

# UREC AQUATICS EMPLOYEE MANUAL



# DIRECTORY

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FACEBOOK GROUP: ASU Lifeguards

TWITTER: appstateaquatic

# GENERAL INFORMATION

## UNIVERSITY RECREATION

Joe R. Carter.....	Director of University Recreation
Eddie D. Simmons .....	Associate Director of University Recreation
Rich Campbell .....	Associate Director of University Recreation, Outdoor Programs
Nancy Rogers .....	Coordinator for Informal Recreation
Andrew Hawley .....	Coordinator for Outdoor Programs
Cheryl Eddins .....	Assistant Director for Aquatics
Gabby Dickey .....	Assistant Director for Fitness
Erin Sanders .....	Assistant Director for IM, Club Sports, UREC Academy
Chris Carr .....	Intramurals Coordinator
Angela Shook .....	Assistant Director for Informal Recreation
Jason Beach.....	Maintenance
Sue Reese.....	Administrative Assistant/Payroll
Anna Lee Evans .....	Program Assistant

## PHONE

Student Recreation Center Office .....	262-2100
Quinn Center Console .....	262-3035
Mt. Mitchell Life Fitness Center .....	262-8301
Outdoor Programs / Outing Center .....	262-4077
Student Development .....	262-2060
UREC Information Hotline .....	262-UREC
University Police Emergency .....	262-8000
Ambulance .....	9-911
Fire .....	9-911

## UREC'S MISSION

We are the playground for ASU students developing strength in body, mind and character.

University Recreation provides structured and unstructured leisure time activities for students. It is through these activities that students learn lifelong skills that contribute to their social, physical, emotional, and intellectual growth and development. Correspondingly, University Recreation serves as a laboratory for training in Recreation Management and related fields. Additionally, University Recreation is responsible for scheduling various athletic and recreational facilities.

The University Recreation Department has as its mission to conduct a broad range of activities for students, faculty and staff of Appalachian State University based upon the philosophy expressed in the following statements:

### RECREATIONAL SPORTS CREED

A student is not an interruption of our work.

He/she is the purpose of our work.

The student is the most important part of our program.

A student is not dependent upon us,  
we are dependent upon the student.

The student does us a favor when he/she comes in our office

We are not doing the student a favor by waiting on him/her.

Students are our business – they are not outsiders.

Students deserve the most courteous attention we can give.

The student is the lifeblood of our program.

Without him/her we would not be in operation.

Jim Avant, Director 1975 – 1995

## BASIC BELIEFS

That it is a responsibility of a university to promote a complete and intelligently conducted recreational program in which all students, faculty and staff have the opportunity to participate.

That college men and women are in a formative and active phase of their lives when vigorous participation in active games and recreation is necessary and beneficial.

That college students need to be instructed and encouraged to discriminate between wholesome recreation that enriches and enlarges their lives and so-called "enjoyments" which degrade and dissipate.

## ADMINISTRATIVE OBJECTIVES

To provide the best possible recreational opportunities for the students, faculty and staff of Appalachian State University.

To provide an opportunity for recreation and relaxation from strenuous school work and rapid pace of modern day society for all participants.

To provide an emotional situation that is conducive to learning and open to creative expression.

To promote Appalachian State University through organized recreational activities.

## STUDENT OBJECTIVES

It is the desire of our office that every student who participates in our program of activities benefits in the following ways:

Improve physical and mental health through the joy of participation in recreational activities.

Learn the skills and establish the habit of participation in a variety of activities so there will be enjoyment of appropriate sports in after-college life, as well as the present.

Make social contacts and develop friendships that the camaraderie of competing together affords.

Develop a type of teamwork and group spirit that playing together produces.

To further develop leadership capabilities.

## Each student who attends and/or graduates from Appalachian State University should leave with:

Strength of Character  
Responsibility for Own Actions  
Strong Work Ethic

## AQUATICS DEPARTMENT MISSION

The aquatics department mission is to serve the students, faculty and staff of Appalachian State University in providing them with a safe, clean, and hospitable environment in which to enjoy aquatic recreation.

## AQUATICS DEPARTMENT MISSION

We strive to develop new programs that increase both pool awareness and usage, while introducing participants to the lifelong skill of swimming. The lifeguard and aquatics instructor are essential to fulfilling this vision.

## INFORMATION RESOURCES

### Calendars

The calendars provide participants with quick facts and pertinent information about University Recreation, specific information related to the Intramural Sports entry deadlines, and mandatory meetings, Informal Recreation facility hours, Outdoor Programs information, and a list of all active Club Sports and the presidents for each club.

### Information Hotline 262-UREC

The Info Hotline is around-the-clock recording with Intramural entry deadlines, daily schedules and upcoming events, facility hours and outdoor programs trip information. The recording will be updated Monday through Friday by 10:00 a.m.

