their green report card with them.
    - No - Look up the participants name in the Swim Lessons Results Binder. Participants are organized alphabetically by last name. You will see the level that the student should be on based on the last session that they completed. Fill out a salmon colored "Learn to Swim Level Assignment" form. Send the participant directly to the level sign for the class that they should be in. Instruct them to bring their salmon learn to swim level assignment form with them.
  - No – Did you attend a Learn to Swim Testing Day prior?
    - Yes – Do you have a Learn to Swim Level Assignment Form?
      - Yes –Send the participant directly to the level sign for the class that they should be in. Instruct them to bring their testing day results form with them.
    - No - Look up the participants name in the Swim Lessons Results Binder. Participants are organized alphabetically by last name. You will see the level that the student should be on based on the last session that they completed. Fill out a salmon colored "Learn to Swim Level Assignment" form. Send the participant

directly to the level sign for the class that they should be in. Instruct them to bring their salmon learn to swim level assignment form with them.

- If the participants name does not have any results listed next to their name the p*articipant receives a hand stamp*. Send them directly to the testing line. They will be tested at the start of the class.

Based on the answers to these questions you can direct them to the proper area in the facility.

First Day of Lesson Testing

- Assign jobs to the swim instructors for testing; testers- MAKE SURE EVERYONE UNDERSTANDS THEIR JOB BEFORE THE TESTING.

Testers – Lifeguard III and above are in charge of testing kids, assessing their swimming level and placing them in the appropriate classes.

Receivers- Once the kid has been tested receivers move the tested child to the determined level. There will be a Junior Lifeguard scheduled for this role.

Instructors – At the beginning of class instructors will start teaching the students that have been sent to the class. As new students are tested in the testing area they will be added into your class. This should not interrupt the lesson. After all students have been added to the class they will introduce themselves to the entire class and learn student's names as well as go over class rules with entire class.

Swim Lesson Signage – Signs identifying the class, location, and instructor will help with the confusion.

- Instructors will wait in designated class areas and begin class as soon as the first student is in the water. All students that have green progress reports will proceed immediately to their class area to meet their instructor.
- Students without green progress reports will line up single file on pool deck, a staff member is at the front of the line to maintain order.
- The staff member instructs the students to go to the next available tester, the tester tests the child and then places them in a level and passes the child to a receiver who moves the child to the appropriate level.
- Testing should take no more than 10 – 15 minutes.
- Sr. Staff should re-visit each class and ensure that all students are placed in the proper level and that all levels have the proper instructor to student ratio.

After the First Day of Lessons

After the first couple of lessons your job is not complete. Walk around the deck each day to make sure that lessons are being instructed well and talk to instructors after lessons to give them praise or constructive feed back as necessary.

- Make sure the instructors are on time and prepared for teaching
- Make sure the pool is set up to accommodate lessons (tot docks, tarps, toys, moving lane lines, etc)
- Unlock Swim Lesson Command Center (SROP) / Rec. sheds (DVAC) so instructors have access to equipment
- Swim Instructor Assessments should be cumulative of the entire session, be watching and assessing throughout the session, it's a good idea to take notes while observing lessons
- Make yourself available to swim lesson parents for any questions and/or concerns
- At the end of lessons, make sure that all equipment is put away and area cleaned and set-up for proceeding activities/programs
- Ensure that swim instructors sign in/out as necessary.
- Ensure that swim lesson staff maintains a high level of professionalism at all times.
- Ensure that swim instructors stay under their designated canopies while on break.
- Ensure employee hours are logged into executime.
- If you show enthusiasm in your work and are dedicated to superior customer service, your instructors will do the same.

Weekly Trainings – Summer Only

  - **SROP** - Meet at the far end of the deck under the canopy with the table that is designated for swim lesson staff.
  - **DVAC** – Meet under canopy in front of the play structure which is designated for lifeguards and lesson instructors on break.
- Trainings will be on Monday's for about 30 minutes before the first lesson. The first training will be during Session 2, the second week of summer.
- The training will cover basics (block plans, teaching strategies, perfecting skills, etc.) for the first few weeks. The following trainings will cover problems that are occurring in the lessons. (If you see anything that can or needs to be covered in these trainings please let the lesson manager know, they will need your input)
- No one will be singled out during these trainings, we do not have a goal to embarrass people into doing better, we want to teach people the skills so they have the confidence to do better, and we have the confidence to let them teach on their own. If a particular problem persists we can talk to that person individually. But instructors can always improve, and learning from other's mistakes will further their knowledge and allow them to become better instructors.

Daily Meetings - (Summer Only)

- No more than 10 minutes.
  - **SROP**– Meet at the far end of the deck in the Swim Lesson Command Center.
  - **DVAC**- Meet under canopy in front of the play pool which is designated for lifeguards and lesson instructors on break.
- This is a time for lesson staff to take role, make sure the guards as well as ourselves have sunscreen and our uniforms on.

- If someone does not show up for a shift, call both phone numbers listed for them. Write them up and one of the senior guards or another instructor without a lesson will have to teach the class for that day.
- Problems that can be easily addressed and fixed will be brought to our attention as well as the instructors' during these meetings. For example, if we have a problem with their behavior or if the instructors have problems with children or parents.

Assistant Pool Manager Shadows

- When possible Assistant Pool Managers should get in the water and assist teaching lessons. While assisting teaching lessons staff will help instructors improve in their teaching ability. Assistant Pool Managers can also use this as a good time to observe instructors and include observations in their swim instructor Assessments.
- While in the water or on deck, go from lesson to lesson during the 30 minutes unless there is one instructor that needs more help. Then you can stay with that instructor for the whole 30 minutes and then come back periodically during the preceding lessons / sessions.
    - The expectation is for you to talk to each other about what needs to be improved for each instructor and then relay that information back to the Swim Lessons Pool Manager so it can be used for assessments and weekly trainings. If you need to write these things down please do, but keep it in a place where it can not be found by other instructors.

Instructor Progress Reports

These must be completed at the end of each swim lesson session. All swim instructors must receive swim instructor progress report at the end of each session. Progress reports are used to help improve swim instructors abilities through out the season. These reports are kept on file.

Management By Walking Around (MBWA) is highly critical for you to correctly assess the staff and the program. While you are practicing MBWA you should be compiling notes for assessments as well as providing corrective feedback on a daily basis.

Refer to Appendix EE – Swim Instructor Progress Report.

For more information regarding this progress report please refer to Section 2.5 of the Aquatics Manual.

Exit Skills Testing:

- Instructors should fill out critical skills sheets and test their students on all skills not labeled in bold.
- "P" PASS / "F" FAIL
- Turn in critical skills sheets to the Pool Manager by the due date (determined by the Pool Manager)

- The Swim Lesson Sr. Staff will test students on all critical skills.
- Sr. Staff will provide critical skills sheets back to instructors to transfer information to a report card.
- Report cards are given to the participants after the last scheduled class.

End of Session:

- Report cards are handed out to swim lesson participants. Tell them to bring them back with them the next time they take swim lessons to avoid being tested.
- Announce to parents to complete the online Swim Instructor / Program Evaluation that will be e-mailed to them.
- If a student is absent, their report cards should be delivered to the frontline staff by a senior staff manager.

2.2 Swimming Skill and Technique

Learn to Swim Dolphins has been replaced by the Swimming Skill & Technique class.

This class is designed for novice or expert swimmers to work with a coach to increase the effectiveness and efficiency of the four competitive strokes flip turns, starts, endurance, kicking, and pulling. Swimmers will participate in drills and games that focus on the details of each stroke. The following skills will be focused on each day: Monday / Wednesday – Freestyle / Breaststroke / Starts, Tuesday / Thursday – Backstroke / Butterfly / Turns.

Pre-requisite: Swimmers must be able to swim freestyle, backstroke, and breaststroke for 25 yards and butterfly for 15 yards.

Class Length: 45 minutes, 8 classes

Age: 6 – 14 yrs old

This course is separate from the usual learn to swim program.

As participants pass the LTS: Sharks class, tell them to sign up for the swimming skill and technique class.

Instructors should be referred to as a coach. The coach will be able to stand on deck for this class.

The coach has the option to use the progress report sheet (Appendix Z) for each student. He or she can record progress as the course progresses. This form does not have to be given to the students at the end of the session. This course is not a Pass or Fail course.

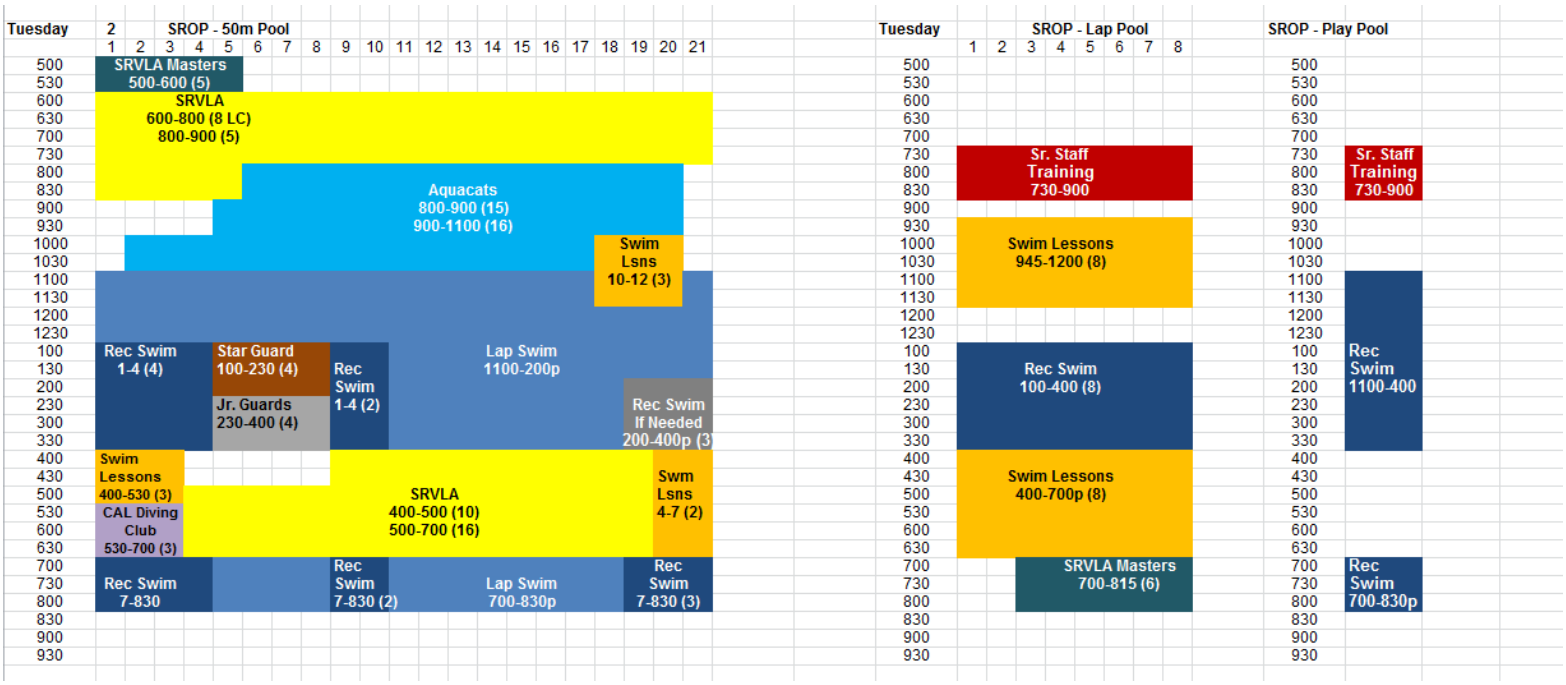
Coaches should be selected based on their swimming ability and experience. Individuals who have been on a swim team, have had coaching experience, have mastered the competitive swimming skills themselves should be selected for this role.

Coaches should use Swimming Skill and Technique binder for examples of how practices should be structured as well as a compilation of drills, games, exercises that can be used throughout the session.

2.3 Recreation and Lap Swim

Lane Allotments

The lane allotments are a document that outlines the lane use that is taken place in the pool each day. Each page will outline an entire day and include all pools at the facility. Across the top of the page you will see the number of lanes in each pool. On the left side of the page you will see the various times of time broken down by each half hour. All users and programs will be depicted on the lane allotments by highlighting the lanes and times that they are supposed to use the pool. Please see the following example:



Sr. Staff should reference this document prior to their shift and follow this schedule throughout the day. We should follow this document exactly as to how long and what lanes programs are supposed to be in. This document is created based on the rental agreements signed and the use that was paid for by the user group based on what was reserved through the Aquatic Supervisor.

If there is ever an issue with the lane allotments, such as, a user group shows up that is not on the lane allotments or claims to have rented more lanes. There are binders in the Aquatics Supervisor's office with the actual calendars and use request that was used to create the lane allotments. Sr. Staff can reference this document to resolve any disputes. The lane allotments

should match the calendars in this binder, however, if they do not match follow what is on the calendar in the binder. If there are still issues, staff should contact the Aquatics Supervisor/Coordinator/Technician for further direction.

Recreation Swim

Lifeguard Ratio Guidelines

The number of lifeguards used during rotations is to be determined by the Sr. Staff. There should never be more than one team on break.

Please follow the posted Zone Charts as to where Lifeguards should be placed for various programming. The following numbers should be used as a guide for you to make decisions on how many guards should be placed on the pool during Recreation swim when the bather load varies.

The lifeguards must be able to see all areas of their zone (bottom, middle, and surface). If they cannot see all areas, modify the zones to ensure that all areas of the zone can be seen. Notify a supervisor immediately. Things to take into consider, glare, weather conditions, bather load, type of activity.

<u>Play Structure – SROP</u>
4 lifeguards & 2 Jr. Guards – Typical spring, summer or fall Rec Swim
3 lifeguards – 50+ people in the water
2 lifeguards – less than 50 people in the water

<u>Lap Pool – SROP</u>
4 lifeguards – Typical spring, summer or fall Rec Swim
3 lifeguards – 45+ people in the water & any time inter tubes are being used
2 lifeguards – less than 45 people in the water

<u>50m - SROP</u>
4 lifeguards – Typical spring, summer or fall Rec Swim

- Sr. Staff will be at the top of slide.
- A Junior Lifeguard will be at the entrance of the water slide to send patrons up the slide as well as shut the water flow off during an emergency. If a junior lifeguard is not stationed at the bottom of the waterslide, the lifeguard sends patrons up the slide
- The water should be shut off only if there is a spinal victim in the 50 meter pool.

3 lifeguards –when it is adequate to have 1 lifeguard at the shallow end, 1 at the slide, one at the deep end, and a senior staff at top of the water slide.

Please refer to the Water Slide Operation Manual for more detailed information on operating the water slide.

50m - DVAC
3 lifeguards – During all recreation swims, regardless of how many patrons are in the water.
5 lifeguards – During all recreation swims when the inflatable obstacle course is in use, regardless of how many patrons are in the water.

Please refer to the Inflatable Obstacle Course Operation Manual for more detailed information on operating the inflatable obstacle course.

Play Structure – DVAC
3 lifeguards – 60+ patrons in the water
2 lifeguards – 25+ patrons in the water
1 lifeguard – Less than 25 patrons in the water

First Aid Office – SROP & DVAC

- **SROP –** 2 lifeguards will remain in the First Aid Office at all times.
- **DVAC -** 1 lifeguard will remain under the First Aid canopy at all times.

This is the only staff member permitted to be in the office, unless staff is signing in/out or filling out log books.

Break – SROP & DVAC
These guards can sit in the designated area for lifeguards on break. These guards can be given side duties to complete on their break. These guards are also required to respond in the event of an emergency. Being on break simply means that you are not guarding, it does not mean that staff does not have to work.

Rotations
Lifeguards: usually 15 to 20 minutes, can change based on weather and Pool Managers discretion.

Refer to Appendix BB – SROP & DVAC Rotation Charts.

Sr. Staff Rotation – Rotations will be conducted every 20 to 30 minutes. Sr. Staff will only be allowed in offices prior to Rec. Swim and After Rec. Swim to conduct necessary office work. During Rec. Swim all Sr. Staff should remain on deck unless tending to First Aid.

SROP

- 4 Sr. Staff – Day Rec. Swim
    - 1 at Sr. Staff table under canopy

    - 1 on top of slide
    - 2 roaming the deck
- 3 Sr. Staff – Day Rec. Swim without water slide
    - 1 at Sr. Staff table under canopy
    - 2 roaming the deck
- 3 Sr. Staff – Night Rec. Swim
    - 1 at Sr. Staff table under canopy
    - 1 on top of slide
    - 1 roaming the deck
- 1 Sr. Staff – Early Rec. Swim/Swim meets
    - Sr. Staff should roam as much as possible but can also sit at Sr. Staff desk when not roaming

<u>DVAC</u>

- 1 Sr. Staff – Rec Swim
    - Sr. Staff should roam as much as possible but can also sit at first aid desk when not roaming.

Opening Duties:

- Meeting / sign in & out / talk about daily expectations.
    - You are responsible for setting the tone for the shift, not the lifeguards.
    - Always come in prepared for the worst, but hope for the best.
- Set up pool for Rec. Swim
    - Move lane lines
- Lifeguard Rotations – Create and post on the fridge in the lifeguard office (SROP) or inside the lifeguard door (DVAC).
- Shift Keys – The Pool Manager in charge of schedule will print shift keys out daily so Pool Managers can create rotation chart and has an easy reference to see who is working that day
- Chemical Tests completed.
- Lifeguard and Sr. Staff Canopies.
- Complete daily slide and play structure inspections
- Review lane allotments every day for set up and daily programming

Pre-shift Trainings:

- Pre shift trainings will be pre-assigned and posted each week in the manager's office.
- Based on the day and staff needs training will be different:
    - Rescues (Ellis and ARC), Deepwater back-boarding (Ellis), Shallow water back-boarding (Ellis), Extrications (Ellis), First Aid, Rescue Breathing, CPR/AED skills, and conditioning.
    - Whistles, 1 short and 2 short, for the first week

- Training documentation must be submitted to aquatics coordinator/supervisor and placed in training binder.

Closing Duties:

- Pool Managers will be doing paperwork and executime at the end of shift
- Post shift talk if needed consisting of how the shift went and what improvements are needed.
- The staff is responsible for setting up the aquatic facility according to the lane allotments for the next shift. You want to set up the following shift for success.
  - That means moving lane lines, flags and having the pool ready to go.
- Equipment is put away
- Lane lines are moved back to where they are supposed to be
- Tarp if needed
- Trash / Lawns / Locker rooms
- Sign Out – Staff

It is up to the Sr. Guards to organize and clean up after your shift. You will be held accountable for this!

Overstaffing:

The senior staff is responsible for checking every shift they work to make sure they have the adequate number of staff based on the programming. Use your best judgment when deciding the order in which to send staff home. As a senior staff member you should make the decision on whom to send home. DO NOT ask who wants to go home. You are in charge of the shift, not your staff.

Keep these things in mind when deciding which staff to send home:

- The potential for the facility to get more crowded
- Male to female staff ratio
- Years of experience of staff
- Number of hours already worked that day (especially if it is a hot day)

Understaffing:

The senior staff is responsible for checking every shift they work to make sure they have the adequate number of staff based on the programming. If you are ever put in a situation where a staff member is absent, call the staff member who is absent and request they come in as soon as possible. If they are unable or do not respond to your phone call, call all employees for a substitution. If no substitution can be found call the immediate supervisor (facility specific).
If staff is unable to adequately ensure the public's safety or minimum staffing levels are not met, you must call the Aquatics Supervisor/Coordinator/Technician for further direction before allowing swimmers in the pool.

Shadow Guarding

All new lifeguards are required to shadow guard for two shifts before they are allowed to take on guarding responsibilities of their own.

Shadow guarding is used to orientate new lifeguards to appropriate scanning techniques and guarding procedures. As a senior staff member it will be your responsibility to help guide and train these new guards using your past experiences and knowledge.

Refer to Appendix C for guidelines.

Swim Tests
The swim test is a 25 yard swim across the pool without stopping. The camp counselors are asked to be in the water during testing. All camp participants are tested when they come to the pool the first time. If the same camp comes additional times throughout the summer we will test participants if it is their first visit or if the counselor recommends a swim test.

The Aquatic Staff reserves the right to swim test any patron whose swimming ability is questionable.

A Sr. Staff member needs to be present watching the swim tests being conducted and making the decision whether a patron passes or fails the test. This staff member should carry a rescue tube.

Lap Swim

During lap swim, it is important to keep the lanes reserved for lap swimming free of Rec. swim patrons so that they are not interrupted or injured.

- Ensure all lap swim equipment: clocks, emergency equipment, kickboards, and flags are in place.
- When there is another program in the water, the orange A-frames must be put out on each side of the pool indicating what lanes are available for lap swim. The following procedures should be followed:

Lap Swim / Lane Reserved Signage Procedures
Anytime that there is Lap Swim and / or a User Group in the pool during Lap / Recreation Swim, we should be designating what lanes each program should be in with the signage shown below. This is to replace the use of orange cones to label programs on deck. There should no longer be cones on deck unless it is designating an area not to go near or if there is pace clock plugged in on deck.

- The orange A-Frame has a sign on both sides
    - Side facing towards the pool should read “Lap Swim Lanes” with the arrow pointing towards where the lap swim lanes are located. See diagram A.
    - Side facing away from the pool should read “Lanes Reserved for Programs” pointing towards where the user group / program lanes are located. See diagram B.



Diagram A:
Sign facing the pool



Diagram B:
Sign facing the pool deck

There should be a sign placed on both sides of the pool so that lanes are clearly labeled no matter what direction the pool is approached from. See Diagram C.

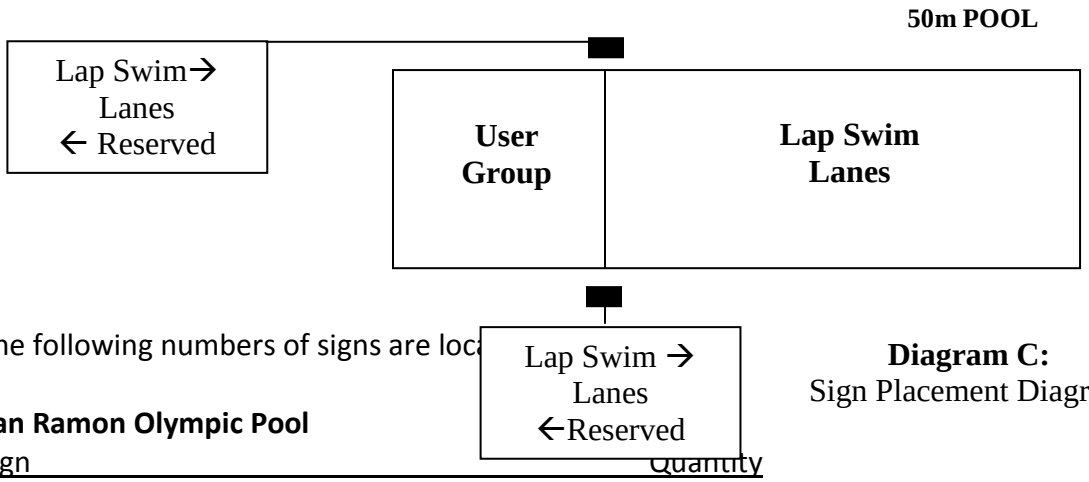


Diagram C:
Sign Placement Diagram

The following numbers of signs are loc

San Ramon Olympic Pool

Sign	Quantity
Lap Swim Lanes – Right Arrow	1
Lap Swim Lanes – Left Arrow	1
Lanes Reserved for Programs – Right Arrow*	2
Lanes Reserved for Programs – Left Arrow*	2

Storage: Shed next to 50 M pump room, where tarp cranks are stored.

*There may be multiple user groups / programs at SROP that will need lanes reserved at the same time, therefore there is extra signage to account for this. For example, SRVLA Masters & Cal HS P.E. classes or Junior Guards & Star Guards. See diagram D.
For example:

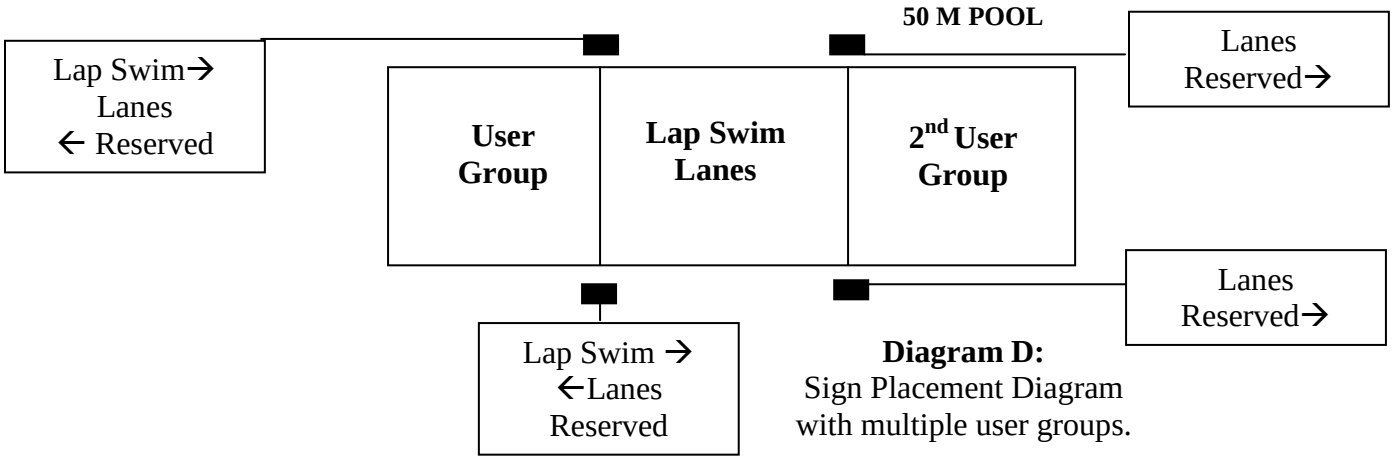


Diagram D:
Sign Placement Diagram
with multiple user groups.

In this situation the 2nd set of Lanes Reserved will not have a Lap Swim Lanes signs facing the pool.

Dougherty Valley Aquatic Center

Sign	Quantity
Lap Swim Lanes – Right Arrow	1
Lap Swim Lanes – Left Arrow	1
Lanes Reserved for Programs – Right Arrow	1
Lanes Reserved for Programs – Left Arrow	1

Storage: Lifeguard Office

Lap Pool Closure

When the lap pool is closed the following procedures should be used.

- Orange A-Frames with “Pool Closed – No Lifeguard on Duty” signage placed at four corners of the lap pool whenever Lap Pool is not being watched by a Lifeguard.
- Tie rope across stairwell to block off
    - Stretch from hydraulic chair to east railing
- At closing, we will tarp the pool and place the signage/rope around the pool
- We will leave the signage around the pool overnight and until the pool is first used the next day.
    - If the pool is used for a while and then not used. The signage should be replaced around the pool until it is in use again.

Locker Room Closing Times

To ensure that the aquatic staff can close and secure the facility, the locker rooms will be closed 20 minutes after programs end. This will specifically be enforced if it is the last program of the day or if there is a break in scheduling where staff will not be present at the facility. If programs are back to back and staff is continuously scheduled then we do not have to enforce this procedure.

2.4 Junior Guard Program

Class Preparation

- Review Daily and Weekly Lesson Plans
    - Weekly and daily Lesson Plans are provided, you will be planning how to teach and practice skills.
- Set up classroom and make sure water space is reserved (check lane allotments)
    - Classroom should be ready 10 minutes before the class begins.
    - Water space should be blocked off with orange A-frames indicating these lanes are reserved for programming.

Instruction Components

- Lecture
    - You should be familiar enough with all of the material that you will not be reading directly off the lesson plans, book or manual
    - Demonstrations should be done correctly and explained thoroughly
    - The American Red Cross Lifeguarding DVD may be used but you should not rely on it to explain the skills
- Activities
    - Field Activities
        - Physical activity should build on itself.
        - Instructors should be supervising games to ensure the safety of the activities.
        - Fun activities to get the class involved. Use activity handout for Icebreakers and games
    - Stations for Skill Practice
        - Know all the material to be covered
        - Be able to demonstrate all skills
        - Be prepared with all materials needed to practice skills with.
    - In-water Activities
        - One instructor will be in the water and one on deck to ensure participant safety with the class everyday.
        - Workouts should include swimming and treading water
        - Be able to demonstrate all skills
        - Provide feedback for the students to improve their skills
        - Be familiar with skills and demonstrations for water polo and diving
        - Fun activities to get class involved. Use activity handout
        - Review lane allotments to identify where you will be in the water for each week.
    - Other activities
        - Junior Guard Olympics
        - Potluck

        - Tye dye

- Expectations
    - Professional appearance and behavior
        - Prepared and on time for class
        - No inappropriate language or stories
        - Keep a professional relationship with other instructors as well as students
    - Be respectful and courteous
    - Attitude
        - There will be trying days, but always keep a positive attitude
        - Be passionate about what you're doing
    - Adaptability and creativity
        - Be able to change plans if an activity isn't working or students are disinterested
        - You should always be thinking and sharing new ideas to improve the program
    - Have fun!
        - This program is successful because of the instructors; keep up high energy, make sure everyone is having a good time (including yourselves!)

Customer Service

- Smile and greet students and parents when they arrive
- Create open lines of communication between students, parents and instructors.

Course Paperwork

- Weekly Lesson Plans
- Daily Lesson Plans
- Tests (Advanced)
- Sign In/Out instructors
- Participant sign in/out sheets
- Participant Sign In / Out Procedures / Daily Attendance Records
- Camp emergency forms
- Participant profile

2.5 Star Guards Program

New for 2016

- **1 Week Camp Format**
- **T/TH Camp Format**
- **Each week has its own theme.**

The following section outlines the specific details of this camp; however, the focus of this camp should be having FUN! Instructors will be given an opportunity to design block plans around the theme and then plan their individual daily lessons. Money has been allotted in the budget to buy supplies for this camp to support the theme and the overall experience of having fun in this new and exciting camp.

Star Guard Program Overview

Throughout the course the Star Guard Aquatic Camp participants will develop as a team in and out of the pool. Participants will have fun while improving physically and mentally. They will leave this program with better leadership and communication skills, ability to work as a team, swimming skills, and water safety skills. Participants will acquire the confidence to set their mind on a goal and accomplish it.

The staff will provide a well-rounded curriculum that encompasses different aquatic activities, experiences, and themes. Participants will be exposed to daily activities, new aquatic games, and a fun environment. Daily organized activities contribute to better health and give participants the opportunity for hands on learning. Each day adds to the motivation and teamwork aspects of the program. The result of these combined daily activities can provide healthy, fun, and positive programing for the youth of our community.

Star Guards Aquatic Camp

Star Guards is a program for 9 – 12 yrs old, using key elements from; the American Red Cross learn to swim, Basic Water Safety, and lifeguarding Program. This program will offer activities for youth who are interested in organized aquatic based activities in a day camp form. Participants would include, but are not be limited to individuals who are interested in our Junior Lifeguard classes, but not old enough and individuals who are interested in spending their summer time at the pool. Participants will be required to complete a pre-requisite of 25 yard swim to ensure patron safety.

The participants of the Star Guard program will participate in the following types of activities: classroom instruction in basic principles of Water Safety and swim lessons. Group activities including dry land games and activities, in water games and activities, and practical aquatics based skills. There would also be a portion of the class in which the participants are allowed to participate in our Rec Swim Program, allowing participants to enjoy all aspects of the San Ramon Aquatics program.

The course consist of: 1 week M-F 5 hours / day

This course is offered 4 times throughout the summer. Each session has a theme that the camp will be based upon for that session.

During the course the following topics will be covered during instruction.

- Basic Water Safety
- Swimming Improvement Skills
- Recreation Swim
- Sun Safety
- Teambuilding
- Dry Land Games and Activities
- Sports
- In-Water Games and Activities

Lesson Plan Overview
The Star Guard Aquatic Camp course material is outlined for camp instructors in the Star Guard Aquatic Camp binder.

Weekly Lesson Plan – The weekly lesson plans outlines the themes, topics, activities and skills that need to be covered throughout the week. Instructors will be required to follow the weekly lesson plan to create their own daily lesson plan. There is a separate weekly lesson plan for each session of the Star Guards Aquatic Camp.

Daily Lesson Plans – Instructors will create daily lesson plan based on weekly lesson plan prior to the start of the session. Activities and games can be chosen from provided lists in the Star Guard Aquatic Camp binder.

Due to user group usage and other City of San Ramon programming, the Star Guard Aquatic Camp schedule has been created so there are no scheduling conflicts with water space, classroom usage, or field usage. Times and locations for facility and pool usage can be found on the weekly lesson plan.

Extended Rec. Swim – Participant from the star guard program will be able to participate in rec. swim for a reduced fee. Star Guard instructors are not required to be present for this time. Extended Rec swim is an additional $2.00 a day per Star Guard participant.

Supplies – The Star Guards pool manager is responsible for conducting a camp supply inventory prior to the start of the Star Guards session. If any supplies need to be purchased the Aquatics Supervisor/Coordinator/Technician must be informed 2 weeks prior to the start of a session to allot necessary time to order supplies.

Reference Materials - Reference materials used in the Star Guard Aquatic Camp program can be found in the instructor's binder under the appropriate tab.

2.6 Pool Reservations

Camps: All camps and groups must be registered through the Aquatics Supervisor. We allow a maximum of 300 (SROP) or 200 (DVAC) participants from camps to attend during Rec Swim on daily basis. All camp participants must ware a wrist band unless specified otherwise.

Before groups get in the water it is imperative that you have them wait for a staff member to review the rules with them. Some important rules to point out include: No Diving, No Running, flotation device policy, and our Swim Test Policy. Be enthusiastic, we want them to have fun and want them to have a desire to come back.

Camp chaperones should be in the water or at the side of the pool with their campers while at the facility.

Camps will receive a payment slip once all campers have been counted and have entered the facility. The camp will bring the payment slip to the front counter for payment purposes.

Swim Test – The swim test is a 25 yard swim across the pool without stopping. The camp counselors are asked to be in the water during testing. All camp participants are tested when they come to the pool the first time. If the same camp comes additional times throughout the summer we will test participants if it is their first visit or if the counselor recommends a swim test.

The Aquatic Staff reserves the right to swim test any patron whose swimming ability is questionable.

A Sr. Staff member needs to be present watching the swim tests being conducted and making the decision whether a patron passes or fails the test. This staff member should carry a rescue tube.

2.7 Other Programs

Other User Groups that use San Ramon Aquatic Facilities:

- Aqua Zumba – City Program (Contract Instructor)*
- Aquacats – Co-Sponsored Swim Team
- San Ramon Valley Livermore Aquatics – Co-Sponsored
- 680 Drivers Water Polo Club
- CAL Diving
- SCUBA Instruction – DNT, ASCO
- Nu Wave Water Exercise
- Crow Canyon Sharks
- Club Sport
- Swimming for Tri-Athletes
- GL Coaching / Ignite Triathlon
- Paschalis Ntatsos
- ElitSwim
- Swimming for Triathletes
- Fleet Feet
- Flyin Fish
- Rogue Water Polo
- Special Olympics
- USA Fit East Bay Training

For the most up to date details on which user groups or programs are using the Aquatic facilities, check the Daily Lane Allotments.

It is the responsibility of the Sr. Staff to ensure good customer service with the user groups. Senior Staff must talk to user groups each day prior/during their use.

When things do not go according to plan the user groups can be either your best friend or your worst enemy. It is imperative that you establish a good relationship with the user groups and coaches. If you have a good rapport with the coaches they will help you out when you need them to make accommodations.

*****Aqua Zumba is a city program taught by a contract instructor. When Aqua Zumba is on the lane allotments, we should ensure the following things are set up at the start of the class. A folding table, extension cord, and blue instructor mat. This program predominantly uses the San Ramon Olympic Pool.

Renter vs. Co-Sponsored Expectations:

Renter Expectations

The aquatic staff is responsible for making sure that the pool space is ready to go on time. The staff is responsible for moving all lane lines and flags if necessary prior to the scheduled start time. Staff must also ensure that the lanes are cleared of any other participants prior to use.

Co-Sponsored Expectations

Co-Sponsored programs are responsible for helping set up the pool/lane space they reserved and putting the pool space back to the condition it was found.

- Example Water Polo Season:
  During water polo season staff is responsible for moving flags while the team is responsible for moving lane lines and putting in the cages. If lane lines do not get moved back it is still the staff's responsibility to move them back and have them tightened.

On High School game days the staff is responsible for removing and putting back all the lane lines and flags. You can ask the team to help put them back but it is ultimately the staff's responsibility.

Locker Room Closing Times

To ensure that the aquatic staff can close and secure the facility, the locker rooms will be closed 20 minutes after programs end. This will specifically be enforced if it is the last program of the day or if there is a break in scheduling where staff will not be present at the facility. If programs are back to back and staff is continuously scheduled then we do not have to enforce this procedure.

Facility Operations

It is imperative that the Sr. Staff understands the operation procedures of the facilities. The information in this section should be instilled in your mind so that you can focus the majority of your attention to programming and not have to focus as closely on routine facility operations.

3.1 Unscheduled Pool Closure

It is the responsibility of the Sr. Staff to follow the emergency call out procedures "Appendix D" if the pool needs to be closed due to unsafe conditions. Any time the pool has an unscheduled closure, a computerized sign must be posted on the front doors for the public to see.

Conditions for immediate pool closure: (see EAP Binder for further directions)

- Thunder / Lightning (wait 30 minutes to reopen)
- Earthquake
- Fire
- Major pool accident (i.e. when 911 is called)
- Pump/filter failure (water gets cloudy and you can't see the main drains in 12ft/14ft)
- Fecal accident

The facility may be closed due to inclement weather upon the approval of the Aquatic Supervisor/Coordinator/Technician. If the pool is to be closed due to earthquakes, chemical levels, or mechanical failure of pumps/ filters, Maintenance needs to be notified immediately. The Sr. Staff may leave only after all patrons have left the facility and no patrons are waiting in front to be picked up and the facility has been locked and secured.

Anytime there is an unscheduled pool closure an Incident Report needs to be filled out and submitted to the Aquatics Supervisor/Coordinator/Technician the day of the incident.

3.2 Safety, Maintenance, and Cleanliness

It is the responsibility of the Staff to ensure that the entire facility is clean and in working order. This includes everything from the front of the facility and parking lot, to the bathrooms, lifeguard office, pool deck and equipment. Our facility is a reflection of our staff and organization so it is very important that it is clean and operational at all times. If the problem cannot be immediately repaired, it needs to be taken out of service and the Aquatic Supervisor/ Coordinator/Technician or Public Services staff needs to be notified immediately.

To assist in making sure the facility is properly maintained, daily maintenance items have been outlined in the daily aquatic log book.

3.3 Scheduling

Lane Allotments

The Lane Allotments should be checked every day by the Sr. Staff members in charge to inform them of how to set-up and operate. This is important so the day's activities runs with out confusion and user groups get what was pre-negotiated with the Aquatics Supervisor.

The Lane Allotment shows where a user group is going to be located in the pool, their scheduled time, and how many lanes they are allotted. User groups are not allowed to use more than their allotted lanes.

Work Schedule
The work schedule can be accessed by visiting http://www.whentowork.com. This is an online scheduling program in which employees and managers can check their schedules anywhere there is an internet connection. These schedules can be accessed from the computers in the First Aid office at both facilities; it will not be posted. For more details regarding whentowork.com please refer to the Aquatics Manual Section 2.4.

When creating a schedule, the Pool Manager assigned to scheduling will follow the availability sheets submitted by each employee and schedule staff for all shifts at each facility based on the Daily Lane Allotments. The schedule should be posted the Wednesday prior to the schedule taking place.

During the summer, the work schedule will be completed by the Pool Manager assigned to scheduling.

During the winter, the SROP & DVAC schedules will be created by the Pool Manager assigned to scheduling. These schedules will be completed no later than the Wednesday prior to the start of the schedule and will be published after all schedules are inputted into When to Work. The Pool Managers will need to communicate with each other to ensure this is completed.

Swim Lesson Instructor Schedule
After the overall work schedule has been completed, the Pool Manager in charge of swim lessons will create the swim lesson instructor schedule. This schedule determines which instructors will teach specific classes. When creating this schedule you want to keep several things in mind.

- Instructor Ability
- Instructor Experience
- How instructor relates to different age groups
- Instructor seniority
- WSI instructors for higher levels, if available

VAT/Audit Schedule
This schedule determines which Sr. Staff members will be responsible for conducting Internal Audits, CPR Audits, Oxygen Audits and VAT drills during their shift. The Aquatics Coordinator / Supervisor or Pool Manager in charge of the VAT/Audit schedule will instruct you as to how many VAT / Internal Audits or CPR/Oxygen Audits should be conducted on a weekly basis. This schedule will be distributed by e-mail during the off season to those involved. During the summer season the type of VAT and how many per shift need to be completed will be posted in the manager's office. It is the responsibility of the Pool Managers to ensure staff members receive all required VAT drills and Audits.

3.4 Play Structure

San Ramon Olympic Pool

Turning on / off:

1. Controls are located in the pump room by the Play Structure.
2. Push on/off buttons (2) on control panels.

Participant Rotation Guidelines: Before a play pool rotation is put into action the Pool Manager in charge must determine how crowded the play structure is and decide if more participants should be let into the play structure. Depending on how crowded the facility is, it is the Pool Manager in charge discretion whether or not to conduct play structure participant rotation. Some guide lines to remember when deciding whether or not to conduct a rotation are: A long line with over 15 participants waiting, or you notice the line is not moving at all.

Be sure you inform all Lifeguards, Jr. Lifeguards, and other Sr. Staff members before conducting rotations.

Be sure to announce to participants in detail what is going on, what they need to do, and your time line for the next participant rotation.

As stated in the Pool Rules, "At the discretion of the Aquatics Staff, the number of play pool users may be limited to ensure safety of all users. When necessary, play pool users will be rotated at appropriate durations determined by the aquatics staff." The number of patrons allowed inside the play pool area and the duration of when they are rotated are up to the Pool Manager to decide based on each situation.

The play structure must be inspected daily. For an example of the daily inspection requirements refer to Appendix G.

Dougherty Valley Aquatic Center

Turning on / off:

1. Controls are located in the pump room by the 50m.
2. Push on/off button (1) on control panels.

* There are no rotations necessary at DVAC

3.5 Hydraulic Chair Lift

The chairlifts at both facilities are to be inspected every Monday to ensure they are in working order. The staff must ensure the chair goes all the way down in the water and back up. If the chair lift is non operational report the information to the Aquatics Coordinator / Supervisor.

- During summer the chair lift inspection should take place on Monday at 9:00 am.
- During off season the chair lift inspection should be done Monday at 3:30pm.

San Ramon Olympic Pool
The 50 meter hydraulic chair lift is left in position at all times unless there is a swim meet. The lap pool chair lift should be left in place unless told otherwise. To put in and remove the chair lifts please follow the directions below.

Putting the hydraulic chair lift in will take at least two people.

1. Put chair in proper position in pool
2. One person will hold chair while the second person will bolt the chair down to the deck.
    a. Bolts located in Aquatics Coordinator office.
3. Attach the chair hose to the spigot in the grass area by the lap pool.
4. Turn water on, and make sure that the chair is in proper working order
5. Help any patrons using the hydraulic chair lift

Dougherty Valley Aquatic Center
The hydraulic chair lift is left in position at all times.

1. Remove cover from chair.
2. Connect black hose to connection on facility wall.
3. Turn water on, and make sure that the chair is proper working order. The water is located right next to the hydraulic chair. Look for the black hose going to the deck.
4. Help any patrons using the hydraulic chair lift

3.6 Pool Lights / Flood Lights

The pool lights and flood lights must be turned on at sunset until closing and at opening until sunrise. Pool lights are a safety issue for lifeguards to be able to see the bottom of the pool at night or early morning. Ensure that lights are turned on and off at the appropriate times, or when there is inclement weather determined by the senior staff or the Aquatics Supervisor / Coordinator.

Do not turn lights off until you have ensured that all patrons have left the facility.

San Ramon Olympic Pool

- The controls for the flood lights for the entire facility are located on the North side of the 50m pump room.
- The controls for the pool lights are in the following locations:
- 50m – North Side of the 50m pump room next to the flood lights control
- LAP & PLAY – Next to the door way leading in to the pump room, North of the Play pool

Dougherty Valley Aquatic Center

- The controls for the flood lights are in the electrical room located on the North side of the facility.
- The controls for the pool lights are located in the pump room.

3.7 Resetting the Telephone System - SROP

If at some point the phones stop working at SROP (for example, you can hear the other person on the phone, but they cannot hear you), use the following directions to re-set the phone system.

- Go into the classroom closet (where training equipment is stored)
- Go into the electrical room (the door is on the immediate left when entering the closet)
- Once in the electrical room, turn right and go to the back wall.
- On the back wall, towards the floor, there is a light grey panel labelled “NEC Digital Remote Unit
- Locate the on / off switch
- Turn the switch off, wait for 15 seconds, and turn the switch on.
- Test the phone system, they should work properly again
- If the phones do not operate correctly, follow the directions in Appendix D to contact a supervisor and inform them of the situation.

3.8 Chlorine and pH Tests

It is critical that a chemical test is taken prior to allowing swimmers in the water to determine if there is sufficient chlorine and pH levels. There is a chemical test kit located in each lifeguard office to conduct daily chemical tests.

If the chemicals are within range, log the results in the Daily Log Book. If the chlorine reads below 1.0 ppm or the pH is below 7.0, a Sr. Staff member should take a secondary test to determine if the first test is an error or if it is correct. The acceptable range for chlorine to allow participants into the water is 1.0 to 10.0 ppm. The acceptable range for pH is 7.2-7.8.

To take a secondary test, a separate chemical testing method should be used. This test kit is located in the Pool Managers office, on top of the black shelving unit, to the right of the large dry erase board at SROP. It is located in the Coordinator / Supervisor office, on the white shelving unit, to the right when entering the office at DVAC. The test kit will be stored in a blue box.

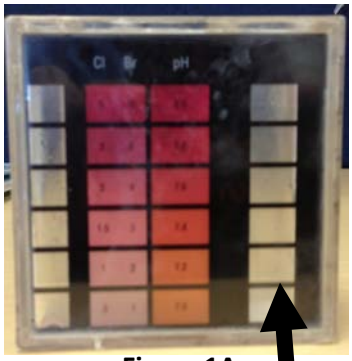


Figure 1A

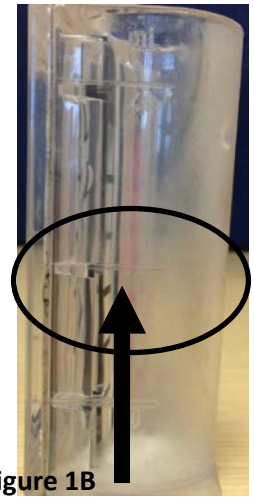
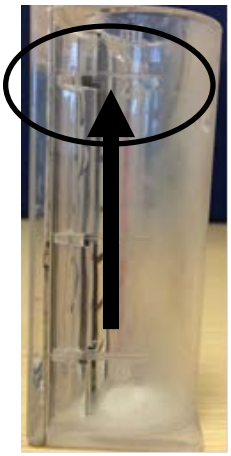


Figure 1B



pH test
Figure 2A

Chlorine Testing Directions:

1. Figure 1A – Use the big side of the Chlorine Test Kit.
2. Figure 1B – Fill water level up to the 25 mL line.
3. Add 2 dippers of R-0870 DPD Powder
4. Add R-0871 one drop at a time, swirling and counting after each drop, until color changes from pink to colorless.
5. Multiply total drops counted by 2. Whatever number you get, is the chlorine level.

pH Testing Directions:

1. Rinse and fill the large tube to the 44 mL line (top line).
2. Add 5 drops of R-0004, cap the tube, and invert to mix.
3. Match the color to the color standard and record the reading in the log book.

After taking a secondary chlorine test, if the chlorine is within range, log the results in the daily log book and it is safe to allow swimmers into the water. If the chlorine is not within range, **DO NOT** allow swimmers into the water and follow the directions in Appendix D to contact public services and the Aquatics Coordinator / Supervisor.

3.9 Basketball Hoop Storage – Dougherty Valley Aquatic Center

Proper storage is very important to maintaining the basketball backboard in good working order and condition. The following steps should be followed:

1. Lean the basketball backboard against the fence directly below the red rope attached to the fence.

2. Slide the lane line extension attached to the red rope along the backside of the back board and secure the other side by slipping the knot over the hook on the end. There is no need to ever untie the knot.