### University Recreation Bulletin Boards

These boards are located in the front The Student Recreation Center, The Food Court, State Farm Field, The Quinn Center, and the 2nd Floor of Student Union. Other boards with information may be found in residence halls.

### Market Source Boards

Electronic message boards that display upcoming events, entry deadlines, and special events for University Recreation. The boards are located in The Student Recreation Center, The Quinn Center, and The Food Court.

### University Recreation Handbook and Calendar of Events

The Handbook will be published yearly with information regarding all activities and services of the University Recreation Program as well as policies and procedures for the participants.

### The Appalachian

The Appalachian is the campus newspaper for Appalachian State University. They often publish notices and features pertaining to University Recreation.

### Word of Mouth

If you have questions about our program, ask a friend. There is a great chance he/she is a regular participant in our program and will be able to answer many of your questions. This is probably the best source of information for University Recreation.

## EMPLOYMENT BENEFITS

Benefits of working for University Recreation:

- Flexible hours that work around your class schedule
- Great atmosphere, fun people and a healthy environment
- Develop work experience while still in school
- Opportunities for social interaction
- Leadership opportunities where responsibilities and communication skills are learned
- Provide job opportunities for students who desire to work and/or need income
- Great location-right in the heart of campus

## WORK SCHEDULES

Report to work ON TIME!!! Better yet, report to work as early as needed so that you are ready to open or begin assigned duties by the scheduled time. This is a courtesy to the person you are relieving or working with.

An employee is to work the hours he/she is scheduled unless prior arrangements have been made with their Supervisor or a substitute. The MAXIMUM daily work hours ALLOWED are 6 hours but no more than 4 hours straight. Lifeguards need to keep ALERT during surveillance and more hours than this, compromises being alert while watching the pool.

The MAXIMUM weekly work hours should NOT exceed 20 hours during the fall or spring semesters.

As an ASU lifeguard, you are part of the University Recreation and expected to:

- Provide a friendly, safe, clean, and enjoyable environment for our patrons
- Be up-to-date on skills and physical requirements for the job
- Help establish and maintain a safe, enjoyable and efficient work environment for all SRC employees
- Act in a professional manner and in accordance with the rules and guidelines set forth in the lifeguard manual
- Maintain the Aquatic Facility and related areas as outlined in the lifeguard manual

## HIRING PAPERS

New hires MUST complete and submit the following within 3 days of being hired:

1. Application
2. UREC Student Employee Data Sheet
3. Student Employee Information Form
4. W-4 Form
5. NC-4 Form
6. I-9 Employee Eligibility Verification Form
7. ASU Payroll Signature Form
8. Passport OR an original Social Security Card and Birth Certificate, or Driver's License
9. Direct Deposit Form

Returning employees need:

1. UREC Student Employee Data Sheet (information change)
2. Student Employee Information Form
3. ASU Payroll Signature Form

When you report to work:

- a. It is the employee's responsibility to clock in when reporting to work.
- b. Ask the person you are relieving if you are to continue working on anything he/she was doing or anything else you should be aware of.
- c. Perform regular assigned duties.

Leaving Work:

- a. Relay all messages and assignments to the next person on duty.
- b. If you do not complete an assignment, make sure you completely explain "what to do" to the next student worker.
- c. Make sure you clock out before you leave work.

## PAYROLL

Payroll checks will be available the 15th of every month and the last day of the month. If the 15th or last day of the month falls on a weekend, checks will be issued on the last Friday before the 15th/30th. Checks will be sent to your bank account.

## TIME CLOCK

The time clock for University Recreation Aquatics is located outside the main office of the SRC. The following procedure is to be used when clocking-in and clocking-out. Assistant Directors review the daily time log for hours worked. If you forget to clock in or out, please a swipe form so that the error can be corrected and you will be paid the correct amount. It is your responsibility to clock in, out and complete swipe forms.

Missing swipes are serious...Lost cards need to be replaced immediately...More than two missing swipes may result in loss of shift or being removed from the schedule that semester.

### CLOCK-IN

1. Locate job card

Job card: Lifeguard Job 09; Instructor Job 10; Programmer 11

2. Press F1
3. Swipe ID card
4. Swipe Job card...Press Ent

### TO CHANGE TO ANOTHER JOB

1. Press F1
2. Swipe ID Card (no need to swipe out from first job)
3. Swipe Job card....Press Ent

### CLOCK-OUT

1. Swipe student ID card

### BEING LATE FOR A SHIFT/CLASS

Definition of Being Late for a Shift/Class:

Being Late for a shift/class is defined as being fifteen (15) minutes late.

- |                      |  |
|----------------------|--|
| 1st Time Being Late: | Warning/ Maintenance Shift   |
| 2nd Time Being Late: | Lose the permanent shift/class that you were late to for that month. |

Example: If my shift/class begins at 5:45pm and I show up at 6:00pm, then I am late for that shift.

### MISSING A SHIFT/CLASS

An unexcused or excused missed shift will result in a maintenance shift at the SRC at 6:30am on the Friday following the unexcused or excused missed shift.