3. Wrap the bungee cord around the fence and the ropes to pull it against the fence so it is not leaning forward.



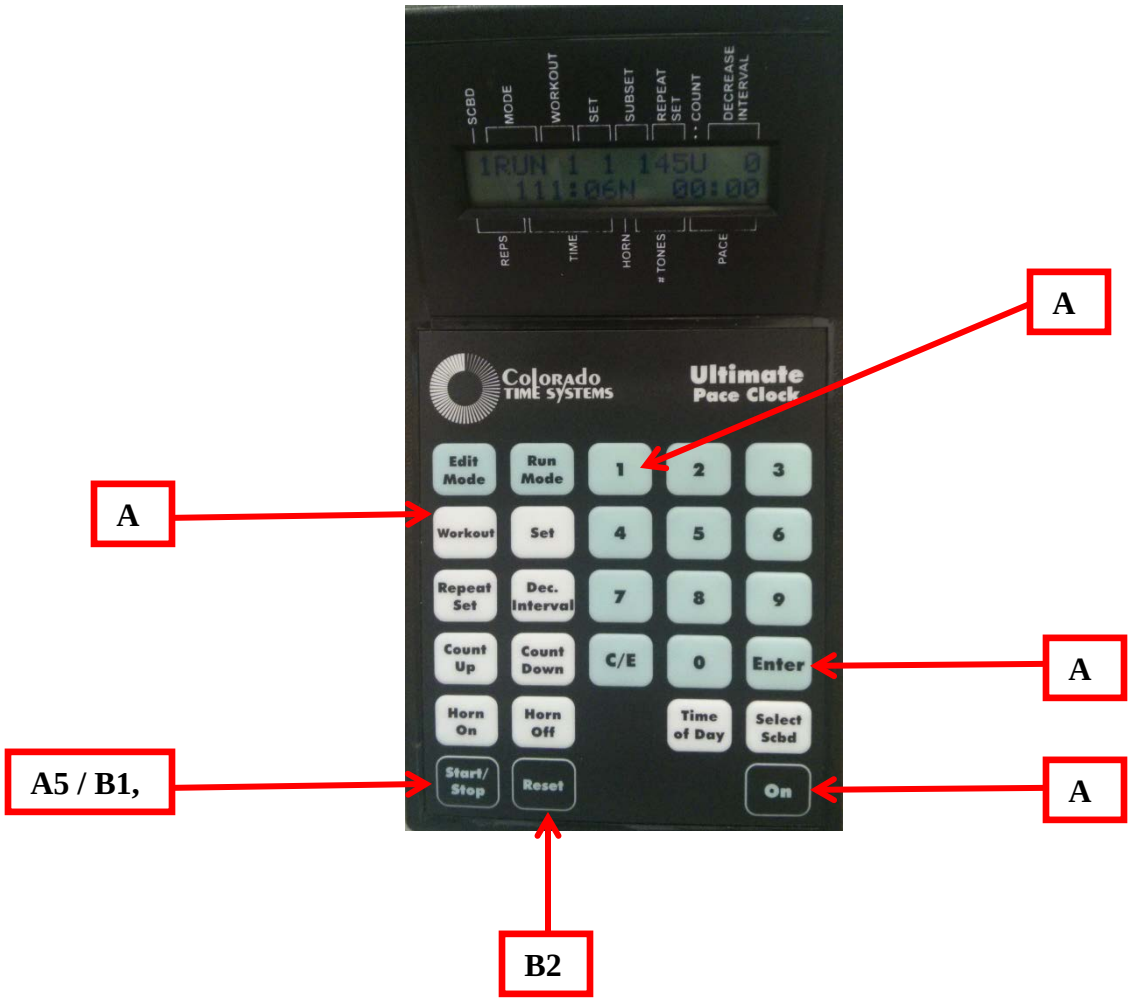
4. Front view of being stored correctly.



5. **DO NOT store basketball like this!**



3.10 Directions to Start / Reset the Ultimate Pace Clock Controller



A - To Turn On:

1. Press “On”
2. Press “Workout”
3. Press “1”
4. Press “Enter”
5. Wait until the top of the hour. Press “Start/Stop”. At this time the display should look similar to the picture above. Also, the pace clock should be running.

B - To Reset:

1. Press “Start/Stop”
2. Press “Reset”
3. Wait until the top of the hour. Press “Start/Stop”. At this time the display should look similar to the picture above. Also, the pace clock should be running.

3.11 Starting Block Cover Procedures

Based on the direction of the Contra Costa Health Department, an orange starting block cover shall remain on each starting block while not in use.

Starting blocks will only be used when supervised by a coach while practicing starts or during swim meets. While the starting block covers are removed the coach will be responsible for monitoring the use of the blocks. Starting block covers should be removed at the beginning of the scheduled use and returned in place at the end of the scheduled use.

When a user-group wants to use the starting blocks, the user-group will be expected to remove / return the starting block covers for their use.
The starting block cover is secured to the block by using a cone and bungee cord.

To remove covers:

1. Find the side of the bungee cord that is not crimped to the grommet on the block cover. Remove this side. The bungee cord is attached to the cover.
2. The cover will slip off of the block.
3. Remove the cone that is sitting in the middle of the block.
4. Place the cone and the cover / bungee cord underneath the starting block while not being used.

To put on covers:

1. Place the cone in the middle of the starting block.
2. Center the cover over the cone ensuring that the cover will reach over each side of the block.
    a. SROP – The warning labels will face the water / deck.
    b. DVAC – The warning labels will face out to the side of each block. Perpendicular to the water / deck line.
3. Stretch the free end of the bungee cord across under the block and secure it to the grommet on the cover.
4. Double check to make sure the covers are centered and fit correctly over the block.

Administrative Paperwork

Completing paperwork correctly allows us to track trends in pool attendance, keep records on patron/staff injuries, and manage the budget. This is a necessary aspect of your job.

Paperwork location
It is the staff's responsibility to know where all paperwork is located in the Pool Manager's office. At both facilities the paperwork is stored in the Pool Manager's office. The paperwork is in the top drawer on the right side by the Pool Manager's computer.

At SROP there are several cubby holders underneath the thermostat in the Pool Managers office with the most frequently used paperwork inside them.

At DVAC there are several cubby holders underneath the white board in the Pool Manager's office with the most frequently used paperwork inside them.

4.1 Incentive Program

All Star Awards
If an employee's performance is above and beyond expectations, they will receive an All Star Award. This is a document that any senior staff member can fill out for another staff member who does an outstanding job. When an employee receives an All Star Award they will then be entered for a chance to compete for the employee of the month with the other Divisions within the Parks and Community Services Department. Refer to Appendix B – All Star Award / Lanyard & Bead Incentive Program

Lanyard & Bead Program
Employees will have the opportunity to be awarded with a lanyard for their whistle and beads to display their good performance. Refer to Appendix B – All Star Award / Lanyard & Bead Incentive Program.

Session Awards
The following awards are given to the staff at the end of each session/month.

- Junior Lifeguard of the Session
- Swim Instructor of the Session
- Lifeguard of the Session
- Senior Staff of the Session
  - Offered every three weeks during summer months.

End of Season Awards
The following awards are given to the staff at the end of summer staff dinner. The employee of the year award is given out twice a year – summer and winter.

- Rookie of the Year
- Most Improved of the Year

- Junior Lifeguard of the Year
- Swim Instructor of the Year
- Lifeguard of the Year
- Senior Lifeguard of the Year
- Pool Manager of the Year
- Employee of the Year

4.2 Vigilance Awareness Training

Vigilance Awareness Training is an aspect included in our lifeguard program. It has many facets, but is primarily comprised of testing the staff on their ability to recognize and respond to various drills to test their knowledge, recognition skills and reaction time.

Internal Lifeguard / CPR Audits

Each Lifeguard will receive at least two Internal Audits, one CPR audit, and one oxygen audit throughout the course of a season. Each Lifeguard will receive a grade of Excellent, Satisfactory, or Needs Improvement.

For more information regarding VATs / Audits, how to conduct and log drills or to see the audit and remediation forms, refer to Appendix E - VAT / Audit Guidelines & Materials.

Refer to Appendix A in the Aquatics Staff Manual for the Internal Lifeguard Audit form.

4.3 Swim Lesson Attendance / WSI Reports

Attendance logs are necessary in case parents request a refund for not attending the swim lesson as well as liability reasons. These will be kept in the swim lesson binder, which will contain all attendance records for the Learn-to-Swim program.

WSI Reports should be filled out every session with all of our WSI's on staff included. Submit completed activity reports to Aquatics Coordinator/ Supervisor.

4.4 Refunds / Credits / Transfers

Refunds / Credits

In case an individual is requesting a refund/credit, do your best to figure out the problem and find a reasonable solution. If accommodations can not be made, take the individual to the front counter to request a refund. They will need to fill out a Refund request form that will be submitted for review. Filling out a request form does not guarantee a refund.

It is the responsibility of the Pool Manager in charge of the program to resolve the issue that has caused the customer to request the refund/credit. The Pool Manager should take the necessary steps such as look in to the reason for the request, follow-up with the customer, and offer options/solutions to the customer. If the customer still wants to discuss the situation with the Aquatics Coordinator/Supervisor, the Pool Manager is required to provide a written description of the steps taken to resolve the issue and any other pertinent information along with the refund/credit form.

Transfers
Pool Managers are responsible for approving all transfers and providing the necessary paperwork to the front counter / office staff to process the request. More information will be provided in the Swim Lesson Program orientation during Senior Staff Training.

Refer to Appendix AA - Refund / Credit / Transfer Request Form.

4.5 Cash Handling / Fraud

It is the responsibility of the Senior Staff to ensure that the cash handling procedures are done correctly each day. It is also your responsibility to ensure that your staff is familiar with these practices when working at the front counter.

During the summer, the aquatics staff is responsible for handling cash when there is lap swim before 8:30 am at DVAC. The frontline staff does everything else.

During the offseason the aquatics staff is responsible for working the front counter at DVAC during morning lap swim. The front line staff does everything else.

Refer to Appendix F – Directions for Working the Front Counter

4.6 Accident / Incident Reports

The following guidelines must be followed any time an Accident / Incident Report is filled out.

- State just the facts.
- If you are unclear on any aspect of the report, investigate further until you have all of the facts.
- Date, Time, Facility, Location within the facility, and Staff on duty are vital information.
- These are legal documents and must be treated as such. Use proper spelling and grammar. Poorly filled out forms, with simple errors can make us look unprofessional in a court of law and eventually cost the City.
- All reports must be completed immediately following the accident / incident and provided to the Aquatics Supervisor/Coordinator/Technician the same day or first thing the next day.
- Fill out the form completely, if you do not have anything to write on a line, write N/A.
- Fill out the form as if you were explaining to someone that doesn't know what is going on.
- Fill out the proper forms.

Rescue Report: When a lifeguard or Sr. Staff member jumps in the water to rescue a patron.

Minor First Aid Form: Patrons who require minor first aid (bloody nose, scrapped knee, stubbed toe etc.)

Major Accident Form / Incident Report

Accident -Patrons / Employees – anything other than minor first aid requiring the assistance of advanced medical care or anytime the City of San Ramon can be held responsible. And any time an employee is injured.

Incident – Anything else that needs to be documented (Break In, Fight, Fecal Accident, Pool closure of any kind, theft, etc.)

- If the patron is a minor, the parents must be notified.
- Submit form to the Aquatics Supervisor / Coordinator as soon as possible.

Note: In the event of an accident that results in death do not take it upon yourself to contact relatives.

Refer to Appendix CC – Accident / Incident Report, Minor First Aid Form & Rescue Report.

4.7 CPR / AED Incident Investigation Report

Any time the AED is used, the CPR/AED Incident Investigation Report must be filled out within 24 hours of the incident occurring. Fill this form out as completely and accurately as possible. Once filled out, it must be submitted to the Aquatics Supervisor/Coordinator immediately.

Refer to Appendix J – CPR/AED Incident Investigation Report

4.8 Permanent Amusement Ride Accident Notification

If there is an accident involving the injury of a patron on the waterslide at the 50M pool, the Permanent Amusement Ride Accident Notification form must be filled out within 24 hours of the incident occurring. Fill out the form as accurately and as completely as possible.

Refer to Appendix K – Water Slide Accident/Incident Form

4.9 Reportable Waterborne Illness Form

We must submit this form to the county health department anytime that the pool is closed due to diarrhea.

Refer to Appendix W – Reportable Waterborne Illness Form.

4.10 Near Drowning or Drowning Incident Response Form

Anytime a fatality occurs do to drowning, fill out this form and submit it to the county health department.

Refer to Appendix X – Near Droning or Drowning Incident Response Form.

4.11 Timesheets / Executime

As the Sr. Staff you will need to verify the hours worked daily.

Employees will sign in and out during their shifts with a Pool Manager during summer.

During off season employees will sign in and out in the Daily Log Book.

As of summer 2015, all Senior Staff will log their own hours and highlight the logged hours in the binder / on the sign-in sheet. However, Pool Managers will still be responsible to input all

other employee hours in Executime. This program gives daily and pay period totals. Employees are allowed to use the computers in the Lifeguard / First Aid offices and the manager's office at DVAC to check their timesheets at any time.

Employees need to approve their hours at the end of every pay period. They must approve their hours no later than the Tuesday after the last day of the pay period. For specific pay and approval dates ask your supervisor. As a senior staff member, remind staff when they must approve their hours to ensure everybody completes this task on time.

It is the responsibility of the Sr. Staff and the employee to make sure the sign-in/sign –out sheets include the following information:

- Time – In
- Time – Out
- Total hours worked
- Signature

Ensure employees sign in and out on correct sheets. Daily Operations and Swim Lessons have separate sign in and out sheets during the summer season.

Hours should be logged according to the work schedule. Employees should log in and out for meal breaks.

Entering Hours in Executime
Pool Managers will enter hours at the end of each shift. Highlight the hours that have been entered in Executime to indicate that hours have been allocated to the employee in Executime. Hours from various shifts should be entered in Executime as individual entries.

Follow these steps to log employee hours:

- Log-In to Executime using your login and password

- On the left side of the screen click on:
  - **Emp. Time Maintenance**
    - Un-check filter box (top left of page) to change employees

- Select the correct time period at the top of the page:
  - **Current Period**
  - **Previous Period**

- Select **Add new time entry** at the bottom of the screen

- A new screen appears titled **Edit Time Entry**. Enter the appropriate information for each of the following categories:

  - Type - select the correct employee category:
    - 31 (Temp-Hourly)
      - All employees are in this category unless specified as a PERS employee
    - 35 (Temp PERS)

- A list of these individuals will be provided by your supervisor

- Department – select the correct activity code for your facility and program:
  - 6100 (SROP Training) & 6101 (DVAC Training)
    - Hours entered in this department are for employees who worked during any training, meeting, or orientation
    - The supervisor will direct the manager entering training hours which facility the hours will be allocated in accordance with the budget.
  - 6110 (Jr. Guard Program SROP) & 6111 (Jr. Guard Program DVAC)
    - Hours entered in this department are for employees who were:
      - Jr Guard & Star Guard camp instructors and aides
  - 6120 (SROP Learn to Swim) & 6121 (DVAC Learn to Swim)
    - Hours entered in this department are for employees who were:
      - Swim Instructors
      - Swim lesson Sr. Staff
      - Swim lesson testing day staff
      - Swim lesson check in table staff
      - Swim lesson instructor aid
      - Lifeguards during swim lesson program
  - 6140 (SROP Swim Meet/Rental) & 6141 (DVAC Swim Meet/Rental)
    - Hours are entered in this department when the pool is rented to a user group or private party, and there is no city programing being conducted
  - 6150 (SROP Rec Swim) & 6151 (DVAC Rec Swim)
    - Hours entered in this department are for employees who worked during:
      - Recreation Swim
      - Lap Swim
      - Early recreation swim
  - 6155 (SROP Special Classes)
    - Hours entered in this department are for employees who taught:
      - Lifeguard Training
      - CPR/FA
      - Water Safety Instructor
      - Lifeguard Instructor

***Note** – Hours worked may need to be divided in to separate accounts based on activities conducted in the pool during the course of the employee's shift.

- Date – Verify the date is correct.
  - To log hours for previous dates – type in the date or use the calendar option to click the correct day.

- Hours per day – Enter the hours worked

- Click **SAVE** to save entry.

Note: You do not need to enter anything under for the following lines:
- Account #
- Start Time
- End Date
- Comment

Auditing Executime Time Entries
Prior to the Aquatics Supervisor/Coordinator/Technician approving employee hours in Executime, anassigned Pool Manger will need to review/audit each employee's time entries and ensure that only a Pool Manager has entered hours for the employee.

Follow these steps to audit employee time entries:
- Log-In to Executime using your login and password

- On the left side of the screen under *"Supervisor Activity"* click on:
  - **Transaction Audit**

- Select the employees name at the top left side of the page:

- Select the correct time period at the top of the page:
  - **Previous Period**

- Review the column labeled "**Modified By**". Ensure that only Pool Manager names appear.
  - If only Pool Manager names appear, go to the next employee.
  - If names other than Pool Managers appear, note it, check the transaction for accuracy and notify the Aquatics Coordinator/Supervisor.

The transaction audit should be completed no later than noon on Tuesday following the conclusion of a pay period.

4.12 Failure to Perform a Job Duty / Assignment

Below is a list of unfavorable actions from an employee. If an employee demonstrates any actions on this list or failures to perform a job assignment, contact the Aquatics Supervisor/Coordinator/Technician using the whentowork.com messaging system.

- Tardiness (excused / unexcused)
- Not prepared for work
- Refusal to accept work or perform work in accordance with Instructions
- Unauthorized use of Telephone / Computer / Personal Electronics
- Giving out false information
- Absenteeism
- Leaving without Permission
- Harassment

- Disorderly Conduct
- Negligence to staff/patrons/city
- Possession or under the influence of alcohol or narcotics at work
- Stealing

Refer to Appendix DD – Work Habit Record.

How to Counsel Employees
When you fill out a Work Habit Record form, it is necessary for you to speak to that employee immediately and, if necessary, take them into the office. If it is minor you can counsel them on deck so everyone has an opportunity to learn from the minor error.

- An example of a minor offense would be dragging the rescue tube on deck. You want the staff to hear that so they do not make the same mistake.

If it is a serious offense, speak to them into the office immediately.

- A serious offense would be considered negligence to staff, patrons or the city. You want to give them the facts of the incident and ask them why it occurred. You must then go over our expectations of them, how to meet these expectations and tell them it should not happen again.

The work habit record form should be given to the Aquatics Supervisor/Coordinator to be filed.

How to Give Guidance to Employees
There may be times when a staff member is not performing. It is imperative that you pull them aside and into the office and speak to them on a one-on-one basis immediately. Your job is not to act as a therapist but to determine if they are mentally/physically fit to perform the job to the expected standard. If they are not able to perform their job to the standard, they should be sent home for the day. The information must be relayed back to the Aquatics Supervisor / Coordinator immediately so they can determine what actions to take next.

4.13 Daily Log Books

There are log books that need to be filled out on a daily basis. These log books include the Daily Aquatic Log. Refer to Appendix FF – SROP / DVAC Daily Facility Log Book.

These log books are used for liability documentation and record keeping. It is important that these logs are filled out completely and correctly. Fill out every box in the log book and sign it at the end of your shift. If any box on the form should be left blank, please write N/A and ensure every box on the form is completed.

Daily Aquatic Log – Daily maintenance, chlorine / pH testing, vacuum information, opening / closing log, emergency equipment inspection, and during the off season the sign in/out sheets are located in this binder.

Every Monday the Senior Staff is responsible for checking the oxygen levels in every tank used for emergency purposes as well as first aid supplies and the AED battery is charged.

If log books are not filled out correctly, the City can be fined by the State of California during an annual inspection.

4.14 Daily Play Structure and Slide Inspections - SROP

Everyday the play structure or slide is open an inspection must be conducted by a Senior Staff member before it is open to the public.

Inspections include a thorough walk through and test of all mechanical and operational features of both the play structure and slide. Any broken or concerning items must be written down on the inspection form. Refer to Appendix G for Inspection Sheets.

After an inspection is completed it must be filed appropriately for the annual state inspection.

4.15 Employee Injury

If an employee is injured at work you need to follow the steps listed in Appendix H of the Senior Staff Manual or The Employee Injury Packet located in the back of the EAP binder. Follow the procedures listed and fill out all the necessary forms.

After the situation is under control notify the Aquatics Supervisor/Coordinator/Technician of the accident.

Refer to Appendix H – Employee Injury Packet, for the steps to take in reporting an employee injury.

4.16 Lost and Found

At the end of each shift it is ultimately the seniors staffs responsibility to ensure that all lost and found was collected and logged accordingly.

Please refer to Appendix I for the City of San Ramon’s Lost and Found Policy.

4.1 Crisis Management Plan Overview

City of San Ramon- Aquatics

1. **Definition of Crisis:** Any aquatic incident resulting in a guest or staff member requiring resuscitation, CPR, spinal immobilization, or hospitalization.

2. **Activate Emergency Action Plan**

3. **Contact**: Follow the Emergency Call Out Procedures, Appendix in the Sr. Staff Manual or Section 1.2 in the Emergency Action Plan Binder

4. **Crisis Management Team Contacts:**

Spokespersons:	
Esther Lucas – Interim Director	(925) 980-8617 cell
Kathi Heimann – Interim Division Manager	(925) 570-0175 cell
Keith Haase – Interim Program Manager	(707) 386-4511 cell
Andrew Hubbard – Interim Aquatics Supervisor	(707) 373-2911 cell
Bob Saxe- City Attorney	(925) 973-2549
Incident Team:	
Keith Haase – Interim Program Manager	(707) 386-4511 cell
Andrew Hubbard – Interim Aquatics Supervisor	(707) 373-2911 cell
Sandy Tenborg – Public Services Manager	(925) 570-1944 cell
Marc Luke – Public Services Supervisor	(925) 570-1814 cell
Kevin O'Brien – Aquatics Maintenance Coordinator	(925) 570-0190 cell

5. **Dealing With the Media:** It is the strict policy of the San Ramon Olympic Pool and the Dougherty Valley Aquatic Center that no employee will speak with the media following a catastrophic incident. In the event that the media approaches an employee who is not a designated spokesperson, they must refer the media to the Parks and Community Services Director or the Aquatics Program Manager. It is extremely important that no one other than the designated spokesperson(s) say anything to the media in the event of a catastrophic incident.

6. **After Situation is Under Control:**
   - Have staff on duty at time of incident fill out a Critical Incident Staff Statement. (To be completed without collaboration)
   - Senior Staff locate witnesses, if possible, and have them fill out a Witness Statement. (To be completed without collaboration
   - Once statements have been taken and the Aquatics Supervisor or Coordinator is not present, go through a Debriefing Sheet with each staff member privately and individually.
   - Keep pools closed until Aquatics Supervisor/Coordinator decides the pool status.

7. **Debriefing Programs:**

   Employee Assistance Program- contact Human Resources Toni- (925) 973-2507
   Debriefing Services through SRPD- contact (925) 973-2700 or (925) 973-2779
   Debriefing Services through San Ramon Valley Fire- (925) 838-6600



CITY OF SAN RAMON, CA

Parks & Community Services Crisis Management Plan

April 29, 2015

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FOREWORD

This Crisis Management Plan provides guidance for Parks & Community Services Department response to crisis situations. This plan does not address extraordinary emergency situations associated with natural disasters, technological incidents, or nuclear defense operations. Rather, this plan concentrates on response procedures resulting from operational or programmatic emergencies or crises.

The City of San Ramon deals with many programs and events, both indoor and outdoor. As a result, the range of the possibilities for a crisis is wide. However, there are different levels of crisis that will require different levels of response. Some of the events that the City might consider a "crisis" are:

- An accident at a City facility that involves a customer injury (major or minor)
- The death of a City employee while in the active service of the City
- A financial crisis, such as financial mismanagement or embezzlement by a City employee
- A vehicular accident by a City employee in a City vehicle
- A crime committed on City property, such as a robbery or arson, or a crime committed during a City program of event
- A near drowning, drowning, or fatality at a City a facility
- An injury to a City employee or contractor during a program
- On / Off duty behavior of a City employee or representative which brings discredit to the City
    - Reference: Personnel Rules & Regulations – Sections 1303 and 1701

These are just a few of the events that may be considered a crisis. However, any event that compromises the name or reputation of the City of San Ramon, its facilities, its programs, its employees or appointed officials, even if it seems like a minor event, might be considered a crisis worthy of a concerted communications effort.

This plan is designed to be read, understood, and exercised prior to a crisis.

ACTIVATION

The Crisis Management Plan may be activated by the Parks & Community Services Director or identified alternate when:

- Following consultation between the Police Chief and the City Manager determines the need;
- Following the consultation between the Parks & Community Services management staff determines the need.

PLAN MAINTENANCE

The Parks & Community Services, Crisis Management Group is responsible for organizing, training, and updating the plan annually for staff assigned to the plan, soliciting input for changes after exercises or real events, and ensuring that necessary changes and revisions to this plan are prepared, coordinated, published, and distributed.

The Group designates the Administrative Coordinator to oversee the annual review and the Aquatics Supervisor to conduct the annual training exercises.

INTRODUCTION

The Parks & Community Services Department Crisis Management Plan describes planned response procedures resulting from operational or programmatic emergencies or crises. A crisis is any event that compromises the name or reputation of the City of San Ramon, its facilities, its programs, its employees or appointed officials. The number of such events can be limitless, and the degree of severity can range from minor incidents that can be handled quickly, to major catastrophes that may call for resources and personnel for many days.

It is the media's duty to report the news, wherever it happens, to the public; in a crisis situation, it is the City's duty to keep the public informed about the events that affect our program participants, citizens or staff. Together, the City and the media must provide and disseminate vital information – quickly and effectively – to the public.

Purpose

This plan establishes:

- A Crisis Management Group that will respond given any significant crisis affecting the Parks & Community Services Department or City of San Ramon.
- The operational concepts and procedures associated with the response to a crisis, Crisis Management Group and Critical Incident Team activities, and the process of implementing corrective actions.

This plan is:

- A guide to identifying a crisis.
- The principal guide for the Parks & Community Services Department to respond to and mitigate crises that may occur.
- A reference document for training prior to a crisis.
- Designed to guide users through the four phases of crisis management: preparedness, response, recovery, and mitigation.
- A reference document and plan on disseminating information to the public, the staff and the media.

DEFINING & IDENTIFYING A CRISIS

The City of San Ramon is host to many programs and events, both indoor and outdoor. As a result, the range of the possibilities for a crisis is wide. Some of the events that the City might consider a "crisis" are:

- An accident at a City facility that involves a customer injury (major or minor)
- The death of a City employee while in the active service of the City
- A financial crisis, such as financial mismanagement or embezzlement by a City employee
- A vehicular accident by a City employee in a City vehicle
- A crime committed on City property, such as a robbery or arson, or a crime committed during a City program of event
- A near drowning, drowning or fatality at a City a facility
- An injury to a City employee or contractor during a program
- On/Off duty behavior of a City employee or representative which brings discredit to the City
    - Reference: Personnel Rules & Regulations – Sections 1303 and 1701

These are just a few of the events that may be considered a crisis. However, any event that compromises the name or reputation of the City of San Ramon, its facilities, its programs, its employees or appointed officials, even if it seems like a minor event, might be considered a crisis worthy of a concerted communications effort.

CRISIS MANAGEMENT PRIORITIES

While providing information to the public throughout the crises the following priorities will be continuously evaluated:

1. Protect program participants and facility users;
2. Eliminate or secure hazards and prevent additional casualties or damages;
3. Address social, environmental, political, cultural or economic issues;
4. Provide accurate and timely information to the public, partners, the staff and the media; and
5. Restore normal operations as soon as possible.

Response Objectives

Initial Response – Immediate on-site Staff response

- Activate the Emergency Action Plan
- Close facility, as necessary.
- Begin collecting information and completing Accident/Incident Report and other documents as necessary – (employee and witness statements).
- Staff reminded of prepared statement.
    - "I am not the one who can provide you with that information, but here is the name and contact information of someone who can."

Initial Response – within 2 hours

- Activate this Crisis Management Plan and notify appropriate staff.
- Determine the status of situation and gather facts. Collect photos and videos, if available.
- Determine need to close facilities, cancel programs or other immediate measures.
- Determine need for confidentiality for any portion of the crises, or response.
- Debrief all staff involved in situation/crises.
- Notify chain of command and City Manager as necessary.
- Provide public and employee information announcements as needed.
- Advise all employees, contractors, partners, user-groups of the situation as needed.
- Within 8 hours, initiate safety inspection activities.

- Establish restoration priorities and initiate corrective actions.

Extended Response – More than 1 Day

- Complete any Initial Response objectives, as needed.
- Redefine response priorities, as needed.
- Continue safety assessment, emergency repairs; provide public and employee information announcements.

Recovery Objectives

Initial Recovery – After the crises is stabilized

- Complete assessment of losses – financial, reputation, life
- Define needs for additional staff or other resources.
- Reevaluate need for maintaining the existing staffing plan; consider returning to the normal organizational structure, roles and responsibilities when feasible.
- Prepare Accident/Incident Report and conduct post-incident evaluation.
- Establish need for additional outside investigations or accident reconstruction services.

Long Term Recovery

- Restore normal operations and services to full pre-incident levels.
- Maintain liaison with external agencies as needed.

Definitions:

- **The Crisis Management Group consists of the following members:**
  - Parks & Community Services Director
  - Division Manager
  - Program Managers
  - Marketing Analyst
- **The Critical Incident Team consists of:**
  - Designated members of the Crisis Management Group that are called to action in response to a Level 1, 2 or 3 incident by the Director of Designee and may include Police, Fire, City Attorney, and the City Manager's office as needed.
  - Team will expand or contract based on the particular incident.

CONCEPT OF OPERATIONS

Typically crises occur with little or no advance warning, and therefore, require a response characterized by an efficient and coordinated effort on the part of the Parks & Community Services staff.

Crisis Management Phases

Crisis management activities are divided into the following phases:

- Recognition – the act of recognizing a crisis and the immediate on-site care of the crisis
- Response - the act of the Crisis Management Group and/or Critical Incident Team responding to the crises
- Recovery - the act of restoring impacted programs/facility/staff to the pre-event condition
- Mitigation - the act of reducing or preventing the effects of future crises

Recognition

Once an incident is recognized, on-site staff should act accordingly following the policies and procedures of the Department. These policies and procedures may be found in, but not limited to, an Employee Handbook, Employee Policies and Procedures Binder, Emergency Action Binder, or Staff Manual.

Once the situation is under control, the on-site staff should:

- Notify the immediate supervisor or the Emergency Call-Out Supervisor;
- Complete a Critical Incident Staff Statement (to be completed without collaboration) for each staff working at the time of the incident. Form is located in Appendix A.
- Identify witnesses and complete a Witness Statement (to be completed without collaboration). Form is located in Appendix B.
- Prepare for debriefing process. Forms are located in Appendix C.

Response

The response phase has four parts and involves activities of the Crisis Management Group.

Assemble the Critical Incident Team from the Crisis Management Group

The first step in identifying the level of crisis begins with the Crisis Management Group. The PCS Director or designee will lead and manage the selection of members to serve on the Critical Incident Team comprised of members of the Crisis Management Group, whose primary members are:

- Parks & Community Services Director
- Division Manager
- Program Managers
- Marketing Analyst

A complete list of names, phone and cell phone numbers for the Crisis Management Group

can be found in Appendix D. In addition, the Director may call upon the expertise of Police, Fire, City Attorney or City Manager's office as needed.

Determine the Level of Crisis (1, 2 or 3)
The Crisis Management Group will evaluate the event. If the event meets the criteria for a "crisis", the group will determine whether the event is a Level 1, 2 or 3 crisis which will determine the response needed.

LEVEL 3 CRISIS
This is the least severe of the crisis events, but is one that may compromise the City's image and its relationship with the community, and still deserves the attention of the Crisis Management Group.

A level 3 crisis can include, but is not limited to:

- A minor, non-violent crime that involves City participants and/or staff;
- Damage to a City facility that does not involve personal injury to participants or staff; or
- Any other event the Crisis Management Group deems appropriate for a Level 3 response;
- Facility Shut Down.

LEVEL 2 CRISIS
A Level 2 crisis is one that compromises the City's duty to the citizens of San Ramon or threatens the health of San Ramon residents. Such an event can diminish the residents' expectation that the City is a good steward of public funds or is not considering the well being of its residents.

A Level 2 crisis can include, but is not limited to:

- The mismanagement of public funds by City staff;
- The abuse or inappropriate use of City funds, staff time or facilities;
- Embezzlement or theft, that involves public funds[1]
- Epidemic out break or other health concern that may threaten the community; or
- Any other event the Crisis Management Group deems appropriate for a Level 2 response.

The City of San Ramon has a Fraud Policy and this policy should be consulted as well.

LEVEL 1 CRISIS

This is the most severe of the three types of crisis. A Level 1 crisis involves the death of, or serious injury to, City program participants or staff. The type of event can compromise the positive image of the City and its reputation as a safe place for citizens of San Ramon. It can also be an event that demands the most City resources and personnel to adequately address the crisis.

A Level 1 crisis may include, but is not limited to:

- Any incident/accident resulting in a participant or staff member requiring further medical assistance (such as resuscitation, CPR, or spinal immobilization) or hospitalization;
- The death or near death of a participant during his or her involvement in a City program;
- A violent crime that takes place on City property or during City programs;
- Any other event the Crisis Management Group deems appropriate for a Level 1 response.

In the case of a Level 1 crisis, additional steps will immediately be taken to ensure statements are taken from staff and other witnesses as outlined in the Emergency Action Plan binders. At this time, the debriefing of staff should also take place to ensure their emotional/mental stability and assess how they are coping with the crisis.

A Debriefing form is located in Appendix C.

Once the level of the crisis has been determined, a Confidential Incident Investigation should be conducted to collect vital information to assist the Critical Incident Team in forming a comprehensive statement for the media and legal counsel for future litigation. The Confidential Incident Investigation form can be found in Appendix E.

If Necessary, Assemble the Secondary Team to Address the Crisis

Some events, especially Level 1 events, will require additional support and advice from staff and professionals. These members will be notified immediately by the PCS Director and consulted throughout the process. Depending on the crisis, the secondary team may include the City's:

- City Manager
- City Attorney
- Public Information Officer
- Department Directors / Police Chief
- Emergency Services Program Manager

Any other staff members or professional advisors as deemed appropriate by the Crisis Management Group and/or the Critical Incident Team.

Designating a Spokesperson / Preparation of Public Statement

Delivering a consistent and concise message to the public is critical to maintaining the good relationships between the City of San Ramon and the residents and businesses we serve. Therefore, the City of San Ramon, the Parks & Community Service Department and the Crisis Management Group will be represented by the PCS Director and/or the City's PIO in most cases who will serve as the single voice to the City. Choosing one person to deliver the message ensures consistency of the message to the public, and gives the media a single person to contact for quotes, new developments and information.

Once it is determined a spokesperson is necessary and who the spokesperson will be, the Marketing Analyst will work with the Critical Incident Team to develop the message, and to decide on its method of delivery. A written public information statement will be developed which should include:

- Facts of the situation. (what is known and unknown)
- Who, what, when, where?
- What is the Department's response? (what is the Department doing)
- What will the Department's continued response be in the future? (what we will be doing)
- Our commitment to the response and recovery phases. (describe phases)
- Where/How to get more information.

When developing the message:

1. **Review the facts** of the incident with regards to what is known and unknown (refer to Accident/Incident and/or Confidential Incident Investigation forms). If the event involves personal injury of any kind to a program participant or staff, the statement should express the City's concern for the people who were victim(s) of the incident.

2. **Ensure the public that the City is taking swift action** to address the problem, and outline what that action is.

3. **Emphasis will be given to the City's excellent record** of serving and protecting all the citizens of San Ramon.

4. **Emphasis will be given to the City's mission** to enhance the leisure and recreational opportunities within our community.

5. **If appropriate, the statement should issue a public apology** for the incident. Public apologies should not be used in any instance that may go to litigation. A public apology should only be used when approved by the Department Head.

6. **If appropriate, the statement should extend the City's deepest sympathies** to those involve and their families.

7. Provide information on where, when, **how to get further updates**.

To assist in developing the public statement, Program Highlight Sheets can be found in Appendix F. These sheets include such information as number of staff, meeting/training

details, required staff certifications, evaluation process of programs, equipment, staff, etc; list of independent contractors and their programs offered through the City.

Once the message is developed and approved by the Critical Incident Team, it must be delivered to the staff, media and the public quickly. Methods delivering the message may include, but are not limited to:

- A press release, or a series of press releases, sent either via fax or e-mail to local and regional press;
- A hotline to provide recorded information to the public, or to provide immediate access to the spokesperson.
- A press conference to answer press questions;
- A web site alert and/or e-mail distribution to local and regional media, City staff, and the public; and
- Materials of public information for all Parks & Community Services staff and for posting/providing at City facilities.

The Critical Incident Team may implement any or all of these methods throughout the duration of the crisis. Sometimes, a crisis can be addressed and resolved in a few hours; in the worst case, it can last for days or weeks. The Critical Incident Team should meet regularly throughout the crisis to share information and to continually implement the appropriate actions. The Team will work together to assess and plan all public efforts throughout this process.

To assist the spokesperson, a media interview guide is located in Appendix G.

RECOVERY / MITIGATION

Once an incident is recognized, on-site staff should act accordingly following the policies and procedures of the Department. These policies and procedures may be found in, but not limited to, an Employee Handbook, Employee Policies and Procedures Binder, or Emergency Action Plan Binder (Crash Book).

In the aftermath of an incident, citizens/employees will have specific needs that must be met. Typically, there will be a need for such services as:

- Assessment of the extent and severity of incident;
- Restoration of services offered by the department;
- Repair of damaged property; and
- Professional counseling of employees when the incident results in mental anguish and inability to cope. A professional counselor should be contacted within 30 minutes, when necessary.

Short Term Recovery

Short-term recovery begins during the response phase of the emergency. The objectives of short-term recovery include:

- Assessment of the extent and severity of incident; and
- Restoration of services offered by the department to an acceptable level.

The goal of short-term recovery is to restore the Parks and Community Services Department to an acceptable operating level.

Long Term Recovery

The objectives of long-term recovery operations include:

- Repair of damaged property;
- Provide Professional counseling of employees as necessary;
- Improve the Parks and Community Services Department Crisis Management Plan;
- Re-establish community trust and reputation, as necessary;
- Integration of mitigation strategies into Department policies and procedures.

The goal of long-term recovery is to restore the department to a pre-incident condition.

AFTER-ACTION REVIEW AND REPORTING

The After-Action Report will provide, at a minimum:

- PCS Incident Report
- Confidential Investigation Report
    - Employee and Public Witness statements as available;
    - Response actions taken;
    - Suggested modifications to the Crisis Management System;
    - Necessary modifications to policies and procedures;
- Training needs.
- Bring in outside investigators as needed.

PLAN DEVELOPMENT AND MAINTENANCE

The Parks and Community Services department will review this plan at least annually. The Administrative Coordinator will arrange the review. Any changes resulting from the annual review will be published and distributed.

- This plan may be modified as a result of post-incident analyses:
    - Proposed changes shall be submitted in writing to the Parks and Community Services Director; and
    - Any approved changes shall be published and distributed.
- This plan may also be modified any time responsibilities, procedures, laws, rules, or regulations pertaining to crisis management and operations change:
    - These changes will be incorporated into this plan, published, and distributed.

EVALUATION AND TRAINING

Evaluation

The Parks and Community Services Director will coordinate and facilitate post-incident analyses and critiques following an emergency.

Training

- The Parks and Community Services Director will notify staff of training opportunities associated with crisis management and operations. The Department will maintain training records for any training completed by staff. The Aquatics Supervisor will coordinate annual training exercises for the staff between the months of November and January.
- This plan will be reviewed with the Parks and Community Services staff on an annual basis following the annual review.

RECORD OF CHANGES

The Crisis Management Plan is expected to undergo changes over time due to updated regulations, lessons learned from response to real events, exercises and drills that test the plan and new relationships with public and private sector partners. All suggested changes will be accepted, reviewed by the Crisis Management Group and evaluated prior to posting. Changes will follow these steps:

1. Following approval of the team, modifications will be made and distributed to plan holders.
2. Changes will be distributed with a notice in the table below about the date of change, the material modified.
3. Each plan holder will be expected to update their copy to keep it current.

Change Number	Date of Change	Header / Change/ Page	Initiated By
1	3/1/14	Initial Response / Immediate on-site Staff response was added / 1-3	KH; approved by KM
2	3/1/14	Initial Response – within 2 hours / items were arranged in chronological order as they should take place / 1-3	KH; approved by KM
3	3/1/14	Initial Recovery – After the crises is stabilized / Added last bullet, Establish need for additional outside investigations or accident reconstruction services / 1-4	KM; approved by KM
4	3/1/14	Preparation of Public Statement / Item 5 Added – A public apology should only be used when approved by the Department Head / 1-8	KH; approved by KM
5	3/1/14	Preparation of Public Statement / Added Item 6 / 1-8	KH; approved by KM
6	3/1/14	Post Disaster Recovery / Added – A professional counselor should be contacted within 30 minutes, when necessary / 1-10	KH; approved by KM
7	3/1/14	After-Action Review and Reporting / Title updated to match Table of Contents / 1-11	KH; approved by KM
8	3/1/14	After-Action Review and Reporting / Last bullet point added – Bring in outside investigators as needed / 1-11	KM; approved by KM
9	3/1/14	Plan Development and Maintenance / Title updated to match Table of Contents / 1-11	KH; approved by KM
10	3/1/14	Crises Management Team Contact Information / Names and telephone numbers were updated / Appendix D	KH; approved by KM
11	3/1/14	Program Information Sheets - Parks & Community Services Commission members were updated - Operating Budget Summary updated	Program Staff; approved by KM

		- Facilities Information Sheet updated - Alcosta Senior & Community Center Information Sheet updated - Middle School Teen Centers Information Sheet updated - Middle School Teen Camp Information Sheet updated - Sports Information Sheet updated - Youth Resource Program Information Sheet Deleted - Aquatics Information Sheet updated - Theater Information Sheet updated - Forest Home Farms Historic Park Information Sheet updated Appendix F	
12	3/1/14	Media Interview Guide / content added and updated / Appendix G	KH & KM; approved by KM
13	4/29/15	Table of Contents page numbers updated	EL & BM; Approved by KM
14	4/29/15	Footer Updated from March 2014 to April 2015	EL & BM; Approved by KM
15	4/29/15	Index moved to back of document	EL & BM; Approved by KM
16	4/29/15	Plan Maintenance / Updated to state that the group will update annually. Also, Admin Coordinator will oversee the annual update and the Aquatics Supervisor will oversee the annual training exercises	EL & BM; Approved by KM
17	4/29/15	"Crisis Management Team" was updated to "Crisis Management Group" throughout entire document	EL & BM; Approved by KM
18	4/29/15	Introduction / Critical Incident Team added / 1-1	EL & BM; Approved by KM
19	4/29/15	Crisis Management Properties / Definitions of "Crisis Management Group" and "Critical Incident Team" added / 1-4	EL & BM; Approved by KM
20	4/29/15	Concept of Operations / Response updated / Instructions for assembling the Critical Incident Team from the Critical Management Team added / 1-5	EL & BM; Approved by KM
21	4/29/15	Concept of Operations / Level 3 Crisis / Facility Shutdown added / 1-6	EL & BM; Approved by KM
22	4/29/15	Concept of Operations / "Crisis Communication Team" updated to "Crisis Management Group / 1-6, 1-7	EL & BM; Approved by KM
23	4/29/15	Concept of Operations / Assemble Secondary Team / Updated to state that Critical Incident Team will develop message and Marketing Analyst and City's PIO will deliver message / 1-8	EL & BM; Approved by KM
24	4/29/15	Plan Development and Maintenance / The Administrative Coordinator will arrange review added / 1-11	EL & BM; Approved by KM
25	4/29/15	Evaluation and Training / The Aquatics Supervisor will coordinate annual training exercises for the staff added / 1-11	EL & BM; Approved by KM
26	4/29/15	Record of Training added as Appendix H	EL & BM; Approved by KM

27	4/29/15	Crisis Management Group Contact Information / Names and telephone numbers were updated / Appendix D	EL & BM; Approved by KM
28	4/29/15	Program Information Sheets - Parks & Community Services Commission members were updated - Operating Budget Summary updated - Facilities Information Sheet updated - Alcosta Senior & Community Center Information Sheet updated - Middle School Teen Centers Information Sheet updated - Middle School Teen Camp Information Sheet updated - Sports Information Sheet updated - Youth Resource Program Information Sheet Deleted - Aquatics Information Sheet updated - Theater Information Sheet updated - Forest Home Farms Historic Park Information Sheet updated Appendix F	Program Staff; Approved by KM
29	4/29/15	Copies sent to Crisis Management Group and put in all site Crash Binders	EL & BM; Approved by KM

Parks & Community Services
Crisis Management Plan

Appendix A
Critical Incident Staff Statement

City of San Ramon

Critical Incident Staff Statement

Date of Incident _____ Date of Statement _____

Time of Incident _____ Time of Statement _____

Location of Staff Member at time of Incident _____

What was Staff Member doing at time of Incident _____

_____

_____

Describe in detail your role/responsibility during the Incident

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Name of Staff Member (Print) _____

Signature of Staff Member _____

Phone Number _____ Title _____

Name of Staff Member taking statement (if present) _____

Signature of Staff Member _____

Phone Number _____ Title _____

Parks & Community Services
Crisis Management Plan

Appendix B
Critical Incident Witness Statement

City of San Ramon

Critical Incident Witness Statement

Date of Incident _____ Date of Statement _____

Time of Incident _____ Time of Statement _____

Location of Witness at time of Incident _____

What was Witness doing at time of Incident _____

_____

Describe in detail what you did or what you saw during the Incident

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Name of Witness (Print) _____

Address Witness _____

Phone Number _____

Name of Staff Member taking statement _____

Signature of Staff Member _____

Phone Number _____ Title _____

Parks & Community Services
Crisis Management Plan

Appendix C
Debriefing Sheet and Instructions

Debriefing Sheet

To be used after a Critical Incident or Level 1 crises (such as breathing/cardiac emergency, spinal, hospitalization, death)

- Talk to each employee involved in the incident in private prior to letting them return to work.
- Begin debriefing of the staff with those who were hands on with the victim or closest in dealing with the incident

Employee Name_____ Date_____ Time_____

Facility_____ Nature of Incident_____

Ask the employee the following question:

1. Do you feel capable of returning to work and carrying out your duties with the effectiveness necessary to ensure the safety of all patrons?
    - **If YES**, continue with the Debriefing Sheet
    - **If NO**, keep staff on site until it is determined if they need a ride home or further debriefing with a grief counselor. Contact employee's parents/guardian, if a minor.
        - If the employee is sent home, they should be instructed to report back to work at their next assigned shift.

Listen carefully to their responses to the following questions and use their answers to fill in any signs that they are not capable of returning to work.

2. How do are you doing?

<u>The following are signs that the employee is not capable of returning immediately to work:</u>
(Any of the following disqualify them to return immediately to work)

___ Placing blame
___ Confusion
___ Poor attention (mind wanders back to accident)
___ Difficulty making decisions
___ Memory problems
___ Guilt
___ Intense anger
___ Irritability
___ Grief
___ Denial
___ Panic reactions
___ Fear
___ Depression
___ Uncertainty (especially for returning back to work)
___ Crying spells
___ Withdrawal from the accident
___ Emotional outbursts
___ Inappropriate humor
___ Pacing
___ Erratic movements
___ Dizziness
___ Trembling (lips or hands)
___ Profuse sweating
___ Altered personality

Supervisor Recommendation:

- **Employee should return to work** _____
- **Employee relieved from work and should return to their next assigned shift** _____

Supervisor conducting debriefing:_____

Supervisor signature:_____

*Keep completed forms. If an employee is relieved for the day, when the employee returns to their next assigned shift, watch their behavior closely to see if other signs of stress develop. If so, address those concerns immediately. Further debriefing with a grief counselor may be necessary.

Parks & Community Services
Crisis Management Plan

Appendix D
Crisis Management Team Contact Information

Crisis Management Team Contact Information

		Office	Cell
Director	Karen McNamara	973-2801	383-1049
Division Manager	Esther Lucas	973-2602	980-8617
Program Managers	Brad Morris	973-2604	642-2337
	Kathi Heimann	973-2611	570-0175
	Steve Piersol	973-2607	570-0437
Marketing Analyst	Nicole Blazin	973-2603	286-6853

Parks & Community Services
Crisis Management Plan

Appendix E
Confidential Investigation Form & Guidelines

CITY OF SAN RAMON
INVESTIGATION REPORT

Date of Event_____ Day_____ Time of Incident_____ AM / PM

Location_____ Date Reported_____

Who Reported Accident/Incident_____

Investigation conducted by_____

Date of Investigation_____

INVOLVED PERSONS INFORMATION

Attach a copy of the Accident/Incident form to Investigation Report.
Ensure all pertinent information regarding persons involved is present.

PUBLIC WITNESSES

Public Witness information is located on the Accident/Incident form.
If witness statements were taken, attach the Critical Incident Witness Statement forms to the Investigation Report.

EMPLOYEE WITNESSES

Account for each employee as to their location and job duty at time of event.
Each employee should have provided a statement recorded on a Critical Incident Staff Statement form with regards to the event. Attach forms to the Investigation Report.

STAFF ON DUTY

Name Job Title Phone Number

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Use reverse side for additional employees.

ENVIRONMENTAL / FACILITY CONDITION & LOCATION:

Facility Name:_____ Location at Facility_____

Aquatic Incidents Only

Chemical Levels:
pH_____ CL2_____ Water Temp_____

Water Quality:
Clear / Turbid Calm / Rough Water depth_____

Weather Conditions:
Wind – Y / N Fog – Y / N Rain – Y / N Overcast / Sunny Air Temp_____

Attendance at time of incident:_____

What were conditions like prior to the event occurring? (examples – noise, lighting, fumes, housekeeping, etc.)

Description of location/damage:

If objects or equipment were involved, were they inspected immediately after the incident? Y / N

Evaluation

Date of inspection prior to the event Inspection report attached: Y / N

Condition at time of inspection

Details of Accident/Incident

Were pictures taken? Y / N If yes, attach to report. Provide a brief description of each picture attached.

Picture #1

Picture #2

Picture #3

Picture #4

Picture #5

What type of event was taking place at the time of the accident/incident?

Who was in attendance at the time of the accident/incident?

Briefly describe the accident/incident

Describe what factors may have contributed to the accident/incident

Which of the identified factors are within the control of the City of San Ramon?

Outline any immediate actions taken prior to the investigation to prevent the recurrence of the accident/incident

Outline corrective measures to prevent the recurrence of the accident/incident (corrective measures should address the identified factors contributing to the accident/incident)

MEDIA INFORMATION

Was information given to media? Y / N

If YES, by whom_____ Title_____

Phone Number_____

What information was provided to the media?_____

_____

_____

_____

Investigated by:

Name_____ Date_____

Signature_____ Title_____

Investigation reviewed by:

Name_____ Date_____

Signature_____ Title_____

CITY OF SAN RAMON
INVESTIGATION REPORT GUIDELINES

The primary goal of an investigation is to establish the cause of the accident/incident. This will identify the appropriate action to prevent a recurrence. The investigation is fact finding, not fault finding. To plan for the prevention of similar accidents/incidents, the investigation should take place as soon after the incident as possible, so that details are not forgotten. However, if needed, take immediate corrective action prior to starting the investigation to prevent further accidents.

Consider the severity of the accident/incident when deciding upon the depth of the investigation. A full and detailed investigation is required for serious accidents while a less detailed one may be suitable for minor accidents. In either case, the investigation must gather sufficient information to identify causes and means to help prevent a recurrence.