2nd missed shift of the semester will result in that guard MUST report to the supervisor within 7 days and sign a warning form  
3rd missed shift will result in that lifeguard being terminated.

Any missed shift/missed fitness swim/in-service trainings requires a 1 hour Friday maintenance shift at the SRC. Missed maintenance shift will result in termination.

Example: If my shift/class begins at 1:45pm and I arrive at 2:05pm, then I have missed that shift/class.

CALL IN to the Assistant Director for Aquatics for the above infractions.

## SUBSTITUTIONS & ABSENCE/ LATE POLICY

When you need to miss your regularly scheduled shift, it is your responsibility to find a substitute ahead of time. The Assistant Director for Aquatics will provide each lifeguard with a list of all lifeguards who are approved to work for University Recreation (Refer to the Contact List). You and your substitute must fill out a substitution agreement form in the Aquatic Office. Do not call the Assistant Director for Aquatics and say, "I've tried calling everyone and nobody can work. Can you find a sub for me?" If nobody is available to work, then you must cover the shift. Be proactive about this and plan ahead. If you try to find a substitute at the last minute you will always be disappointed because very few students are available when you need them. If you miss a shift because you couldn't find a sub, your employment could be terminated.

If you found a sub, but did not fill out the sub form, the shift is still your responsibility! Once the sub has signed their name on the sub form, it is their responsibility!

The MAXIMUM # of subs that you may request for the semester is 12. This does not include a sub for final exams.

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- Mass E-mails to Lifeguards is Prohibited
- Sub Requests for a holiday time or school breaks MUST be requested 72 hours prior to the pool closing
- Sub Requests within 48 hours prior to shift will be denied unless it is an emergency
- If you are a Sub for a Sub, locate original request and complete the required information
- There is a limit on the number of times you can get a sub
- Sub ONLY...permanent shifts MUST be discussed with the Assistant Director for Aquatics

### EXCEPTIONS

Sickness is a fact of life. When it happens you are not expected to work and expose everyone to your illness. But please try and plan ahead. If you think you aren't going to be able to work, please call and let the Assistant Director for Aquatics or Programmer know so that he/she may try to find a substitute. If you call ten minutes before you have to work, then we have to scramble. Do not do this!! When the faculty and staff come into the office to say there is not a guard to open the pool, we all look unprofessional because of you.

If you are away from campus and an "Act of God" (inclement weather, car problems, family or friend emergency) prevents you from making it back to campus you will be excused. Just call the Assistant Director for Aquatics or the Director of Recreation and explain the situation so that we can try and resolve the problem. Studying for an exam, taking an exam, or having to finish a paper are not valid excuses. If you miss or are excessively late, you will be let go!

## EMPLOYMENT QUALIFICATIONS

In order to work as a lifeguard, you must have current American Red Cross Lifeguarding and CPR Certification. Copies of your cards must be on file before you begin your first shift.

As a Lifeguard, you must be a responsible and professional representative of the Department of University Recreation.

## COMMUNICATION SYSTEM

For general updates about the pool and staff, the Assistant Director for Aquatics or Programmer will email the entire staff. It is your responsibility to check your email every day. The Assistant Director for Aquatics or Programmer often searches for substitutes or special jobs through email. The first to reply gets the opportunity. Please do not change your email account without letting the programmer know!

Lifeguards are NOT to e-mail other guards requesting subs. All e-mail to the group will come from the supervisor or programmer. This is to prevent a flood of e-mails regarding work.

## EVALUATIONS

1. The performance of each student worker will be formally evaluated at least once a semester by their supervisor.

2. At the end of each semester the supervisor for each employee will meet with each student worker to discuss concerns within the department and future employment.

## DISCIPLINARY ACTION

When a student worker's performance or conduct is unsatisfactory and has violated university or departmental policy, disciplinary action may be taken. Some violations that may be included are:

1. Absent from work without approval.
2. Dishonesty
3. Theft or misappropriation of appalachian state property.
4. Fighting on the job.
5. Insubordination
6. Acts endangering others
7. Not following instructions, rules or guidelines given by a supervisor
8. Other serious misconduct
9. Missing swipes

One or more of the following steps may be taken depending on the severity of the conduct:

1. The lifeguard will work a maintenance shift.
2. A written warning will be issued outlining the nature of the performance or conduct, with a copy kept in the student employee's permanent personnel file.
3. The student worker is released from work assignments and the schedule. A written notification outlining the reason for the release will be submitted to the student, and an opportunity to explain or deny the charges.

## GRIEVANCE

Grievance is defined as "A real or imagined wrong which is regarded as cause for complaint or resentment", i.e. promotion, discipline, work schedule.

University Recreation would like to resolve student worker grievance as promptly and fairly as possible. The staff encourages the student workers to discuss complaints and concerns with them in an informal meeting as soon as possible. The purpose of the grievance policy is to provide a means of communication between supervisors and employees and to establish principles of administration to insure a prompt, orderly, and fair response to an employee's grievance or complaint.