The following guidelines will help you investigate an accident/incident:

- Obtain the basic facts of the accident/incident
    - Inspect and record the physical conditions of the site
    - Take photos
- Obtain all witness statements (injured, public, employee)
    - Read witness statements and follow-up as needed
    - If needed, ask open-ended questions and attempt to establish a timeline of what happened
    - Ask when, where, who, how
    - Avoid asking for opinions
    - Do not comment on liability or fault
- Identify the circumstances that led up to the accident/incident
    - What was being done at the time of the accident/incident
    - Was everyone involved doing what they were supposed to be
    - Were training guidelines, policies, procedures being followed
    - Has something similar happened previously
- Identify the immediate response to the accident/incident
    - Was prompt and appropriate action taken
- Identify the preventative measures taken to prevent the accident/incident from occurring
    - What instruction and training has taken place
    - What policies and/or procedures are in place
- Review the established preventative measures and provide recommendations to prevent the accident/incident from recurring
    - Examples:
        - Review/revise training topic
        - Review/revise policies and procedures
        - Better communication
        - Inspection of equipment
        - Review similar actives elsewhere

Parks & Community Services
Crisis Management Plan

Appendix F
Program Information Sheets
Updated May 2015

- Parks and Community Services
- Facilities
- Alcosta Senior & Community Center
- Middle School Teen Centers
- Middle School Teen Camp
- Sports
- Aquatics
- Theater
- Forest Home Farms Historic Park
- Camp Central

Parks and Community Services Information Sheet

Department History:

The City of San Ramon was incorporated on July 1, 1983. Prior to that time, responsibility for the purchase, development and management of Parks and Recreation facilities as well as recreational programs rested with two agencies: The Dublin San Ramon Services District (DSRSD), and Contra Costa County Service Area R-7.

A Parks and Recreation Committee was established in 1984 (later to become the Parks and Community Services Commission), to determine the most effective way to provide parks and recreation services in San Ramon.

The City of San Ramon operates on a Manager/City Council system. The City Council is the policy making body for the city, and does appoint committees or commissions to oversee the various departments within the city. For our department, the City Council officially created the Parks and Community Services Commission in 1988, which is the advisory and policy-making body to the Council on parks and recreation issues.

The Parks and Community Services Department was created in 1985, the department has grown into a "full service" department, offering programs in the areas of Teens, Aquatics, Leisure Enrichment Classes, Day Camp Programs, Adult Sports, Senior Activities, Nature Programs, Special Events, Facility Rentals as well as special interest groups like the Historic Foundation, Library Foundation, Senior Center Foundation, Arts Foundation, and the Teen Council.

Mission Statement:

To Create Community through People, Parks, Partnerships, and Programs We: Provide Recreational Experiences; Foster Human Development; Promote Health and Wellness; Increase Cultural Unity; Facilitate Community Problem Solving; Strengthen Safety and Security; Strengthen Community Image and Sense of Place; Support Economic Development.

Parks and Community Services Commission:

The Parks and Community Services Commission members are appointed by the City Council to provide policy direction for the Parks and Community Services Department. The Commission also has jurisdiction over parks and facility design, some program fee setting and overall assurance of high quality program and service delivery. As of March 2014, the Parks and Community Services Commissioners are:

Will Doerlich	**David Ernest**	**Heidi Kenniston-Lee**
Rene Matsumoto	**John Mills**	**Carol Lopez**
Dominique Yancey	**Caroline Lee - Student Commissioner**	

Operating Budget Summary:

Description	Program Expenditures	Program Revenue	Net Program Cost
Administration	$ 1,097,329	$ 9,544	$1,087,785
Aquatics	1,298,832	936,257	362,575
Facilities	927,761	605,642	322,119
Cultural Arts	226,727	131,233	95,494
Therapeutic and Youth Services	115,739	11,740	103,999
Youth Enrichment	773,567	640,760	132,807
Library	235,328		235,328
Theatre and Performing Arts	1,176,282	710,279	466,003
Adult and Senior Enrichment	325,417	144,111	181,306
Special Events	384,552	142,300	242,252
Sports – Adult	405,621	346,409	59,212
Sports – Youth	760,123	726,518	33,605
Youth Center	430,713	337,938	92,775
Historic Properties/Museums	275,220	62,403	212,817
Program Totals	$8,433,211	$4,805,134	$3,628,077

Staffing:

Regular Employees:	29	
Temporary employees	165-300	Seasonally/Continual recruitments

Method of Hiring:

Regular employees:	Application, Testing, and Interviews
Temporary employees	Application, Testing and Interviews

Job Titles:

Regular Positions	Temporary Positions
Administrative Analyst	Lifeguard I/II/III/IV
Department Director	Office Assistants I/II
Division Manager	Pool Managers, Assistant Pool Manager, Senior Lifeguard
Office Technician	Program Assistants, Recreation Leaders I/II
Program Manager	Senior Leaders I/II
Recreation Coordinator	
Recreation Supervisor	
Recreation Technician	
Administrative Coordinator	

Staff Development and Training

Regular Employees:

Trainings Legend: (A)Annually (B)Bi-Annually (C)Tri-Annually (I)Initial Employment (Q)Quarterly (AS)As Required	Analyst	Director	Division Manager	Office Technician	Program Manager	Recreation Coordinator	Recreation Supervisor	Recreation Technician
(A) Sexual Harassment	X	X	X	X	X	X	X	X
(A)Violence in the Workplace	X	X	X	X	X	X	X	X
(A)American with Disabilities Act	X	X	X	X	X	X	X	X
(A)Crisis Management	X	X	X	X	X	X	X	X
(A)Customer Service	X	X	X	X	X	X	X	X
(A) Child Abuse and Mandated Reporting	X	X	X	X	X	X	X	X
(I)IIPP (Injury and Illness Prevention Plan)	X	X	X	X	X	X	X	X
(B)CPR/1st Aid/AED	X	X	X	X	X	X	X	X
(B)Emergency Operations Command Center	X	X	X	X	X	X	X	X
(Q)Target Safety Program	X	X	X	X	X	X	X	X
(Q)Legal Consortium Training Topics	X	X	X		X		X	
(AR) Division Specific Topics	X	X	X	X	X	X	X	X

Temporary Employees:

Trainings	Lifeguard I/II	Office Assistants	Pool Managers	Recreation Leaders
(A)Sexual Harassment	X	X	X	X
(A)Violence in the Workplace	X	X	X	X
(A)American with Disabilities Act	X	X	X	X
(A)Crisis Management	X	X	X	X
(A)Customer Service	X	X	X	X
(A) Child Abuse and Mandated Reporting	X	X	X	X
(A)Back Injury Prevention	X	X	X	X
(A)Office Safety		X		
(A)Avoiding Slips, Trips and Falls	X	X	X	X
(A)Heat Illness Prevention	X		X	X
(A)General First Aid	X	X	X	X
(A)Fire Extinguisher Safety	X	X	X	X
(A)Driver Safety	X	X	X	X
(A)Administering Emergency Oxygen	X		X	
(A)Preventing Disease Transmission	X		X	X
(B)Water Safety Instructor	X		X	
(B)Water Safety Instructor Training			X	
(B)CPR/1st Aid/AED	X		X	X
(B)Lifeguard Instructor	X		X	
(B)CPR/1st Aid Instructor			X	
(C)First Aid for Public Safety Personnel	X		X	
(C)Rescue Skills	X		X	
(C)Spinal Injury Management	X		X	
(AR) Division Specific Topics	X	X	X	X

City of San Ramon – Facilities
Information Sheet

Staffing Numbers

Year Round	15 Staff Members

**Staff work at the San Ramon Community Center, Dougherty Station Community Center Alcosta Senior and Community Center and Amador Rancho Community Center.*

Staff Meeting / Trainings

April-May	Semi-Annual Staff Meeting/Training – **4-6 hours**
October-December	Semi-Annual Staff Meeting/Training – **3-5 hours**
All Staff Training Topics Covered	American Disability Act, Child Abuse & Mandated Reporting, Violence in the Workplace & Harassment, Emergency Preparedness, Back Injury Prevention, Customer Service, Heat Illness Prevention, Sun Safety, Blood borne Pathogens Training, Emergency Action Plan & Scenarios, Policy & Procedures, Employee Handbook.

Mandatory Certifications

All Staff Members	American Red Cross	CPR/AED Certification First Aid Certification

Evaluations / Inspections

Policy and Procedure Updates	Ongoing
AED Inspection	Monthly
Building Inspections	Quarterly

User Groups

Private Individuals

Private Corporations

Non Profit Organizations

Government Agencies

City of San Ramon Classes

City of San Ramon Programs

City of San Ramon Special Events

City of San Ramon (Internal)

City of San Ramon – Alcosta Senior & Community Center Information Sheet

Program/Center information

The Alcosta Senior & Community Center serves older adults in the community ages 55 and over. The Senior Center offers a wide range of activities and maintains current information and referral services for older adults.

The Center is also used for other City of San Ramon adult and youth classes, meetings, special events and some of the rooms and gazebo area are rented out to the public for parties, weddings, meetings, etc.

At the South end of the Center there are Community Garden Allotments which can be rented for planting gardens.

Types of activities/classes offered at the Senior Center include: Fitness, Computer, Dance & Dances, Card Games, Boutique Group, Painting Group, Senior Chorus, Bingo, Special Events, Trips & Tours, Travel Presentations, Special Presentations, Monthly Birthday Parties, Writing, Poetry, Pool, Bocce Ball, Wii and more.

Volunteer Opportunities at the Senior Center include: Reception Desk, Class Instructor, Senior Scholars Tutoring, Kitchen help, Special Events, Computer Docents, Travel Desk Hosts, and more.

Lunch Program provided through the Contra Costa County and is offered Monday – Friday. Individuals 60 years and older pay a suggested $2.00 donation for the meals while those under 60 years old must pay $5.00 for the meal. Lunch reservation must be made by 12:00pm the day before they want to come for lunch.

Transportation:

The **San Ramon Senior Express Van** transports San Ramon Seniors to and from the Senior Center Monday through Friday. Registration for rides is required 24 hours in advance. Pick up is between 8:30am – 9:30am and return rides are between 1:00pm – 3:00pm. Fee is $3.00 each way; $2.00 for Encore Members.

County Connection Link provides door to door service for eligible seniors and disabled persons. Same day appointments can be made by calling (925) 943-1829. For advanced trips call (925) 938-7433. Riders must pre-register.

Bart: Tickets are sold at the Senior Center. Call 933-BART for schedule information,

Paid Staffing Numbers

Recreation Supervisor	1 FT
Recreation Coordinator	1 FT
Office Technician II	1 FT

Facility Technician	1 FT
Office Assistant	1 PT Temp
Lunch Program Staff	3 PT Temp
Instructors	4 Contractors teach line dance/fitness classes

Volunteer Staffing

Front Desk – Monday – Friday: 8:30am – 3:00pm
Travel Desk – Monday: 11am – 12:00pm
Kitchen – Lunch Program: Monday – Friday @ 12:00pm
Instructors for drop-in classes
Special Events
Senior Scholar Tutors
Computer Docents

Staff & Volunteer Meetings / Trainings

Ongoing Trainings for Part Time & Full Time Staff

June Initial & Annual Training – **6 hours**

Topics covered	American Disability Act, Child Abuse & Mandated Reporting, Violence in the Workplace, Workplace Harassment, Emergency Preparedness, Back Injury Prevention, Customer Service, Heat Illness Prevention, Sun Safety, Bloodborne Pathogen, Crash Books, Emergency Action Plan Scenarios, Temporary Employee Manual
February	Annual Follow up Training – **3 hours**
Topics covered	Slips, Trips & Falls, CPR/AED refresher, General First Aid Refresher, Office Safety, Fire Extinguisher Safety, Driving Safety, Crash Book review and Emergency Action Plan Scenarios
Volunteers	They are trained for the area they are volunteering

Meetings	Volunteer Frontline staff	Quarterly
	Volunteer Van Drivers	Quarterly
	Volunteer Kitchen Staff	Quarterly
	Volunteer Travel Hosts	Monthly
	Volunteer Senior Scholars	Monthly
	All Staff (Paid/Full Time)	Monthly
	Preschool/Therapeutic Recreation/Senior Division	Bi-Weekly Bi-Monthly

Mandatory Certifications/Hiring Requirements

Full & Part Time Staff	CPR/First Aid/AED Certificate
Kitchen Staff	Safe Handler Food Safety Certificate

Volunteers (CPR/AED, First Aid recommended)	CRP/First Aid/AED Certificate Fingerprinted by the San Ramon Police Department Background check

Evaluations / Inspections

Program Evaluations	Senior programs are evaluated annually
Evaluations of Staff	Annually
Policy and Procedure Updates	Ongoing
Equipment at the Senior Center	Inspected for safety by Facility Staff - ongoing
Senior Center Fire Sprinkler System	Inspected by the San Ramon Fire Dept. - annually
Crash Book Updates	Ongoing
First Aid Kits	Ongoing
AED	Monthly

City of San Ramon – Middle School Teen Centers Information Sheet

Program information

The Middle School Teen Centers are a supervised, fun place for students in grades 6-8 to go after school. Students experience different types of recreation activities that encourage them to be active and social. Students also have time for homework each day.

There are four Middle School Teen Centers in San Ramon.

The Pine Valley Teen Center is open every school day from 2:30pm-6:00pm. The center is located on the Pine Valley Middle School campus on the black top adjacent to the gym. Maximum # of students for this site is 35.

The Gale Ranch Teen Center is open every school day from 2:45pm-6:00pm. The center is located on the Gale Ranch Middle School campus on the end of the blacktop closest to the wall. Maximum # of students for this site is 35.

The Windemere Ranch Teen Center is open every school day from 2:45pm-6:00pm. The center is located on the Windemere Ranch Middle School campus on the black top adjacent to the gym. Maximum # of students for this site is 35.

The Iron Horse Teen Center is open every school day from 2:45pm-6:00pm. The center is located on the Iron Horse Middle School campus in classroom PT-7. Maximum # of students for this site is 35.

When centers are all full there are 35 students at each Teen Center. Total # in the program = 140.

The Middle School Teen Centers are not a licensed child care facility. The teen centers are considered a recreational program. Our classes are not academic, but students do study and work on homework.

The Middle School Teen Centers are offered in the Fall, Winter and Spring.

Staffing Numbers

August - June

Pine Valley Teen Center – 1 Senior Recreation Leader II
2 Senior Recreation Leader I

Gale Ranch Teen Center – 1 Senior Recreation Leader II
2 Senior Recreation Leader I

Iron Horse Teen Center – 1 Senior Recreation Leader II
2 Senior Recreation Leader I

Windemere Ranch Teen Center – 1 Senior Recreation Leader II
2 Senior Recreation Leader I

Staff Meetings / Trainings

Ongoing Trainings

August	Initial & Annual Training – **6 hours**
Topics covered	American Disability Act, Child Abuse & Mandated Reporting, Violence in the Workplace, Workplace Harassment, Emergency Preparedness, Back Injury Prevention, Customer Service, Heat Illness Prevention, Sun Safety, Bloodborne Pathogen, Crash Books, Emergency Action Plan Scenarios, Temporary Employee Manual
January	Annual Follow up Training – **3 hours**
Topics covered	Slips, Trips & Falls, CPR/AED refresher, General First Aid Refresher, Office Safety, Fire Extinguisher Safety, Driving Safety, Emergency Action Plan Scenarios
Training @ Weekly Meetings	Crash Books, Emergency Action Plan Scenarios – Each meeting is 1 hour long and takes place on Fridays. There are two sections covered each month. 1 hour x 33 days = **16.5 hours**

Mandatory Certifications/Hiring Requirements

Recreation Leaders	CPR/AED Certificate First Aid Certificate Fingerprinted by the San Ramon Police Department Background Check Negative TB Test

At least 1 or more years of college preferred and two years experience in a capacity working in a teen program, day camp/child care program area or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Evaluations / Inspections

Program Evaluations	The Teen Center program is evaluated annually
Policy and Procedure Updates	Ongoing
Equipment in Centers	Inspected for safety daily by the staff
Crash Book Updates	Ongoing
First Aid Kits	Ongoing

City of San Ramon – Middle School Teen Camp Information Sheet

Program information

The Teen Camp is supervised, fun place for students in grades 6-8 to go during the summer. Students experience different types of recreation activities that encourage them to be active and social. Students participate in fun activities, projects and field trips each week. Contractor camps are offered the first and last week of summer all day, and in the mornings only during weeks 2 - 8. The in-house afternoon teen camp is offered following the morning contractor camps during weeks 2-8.

There are two Teen Camps in San Ramon at the Pine Valley Teen Center and the Gale Ranch Teen Center.

The camps are offered for 10 weeks running from June 15th - August 21st, Monday – Friday from 8:30am – 5:30pm. Maximum # of students for both sites is 30. Morning contractor camps are offered from 8:30am-12:00pm. The in-house afternoon teen camps are offered from 12:00-5:30pm. During the first and last week of summer the afternoon camps offered are contractor camps, they run from 12:00-4:00pm.

The Teen Camps are offered in the Summer.

Staffing Numbers

August - June	Pine Valley Teen Center –	1 Senior Recreation Leader II 2 Senior Recreation Leader I
	Gale Ranch Teen Center -	1 Senior Recreation Leader II 2 Senior Recreation Leader I

Staff Meetings / Trainings

Ongoing Trainings

- The Teen Camp staff work all year round so they are trained on the same schedule as the Teen Centers.

August	Initial & Annual Training – **6 hours**
Topics covered	American Disability Act, Child Abuse & Mandated Reporting, Violence in the Workplace, Workplace Harassment, Emergency Preparedness, Back Injury Prevention, Customer Service, Heat Illness Prevention, Sun Safety, Bloodborne Pathogen, Crash Books, Emergency Action Plan Scenarios, Temporary Employee Manual
January	Annual Follow up Training – **3 hours**
Topics covered	Slips, Trips & Falls, CPR/AED refresher, General First Aid Refresher, Office Safety, Fire Extinguisher Safety, Driving Safety, Emergency Action Plan Scenarios

Training @ Weekly Meetings	Crash Books, Emergency Action Plan Scenarios – Each meeting is 1 hour long and takes place on Fridays. There are two sections covered each month. 1 hour x 4 days = **4 hours**

Mandatory Certifications/Hiring Requirements

Recreation Leaders	CPR/AED Certificate First Aid Certificate Fingerprinted by the San Ramon Police Department Background Check Negative TB Test

At least 1 or more years of college preferred and two years experience in a capacity working in a teen program, day camp/child care program area or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Evaluations / Inspections

Program Evaluations	The Teen Camp program is evaluated annually
Evaluations of Staff	Annually
Policy and Procedure Updates	Ongoing
Equipment in Centers	Inspected for safety daily by the staff
Crash Book Updates	Ongoing
First Aid Kits	Ongoing

City of San Ramon – Sports Information Sheet

Staffing Numbers

June – August	25-35
September – May	20-30

Staff Meeting / Trainings

Ongoing Training

June – August	All Staff Trainings – **10-15 hours** Adult Sports Trainings – **5-15 hours** Youth Sports Trainings – **5-8 hours**
September – May	All Staff Trainings – **4-6 hours** Adult Sports Trainings – **5-10 hours** Youth Sports Trainings – **5-7 hours** Youth Hoops Officiating/Scorekeeping Training – **5-8 hours**
All Staff Training Topics Covered	CPR/AED Skills, First Aid, Emergency Action Plan Scenarios, Policy / Procedure, Teamwork, Equipment Usage, Communication, Risk Management, Problem Solving / Decision Making, Customer Service, Lost & Found, Accident/Incident Forms and Plan, Americans with Disabilities Act, Mandated Reporting, Back Injury Prevention, Heat Illness Prevention, Sun Safety, Bloodborne Pathogens, Crash Book, Administration of Prescription Medications, Fire Extinguisher Safety, Slips, Trips & Falls,
Adult Sports Training Topics Covered	All Staff Training Items Above, Facility Usage (Opening/Closing), Cash Handling, Communicating with Supervisors, Staff and Participants, Mentoring, Specific Assignment Topics
Youth Sports Training Topics Covered	All Staff Training Items Above, Child Development, Class Specific Topics, Communication with Children and Parents
Youth Hoops Training Topics Covered	Basketball League Rules, Officiating Mechanics, On-the-court Officiating Training, Scorekeeper Training, Basketball Scrimmages, Game Scenarios

Mandatory Certifications

All Employees	First Aid/CPR/AED

Evaluations

Program Evaluations	Each program is evaluated quarterly or annually
Policy and Procedure Updates	Ongoing
Emergency Equipment Inspections	Monthly
Equipment Inspections	Ongoing

Contractors / User Groups

See most recent Sports & Fitness Contractor List for names and contact information

Volunteer Coaches

- Fingerprinted through SRPD and pass DOJ/local background check
- Complete National Alliance for Youth Sports Association (NYSCA) sport specific coaches training. .
- Complete City of San Ramon Volunteer Form
- Review Volunteer & Coaches Handbooks
- Mandated Reporter Training

City of San Ramon (In-House) Programs

Youth Sports

Hoops League (December-February) – local middle schools
Flag Football League (March-June) – Central Park Soccer Fields
Little Dribblers (Year-round) – Pine Valley Community Gym and Dougherty Station Community Center

Adult Sports

Leagues

Men's & Co-ed Softball (March-November) – Central Park Fields
Co-ed Kickball (March-August) – Central Park Fields
Co-ed Volleyball (Year-round) – Iron Horse Community Gym
Men's Basketball (Year-round) – Iron Horse Community Gym
Women's Basketball (Year-round) – Pine Valley Community Gym

Open Gyms

Basketball (Year-round) – Iron Horse Community Gym
Volleyball (Year-round) – Iron Horse Community Gym
Badminton (Year-round) – Gale Ranch Middle School Gym

City of San Ramon – Aquatics
Information Sheet

Staffing Numbers

June – August	Total Employees – 150*
September – October	Total Employees – 50*
November – March	Total Employees – 40*
April – May	Total Employees – 50*

**Staff works at both San Ramon Olympic Pool and Dougherty Valley Aquatic Center*

Staff Meeting / Trainings

Ongoing Trainings

June – August	Senior Staff Training – **30-40hours** Training Week – **16-20 hours** Weekly Staff Trainings – 2.5 hours each = **17.5-20.0 hours** Weekly Senior Staff Meetings – 2 hours each = **12-16 hours**
September – May	Monthly Staff Training – 2 hours each = **16-20 hours** Monthly Senior Staff Meetings – 0.5 hours each = **4-5 hours** Staff Recertification – 8 hours = **8-10 hours**

All Staff Training Topics Covered	CPR/AED Skills, First Aid for Public Safety Personnel Skills, Rescue Skills, Spinal Injury Management, Emergency Action Plan Scenarios, Emergency Oxygen Skills, Policy / Procedure, Swim Lessons, Teamwork, Communication, Risk Management, Hydro Physical Ability, Problem Solving / Decision Making, Customer Service
Senior Staff Training Topics Covered	All above topics, Active Aquatics Supervision, Operations & Auditing, Emergency Management, Leadership & Duty, Staff Development, Maintenance Basics, Facility Inspections, Report Writing, Troubleshooting, Evaluating Staff

Mandatory Certifications

Seasonal Lifeguards	American Red Cross	Lifeguarding and First Aid CPR/AED for Lifeguards Administering Emergency Oxygen

Year Round Lifeguards / Sr. Staff	All above certifications American Red Cross	First Aid for Public Safety Personnel
Sr. Staff / Other Staff	All above certifications American Red Cross (requirements vary by position)	Water Safety Instructor Lifeguarding Instructor First Aid for Public Safety Personnel Instructor
Full Time Staff	All above certifications Certified Pool Operator American Red Cross	Water Safety Instructor Trainer Lifeguard Instructor Trainer

Evaluations / Inspections

Program Evaluations	Each program is evaluated annually
Policy and Procedure Updates	Ongoing
Emergency Equipment Inspections	Daily / Weekly
AED Inspections	Weekly / Monthly
Equipment Inspections	Annual
Vigilance Awareness Testing	June – August – 2 per staff Sept. – May – 2 per staff
Internal Lifeguard	June – August – 2 per staff Sept. – May – 2 per staff
Internal CPR Audits	June – August – 1 per staff Sept. – May – 2 per staff
Internal Oxygen Audits	June – August – 1 per staff Sept. – May – 2 per staff
Full Facility Audits	June – August
Water Slide Inspection (SROP)	Daily when in use
Play Structure Inspection (SROP)	Daily when in use

Outside Consultant Services – Total Aquatic Management

Lifeguard Audits	3-5 times per year
Facility Inspection	Annual

Outside Waterslide Inspections – State of California – Department of Occupational Safety and Health

QSI Inspection	Annual
Unannounced Operational/Records Audit	Annual
Records Audit	Annual

Contractors / User Groups

U.S. Swim Teams		
San Ramon Valley Livermore Aquatics	Rich Thornton	925-833-2407
	Jayne Riley	925-389-7560
SRVLA Masters	Larry Baeder	608-332-9028
Crow Canyon Sharks	Dan Cottam	925-285-7089
U.S. Water Polo		
Rogue Water Polo Club	Matt Head	925-819-2916
Amateur Athletic Union / U.S. Diving		
Cal Diving Club – (Facility Rental / Independent Contractor)	Eric Holzheimer	510-859-3149
Water Aerobics		
Nu Wave Aqua Aerobics	Marci Kahn	925-831-9115
	Sue Morrison	925-548-4712
Aqua Zumba – (Independent Contractor)	Judy Connaughton	925-895-4085
SCUBA		
Dive N Trips – Classes	Gene Battaglia	925-462-7234
Triathlon Coaching		
GL Coaching	Greg Lynch	925-719-7719
Swimming for Triathletes	Patricia LaSalle	925-829-8353
Fleet Feet	Ethan Falls	925-699-4926
Swim Coaching		
Paschalis Coaching / ElitSwim	Paschalis Ntatsos	925-818-7130
Flyin Fish	Katie McDermott	415-730-4658
Special Olympics	Dylan Kiyomura	925-944-8801 x245
Recreation Swim Teams		
San Ramon – Aquacats	Edward Dy	510-612-0892
Club Sport Marlins	Ashley Perry	925-735-8500 x517
San Ramon Valley Unified School District		
Dougherty Valley High School	Daniel Hillman	925-479-6400
• P.E. Classes		
• Swim Team		
• Water Polo Team		
California High School	Sarah Wondolowski	925-803-3210
• P.E. Classes		
• Swim Team		
• Water Polo Team		

City of San Ramon – Theater
Information Sheet

Dougherty Valley Performing Arts Center
Joint Use with SRVUSD located on DVHS campus opened 2007

Front Row Theater
Located inside the Dougherty Station Community Center opened 2005

Staffing

City has contracted with a Theater Management Company to provide staff for the Dougherty Valley Performing Arts Center and the Front Row Theater since 2007.

Venuetech Theater Management Group Inc.

John Lind, President	Office (925) 284-5699	Cell (925) 381-9894
Judy Barkett, Vice President	Office (415) 409-4402	Cell (415) 794-6994
Kathleen Lind, Legal Officer	Office (925) 284-5699	

Venuetech has 12 employees who regularly work in the two facilities. During large shows Venuetech brings in additional staff from their other venues to supplement the existing staffing.

The 12 regular employees have been fingerprinted, TB tested and background checked by Venuetech.

There are approximately 30 Volunteer Ushers that are registered City Lights volunteers that have been trained by Venuetech Staff to assist patrons to their seats, take tickets, sell concessions and evacuate the theater in an emergency. Volunteers also receive annual training from the City lights volunteer coordinator on a variety of city policies including child / elder mandated reporting , Americans with Disabilities Act and workplace violence.

Trainings

Annual Training	Provided by
Stick Lift Operation	City
AED Orientation	City
Cash Handling	City
Sexual Harassment	Venuetech
Customer Service	Venuetech
Usher Orientation & Training*	Venuetech

Additional training is offered throughout the year to orient and train new volunteer ushers

Certifications

Some staff and volunteers have CPR & First Aid however it is not required at this time.

Evaluations / Inspections

Item / Area	Inspected by	Frequency
2 Wheel Chair Lifts (Backstage & Booth)	SRVUSD Janitors	Monthly
AED Monthly Inspection	Venuetech Staff	monthly
Safety &Facility Maintenance	City PS Staff	Monthly
Theatrical Equipment	Venuetech Staff	Ongoing
Equipment Inventory	Venuetech Staff	Annually
Theater Operations Evaluation	Venuetech	Annually
Theater Program Evaluations	City PCS Staff	Annually

Contractors / Ongoing Regular User Groups

San Ramon Valley Unified School District

Dougherty Valley High School	Danny Hillman, Principal	925-479-6401
Dougherty Valley High School	Dave Kravitz, Asst Principal	925- 479-6400
Theater Classes	Paul Vega	925- 479-6464
Music Classes	Teri Musiel	925-479-6400
Dance Classes	Ramona Santos	925-479-6400

San Ramon Arts Foundation
Will Doerlich 415 860-3609

San Ramon Community Theater (Part of the San Ramon Arts Foundation)
Terry Cunningham 925-389-7529

Jumpin at the Sun Dance Company (Part of the San Ramon Arts Foundation)
Debra Saravia 925-876-4879

Improv U
Lisa Barber (415)350-1904
Bay Area Children's Theater
Nina Meehan 510-296-4433

San Ramon Symphonic Band
Larry Colon, Conductor 925- 288-8121

Youth Symphony
David Sego, Conductor 602-418-4736

San Ramon Community Chorus
Nick & Colleen Vitalis 925-833-8106

Miss Christies Dance
Christie Thomlinson 925- 858-3589

All for Dance
Heather Tabor 925 323-9214

Studio 8
Vanessa Medve (925) 867-1556

Other

We had 298performances at DVPAC, Front Row theater and the San Ramon Community Center in 2014 with approximately 66,000 people in attendance. Events included in-house performing art groups, school performances, community rentals, school meetings, concerts and City sponsored presenting series performances.

Both theaters are equipped with assisted listening devices for hearing impaired patrons and have handicapped seats available. Sign language interpreters can be arranged with advanced notice.

City of San Ramon – Forest Home Farms Historic Park Information Sheet

Staffing Numbers

Year-round	Recreation Supervisor	1FT
	Program Assistant 2 temp	
	Recreation Leaders Temp	
	Volunteers - 75	

Staff Meeting / Trainings

Ongoing Training	Monthly Staff Meetings
September & January	Docent Training for volunteers includes how to handle an emergency
Monthly	Training Maintenance & Tractor Volunteers Topics:

Mandatory Certifications

Employees	CPR/AED First Aid
Volunteers	5 volunteers certified as forklift operators

Evaluations / Inspections

Program Evaluations	Each program is evaluated quarterly
Policy and Procedure Updates	Ongoing
Fire Extinguisher Inspections	Annual
Historic Structure Facility Inspections	Annual

Contractors / User Groups

Sheep 4 Ewe Sheep Coop
Patsy Galati (925) 457-4338

Paul Truschke, President, San Ramon Historic Foundation (925) 837-4413

Volunteer Opportunities

Tour and field trip docents, tractor and maintenance volunteers, garden volunteers, research and exhibit volunteers

Types of Programs

School field trips, group tours, themed programs, lectures, clean-up days, sheep shearing and sheep dog herding, tractor restoration, exhibits

Rental Areas

There are two areas available for rent at Forest Home Farms Historic Park and the Walnut Barn and the Glass House Garden Area.

City of San Ramon – Camp Central
Information Sheet

Staffing Numbers

June – August	15-20

Staff Meeting / Trainings

Ongoing Training

June – August	All Staff Trainings – **10-20 hours** Camp Trainings – **10-15 hours**
All Staff Training Topics Covered	Temporary Handbook, Child Development, Behavior Management, Policies/Procedures, Forms, Leading Activities, Communication, CPR/AED Skills, First Aid, Emergency Action Plan Scenarios, Teamwork, Equipment Usage, Communication, Risk Management, Problem Solving / Decision Making, Customer Service, Lost & Found, Accident/Incident Forms, Americans with Disabilities Act, Mandated Reporting, Back Injury Prevention, Heat Illness Prevention, Sun Safety, Bloodborne Pathogens, Crash Book, Administration of Prescription Medications,
Camp Training Topics Covered	All Staff Training Items Above, Facility Usage, Specific Assignment Topics

Mandatory Certifications

All Employees	First Aid/CPR/AED

Evaluations

Program Evaluations	Each program is evaluated weekly
Policy and Procedure Updates	Ongoing
Equipment Inspections	Ongoing

Contractors / User Groups

See most recent Camp Central Contractor List for names and contact information.

City of San Ramon (In-House) Programs

Camp Central Check-In/Out (June-August) – San Ramon Community Center
Camp Central Check-In/Out (July-August) - Dougherty Station Community Center.
Adventure Club (June-August) – Central Park

Parks & Community Services
Crisis Management Plan

Appendix G
Media Interview Guide

Media Interview Guide

The key to preparing for an interview and responses to a crisis or negative event is to provide clear, honest messages to the audience impacted by the bad news. Keeping these audiences apprised of negative news can/will lessen the initial impact and help overcome long-term negative reputation issues for the Department and the City.

Elements to consider when faced by a crisis or negative event:

- Determine who is authorized to speak to the media.
- Identify your key audiences (residents, visitors, employees, volunteers, customers, etc.).
- Respond quickly to get in front of the story.
- State what happened, when and how.
- View interview questions as an opportunity to accomplish your agenda. Repeat your message points. The answer to a question equals the question plus one key message point.

Prior to an interview or press conference review the following to help guide you through the process.

Before the Interview

- Ask what the interview is about. Who else the reporter is talking to, what information the reporter wants from you.

- Gather the information, simplify it and think of positive and accurate ways to ~~relate it~~ convey your side of the story. Anticipate questions your answers may generate. Prepare answers for the toughest questions the report may ask.

- Develop one or two key points you want to make - short, positive statements that define or describe your program or issue. Avoid defensive statements and arguments.
    - Key message points should be simple declarative sentences between 8 and 15 words long and should take 5-15 seconds to say.

During the Interview

- Your gestures, facial expressions and tone of voice say more about you than your words. Maintain steady eye contact with the reporter.

- Say the most important thing you have to say first and say it best. Do not build to your conclusion.

- Listen carefully to each question and pause before beginning your answer.

- Avoid jargon, acronyms and technical terms. Simplify complex numbers or terms. Show relationships and use analogies.

- If you do not know the answer, say so and promise to get the answer.

- When asked about a problem? Talk about a solution. Talk about what you are doing to correct/resolve the situation and the measures in place to effectively deal with the issue.
    - Example: “We understand how this problem occurred. We have resolved it and have taken steps to make sure it does not happen again.”

- Do not speculate, guess or respond to “phantom authority.” Do not offer personal opinions and do not speak for others.

- Avoid “off the record” statements. There is no such thing.

- Always tell the truth. If there is problem, say you are looking into it and shift to what you are doing now to correct the situation.

- When you have answered the question, stop talking.

- Your statement / answers during the interview should do the following:

    1. Show empathy and compassion
    2. Show we know the facts
    3. Show what we are looking for further information and investigating
    4. Shows what the Department is doing
    5. Shows a commitment to finding all the facts and resolving the issue
    6. Tells the public where to go for further information or updates

    Any official statement should be checked and approved by the Department Head, City Manager, City Attorney, or Police Chief and should be coordinated with other local fire authorities as necessary.

The Sound Bite

- Start with the conclusion or key point

- Add an example or supporting information

- End by explaining what it means to the viewer or reader

Crisis Communication Checklist

- Go to the scene and establish one source of information for the media

- Gather information – what happened, when, where, who was involved

- Get information to reporters as quickly as possible. If there have been injuries or deaths, you must express compassion at the beginning of your statement.

- Do not speculate or assign blame. Say that the cause is under investigation. Focus on what you are doing to assure public safety, fix the problem, and restore service. Let people know you are in control.

Prepared Statements

- Statement used prior to collecting/knowing all necessary information:
  - "We have a report that XXXX has occurred. We have enlisted the help of the local authorities and we will provide updates as time goes on."

- Statement to provide to staff not authorized to speak to the media:
  - "I'm not the one who can provide you with that information, but here is the name and contact information of someone who can."

Bridging Phrases

- It's important to remember…
- Let's talk about what is happening…
- What I can tell you is…
- The key point here is…
- I think your (viewers/readers) need to know…
- Before we get off that topic, let me just add…
- Let me put that in perspective…

Phrases to Avoid

- No comment – It potentially shows that facts of an incident are being hidden.
- I don't know – It potentially shows the staff does not know what happened.
- I'm / We're sorry – It potentially shows an admission of guilt.

Interviews are not conversations or intellectual discussions, and reporters are not looking for an education. They want basic information and a good quote or sound bite. Keep your answers simple and succinct and bridge to your message or objective often. When you give short answers you keep editorial control in your hands.

Parks & Community Services
Crisis Management Plan

Appendix H
Record of Training

RECORD OF TRAINING

The Crisis Management Group is expected to undergo trainings due to updated regulations, lessons learned from response to real events, exercises/drills that test the plan, and new relationships with public and private sector partners. All trainings will be provided by the Aquatics Supervisor and be presented to the Crisis Management Group between the months of November and January annually.

Date of Training	Topic / Title	Initiated By

Appendix B

City of San Ramon Aquatics
Lanyard & Bead Incentive Program

In order to recognize staff members and outstanding work, the aquatic staff will be awarded break-away lanyards and beads based on the following guidelines.

Lanyards and beads will be awarded by the Aquatics Supervisor or Aquatics Coordinator at All-Staff trainings.

Rec Swim Daily All-Star – Gray-Blue

Staff goes above and beyond tasks that fall within their job description. Staff member takes initiative / completes tasks without being asked and is a leader/role model for staff. Daily All-Star award makes employee eligible for Lifeguard of the Session Award.

Swim Instructor Daily All-Star – Red

Swim instructor that is very relatable with students in their class, one that gets compliments from parents and one that is helping other staff members with lesson plans and teaching strategies. Daily All-Star award makes employee eligible for Swim Instructor of the Session Award.

Lifeguard of the Session – Green

Staff goes above and beyond tasks that fall within their job description. Staff member takes initiative / completes tasks without being asked and is a leader/role model for staff.

Swim Instructor of the Session – Orange

Swim instructor that is very relatable with students in their class, one that gets compliments from parents and one that is helping other staff members with lesson plans and teaching strategies.

"Top Gun" Bead – Dark Blue

An All Star Award that goes above and beyond expectations is chosen by a Pool Manager or Senior Lifeguard.

Try-Out, Selected & Participates in the BAPPOA Lifeguard Games - Fuscia

"Innovator" Bead – White

Provides an idea that makes the staff or a program operate more effectively or efficiently

"Brown Trout" Bead – Café Mocha

Handles a serious brown trout/mud shark/water chocolate situation.

"All Star" Bead – Sky Blue

Receives customer recognition by name – as approved by Aquatics Supervisor, Aquatics Coordinator and/or Pool Manager.

"Supervisor Bead" – Red-Orange

To be given out at the discretion of the Aquatics Supervisor and/or Aquatics Coordinator.

Senior Staff of the Session – Pink

Staff goes above and beyond tasks that fall within their job description. Staff member takes initiative / completes tasks without being asked and is a leader/role model for staff.

End of the Year Awards - Yellow

Appendix B

ALL-STAR AWARD!



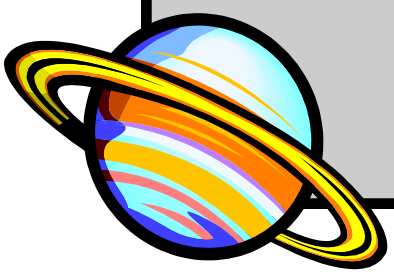


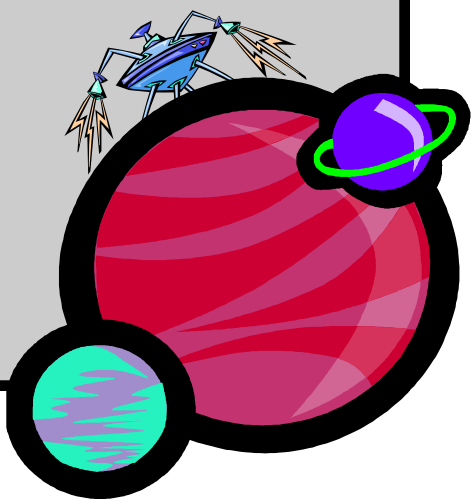
This All-Star Award is presented to _____ in recognition of his/her dedication to superior job performance with the City of San Ramon Parks & Community Services Department in the _____ Division.

Action witnessed warranting the All-Star Award:

Presented by: _____

Date: _____





Appendix C -

Guidelines for Guards with a Shadow

- **Tell them to ask questions!** The rookie guards are probably going to feel shy and think they might look stupid, so encourage them that now is the time to clear up anything they are unsure about.
- **Go over zones and scanning techniques—** refer to the Zone Charts.
- **Let them know if they ever have questions while on/off the pool not to hesitate to ask—EX**: Remind them if there is ever a customer issue, etc. that cannot be resolved while maintaining vigilance, refer customer/ issue to Senior Staff on deck.
- **Shadow guards need to be sitting in the guard chairs.**
- **Make sure that they are properly scanning the water—** returning guard must also be sure to scan and be vigilant while training rookie guard.
- **Assure them being loud with their whistle and verbal commands is important and that they must be stern, but respectful, with rules. DON'T BE TIMID!**
- **Try not to distract them as they are guarding with the info you're telling them. Pick the right time to get across what you need to— EX:** Debrief them while on break about the new rotation they are about to go on.
- **Have them try to study each pool at every spot—** That way they become familiar with the permanent structures and overall look of the facility so that if something doesn't match up to what it normally looks like, it is worth checking out— **EX:** Telling the difference between dark shadows, dark tiles, grates, dirt/sand, etc.
- **Inform them that every position, besides chair positions are roaming positions—** Show them how they can hold the tube while roaming and still be effective/ comfortable.
- **Review types of VATs and procedures associated with each**
- **Remind them "if you don't know, go"**

Frequently Broken Rules at ALL Pools

- Running
- Rough Housing
- Playing on tarp reels
- Running then jumping in
- Floaties

San Ramon Olympic Pool and Dougherty Valley Aquatics Center

Play Structures

- Explain age rules and participant number limits
- Problem Spots:
    - Dividing Rope
    - Any spot with running water
    - Glares
    - Under waterfalls and buckets
- Frequently Broken Rules:
    - Running
    - Roughhousing
    - Children on their parents' backs

Unique to **SROP** Play Structure

- Problem Spots:
    - Blue Mat
    - Tunnel
    - Under slide
- Frequently Broken Rules:
    - Walking across blue mat
    - Roughhousing at buckets

Unique to **DVAC** Play Structure

- Problem Spots:
    - Stairs

50m Pools

- Problem Spots:
    - Rescues at the slide
    - Corners in the shallow end
    - Dividing lane to lap lanes
    - Diving Boards
    - Yellow Stairs
    - Right Below the Guard Chair
- Frequently Broken Rules:
    - Playing on lane lines
    - Playing in lanes— age limit restrictions
    - Diving/ Jumping off diving blocks
    - Diving rules
        - Not waiting on the ground
        - Going off backwards
        - Trying to jump towards the wall (not allowed)
        - Use only outside boards
        - Face pool when coming down from diving board

Unique to **SROP** 50m Pool

- Problem Spots:
    - Rescues at slide
    - Under the slide
    - Slide:
        - Explain system for sending kids down the slide.
        - If the child is tall enough, but you feel the child isn't a good swimmer you can swim test them. A 25 yard swim no stopping.
        - Show and explain emergency shut-off
        - Being able to distinguish between normal shadows and abnormal shadows from the rushing water of the slide

Unique to **DVAC** 50m Pool

- Problem Spots:
    - Under inner tubes/ shadows
    - Stairs and Cove area
- Frequently Broken Rules:
    - Flipping inner tubes
    - Standing/ kneeling on tubes

SROP Lap Pool

- Problem Spots:
    - Dividing rope
    - No Jump zone
    - Corners (especially w/ glare in the evening)
    - Stairs/Railings
    - Deep water (explain where the pool gets deeper)
    - The Tube Area
    - Right Below the Guard Chair
- Frequently Broken Rules:
    - Flipping tubes
    - Playing on railing
    - Hanging on the rope

Appendix D -

Emergency Call Out Procedures

Mechanical Issue – Anything dealing with chemical levels, broken pumps, broken pipes, unsafe water levels, unusual sounds or odors coming from pump rooms.

1. Call supervisor/coordinator for assistance
    - During business hours – Andrew Hubbard
    - After business hours – Andrew then Keith only
2. Call Public Services call out number
    - During Business Hours - 973 2800
    - After Business Hours - 766 2844
3. Manage facility issues such as pool closures or moving programs. Always take care of public safety and customers first.
4. Document issue as necessary

Program Issue – Anything dealing with an irate customer, building access issue, lightning, fire, earthquake, medical emergencies, or anytime the police / fire department have to come to the facility.

1. If it is a life threatening emergency call 911 first
2. Call supervisor/coordinator for assistance
    - During business hours – Andrew Hubbard
    - After business hours – Andrew then Keith only
3. Call PCS Emergency Standby number 580-0160
4. Manage facility issues such as pool closures or moving programs. Always take care of public safety and customer first.
5. Document issue as necessary

Business Hours
- 8:30am – 5:00pm Monday – Friday

After Business Hours
- Weekdays before 8:30am and after 5:00pm
- Weekends starting at 5:00pm Friday through 8:30am Monday

Appendix E -

Guidelines for VATs/Audits

Conducting VATs/Audits

- It is your responsibility to complete VATS/Audits as they are scheduled.
- You need to plan out how and when you are going to conduct the VAT/Audit.
- VATs should be conducted during Recreation Swim hours.
- Internal Audits may be conducted at any time throughout the day.
- All CPR/Obstructed Airway Audits should be completed after the employee's last guarding rotation.

Scheduling / Logging of VATS & Audits

VAT/Audit Schedule – Off-Season

- The VAT/Audit schedule will be published and sent out via whentowork.com no later than the Friday prior to the week the VAT/Audit is scheduled.
- VAT/Audits are scheduled based on when staff is working and how many VAT/Audits they have completed for the current season.

VAT/Audit Schedule – Summer

- During summer VATS/Audits are not assigned. Above the managers desk at both facilities is a paper that shows how many VATS/Audits should be completed throughout each day.
- It is the Pool Manager's responsibility to review the spreadsheet in Excel and determine which employees need to be given a VAT/Audit during that shift.

Paperwork at SROP

- Internal, CPR/Obstructed Airway, and Oxygen audit forms and VAT log forms are located:
    - On top of the black filing cabinet in the Pool Manager's office under the thermostat.

Paperwork at DVAC

- Internal, CPR/Obstructed Airway, and Oxygen audit forms and VAT log forms are located:
    - In the top drawer of the Pool Manager's lateral filing cabinet.

Documenting VATS/Audits

- For a VAT or Audit -
    - Pool Managers will log all VAT/Audits on the Excel spreadsheet located on the P: drive of the Pool Manager computer account.
        - File the log forms in the designated folder.
        - File the Audit / Remediation forms in VAT binder.
    - Asst. Pool Managers / Senior Lifeguards will put the appropriate forms in the designated "To be Logged" box and the next Pool Manager that works will log the information on the Excel spreadsheet.
        - Pool Managers are responsible for logging all VATS / Audits conducted by Asst. Pool Managers and Senior Lifeguards.
- If it is an Internal or CPR/Obstructed Airway Audit or Oxygen Audit–
    - The Sr. Staff conducting the audit and the employee need to sign the form. The form then can be logged and filed or put in the "To be Logged" box.

Passing VAT / Audit – Off-Season

Appendix E -

- Once a VAT/Audit is completed at both facilities you need to email the assigning Sr. Staff via whentowork.com and notify them that the VAT/Audit was successfully completed.

Passing VAT / Audit – Summer

- To ensure the VATs/Audits are being completed, the assigning Sr. Staff will check/review the spreadsheet located on the Pool Manager's P: drive each Monday to review the prior weeks VATs/Audits.

Failure of a VAT/Audit

- If an employee fails a VAT/Audit, send the assigning Sr. Staff, Andrew Hubbard and the Sr. Staff for the employee's next shift an email via whentowork.com notifying them of the VAT/Audit failure.
- Further information is provided below on the remediation process.