University Recreation operates with an open door policy. If an employee has a grievance or complaint, their first course of action should be to schedule a meeting with their immediate Supervisor to discuss the action. All employees are encouraged to use this avenue to get relief from a grievance or complaint. This meeting should be scheduled within 10 days of the contested action. If the employee is not satisfied with the result of this scheduled meeting, they should follow the following guidelines to seek relief.



## LIFEGUARD JOB DESCRIPTION

The Lifeguard Staff reports directly to the Assistant Director for Aquatics and to the Director of University Recreation. Lifeguards are expected to:

- Maintain the safety of patrons in and around the pool.
- Represent the office of University Recreation by maintaining a professional attitude in keeping with the department's philosophy.
- Communicate and enforce all University Recreation regulations and pool rules in a personable and professional manner.
- Communicate any potentially dangerous elements of the facility to the Aquatics Coordinator.
- Attend ALL scheduled staff meetings.
- Participate in and help facilitate staff training.
- If unable to work, find a substitute and complete the substitution form.
- Perform patron surveillance with a rescue tube from the guard stand. Remain alert and use all senses while guarding.
- Work as a team with other lifeguards during special events.
- Record daily participation numbers and complete daily activity reports.
- Tests the water record results, and report imbalances to supervisor.
- Set up pool for various activities such as laps, classes, etc.
- Respond to an emergency and activate EMS.
- Handle all incidents in a manner appropriate to your training.

(First Aid is to be handled by the Facility Supervisor UNLESS it is LIFE THREATENING. Never give anyone medication. Recommend that all injured patrons seek professional medical attention. Complete all injury reports in black or blue ink.)

- Assist the Publicity Programmers in keeping the University community informed of pool activities.
- Perform other duties as assigned.

## GENERAL ETIQUETTE

### ATTITUDE AND POSTURE

You are the program's most effective public relations resource. As a student worker, you create positive attitudes towards University Recreation and set an example for the participants. Treat everyone with respect and be willing to help anyone who comes into your assigned work area.

You are required to provide prompt, courteous service by:

1. Establishing eye contact and smiling
2. Responding as soon as possible to all inquiries
3. If unable to immediately attend to an individual acknowledge them by smiling, nodding and inform them that you will soon be able to help them.

BE PROFESSIONAL AT ALL TIMES!!!

### TOBACCO PRODUCTS

Student workers are not allowed to smoke, chew or dip tobacco products while on duty.

### WORK AREA CLEANLINESS

Student workers are required to keep work areas free of trash and clutter. Work areas should remain neat and organized at all times.

### EATING AND DRINKING

You may ONLY eat on break in the lobby. You may only have water when you are working.

### HOMEWORK

Reading and doing homework are not permitted while on duty. The use of office computers and supplies are not allowed for personal use.

### VISITORS

You are generally not allowed to visit with friends at your work stations. You may visit very briefly (2-5 minutes) and only if you are not working on something or it does not interfere with your work related duties.

## DRESS CODE

Because you will be in contact with many individuals and participants, you should present a neat, clean and well-groomed appearance. Your dress should be the appropriate uniform and specified to your work area and responsibilities. Cut-off jeans, short shorts, midriff tops/dresses, tank tops, jeans with holes and hats are not permitted. Office personnel should be aware of the capacity in which they are working and dress accordingly.

While in the guard stand, you must wear your work T-shirt and your swimming suit. You may wear lightweight shorts or sweat pants, but these must be able to come off quickly. An appropriate suit is a one-piece suit or training bikini, string bikinis or thongs are not acceptable. You need to also have your badge, whistle and the rescue tube on you at all times while on duty. Baseball caps are NOT permitted during work hours.

## RADIO PROCEDURES

### Basic Info:

- The radios you will check out are located in the SRC office across from the refrigerator
- Use the smaller radios -the brand is MagOne -they are labeled in the 500's
- You need to complete the form that's on the clipboard if you are signing out a radio or bringing it back to charge
- There is a radio at the main console and with each Facility Supervisor -if they need you they will call you on the radio. Eddie, Nancy, and Angela also have these radios.
- RADIOS ARE NOT WATER PROOFED...KEEP AWAY FROM WATER

### Daily Items:

- Opening Lifeguards - sign out one radio
- Lifeguards working at 3:00pm - sign in and return the radio and sign out a different charged radio
- Closing Lifeguards - return the radio to the charger

### Remember:

- Always make sure you TURN OFF the radios before you put them back on the charger
- Radios REMAIN on CHANNEL 1
- Keep radios away from the water and turn the volume to high
- These are not toys - WORK CONVERSATIONS ONLY and handle them with care!

## CELL PHONE POLICY

University Recreation has adopted a policy making the work place a "phone free area." The use of cell phones while on duty is prohibited due to the liability to yourself and University Recreation. While on duty, you are responsible for the safety of staff, participants, and spectators. Being on the phone during these times impairs your ability to make the work environment a safe place. While at work, lifeguards should leave their phones away in their personal belongings. Phones may not be used on the pool deck or in the lifeguard office for texting or talking at any time. University Recreation is not responsible for cell phones that are lost or stolen from employees during their shifts.

## LIFEGUARD STATIONS

Lifeguards need to be at separate stations while on duty. Stations, rotations, and breaks are not assigned. Acceptable stations are sitting upright in the chair or standing with the rescue tube.

Unacceptable positions are sitting on the platform of the chair, sitting on the floor, or in the lifeguard office while on duty.

Lifeguards need to be located at a station where the pool activity is taking place. Lifeguards on DUTY need to follow the Head Lifeguard's directions as to where to locate.

## CUSTOMER COMPLAINTS

Although we strive try to please everyone, there will be times when this will not be possible. Understand that, at some point you may not be able to solve an individual's complaint to his/her satisfaction.

1. A student worker should never argue with individuals. Strive to maintain a pleasant attitude throughout the situation.
2. Listen without interruption to the whole complaint.
3. Empathize with the individual's concerns without criticizing the university or University Recreation.
4. Try to suggest a solution, or refer them to a staff member who might be able to help solve their problem.
5. Have the individual write down the complaint and make it available for the appropriate staff member to see.
6. Contact a staff member if the individual becomes belligerent.
7. If a situation grows out of control, call the University Police Department.

\*Please complete an Incident Form each time a complaint is filed.

# LIFEGUARDING PROCEDURES

## WHAT YOU NEED

Bring these items with you when you come to work:

- APPCARD ID
- ASU Lifeguard shirt (provided)
- Whistle
- ASU Work Badge
- Approved Swimsuit
- Flip Flops or Sandals
- Good attitude

## LIFEGUARD NOTEBOOK

Located and kept in the Aquatic Staff Office on the desk. The notebook contains the following information:

- Emergency Action Plan
- Sub Forms
- Weekly Schedule
- Incident Reports
- Miscellaneous
- Daily Reports
- Swipe Forms

## OPENING CHECKLIST

- Swipe In @ Office Entrance
- Change Into Shirt including whistle
- See Console for Supervisor
- Supervisor Unlocks Pool Doors & Supply Closets
- Check First Aid Kit & AED Battery
- Check Schedule and Activity setup
- Water Analysis Test
- Fill out Activity and Check List Form
- Remove No Lifeguard Signs
- Remove Deck Debris & Equipment
- Obtain Rescue Tube & Fanny Pack
- Check Fanny Packs
- Check Communication/Phone Dial Tone
- Pick up radio in Main Office

## MID-DAY CHECKLIST

- Pick up any items left on deck
- Water Analysis Test
- Verify Forms are Filled out
- Straighten Lifeguard Office and Equipment Closet

## CLOSING CHECKLIST

- Clear the pool of all patrons
- Remove Deck Debris & Equipment
- Check Emergency Doors are secure
- Set Up Lanes for Morning Activity
- Display No Lifeguard Signs
- Straighten Lifeguard Office
- File all Paper Work For the Day
- Lock Supply Closet Doors
- Water Analysis Test
- Supervisor Locks Pool Doors
- Change Out of Uniform (optional)
- Return radio to charger in Main Office
- Swipe Out @ Office Entrance

## POOL POLICIES & PROCEDURES

### ELIGIBILITY

All patrons must present a valid APPCARD ID at the console in order to use the pool facility.

### GUESTS

Guests MUST check in at the console Desk and pay a guest fee. Guests MUST adhere to the same rules and regulations as the UREC User.

### NO ADMITTANCE

- Any person showing evidence of any communicable skin disease, sores or inflamed eyes, cold, nasal or ear discharges, or any other communicable disease shall be denied admission.

- Any person with excessive sunburn, open blisters, cuts, or bandages shall be denied admission.

- Do not enter the water if you are experiencing or recovering from diarrhea or have had any signs or symptoms of a gastrointestinal disease in the past seven days.

- Animals except for service animals shall be denied admission.

- Persons suspected of being under the influence of drugs and alcohol shall be denied admission.

- Whenever lifeguard is NOT ON DUTY.

### REGULATIONS

- Patrons must take a shower before entering the water.

- Hyperventilation, Breath holding activities, and underwater swimming are prohibited.

- No Hypoxic Training.

- Children in diapers must wear plastic pants with snug fitting elastic waist and leg bands.

- Children should be encouraged to use the restroom before entering the water.

- Lane lines will be used only as safety lines in case of an emergency.

There will be no hanging allowed on the lane lines at any other time.

Equipment MUST be returned to its proper position

- Starter blocks use ONLY under the supervision of the Instructor/Coach

- Lifeguards on duty have authority to enforce pool rules and regulations

### PROHIBITED

- Glass of any kind, other than eye wear.