Appendix E -

Vigilance Awareness Training and Internal Audit Standards

SHADOW DOLL:

- Purpose - Victim Recognition
    - No entry required
    - Double short whistle and point
    - Must recognize under 30 seconds to pass
    - Doll placed on bottom of pool on light or dark side
        - Doll must be laid out completely, not rolled up or wrinkled
    - Potential Spots to put Shadow Manikin:
        - Black lane lines at middle of pools and deep ends
        - Corners of pools
        - Against wall at bottom of guard chair
        - Under waterslide
        - Under play structure mushroom
        - Under slide (shadow part)

RED BALL DRILL:

- Purpose - Victim Recognition and Reaction Time
    - Red ball will be tossed into the water
    - Initiate EAP with *one long* whistle blast
    - Appropriate entry and Active Victim approach required
    - Must reach red ball under 30 seconds to pass
    - SPOTS:
        - Anywhere but play structure

BLUE BALL DRILL:

- Purpose - Victim Recognition and Reaction Time
    - Blue ball will be tossed into the water
    - Initiate EAP with *one long* whistle blast
    - Spinal ease-in entry and Passive Victim approach required
    - Must reach red ball under 30 seconds to pass
    - SPOTS:
        - Anywhere but play structure

MANIKIN DROP:

- Purpose - Victim Recognition and Individual or Team Rescue Skills
    - Initiate EAP with *one long* whistle blast for all rescues.
    - Appropriate entry and approach required
    - Must reach manikin in under 30 seconds, perform rescue and appropriate care to pass
    - Must use backboards and initiate prompt care if not told otherwise
    - SPOTS:
        - Anywhere in pools and pool decks

RED CAP – LIVE VICTIM DRILL:

- Purpose - Victim Recognition and Individual or Team Rescue Skills
    - Initiate EAP with *one long* whistle blast for Active Victim (take to side of pool) or *two long* whistle blasts for Passive Victim (appropriate rescue and care)
    - Appropriate entry and approach required

Appendix E -

- Must reach Red Cap Victim in under 30 seconds, perform rescue and appropriate care to pass
- Must use backboards and initiate prompt care if not told otherwise
- SPOTS:
  - Anywhere in pools and pool decks

FULL FACILITY RED CAP DRILL:

- Purpose - Full Facility and Team Rescue Skills / Assess full facility staff ability to react to a major emergency.
  - Before carried out, make sure to call dispatch to let them know we are conducting a drill
  - Announce to guests that we are conducting a facility drill (announcement found under Daily Announcement sheets posted on bulletin board)
  - Must clear all pools
  - Must open gate
  - Must use backboards and crash bags
  - Crowd control
  - Turn off of Play Structure and Slide

CPR/OBSTRUCTED AIRWAY AUDITS:

- Purpose - Individual Victim Recognition and Rescue Skills
  - Summer - Ask to perform CPR skills on CPR manikin while on break or at the end of a shift
  - Off-Season – Ask staff to perform CPR skills on CPR manikin at the end of a shift ONLY.
  - Staff is prompted through CPR/Obstructed Airway scenario by Senior Staff
  - Should take no longer than 10 minutes to conduct CPR/Obstructed Airway skills and debriefing by Senior Staff

    Make sure gloves are used

INTERNAL AUDITS:

- Purpose - Individual Performance and Vigilance
  - Staff will be observed by a Sr. Staff member regarding guarding abilities, professionalism and customer service skills

OXYGEN AUDITS:

- Purpose – Individual Performance and Rescue Skills
  - Staff is prompted through assembling and operating the oxygen cylinder and delivery device.
  - Follow the direction / prompts on the form. Aquatics Manual – Appendix A

Appendix E -

Vigilance Awareness Training and Audit Remediation

VAT Remediation

- A failed VAT consists of a guard being unable to recognize a shadow doll, manikin, red cap, or blue/red ball under 30 seconds – *Upon failing a VAT, discuss policies, procedures, scanning options and 5 minute strategy.*
- Document VAT as described above for conducting a VAT, **AND** fill out the Remediation form and attach it to the VAT Log.

    - *1st Failed VAT*
        - The employee is counseled and Sr. Staff reviews the policies and procedures with the employee.
        - The employee is retested with the same VAT on their next shift.
    - *2nd Failed VAT*
        - The employee is counseled and Sr. Staff reviews the policies and procedures with the employee.
        - If needed, the employee may be kept for remainder of shift but are unable to lifeguard the pools.
        - The employee will receive 2 shadow shifts.
        - The employee is rested with the same VAT on third shift after their shadow shifts.
    - *3rd Failed VAT*
        - The employee is counseled and Sr. Staff reviews the policies and procedures with the employee.
        - If needed, the employee may be kept for remainder of shift but are unable to lifeguard the pools.
        - Consequences are determined by the Aquatic Coordinator/Supervisor.

CPR/Obstructed Airway Audit Remediation

- A failed Audit consists of an employee being unable perform the primary skills of the Audit or do not receive an 80%
    - *Upon failing an Audit, discuss policies and procedures.*
- Document VAT as described above for conducting a Audit, **AND** fill out the Remediation form and attach it to the Audit Form.
-
    - *1st Failed CPR Audit*
        - The employee is sent home for the remainder of the shift. They must be retested the next Lifeguard shift they work.
        - If needed, the employee may be kept for remainder of shift but are unable to lifeguard the pools and may only perform CPR/Airway Obstruction under supervision of the Senior Staff.
    - *2nd Failed CPR Audit*
        - The employee is sent home for the remainder of the shift.

Appendix E -

- If needed, the employee may be kept for remainder of shift but are unable to lifeguard the pools and may only perform CPR/Airway Obstruction under supervision of the Senior Staff.
    - Consequences are determined by the Aquatic Coordinator/Supervisor.

Emergency Oxygen Audit Remediation

- A failed Audit consists of an employee being unable perform the primary skills of the Audit or do not receive an 80%
    - *Upon failing an Audit, discuss policies and procedures.*
- Document VAT as described above for conducting a Audit, **AND** fill out the Remediation form and attach it to the Audit Form.

    - *1st Failed Oxygen Audit*
        - The employee must be retested the next Lifeguard shift they work.
    - *2nd Failed Oxygen Audit*
        - The employee must be retested the next Lifeguard shift they work.
    - *3rd Failed Oxygen Audit*
        - The employee must be retested the next Lifeguard shift they work.

VAT / Audit Log Form

Date:_____ **Time:** _____

Sr. Staff Conducting VAT/Audit:_____

Name Of Employee:_____

Type of VAT / Audit: Shadow_____ **Red Ball**_____ **Blue Ball**_____ **Manikin Drop**_____ **Red Cap**_____
CPR_____**Airway**_____ **Internal**_____ **Oxygen**_____

Grade: Pass Fail*

***Reason for Fail**_____

VAT / Audit Log Form

Date:_____ **Time:** _____

Sr. Staff Conducting VAT/Audit:_____

Name Of Employee:_____

Type of VAT / Audit: Shadow_____ **Red Ball**_____ **Blue Ball**_____ **Manikin Drop**_____ **Red Cap**_____
CPR_____**Airway**_____ **Internal**_____ **Oxygen**_____

Grade: Pass Fail*

***Reason for Fail**_____

VAT / Audit Log Form

Date:_____ **Time:** _____

Sr. Staff Conducting VAT/Audit:_____

Name Of Employee:_____

Type of VAT / Audit: Shadow_____ **Red Ball**_____ **Blue Ball**_____ **Manikin Drop**_____ **Red Cap**_____
CPR_____**Airway**_____ **Internal**_____ **Oxygen**_____

Grade: Pass Fail*

***Reason for Fail**_____

VAT / Audit Log Form

Date:_____ **Time:** _____

Sr. Staff Conducting VAT/Audit:_____

Name Of Employee:_____

Type of VAT / Audit: Shadow_____ **Red Ball**_____ **Blue Ball**_____ **Manikin Drop**_____ **Red Cap**_____
CPR_____**Airway**_____ **Internal**_____ **Oxygen**_____

Grade: Pass Fail*

***Reason for Fail**_____

VAT / Audit Log Form

Date:_____ **Time:** _____

Sr. Staff Conducting VAT/Audit:_____

Name Of Employee:_____

Type of VAT / Audit: Shadow_____ **Red Ball**_____ **Blue Ball**_____ **Manikin Drop**_____ **Red Cap**_____
CPR_____**Airway**_____ **Internal**_____ **Oxygen**_____

Grade: Pass Fail*

***Reason for Fail**_____

VAT / Audit Log Form

Date:_____ **Time:** _____

Sr. Staff Conducting VAT/Audit:_____

Name Of Employee:_____

Type of VAT / Audit: Shadow_____ **Red Ball**_____ **Blue Ball**_____ **Manikin Drop**_____ **Red Cap**_____
CPR_____**Airway**_____ **Internal**_____ **Oxygen**_____

Grade: Pass Fail*

***Reason for Fail**_____

City of San Ramon
VAT Remediation Form

Employee Name:_____ Date:_____

1st Failed VAT Test
Review policies and protocols with employee and have them sign below.

Review of Procedures / Protocols:

_____ _____ _____ _____
Employee Signature Date Sr. Staff Signature Date

Attach VAT Form and submit to the Pool Manager in charge of VAT scheduling for VAT to be scheduled for the employee's next Lifeguard shift.

2nd VAT Drill:

_____ _____ _____ _____ _____
Shift Date/Day Sr. Staff Signature Pass Fail

If the VAT is passed, submit to the Pool Manager in charge of VAT scheduling. If the VAT is failed, move on to the directions under 2nd Failed VAT.

2nd Failed VAT Test
Review policies and protocols with employee and have them sign below.

Review of Procedures / Protocols:

_____ _____ _____ _____
Employee Signature Date Sr. Staff Signature Date

Send them home for the remainder of their shift. Submit this form to the Pool Manager in charge of VAT scheduling.

Shadow Guard Shifts:

1._____ _____ _____
Shift Date/Day Sr. Staff Signature

2._____ _____ _____
Shift Date/Day Sr. Staff Signature

3rd VAT Drill:

_____ _____ _____ _____ _____
Shift Date/Day Pool Manager Signature Pass Fail

If the VAT is passed, submit to the Pool Manager in charge of VAT scheduling. If the VAT is failed, move on to the directions under 3rd Failed VAT.

3rd Failed VAT Test

Send the employee home for the remainder of their shift and inform the Aquatics Coordinator / Supervisor & Pool Manager in charge of VAT scheduling immediately.

Action Taken: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____ _____

Employee Signature Date Coordinator/Supervisor Signature Date

City of San Ramon
INTERNAL LIFEUARD AUDIT

Lifeguard Name _____ Position _____

Date _____ Time_____ am / pm Location at Facility _____

Activity: Rec Swim_____ Lap Swim_____ Lessons_____ Other_____

ITEM TO BE ASSESSED	NOT APPLICABLE	YES	NO
Proper Uniform Comments:			
Equipment Check – Whistle / Air Horn / Pack (Gloves, working mask w/ one-way valve) Comments:			
5-Minute Strategy Comments:			
Proper Scanning / Head Moving Comments:			
Rescue Ready Comments:			
Whistle Clarity & Rule Enforcement Comments:			
Patron Distraction Comments:			
Proper Bottom Check during Rotation Comments:			
Lifeguard Rotation Comments:			

Grade: Excellent (9-8)_____ Satisfactory (7-5)_____ Needs Improvement (4-0)_____

The following breakdown of points is based on all criteria being applicable. If not all criteria apply, use similar percentages to give final grade.

Senior Staff _____ Lifeguard _____

(Print Name) (Sign)

Signature of employee indicates that this evaluation was seen and reviewed by the employee but does not imply agreement.

Unconscious Choking/CPR Audit Form

Employee Name: _____ Job Title:_____
Date: _____ Time:_____am/pm Facility:_____
Scenario: Obstructed Airway___ CPR____Deck / Pool Victim: _____ Adult _____Child _____Infant
Obstructed Airway OPR _____/___=____% CPR OPR____/____=____%
Automatic Fail = <80% or missed Bold item *Note you must still complete the entire audit even if they fail a primary skill

Primary Assessment

Prompt: The victim (Adult / Child / Infant) appears to be unconscious	**Pass**	**Fail**
Check for consciousness		
Prompt: No Response		
Activate Emergency Action Plan		
Proper Equipment • Gloves, Pocket Mask		
Open Airway • **Check for breathing and a pulse at the same time**		
Prompt: The chest does not rise or fall and there is no pulse		
Scan for severe bleeding		
Prompt: You do not see any severe bleeding		
If you choose obstructed airway have the adult be a victim of drowning/respiratory emergency or a child/infant with no witnessed sudden collapse		

Unconscious Choking	**Pass**	**Fail**
One ventilation		
Prompt: The chest does not rise or fall		
Retilt and give one ventilation		
Prompt: The chest does not rise or fall		
30 chest compressions		
Look in the mouth		
Prompt: You do not see anything in the mouth		
Two ventilations		
Prompt: The chest does not rise or fall		
30 chest compressions		
Look in the mouth		
Prompt: You do not see anything in the mouth		
Two ventilations		
Prompt: The chest does not rise or fall		
30 chest compressions		
Look in the mouth		
Prompt: You see an object in the victims mouth		
Finger sweep with a gloved finger		
Two Ventilations		
Prompt: You see the chest rise and fall		
Checks for breathing and pulse at the same time		
Prompt: The victim has a pulse and is breathing		

CPR	**Pass**	**Fail**
□ Adult Victim of a drowning/respiratory emergency • **Two rescue breaths followed by 30 chest compressions** □ Adult victim NOT of a drowning/respiratory emergency • **30 chest compressions followed by 2 ventilations** □ Child/Infant • **2 rescue breaths followed by 30 chest compressions** □ Child/Infant witnessed sudden collapse • **30 chest compressions followed by 2 ventilations**		
Hand Position: **Adult (two hands) Child (two hands) Infant (two fingers)**		
Breaths make chest rise and fall during each cycle		
Do 5 cycles of CPR (About two minutes of CPR/EMS arrives)		

Employee Signature _____ Date_____
Sr. Staff (Please Print) _____Date_____

City of San Ramon
CPR Audit Remediation Form

Employee Name:_____ Date:_____

1st Failed CPR Audit
Review policies and protocols with employee and have them sign below.

Review of Procedures / Protocols:

_____ _____ _____ _____
Employee Signature Date Sr. Staff Signature Date

Send the employee home for the remainder of the shift. Attach the CPR Audit Form and submit to the Pool Manager in charge of CPR Audit scheduling for the CPR Audit to be scheduled for the employee's next Lifeguard shift.

2nd CPR Audit:

_____ _____ _____ _____
Shift Date/Day Sr. Staff Signature Pass Fail

If the CPR Audit is passed, submit to the Pool Manager in charge of CPR Audit scheduling. If the CPR Audit is failed, move on to the directions under 2nd CPR Audit.

2nd Failed CPR Audit
Review policies and protocols with employee and have them sign below.

Review of Procedures / Protocols:

_____ _____ _____ _____
Employee Signature Date Sr. Staff Signature Date

Send the employee home for the remainder of their shift and inform the Aquatics Coordinator / Supervisor & Pool Manager in charge of CPR Audit scheduling immediately.

Action Taken: _____

_____
_____
_____
_____
_____
_____
_____
_____

_____ _____ _____ _____
Employee Signature Date Coordinator/Supervisor Signature Date

Emergency Oxygen Assembly Audit

Employee Name: _____ Job Title: _____
Date: _____ Time:_____am/pm Facility:_____

NOTE: If a missed/failed skill presents an unsafe situation, correct it and complete the audit.

Select a scenario.

Scenario	Victim Type	Delivery Device	Pass	Fail	Flow Rate	Pass	Fail
1	Non-breathing	BVM			15 + LPM		
2	Difficulty Breathing (No BVM)	Non-Rebreather			10 - 15 LPM		

Prompt lifeguard to assemble oxygen for selected scenario.	Pass	Fail
Check the cylinder • Labeled USP, has yellow diamond, ensure it is medical		
Clear the valve • Make sure that it is turned away from you and others.		
Attach the regulator • **Correct position? Do the holes line up?**		
Attach appropriate delivery device		
Open cylinder • **Counterclockwise one full turn** • **NOTE: Only an automatic fail if cylinder is completely unopened**		
Adjust valve to appropriate flow rate		
Verify oxygen flow • **Listen for hissing noise**		
Adjust flow rate back to zero		
Remove delivery device		
Close cylinder • **Clockwise one full turn**		
Bleed tank • Adjust flow rate all the way back up until hissing stops, then back to 0		
Disassemble tank • Remove regulator, place tank on side		
Was tank ever left standing and unattended during audit?		

Emergency Oxygen ____/ 15 = _____%
Automatic Fail = <80% or missed Bold item

Employee Signature _____ Date_____

Sr. Staff _____ Date_____
(Please Print)

City of San Ramon
Emergency Oxygen Remediation Form

Employee Name:_____ Date:_____
(Please Print)

1st Failed Oxygen Audit

Review policies and protocols with employee and have them sign below.

Review of Procedures / Protocols:

_____ _____ _____ _____
Employee Signature Date Sr. Staff (Please print) Date

Attach Emergency Oxygen Assembly Audit form and submit to the Pool Manager in charge of VAT scheduling for Oxygen Audit to be scheduled for the employee's next Lifeguard shift.

2nd Oxygen Audit:

_____ _____ _____ _____ _____
Shift Date/Day Sr. Staff (Please print) Pass Fail

If the Audit is passed, submit to the Pool Manager in charge of VAT scheduling. If the Audit is failed, move on to the directions under 2nd Failed VAT.

2nd Failed Oxygen Audit

Review policies and protocols with employee and have them sign below.

Review of Procedures / Protocols:

_____ _____ _____ _____
Employee Signature Date Sr. Staff (Please print) Date

Attach Emergency Oxygen Assembly Audit form and submit to the Pool Manager in charge of VAT scheduling for Oxygen Audit to be scheduled for the employee's next Lifeguard shift.

3rd Oxygen Audit:

_____ _____ _____ _____ _____
Shift Date/Day Pool Manager Signature (Please print) Pass Fail

If the Audit is passed, submit to the Pool Manager in charge of VAT scheduling. If the Audit is failed, move on to the directions under 2nd Failed VAT.

3rd Failed Oxygen Audit

Review policies and protocols with employee and have them sign below.

Review of Procedures / Protocols:

_____ _____ _____ _____
Employee Signature Date Sr. Staff (Please print) Date

Attach Emergency Oxygen Assembly Audit form and submit to the Pool Manager in charge of VAT scheduling for Oxygen Audit to be scheduled for the employee's next Lifeguard shift.

Appendix F

Lifeguard
Quick Reference

WHEN **P.O.S** DOESN'T OPEN

- See 'When CLASS is Down Binder'
- Fill out forms for daily entry and credit cards (in 'When CLASS is Down Binder')
- Hand write receipts from the receipt book (in front pocket of 'When CLASS is Down Binder')
- Keep all paperwork with money and put in safe when closing

WHEN **MEMBERSHIP VALIDATION** DOESN'T OPEN

- See 'When CLASS is Down Binder'
- Fill out "Lap Pass Entries' Sheet
- Keep with money and put in safe when closing

IF SOMEONE USES A **BLUE PUNCH CARD**

- Blue Punch cards are expired
- Customer pays the daily fee
- Direct customer to speak with Frontline staff to have punches transferred to a Swim Card (no fee) 9 -5 Mon- Fri.

IF SOMEONE WANTS A **REFUND**

Paid with Swim Pass

- Fill out Add-a-Punch form completely
- Keep with closing paperwork and money and put in safe
- Tell customer that Frontline staff will add a punch back to their card.

Paid cash/check/credit card

- Have customer fill out a Refund form
- Attach copy of receipt if they have it
- Issue replacement ticket and log in replacement ticket binder
- Keep the Refund form w/ receipt in the Replacement Tickets Binder.

IF SOMEONE'S CARD WAS **ACCIDENTLY SCANNED TWICE**

- Fill out Add-a-Punch form completely
- Keep with closing paperwork and money and put in safe

IF **SITE KIOSK** IS NOT OPEN

- See Lifeguard Binder →'Site Kiosk'

Appendix F

Lifeguard
Quick Reference

IF SOMEONE **REGISTER FOR A SWIM PASS**

- Have client fill out “Aquatics Pass Registration Form” completely
- Keep payment with form and place with closing deposit in safe.
- Note on the form how many punches are to be removed. Did they have a punch for the day or do we need to take one off?

***For a more detailed account of how to work the front counter, please reference the “Lifeguard Binder”, located at the Front Desks at either Dougherty Valley Aquatic Center or San Ramon Olympic Pools.

Appendix G

San Ramon Olympic Pool & Aquatic Park
Inspection Form

Play Structure

Date_____ Time:_____am / pm____

Directions: Place a check mark next to items that are complete. Note in the comment section on deficiencies found during inspection.

- ☐ Life line attached and in working order
- ☐ Tipping Buckets in working order
- ☐ Tunnel is clear from obstructions
- ☐ Water Guns in working order
- ☐ Mushroom in working order
- ☐ Slide is secure and free of cracks
- ☐ Slide secured on bottom support
- ☐ Slide fasteners are secure
- ☐ Slide joints are not separating
- ☐ Side panels secure and free of cracks
- ☐ Stair railings secure and in working order
- ☐ Gutters and drains around pool are secure and in working order

Comments:_____

_____

_____

Inspected by: _____

Signature: _____

Appendix G –

City of San Ramon AQUATICS

San Ramon Olympic Pool & Aquatic Park Inspection Form

Water Slide

Date_____ Time:_____am / pm_____

Directions: Place a check mark next to items that are complete. Note in the comment section on deficiencies found during inspection.

- ☐ Follow Lock Out Tag Out procedures to secure the waterslide prior to inspection.
- ☐ Flume is clear of obstructions
- ☐ There are no cracks, chips or bubbles in the flume
- ☐ There is no rough patchwork at joints or cracks
- ☐ There are no leaking seals at flume joints
- ☐ Slide stairway and ramps are clear of obstructions and defects
- ☐ Slide fasteners are secure. Joints are not separating
- ☐ Slide entrance and exit are clear of obstructions
- ☐ Slide structural supports and , anchorages are stable
- ☐ Exit sign is properly placed near exit
- ☐ Dry crawl through inspection for rough patchwork, cracks, or obstructions.
- ☐ Pool exit from slide is in good working order (ladder, railings, tiles,lights, and handrails)
- ☐ Follow Lock Out Tag Out procedures to prepare for operation of the water slide.
- ☐ Water flow in flume and water level is appropriate
- ☐ Slide was test ridden by _____ and is ready for operation.
- ☐ Remote Emergency Stop button and Waterslide Flow Valve are tested and are operational

Comments:_____

_____

_____

Inspected by: _____

Signature: _____

Parks and Community Services Department Checklist for Reporting Employee Injuries

In case of life or limb-threatening injuries, dial 911

Employee:

1. **Notify your supervisor and call the Company Nurse On Call 1-877-854-6877**
   To report ***any*** injury.
   To receive first aid advice* or to receive a medical referral**
   **If the Company Nurse On Call advises first aid only with no medical referral, any time missed from work will not be covered under Worker's Compensation. Sick or other personnel leave will be used if accrued.*
   *** Notify the Company Nurse if you have a pre-designated personal physician on file with Employee Services.*

2. **If you are given a medical referral and:**
   - You have a pre-designated personal physician, you must* go to your personal physician or Well Works for evaluation.
   - You do not have a pre-designated personal physician, you must *go to Well Works located at:

   San Ramon Regional Medical Center
   6001 Norris Canyon Road
   San Ramon, CA 94583
   (925) 275-8233
   (925) 275-8280 (emergency)
   **If you are given a medical referral and you refuse to be seen by your pre-designated personal physician and/or you refuse to be seen at Well Works, any time missed from work due to the incident will not be covered under Workers' Compensation until you are seen and evaluated by your pre-designated physician or at Well Works. Sick or other personal leave, if accrued, will be used to cover time missed from work.*

Supervisor:

1. Effective January 1, 2015, AB 326, requires employers to report fatalities and serious injuries or illness immediately by phone or email to the Division of Occupational Safety and Health. An employer who violates this subdivision may be assessed a civil penalty of not less than five thousand dollars ($5,000). Regulations of the Division of Occupational Safety and Health, section 342(a) states that every employer shall report any fatality or serious injury or illness immediately, but no later than eight (8) hours after the employers knows, or

with "diligent inquiry" would have known about the incident. If exigent circumstances exist, employers may report up to 24 hours after the incident. Serious injuries are defined by the Department of Industrial Relations in section 330(h), Title 8, California Administrative Code and include hospitalization for more than 24 hours for other than observation, a loss of a body member or any serious degree of permanent disfigurement. To report a work-related fatality or serious injury or illness, supervisors or managers should immediately phone the City's designated District Office of the Division of Occupational Safety and Health or email Cal-OSHA and notify Human Resources that they have done so:

- **Cal-OSHA District Office – American Canyon: 707-649-3700 or**
- **caloshaaccidentreport@tel-us.com (Tel-us is an outside service retained by Cal/OSHA)**

2. The Company Nurse On Call will generate a **Supervisor's Report of Injury and Accident Investigation Form** and send via email to Human Resources. Human Resources will forward to the supervisor for completion.

3. Within 72 hours (3 days) of the date and time of the incident complete the Accident Investigation Report. Report must be signed by the Supervisor, Program Manager, Division Manager, and Director. **Walk the report through to obtain all required signatures and deliver to Department Analyst.**

4. **If the employee requires treatment other than first aid or misses time from work, the employer must provide the Worker's Compensation Claim Form DWC-1 (attached) within one day.** Employee completes and signs the "Employee" section; Supervisor to complete and sign the "Employer" section. Once completed:
   a. Provide a copy to the employee.
   b. Send or hand deliver original, completed and signed form to the Department Analyst.

Department Analyst:

1. Make copies of the completed Supervisor's Report of Injury and Accident Investigation Report, DWC 1 (if applicable) and retain in the employee's personnel file. Scan all documents and email to Employee Services Office Specialist.
2. Send original documents to the Employee Services Office Specialist. A copy will be retained in the Department for follow up.

Checklist for Industrial Injuries

☐ **RN First Call:** Have the employee call the nurse toll-free at 877-854-6877 (available 24/7/365) to report the injury and receive first aid advice and medical treatment referral, if appropriate.

In cases of serious or life-threatening injury, seek emergency treatment first. Report fatalities and serious injuries or illnesses by phone or email to the Division of Occupational Safety and Health.

- Cal-OSHA District Office 707 649 3700
- caloshaaccidentreport@tel-us.com

The supervisor or employee may contact the toll-free number after appropriate treatment has been secured.

☐ **Referral to designated occupational medical facility:** If treatment is appropriate, the nurse will direct the injured employee to your clinic or nearest after-hours facility.

Predesignated personnel physician: If the injured employee indicates that he or she has pre-designated a personal physician to treat an industrial injury, confirm with personnel. If no valid pre-designation form is on file, redirect the employee to your designated occupational medical facility right away.

☐ **DWC1 Employee Claim Form:** For cases with lost time and/or treatment beyond first aid, provide the Employee's Claim for Workers' Compensation form (DWC1) within 1 working day of your knowledge of the injury, either personally or by U.S. mail.

- ☐ Hand-delivered
- ☐ Sent via U.S. mail to the employee's home

Upon receipt of the form back from the employee, complete the employer portion and forward to Human Resources. Do not complete the employee portion of this form.

☐ **Accident Investigation Report:** Complete as soon as possible following the accident. Document all details and identify all witnesses. Obtain written statements from the employee and any witnesses, if appropriate. Upon completion, forward the report to Human Resources.

Third party involvement (other than a co-worker): If a third party is involved in the accident, including all motor vehicle accidents, obtain names, addresses, phone numbers and insurance information. If equipment or machinery is involved in the accident and there is any possibility of malfunction, isolate the equipment/machinery pending inspection.

☐ **Temporary Transitional Work (TTW):** On receipt of medical work restrictions, determine if appropriate tasks are available. The MPA Claims Examiner can also assist you as needed, particularly in obtaining or clarifying the nature and duration of restrictions. Follow all recommended policy guidelines.

When assigning or changing tasks, or removing the employee from the TTW program (because work is no longer available or because maximum time in the program has been exhausted), **interact** with the employee so that he/she understands the temporary nature of the work and the reason for any changes.

☐ **Temporary Transitional Work Agreement:** Complete with the employee and provide a copy to Human Resources. Advise HR of the date that the employee starts the TTW assignment.

Appendix H -

Injury Flowchart

Injury or Accident Occurs

Incident only Employee does not wish to seek medical treatment (If employee is unsure about treatment, call RN First Call to assist)

Life/limb threatening injuries
Call 911 – seek emergency treatment
Report to CAL OSHA
707 649 3700
RN First Call as soon as appropriate

Non-life/limb threatening injuries:
Call RN First Call – 877-854-6877
Nurse triages injury and helps to determine right medical treatment, i.e. first aid, clinic, E.R.

Nurse provides first aid advice – no treatment referral or lost time

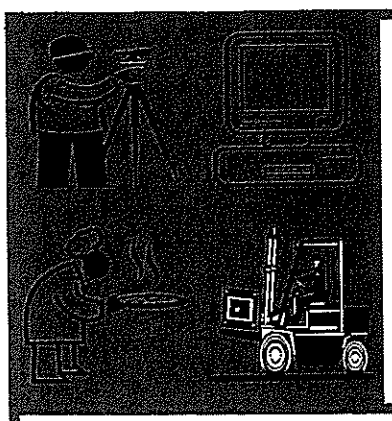
Nurse refers for medical treatment at your clinic or hospital

If employee states s/he has predesignated a personal physician, verify with HR

- ✓ No DWC1 needed
- ✓ Complete the Accident Investigation Report and retain it locally (HR)
- ✓ If the employee later requests treatment or begins losing time from or having difficulty doing his/her usual job, provide the DWC1 and refer to your clinic

- ✓ Provide DWC1 to employee within one working day, hand delivery or by U.S. Mail
- ✓ Provide Physician Packet to employee (optional)
- ✓ Ensure referral to your designated occupational facility (the nurse has this information as well)
- ✓ Complete the bottom part of the DWC1 when it is returned by the employee
- ✓ Complete the Accident Investigation Report and forward to HR
- ✓ Review department for temporary work assignments and complete Temporary Transitional Work Agreement

Some things to remember:
- ✓ RN First Call is available 24/7/365
- ✓ English and Spanish speaking staff are available at the call center, and a language line service is used for other languages
- ✓ Nurses will never authorize time off from work



WellWorks

Occupational Medicine Program

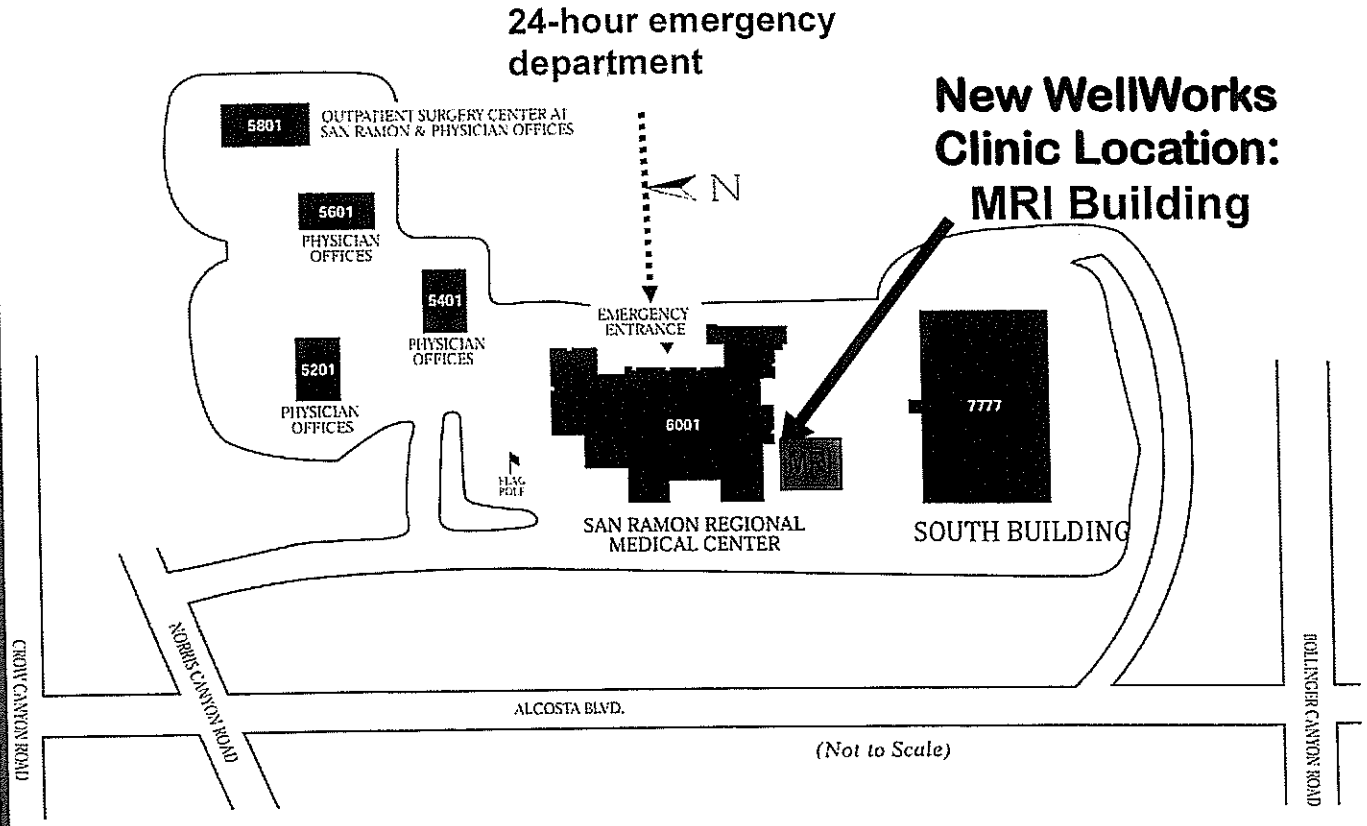
We take care of employee health
while you take care of business.

New Clinic Location

San Ramon Regional Medical Center

6001 Norris Canyon Road—South parking lot in MRI Building

Starting January 15, 2010



WellWorks 925.275.8233
Emergency 925.275.8280

SAN RAMON
REGIONAL MEDICAL CENTER

Appendix H -

Workers' Compensation Claim Form (DWC 1) & Notice of Potential Eligibility

Formulario de Reclamo de Compensación de Trabajadores (DWC 1) y Notificación de Posible Elegibilidad

If you are injured or become ill, either physically or mentally, because of your job, including injuries resulting from a workplace crime, you may be entitled to workers' compensation benefits. Attached is the form for filing a workers' compensation claim with your employer. **You should read all of the information below.** Keep this sheet and all other papers for your records. You may be eligible for some or all of the benefits listed depending on the nature of your claim. If required you will be notified by the claims administrator, who is responsible for handling your claim, about your eligibility for benefits.

To file a claim, complete the "Employee" section of the form, keep one copy and give the rest to your employer. Your employer will then complete the "Employer" section, give you a dated copy, keep one copy and send one to the claims administrator. Benefits can't start until the claims administrator knows of the injury, so complete the form as soon as possible.

Medical Care: Your claims administrator will pay all reasonable and necessary medical care for your work injury or illness. Medical benefits may include treatment by a doctor, hospital services, physical therapy, lab tests, x-rays, and medicines. Your claims administrator will pay the costs directly so you should never see a bill. There is a limit on some medical services.

The Primary Treating Physician (PTP) is the doctor with the overall responsibility for treatment of your injury or illness. Generally your employer selects the PTP you will see for the first 30 days, however, in specified conditions, you may be treated by your predesignated doctor or medical group. If a doctor says you still need treatment after 30 days, you may be able to switch to the doctor of your choice. Different rules apply if your employer is using a Health Care Organization (HCO) or a Medical Provider Network (MPN). A MPN is a selected network of health care providers to provide treatment to workers injured on the job. You should receive information from your employer if you are covered by an HCO or a MPN. Contact your employer for more information. If your employer has not put up a poster describing your rights to workers' compensation, you may choose your own doctor immediately.

Within one working day after you file a claim form, your employer shall authorize the provision of all treatment, consistent with the applicable treating guidelines, for the alleged injury and shall continue to be liable for up to $10,000 in treatment until the claim is accepted or rejected.

Disclosure of Medical Records: After you make a claim for workers' compensation benefits, your medical records will not have the same level of privacy that you usually expect. If you don't agree to voluntarily release medical records, a workers' compensation judge may decide what records will be released. If you request privacy, the judge may "seal" (keep private) certain medical records.

Payment for Temporary Disability (Lost Wages): If you can't work while you are recovering from a job injury or illness, for most injuries you will receive temporary disability payments for a limited period of time. These payments may change or stop when your doctor says you are able to return to work. These benefits are tax-free. Temporary disability payments are two-thirds of your average weekly pay, within minimums and maximums set by state law. Payments are not made for the first three days you are off the job unless you are hospitalized overnight or cannot work for more than 14 days.

Return to Work: To help you to return to work as soon as possible, you should actively communicate with your treating doctor, claims administrator, and employer about the kinds of work you can do while recovering. They may coordinate efforts to return you to modified duty or other work that is medically appropriate. This modified or other duty may

Si Ud. se lesiona o se enferma, ya sea físicamente o mentalmente, debido a su trabajo, incluyendo lesiones que resulten de un crimen en el lugar de trabajo, es posible que Ud. tenga derecho a beneficios de compensación de trabajadores. Se adjunta el formulario para presentar un reclamo de compensación de trabajadores con su empleador. **Ud. debe leer toda la información a continuación.** Guarde esta hoja y todos los demás documentos para sus archivos. Es posible que usted reúna los requisitos para todos los beneficios, o parte de éstos, que se enumeran, dependiendo de la índole de su reclamo. Si se requiere, el administrador de reclamos, quien es responsable por el manejo de su reclamo, le notificará sobre su elegibilidad para beneficios.

Para presentar un reclamo, llene la sección del formulario designada para el "Empleado," guarde una copia, y déle el resto a su empleador. Entonces, su empleador completará la sección designada para el "Empleador," le dará a Ud. una copia fechada, guardará una copia, y enviará una al administrador de reclamos. Los beneficios no pueden comenzar hasta, que el administrador de reclamos se entere de la lesión, así que complete el formulario lo antes posible.

Atención Médica: Su administrador de reclamos pagará toda la atención médica razonable y necesaria, para su lesión o enfermedad relacionada con el trabajo. Es posible que los beneficios médicos incluyan el tratamiento por parte de un médico, los servicios de hospital, la terapia física, los análisis de laboratorio y las medicinas. Su administrador de reclamos pagará directamente los costos, de manera que usted nunca verá un cobro. Hay un límite para ciertos servicios médicos.

El Médico Primario que le Atiende-*Primary Treating Physician PTP* es el médico con la responsabilidad total para tratar su lesión o enfermedad. Generalmente, su empleador selecciona al *PTP* que Ud. verá durante los primeros 30 días. Sin embargo, en condiciones específicas, es posible que usted pueda ser tratado por su médico o grupo médico previamente designado. Si el doctor dice que usted aún necesita tratamiento después de 30 días, es posible que Ud. pueda cambiar al médico de su preferencia. Hay reglas differentes que se aplican cuando su empleador usa una Organización de Cuidado Médico (HCO) o una Red de Proveedores Médicos (MPN). Una MPN es una red de proveedores de asistencia médica seleccionados para dar tratamiento a los trabajadores lesionados en el trabajo. Usted debe recibir información de su empleador si su tratamiento es cubierto por una HCO o una MPN. Hable con su empleador para más información. Si su empleador no ha colocado un cartel describiendo sus derechos para la compensación de trabajadores, Ud. puede seleccionar a su propio médico inmediatamente.

Dentro de un día después de que Ud. Presente un formulario de reclamo, su empleador autorizará todo tratamiento médico de acuerdo con las pautas de tratamiento aplicables a la presunta lesión y será responsable por $10,000 en tratamiento hasta que el reclamo sea aceptado o rechazado.

Divulgación de Expedientes Médicos: Después de que Ud. presente un reclamo para beneficios de compensación de trabajadores, sus expedientes médicos no tendrán el mismo nivel de privacidad que usted normalmente espera. Si Ud. no está de acuerdo en divulgar voluntariamente los expedientes médicos, un juez de compensación de trabajadores posiblemente decida qué expedientes se revelarán. Si Ud. solicita privacidad, es posible que el juez "selle" (mantenga privados) ciertos expedientes médicos.

Pago por Incapacidad Temporal (Sueldos Perdidos): Si Ud. no puede trabajar, mientras se está recuperando de una lesión o enfermedad relacionada con el trabajo, Ud. recibirá pagos por incapacidad temporal para la mayoría de las lesions por un period limitado. Es posible que estos pagos cambien o paren, cuando su médico diga que Ud. está en condiciones de regresar a trabajar. Estos beneficios son libres de impuestos. Los pagos

be temporary or may be extended depending on the nature of your injury or illness.

Payment for Permanent Disability: If a doctor says your injury or illness results in a permanent disability, you may receive additional payments. The amount will depend on the type of injury, your age, occupation, and date of injury.

Supplemental Job Displacement Benefit (SJDB): If you were injured after 1/1/04 and you have a permanent disability that prevents you from returning to work within 60 days after your temporary disability ends, and your employer does not offer modified or alternative work, you may qualify for a nontransferable voucher payable to a school for retraining and/or skill enhancement. If you qualify, the claims administrator will pay the costs up to the maximum set by state law based on your percentage of permanent disability.

Death Benefits: If the injury or illness causes death, payments may be made to relatives or household members who were financially dependent on the deceased worker.

It is illegal for your employer to punish or fire you for having a job injury or illness, for filing a claim, or testifying in another person's workers' compensation case (Labor Code 132a). If proven, you may receive lost wages, job reinstatement, increased benefits, and costs and expenses up to limits set by the state.

You have the right to disagree with decisions affecting your claim. If you have a disagreement, contact your claims administrator first to see if you can resolve it. If you are not receiving benefits, you may be able to get State Disability Insurance (SDI) benefits. Call State Employment Development Department at (800) 480-3287.

You can obtain free information from an information and assistance officer of the State Division of Workers' Compensation (DWC), or you can hear recorded information and a list of local offices by calling **(800) 736-7401**. You may also go to the DWC website at www.dwc.ca.gov.

You can consult with an attorney. Most attorneys offer one free consultation. If you decide to hire an attorney, his or her fee will be taken out of some of your benefits. For names of workers' compensation attorneys, call the State Bar of California at (415) 538-2120 or go to their web site at **www.californiaspecialist.org**.

por incapacidad temporal son dos tercios de su pago semanal promedio, con cantidades mínimas y máximas establecidas por las leyes estatales. Los pagos no se hacen durante los primeros tres días en que Ud. no trabaje, a menos que Ud. sea hospitalizado una noche o no pueda trabajar durante más de 14 días.

Regreso al Trabajo: Para ayudarle a regresar a trabajar lo antes posible, Ud. debe comunicarse de manera activa con el médico que le atienda, el administrador de reclamos y el empleador, con respecto a las clases de trabajo que Ud. puede hacer mientras se recupera. Es posible que ellos coordinen esfuerzos para regresarle a un trabajo modificado, o a otro trabajo, que sea apropiado desde el punto de vista médico. Este trabajo modificado u otro trabajo podría ser temporal o podría extenderse dependiendo de la índole de su lesión o enfermedad.

Pago por Incapacidad Permanente: Si el doctor dice que su lesión o enfermedad resulta en una incapacidad permanente, es posible que Ud. reciba pagos adicionales. La cantidad dependerá de la clase de lesión, su edad, su ocupación y la fecha de la lesión.

Beneficio Suplementario por Desplazamiento de Trabajo: Si Ud. Se lesionó después del 1/1/04 y tiene una incapacidad permanente que le impide regresar al trabajo dentro de 60 días después de que los pagos por incapacidad temporal terminen, y su empleador no ofrece un trabajo modificado o alternativo, es posible que usted reúna los requisitos para recibir un vale no-transferible pagadero a una escuela para recibir un nuevo entrenamiento y/o mejorar su habilidad. Si Ud. reúne los requisitios, el administrador de reclamos pagará los gastos hasta un máximo establecido por las leyes estatales basado en su porcentaje de incapacidad permanente.

Beneficios por Muerte: Si la lesión o enfermedad causa la muerte, es posible que los pagos se hagan a los parientes o a las personas que viven en el hogar y que dependían económicamente del trabajador difunto.

Es ilegal que su empleador le castigue o despida, por sufrir una lesión o enfermedad en el trabajo, por presentar un reclamo o por testificar en el caso de compensación de trabajadores de otra persona. (El Codigo Laboral sección 132a.) De ser probado, usted puede recibir pagos por pérdida de sueldos, reposición del trabajo, aumento de beneficios y gastos hasta los límites establecidos por el estado.

Ud. tiene derecho a no estar de acuerdo con las decisiones que afecten su reclamo. Si Ud. tiene un desacuerdo, primero comuníquese con su administrador de reclamos para ver si usted puede resolverlo. Si usted no está recibiendo beneficios, es posible que Ud. pueda obtener beneficios del Seguro Estatal de Incapacidad (SDI). Llame al Departamento Estatal del Desarrollo del Empleo (EDD) al (800) 480-3287.

Ud. puede obtener información gratis, de un oficial de información y asistencia, de la División Estatal de Compensación de Trabajadores *(Division of Workers' Compensation DWC)* o puede escuchar información grabada, así como una lista de oficinas locales llamando al **(800) 736-7401**. Ud. también puede consultar con la pagina Web de la DWC en www.dwc.ca.gov.

Ud. puede consultar con un abogado. La mayoría de los abogados ofrecen una consulta gratis. Si Ud. decide contratar a un abogado, los honorarios serán tomados de algunos de sus beneficios. Para obtener nombres de abogados de compensación de trabajadores, llame a la Asociación Estatal de Abogados de California *(State Bar)* al (415) 538-2120, ó consulte con la pagina Web en **www.californiaspecialist.org**.

State of California
Department of Industrial Relations
DIVISION OF WORKERS' COMPENSATION

Estado de California
Departamento de Relaciones Industriales
DIVISION DE COMPENSACIÓN AL TRABAJADOR

WORKERS' COMPENSATION CLAIM FORM (DWC 1)

PETITION DEL EMPLEADO PARA DE COMPENSACIÓN DEL TRABAJADOR (DWC 1)

Employee: Complete the **"Employee"** section and give the form to your employer. Keep a copy and mark it **"Employee's Temporary Receipt"** until you receive the signed and dated copy from your employer. You may call the Division of Workers' Compensation and hear recorded information at **(800) 736-7401.** An explanation of workers' compensation benefits is included as the cover sheet of this form.

You should also have received a pamphlet from your employer describing workers' compensation benefits and the procedures to obtain them.

Empleado: *Complete la sección* ***"Empleado"*** *y entregue la forma a su empleador. Quédese con la copia designada* ***"Recibo Temporal del Empleado"*** *hasta que Ud. reciba la copia firmada y fechada de su empleador. Ud. puede llamar a la Division de Compensación al Trabajador al* ***(800) 736-7401*** *para oir información gravada. En la hoja cubierta de esta forma esta la explicatión de los beneficios de compensación al trabajador.*

Ud. también debería haber recibido de su empleador un folleto describiendo los benficios de compensación al trabajador lesionado y los procedimientos para obtenerlos.

Any person who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying workers' compensation benefits or payments is guilty of a felony.

Toda aquella persona que a propósito haga o cause que se produzca cualquier declaración o representación material falsa o fraudulenta con el fin de obtener o negar beneficios o pagos de compensación a trabajadores lesionados es culpable de un crimen mayor "felonia".

Employee—complete this section and see note above ***Empleado—complete esta sección y note la notación arriba.***

1. Name. *Nombre.* _____ Today's Date. *Fecha de Hoy.* _____
2. Home Address. *Dirección Residencial.* _____
3. City. *Ciudad.* _____ State. *Estado.* _____ Zip. *Código Postal.* _____
4. Date of Injury. *Fecha de la lesión (accidente).* _____ Time of Injury. *Hora en que ocurrió.* _____ a.m. _____ p.m.
5. Address and description of where injury happened. *Dirección/lugar dónde occurió el accidente.* _____
6. Describe injury and part of body affected. *Describa la lesión y parte del cuerpo afectada.* _____
7. Social Security Number. *Número de Seguro Social del Empleado.* _____
8. Signature of employee. *Firma del empleado.* _____

Employer—complete this section and see note below. ***Empleador—complete esta sección y note la notación abajo.***

9. Name of employer. *Nombre del empleador.* _____
10. Address. *Dirección.* _____
11. Date employer first knew of injury. *Fecha en que el empleador supo por primera vez de la lesión o accidente.* _____
12. Date claim form was provided to employee. *Fecha en que se le entregó al empleado la petición.* _____
13. Date employer received claim form. *Fecha en que el empleado devolvió la petición al empleador.* _____
14. Name and address of insurance carrier or adjusting agency. *Nombre y dirección de la compañía de seguros o agencia administradora de seguros.* _____
15. Insurance Policy Number. *El número de la póliza de Seguro.* _____
16. Signature of employer representative. *Firma del representante del empleador.* _____
17. Title. *Título.* _____ 18. Telephone. *Teléfono.* _____

Employer: You are required to date this form and provide copies to your insurer or claims administrator and to the employee, dependent or representative who filed the claim within <u>one working day</u> of receipt of the form from the employee.

SIGNING THIS FORM IS NOT AN ADMISSION OF LIABILITY

Empleador: *Se requiere que Ud. feche esta forma y que provéa copias a su compañía de seguros, administrador de reclamos, o dependiente/representante de reclamos y al empleado que hayan presentado esta petición dentro del plazo de* ***<u>un día hábil</u>*** *desde el momento de haber sido recibida la forma del empleado.*

EL FIRMAR ESTA FORMA NO SIGNIFICA ADMISION DE RESPONSABILIDAD

☐ Employer copy/*Copia del Empleador* ☐ Employee copy/ *Copia del Empleado* ☐ Claims Administrator/*Administrador de Reclamos* ☐ Temporary Receipt/*Recibo del Empleado*

6/10 Rev.