- Food, gum or drink, other than water

- Personal floatation devices that do not bear the US Coast Guard seal of approval.

The following actions are prohibited:

- Running on the deck

- Dangerous play in or out of water

- Using profane language.

- Diving in the shallow end

- Hanging on the lane lanes

- Throwing objects of any kind is prohibited

Conduct that endangers the safety and comfort of others is prohibited

## DEPARTMENTAL EMERGENCY PROCEDURES

The University Recreation program attracts a large number of participants each year. Injuries and other emergency situations are likely to occur. Prevention should be a top goal of each University Recreation employee. Therefore, it is imperative that the University Recreation staff keep each activity as safe as possible. If an injury occurs, your role as an employee of University Recreation is to take control of the situation and assist any injured persons.

University Recreation at Appalachian State University utilizes various sites on campus for activities. Some of these sites include: Varsity Gym, Student Recreation Center, State Farm Field, The Quinn Center, Mt. Mitchell Life Fitness Centre, Kidd Brewer Stadium, tennis courts on campus, and the University Woods.

The purpose of these procedures is to outline what you should do in the event of an injury or emergency. Procedures cannot be written to cover every conceivable emergency, but the basics will be covered for as many situations as possible. Specific guidelines will be outlined and ranked in order of execution for injuries and emergencies. Please read these guidelines and follow them in all injury and/or emergency situations.

In the event that an injury occurs in any program component of University Recreation, designated individuals will be responsible for following specific emergency procedures:

A. Based on the activity/area, the primary person responsible for handling the emergency and carrying out the procedures will be:

\*Aquatics- Lifeguard

B. The general emergency procedures to be followed by the person responsible for executing those procedures are:

1. Assess the situation
2. Evaluate, and determine the extent of the injury, and take control of the area.
3. Determine the type of emergency and transportation assistance needed.
4. Designate one (1) person to contact the assistance needed: (Never leave an injured person)
  - a. 9-911 Watauga County EMS - Ambulance/Rescue Squad
  - b. 8000 ASU Police - This is based on the severity of the injury. Always call ASU Security in the case of any injuries where you call the Watauga County EMS.
5. Remain with the injured person until medical assistance arrives.
6. Give information to the supervisor to complete an injury report.
7. Call appropriate personnel.

C. Specific procedures for injuries are that a personal involvement must be limited to life threatening situations. The individual handling the emergency procedures must handle only a non-breathing situation where CPR/AED is needed or profuse bleeding where direct pressure is necessary. Always take the necessary precautions when handling emergencies. Always use gloves when working with anyone who is bleeding. If a participant has a minor cut, let them clean and bandage the cut themselves. You should assist by handing the injured participant what they need. In the event you should have to perform CPR, there is a face shield provided in your first aid fanny pack.

D. Severe injuries (obvious skeletal deformities, stoppage of breathing, profuse bleeding, unconsciousness, etc.)

1. Assess the situation. Determine the severity of the injury.
2. Immobilize the injured person. Do not move or allow them to be moved.
3. Designate a person to call 9-911 ambulance/rescue squad and 8000 ASU Police.
4. Be prepared to provide the following information to these persons:
  - a. Location of the situation and the best access route.
  - b. Phone number and location from where the call is being placed.
  - c. What happened? Describe the injury situation as well as the body parts involved. Who is injured and what is being done.
  - d. When dealing with injuries in the pool, always ask if the victim should be removed from the water. This is important when dealing with neck and spinal injuries.
  - e. Hang up only after you have been released (never hang up first).
  - f. Remain with the injured person until assistance arrives.
5. Give information to the supervisor to complete an injury report.
6. Call appropriate personnel.

E. Minor Injuries (scrapes, bruises, strains, sprains, etc.)

\*\*\* ASU UREC POLICY...HANDS OFF APPROACH

1. Assess the situation. Determine the severity of the injury.
2. Inform the injured party, if a student at ASU, that they may receive treatment at the infirmary. In the event the injured party is a non-student, they should be advised to seek medical attention.
3. Inform the injured party that they, if an ASU student, may receive transportation to the infirmary via ASU Security. If the injured party is a non-student, they should be asked what services they would like (i.e. Ambulance, roommate called, parents called, etc.). A non-student may be charged for the cost of ambulance service.
4. At the student's request, call ASU Police at 8000. If a non-student, be prepared to call the local assistance requested by the injured party.
5. Be prepared to provide the following information to ASU Police:
  - a. Location of the situation and the best access route.
  - b. Phone number and location from where the call is being placed.
  - c. What happened? Describe the injury situation as well as the body parts involved. Who is injured and what is being done.
  - d. Hang up only after you have been released (never hang up first).
6. Remain with the injured person until assistance arrives.

F. Ambulance or Police Arrives to Transport

ASU Police will drive up as closely as possible to the injured person. The injured person must under their own volition get up and into the vehicle. Assistance to the injured person getting into the vehicle or a wheelchair should be limited to that of a stabilizing force. Do not allow others to assist the injured person into the vehicle or wheelchair. If the injured person cannot get themselves into a wheelchair or into an ASU Police vehicle, an ambulance should be called to transport the injured person. Remember, you are held liable for handling those injuries.

The Ambulance will drive up as closely as possible to the injured person. The EMT's will handle the injured person. It is advised that you do not assist the EMT's unless they ask you to help with things such as helping to lift a stretcher or open a door. Whenever you call for an ambulance, you should send someone to wait for it and direct the personnel to the proper location.

**PLEASE DO NOT ALLOW ANYONE TO PICK UP, MOVE, AND/OR LIFT OR CARRY AN INJURED PERSON UNLESS THE PERSON IS IN IMMEDIATE DANGER!**

**INJURY REPORTS**

The supervisor on duty is responsible for completing an injury report from each accident/injury which occurs during any activity sponsored by University Recreation.

**WHO TO CALL IN THE EVENT OF AN EMERGENCY:**

If nature of emergency is major or extremely unusual also contact:

Joe R. Carter,  
Director of University Recreation  
Office: 262-2100  
Home: 297-6797  
Cell: 265-9390

Eddie Simmons,  
Associate Director of University Recreation  
Office: 262-2100  
Home: 297-4712  
Cell: 964-1365

# EMERGENCY ACTION PLANS

## FIRE DRILL OR FIRE

One blast of whistle – STOP, LOOK, LISTEN  
Three blasts of whistle – CLEAR POOL IMMEDIATELY  
Guards Advise Patrons to Remain Calm

Do the following in the event of a fire or fire drill:

1. Direct patrons to the emergency exit door
2. Close and lock all doors leading into the pool enclosure.
3. Patrons need to exit to the main entrance and exit the building unless advised NOT to do so. Fire Drills are announced so guards should pre warn swimmers entering the pool near the time of the fire drill.
4. Wait for directions to return to the pool or locker room.

## ELECTICAL POWER FAILURE

One blast of whistle – STOP, LOOK, LISTEN  
Three blasts of whistle – CLEAR POOL IMMEDIATELY  
Guards Advise Patrons to Remain Calm

The recommended procedure in the event of an electrical power failure is:

1. Clear the water while guiding patrons calmly to the side.
2. Have patrons who are not in the water sit down calmly on the bleachers.
3. Assist patrons who are in the locker rooms, if necessary.
4. Once patrons in the pool area are safe, call the Aquatics Coordinator or supervisor.
5. If it is determined power will remain out, patrons will dress and leave the pool (because the pumps and circulation system is shut off).
6. If power returns within 30 minutes and upon approval from supervisor patrons may return to the activity.

## SNOW

SRC will NOT close because of snow. If the university classes are canceled and the roads are impassable, please be aware that guards on the snow list that are able to walk to work will be asked to come in and work.

## THUNDERSTORMS

1. Recognize the threat. Seeing lightning and/or hearing associated thunder.
2. Take action to suspend activities. When lightning is within 6-8 miles (see lightning or hear thunder), evacuate people to safe areas. Guards should post pool CLOSED signs and secure the entrance to the pool deck by having a supervisor LOCK facility.
3. Wait 30 minutes after the last observed lightning or thunder, since lightning may visit from the back end of the passing thunderstorm.
4. Guards will leave pool area and wait either in the office OR in the front of the building.
5. Head guard will determine when activities should be resumed by checking outside in the front of the building every 15 minutes.
6. Guards will also keep the console informed of when the pool will re-open every 15 minutes.
7. Supervisor will re-open the pool once the storm has passed.

## POOL ACCIDENT

The North Carolina Department of Environment and Natural Resources regulate pool accidents. A “pool accident” is defined as anytime there is a spillage of vomit, fecal matter, or blood in the pool. The procedure for disinfecting of the pool is based upon the recent findings of the Center for Disease Control (CDC).

The procedure to follow to manage such accidents is:

1. Clear the pool and do not allow anyone to enter the pool until decontamination is completed.
2. Remove as much of the matter as possible with a skimmer pole or net and dispose of it in a sewage treatment and disposal system (Bags in First Aid Kit).
3. Note the appearance of the matter (As with fecal matter, is the stool hard or soft as with diarrhea)
4. Follow the procedure as directed by the professional on duty. If no professional is available:
  - Clear the pool and close the pool until all matter is removed.
  - Notify the Assistant Director for Aquatics or University Recreation Director.
  - If the matter could be removed immediately, increase the chlorine by adding directly into the surge tank. Increase the chlorine to 3.0ppm.
  - Complete an incident report.