Employee's Name: **Incident Date:**

INSTRUCTIONS TO THE SUPERVISOR – INVESTIGATION PROCEDURE

- ⇨ **Complete this report with full detail. Fax a completed copy to MPA at (925) 946-4183.**
- ⇨ Return the original completed report to your Human Resources Department within 72 Hours of the day you first became aware of the injury or illness.
- ⇨ Conduct a walk through of the accident location as needed to gain an understanding of how the incident occurred.
- ⇨ Interview and get signed statements from the injured employee and witnesses at the scene, if appropriate. Use the attached EMPLOYEE/WITNESS ACCOUNT OF ACCIDENT form.
- ⇨ Take photographs or make a sketch of the accident scene as needed, and attach to report.
- ⇨ Ensure hazardous conditions are corrected immediately. Isolate and restrict access to accident-related equipment, areas, etc, as needed.
- ⇨ **Develop appropriate corrective measures to prevent this incident from recurring, and list on this report.**

SUPERVISOR TO COMPLETE:

1. **Employee's usual shift: to (use 24 hour format, i.e. 6:00pm = 18:00)**
2. **Time employee started work on day of injury:**
3. **Time of accident/injury:**
4. **Extended shift/overtime on day of injury?** ☐ Yes ☐ No
5. **ROOT CAUSE ANALYSIS: Which of the following may have caused or were underlying factors that resulted in the incident? (Check all that apply)**

PEOPLE Factors					
☐	Employee Training / Instruction	☐	Operating without authority	☐	Correct tool not used
☐	Distraction, inattention	☐	Operating at unsafe speeds	☐	Improper Motivation
☐	Fatigue / Condition of Individuals	☐	Incorrect lifting, carrying	☐	Bypassing safety devices
☐	PPE not utilized	☐	Taking unsafe position / posture	☐	Combative Person / Actions of Others
☐	Staffing shortage	☐	Tool used improperly	☐	Other (list)

EQUIPMENT, MATERIALS or ENVIRONMENT					
☐	Lighting too much / too little	☐	Proper tool not available	☐	HVAC / ventilation maintenance
☐	Guard / safety device missing	☐	Tools / equipment malfunction	☐	Motor Vehicle maintenance
☐	Unstable load/ Storage/ Congestion	☐	Inadequate work space	☐	Walking surface unsafe
☐	PPE unavailable	☐	Chemical Used (attach MSDS)	☐	Other (list)

PROCESSES & PROCEDURES					
☐	No warning system	☐	S.O.P. not followed	☐	Inadequate Traffic Control
☐	No warning provided / posted	☐	S.O.P. contributed	☐	Operational tactics
☐	Spills, debris, housekeeping inadequate	☐	No procedure in place	☐	Other (list)

6. **Do you agree with the Triage Description and Employee/Witness statements?** ☐ Yes ☐ No

   ⇨ **If not, please describe your understanding of the events that resulted in injury or occupational illness, including tasks assigned.**

7. **Were other employees also injured?** ☐ Yes ☐ No

   ⇨ **If YES, list names:**

Corrective Action

What action will be taken to prevent recurrences of this incident? (Check as many as necessary):

☐	Request ergonomic evaluation	☐	Install, replace, adjust guards	☐	Provide/monitor protective equip
☐	Train Staff	☐	Modify, replace tools, equipment	☐	Repair (explain below)
☐	Improve emergency system	☐	Provide inspections, observations	☐	Revise equipment, layout
☐	Improve housekeeping	☐	Personal Safety Coaching	☐	Review at roll call / staff mtg.
☐	Improve job orientation	☐	Develop, revise operating procedure	☐	**No action taken/Other (explain below)**

Follow Up on Corrective Action

1. **Specific Action taken:**

   a. **Work or Purchase Order to correct condition?** ☐ Yes – Order #: ☐ No

   b. **Operating procedure change?** ☐ Yes ☐ No

   ⇨ **If YES, description:**

2. **Other Comments – explain:**

3. **PHOTOGRAPHS OR SKETCH ATTACHED?** ☐ Yes ☐ No

4. **Employee/Witness statement(s) attached?** ☐ Yes ☐ No

5. **<u>No Action Taken</u> – explain:**

Supervisor's Name:

Supervisor's Signature: **Date:**

Management Review – I have reviewed this report and its findings.

Division / Department Head: **Date:**

<u>Fax a copy of the completed report to Municipal Pooling Authority 925-946-4183.</u>

EMPLOYEE/WITNESS ACCOUNT OF ACCIDENT

Note: PRINT this form, have completed and forward along with the Accident Investigation Report.

Use one form per person – CHECK below as noted:

☐ **Injured Employee** ☐ **Witness (City/Town Employee? Yes No)**

Name: _____ **Department:** _____

Today's Date: _____ **Date/Time of Accident:** _____/_____

Location of Accident: _____

Accident Description (explain in detail what you were doing immediately prior to the accident and then how you believe the accident happened):

_____

Signature

Name(s) of Other Witness(s) to Accident:

1. _____
2. _____
3. _____

ATTACH TO THE ACCIDENT INVESTIGATION REPORT

Fax a copy of the completed report to Municipal Pooling Authority 925-946-4183.

APPENDIX I

SAN RAMON PARKS AND COMMUNITY SERVICES DEPARTMENT

Title: *Lost and Found*	**Department Procedures and Policy Manual**	Approved by: Department Director Division Manager Program Managers
Program Area: ALL	Date: 7/27/10	Page: 1 of 2

While the Parks and Community Services Department (PCS) does not assume liability or responsibility for items turned into Lost and Found, staff will make every reasonable effort to ensure the items are returned to the rightful owners.

Lost items are categorized into five (5) categories and handled based on category:
Category 1: Items having unique identification numbers or serial numbers that can be tracked and identified including, but not limited to, cell phones, computers, credit cards, Ipods, wallets with identifications etc

a. All items must be kept in a designated locked cabinet or safe in each facility.
b. The Department will make every effort to notify the owner in a timely manner.
c. After 7 days if they have not been claimed, these items will be turned into the San Ramon Police Department (SRPD) where they will become the property and responsibility of SRPD.

Category 2: Jewelry which includes watches, rings, bracelets, earrings and necklaces.
a. All items must be kept in a designated locked cabinet or safe in each facility.
b. If jewelry is determined to be over $50 in value and has not been claimed After 7 days, the item(s) will be turned into the SRPD where they will become the property and responsibility of SRPD.

Category 3: Items not identifiable by unique identification numbers. These items include, but are not limited to sweatshirts, jackets, balls, athletic gear, backpacks, lunchboxes, shoes etc.
a. All items must be kept in a secure designated location accessible only to staff.
b. Items in this category will be donated to 501(c)(3) charity on a quarterly basis.
c. Eyeglasses can be sent to the Senior Center where they are donated to the Lions Club.

Category 4: Cash found in a PCS facility or turned into one of the PCS offices.
a. For amounts less than $50, the cash should be immediately entered into Point of Sale (POS) and deposited.
b. For amounts $50 and greater, the cash should be logged, receipted in a receipt book, and turned over to the San Ramon Police Department.

Category 5 : Items which are considered disposable and personal in nature. These items include, but are not limited to bathing suits, water bottles, personal hygiene items, towels, goggles, swim caps, under garments, etc.
a. All items are to be discarded at the end of the service day by site staff.

APPENDIX I

SAN RAMON PARKS AND COMMUNITY SERVICES DEPARTMENT

Title: *Lost and Found*	**Department Procedures and Policy Manual**	Approved by: Department Director Division Manager Program Managers
Program Area: ALL	Date: 7/27/10	Page: 2 of 2

1. All items, in Categories 1- 4, must be logged in the Lost & Found Log Book located at each site. The PCS Lost & Found Log (attached) is located on the G drive. In the case of found cash, the POS receipt should be printed and attached to the Lost and Found Log.

2. These facilities will maintain lost and found: the San Ramon Olympic Pool (SROP), Dougherty Valley Aquatic Center (DVAC), Dougherty Station Community Center (DSCC), San Ramon Community Center (SRCC), Alcosta Senior and Community Center (ASCC), Dougherty Valley Performing Arts Center (DVPAC), Forest Home Farms (FHF), Pine Valley Gymnasium (PVG) and Iron Horse Gymnasium (IHG) will be a collection place for lost and found items. If an item is found in a park or other program location, the item shall be returned to the closest facility.

3. The location of the Lost and Found items and log book will be the responsibility of the Office Technician or designated staff at each facility. The log book should be in a location that is accessible before and after office hours.

4. Anyone wishing to claim an item must appear in person and be able to identify it (color, identification/serial number, description, brand name, where the item was lost) as their property.

5. When an item is claimed, staff must complete the necessary areas on the Lost & Found Log.

6. The Support Services Division will take the lead in picking up any lost and found items from PCS facilities on a quarterly basis starting September 1 for pick up by a non-profit organization (i.e. Salvation Army, Goodwill, etc).

7. All PCS facilities will post signage (attached) stating, “The City of San Ramon is not responsible for any lost or stolen items.”

Attachment A: Lost and Found Log
Attachment B: Lost and Found Facility Sign

CPR/AED INCIDENT INVESTIGATION REPORT

(To be completed within 24 hours of incident)

Name of Patient	Sex M ☐ F ☐	Social Security Number	Department	Job Title

Service Date	Time in Position	Date of Incident: / Time: am ☐ pm ☐	Report Date

Event Actions:
- ☐ CPR
- ☐ AED Use
- ☐ EMT Response
- ☐ Hospitalization
- ☐ Fatality

Location of Incident	Describe Job Task in Progress

Cause Related To:
- ☐ Medical
- ☐ Vehicle Accident
- ☐ Equipment Condition/Design
- ☐ Chemical Exposure
- ☐ Energy/Temperature Exposure
- ☐ Slip, trip, fall
- ☐ Other

Description of Incident

Names of Witnesses:

1 _____

2 _____

3 _____

Witnesses Interviewed?		Notes Attached?	
1	yes ☐ no ☐	yes ☐	no ☐
2	yes ☐ no ☐	yes ☐	no ☐
3	yes ☐ no ☐	yes ☐	no ☐

Patient Transported To	By (EMT Firm)	Date/Time

Names of Responders:

1 _____

2 _____

3 _____

AED Serial No.	Data Card Serial No.

Information from AED Screens:	Number of Shocks Delivered	Time Defibrillator in Use

Responders Interviewed?		Notes Attached?	
1	yes ☐ no ☐	yes ☐	no ☐
2	yes ☐ no ☐	yes ☐	no ☐
3	yes ☐ no ☐	yes ☐	no ☐

Data Coordinator Transfer History: (each handler signs off below)

From Date/Time	To Date/Time
From Date/Time	To Date/Time
From Date/Time	To Date/Time
From Date/Time	To Date/Time

Manager Signature: _____ Title: _____ Date: _____

Safety Manager Signature: _____ Date: _____

COPY OF COMPLETED FORM TO MANAGER OF CORPORATE SAFETY & WORKER'S FILE

Form No. D&A-010 (12/2000)

GENERAL DIRECTIONS

1. Complete the report within 24 hours of the incident.
2. Write legibly and clearly or type.
3. Complete ALL items or mark "N/A" if not applicable.

DETAILED DIRECTIONS

These are all self-explanatory. Be specific and accurate in reporting this information.

Name of Patient – Sex – Social Security No. (SS No.)
Department – Job Title – Hire Date – Time on Job
Date/Time of Incident – Date Reported – Event Actions – "Related to"

DESCRIPTION OF THE INCIDENT

1. What was the injured person doing at the time of the incident?
2. What tools or equipment were involved, if any?
3. What was happening around the work area (external influences)?
4. Give description of contributing causes

INTERVIEWING WITNESSES AND RESPONDERS

Interview all persons involved with the incident.

1. Put each person at ease. Tell the person you are looking for the facts only and not trying to blame anyone.
2. Interview witnesses and responders separately so that what one person says will not influence what someone else says.
3. Ask open-ended questions that do not elicit one-word answers, such as "What did you see?"
4. During the interviews, inform each witness or responder of what is being done for the injured person.
5. Avoid talk that will mislead or confuse the witnesses or responders.
6. Do not accept, deny, or promise anything. The purpose of the investigation is to gather facts only.

AED INFORMATION: Complete the following.

1. AED Serial Number:_____
2. Data Card Serial Number (if applicable):_____
3. Number of shocks delivered (from screen on AED):_____
4. Amount of time defibrillator was in use (from screen on AED):_____
5. Data Card Transfer History: Each person given possession of the data card must sign and date upon taking possession and relinquishing to another.

Print Name	Signature	Date/Time of Possession	Print Name	Signature	Date/Time of Relinquish

APPENDIX K

Permanent Amusement Ride
Accident Notification

ACCIDENT DATE	
TIME OF ACCIDENT	
WEATHER CONDITION	
ACCIDENT LOCATION	
ADDRESS	
CONTACT PERSON	
CONTACT PHONE	
RIDE NAME	
MANUFACTURERS NAME	
REPORTED BY	

NAME OF INJURED PARTY	
AGE	
ADDRESS	
TELEPHONE	

DESCRIPTION OF ACCIDENT	

TREATMENT FACILITY	
POLICE NOTIFIED	
FIRE/PARAMEDICS NOTIFIED	

Northern California District
Phone: (916) 263-3511
Fax: (916) 263-3576

Southern California District
Phone: (714) 567-7211
Fax: (714) 558-6754

Appendix KK - Private Lesson Progress Booklet

The private lesson progress booklet will be given out to each private lesson participant the first time they attend a private lesson in 2016. The booklet is in the following sections:
Level Pages: If a student passes a skill for the first time, the swim lesson pool manager will place a sticker on the number at the bottom of the page that corresponds to the stickers. It will be important for swim lesson Sr. Staff to watch the private lessons and communicate with each instructor.

Progress Pages: This area is to keep track of what is worked on during each lesson that the students attends. This will help instructors know what skills to work on and assist in planning your private lessons. Each lesson that a student has, the swim lesson pool manager will fill out the date, the instructor's name, and the skills that were practiced during that lesson.

Good Job Pages: Often times a student may not pass any skills during a lesson, however, they often show improvement or do something good during class. These pages are designed to reward students for improvement or doing well even though they may not have successfully passed a skill. The stickers will be given out by the swim lesson Sr. Staff. Good job stickers will not be handed out without good reason or in large quantities at a time.

A student may not receive any stickers during a private lesson if they did not pass any skills or show any improvement.

It is important to instructor private lesson participants to bring their private swim lesson booklet with them to their next lesson. Also, participants should be careful not to lose their booklets, as they will cost $5.00 to be replaced.

This is a pilot program to be used with in group lessons in the future.

Tracking Private Lesson Booklets - There will be a tracking list/system that will help staff identify which participants have a private lesson booklet and which participants need one because it is their first lesson. **More details will be provided at Sr. Staff training.**

Stickers Expectations – It is important that Sr. Staff does not give out large quantities of stickers to each student each lesson. Stickers are to be a reward for achievement . Good Job stickers should only be given out when a student truly does a good job. Please give out stickers

Appendix L
Dougherty Valley Aquatic Center – Daily Duties

Opening Shift

The following duties should be completed everyday upon opening the facility

- ❑ Disarm alarm with personal code
- ❑ Unlock all necessary doors and gates (check lane allotments)
- ❑ Turn on lights in lifeguard office and lockerooms
- ❑ Get the facility keys for the flood lights and turn on the pool lights
- ❑ Get the facility cell phone from the manager's office.
- ❑ Put backboards and crash bags out in correct locations (remember one backboard comes out from the shed and for correct locations refer to aquatics manual appendix B.6)
- ❑ Take off tarps and move reels back
- ❑ Take out the vacuum and put it to the left of the pump room doors if necessary
- ❑ Move guard stand to appropriate location
- ❑ Chlorine and pH check
- ❑ Fill out the daily log book
- ❑ Take out pace clock and if needed extension cord
- ❑ Put orange cones on the extension cord for the pace clock
- ❑ Put out orange lane reserved/lap swim signs if necessary
- ❑ Check facility for any hazards – (deck, locker rooms)
- ❑ Check O2 level in tanks and AED battery. Check first aid supplies in cabinet. Log information. (Monday's Only)

Throughout the Shift

- ❑ Straighten up Rec Shed
- ❑ Pick up trash around deck
- ❑ Check lockerooms for cleanliness
- ❑ Inventory kickboards (Mondays only)
- ❑ Set up for the next shift / program
- ❑ Straighten up lifeguard office
- ❑ Move guard stand to appropriate location
- ❑ Take out pace clock and if necessary extension cord
- ❑ Put orange cones on the extension cord for the pace clock
- ❑ Put out orange lane reserved/lap swim signs if necessary
- ❑ Put out backboards and crash bags to appropriate locations (don't forget one backboard from the shed)
- ❑ Chlorine and pH check
- ❑ Fill out the daily log book
- ❑ Pick up around pool perimeter
- ❑ At 3:30PM Test the ADA lift to make sure that it works (Mondays only)
- ❑ Get the keys for the flood lights and turn on pool lights if necessary

Closing Shift

The following duties should be completed everyday before the facility is secured for the night.

- ❑ Lockerooms – Check for Lost & Found and cleanliness

- Chlorine and pH check
- Put backboards, crash bags, and orange lane reserved/lap swim signs away
- Bring in pace clock and extension cord (don't forget to plug in pace clock in lifeguard office)
- Put on tarps
- Put in vacuum if it is left out by the pump room door
- Pick up all trash around deck
- Empty trash and replace all trash can liners
- Pick up deck area (kickboards, lost and found)
- Clean lifeguard office
- Fill out daily log book
- Turn off all lights (don't forget the showers in the locker rooms)
- Make sure facility keys are in the manager's safe and the facility cell phone is plugged in
- Secure facility; make sure all facility doors are locked both inside and outside (don't forget to lock the shed)
- Set alarm with personal code.

Appendix L
San Ramon Olympic Pool – Daily Duties

Opening Shift

The following duties should be completed everyday upon opening the facility

- ❑ Disarm alarm
- ❑ Unlock all necessary doors and gates (check lane allotments)
- ❑ Turn on both master light switches in lobby. (one behind front desk/one by sliding glass door entrance with light switch cover)
- ❑ Turn on office lights and make sure lockeroom lights are on
- ❑ Turn on flood lights and pool lights
- ❑ Unlock the storage door and get cranks
- ❑ Get the facility cell phone from the manager's office.
- ❑ Turn on pace clock(s) and scoreboard clock.
- ❑ Put backboards and crash bags out in correct locations.
- ❑ Take the vacuum out of the pool if necessary
- ❑ Take off tarps and move reels back
- ❑ Take down rope and pool closed signs at lap pool. (if this pool is in use)
- ❑ Chlorine and pH check.
- ❑ Fill out the log book.
- ❑ Move guard stand to appropriate location.
- ❑ Put out orange lane reserved/lap swim signs if necessary
- ❑ Check facility for any hazards – (deck, grass area, locker rooms)
- ❑ Get out keys for the front line staff at 6:00 AM. (if there is lap swim)
- ❑ Check O2 level in tanks and AED battery. Log information. Check first aid supplies in cabinet (Monday's Only)

Throughout the Shift:

- ❑ Straighten up Storage Shed
- ❑ Pick up trash around deck
- ❑ Check lockerooms for cleanliness
- ❑ Inventory kickboards (Mondays only)
- ❑ Set up for next shift / program
- ❑ Straighten up lifeguard office and equipment room
- ❑ Make sure classrooms are set-up for any meetings or rentals. (check lane allotments)
- ❑ Take off tarps at lap pool if necessary
- ❑ Take down rope and pool closed signs from lap pool if necessary
- ❑ Turn on pace clock(s) and scoreboard clock
- ❑ Move guard stand to appropriate location
- ❑ Chlorine and pH check
- ❑ Fill out the log book
- ❑ Get keys for the front line staff if there is lap swim
- ❑ Put out orange lane reserved/lap swim signs if necessary
- ❑ Turn on pool lights and flood lights when necessary
- ❑ At 3:30PM check the ADA lifts at the Lap Pool and 50M (Mondays only and times may change due to programming)

Closing Shift

The following duties should be completed everyday before the facility is secured for the night.

- ❑ Lockerooms – Check for Lost & Found and cleanliness
- ❑ Put backboards, crash bags, and orange lane reserved/lap swim signs away

- ❑ Move guard stand back
- ❑ Put on tarps
- ❑ Put in the vacuum if necessary
- ❑ Put keys from front line staff back in the facility key safe
- ❑ Plug in the facility cell phone
- ❑ Pick up all trash around deck
- ❑ Empty trash and replace all trash can liners
- ❑ Pick up deck area (kickboards, lost and found items)
- ❑ Clean lifeguard office and equipment room
- ❑ Fill out daily log book
- ❑ Check all facility doors/gates/windows to make sure they are locked (this includes all storage rooms and windows)
- ❑ Turn off the flood lights and pool lights
- ❑ Turn off all lights inside(including the two master light switches in the lobby)
- ❑ Set the alarm

Appendix M -

Unauthorized Collection of Recyclables

It has been brought to my attention that individuals enter the aquatic facilities and take the recyclables from the recycling bins. This behavior is not acceptable per City rules B6-13 and B6-15.

B6-13 – Collection – Ownership of refuse.

All refuse, once collected, shall become the property of the refuse collector to dispose of as he sees fit, unless otherwise specifically stated in a written agreement between the refuse collector and the city, provided the manner of disposal does not conflict with any of the provisions of this chapter.

B6-15 – Collection – Recycling generally.

Provision shall be made in the contract for the city to retain the right of salvage from the garbage and for the implementation of a recycling and waste-to-energy programs.

If you happen to see these individuals or have the chance to interact with them, please remind them of the above City rules. If they would like to complain or speak with some other than you, please provide them the Aquatic Coordinator/Supervisor's business card.

Appendix N -

Contractor Access Procedures

In order to ensure the safety of the City's operations and equipment and to the public and staff who use the aquatic facilities, it is necessary to monitor who is allowed access to these facilities and for what purpose. Unauthorized access to equipment, equipment areas, chemicals, etc. could have a negative effect and unwanted outcomes. To this end, the following procedures should be followed for any contractor requesting access to the San Ramon Olympic Pool or Dougherty Valley Aquatic Center when the Public Services Pool Maintenance Staff is unavailable.

For Contractors on the Approved List –

1. Verify contractor's Company Name and persons Company ID. The contractor should have a picture ID or uniform or designation that they are an authorized person with that company.
2. If the Contractor is on the approved list that *does not need an escort*, allow them to enter the facility and conduct their business
    a. Doors and gates may need to be unlocked for them
3. If the Contractor is on the approved list but *needs an escort*, find the Public Services Pool Maintenance Staff
4. If the Public Services Pool Maintenance Staff is unavailable, call the Public Services call out numbers
    a. During Business Hours – 973-2800
    b. After Business Hours – 766-2844 – *Not for Public Use*
5. If unable to reach Public Services, turn the Contractor away and give them the Public Services Maintenance Supervisor's phone number – 973-2813 or 973-2800 to make contact.
6. Document in an email to the Aquatics Supervisor

Contractors Not on the Approved List –

1. Verify contractor's Company Name and persons Company ID. The contractor should have a picture ID or uniform or designation that they are an authorized person with that company.
2. Find a Public Service Pool Maintenance Staff member on site, if available
3. If Public Services Pool Maintenance Staff is un available, call Public Services call out numbers
    a. During Business Hours – 973-2800
    b. After Business Hours – 766-3844 – *Not for Public Use*
4. If unable to reach Public Services, turn the Contractor away and give them the Public Services Maintenance Supervisor's phone number – 973-2813.
5. If you are not able to personally speak to a Public Services contact who can authorize their entry, do not let them in. These Public Services contacts would be the Maintenance Supervisor, Maintenance Coordinator, Program Manager, Division Manager or Director.
6. Document in an email to the Aquatics Supervisor

See next page for a List of Approved Contractors for SROP and DVAC.

Appendix N -

List of Approved Contractors for SROP and DVAC

The following contractors *do not need a staff escort* to enter the facility or conduct services.

SROP	DVAC
Ferreira Services, Inc.	Ferreira Services, Inc.
Aquatic Environments, Inc.	Aquatic Environments, Inc.
Lincoln Equipment, Inc.	United Building Services
National Aquatic Services	Western Pest Control
United Building Services	
McNevin Carpet Cleaning	
Western Pest Control	

The following contractors *must have a staff escort* to enter the facility or conduct services.

SROP	DVAC
Simplex Grinnel	Knorr Systems, Inc.
Aqua Sierra	Denalect
Sierra Chemical	Sierra Chemical
Cintas	Cintas
Sontirol	National Aquatic Services
Knorr Systems, Inc.	San Ramon Valley Unified School District
San Ramon Valley Unified School District	AT&T
AT&T	Contra Costa County Health Department
Fire Protection Services	
Contra Costa County Health Department	

Appendix O -

City of San Ramon
Aquatic Staff Standards

300 Yard Swim
Purpose: To measure the endurance and comfortability of lifeguards in the water.
Procedure: Lifeguard starts in the water and swims 300 yards non-stop using any stroke.

Brick Sprint
Purpose: To simulate approaching a victim on the surface and carrying them to safety. Measures speed, endurance and leg strength of lifeguards.
Procedure: Lifeguard starts in the water, sprints 25 yards, grabs diving brick from edge of pool, carries brick with two hands, treads water back to starting point, places brick on deck and climbs out.

Brick Tread
Purpose: To simulate supporting victim and measure leg strength and endurance.
Procedure: Lifeguard starts in water with brick on the gutter, on the start signal, lifeguard holds brick with two hands and treads water for up to 2 minutes. Time stops when the lifeguard's hand comes off the brick, the brick is dropped, or lifeguard quits.

Brick Recovery
Purpose: To simulate approaching a victim under water, bringing victim to the surface and carrying them to safety. Measures speed, endurance and leg strength.
Procedure: Lifeguard starts in the water, swims out to the third black line, performs a feet first surface dive, recovers brick from a depth of 12'-14', returns to the surface coming straight up, treads water with two hands on the brick, returns to starting position, and places brick on the deck.

Time Standards
The following time standards have been set to help lifeguards gauge their fitness, provide incentives to improve, and set quantitative standards for the lifeguard staff.

Lifeguard Time Standards

Fitness Level	300 Yard Swim	Brick Sprint	Brick Tread	Brick Recovery
A	≤3:45m	≤0:48s	≥1:40m	≤0:18s
B	3:46 – 4:45m	0:49 – 0:58s	1:20 – 1:39m	0:19 – 0:23s
C	4:46 – 5:45m	0:59 – 1:08m	1:00 – 1:19m	0:24 – 0:29s
Remediation	≥5:46m	≥1:09m	≤0:59s	≥0:30s

Junior Lifeguard Time Goals

	300 Yard Swim	Brick Sprint	Brick Tread	Brick Recovery
Goals	≤6:30m	≤1:30m	≥1:00m	≤0:35s

Remediation / Training Program for Lifeguards (Only)
Those lifeguards not able to achieve a Fitness Level of A, B, or C in any standard will be required to complete remediation in each standard with a subpar rating. Each day the employee is scheduled to work, the employee will complete the specific staff standard they have a subpar rating. The remediation will continue while the employee shows improvement and will stop when they have achieved at a minimum a Fitness Level C rating.

Appendix P -

City of San Ramon
Guidelines for Photographers in City Programs / Facilities

These guidelines address what to do when photographers are taking photos of participants / city facilities.

Because our facilities and parks are public property technically members of the press and the public can take photos. However, we do want to protect our participants from exploitation. Also we do have a photography fee in place for professional photographers who decide to operate in our parks. Here is our Department policy in regard to photographers:

For the Parks:

1. Be Observant! - If you notice someone targeting children in our programs please approach them and ask them if they are with a media outlet or what the photos are being used for.

2. If it is a professional photography they need to check in with facilities staff and pay the photography fees for taking pictures in our parks. They may not take pictures of our program participants for their or their clients usage.

3. If at any time a staff feels uncomfortable with the activity of someone in the park including photographers they should immediately contact their supervisor and/or the police department.

Pools and Facilities:

1. Media - If the media would like to take photos of activities on the interior of our facilities or at either pool location they must be pre-approved (have them call me 3370 or cell 286-6853) ... this is of particular concern for the pools and they are also required to wear press credentials while taking pictures.

2. Professional photographers are not allowed to take pictures of our programs or rentals. If they would like to set-up a photo shoot for a client please refer them to facilities staff.

3. Private individuals - if you observe private individuals targeting program participants particularly at our pool facilities, please notify your supervisor and or ask them to stop. We want to respect all of our participants and inappropriate photography is not acceptable. We can and will ask them to leave the facility.

Staff Taking Pictures:

1. Please do!! - I have a number of cameras available for you to check out to take pictures please come and get them!

2. Wear City ID Badge - Please be sure you are clearly identified and if asked by participants or park visitors let them know it is for the Recreation Guide. If anyone asks that you not take their or their child's picture please respect their wishes.

Appendix - Q

DAY CAMP ADMISSIONS – SEASONAL

Day Camps are booked through the Aquatics Supervisor at the pool. The customer/camp could purchase a pool pass either online or at the counter for the number of guests in their group. When the group has 20+ members, and the group is pre-approved through the aquatic supervisor, chaperones will not be charged. A list of pre-approved camps will be given to Frontline Staff in advance.

On the day of their camp, a Junior Lifeguard or staff will meet the camp at the side gate to take a head count of the group. The junior guard or staff will put the number of chaperones and children in the group to be charged on the "Recreation Swim – Camps/Groups" form, sign and date it. The camp waits at the side gate while the person in charge of the camp/group brings the form to the Scanning Station for check in. *(Recreation Swim – Camps/Groups)*

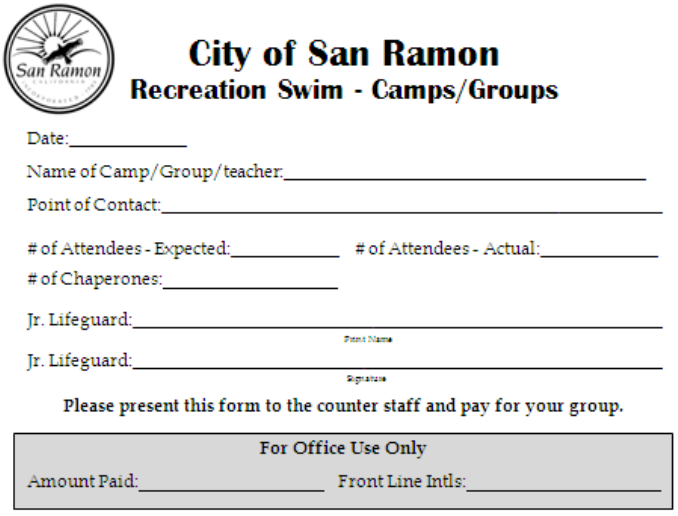
Once entered into CLASS, the office staff will sign and date the form confirming the camp was properly checked into CLASS and attach the receipts. A receipt will print out for camps that pay the daily fee, and for the chaperones entered into POS. Make a copy of the signed check-in slip then attach the receipt for the camp counselor who will take the copy back to our staff to show the camp was properly checked in.

If the camp is entered into CLASS using an All Swim Pass, a receipt will not print out showing the scans. Attach a receipt for the number of chaperones entered into POS. Make a copy of the signed check-in slip with receipts for the camp counselor who will take the copy back to our staff to show camp was properly checked in.

Exception - An accommodation for the Quest Camp has been made as they have a handful of participants not able to stand for long periods in the sun. When the Quest Camps arrive to the pool the procedure is:

- Count the number of participants
- Fill out the "Recreation Swim – Camps/Groups,"
- Allow the participants to enter the gate
- Walk the camp director to the front counter to pay.

Note: The camp participants do not have to wait for the camp director to return with a receipt.



City of San Ramon
Recreation Swim - Camps/Groups

Date:_____

Name of Camp/Group/teacher:_____

Point of Contact:_____

# of Attendees - Expected:_____ # of Attendees - Actual:_____

# of Chaperones:_____

Jr. Lifeguard:_____
Print Name

Jr. Lifeguard:_____
Signature

Please present this form to the counter staff and pay for your group.

For Office Use Only	
Amount Paid:_____	Front Line Intls:_____

TEEN CENTER CAMPS

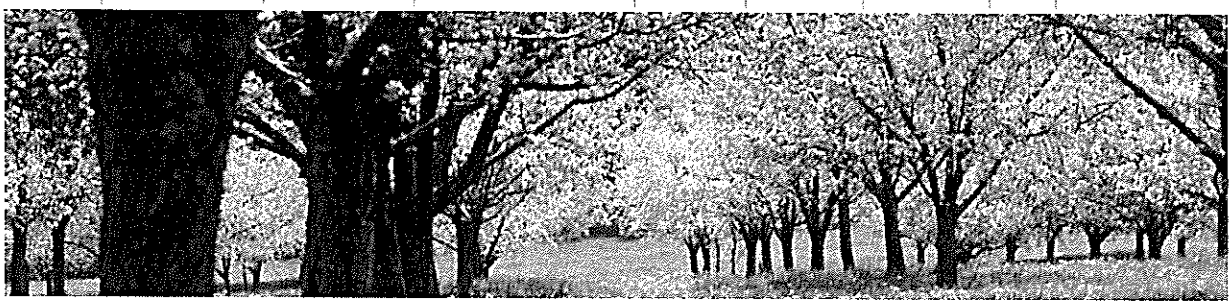
The Teen Center camp programs will be using the pool during Recreation Swim during the summer. Since they are a City program they do not have to pay an entry fee, however, we do have to track how many people are in our facility from this program and show back up documentation for accounting purposes. Therefore the following procedure should be followed when the Teen Centers are approved to use are facilities.

- Each teen site will have its own swipe card.
- The teen staff will bring their approved memo (see attached) with them per each visit with the swipe card.
- The Junior Lifeguard checking in the camps and the camp counselor will count the number of participants and will put the total number of participants the on memo and both will sign the document.
- The teen center participants may enter the facility at this point.
- The teen staff will take the form to the front desk/scanning station, and the card swiped per number of participants visiting for the day.
- Chaperones will be entered into Point of Sale (CLASS).
- Frontline staff will keep the memo as backup.
- Office staff will complete a camp check-in form as additional back up and attach it with the closing paperwork when balancing for the day.



ADMINISTRATIVE SERVICES | Information Technology

HOME | DEPARTMENTS | DIRECTORIES | EMPLOYEE BENEFITS | POLICIES | SERVICES | CALENDAR | CRM



INFORMATION TECHNOLOGY
RESPONSIBILITIES
NETWORK USE POLICIES
INFO TECH FORMS
SOCIAL MEDIA TEAM
STAFF CONTACTS
TECH SUPPORT
CITY WEB SITE
WEB DEVELOPERS

General Network Policy

CITY OF SAN RAMON

1. All City computers, electronic media, and other related technologies are provided as tools to conduct City-related business.
2. The City reserves the right to monitor *all* traffic on the network and to modify and/or restrict access if necessary to assure that the network continues to function properly for all users.
3. Users shall not maliciously access, alter, delete, damage, infect, or destroy any computer system, computer network, computer program, or data.
4. All software used by City employees must be appropriately acquired and licensed, if necessary, for use by the employee and/or department. Software that has not been so acquired will be removed.
5. No personal computer equipment, cell phones, network analyzers, modems, wireless, Bluetooth or WiFi devices may be connected to the City's private data network. System support for these items is unavailable from the IT staff.
6. Users shall respect the legal protection provided to programs, documents, and data by copyrights and licenses. Users may not copy City-owned or licensed software or data to another computer system without the prior approval of the Information Technology Manager.
7. Users are responsible for the proper care and handling of computers and related equipment. Problems with computer hardware and software that are not easily remedied by the user should be reported to the Information Technology Manager at once.
8. Users shall not reconfigure any computer without the knowledge and consent of the Information Technology Manager.
9. Users are responsible for understanding and exercising reasonable security precautions when using computing resources.
10. Users shall not circumvent established procedures defining eligibility and/or authorization for access to information or computing resources. Conduct which involves misuse of computer identities includes:

    - Allowing an unauthorized individual to use the identity of an authorized City employee
    - Using another person's usercode/password without that person's explicit permission
    - Misrepresenting one's identity in order to gain access to information or computing resources.



INFORMATION TECHNOLOGY RESPONSIBILITIES

NETWORK USE POLICIES

INFO TECH FORMS

SOCIAL MEDIA TEAM

STAFF CONTACTS

TECH SUPPORT

CITY WEB SITE

WEB DEVELOPERS

Electronic Mail (E-mail) and Internet Policy

CITY OF SAN RAMON

The e-mail system is for day-to-day activity messages between employees or outside contacts concerning City activities and issues. E-mail may be used where a timely, formal reply is not needed from the recipient.

1. Approval for the establishment of e-mail, Internet connection, and other electronic on-line services is the responsibility of the Department Director.

2. Information Technology Services has technical responsibility for setting up and managing e-mail resources, including user account maintenance, telecommunications access, security, disk storage, etc.

3. Information Technology Services will establish standards for the retention and purging of electronic mail communications.

4. Confidential information should not be transmitted on the e-mail system because of the ease with which such information may be copied and/or re-transmitted.

5. Information Technology Services has technical responsibility for setting up and managing Internet resources, including user account maintenance, telecommunications access, firewalls and security.

6. City departments shall use the City's web site for all internet postings, and shall not initiate new or separate internet services without the consent of the Information Technology Services Manager.

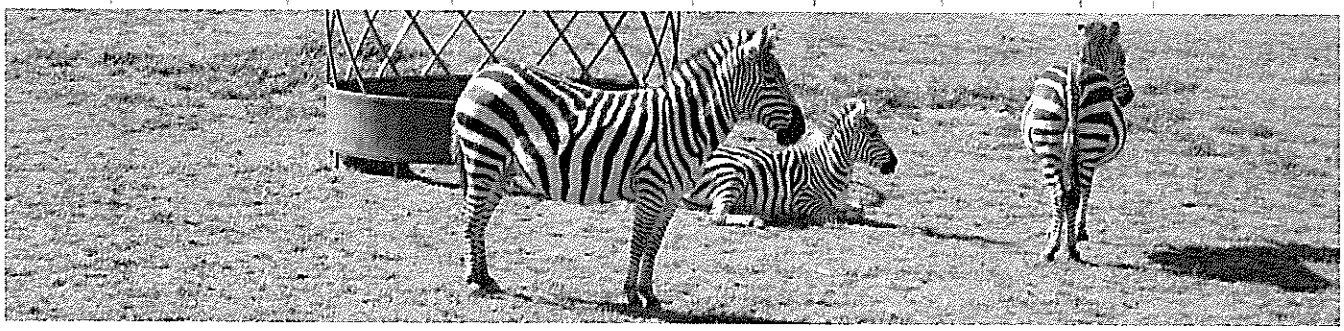
7. The City Manager's Office is the arbitrator with regard to the appropriateness of materials posted and use of the Internet.

8. Web browsing is to be only for City business purposes.

9. Outlook is the only approved email client. Users are prohibited from using browsers to access personal Internet email accounts (e.g., Hotmail, YahooMail). It is permissible to have personal email forwarded to your City Exchange email account (e.g., name@sanramon.ca.gov).

10. Access to, and the use of, streaming audio and video web sites (e.g., espn.com, kfog.com) is prohibited.

11. Access to, and the use of, Instant Messaging (IM) sites (e.g., yimg.com) is prohibited.



INFORMATION TECHNOLOGY

RESPONSIBILITIES

NETWORK USE POLICIES

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E-Mail Use and Retention Policy

1. **Authority**

   "Personal Computer and Network Use Guidelines," January 1999.

2. **Purpose**

   The purpose of this administrative policy is to define the proper use of electronic mail (E-mail); to provide administrative regulations which prohibit specific uses of electronic mail; to define electronic access violations; and to establish procedures for the monitoring and retention of electronic mail. It is the intent of the City to provide a structure in which electronic mail can be used effectively by the City while not being abused. It is the responsibility of the users of the electronic mail system to use the system for legitimate City business purposes. Questions regarding this administrative policy should be directed to the City Manager.

   Electronic mail messages, either created or received in the transaction of public business, become official records when they are retained as documentation of official policies, actions, decisions or transactions. As official records, E-mail messages are subject to provisions of the California Public Records Act.

3. **Policy**

   The City of San Ramon provides electronic mail for employees to engage in legitimate business-related activities. All E-mail messages are a part of the City's computer system and, therefore, are considered City property. Employees have no right or reasonable expectation of privacy in the use of electronic mail. Being City property, the City reserves the right to review all communications made by its employees in regard to use of the City's computer system. The City will refrain from accessing an employee's electronic mail unless it is in compliance with the City's need for supervision, control, and efficiency in the workplace. No communication shall contain confidential information. Electronic mail messages are treated like paper memos, FAX's, etc., with regard to privacy. Once the E-mail message has left the sender, the sender relinquishes a domain over it and the recipient(s) may do with it as they wish.

4. **Prohibited Uses**

   Prohibited uses of E-mail by City employees include, but are not limited to, the following:

   a. Illegal activities
   b. Threats
   c. Harassment
   d. Slander
   e. Defamation

f. Sexually obscene/offensive messages, materials, or images
g. Racially offensive or derogatory material/messages
h. Political endorsements
i. Personal commercial activity
j. To send chain letters
k. To send copies of documents in violation of copyright laws
l. To compromise the integrity of the City in any way

5. **Monitoring of Electronic Mail**

All electronic mail messages are the property of the City. As a matter of general policy, the City will not monitor electronic mail messages; however, the City reserves the right to access messages under the following circumstances or whenever it is determined by the City Manager that the reason for doing so is consistent with the City's need for supervision, control, and efficiency in the workplace:

a. Upon leaving employment with the City for any reason, a user's E-mail may be accessed for the purpose of saving those messages that pertain to City business.

b. If required by law to do so.

c. When necessary to investigate a possible violation of a City policy.

d. In the event there is reasonable suspicion that a user has committed or is committing a crime against the City or for which the City could be held liable.

e. In the event there is reasonable suspicion that a user has violated any of the prohibited uses listed under Section 4 of this administrative policy.
No employee will conduct monitoring of electronic mail messages unless directed by the City Manager to do so.

6. **Access Violations**

It is a violation of the City's policy for any employee authorized to monitor computer system utilization to use the electronic mail and computer systems for the purpose of satisfying idle curiosity about the activities of others, with no substantial business-related purpose for obtaining such access to the files or communications of others.

7. **Disclosure of Mail Accessed by Monitoring**

The contents of electronic mail, properly obtained for legitimate business purposes, may be disclosed within the organization without the permission of the user. Any internal disclosure, however, without the consent of the employee who sent the message shall be limited to those employees who have need for access to the information.
The City will disclose any electronic mail message to law enforcement officials if legally required. The City will give notice of such disclosure to users who have sent or received such messages unless the City believes that it may have been a victim of a crime or has a legal obligation not to give such notice.

8. **Retention of Electronic Mail Messages**

a. Backup of the Private Information Store
The entire database is backed up nightly, with tapes being overwritten on a weekly basis. This means copies of individual inboxes, calendars, contacts, and tasks are retained for a maximum of 1 week for disaster-recovery purposes only. Retention of individual E-mail messages, task lists, calendars, and personal E-mail folders is optional and become the user's responsibility.

b. Deleted Items
Electronic mail messages manually deleted by the user will be purged from the system automatically at 10:00 P.M. that same day. Deleted messages are available in the user's 'Deleted Items' folder and can be recovered up until 10:00 P.M. that night, at which time they are removed permanently. Deleted messages that are removed permanently cannot be

recovered in any way.

c. Sent Items

All emails SENT (Sent Items folder) by any user, i.e. councilmember, department head, or staff, is flushed from the Exchange database after 120 hours (5 days).

d. Calendar Items

Calendar items are retained for a period of 365 days. Calendar items older than 365 days will be purged from the system automatically at 10:00 P.M. that same day. Calendar items that are removed permanently cannot be recovered in any way.

e. Inbox and Other Mail Folders

Each user's 'Inbox' and all individually-created personal E-mail folders, task lists, contacts lists, journals, and notes that are part of the electronic mail system are not regulated, managed, backed up, or retained in any way. Further, individually-created E-mail folders, task lists, contacts lists, journals, and notes fall under the same guidelines identified within this document and are subject to its policies.

SAN RAMON PARKS AND COMMUNITY SERVICES DEPARTMENT

Title: *Cash Handling*	**Department Procedures and Policy Manual**	Approved by: Department Director Division Manager Program Managers
Program Area: All Staff	Date: September 24, 2008	Page: 1 of 1

1. All employees should refer to the current City policy on Cash Receipts (attachment A) and follow all procedures at all times.

2. No monies shall be held more than 24 hours at any site without being entered into Class. During office hours any cash received over $500 at the counter must be moved to the safe for the remainder of the day with a notice in the drawer/cash register that the monies have been moved to the safe. Checks/cash that need to be held beyond 24 hours need to be held at the DSCC safe with Program Manager approval.

3. All program staff must reconcile event revenues and ensure monies are given to Front Line Staff for deposit within 24 hours of the event. If event is held on a Saturday, staff can submit money to Front Line staff on Monday. Monies must be given to Front Line Staff with completed "Event Revenue Cash Form" (attachment B). Front Line staff is responsible for entering monies into Class within the same day and returning a signed copy of "Event Revenue Cash Form" to program staff for verification and records. Original "Event Revenue Cash Form" is to be filed with Daily Cash Balance Reports. All event monies must be placed in a secure safe at all times either at the location of the event or at a site with a secure safe or lock box until delivered to Front Line Staff.

4. Cash funds received from Finance for use as change funds must be separated from event revenue and returned to Finance by program staff by next business day. (See Change Fund Policy).

5. Ongoing programs, such as Open Gym or The Teen Center must deliver monies to the closest front counter on a daily basis using "Event Revenue Cash Form" (attachment B). Front Line staff is responsible for entering monies into Class within the same day and returning a signed copy of "Event Revenue Cash Form" to program staff for verification and records. Original "Event Revenue Cash Form" is to be filed with Daily Cash Balance Reports.

6. Each site's assigned Office Technician II is responsible for ensuring the proper handling of all cash and ensuring that all cash handling policies are followed. Those sites without an Office Technician II, the Program Manager, assigned to the site is responsible for maintaining cash handling policies and advising Program Supervisor of any issues.

7. Never hold another organization or group's money at any site for any reason. If another organization needs to collect money and hold it, they must provide their own lock box and pick up the money. City staff may not have access to the lock box or handle these monies.

CITY OF SAN RAMON
ADMINISTRATIVE POLICY

Effective Date: September 1, 2005	Approved by: Finance Director
Subject: Cash Receipts	

POLICY PURPOSE

The purpose of the policy is to ensure proper procedures are being followed with respect to the handling, receiving, transporting and depositing of *Cash*. The term *Cash* includes currency, checks, money orders, and charge card transactions.

POLICY STATEMENT

It is the policy of the City of San Ramon that the Finance Department is responsible for the safekeeping of cash funds.

SCOPE

All City departments are subject to the provisions of this policy.

PROCEDURES

Introduction:

The collection and control of *Cash* are very important functions. Ideally, from the control perspective, the collection and controlling of *Cash* should be centralized in one location; however it is not always possible or practical. As a result, under certain situations the collection of *Cash* is, in part, decentralized. Those situations and the procedures to be followed are explained in this document.

Segregation of Duties:

There must be a separation of duties between the person receiving *Cash* and the person responsible for maintaining the accounting records.

Cash receipt deposits are prepared daily by the Accounting Specialist and/or department designated personnel. The *Cash* receipt deposit and *Cash* receipt batches are reconciled by another Accounting Specialist independent of the person preparing the deposit. The *Cash* activity is

reconciled monthly by the Accountant to the General Ledger during the bank reconciliation. The Finance Manager reviews the bank reconciliation prior to closing the month.

Safekeeping of Funds:

All forms of *Cash* (currency, checks, money orders and charge card transactions) should be physically protected through the use of locked cash drawers, cash registers, locked metal boxes, etc.

It is the responsibility of each department to make whatever provisions are necessary to properly safeguard the cash receipts in their area. *Cash* should not be retained in desk drawers or standard file cabinets without a locking device.

Check Acceptance:

Checks are to be written payable to "City of San Ramon"; any other information on payee line is for the convenience of the department only and not necessary for proper credit or validation. The following guidelines should be followed when accepting a check in person:

- Checks should have the customer information pre-printed on the face of the check.
- Blank checks may not be accepted without approval by a supervisor. Proper identification (Driver's License or California ID) must be presented and name, address and phone number will be noted on the face of the check before being approved by a supervisor.
- The individual receiving the funds is to initial the face of the check as evidence of personal responsibility for complying with all information and identification requirements.

There should be a sign at each payment collection point regarding the City's check acceptance procedures.

Cash Acceptance:

Bills larger than twenty dollars ($20.00) should be marked with a counterfeit detector pen prior to acceptance.

Cash Registers and Receipts

- All collections at the City facility counters are made using cash registers. Every customer should be given a receipt.
- The cash register is linked to the financial system and posts all transactions directly to the appropriate accounts after an Accounting Specialist has reviewed the entries. The register also applies sequential receipt numbers to each transaction as they are entered and requires a user ID with each transaction. The Information Technology Division is responsible for assigning user ID for all staff.
- Commonly used revenue accounts are assigned revenue codes and can be changed, if

necessary, by the Finance Department.

- The closing process involves generating a "Cash Receipt Batch Edit" that details the total cash, credit cards and checks collected by each user ID. Total of all cash, credit cards and checks are reconciled to the batch edit report. Any difference between the two amounts is note on the batch edit.
- Once balanced, the cash, credit card transactions, checks, batch report and any other accompanying documentation are taken to Finance.
- Cash register receipts from City Hall departments are reviewed for accuracy by the Finance Account Specialist the following day and will prepare the necessary bank deposit slips.
- Off-site locations (Parks and Community Services facilities) cash registers will have a designated person review and verify the daily transactions and deposit.

Deposits:

All collected funds from City Hall departments must be delivered to the Finance Department within one business day of collection. Deposits are to be prepared using the procedures detailed herein. Only employees designated by their appropriate department Director may receive (collect) payments on behalf of the City.

Cash collected should be balanced on a daily basis to the system's cash receipt module. At day's end or as expeditiously as possible, the entire deposit and cash receipt batch is to be delivered to the Finance Department.

Finance is responsible for verifying the deposit is balanced, update the cash receipt batch to the general ledger, and prepare the deposit ticket. The exceptions are the Parks and Community Services locations - Community Centers, Senior Center and Pool. These locations are responsible for preparing the deposit ticket and sending the deposit backup to Finance. Finance will still verify that the deposit is balanced and update the cash receipt batch to the general ledger.

The Finance Department has contracted with an armored transport service to pick up and deliver deposits to the bank. All deposits are picked up daily by the armored transport service or a Finance staff will deliver the deposit in person to the Bank.

Deposit Preparation:

<u>Cash</u>

- Make sure the count is accurate.
- Look for counterfeit currency.
- Look for altered currency.
- Do not accept foreign currency.
- Separate cash and coins into denomination stacks.
- Coins should be rolled if possible
- Write the total of the currency on currency line of the deposit ticket.

- Write the total coins on the coin line of the deposit ticket.

Checks

- Make sure dates are not stale-dated, post-dated or expired.
- Written amount and numerical amount agree.
- Payer's signature is not missing.
- Make sure checks are drawn on a U.S. bank and in U.S. funds.
- Endorse all checks on back top portion of check.
- Prepare an adding machine listing of each check.
- Write the total number of checks and the total dollar amount on the two-part deposit ticket in check line one column.

Credit Cards

- Make sure total credit card transactions agree with cash receipt batch credit card total.

Deposit

- Add currency, coins and checks and write the total at the bottom of the deposit ticket in the "total" box and also on the side box marked "please re-enter total here."
- Prepare an adding machine tape of coins, currency, checks, and credit card charges for deposit ticket and a tape total of cash receipt batch. Both tapes should agree.
- The person preparing the deposit must initial each deposit ticket verifying the deposit amount.
- Bundle the coins, currency and checks to secure all items, attach tape total listing all checks, place corresponding white copy of deposit ticket on top of bundle and secure with rubber band or paper clip. Do not staple.
- Place deposit in plastic bank bag and seal. Write the bank name, City name, date and amount on the bank bag.
- Complete the Armored Service deposit form. Write the City's name and address in the shipper section, the preparer signature, the contents of bag (check/cash), number of sealed items, the bag serial number, and the $ amount contained.
- Armored services will daily pick up deposits and sign the deposit form.
- The yellow copy of the deposit ticket, credit card transaction, and cash receipt batch and the tape total verifying the deposit balances to the cash receipt batch are given to Accounting Specialist independent of the deposit preparation duties.

Cash Receipt Reconciliation:

When the Accounting Specialist, who is independent of the person preparing the bank deposits, receives the deposit documents from the preparer, a final check is done as follows:

- Verify that cash receipt batch matches the deposit ticket, including credit card

transactions.

- Update cash receipt batch if not already done by department. Once cash receipt batch is updated the systems sends a batch to the general ledger.
- Verify that the general ledger batch agrees with the cash receipt batch.
- Give to Accountant for review of account coding.
- After Accountant review, update general ledger batch.
- Attach updated general ledger batch to deposit documents.
- Update Excel spreadsheet listing the deposits by date.
- Verify that the deposits have cleared the bank from daily printout of bank activity provided by Finance Manager.

As part of the month-end bank reconciliation, the Accountant verifies that all deposits for the month were posted to the bank records and the general ledger cash accounts are balanced.

Deposit Discrepancies:

Deposit discrepancies are sent by the bank to the Finance Department. Most discrepancies are researched and resolved by the Finance Department. When necessary for resolution, the Finance Department may contact the depositing department for assistance. Journal entry adjustments are made by the Finance Department to properly record the adjusted deposit.

Return Checks:

Checks which are refused by the payee's bank will be charged, by the City, a twenty-five dollar ($25.00) returned check fee per check. There should be a sign at each payment collection point stating the amount of the return fee. Please see Accounts Receivable policy on collection procedures.

Check Cashing:

Cashing a customer's check or an employee's personal check is not permitted.

Counter/Mail Transactions:

Payments are accepted at the counter and by mail for any City service or fee. All transactions are to be immediately entered into the cash receipt system and documents are to be placed in the cash drawer. Please follow the check acceptance procedures prior to processing a check for payment.

Credit Card Transactions:

Charge card transactions are monetary transactions and therefore are subject to the same control

and reconciliation policies as cash transactions. A daily accounting of receipts should be balanced against these electronic transactions. A *Batch Settlement report* consists of an *Audit List* and *Card Summary report* must be printed at the end of each day. After balancing the batch must be closed. The card terminal will electronically remit daily totals directly to the bank.

CITY OF SAN RAMON

FRAUD PREVENTION POLICY

APRIL 2009

CITY OF SAN RAMON

ADMINISTRATIVE POLICY

Date: April 28, 2009
Effective: April 28, 2009

SUBJECT: FRAUD PREVENTION POLICY

PURPOSE:

The intent of this policy is to facilitate the development of controls which will aid in the prevention and detection of fraud against the City of San Ramon. It is the intent of the City of San Ramon to promote consistent organizational behavior by providing guidelines and assigning responsibility for the development of controls and for the conduct of investigations.

The City Fraud Prevention Policy herein stated and approved by City Resolution No. 2009-064 shall become effective upon the date of approval and signature by the City Manager.

Greg Rogers,
Administrative Services Director

28Apr09
Herb Moniz, City Manager

POLICY

The City of San Ramon is committed to protecting its revenue, property, and other assets. The City of San Ramon will not tolerate any misuse or misappropriation of its assets.

The City of San Ramon Fraud Prevention Policy is established to provide guidance to employees when misuse or misappropriation of City assets is suspected. It is the City's intent to fully investigate any suspected acts of "fraud", as it is defined in this Policy, in an impartial manner. Any act of fraud that is detected or suspected must be reported immediately and investigated in accordance with this Policy. The City will make every effort, including court ordered restitution, to recover City assets obtained by fraud.

SCOPE OF POLICY

This policy applies to any individual who receives payment for services rendered to the City or compensation from the City.

DEFINITION OF FRAUD

Fraud is the act of using dishonesty as a tool for personal gain. For the purposes of this Policy, the definition includes any misuse or attempt to misuse a City asset for personal gain. Examples of fraud include, but are not limited to:

- Stealing or removing City assets
- Using City vehicles, facilities, supplies or funds for purposes unrelated to City business
- Obtaining City funds or compensation through dishonesty
- Manipulating computer files, programs or data to hide fraud

RESPONSIBILITIES

Managers

Management employees including the City Manager, Department Directors, Division Managers and Program Managers are responsible for establishing and maintaining a system of internal controls and Department procedures to ensure the detection and prevention of fraud. Management should be familiar with the types of fraud that might occur within their area of responsibility and be alert for

any indication of fraud. Managers have the same responsibility with respect to reporting fraud as do all other employees of the City outlined below. Management will support and co-operate with the City Manager, the Administrative Services Department and the Police Department and other law enforcement agencies in the detection, reporting and investigation of all fraudulent acts, including the prosecution of offenders.

Employees

Any employee of the City of San Ramon who knows or has reason to believe that an act of fraud against the City has occurred, is responsible for immediately notifying his/her supervisor. If the employee has reason to believe that the employee's supervisor may be involved, the employee shall immediately notify a senior manager in the Department, or the Administrative Services Director. Employees may remain anonymous when reporting a suspected fraud but must maintain strict confidentiality concerning a reported fraud at all times.

It is expected that employees will fully cooperate with management, the Administrative Services Department and law enforcement agencies during the course of an investigation and will be available to assist the above noted parties with the investigation.

INVESTIGATION RESPONSIBILITIES

The Administrative Services Department has primary responsibility for the investigation of all suspected fraud except for "Special Investigations".

Within the scope of their investigation as set out above, members of the Administrative Services Department and the City Audit Firm will have:

- Free and unrestricted access to all City records, including electronic records, employees and premises, whether owned or rented; and
- The authority to examine, copy, or remove all or any portion of the contents of files (including computer files), desks, cabinets, cell phones and other City facilities and equipment without the prior knowledge or consent of any individual who might use or have custody of any such items.

The Administrative Services Director will inform the City Manager, City Attorney and the Police Chief, as appropriate, of an allegation of fraud at the start of the investigation. The Administrative Services Director may delegate responsibility for the investigation of suspected fraud to subordinate staff or to the City Independent Auditor depending on the nature and the scope of the suspected fraud. Decisions to prosecute or refer the investigation results to the San Ramon

Police Department or other regulatory agencies for independent investigation will be made by the City Manager in consultation with the Administrative Services Director.

Upon conclusion of an investigation by the Administrative Services Department recommendations may be made to Department Directors who are impacted, where required, to minimize future fraud risk. Management is responsible for implementing the appropriate controls to prevent reoccurrence. The Administrative Services Director shall report on the status of significant fraud cases and related matters to the City Council.

SPECIAL INVESTIGATIONS

Where it is suspected that fraud may have been committed by a member of the City Council, the City Manager, the City Attorney, or the Police Chief, the Administrative Services Director will conduct an initial review and report the results to the Finance Committee. Where appropriate, the results shall be reported to the Mayor, City Manager or City Attorney. Where it is suspected that the fraud may have been committed by the Administrative Services Director, the City Manager will conduct an initial review and, where appropriate, the results shall be communicated to the Mayor and City Attorney.

CONFIDENTIALITY

The Administrative Services Department and all participants in a fraud investigation shall treat all information received confidentially. Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know. To the extent possible by law, the identity of individuals involved in an investigation, including the identity of an individual alleging fraud and the identity of an individual alleged to have committed fraud will be protected. Any staff person or elected official contacted by the media with respect to a fraud investigation shall refer the media person to the Mayor/City Manager or his/her designee.

WHISTLE BLOWER PROTECTION

Persons covered by this policy and who have acted in accordance with the requirements of this policy shall not:

- Be dismissed or threatened with dismissal because of their actions in accordance with this policy
- Receive discipline or suspension or be threatened with discipline or suspension because of their actions in accordance with this policy
- Be intimidated or coerced because of their actions in accordance with this policy

DISCIPLINARY ACTION

Employees who have committed fraud will be subject to disciplinary action up to and including dismissal. The City Manager is responsible for discipline of employees in consultation with the City Attorney. Disciplinary proceedings are further discussed in the Employee Rules and Regulations.

Where fraud is suspected of any City employee, the individual will be given notice of the essential particulars of the allegations following the conclusion of the investigation and prior to final disciplinary action. The individual against whom allegations are being made will be given opportunity to respond.

RESOLUTION NO. 2009-064

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN RAMON APPROVING A CITY FRAUD PREVENTION POLICY

WHEREAS, as part of the 2007-2008 audit report the City Auditor, Macias and Gini and O'Connell, LLP recommended that the City of San Ramon develop and adopt a fraud policy; and

WHEREAS, a Fraud Prevention Policy was developed by staff and reviewed by the Finance Committee at the March 11, 2009 and April 8, 2009 meetings; and

WHEREAS, the Finance Committee recommended several changes to the draft policy and then recommended it be forwarded to the City Council for consideration of approval; and

WHEREAS, the intent of the policy is to facilitate the development of controls which will aid in the prevention and detection of fraud against the City of San Ramon.

NOW, THEREFORE, BE IT RESOLVED, that the City Council approves the attached City Fraud Prevention Policy.

PASSED, APPROVED AND ADOPTED on this 28th day of April 2009 by the following vote:

AYES: *Councilmembers Hudson, Perkins, Rowley and Mayor Wilson*

NOES:

ABSENT: *Councilmember Livingstone*

ABSTAIN:

H. Abram Wilson, Mayor

ATTEST:

Patricia Edwards, City Clerk

Exhibit 1: Fraud Prevention Policy for the City of San Ramon

Appendix T -

Staff Memorandum

Effective: March 1, 2012

To: Pool Managers and Senior Lifeguard Staff

From: Brad Morris, Program Manager and Keith Haase, Aquatic Supervisor

Subject: Starting Change Funds at Both Pools

The San Ramon Olympic Pool and the Dougherty Valley Aquatic Center have a $50 starting fund at each site - $25 in ones will remain in the facility safe and $25 is located in the lifeguard safe.

1) At the beginning of your shift with two staff members present, a senior lifeguard will remove the starting funds from the lifeguard safe. Two staff members will count the starting change funds, log the amount into the "Starting Change Fund" binder for that day and both staff members will initial the book. At the end of your shift, remove the $25 *(preferably in ones)* from the till, log the amount into the "Starting Change Fund" binder for that day, both staff members will initial the binder and a senior lifeguard will place the $25 back into the lifeguard safe.

2) The office staff will prepare the wristband log for the lifeguard staff. The wristband log and the box of wristbands will be located next to the lifeguard safe. At the beginning of your shift, verify that the starting wristband number listed on the wristband log is accurate and initial the wristband log. At the end of your shift, log the last wristband number used onto the wristband log and a senior staff member must initial the wristband log after they verify that number is accurate.

   Anytime money is handled or wristbands are logged there must be two staff members present and one of the staff members must be a senior staff member.

3) Run the "Daily Cash Report", "Membership Pass Scanned Summary Report" and "PLU Sales" report. Verify money received matches the Daily Cash Report and all charge slips are signed by the customer.

4) Upon receiving Aquatic Lap Pass registration forms, please verify that the customer has initialed the appropriate places in the lap pass section, signed and dated the waiver and their payment is attached to the form.

5) At the end of your shift, place all forms received, charge slips, completed wristband log, all reports printed and revenue received into an envelope. Seal, initial and date the envelope and place that envelope into the facility safe.

   A copy of these procedures could be found in the "Starting Change Fund" binder.
   Thank you for your help with the process.

Appendix U -

San Ramon Olympic Pool
Facility Orientation

Lifeguard Office

- **Telephone**
  - "Thank you for calling the San Ramon Olympic Pool. This is _____. How may I assist you today?"
  - Dial 9 before making calls.
- **Computer** - used for Whentowork or Executime only.
- **Chlorine Test Kit**
- **Manuals** – The following manuals can be found in the Lifeguard Office.
  - EAP / SDS Binder
  - Aquatics Manual
  - Lifeguard Training Manual
  - Swim Instructor Manual
  - Water Safety Instructor Manual
  - Daily Log Book
  - Sign In/Out Clipboards
- **Black Filing Drawers**
  - Green Crash Bag Oxygen
  - Splints and Blankets
  - Janitorial Keys – Attached to piece of broken grate key chain.
- **First Aid Cabinet** (Above Sink)
  - Gloves – Show Example
    - Trash Gloves
    - First Aid Gloves
  - Ice bags
- **Bleach** – Underneath sink. Used to clean up blood / add to pool.
- **White Board** – Important Daily Messages to Staff
- **Zone Coverage Charts**
- **Report Forms** - Black Clipboards in Crash Bags / Lifeguard Office.
- **Lockers**
  - Day use only.
  - If all the lockers in the Lifeguard office are full, put your stuff in the lobby or locker room so the Lifeguard office stays clean.
- **Refrigerator**
  - Day use only. Food should be labeled.
  - Cleaned out every Friday.
  - Head Blocks – Located on the top of refrigerator.
- **Closet**
  - Backboards – Used on deck stored here overnight.
  - Crash bags – Used on deck stored here overnight.
  - Lifeguard Tubes - Used during shifts stored here overnight.
  - Parkas when not being used.
  - Extension Cords for Pace Clocks
- **Lane Allotments**
  - Explains what programs / user groups will be using the facility and what lanes they are supposed to use.
- **Restroom**
  - Not to be used.
  - Use the locker rooms.

Staff Canopies

- **Sr. Staff Canopy**
  - Table for Sr. Staff to sit at when not roaming the pool deck.
  - Do not eat / socialize at this table.
- **Lifeguard Break Canopy**
  - Staff who is not guarding the pool may sit here during their time off, when not conducting side duties.
  - Remember that you are visible to public. Maintain professionalism.
- **Swim Instructor Canopy**
  - For swim instructors to sit under when not teaching swim lessons.

Appendix U -

    - Remember that you are visible to public. Maintain professionalism.
- **Guarding Canopies**
    - The Lifeguard Office is only for the Lifeguards who are on First Aid duty or signing in / out. There are designated break areas under canopies on deck.
    - There are two additional canopies in the play structure area to provide shade for the Lifeguard on duty. Lifeguards are still expected to roam their zones to conduct patron surveillance.

Locker Rooms

- Must be walked after you rotate off of the pools.
- Restock toilet paper, paper towels and empty trash as needed.
    - Trash includes – Cans, Trash on floor, or in women's toilet stalls.
- Pick up trash and lost-and-found every time you are in the locker rooms.
- Let Sr. Staff know of any patron problems or maintenance related issues.
- Wear trash gloves when picking up trash / cleaning.

Swim Lesson Command Center

- Swim Lesson Report Cards / Paperwork
- Swim Lesson Equpiment (signs, noodles, toys, kickboards, lifejackets)

50 m Pump Room

- 50 M Pool Lights / Facility Flood lights on the outside of the north wall.
- Chlorine Shut Off Button on the outside of the north wall.
- Maintenance Storage – Do not touch / borrow.
- Items typically used by Lifeguard staff
    - Brooms
    - Trash Bags
    - Tarp rope
    - Trash Bin - Grey
- DO NOT enter pump room unless with Sr. Staff or told to do so.
- You must wear flip flops / shoes in the pump room. No bare feet.

Storage next to 50m Pump Room

- Tarp Cranks
- Lifeguard Chair Umbrellas
- Swim Meet Chairs – Blue
- SRVLA Storage – Do not touch
- Orange A Frames for lap Swim / Lanes Reserved for Programming signage

Play / Lap Pool Structure Pump Room

- Pool Lights – lap / Play Pool to the left of the main door on the outside of the building.
- DO NOT enter the pump room unless with Sr. Staff or told to do so.
- You must wear flip flops / shoes in the pump room. No bare feet.

Eastside Storage Building

- Tot Docks
- Swim Meet Chairs (grey/black)
- Child diving blocks (blue)
- Extra Canopies
- Lifeguard Tubes – Training / Extra
- Recreation Swim – Inner Tubes
- Child diving blocks (blue)
- Storage for Aquatics equipment that is used infrequently.

Diving Boards

- Fulcrums should be set all the way forward during Recreation Swim.
- Outer Diving boards only for Recreation Swim.

Appendix U -

- Point out where the diving board rules are posted.

Waterslide

- You must be trained to work on the water slide.
- Trained 16 year olds only may work on the water slide.

Pace Clocks / Scoreboard

- On/off switches are located below each pace clock and the scoreboard.

Blue Permanent Canopies

- Party rentals 1 / 2 / 3 on East Side of Facility
    - If not reserved they become first come first serve.
- First come first serve Middle of Facility
- Keep these areas clean of all trash, kickboards, lost and found, etc.

Front Office

- Maintain professionalism
- Front Counter is off limits to Lifeguard Staff. Do not go behind the counter.
- Discuss Flyer Racks – Where to find information about programs / prices / schedule / etc.
    - Flyers
    - Recreation Guide

Pools – Cover Information for All Pools

- Tarp Reels storage locations.
- Lane Line Reels storage locations.
- Lane Line Wrenches storage locations.
- Life Lines (Lap Pool) storage / use locations.
- Guard Stands storage / use locations.
- Crash Bag / Backboard use locations.
- Tot Docks if used for lessons

Classroom

- Jr. Lifeguard / Star Guard Camps
- Must be kept clean / locked when not in use.
- Janitorial Closet
    - Extra Janitorial Supplies
- Storage Closets
    - Training Equipment / First Aid Supplies

Keith's Office/ Hub's & Pool Manager Office

- Not for hanging out
- Knock to enter to discuss something with Pool Manager / Keith / Hub. Business only.
- Door Closed – Not in office / Do not disturb.

Appendix V -

Dougherty Valley Aquatic Center
Facility Orientation

Lifeguard Office

- **Telephone**
  - "Thank you for calling the Dougherty Valley Aquatic Center. This is _____. How may I assist you today?"
  - Dial 9 before making calls.
- **Computer** - used for Whentowork or Executime only.
- **Chlorine Test Kit**
- **Manuals** – The following manuals can be found in the Lifeguard Office.
  - EAP / MSDS
  - Aquatics Manual
  - Lifeguard Training Manual
  - Swim Instructor Manual
  - Water Safety Instructor Manual
- **First Aid Cabinet** (Above Sink)
  - Gloves – Show Example
    - Trash Gloves
    - First Aid Gloves
  - Ice bags
- **First Aid Cabinet** (Below Sink)
  - Green Crash Bag Oxygen
  - Splints and Blankets
- **White Board** – Important Daily Messages to Staff
- **Zone Coverage Charts** – On east office wall.
- **Block Plans** – On north office wall.
- **Bleach** – Underneath sink. Used to clean up blood / add to pool.
- **Grey Cabinet** (Closest to the pool deck)
  - Swim Lesson Report Cards / Paperwork
- **White Shelves**
  - Lifeguard Tubes – Used during shifts.
  - Tarp Cranks
  - Backboards – Used in front of office / play pool stored here overnight.
  - Crash Bags – Used on deck stored here overnight.
  - Extra Lane Line Wrench
- **Report Forms** - Black Clipboards in Crash Bags / Lifeguard Office.
- **Front Office Area**
  - Staff Lockers – Front Office area.
    - Day use only.
    - Staff belongings should be stored in lockers and not left in the Lifeguard Office.
    - Do not interrupt Jr. Lifeguard classes by walking through classroom to get to the lockers. Go around.
  - Maintain professionalism
  - Discuss Flyer Racks – Where to find information about programs / prices / schedule / etc.
    - Flyers
    - Recreation Guide
- **Refrigerator**
  - Day use only. Food should be labeled.
  - Cleaned out every Friday.
  - Head Blocks – Located on the top of refrigerator.
- **Lane Allotments**
  - Explains what programs / user groups will be using the facility and what lanes they are supposed to use.
- **Orange A** – Frames for Lap Swim / Lanes Reserved for Programming Signage
- The Lifeguard Office is only for the Lifeguards who are on First Aid duty or signing in / out. There are designated break areas under canopies on deck.
- Lifeguard Office is completely off limits during Jr. Lifeguard classes. Everything you need will be under Sr. Staff canopy on deck.

Appendix V -

Sr. Staff Canopy
- Table for Sr. Staff to sit out when not roaming on the pool deck.
- Lifeguard may sit at this table when on First Aid duty.
- Do not eat / socialize at this table.
- Sign In / Out Clipboards
- First Aid Supplies
- Daily Log Book

Staff Canopy
- Staff who is not guarding the pool may sit here during their time off, when not conducting side duties.
- Remember that you are visible to public. Maintain professionalism.
- Keep bags / towels organized and remember there is no security if leaving personal belongings on deck. Use lockers.

Storage Closet
- Swim Meet Equipment – Rubbermaid located on cart.
- Swim Meet Chairs – Black
- Parkas are stored here when not being used.
- Extension cords for pace clocks / swim meets.
- Tool Room – Off Limits to staff unless authorized by maintenance / Keith / Hub.

Locker Rooms
- Must be walked after you rotate off of the pool.
- Restock toilet paper, paper towels and empty trash as needed.
    - Trash includes – Cans, Trash on floor, or in women's toilet stalls.
- Pick up trash and lost-and-found every time you are in the locker rooms.
- Let Sr. Staff know of any patron problems or maintenance related issues.
- Wear trash gloves when picking up trash / cleaning.
- Janitorial Closets
    - Extra Janitorial Supplies

Deep End 50m Rec. Shed
- Recreation Swim – Inner Tubes
- Swim lesson Equipment (signs, noodles, toys, kickboards, lifejackets)
- Child diving blocks (blue)
- Backboard for Deep End 50 M storage when not in use.

Shallow End Rec. Shed – Under Scoreboard
- Extra Canopies
- Lifeguard Tubes – Training / Extra
    - Training Equipment / First Aid Supplies
- Basketball

Pace Clocks / Scoreboard
- On/off switches are located below each pace clock and the scoreboard.

Pump Room
- All Pool Lights directly across from pool deck door.
- All Facility Flood Lights – In room on the east end of the building. Must access from outside facility. Key on facility key ring required.
- Maintenance Storage – Do not touch / borrow.
- Trash Bags
- Brooms
- Tarp rope
- Lane Line Extensions
- DO NOT enter pump room unless with Sr. Staff or told to do so.
- You must wear flip flops / shoes in the pump room. No bare feet.

Appendix V -

Courtyard – Area underneath Scoreboard

- Trash Bin - Grey
- Lane Lines Reels
- Aluminum tables
- Basketball Hoop
- Tot Docks

Pools – Cover Information for All Pools

- Tarp Reels storage locations.
- Lane Line Reels storage locations.
- Lane Line Wrenches storage locations.
- Life Lines (Lap Pool) storage / use locations.
- Guard Stands storage / use locations.
- Crash Bag / Backboard use locations.

Hub's Office/ Pool Manager Office

- Not for hanging out.
- Knock to enter to discuss something with Pool Manager / Keith / Hub. Business only.
- Door Closed – Not in office / Do not disturb.
- Facility Keys – Stored here. Janitorial Keys are located on this key ring.

Reportable Waterborne Illness Form – Public Pool

Fax or send this document to Contra Costa Environmental Health within 24 hrs.

Reporting Requirement: If two or more ***lifeguards*** or ***pool users*** report within **5 days** of each other that they have had diarrhea, the pool operator shall report this to the enforcing agent. ***Section 65541, Title 22, CCR, DIVISION 4.***

"Pool User" means a person using a public pool or ancillary facilities for the purpose of participating in or watching pool users engaged in water activities such as diving, swimming or wading.

Contra Costa County Environmental Health Division
2120 Diamond Blvd. Ste. 200, Concord, CA. 94520
(925) 692-2500 Fax (925) 692-2502 www.cchealth.org/eh

Need Assistance? If help is needed in completing this form, call Contra Costa Environmental Health Division at (925) 692-2500 and ask for your district health inspector.

KEEP ALL FORMS & RECORDS FOR AT LEAST 2 YEARS

Site Name:	**Program Record No. (Environmental Health Office Use):**
Street Address, City, State and Zip Code:	When responding to external request for entire or partial sections of this document, determine whether redaction is required for HIPPA compliance.
Owner:	
Pool Operator:	**Telephone No.**

Name of Reportedly Ill Individual (A):	**Contact Information:**	(Check one): __ Lifeguard __ Pool User Diagnosed By Medical Professional: (Check one): __ Yes __ No

Have you been swimming in the past 14 days? (Check one): __ Yes __ No If yes, where_____

Have you consumed foods and/or drinks from food establishments or common events within the past 72 hours? (Check one): __ Yes __ No
If yes, where_____

Did you drink any well water in the past 72 hours? __ Yes __ No If yes, where_____

Did you visit a daycare facility or nursing home in the past 72 hours? (Check one): __ Yes __ No If yes, where_____

Name of Reportedly Ill Individual (B):	**Contact Information:**	(Check one): __ Lifeguard __ Pool User Diagnosed By Medical Professional: (Check one): __ Yes __ No

Have you been swimming in the past 14 days? (Check one): __ Yes __ No If yes, where_____

Have you consumed foods and/or drinks from food establishments or common events within the past 72 hours? (Check one): __ Yes __ No
If yes, where_____

Did you drink any well water in the past 72 hours? __ Yes __ No If yes, where_____

Did you visit a daycare facility or nursing home in the past 72 hours? (Check one): __ Yes __ No If yes, where_____

(For additional individuals, provide a continuation sheet)

Comments:

_____

_____

_____

Near-Drowning or Drowning Incident Response Form

Contra Costa County Environmental Health Division
2120 Diamond Blvd. Ste. 200, Concord, CA. 94520
(925) 692-2500 Fax (925) 692-2502
www.cchealth.org/eh

In the event of a drowning fatality, fax or send this document to Contra Costa Environmental Health within 24 hours.

KEEP FORMS & RECORDS FOR AT LEAST 2 YEARS

Need Assistance? If help is needed in completing this form, call Contra Costa Environmental Health Division at (925) 692-2500 and ask for your district health inspector.

Site Name:	Program Record No. (Environmental Health Office Use):			
Street Address, City, State and Zip Code				
Owner:				
Pool Operator:	Telephone No.			
Classification (circle one): (a) Swimming pool (b) Spa (c) Wading (e) Other:_____				
Type of Submersion Injury: __ Drowning (fatal) __ Near Drowning (resuscitated /non-fatal)	Name of Individual:			
Date:	Time of Incident:	Age:	Sex: __ Male __Female	Ethnicity:
For individuals under the age of 18, provide the name and contact information of the parent or adult guardian:	Telephone No:			
Description of the Incident:				

City of San Ramon - Aqutics
Swim Instructor Schedule

Time	Privates	Parent Tot - Tad Poles	Parent Tot - Guppies	3-5 Jellyfish, Seahorses, Turtles, Otters	6 and older Jellyfish, Seahorses, Turtles, Otter, Sting Rays, Sharks	Swimming Skill & Technique	Adult/Teens	Into to Water Polo	Extras or Table

Swimming Skill & Technique

Student: _____

Coach: _____

Class Dates: _____

Grading Scale 1 2 3 4 5 6 7 8 9 10

Fair **Excellent**

Freestyle: 50 yard time - First day : Start: ☐ In water ☐ From Dive Last day: Start: ☐ In water ☐ From Dive

			Arms						
Head Position	Body Position	Streamline	Catch	Mid- Pull	Finish	Recovery	Breathing	Timing	Kick

Backstroke: 25 yard time - First day : Start: ☐ In water ☐ From Dive Last day: Start: ☐ In water ☐ From Dive

			Arms						
Head Position	Body Position	Streamline	Catch	Mid-Pull	Finish	Recovery	Breathing	Timing	Kick

Breaststroke: 25 yard time- First day : Start: ☐ In water ☐ From Dive Last day : Start: ☐ In water ☐ From Dive

			Arms						
Head Position	Body Position	Pull-Down	Catch	Mid-Pull	Recovery	Breathing	Glide	Timing	Kick

Butterfly: 25 yard time - First day : Start: ☐ In water ☐ From Dive Last day: Start: ☐ In water ☐ From Dive

			Arms						
Head Position	Body Position	Streamline	Catch	Mid-Pull	Finish	Recovery	Breathing	Timing	Kick

Starts and Turns:

Dive from Block	Backstroke Start	Flip Turn-Freestyle	Flip Turn-Backstroke	Open Turn-Breaststroke	Open Turn-Butterfly

Comments: _____

The City of San Ramon

Your satisfaction matters to us! If you are dissatisfied with a program at any time, please contact the Parks & Community Services Department immediately so we can assist you. Please call 925-973-2602 or email parks@sanramon.ca.gov.

Processing Fees

All refunds, transfers and withdraws will incur a fee as follows: $5 for each program/class $72 and under, 7% of program/class fee for each class/program over $72.

7 Days Before the Program Begins or the Registration Deadline

1. You may withdraw from the program/class online and have a credit placed on your account without incurring the processing fee.
2. Full refunds (less processing fee) will be issued for requests received 7 days prior to the start of the class/program. Refunds will be returned in the form of the original payment or can be left on your account as a credit.

Within 7 Days

1. Credit (less processing fee) will be given if the program meets the minimum attendance requirements.
2. Refunds (less processing fee) will ***only*** be given if a substitution is made for your spot.

After the Program Begins

- All refund requests after the program begins are not guaranteed. Program supervisors will review them on an individual basis.
- Failure to attend a program (no shows) will not be granted a refund or credit.
- Refunds or credits will not be issued for requests received after the program is finished.

Refund exceptions that may be considered:

- Illness/Injury of participant
- Dissatisfaction with the program after attending
- Immediate family emergency
- Siblings were issued refund for same program/program at the same time

Refund exceptions that will not be considered:

- Vacation or Scheduling Issues
- No Show or Forgot to Attend
- Weather or Environmental Issue
- Personal Transportation Problem

Appendix AA

REFUND/CREDIT/TRANSFER REQUEST

12501 Alcosta Blvd, San Ramon, CA 94583
Phone: 925-973-3200 **Fax: 925-830-5162**
www.SanRamon.ca.gov **parks@sanramon.ca.gov**

For Office Use Only:	MC Barcode: __ __ __ __ __ __ MC Name: First _____ Last _____

❍ **REFUND** ❍ **CREDIT*** ❍ **TRANSFER**

Participant Name: _____ **Home Telephone:** _____ **Date:** _____

Name of Program: _____ **Act#:** _____ **Program Start Date:** _____

Fee Paid: _____ **Parent/Guardian Name (if applicable):** _____

Would you like to register for a new program? New Program/Class Act#: _____ **New Fee:** _____

I originally paid with: ❍ **Cash** ❍ **Check** ❍ **Credit Card** *(please include number below)*

Please Select One of the Following Options:

❍ Return my refund (less processing fees) to me in the form of my original payment

❍ Leave my refund (less processing fees) on my account as a credit for future use

❍ Apply refund amount (less processing fees) to new program/class registration

*Credits can remain on accounts for up to 12 months. After 12 months the credit will be refunded less the processing fee automatically in the original form of payment.

Refund Policy: Patron-requested refunds will be approved only if requested in writing no later than 7 days prior to the first day of the class/program. Within 7 days a credit will be given if the class does not fall below the minimum attendance. Fees charged for withdrawal/refund/credit and transfer requests are assessed as follows: $5.00 for each class $72.00 and under, and for each class over $72.00, 7% of the class fee. Charges will be assessed for each (individual) class or program you are requesting to withdraw from, refund, credit or transfer out of. By affixing my signature below, I authorize the City of San Ramon Parks and Community Services Department to process the refund. If approved, a refund will be issued within 3 weeks in the original form of payment.

_____ _____

Participant Signature (Parent/Guardian if under 18) Date

Exception Requested: All requests that fall outside the refund policy must be approved by a program supervisor.

Reason for Requesting Exception: _____

_____

OFFICE USE ONLY Is Replacement Available: ❍ Yes ❍ No Request Received by: _____ Date Received: _____

Supervisor Approved:

❍ Full Credit ❍ Partial Credit for _____ # of Classes ❍ Denied Credit

❍ Full Refund ❍ Partial Refund for _____ # of Classes ❍ Denied Refund

❍ Transfer ❍ Transfer Denied

Supervisor Note: _____

Supervisor Signature: _____

Office Staff: Program Start Date: _____ Registration Amount: _____ Fee Charged: _____

Amount Refunded: _____ Amount Credited: _____ Date Completed: _____ Completed By: _____

❍ Original Credit Card ❍ Charge Any Additional Fees to the Credit Card Below ❍ Visa ❍ Mastercard
(Mandatory to issue refund to a credit card)

Print name as it appears on the card: _____ **Amount Authorized: $**_____

Authorized Signature: _____

Card Number: ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ **Expiration Date** _____

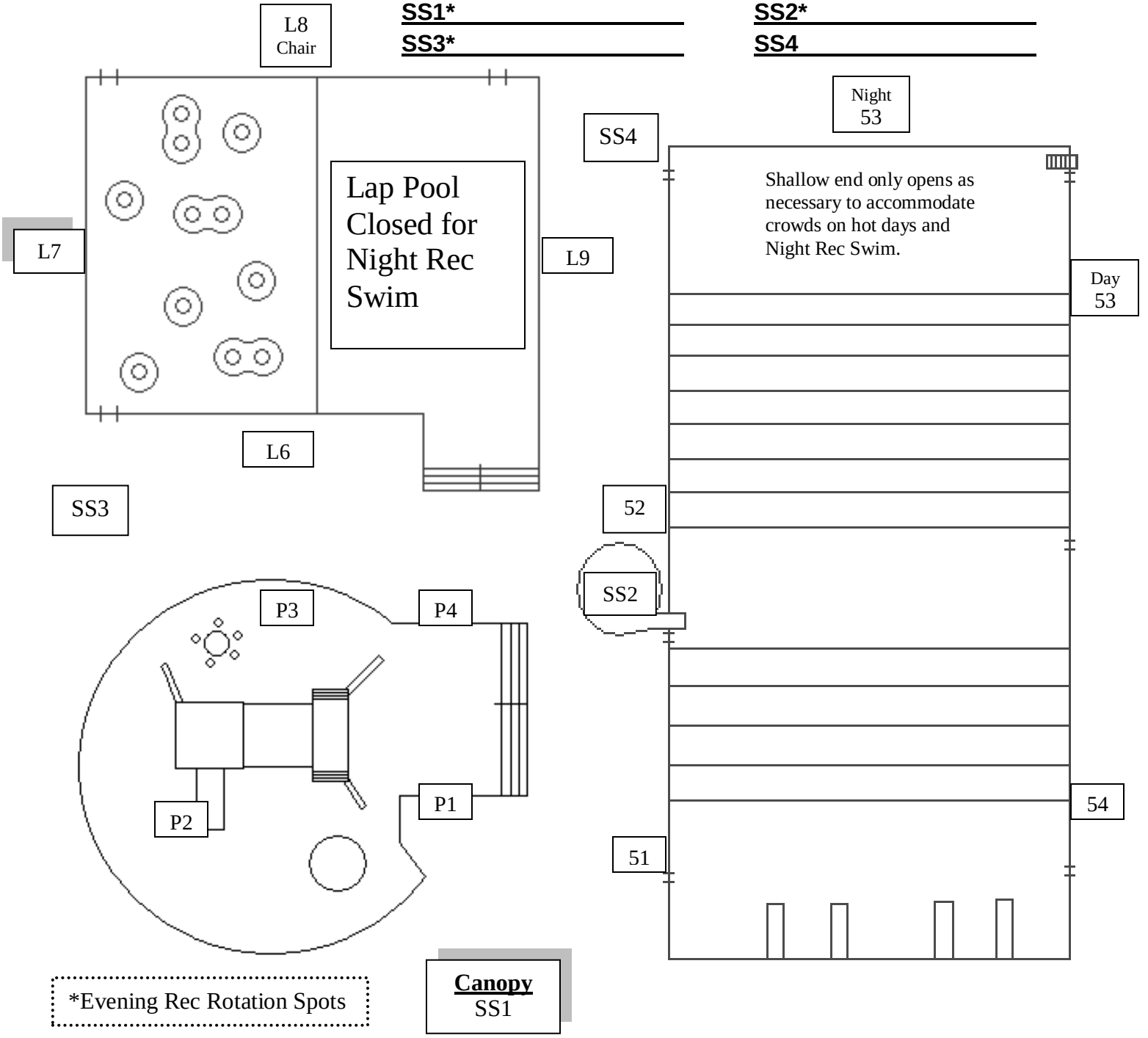
Appendix BB

ROTATION CHART
SAN RAMON OLYMPIC POOL

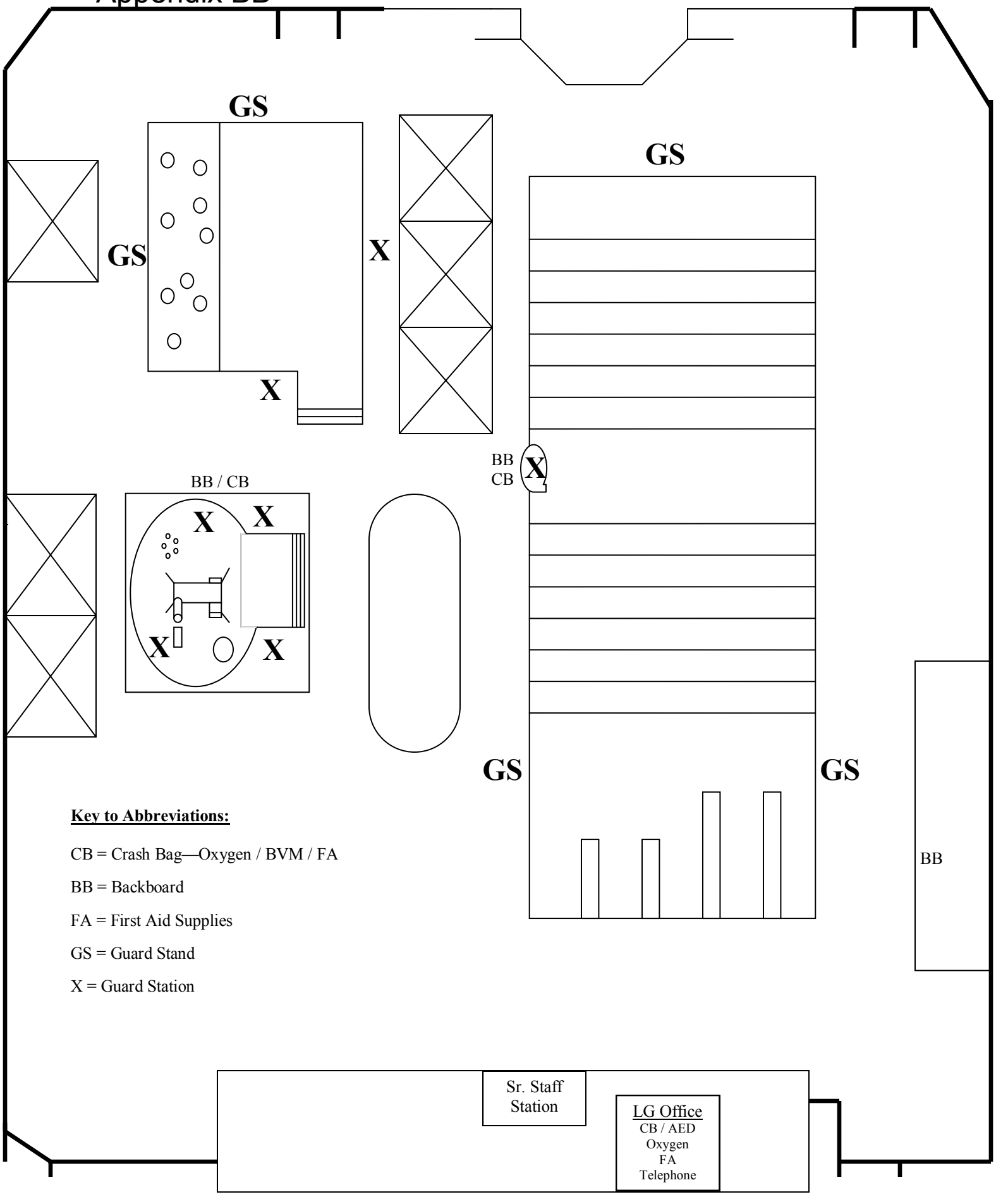
-Play Pool / Lap Pool-		-Olympic Pool (50m)-
P1*	L6	51*
P2*	L7	52*
P3*	L8	53*
P4	L9	54*
First Aid	Break	First Aid
P5*	L10	55*

- Senior Staff-

SS1*	SS2*
SS3*	SS4



*Evening Rec Rotation Spots



Key to Abbreviations:

CB = Crash Bag—Oxygen / BVM / FA

BB = Backboard

FA = First Aid Supplies

GS = Guard Stand

X = Guard Station

SAN RAMON OLYMPIC POOL & AQUATIC PARK

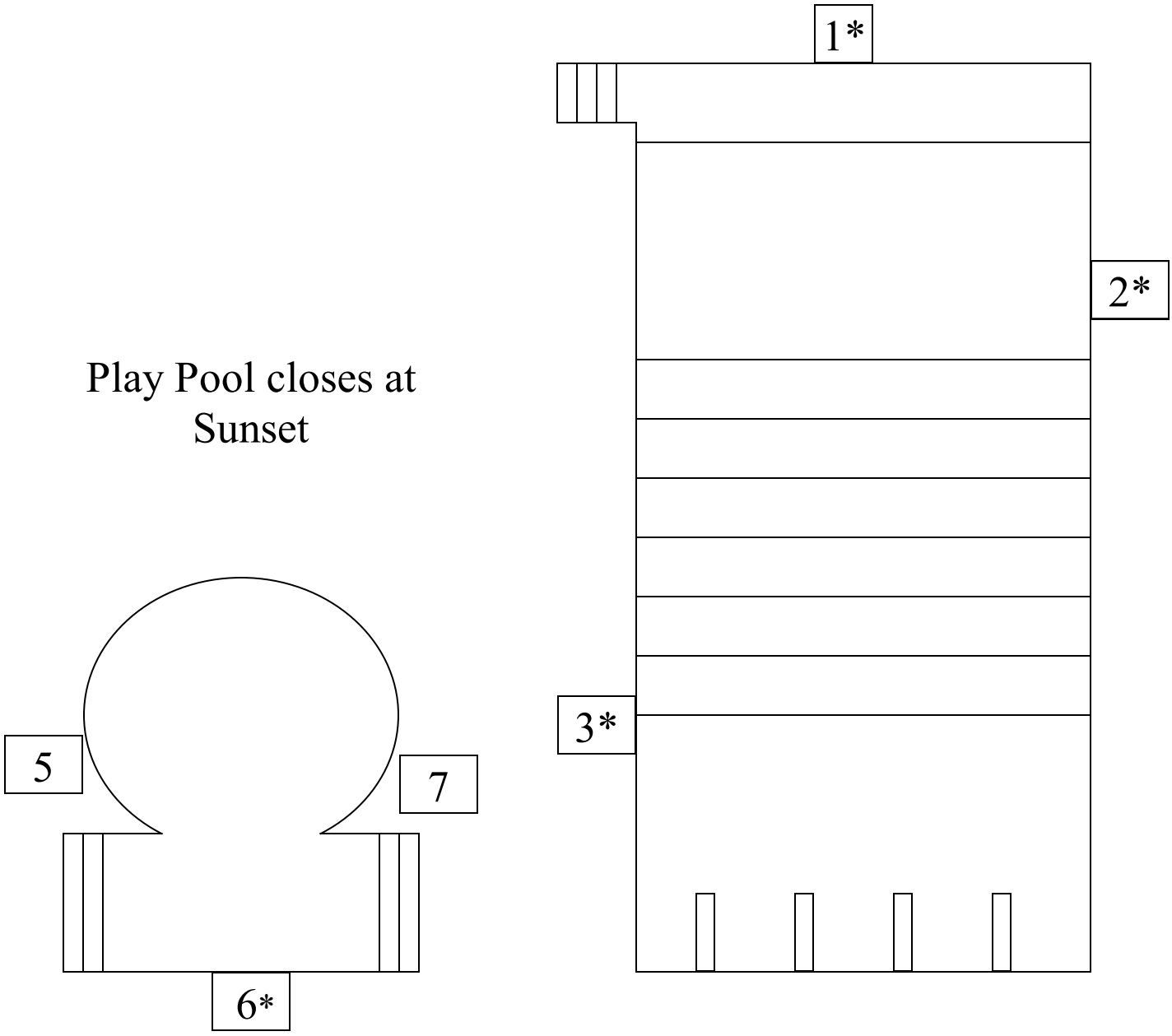
EQUIPMENT PLACEMENT—Rec Swim

ROTATION CHART
DOUGHERTY VALLEY AQUATIC CENTER

Manager_____ **Date**_____

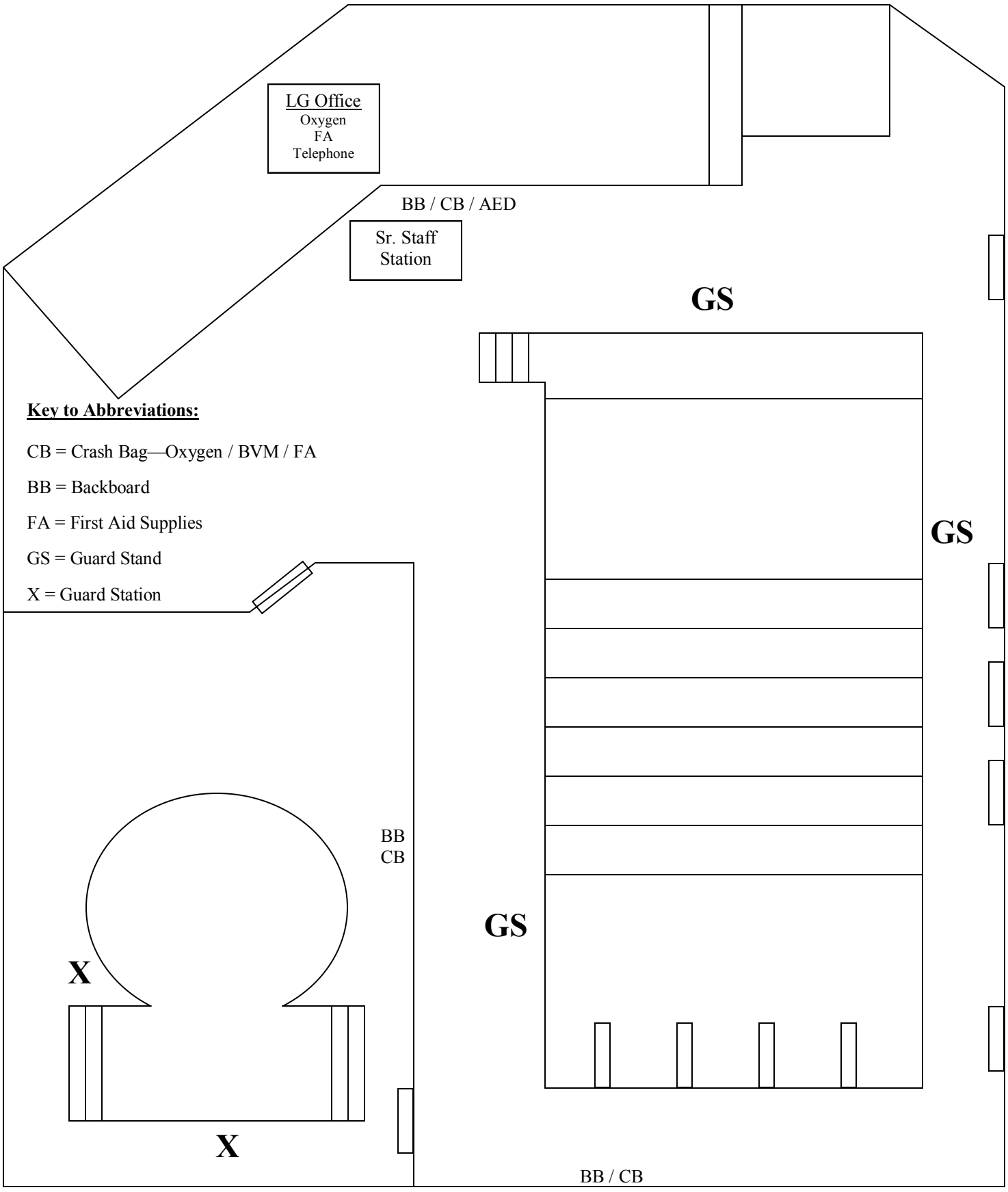
1* _____ 5 _____
2* _____ 6* _____
3* _____ 7 _____

First Aid / Break
4* _____ 8* _____



DOUGHERTY VALLEY AQUATIC CENTER

EQUIPMENT PLACEMENT—Rec Swim



Appendix CC

City of San Ramon
Parks and Community Services Department
Accident / Incident Report

☐ Internal Only

☐ ACCIDENT ☐ INCIDENT Date_____/_____/_____

Use Separate Form for Accidents/Incidents Involving a City Owned Vehicle

1. INFORMATION (Accident/Incident)

OCCURRED: (Check all that apply) ☐ At City Facility ☐ At Non-City Facility ☐ During City Program ☐ During Non-Program Time
☐ During Rental at Facility Under Rental Permit ☐ During Facility Use Permitted by Agreement ☐ Other _____

2. INFORMATION (*Victim*)

Last _____ First _____ Middle _____

Address _____ City _____ State _____ Zip _____

Phone # (_____) _____ Age _____ ☐ M ☐ F

Day _____ Time _____ ☐ am ☐ pm ☐ Employee ☐ Participant ☐ Contractor ☐ Volunteer

3. LOCATION OF ACCIDENT/INCIDENT: ☐ Dougherty Valley Performing Arts Center ☐ Teen Center: Location _____
☐ San Ramon Olympic Pool and Aquatic Park ☐ San Ramon Community Center ☐ Forest Home Farms Historic Park
☐ Alcosta Senior and Community Center ☐ Dougherty Valley Aquatic Center ☐ Dougherty Station Community Center
☐ Park: Location _____ ☐ Gym: Location _____ ☐ Off-Site: Location _____

☐ Pool ☐ Pool Deck ☐ Grass Area ☐ Bleachers ☐ Parking Lot ☐ Locker Room
☐ Lobby ☐ Athletic Field #_____ ☐ (name of room)_____ ☐ Other: _____

4. ACCIDENT/ INCIDENT TYPE (*Check any that apply*) **If Incident skip to #11**

☐ Diabetic ☐ Cardiac ☐ Bleeding ☐ Burns ☐ Shock ☐ Stroke ☐ Property Damage (describe damage under staff narrative)
☐ Water Rescue ☐ Seizure ☐ Heat Related ☐ Allergic Reaction ☐ Respiratory/Hyperventilation ☐Other (specify):_____

5. VICTIM'S CONDITION

Initial Condition (check all that apply)

☐ Conscious ☐ Alert ☐ Disoriented ☐ Unconscious

☐ Breathing ☐ Has Pulse ☐ Wounds/Bruising

Upon Release

☐ Conscious ☐ Unconscious

☐ Alert ☐ Disoriented

6. IMMEDIATE STAFF ACTION TAKEN

First Aid Treatment	☐ Yes	☐ No
Wear Gloves/Protective Equipment	☐ Yes	☐ No
If No Why Not? _____		
E.M.S. Contacted	☐ Yes	☐ No
Performed Rescue Breathing by: _____	☐ Yes	☐ No
Performed CPR by: _____	☐ Yes	☐ No
*AED Administered by: _____	☐ Yes	☐ No
Oxygen Administered	☐ Yes	☐ No ☐ NA

Other: _____

*If AED administered complete AED Post Incident Report from Facility Supervisor

7. EMS RESPONSE

Who Contacted:

EMS:_____

Time Contacted_____Time Arrived: _____

Name of Responding Officer:_____

Police Report#: _____

TRANSPORTATION:

TRANSPORTED TO:_____

Driver's Name:_____

☐ Doctor ☐ Hospital ☐ Emergency Vehicle

☐ Home ☐ Private Vehicle ☐ Police

☐ Other_____

8. NATURE OF INJURY

☐ Pain ☐ Cuts ☐ Swelling
☐ Bleeding ☐ Discoloration ☐ Scrapes
☐ Other (Specify) _____

9. LOCATION OF INJURY

A. Please Indicate the general location(s) of injury
☐ Left ☐ Lower ☐ Front ☐ Right ☐ Upper ☐ Back

B. Please indicate specific injured location(s)

☐ Eye	☐ Hand	☐ Upper Arm	☐ Leg	☐ Neck
☐ Ear	☐ Thumb	☐ Elbow	☐ Ankle	☐ Shoulder
☐ Nose	☐ Index Finger	☐ Forearm	☐ Foot	☐ Back
☐ Mouth	☐ Middle Finger	☐ Wrist	☐ Toe	☐Head
☐ Facial	☐ Ring Finger	☐ Chest	☐ Knee	☐ Scalp
☐ Chin	☐ Little Finger	☐ Hip	☐ Pelvis	☐ Abdomen
☐ Dental	☐ Other _____			

10. RELEASE TO

☐ Parent/Guardian ☐ EMS ☐ Other _____
Parent Notification: ☐ Yes ☐ No
TIME OF RELEASE: _____
Release to Name: _____

11. REFUSAL OF CARE

Signature of Patient/Guardian if care is refused _____ Staff Witness _____

Date: _____/_____/_____ Time: _____ ☐ am ☐ pm Staff Witness _____

12. WITNESSES (Provide separate written statements if necessary.)

Person On Site In Charge/Responsible for City Program: _____

Person On site in Charge/Responsible for non-City program or city facility use: _____

WITNESSES NAME(S)	ADDRESS / CITY / STATE	PHONE #
1. _____ (Last) (First)		(____)_____
2. _____ (Last) (First)		(____)_____
3. _____ (Last) (First)		(____)_____

13. STAFF INVOLVED IN INCIDENT / ACCIDENT

STAFF NAME(S)			
1. _____ (Last) (First)	_____ Signature	_____ Title	
2. _____ (Last) (First)	_____ Signature	_____ Title	

14. STAFF NARRATIVES/Description of accident/incident before, during, after (Use separate sheet as necessary)

Please only include factual information and observations. Please do not include personal feelings or opinions.