## SPINAL MANAGEMENT PROTOCOL

1. ACTIVATE EAP
2. PRIMARY SURVEY
3. CALL 9-911
4. CALL SUPERVISOR

### UNCONSCIOUS

1. BACKBOARD
2. Remove From Water
3. SECONDARY SURVEY
4. Monitor Vitals
5. TRANSFER CARE
6. DOCUMENT ACCIDENT/INCIDENT REPORT

### CONSCIOUS

Determine Need to BACKBOARD

Recommended if the following has occurred;

Head, Neck, Back Pain  
Seizures  
Head, Neck, Back bumps or depressions  
Loss of feeling in arms or legs  
Nausea or Vomiting  
Loss of Balance  
Blood or Clear Fluid draining from Ears  
Persistent Headache  
Changes in levels of consciousness  
Impaired Vision  
Loss of movement  
Bruising of the head

1. In Line Stabilization
2. Backboard
3. Remove From Water (In Line Stabilization)
3. Secondary Survey
4. Transfer Care Document Accident/incident Report

TIPS: Minimize Movement...Use Several Staff to Remove from the Water



## SANITARY DISPOSAL OF BODY FLUIDS

\*\* Supervisors are responsible for clean up during open times.

Because of concerns about disease that can easily be passed by contact with body fluids such as: blood, saliva, vomit, urine, and others. Blood and traumatically induced body fluids must be dealt with as if they are hazardous chemicals. This means: **DO NOT TOUCH!** Use rubber gloves and other protective equipment as necessary and wash up thoroughly afterward with a hospital grade germicidal soap and hot water.

### TRAUMA:

1. If first aid is needed, put on rubber gloves and other gear as appropriate.
2. If the area is contaminated erect signs, cones, or barriers to keep people out of the area. Do not remove the victim until the area is cleaned and declared safe.
3. If the area is not safe enough for you to administer first aid, soak up liquids with soft cloths and polymer powder.
4. If clean up of area is necessary, contact maintenance in the building
5. Disposal of all body fluid soaked material **MUST** be placed in a red BIO HAZARD bag located in the Blood Bourne Pathogen spill kit in the first aid station.

### ILLNESS:

1. Get sick person a plastic bag and administer first aid if the illness becomes life-threatening.
2. Erect signs, cones, or barriers to keep people away from the contaminated area.
3. Disposal of all body fluid soaked material should be placed in a red BIO HAZARD bag.
4. If clean up of area is necessary, contact maintenance in the building.

**ALWAYS WASH THOROUGHLY AFTER DISPOSING OF PROTECTIVE GEAR DO NOT TAKE SHORT CUTS AND CHANCES-----ALWAYS USE RUBBER GLOVES**

## MAJOR INJURIES, ILLNESSES AND RESCUES

### Procedure:

1. Lifeguard Recognizes Someone Needs Help
2. Lifeguard Activates EAP
4. One blast of whistle – STOP, LOOK, LISTEN
5. Three blasts of whistle – CLEAR POOL IMMEDIATELY

#### Primary Rescuer:

1. Performs Rescue
2. Moves Victim to Safety
3. Removes from Water
4. Assessment ABC's
5. Begins Basic Life Support

#### Secondary Rescuer:

1. Clears Pool
2. Calls 9-911/Pushes Panic Button
3. Assists removal from Water delivers AED, 1st Aid Supplies
4. Assists with Basic Life Support

6. BLS Continues until EMS/Trained Staff takes over
7. Contact UREC Director and Aquatics Coordinator
8. Complete Accident/Injury Report

#### Non -Primary Rescuers (lifeguards, staff, patrons, etc)

1. Assists in delivering First Aid Equipment
2. Assists in clearing pool
3. Escorts EMS to scene upon arrival to pool
4. Contacts Staff

## HAND SIGNALS



ACTIVE VICTIM



PASSIVE VICTIM



SPINAL VICTIM

## GIVING FIRST AID

Call a supervisor to give minor first-aid to any patron who has hurt themselves, e.g. if they need a band-aid or some medical tape. Allow them to help themselves; do not put anything on for them. In this situation, the patron can leave after filling out an injury report. If a victim has hurt themselves, and are unconscious you may assume that you have permission to treat for severe injuries only. Otherwise simply stabilize the victim until help arrives. Any time a victim is conscious and refuses to be helped, you should strongly recommend that the person seek medical attention. Make sure that in any first-aid situation you protect yourself from possible biohazard exposure (i.e. wear gloves and eye protection).

## EMERGENCY PHONE LIST

For any incident where the victim needs medical care, make these phone calls in the following order, as needed:

1. ASU POLICE DEPT. 262-2000

Give your name, the address of the pool, and the condition of the victim. Do not hang up until the operator tells you to!

2. Joe Carter, Director of University Recreation  
Office: 262-2100 Home: 297-6797 Cell: (828) 964-1365
3. Eddie Simmons, Associate Director of University Recreation  
Office: 262-2100 Home: 297-4712 Cell: (828) 964-1365
4. Cheryl Eddins, Assistant Director for Aquatics  
Office: 262-8707 Cell: (828) 406-5199