15. FOLLOW UP STATUS/COMMENTS – by Program or Facility Supervisor/Division Manager

16. SIGNATURES AND FILING

Signature of Staff Filing Report _____ Date _____

Program Supervisor Signature _____ Date _____

Program Manager Signature _____ Date _____

Recreation Division Manager Signature _____ Date _____

Director's Signature _____ Date _____

- **For injuries to all City employees part-time and full-time along with City Lights Volunteers – The employee or volunteer must call the Company Nurse at 1-877-854-6877 immediately (Open 24 hours per day 7 days per week).**

City of San Ramon
Rescue Report

Complete a rescue report when a lifeguard must enter the water to make a rescue or respond to another life threatening emergency occurring in the water.

_____ SROP _____DVAC

Date:_____ Time:_____AM / PM Day: S M T W TH F S

Name of Guest:_____ Phone:_____

Street Address:_____

City:_____ State:_____ Zip Code:_____

Date of Birth:_____ Age:_____ Gender: M F

Ethnicity: □ White (Non-Hispanic) □ Black/African-American □ Asian
□ Hispanic □ Other:_____

Rescue Tube Used? Yes_____ No_____ If not, explain:_____

Whistle Used? Yes_____ No_____ If not, explain:_____

Was this a Multiple Victim Rescue? Yes_____ No_____ If yes, how many:_____

Was this a Multiple Rescuer Rescue? Yes_____ No_____ If yes, how many:_____

Location of Rescue:

□ 50m – Lap Lanes
□ 50m – Shallow End
□ 50m – Diving Area
□ 50m – Slide Lane
□ Lap Pool – Lap Lanes
□ Lap Pool – Shallow End
□ Lap Pool – Deep End
□ Play Structure

Water Depth: _____ Ft. _____ In.

Water Conditions: □ Clear □ Turbid □ Moving □ Still

Contributing Factors: (Check all that apply)

□ Non-swimmer
□ Unattended Child
□ Horseplay
□ Unaware of Depth
□ Fell off Tube
□ Tired Swimmer
□ Med Emergency/First Aid
□ Disoriented / Surprise
□ Dove in to Shallow Water
□ Intoxicated
□ Other_____

What Care was Provided? (Check all that apply)

□ Surface Rescue requiring Rescue Breathing / CPR
□ Submerged Rescue requiring Rescue Breathing / CPR
□ Chest Compressions – Obstructed Airway
□ Administered Emergency Oxygen – Mask / BVM
□ Suspected Spinal / Backboard
□ Suction Device
□ EMS Transport

Continued on Back

Appendix CC

Follow Up Information:

- ☐ Cautioned / Warned to Obey Rules
- ☐ Removed from Facility
- ☐ First Aid / CPR Administered

Released:

- ☐ After Rescue and Report Filed
- ☐ To Parent / Guardian
- ☐ EMS Transport

Rescue Occurred During:

- ☐ Swim Lessons
- ☐ Recreation Swim
- ☐ Lap Swim
- ☐ Water Polo Practice
- ☐ Swim Practice
- ☐ Other:_____

Non-Employee Witness:

Name:_____ Phone:_____

Street Address:_____

City:_____ State:_____ Zip Code:_____

Name:_____ Phone:_____

Street Address:_____

City:_____ State:_____ Zip Code:_____

Employee(s) Conducting Rescue:

1. Name:_____ Phone:_____
   Title:_____ Age:_____
2. Name:_____ Phone:_____
   Title:_____ Age:_____
3. Name:_____ Phone:_____
   Title:_____ Age:_____
4. Name:_____ Phone:_____
   Title:_____ Age:_____

Was an Employee injured? Yes*_____ No_____ If Yes, explain:_____
*If employee was injured, inform supervisor immediately.

Employee Completing Rescue Report:

Name:_____ Date:_____

Signature:_____ Title:_____

Supervisor Reviewing Report:

Signature:_____ Date:_____

Appendix CC

Parks and Community Services Dept.
Minor First Aid Log

Date _____ Name _____ Age _____ Sex _____

Phone _____ Address _____

Facility Location: _____ Witness: _____

Brief Description of Injury: _____

_____

_____

Treatment Rendered:
i.e., ice, band-aide, wipes _____

Notified Parent/Guardian *Yes* _____ *No* _____

Attending Staff	Date Forwarded to Division Manager	Division Manager

---

Parks and Community Services Dept.
Minor First Aid Log

Date _____ Name _____ Age _____ Sex _____

Phone _____ Address _____

Facility Location: _____ Witness: _____

Brief Description of Injury: _____

_____

_____

Treatment Rendered:
i.e., ice, band-aide, wipes _____

Notified Parent/Guardian *Yes* _____ *No* _____

Attending Staff	Date Forwarded to Division Manager	Division Manager

City of San Ramon
Parks and Community Services Department

Work Habit Record

Today' s Date_____ Date/Time_____

Name:_____Position:_____

Job Tasks (circle all that apply)

- o **Absenteeism**
- o **Work Performance (positive or negative)**
- o **Safety**
- o **Conduct**
- o **Tardiness**
- o **Dress Code Violation**
- o **Internet Policy**
- o **Electronic Devices**
- o **Customer Service**
- o **Attendance at required trainings**
- o **Other**

Notes:

Facts of incident or exemplary work:

_____

_____

_____

_____

Briefly describe what was discussed with the employee:

_____

_____

_____

Supervisor Signature and Date:

_____

For Supervisors File Only

Appendix EE

Swim Instructor Progress Report

Instructor Name:_____ **Date:**_____

Swim Lesson Session #:_____ **Spring / Summer / Fall** **AM / PM / SAT** **SROP / DVAC**

Scoring Scale: **0** = Never **1** = Sometimes **2** = Always

Performance Factors	Qualifications	Score	Comments
Appearance	Dresses appropriately in a black, blue or red swim suit.	0 1 2	
	Wears sunglasses and hat.	0 1 2	
	Properly covers tattoos, removes jewelry.	0 1 2	
	Gets head and hair wet.	0 1 2	
Attitude & Professionalism	Teaches with enthusiasm and a positive demeanor.	0 1 2	
	Does required work without questioning authority.	0 1 2	
	Attends all schedules lesson shifts or finds a substitute.	0 1 2	
Organization	Begins class at scheduled times.	0 1 2	
	Uses time effectively. Has well planned lessons.	0 1 2	
	Maintains control of class at all times. Safely conducts lesson material and drills. Watches students at all times.	0 1 2	
	Effectively keeps students busy on the wall.	0 1 2	
Communication Skills	Talks to students in an appropriate manner.	0 1 2	
	Provides corrective feedback to students.	0 1 2	
	Informs parents of student's progress.	0 1 2	
Teaching Methods	Stays at student's level in the water.	0 1 2	
	Appropriately and effectively demonstrates all skills.	0 1 2	
	Has all necessary equipment for class. Appropriately and effectively uses equipment.	0 1 2	
	Ability to work with students comfortably.	0 1 2	
	Provides equal amount of instruction to each student.	0 1 2	
Applying Skills & Abilities	Has knowledge of skills to be taught.	0 1 2	
	Uses appropriate and effective drills and drill techniques (Wave, Stagger, One-On-One, Deck).	0 1 2	
	Uses levels of progression to teach required skills.	0 1 2	
	Demonstrates ability to teach split-level classes.	0 1 2	
	Uses corrective feedback from Sr. Staff to improve as an instructor.	0 1 2	
Paperwork	Correctly and neatly fills out critical skills sheets, report cards and substitute forms by given deadlines.	0 1 2	
	TOTAL POINTS		

Grade: **Excellent** (50-41): _____ **Satisfactory** (40-34): _____ **Needs Improvement** (33 and lower): _____

Swim Lesson Senior Staff: _____ (Please print)

Appendix FF — Daily SROP Facility Log

Date:	

AED & Oxygen Check - (O2 level & AED Battery checked on Mondays only.)								
Time	O2 Tank 1	O2 Tank 2	O2 Tank 3	O2 Tank 4	AED	Crash Bag	F/A Cabinet	INTL
	Blue	Red #1	Red #2	Green				

Total Kickboard Count	

Check Chair Lift on Mon AM		
	Time	INTL
50m POOL		
LAP POOL		

50m POOL

	Opening			
Time		10:30AM	3:00PM	6:00PM
CHL:				
PH:				
INT:				

	Pool	INTL
VAC OUT		
VAC IN		

LAP POOL

	Opening			
Time		10:30AM	3:00PM	6:00PM
CHL:				
PH:				
INT:				

PLAY POOL (Only when pool is in use)

	Opening			
Time		10:30AM	3:00PM	6:00PM
CHL:				
PH:				
INT:				

Pool / Deck	Time	INTL	Time	INTL
Tarps removed/covered & Tarp reels pushed off to the side				
Backboard and crash bag put out / brought in				
Lane lines moved / removed / put in				
Pace clock and umbrellas put out / brought in				
Empty trash				
Pick up kickboards / lost & found				
50m NE and NW gutters are cleared of debris				

Locker Rooms	Time	INTL	Time	INTL
Toilets flushed and cleaned throughout the day and at closing				
Counter tops wiped down at 230pm				
Paper towels and toilet paper stocked as needed				
Locker room picked up at 230pm				
Remove all lost and found items				

Office / Shower Area	Time	INTL	Time	INTL
Equipment stacked on shelves				
Parkas hung up				
Table tops are clean / organized and office left clean at closing				

Senior Staff Notes:

AM Senior Staff

Noon Senior Staff

Afternoon Senior Staff

Night Senior Staff

Appendix FF

Daily DVAC Facility Log

Date:	

AED & Oxygen Check - (O2 level & AED Battery checked on Mondays only.)

Time	O2 Tank 1	O2 Tank 2	O2 Tank 3	O2 Tank 4	AED	Crash Bag	F/A Cabinet	INTL
	Blue	Red #1	Red #2	Green				

Total Kickboard Count	

	Pool	INTL
VAC OUT		
VAC IN		

Check Chair Lift on Mon AM		
	Time	INTL
50m POOL		

50m POOL

	Opening								
Time		10:30AM	3:00PM	6:00PM	Time		10:30AM	3:00PM	6:00PM
CHL:					CHL:				
PH:					PH:				
INT:					INT:				

PLAY POOL (Only when pool is in use)

Pool / Deck	Time	INTL	Time	INTL
Tarps removed/covered & Tarp reels pushed off to the side				
Backboard and crash bag put out / brought in				
Lane lines moved / removed / put in				
Pace clock and umbrellas put out / brought in				
Empty trash				
Pick up kickboards / lost & found				
Locker Rooms	**Time**	**INTL**	**Time**	**INTL**
Toilets flushed and cleaned throughout the day and at closing				
Counter tops wiped down at 230pm				
Paper towels and toilet paper stocked as needed				
Locker room picked up at 230pm				
Remove all lost and found items				
Office / Shower Area	**Time**	**INTL**	**Time**	**INTL**
Equipment stacked on shelves				
Parkas hung up				
Table tops are clean / organized and office left clean at closing				

Senior Staff Notes:

AM Senior Staff

Noon Senior Staff

Afternoon Senior Staff

Night Senior Staff

Appendix GG

Fecal – Vomit – Blood Contamination Response Log

FACILITY: **SROP** **DVAC**

Staff Name Response	Supervisor On Duty	Date	Time	Pool	Approx. Bather Load	Type of Response Solid, Loose, Vomit, Blood	Time of Pool Closure	Chemical Reading	Time of Pool Reopening	Chemical Reading
LG who noticed contamination	Name of LEAD Sr. Staff	5/9/15 Month/Day/Year	5:02PM Circle AM or PM	50m / Lap / Play	Best Estimate	Solid	5:05 AM / PM	Cl: 3.5 pH: 7.4	5:30 AM / PM	Cl: 3.5 pH: 7.4
			AM / PM				AM / PM	Cl: pH:	AM / PM	Cl: pH:
			AM / PM				AM / PM	Cl: pH:	AM / PM	Cl: pH:
			AM / PM				AM / PM	Cl: pH:	AM / PM	Cl: pH:
			AM / PM				AM / PM	Cl: pH:	AM / PM	Cl: pH:
			AM / PM				AM / PM	Cl: pH:	AM / PM	Cl: pH:
			AM / PM				AM / PM	Cl: pH:	AM / PM	Cl: pH:
			AM / PM				AM / PM	Cl: pH:	AM / PM	Cl: pH:

Appendix HH

City of San Ramon
American Red Cross Swim Lesson Reporting

Session Dates: _____ Season / Days of Week: _____

Facility: _____ Session Number / Time of Day: _____

Pool Manager: _____ Year: _____

	ENROLLED	PASSED	FAILED	ARC Level Equivalent
Parent Tot - Tad Poles				Parent and Child Aquatics 1
Parent Tot - Guppies				Parent and Child Aquatics 2
3-5 Year Old: Jelly Fish				Preschool Aquatics 1
3-5 Year Old: Seahorses				Preschool Aquatics 2
3-5 Year Old: Turtles				Preschool Aquatics 3
3-5 Year Old: Otters				Preschool Aquatics 3
6 Year Oid: Jelly Fish				Level 1
6 Year Old: Seahorses				Level 2
6 Year Old: Turtles				Level 3
6 Year Old: Otters				Level 4
6 Year Old: Sting Rays				Level 5
6 Year Old: Sharks				Level 6 - Fitness Swimmer

Water Safety Instructors:

1 _____ 7 _____

2 _____ 8 _____

3 _____ 9 _____

4 _____ 10 _____

5 _____ 11 _____

6 _____ 12 _____

Dougherty Valley Aquatic Center



Inflatable Obstacle Course Operation Manual

January 2016

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Section 1 Daily Operations & Maintenance

1.1 MPA Compliance

In 2006, the Municipal Pooling Authority developed and passed policies outlining the use of aquatic facilities by various programs. In accordance with these polices (outlined below), the following operation and training program was developed by the City of San Ramon. A copy of the full MPA Team / User Group Use Policy can be found in Appendix 1.

- Mixed-use within the same pool is only allowed with an appropriate barrier to separate the mixed-use activities. A barrier is defined as a lane rope or rope with buoys stretched across the width of the used area. Due to different pool designs, it is the responsibility of each City/facility to set the distance between the diving area, barrier, and swimming area so that both areas are of a safe distance from one another. Each aquatic department must document their plan to comply with this requirement, and record that plan in their department records. When possible, that plan should also be made part of the contract with team/user-groups. “Mixed-use” means two or more team/user-groups sharing the same pool at the same time, where one or more of the team/user-groups involves diving or other activities that pose a risk to other team/user-groups sharing the pool.

1.2 Operation and Training

The City of San Ramon will use the Aflex Technology Operations Guide for Airflow & Sealed Inflatables as their guide for the following items:

- Basic Operating Procedures
- Assembly Procedures
- Staffing & Supervision
- Safety & Emergency Procedures
- Maintenance Inspections & Service Procedures

In addition, staff will be trained on safe lifting techniques and required to wear closed toe while moving the inflatable cart.

A copy of the Aflex Technology Operations Guide for Airflow & Sealed Inflatables can be found in Appendix 2.

1.3 Specific Operations for DVAC

- **Storage**
  The inflatable obstacle course and blower will be stored on a push cart in the pump room in a designated location as determined by Public Services during the summer months.

  During months of not operating the inflatable, it will be stored either in a designated Rec Shed or in the pump room in a designated location as determined by Public Services.

- **Training**
  All employees responsible for setting-up, dismantling and/or lifeguarding the inflatable obstacle course will be trained prior to being assigned any of these tasks. The Aflex

Technology Operations Guide for Airflow & Sealed Inflatables will be used as the principle material for training staff.

The training will be conducted on an annual basis by designated Trainers. These trainers will ensure that all material is covered as outlined in the Operations Guide provided by Aflex Technology and the City of San Ramon's Operation Manual.

All staff receiving this training will be required to fill out and sign a training acknowledgement form as found in Appendix 3.

- **Inflatable Obstacle Course Location**
  The inflatable obstacle course will be placed in the 50m pool anchored to the east deck. The inflatable will be secured to the deck and lane lines with an anchoring system using bungees and rope as outlined on page 14 of the Aflex Operations Guide.

  Two lane lines will be moved to make an approximate 32 foot wide designated space in the pool for the inflatable. This space provides sufficient space for participants to use the inflatable safely without the possibility of coming in to contact with other swimmers.

- **Separation of Activities**
  The space provided for the inflatable obstacle course will be separated from other swimmers and activities by two lane lines doubled up on either side. This barrier on either side will provide sufficient separation and will help the lifeguards to keep the space free and clear of other swimmers/activities.

  This designated space, provides a sufficient area to meet the Municipal Pooling Authority's policy regarding mixed use of swimming pools (page 2, Item #1) and outlined in the first section of this manual.

- **Lifeguards**
  The inflatable obstacle course will be supervised and regulated by two Lifeguards. These Lifeguards are in addition to the three regularly scheduled Lifeguards assigned to the 50m pool during Recreation Swim.
  - Lifeguard 1 – located on the east deck and will be responsible for the following:
    - Ensuring users know the posted Rules of Play (see Appendix 4),
    - Monitor the line and start of each participant,
    - Ensure the safety of the user on the first half of the obstacle course.
  - Lifeguard 2 – located on the west deck and will be responsible for the following:
    - Ensure the safety of the user on the second half of the obstacle course.
    - Ensure users exit the obstacle course area appropriately
    - Ensure other Rec/Lap Swim participants and other activities are not interfering with the obstacle course and designated area.

- **Inspections**
  Inspections will take place every day the inflatable obstacle course is used. These inspections will be conducted prior to the start of its use and then again at a random time prior to the end of its use for the day and will include observation of the Lifeguards to ensure they are enforcing the segregation of the inflatable from other pool use.

  The inspection form is located in Appendix 5.

July 16, 2015

TO: **ALL POOL MANAGERS**

RE: **TEAM / USER GROUP POOL USE POLICY**

Municipal Pooling Authority (MPA) has developed a policy regarding team/user-groups use of your pool. The motivation for this policy started with the July 2000 Walnut Creek diving accident that left a 19 year old U.C. Davis athlete diver a quadriplegic. This policy is intended to provide financial security for the City, as well as, protect the health and safety of team/user-group members.

The policy was developed with input from aquatic directors of our member cities, the Bay Area Pool Operators' Association, and the MPA Board of Directors. The Board passed the policy on December 8, 2006. It is important that you review the policy (attached). If you have any questions regarding the policy, please contact:

Rick Buys, Liability Claim Manager
Municipal Pooling Authority
1911 San Miguel Drive
Walnut Creek, CA 94596
925-946-4180 ext. 12

COMPLIANCE IS MANDATORY:

Compliance with this policy is mandatory when your pool is used by team/user-groups, whether at a practice or a meet. If a Member City does not enforce these requirements, it may lose liability coverage for any claim or suit made arising out of the team/user-group use.

Compliance with this policy will be verified each year through a questionnaire sent to each Member City that owns or operates a pool used by team/user-groups. The questionnaire must be completed, and signed by the pool manager and counter-signed by the City department head. Finally, if a claim or suit is filed against a member arising out of team/user-group activities, MPA will conduct an investigation to confirm the City was in compliance with the policy.

MPA POOL USE POLICY REGARDING TEAM/USER-GROUPS

All pool use activities, including outside teams and user-groups, are high-risk activities. Further complicating this exposure, the aquatic department is not in full control of the pool when used by outside team/user-groups. Regardless, the City can still retain legal liability for injuries that occur in its pool during these activities. MPA understands that unreasonable requirements can strain the budget of teams and user-groups; MPA strives to keep requirements to only those necessary to provide proper safety to these groups and financial stability of the City.

MPA adopts the following minimum requirements when a City pool is used by team/user-groups. The requirements apply regardless whether one or more team/user-groups use the pool at the same time. (These requirements are minimum requirements; each City reserves the right to set standards at a higher level of care than stated in this policy.)

1. Mixed-use within the same pool is only allowed with an appropriate barrier to separate the mixed-use activities. A barrier is defined as a lane rope or rope with buoys stretched across the width of the used area. Due to different pool designs, it is the responsibility of each City/facility to set the distance between the diving area, barrier, and swimming area so that both areas are of a safe distance from one another. Each aquatic department must document their plan to comply with this requirement, and record that plan in their department records. When possible, that plan should also be made part of the contract with team/user-groups. "Mixed-use" means two or more team/user-groups sharing the same pool at the same time, where one or more of the team/user-groups involves diving or other activities that pose a risk to other team/user-groups sharing the pool.

2. Each team/user-group has set hours of use, approved in writing by the City, and are not allowed to vary from that schedule without formal approval by City staff. In certain cases, coaches may have keys to the aquatics facility issued to them because of the necessity to access their office for equipment, which is located within the facility. Unauthorized use of keys is prohibited. Unauthorized duplication of keys is prohibited. All team/user-groups must check-in before entering the facility. A City staff member must remain at the facility while team/user-groups are in the facility. City staff is responsible for opening and closing the facility. However, it is the responsibility of the coaches to make sure all members of their team/user-group, especially those under the age of 18, have left the fenced pool area before the coaches leave the facility.

3. Team/user-groups may use a coach to serve as a lifeguard if currently certified/licensed as a lifeguard through a recognized organization, such as, but not limited to, American Red Cross, Jeff Ellis & Associates, or YMCA, and has also been through the City's emergency response action plan and policy/procedures training. Additionally, a City employed, certified/licensed lifeguard must be on duty at all times while team/user-groups are using the facility, to respond to any emergency that may occur. Regardless, there must always be at least one qualified lifeguard at the pool, on lifeguard duty, in the chair or pool deck, whether or not that lifeguard is a City employee or team/user-group coach.

4. Insurance Requirements:

   Team/user groups shall, at their sole cost and expense, maintain in full force and effect, the following forms of insurance:

   Comprehensive General Liability: combined single limit of not less than Two Million Dollars ($2,000,000) per occurrence, with participant injury liability coverage.

   The team/user-group shall furnish the City with original certificates confirming proof of compliance with the insurance required in this section. The team/user-group will also provide original additional insured endorsements designating the City, its agents, officers, employees and volunteers as additional insured's.

   The insurance is to be placed with insurance companies acceptable to the City. Any deductibles or self-insured retention shall be declared and approved by the City. The team/user-group insurance coverage shall be primary with respect to the City.

   The team/user-group shall provide workers' compensation coverage in accordance with applicable law, if required by law.

   Such policies shall be non-cancelable except upon thirty (30) days prior written notice to the City.

All team/user-group participants and coaches must sign a release of liability waiver each year, and submit a new certificate of insurance and additional insured endorsement to the City. Members who join the team/user group during the program must also sign a release of liability waiver before they can enter the water. All team/user-groups must provide rosters of all team members and coaches, and update the rosters with any changes during the current year. All team/user-group members and coaches must provide copies of their association membership card, if applicable, to the City.

Effective January 1, 2007

POOL TEAM/USER-GROUP QUESTIONNAIRE

The City has adopted the following policy, as signified by the below signatures:

1. You have presented each Team/User-Group with a copy of this pool use policy.
2. Each Team/User-Group has agreed to follow the conditions of this policy.
3. Each Team/User-Group has provided proof of a minimum of $2 million liability coverage per claim, which includes participant injury liability coverage.
4. Each Team/User-Group has provided an endorsement naming the City an additional insured.
5. Each Team/User-Group has provided a roster of all team members and coaches and copies of their association membership card, if applicable.
6. All Team/User-Group members have signed a release of liability waiver for the current year.
7. You have developed a plan for pool use by the Team/User-Group that complies with the above policy.
8. The Team/User Group has signed a contract with the City, each year, which incorporates the above policy.

_____ _____

Signature, Aquatics Manager Signature, Department Head

List All Team/User-Groups that use your pool:

1. _____
   Name of Group Contact

   _____
   Address Telephone

2. _____
   Name of Group Contact

   _____
   Address Telephone

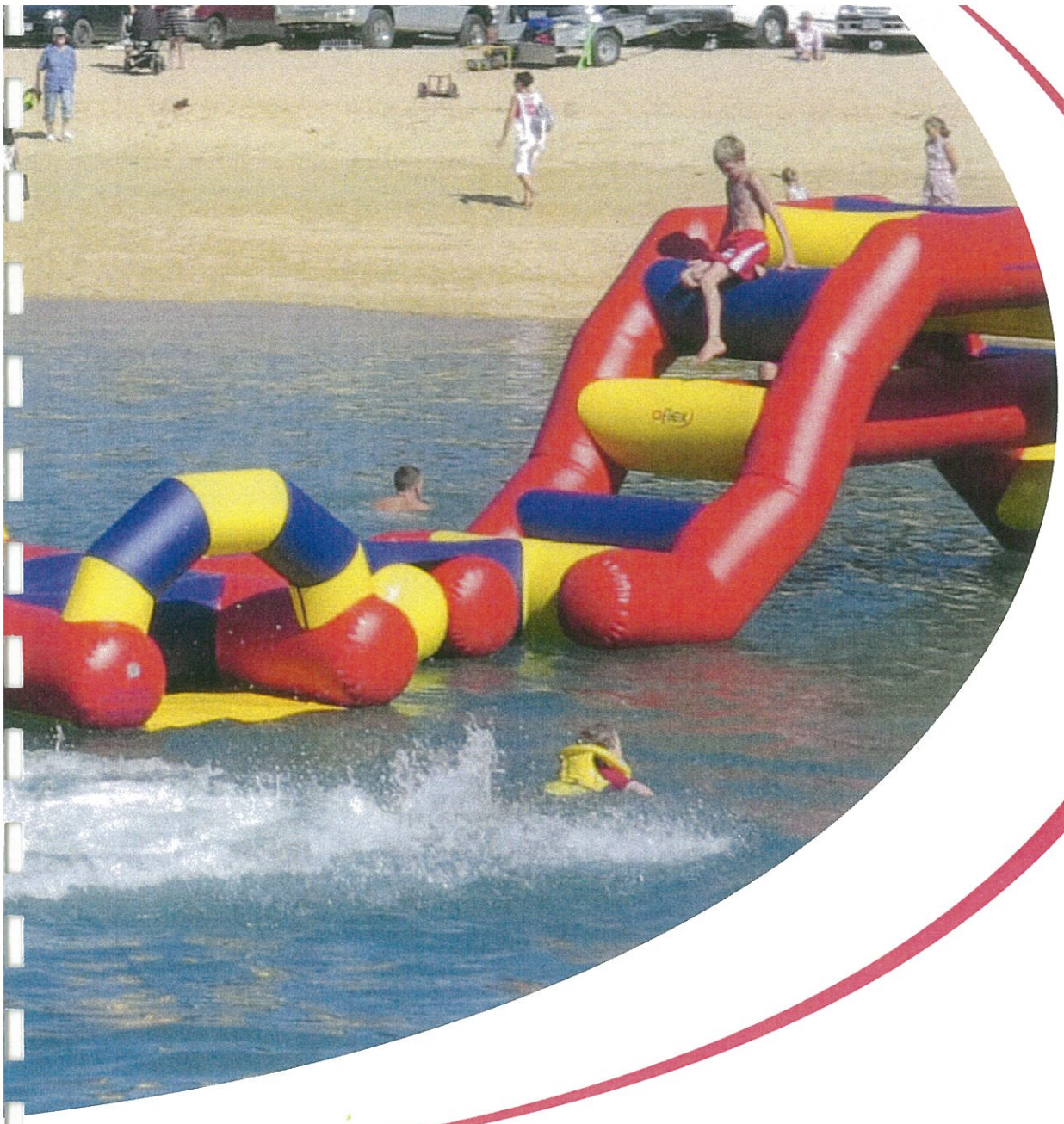
3. _____
   Name of Group Contact

   _____
   Address Telephone

4. _____
   Name of Group Contact

   _____
   Address Telephone

Return this completed form to: Municipal Pooling Authority
Rick Buys, Liability Claim Manager
1911 San Miguel Drive
Walnut Creek, CA 94596



aflex®

Operations Guide

Airflow & Sealed Inflatables

www.aflextechnology.com

OPERATIONS GUIDE

AFLEX CONSTANT AIRFLOW & SEALED INFLATABLES

WARNING

This document has been compiled by Aflex Technology (NZ) Ltd as a guide to assist users of Aflex inflatable products in ensuring the safe operation of their inflatable pool product. ***Operators/owners must read this manual before using the product.*** Whilst every endeavour has been made to identify all safe practices, each operator must perform a risk assessment to review their particular circumstances and take all necessary steps to ensure safety at all times.

Aflex Technology (NZ) Ltd accepts no liability for any accident, injury, loss or loss of life which may occur as a result of not following guidelines in the operations manual. Full responsibility lies with the operator and staff to follow correct set-up and dismantling procedures, adequately supervise users, meet minimum suitability recommendations, enforce safety rules, and regularly check products for maintenance.

In the event Aflex Technology's recommendations on maintenance and operation are not followed your one year warranty on your inflatable/s will be invalidated.

Products are not suitable for non-swimmer due to risk of drowning.
Daily maintenance checks should be carried out before each use.

Aflex Technology (NZ) Ltd

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AFLEX PRODUCT WARRANTY

This warranty covers any problem relating to material defects, manufacturing faults including mechanical defects on blowers and accessories, but excludes general wear and tear, abuse and vandalism.

Aflex Technology NZ Ltd hereby undertakes to arrange repair or replace product should the need arise within the warranty period, after inspection of the product.

The Aflex Product Warranty is valid for a period of 12 months on inflatables and 3 months on all blowers and accessories.

This operations manual is supplied with the product and must be read before using the inflatable. Failure to follow manual instructions may invalidate your warranty.

DISCLAIMER

These products should be used only after reading the operations manual.

Aflex Technology (NZ) Ltd accepts no liability for any accident, injury, loss or loss of life which may occur as a result of not following guidelines in the operations manual.

Full responsibility lies with the operator and staff to undertake risk assessment, adequately supervise users, ensure adequate water depth, enforce safety rules and regularly inspect products.

These products are not suitable for non-swimmers due to risk of drowning.

Aflex Technology NZ Ltd hereby gives an Aflex Product Warranty to:

Client: _____

Address: _____

_____

Phone: _____

Date: _____

Product Name: _____

_____

Code: _____

Aflex Product Number/s: _____

_____

Warranty Valid From: _____

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INTRODUCTION

GENERAL

Aflex Technology designs and manufactures its own range of inflatables in Nelson, New Zealand. A wide variety of models have been developed creating an extensive range of constant airflow & sealed inflatables to suit differing aquatic requirements. At Aflex we aim to provide our clients with exciting products to assist in the maintaining and growth of their business goals.

NOTICES & ACKNOWLEDGEMENTS

This manual is provided for information purposes only. Nothing in this manual is to be construed in any way as varying the terms of sale of the goods to which it applies. All the information included in this manual is subject to change without notice. Reasonable care has been taken when preparing the contents of this manual. Aflex Technology accepts no responsibility for any error or omission or misuse.

AFLEX TECHNOLOGY CONSTANT AIR FLOW WATER BASED INFLATABLES

Constant airflow inflatables are manufactured using machine stitched seams and PVC welding. They use a continuous airflow electric fan to maintain air pressure whilst the unit is in use. Constant air flow units are generally designed to be anchored or fixed to the edge of the pool so that the unit runs from the shallow to the deep end. Participants step from the pool side onto the landing section of the inflatable, one at a time. The users then endeavour to traverse the various obstacles until exiting into the water.

AFLEX TECHNOLOGY SLIDES

The slide is a self – contained anchored unit designed to be used in a similar way to the obstacles course type units. Due to their height they are for sliding down only and are ***not designed for jumping or diving off.***

AFLEX TECHNOLOGY SEALED INFLATABLES

Sealed inflatables are manufactured by welding PVC. To use, inflate the unit with a hand/foot pump or a small electric blower. Once inflated remove the pump or blower and close the valve, this will maintain the air pressure while in use. Sealed inflatables can be moored or float freely around the pool.

AFLEX TECHNOLOGY SEALED MODULAR INFLATABLES (Aqua Fun & Aqua Adventure Inflatables)

Modular sealed inflatables can be used as individual inflatables or combined to create larger inflatables of your choice. Units are linked together using a fitted sleeve system over the connecting T-bars on each unit.

BASIC OPERATING PROCEDURE

SAFETY CONSIDERATIONS AND RULES OF PLAY

When using Constant Air Flow Inflatables, Slides or Sealed Inflatables please consider the following points:

Swimming Abilities

- Inflatables are not suitable for non-swimmers and weak swimmers.
- Potential users should be tested as to their swimming ability before being allowed onto the unit and then given an appropriate mark or wristband.

Owners Responsibilities

- The owner or operator/manager of the inflatable shall verify and document the operators and attendants as having received appropriate training to supervise and administer the products safely.

Operators and Attendants Responsibilities

- Ensure the users are kept clear of the inflatable during inflation and deflation.
- Inform the users of the rules when using the inflatable.
- The rules shall be explained to all users before they use the inflatable.
- The rules shall be displayed in a prominent manner that can be seen and read by all users before entering the inflatable.
- Are to ensure the positioning of the inflatable gives a clear view of all users on and around the inflatable, so activity can be monitored at all times.
- Ensure users enter the inflatable in a controlled manner.
- Are to control bodily contact between users along with boisterous and reckless play.
- Should incorporate the use of whistles or other signals and take appropriate action at the first sign of misbehaviour or violation of the posted rules.
- Ensure when users step onto the inflatable they do not exceed the maximum number of users allowed on the inflatable at any one time.
- Are to ensure users do not interfere with anchors, air pipes or fans/blowers.
- Ensure inflatables are well anchored clear of hazards.
- Are to verify that the inflatable is not over loaded with users in accordance with the manufacturer's specifications. Refer to Aflex Technology's individual product information sheet provided and/or website www.aflextechnology.com for details.

Rules of Play

- The user shall not approach the inflatable without permission to do so.
- Users are to form an orderly queue.
- Users are to step onto the unit one at a time.
- Swimming under the inflatable should not be allowed due to restricted vision.
- Users not to dive off the inflatable.
- Users are not to behave in a reckless and careless manner and shall have no contact with any other user on the inflatable.
- No-one may take onto the inflatable sharp or dangerous objects such as buckles, pens, keys, knives etc. Spectacles are best removed.
- Any users falling or exiting the inflatable are to move away from the inflatable as quickly as possible.
- Under no circumstances are users allowed to climb onto the inflatable whilst the inflatable is out of the water.
- Under no circumstances are users allowed to climb onto the inflatable whilst the inflatable is not securely moored.

Additional Rules of Play and Responsibilities for the Use of Slides

- Safety consideration shall be given to the number of participants queuing at steps to the dive tower or climbing structure.
- Users are to queue on poolside whilst waiting their turn.
- Consideration shall be given to the age range permitted.
- Consideration shall be given as to whether the sessions will operate according to age/height and or swimming ability.
- Only one person to go down the slide at a time.
- Only go down if the slide and landing area are clear of previous user.
- Users shall go down in a sitting position only, feet first.
- User must not run and launch themselves aggressively down the slide or attempt to stand up.
- Users are not to dive off the slide into the pool.
- User shall remove all jewellery, watches and other sharp objects before mounting the inflatable.
- Users must be well clear of the landing area before the next person uses the slide.
- Slides shall be sufficiently tight to ensure a stable ride.
- Extra attention is required when using outdoors due to potential wind hazard.
- Any damage to the fabric or seams of all inflatable's must be considered a serious hazard. The inflatable should be taken out of service until the damage is repaired.

Rules of Play should be adhered to at all times to reduce the risk of damage to the inflatable, injury, accident, loss or potential drowning of patrons and operators.







Safety

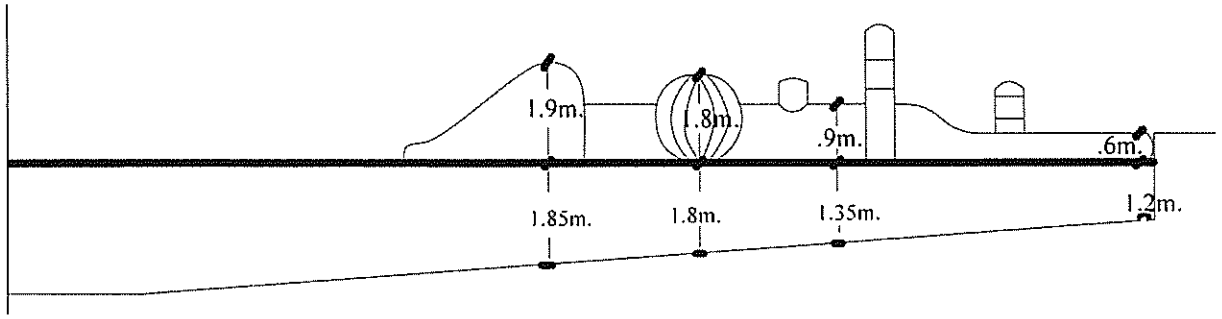
- The inflatable is to be clear of any hazards and pool exits.
- The inflatable is to be positioned in such a manner that jumping or exiting from inflatable cannot make contact with the edge of the pool.
- A minimum depth of water is essential for the safe operation of inflatables. Refer to Aflex Technology's suitability guide, the elevation guide below, website www.aflextechnology.com, and product information sheet or customer services for advice on individual products.
- In outdoor pools consider the risk of wind gusts on windy days as this may affect the stability of the inflatable.
- During designated inflatable sessions, unless the use of the pool is exclusive to users of the inflatable, other swimmers or pool users should be segregated from the immediate area around the inflatable by way of lane ropes or other suitable equipment.
- In the event of overloading or over-inflation, the fabric itself may split leading to deflation resulting in an unsafe situation.
- Electric fans/blowers are to be sited well away from the pool side, the public and any wet areas.
- Electric components must be installed with the voltage and grounding requirements as required by the local governing authorities.
- ***CAUTION:*** All constant Airflow inflatables use a high pressure fan/blower. For safety reasons it is vital to use the correct fan specified for the inflatable unit. If the unit starts to show signs of loss of air pressure e.g. it starts to sag noticeably, play shall be suspended immediately and the cause of the pressure loss remedied before users are allowed back onto the unit.





EVALUATION GUIDE

(to be used as a guide only)



ASSEMBLY PROCEDURE CONSTANT AIRFLOW

The Constant Air Flow Inflatables will be supplied rolled up with the filler/outlet pipe (if applicable) on the outside and the whole bundle tied with a strap or rope & wrapped in a PVC carry sheet. Inflatables can be heavy especially if wet. It is vital to have enough able–bodied people to carry out loading and unloading, setting up/assembly and dismantling without individuals injuring themselves.

It is essential that the Constant Air Flow Inflatables are transported from the storage area to the inflation area near the pool carefully and not dragged as this will cause damage including tears and grazes to the fabric. A trolley or carry sheet should be used. The surface of the area where the inflatable is to be inflated should be non-abrasive and clear of any protrusions or objects which might damage the inflatable.

Handle with care at all times.

OUTDOOR SWIMMING POOLS

Particular care needs to be taken when Constant Air Flow Inflatables are used in outdoor conditions. Unless the inflatable is held securely by the anchoring points it may break loose. Consideration needs to be given to the weather conditions before the start of each outdoor session and any changes in weather conditions, actual or predicted. In the event of, or imminent possibility or suggestion of thunder and lightning, the session should be stopped immediately and the air blower turned off as soon as it is safe to do so. (See section on deflation/dismantling).

Inflatable structures ***should not*** be erected or used outdoors in winds that are strong enough to cause problems, (use in light winds only) as it is both dangerous during use and whilst inflating the unit. The unit will not remain stable under its weight alone and can be lifted or overturned without warning by a gust of wind. Secure at all times. Large inflatables should not be used in an outside setting where the wind loading exceeds 3 on the Beaufort Scale (max 12-19 km/h or 8-12mph).

SAFETY RECOMMENDATIONS FOR SETTING UP CONSTANT AIR FLOW INFLATABLES

The unit should be fully unrolled alongside the swimming pool and if using a separate air hose, one end of the flexible air pipe should be inserted into the air inlet tube and secured by tying with shock cord, then attach other end onto the fan or blower with a clamp, screw or bungee cord.

The units come with the air pipe already attached to the inflatable. The 6m to 10m air hose is normally long enough for most pools but if necessary can be extended up to 12 metres. The use of air hoses longer than 12 metres is not recommended due to the potential reduction in air pressure.

The fan is switched on and the unit inflated before lifting inflatable into the pool.

- Care must be taken in situating the electric fan/blower and should be sited well away from the pool side and any other wet areas.
- Swimmers are to be prevented from having access to the fan/blower.
- It is recommended the blower is placed on a mat to absorb vibrations.
- To act as an electrical current breaker the electrical socket will require a RCD (residual current device).

*The inflatable and its fan must be checked **before each session** to ensure that:*

- The electric fan (blower) has no chafed or worn cables and is fixed securely so that it cannot be pulled by the air pipe into the pool or any wet area.
- Electric plugs, sockets and switches are not damaged in any way and the electric fan is connected to an earthed main supply via a RCD (residual current device).
- The inflation pipe connections to the fan/blower unit are firmly fixed.
- There are no holes or rips in the surface or seams of the inflatable unit.
- When fully inflated the structure is sufficiently firm.
- All anchor points are not damaged.

Once the unit is inflated on the poolside and checked it can be floated in to the correct position in the pool. The unit can then be positioned in the pool using the anchor ropes. The normal method is by anchorage to the pool side but suitably equipped pools may use the bottom method.

The inflatable should be sited centrally with the start end tied against the pool edge with the rope provided. **THE INFLATABLE MUST NOT BE ABLE TO MOVE AWAY FROM THE POOL EDGE.** The anchor lines (if not bottom anchored) should be positioned preferably at 30-45 degrees to the pool edge. The sides of the unit should not be nearer than 2 metres from the sides of the pool or lane ropes. Inflatables should be positioned with at least 3 metres of clearance from the exiting end or what is deemed appropriate to the model inflatable. (See individual product information sheet for details).

Inflatables designed to be positioned away from all pool edges (i.e. units without an entry pad) **MUST** be positioned a minimum of 2 metres clear of all pool sides and lane ropes.

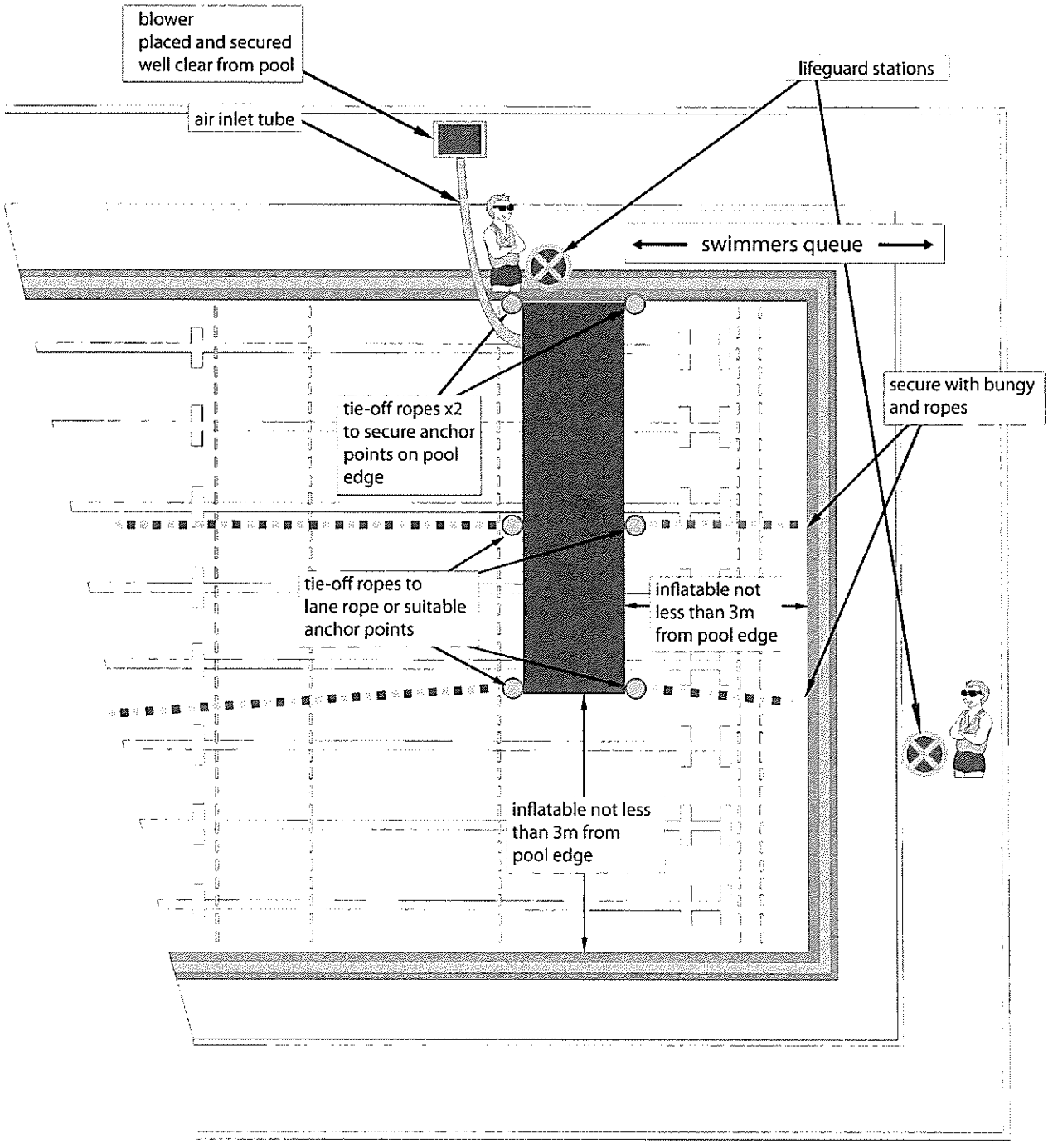
Any loose ends of anchor ropes should be tidied up and the air pipe positioned so that they are not a hazard to users.

Anchor ropes present a potential hazard to users who may fall onto them. To reduce the risk of injury they should be smooth, padded where necessary, brightly coloured and incorporate a rubber expansion piece.

WE RECOMMEND A NON SLIP MAT AT THE POINT OF ENTRY OF THE INFLATABLE FOR USERS TO STAND ON BEFORE STEPPING ONTO THE INFLATABLE.

CAUTION: Ensure that all anchor ropes and their attachments to the pool side are sufficiently in tension to hold the unit in its correct position in relation to the sides and the bottom of the pool and that they will remain secure during the period of use. Under no circumstances should any users be allowed to climb on to the inflatable whilst it is out of the water or not correctly anchored.

Constant Airflow
Inflatable Set-up

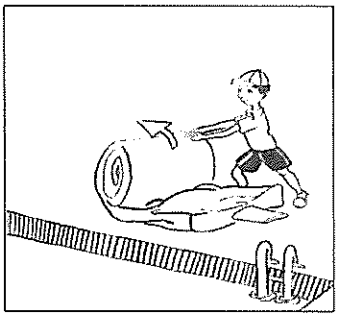


NB: Inflatables should always be positioned not less than 2m from lane ropes

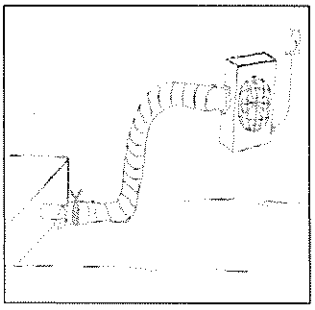
QUICK GUIDE TO SET UP CONSTANT AIR FLOW INFLATABLES

1. Unroll inflatable along the poolside.
2. Attach blower (fan) to PVC air inlet tube or hose (if separate hose used) and secure with the bungee cord supplied.
3. Attach RCD, turn on the blower (fan) ensure it is secure and in a safe position well away from the pool edge and unable to be tampered with.
4. Fully inflate and lift inflatable carefully into the water, being careful not to dislodge air hose. **Do not drag** over pool side.
5. Float the inflatable into position in the pool so **entry pad is against the pool edge**.
6. Secure the inflatable with the anchor ropes to the pool edge. Ensuring there is no gap between inflatable and the pool edge a person could fall between.
7. Secure other anchor points with rubber bungee cords & ropes at sides and exit end. Or pool bottom using suction attachment device or bottom anchors if available.
8. Ensure other pool users and swimmers are a safe distance from the inflatable when in use.
9. At the end of the session ensure all users are safely off the unit.
10. Lift the inflatable out of pool and place on pool side with blower & hose attached & still on.
11. Dry off the inflatable **whilst still inflated** on poolside by leaving the blower on for a short period of time (approximately 30 minutes) and also using towels to dry off excess water.
12. Turn off blower, detach hose from inflatable and undo zips to let out as much air as possible.
13. Roll inflatable from exit end when totally deflated.
14. Lift rolled inflatable onto carry sheet or trolley for storage.
15. When reusing inflatable at next session - **Ensure all zips are closed before inflating.**
16. Refer to individual product sheets for specific setup and suitability information

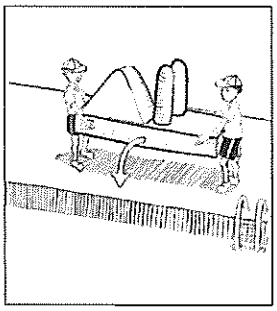
EASY SETUP GUIDE
CONSTANT AIRFLOW INFLATABLES



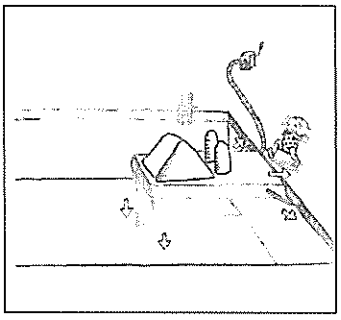
1.Unroll fully on poolside.
Do NOT drag.



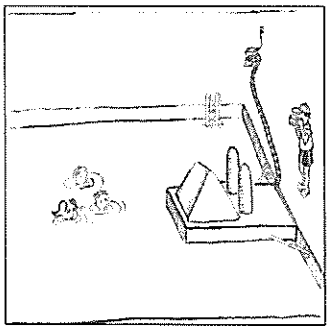
2. Attach blower & turn on. Position blower well away from pool and secure.



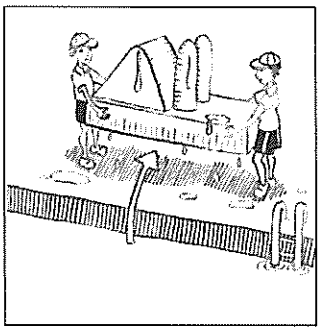
3. Inflate until firm & lift into pool .LEAVING THE BLOWER ON WHILE IN USE.



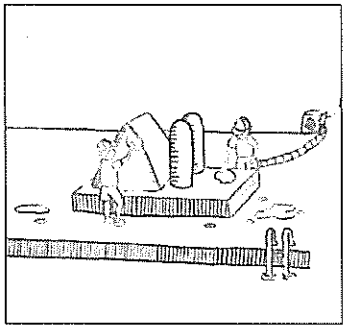
4. Secure into position. Attach inflatable against pool end and Secure on bottom or to the sides.



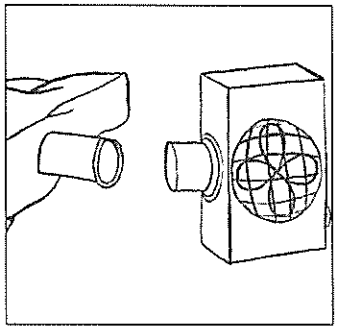
5. Ensure other swimmers are a safe distance from inflatable.



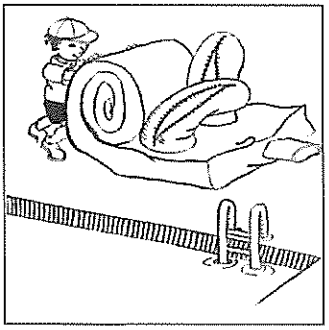
6. Lift out of pool – inflated and with the blower still on.



7. Dry off completely on poolside with blower on .

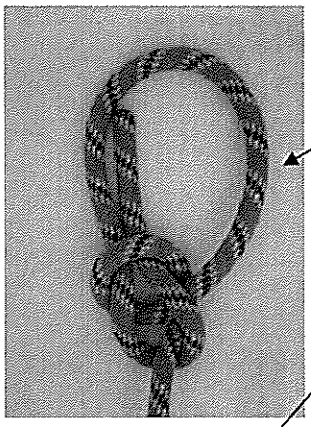


8. Turn off blower & detach from inflatable



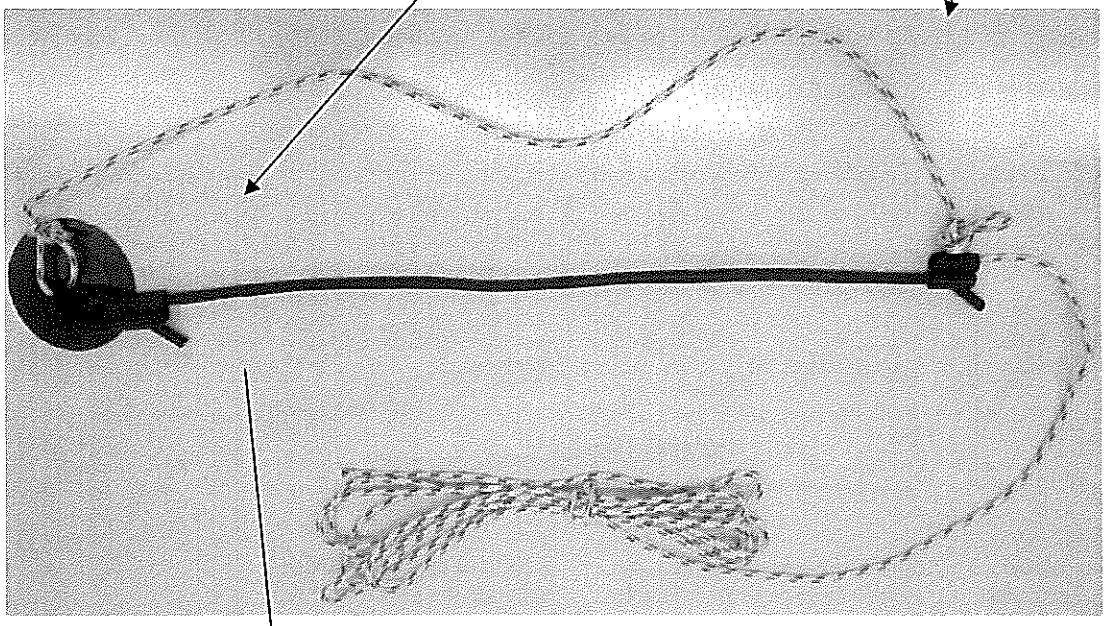
9. Undo zips & roll away

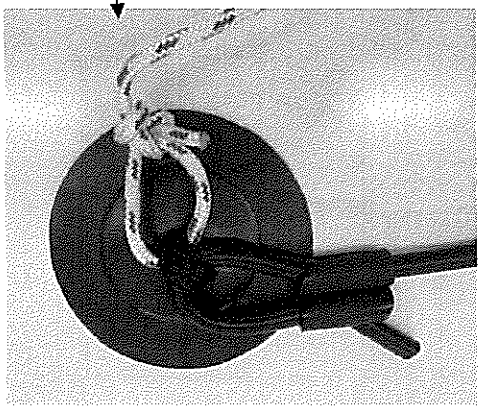
ROPE & BUNGEE ANCHORING OF YOUR INFLATABLE



Attach the main rope using a bowline knot (pictured) and bungee around the anchor on the inflatable

Add an extra 300mm of length to the rope, this acts as reserve tie just in case anything should happen to the bungee.





Tie a knot to stop the main anchor rope sliding back through the joiner and attach the end of the rope to the side of the pool.

DEFLATION/DISMANTLING/PACKING CONSTANT AIR FLOW PROCEDURES

At the end of the session staff must ensure that all users are safely off the inflatable and out of the pool.

The inflatable can then be carefully taken out of the water and carried **not dragged** to the area where it was originally unpacked. While units are still **inflated** they should be rinsed off with clean water then allowed to dry on the pool side with the **blower on** before deflating and packing away. Allow 30 minutes minimum for drying.

Adequate supervision should be allowed to ensure the inflatables are not climbed on when out of the water.

The fan /blower should be turned off before the air outlets are opened. To let the air out, open any air outlets by undoing zips. Next disconnect the air pipe by undoing the shock cord/wrap or clip.

Leave to deflate. Ensure that as much air as possible has escaped before starting to roll and pack the unit.

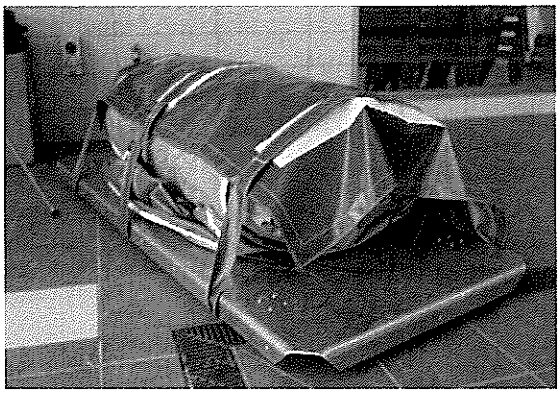
Packing

- It is strongly recommended that the inflatable is only packed when it is completely dry.
- To help prevent damage, if a unit has had to be packed away still damp, it should be unrolled again at the first opportunity and allowed to dry out thoroughly before packing.
- To help keep the unit in good condition it should never be stored for any length of time unless it is completely dry.
- The best shape for the packed unit is obtained by rolling the unit from one end to the other with the filler/outlet tube/pipe untwisted. Start rolling the unit from the exit end towards the air tube to make a large roll.
- Ensure both sides are parallel – unroll and reroll again if not even. If the unit is large, then use an adequate number of people to comfortably roll it. Roll as tightly as possible. When the unit is rolled up properly then tie it with the strap provided then roll it onto the carry bag provided.
- The unit when packed can be rolled or tumbled onto a trolley. With large units particularly never try to lift them up completely. Always use a barrow or trolley.

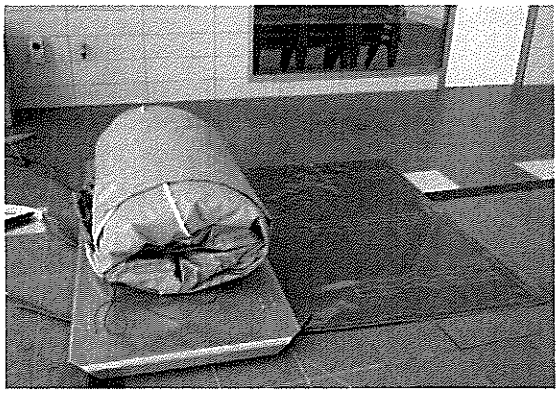
Never allow any member of staff to take avoidable personal risks in the course of moving or lifting the unit. Ensure enough fit helpers are available. Aflex Technology accepts no responsibility for any avoidable injury to persons who take unnecessary risks in the course of moving the inflatable.

The equipment must be stored away clean and dry particularly if it is to be stored for any length of time. Failure to do this will cause mildew to form which will stain and damage the fabric and may cause unpleasant smells.

USING A TROLLEY FOR STORAGE



Inflatable is secured to the trolley with cover sheet and straps



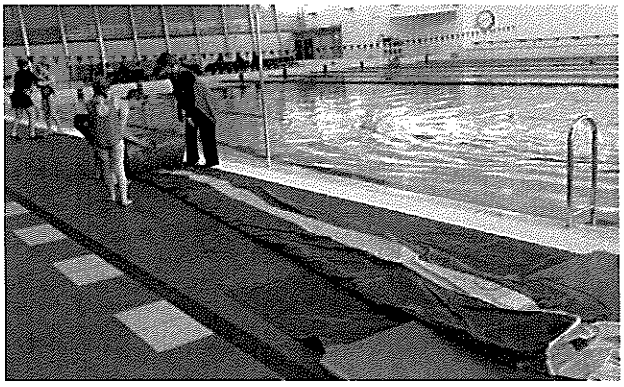
Untie the straps and place the cover sheet on the ground



Stand on the cover sheet to stop the trolley from rolling



Roll the inflatable onto the cover sheet



Unroll the inflatable and inflate

INSTRUCTIONS FOR SLIDES FIXED TO DIVING BOARD

(To be used in a dive pool only)

Installation of Slide

1. Unroll the inflatable slide on poolside and inflate until firm.
2. To inflate attach the air inlet tube securely to the blower with cord provided and inflate on poolside. **Check zips are closed on the inflatable.**
3. Attach RCD, turn on the blower (fan) ensure it is secure and in a safe position well away from the pool edge and unable to be tampered with.
4. Check the inflatable for any damage with particular attention to anchorage points seams and other areas of weakness each time it is used.
5. Lift the inflatable into pool. **Care is required not to drag it across abrasive surfaces.**
6. Fit sleeve over end of dive board and attach clips to hand rails. The sleeve is necessary to protect the slide from chaffing and people from injury.
7. Move inflatable into position against the diving board.
8. Pull up the straps and securely fasten the straps to the railings at the top of the diving board.
9. Secure other anchor points with rubber bungee cords & ropes at sides and exit end. Or pool bottom using suction attachment device or bottom anchors if available.

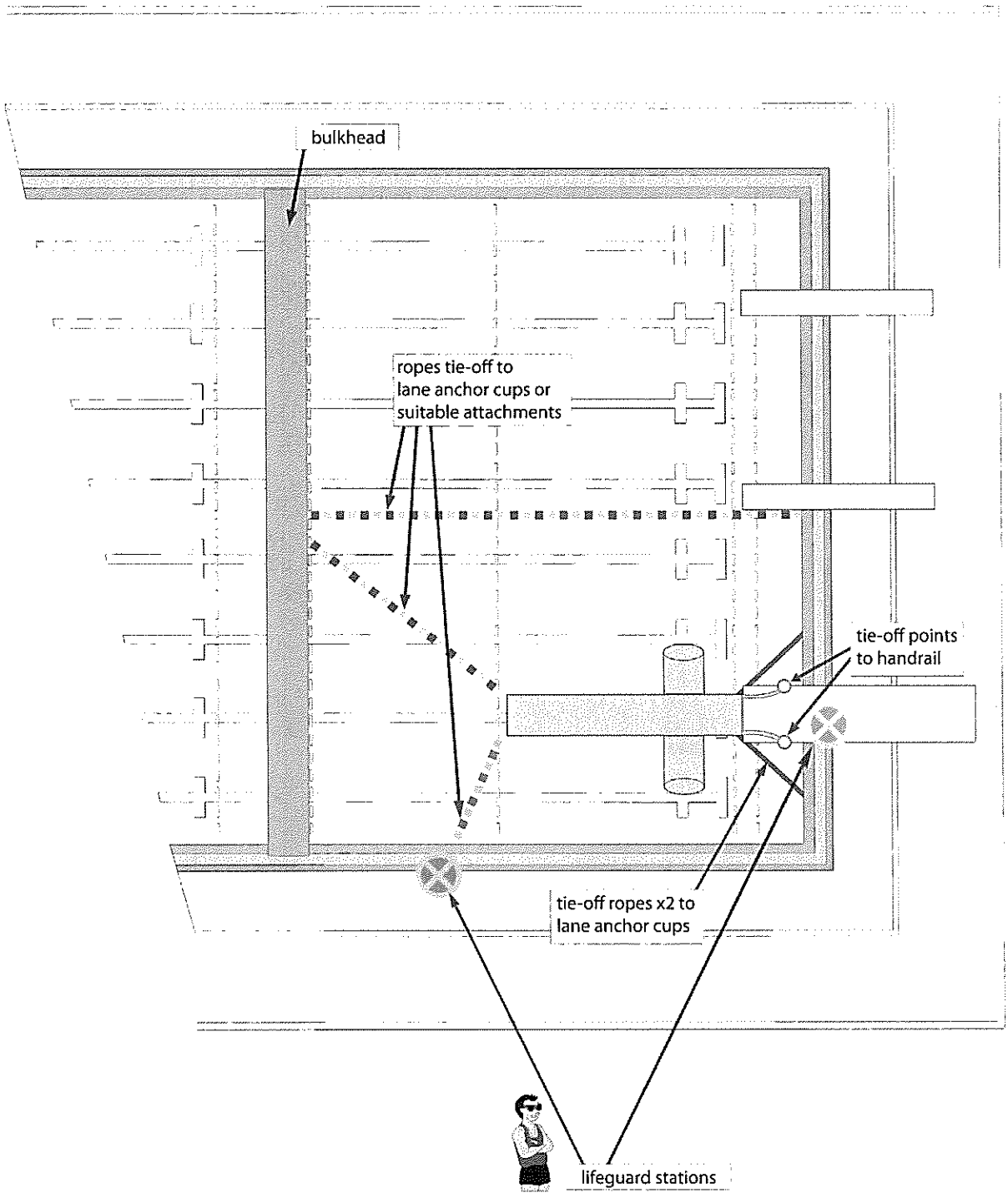
To Deflate Slide

As per above instructions for installation but in reverse.

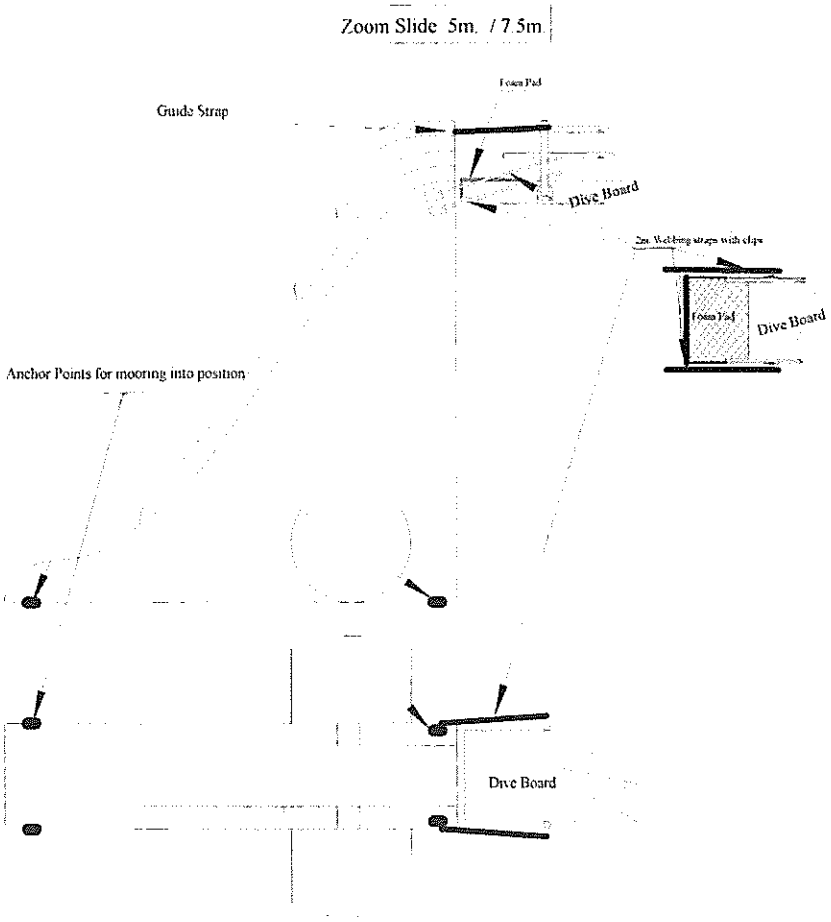
1. Lift inflatable out of water while inflated.
2. If possible allow to dry on poolside for a period of time while still inflated with the blower still running, ensuring no member of the public has access.
3. To totally deflate slide, turn off air supply and detach the air hose from the blower.
4. Open the zips in underside of inflatable.
5. Roll up inflatable and put away. **Do not drag.**

Refer to individual product sheets or website for specific setup and suitability information.

Constant Airflow
INFLATABLE SLIDE SET-UP
(Attached to Diving board)



ZOOM SLIDE SET UP



SAFETY RECOMMENDATIONS FOR SETTING UP SLIDES

Electric Blowers/Inflatable

- Ensure the electric blower is in a completely dry area with the blower positioned well away from the pool and other wet areas.
- Swimmers are to be prevented from having access to the fan/blower.
- It is recommended the blower is placed on a mat to absorb vibrations.
- To act as an electrical current breaker the electrical socket will require a RCD (residual current device).

The inflatable and its fan need to be checked before each session to ensure that:

- The electric fan (blower) has no chafed or worn cables and is fixed securely so that it cannot be pulled by the air pipe into the pool or any wet area.
- Electric plugs, sockets and switches are not damaged in any way and the electric fan is connected to an earthed main supply via a RCD (residual current device).
- The inflation pipe connections to the fan/blower unit are firmly fixed.
- There are no holes or rips in the surface or seams of the inflatable unit.
- When fully inflated the structure is sufficiently firm.
- All anchor points are not damaged.

Clearance for Slides

Inflatable slides should be positioned so there is adequate water depth for the patron when exiting and sufficient length of clear water in front to exit safely without touching the pool end or side, refer to individual product information guides or our website for exit requirements for the different slides. An inflatable slide should be positioned so there is at least 3.5 metres from either side of the pool tank so there is minimal risk of users falling off the structure onto the edge of the pool surrounds.

Landing Area for Slides

A landing area should be formally marked out with floats or ropes to prevent other swimmers coming into contact with slide users (if the pool is not being exclusively used for the slide). This area should extend out 4.6 metres from the bottom of the slide.

During Slide Operation

A small amount of water from a hose should be run continually down the slide during use to aid sliding and to prevent friction burns or grazes.

Supervision Requirements

A minimum of 2 trained and qualified staff is recommended for the dive board slides when in operation. One staff member is required at the entry point (top of slide) and one positioned at the descent point on the poolside below. Separate rules of play need to be devised. This is the responsibility of the owner/operator. Refer "Safety Considerations and Rules of Play" for guidelines.

INSTRUCTIONS FOR SETTING UP SEALED, AQUA FUN & AQUA ADVENTURE INFLATABLES

1. Unroll product & inflate on pool side.

2. Inflate by using either a hand/foot pump or electric blower. Use the black hose adapter (bayonet) supplied to fit pump onto valve.

3. **Do not over inflate**. Over inflation will lead to splitting of the fabric.

   For the correct pressure ensure you are able to easily press the inflatable with your thumb. The recommended air pressure is two pounds per square inch (2 PSI).

   NOTE: ***Over inflating can occur in hot conditions as the warm air expands. Release some air from the inflatable should this occur. Do not leave inflated in the sun prior to or after use.***

4. Top up with extra air if necessary during usage. The inflatable can be topped up in the closed valve position.

5. To secure **MODULAR UNITS (Aqua Fun or Aqua Adventure Series)** attach the sleeve around the T-Bar at the end of the modules when the product is deflated then attach blower and inflate (*see Quick Guide on Page 23).*

6. Lift into the pool. Float into position and attach pad securely at pool edge. Secure rope on outer exit end of strip to pool side or bottom of the pool (if bottom anchors available). Ensure there is no gap between pool edge and pad.

7. Remove lane ropes so there is at least a 2.5 meters width clearance from the sides of pool down the length of the inflatable.

8. After use remove from water, dry and deflate – pressing the middle button in the valve and turn **clockwise.**

9. It is important to ensure the units are completely dry before packing and storing.

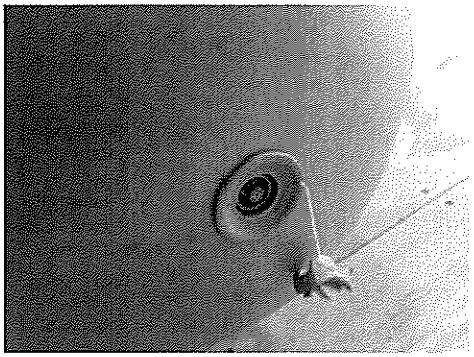
10. Good safety practices must be followed at all times – use only under strict adult supervision.

    There are risks associated with using these products, refer to Safety Considerations and "Rules of Play" for guidelines.

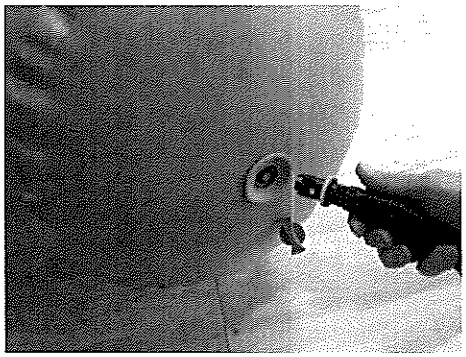
11. The inflatable is **NOT A LIFE SAVING DEVICE.**

12. Refer to individual product information sheets for specific setup and suitability information.

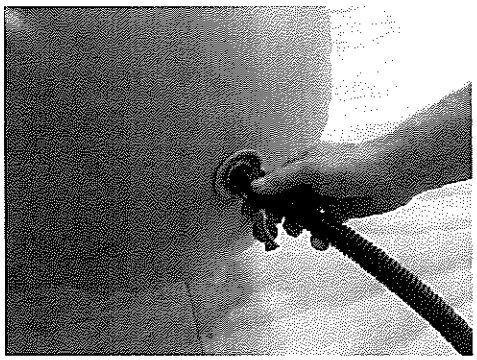
INFLATING SEALED, AQUA FUN & AQUA ADVENTURE INFLATABLES
VALVE OPERATION



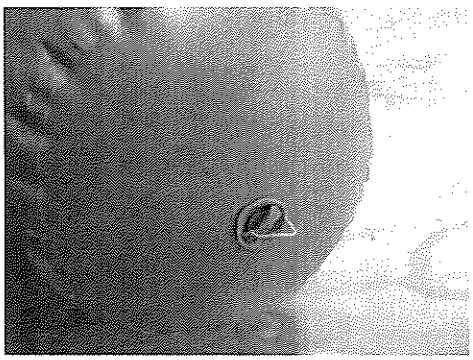
1. Remove valve cap.



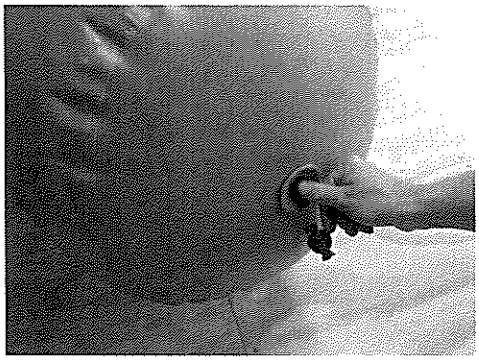
2. Place black hose adaptor (bayonet) in valve.



3. Turn bayonet to secure and switch on electric blower, or begin using hand/foot pump.



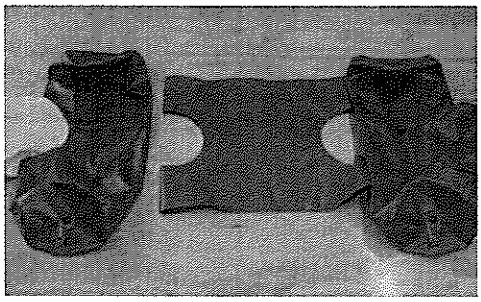
4 Once inflated remove bayonet and replace cap.



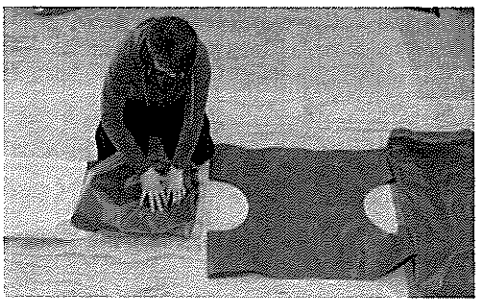
5. To *DEFLATE*, remove cap, press and turn valve.

QUICK GUIDE FOR JOINING & INFLATING AQUA FUN & AQUA ADVENTURE INFLATABLES

A quick visual guide to show the basic set up of Aflex 300 Series Modular Inflatables.



1. Prepare modules and connecting sleeve for joining.



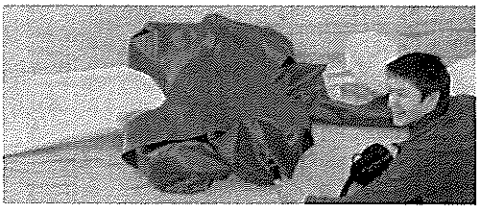
2. Fold ends of module to centre.



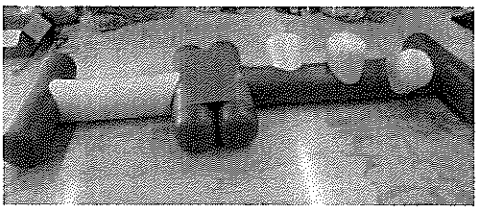
3. Place through the hole in sleeve and unfold.



4. Repeat with next module.

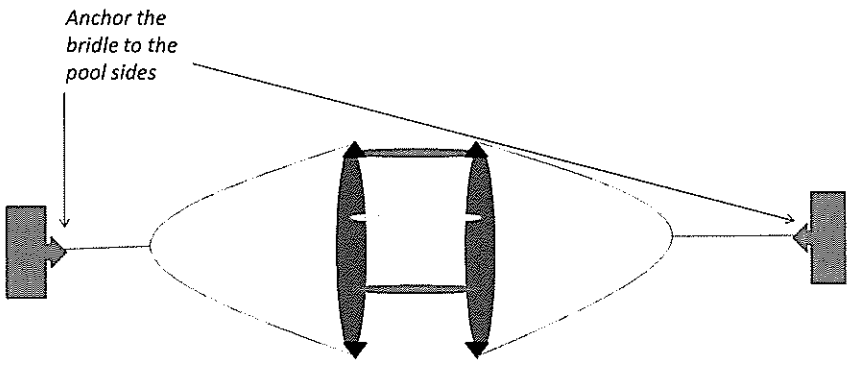


5. Attach blower as per instructions on page 21 of this guide & inflate each module.



6. Your modules are now joined.

USING A BRIDLE ON THE MOUSE WHEEL



The mouse wheel can now go up and down the length of the pool

1. Your Mouse Wheel will arrive with the necessary ropes attached to 4 points of the wheel.

2. Once you have inflated the Mouse Wheel position the wheel in the pool at least 3 metres away from the sides of the pool.

3. Attach the ropes to anchors on either side of the Mouse Wheel as detailed in the above picture.

4. Ropes are to be tethered securely.

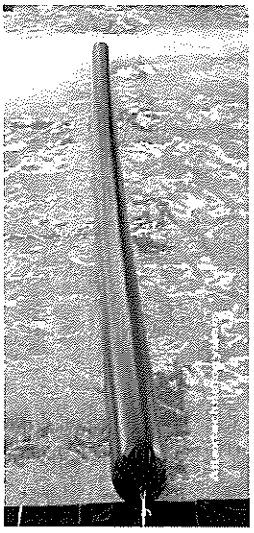
5. The life guards are to supervise the Mouse Wheel at all times to ensure the ropes do not become entangled and that no one gets caught up in the ropes.

6. The Life guards are to ensure the Mouse Wheel does not come any closer than 3 metres from any side of the pool.

7. Only one person at a time is to use the Mouse Wheel.

8. Patrons are to keep clear of the Mouse Wheel and ropes when it is set up in the pool regardless if it is in use or not.

SETUP & USER INSTRUCTIONS - SEALED POOL DIVIDER



1. Unroll & inflate pool divider.
2. Lift into the pool.
3. Float into position and attach securely at pool edge.
4. Secure ropes on outer end to pool attachment.
5. Setup so there is adequate clearance from the side of pool.

TO INFLATE & DEFLATE

1. Lock valve in open position by pressing the middle button and turn **clockwise**.
2. Inflate using either an electric blower/fan or foot pump. Inflating by hand - use the black hose adapter (bayonet) supplied to fit the appropriate hand pump.
3. When fully inflated depress middle button and turn **anti-clockwise**.
4. **Do not over inflate**. For the correct pressure ensure you are able to easily press the inflatable with your thumb. Over inflation could lead to splitting of the seams.
5. Top up with extra air if required during usage. The inflatable can be topped up with the valve in the **closed** position.
6. To deflate - press the middle button and turn **clockwise.**
7. Dry inflatable and roll away.

OPERATING GUIDELINES

1. Do not excessively load this inflatable, thereby damaging end attachments.
2. Pool Divider is only to be used as a pool barrier as it has not been designed to play on.
3. **Note:** We recommend this product is not left in hot conditions as pressure build up may cause the fabric to deteriorate and split.

SETUP & OPERATION INSTRUCTIONS - LOG RUNNER

1. Thread logs through the strip.
2. Inflate logs.
3. Thread pad through large loop in strip.
4. Inflate pad
5. Lift into the pool.
6. Float into position and attach pad securely at pool edge.
7. Secure rope on outer exit end of strip to pool side or bottom of the pool (if bottom anchors available). Ensure there is no gap between pool edge and pad.
8. Remove lane ropes so there is at least a 2.5 metre width clearance from the sides of pool down the length of the inflatable.

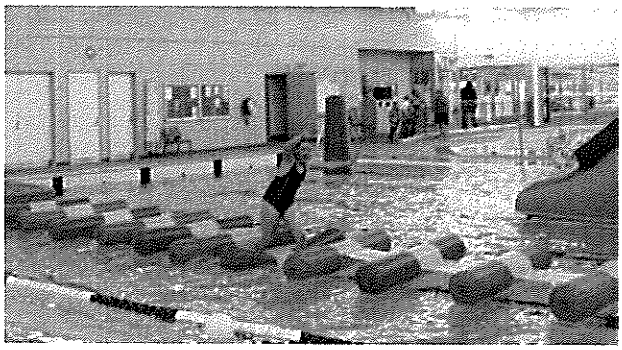
TO INFLATE AND DEFLATE

1. Lock valve in open position by pressing the middle button and turn **clockwise**.
2. Inflate using either an electric blower/fan or foot pump. When inflating by hand use the black hose adapter (bayonet) supplied to fit the hand pump.
3. When fully inflated depress middle button and turn **anti-clockwise**.
4. **Do not over inflate**. For the correct pressure ensure you are able to easily press the inflatable with your thumb. Over inflation could lead to splitting of the seams. If using in hot sunny conditions allow for extra pressure build up and deflate accordingly.
5. Top up with extra air if required during usage. The inflatable can be topped up with the valve in the **closed** position.
6. To deflate – press the middle button and turn **clockwise**.
7. Dry before packing.

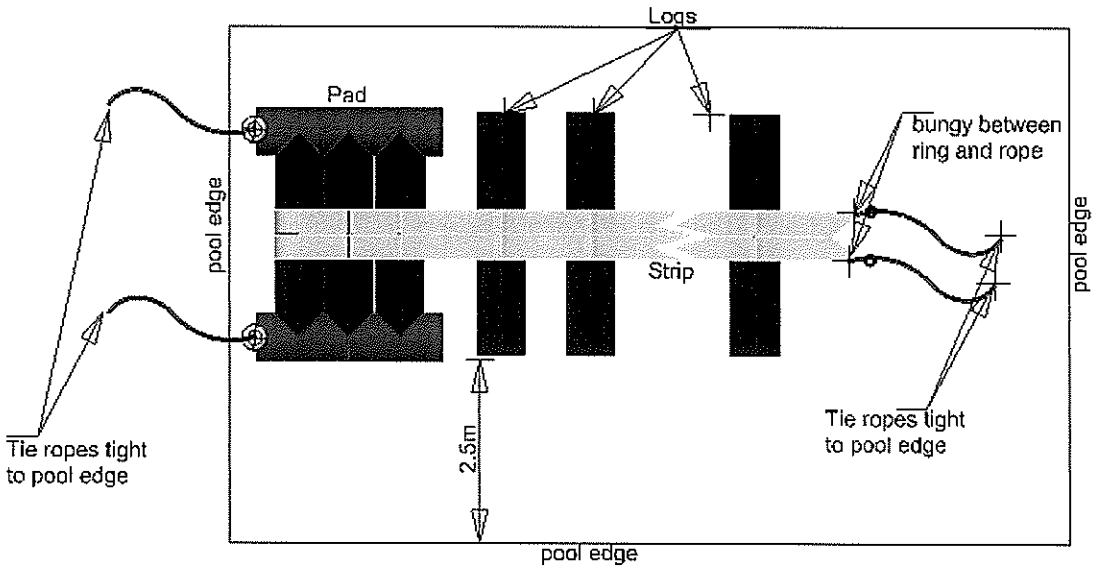
Good safety practices must be followed at all times- use only under strict supervision.

OPERATION GUIDELINES

1. 1 person at a time on the Log Runner.
2. Use in a minimum water depth of 1.1 metres.
3. Not suitable for non swimmers.



SETUP GUIDE FOR LOG RUNNER



Setup Instructions for log runner

1. Thread logs through the strip
2. Inflate logs
3. Thread pad through large loop in strip
4. Inflate pad
5. lift into pool
6. Float into position and attach pad securely at pool edge
7. Secure rope at outer end of strip to pool side
8. Set so there is at least 2.5metre width clearance down the length of the inflatable

STAFFING & SUPERVISION

RATIOS

A suitable number of trained and qualified staff should be on duty to safely supervise the session.

Safety requirements need to be taken into account when assessing and fulfilling the requirement for adequate supervision at all times. The number of attendants needed to supervise a pool inflatable session depends on the circumstances e.g. age range and the swimming abilities of the users, the size of the inflatable. The owner or operator is responsible for determining the minimum number of staff needed to operate and supervise the inflatable and to ensure safety at all times.

Refer to Aflex Technology's Suitability Guide, website www.aflextechnology.com, or product information sheet for safety advice on individual products.

Users, especially children, need supervision by responsible trained people preferably adults who are capable of exercising authority over users.

- A trained attendant controls access onto the inflatable with other attendants positioned where necessary for a clear view of users on and around the inflatable at all times, from when users enter the water until they are clear of the pool.

- Users should be allowed onto the first island/obstacle one at a time, only allowing the next person on when the first person has moved on to a safe distance.

- It is the responsibility of the staff to control the numbers and ages of those allowed to get on the unit in the same session. Refer to Aflex Technology's Suitability Guide, website www.aflextechnology.com, or product information guide for safety advice on individual products.

- Given the restricted visibility under the inflatable, staff must be alert to the possibility of a user experiencing difficulties in an obscured part of the pool, either underneath the structure or on the other side.

- The attendants must be able to ensure that Rules of Play are being observed at all times.

- Attendants must also ensure that the fans are not tampered with.

TRAINING

The owner or operator/manager is responsible for ensuring that each pool attendant receives adequate training in all aspects of the safe setting up, daily checks, dismantling, packing, cleaning maintenance, supervision and operation of the inflatable.

RISK ASSESSMENT & CHECK LIST

The owner/operator or manager of the inflatable is legally responsible for making a risk assessment of his/her operating methods, and to devise suitable Rules of Play. The Rules of Play should be displayed in a manner that can be seen and read by all users before they are allowed on the inflatable, e.g. a prominent signboard **or poster.**

All attendants should be familiar with the Rules of Play. For recommendations refer to the section on "Safety Consideration and Rules of Play" in this manual.

It is recommended that a signboard should be erected close to the front of the inflatable advising the Rules of Play.



The Generic Risk Assessment Checklist on the following page is intended as an example only and is not a complete list of all potential risks associated with operating inflatables in each unique situation. Operators should ensure that they undertake a full risk assessment process before operating the inflatables.

The Inflatable Structure

Provided the unit is used correctly, is maintained in accordance with these instructions and repaired if damage occurs the inflatable will not become hazardous. The inflatables should always be inspected before each session in accordance with the daily check list.

There is a potential risk that can occur whilst moving the unit around particularly if it is a large one. Care must be taken to prevent injury to pool staff and bystanders. A suitable trolley should be used whenever possible, and the unit should be rolled tightly into a manageable shape.

MAINTENANCE, INSPECTIONS & SERVICE PROCEDURES

DAILY INSPECTION (recommended)

Daily inspection should ensure that:

- All Anchor points are securely fastened, intact and not damaged.
- Anchor ropes and their pool side mooring locations remain sound for continued use.
- There are no holes or rips in the surface or seams of the inflatable.
- When fully inflated all vertical structures (when fitted) are firm and upright, and the pressure in the bed and access/landing areas is sufficient to give a reliable and sound footing.
- The blower/inflation tube connection is in good condition.
- The blower must have no loose bolts or screws, etc and the mesh guards if applicable over the air inlet and outlet must be secure and undamaged.
- The RCD device is fitted and working.

The Log Book supplied with constant airflow inflatables as well as your risk assessment should be used to establish an suitable daily inspection procedure for your inflatable/s.

RECOMMENDATIONS FOR CLEANING

Our recommendation is for the inflatable to be packed away only when it is completely dry.

In the event of your inflatable becoming dirty or in mild cases of mildew, try any of the following:

- Clean with warm water and a mild detergent or mild shampoo. Wash off thoroughly and ensure it does not dry onto the inflatable before you wash it off.
- Clean with diluted pool cleaning products, once again wash off thoroughly and don't let it dry on the inflatable.
- Sparingly use methylated spirits on the areas worst affected.

TOLERANCE FOR WEAR AND TEAR

Any damage to the fabric or seams of all inflatables must be considered a serious hazard. The inflatable should be taken out of service until the damage is repaired.

REPAIRING YOUR AFLEX INFLATABLE

1. Deflate the inflatable and move to a clean, hard surface away from direct sunlight.

2. Wash the area to be repaired thoroughly with ¼ cup of mild liquid soap dissolved in one gallon (3.8 litres) of water. Allow to dry thoroughly.

3. Place marks on the inflatable two inches (five centimeters) outside the tear on all sides. The measurement between these marks will determine how long and wide your patch needs to be.

4. Cut a patch to the size and shape required but ensure you round the corners of the patch with scissors.

5. Center the patch over the tear. Using a pen, draw a line down the centre of the patch lengthwise, continuing the mark onto the inflatable on each end. Draw a second line from side to side, continuing that line onto the inflatable. This will help you properly align the patch once adhesive is applied.

6. Apply adhesive to the area to be repaired on the inflatable and the patch, do not apply the patch yet, but let both surfaces air dry for 15 minutes. Apply a second coat, again letting the glue dry for as long as possibly preferably a few hours. This will promote tight chemical bonding of your finished patch and ensure that all surfaces are thoroughly coated and watertight.

7. Take the patch by its outer edges and carefully apply to the inflatable, using the marks to correctly align the patch. The patch cannot be moved once it is applied; moving the patch will compromise the bond and you will need to start over.

8. Smooth any air bubbles out from under the patch, pressing firmly from the center to the outer edge with your hand.

9. Wait 24 hours before inflating or using the inflatable.

Tips & Warnings

Follow all instructions supplied by the adhesive manufacturer as not all of them are the same, some may require the use of heat (via a hairdryer) for the adhesion to bond correctly.

- Repairs should be done in a dust-free environment. If the repair is necessary outdoors, choose a shaded area out of the wind and away from sand or dirt.
- If a tear is longer than three inches, applying a second patch to the inside of the fabric will increase the strength of the repair (if possible).
- Wipe up any drips or spills on your inflatable immediately.
- Only manufacturer recommended adhesives and cleaning products should be used on your inflatable, other chemical products can compromise the PVC's durability.

In New Zealand we recommend the use a product called **Bostik Clear Bond** (in a 50ml tube), in Australia we recommend **Bostik Shoe Adhesive** (in a 50ml tube). These products are available from all good hardware stores. In the USA we recommend **ACE 80338 Vinyl Pool Repair** - This adhesive is manufactured by ACE Hardware Corp, Oak Brook, Illinois, 60523 USA and is available from ACE Hardware Stores nationwide. These products have been tried and tested by Aflex and work superbly well.

Adhesive is not supplied by the manufacturer in the repair kit is that this glue is considered a class 3 hazardous material and requires a special delivery due to its flammable nature.

INFLATABLE RULES OF PLAY

STOP

You may not use the inflatable if you have a history of back or neck problems, epilepsy, heart complaint, panic attacks, or are pregnant, unwell or under the influence of drugs or alcohol.

STOP



Swimmers only



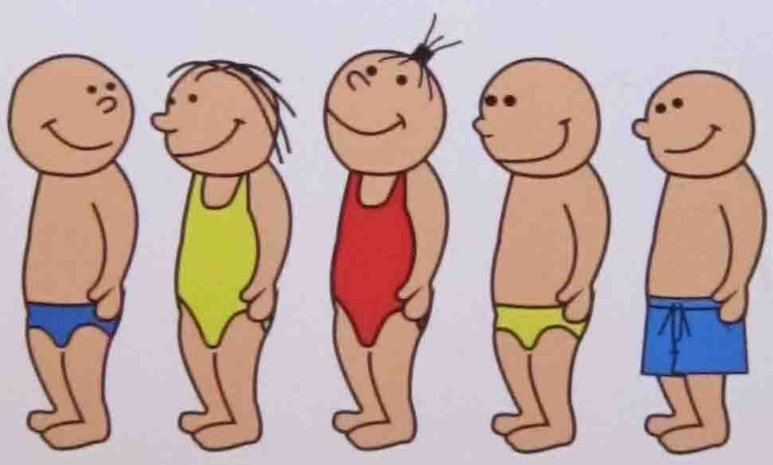
No sharp objects on inflatable

(no buckles, jewellery, hair clips, keys or eyeglasses)



No food or drink

1 person at a time on first half of inflatable



No pushing in line

Exit to side of pool when you fall from inflatable



No bodily contact with other patrons



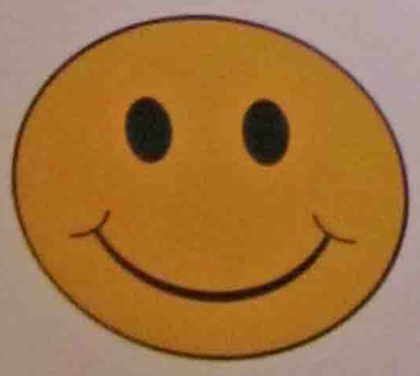
No running, diving, flips or bombing





Enter water feet first

Do not swim under the inflatable!



SMILE & HAVE FUN!



Behave responsibly, boisterous or disruptive behaviour will lead to you being banned from play!

Dougherty Valley Aquatic Center
Inspection Form

Inflatable Obstacle Course

Date_____

Directions: Place an "X" in the box as inspection is completed. Note in the comment section any deficiencies found during inspections.

Opening	Mid-Rec Swim- Time - _____	
		There are no strong winds
		All anchor points are secure and not damaged
		Inflatable is secured to wall / lane lines
		Anchor ropes are in good condition
		Inflatable has no holes or rips / seams are sealed
		Blower/Inflation tube connection is secure
		Blower is working properly
		Inflation tube is straight and not kinked
		Vertical features are firm and upright when inflated
		Blower is secured and is not obstructing flow of traffic
		Starting mat is in place
		No trip hazards exist
		Flags are not impeding flow of participants
		Rules of Play sign is properly placed on deck
		Inflatable entrance and exit are clear of obstructions
		Lifeguards are in proper positions
		Lifeguards are maintaining separation of pool activities

Opening Comments:_____

_____

Mid-Rec Swim Comments:_____

_____

Inspected by: _____

Signature: _____

Dougherty Valley Aquatic Center
Inflatable Training Form

Date:_____ Job Title:_____

I, _____, acknowledge I have received the following training:

Type of Training -

Initial Training: ☐ -OR- Annual Refresher: ☐

Training Program

Prior to lifeguarding the Inflatable, an employee of City of San Ramon Parks and Community Services Department must:

1. Receive training on the operation of the inflatable which includes:
   - Safe set-up / Dismantling
   - Supervision
     1. Staffing
     2. Acceptable Swimming Abilities – Swim Test
     3. Inflatable Rules of Play
     4. General Use Safety
   - Operation of Inflatable
     1. Lifeguards Responsibilities
   - Daily Inspections
   - General Maintenance

Employee Name: _____

Employee Signature: _____