

A photograph of an indoor swimming pool. In the foreground, a yellow lane buoy with the handwritten text "RPAY #3" is visible. The pool water is blue with lane lines. In the background, several people are sitting on the pool deck under a large, arched glass and steel roof.

POOL

SAFETY MANUAL

YUKON COMMUNITIES

April 2024

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The goals of this manual include:

1. To assist Yukon community pool staff in providing a safe, enjoyable experience and environment for staff and patrons.
2. To address the needs of Yukon Environmental Health Public Health Act requirements.

This manual is a living document that will need to be reviewed and updated annually to ensure current information. The Pool Safety Plan will bring relevant pool information together in a single place. This will greatly assist future staff by having thorough important information passed forward.

Reviewing this manual with your maintenance staff is very highly recommended, as the pool and maintenance staff work closely together.

The content within covers the following areas of pool safety:

SECTION 1 Pool Administration

SECTION 2 Emergency Procedures

SECTION 3 Pool Operation and Maintenance

SECTION 4 Aquatic Staffing

APPENDICES

Community Profiles

Administrative Forms

Environmental Health Information

Lifesaving Society BC/Yukon Branch Information

Pool Operations and Maintenance

The contents of this document meet the requirements of Yukon Environmental Health and other government regulations for swimming pools. The content is based on the “Guide and Pool Safety Plan for Pool Operators: September 2015 Edition” by Environmental Health Services of BC.

This manual does not address every possible situation in a pool facility. Whether an issue is addressed in the pool safety plan, it is necessary to comply with the Yukon Public Health Act for swimming pools. The BC Public Health Act – Pool Regulation may also be used as this document is more extensive than the Yukon Public Health Act. When there are discrepancies between the Yukon Public Health Act and any other document, the Yukon Public Health Act will prevail.

Let’s keep our swimmers swimming!



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POOL INFORMATION

SECTION ONE



The Pool Administration and Information Section is intended to provide easy access to specific details of your pool facility.

Fill out the following that applies to your facility. Much of the information will be found in this document.

POOL ADMINISTRATION AND INFORMATION:

Facility Name:	
Facility Address:	
Pool Safety Plan Prepared by:	Date:
Last Reviewed/Updated: <i>(Required to be done at least once a year)</i>	Date:

Contact Information:

Facility Owner/Operator (CAO/Rec Board):	Name:	Phone Number:	Cell Number:
Facility Manager:	Name:	Phone Number:	Cell Number:
Facility Operator/ Maintenance:	Name:	Phone Number:	Cell Number:

POOL DATA SHEET AND ENGINEERED PLANS

Location of Pool Data Sheet: Attach Pool Data Sheet from 2018 Environmental Health Pool Inspections
NOTE: Post laminated copy in pool filter and/or mechanical room
Location of Engineered Plans and/or Pool Drawings: Copies located at municipal and/or First Nation administration offices and with maintenance department. For Yukon Government owned facilities, these documents may be obtained from Sport and Recreation Branch and/or Property Management.

POOL DATA SHEET AND DETAILS:

The following is a sample Pool Data Sheet. Please refer to Appendix A: Community Profiles for your pool specific data sheet.

1.2 Pool Details <i>(Provide details for each pool in the facility)</i>			
Pool Name or Description <i>(e.g. main pool, hot tub)</i>	Pool 1	Pool 2 ☐ N/A	Pool 3 ☐ N/A
	Name _____	Name _____	Name _____
	Facility/Premises# _____	Facility/Premises# _____	Facility/Premises# _____
	Date Constructed: _____	Date Constructed: _____	Date Constructed: _____
Pool Type	Indoor ☐ Outdoor ☐	Indoor ☐ Outdoor ☐	Indoor ☐ Outdoor ☐
	Commercial pool: At least 61cm (2ft) deep, owned/operated by educational, recreational, business enterprise or strata and only for use by members, tenants, patrons, etc. of the enterprise or strata and their guests.		
	Public pool: At least 61 cm (2ft) deep, available for swimming, recreational bathing or physiotherapy and is not a commercial pool.		
	Choose one of the following:	Choose one of the following:	Choose one of the following:
	Public Pool ☐ Commercial Pool ☐ Hot Tub ☐ Spray Pool (Recirculating) ☐ Spray Pool (Non-recirculating) ☐ Wading Pool (< 61 cm depth) ☐	Public Pool ☐ Commercial Pool ☐ Hot Tub ☐ Spray Pool (Recirculating) ☐ Spray Pool (Non-recirculating) ☐ Wading Pool (< 61 cm depth) ☐	Public Pool ☐ Commercial Pool ☐ Hot Tub ☐ Spray Pool (Recirculating) ☐ Spray Pool (Non-recirculating) ☐ Wading Pool (< 61 cm depth) ☐
Months of Operation	12 months ☐ or List months of operation: _____ to _____	12 months ☐ or List months of operation: _____ to _____	12 months ☐ or List months of operation: _____ to _____
Bather Load <i>(refer to Appendix 2)</i>			
Area of Pool			
Volume			
Depth	Minimum _____ Maximum _____	Minimum _____ Maximum _____	Minimum _____ Maximum _____
Flow Rate <i>Refer to Appendix 3 for Data Sheet Flow Rate Location</i> <i>Refer to Appendix 4 for typical flow meter locations</i>	Correct flow meter readings confirm flow through the main drain will not create a suction hazard and is adequate for the correct turnover rate. The flow rate can be found on the pool data sheet. ▪ All pools should have at least one flow meter. ▪ Hot tubs should have at least two flow meters. ▪ Pools with water features may have additional flow meters.		
	Pool recirculation _____	Pool recirculation _____	Pool recirculation _____
	Water features _____	Water features _____	Water features _____
	or	or	or
	Hot tub recirculation _____	Hot tub recirculation _____	Hot tub recirculation _____
Hot tub hydro air _____	Hot tub hydro air _____	Hot tub hydro air _____	

STAFF TRAINED IN POOL SAFETY PLAN

The attached form, 'Staff Trained in Pool Safety Plan' found in Appendix 2 - Administrative Forms, may be used for tracking staff who have reviewed the Pool Safety Plan and understand the sections relevant to their duties. This form should be updated to reflect new staff and updated policies and procedures.

SAMPLE FORM:

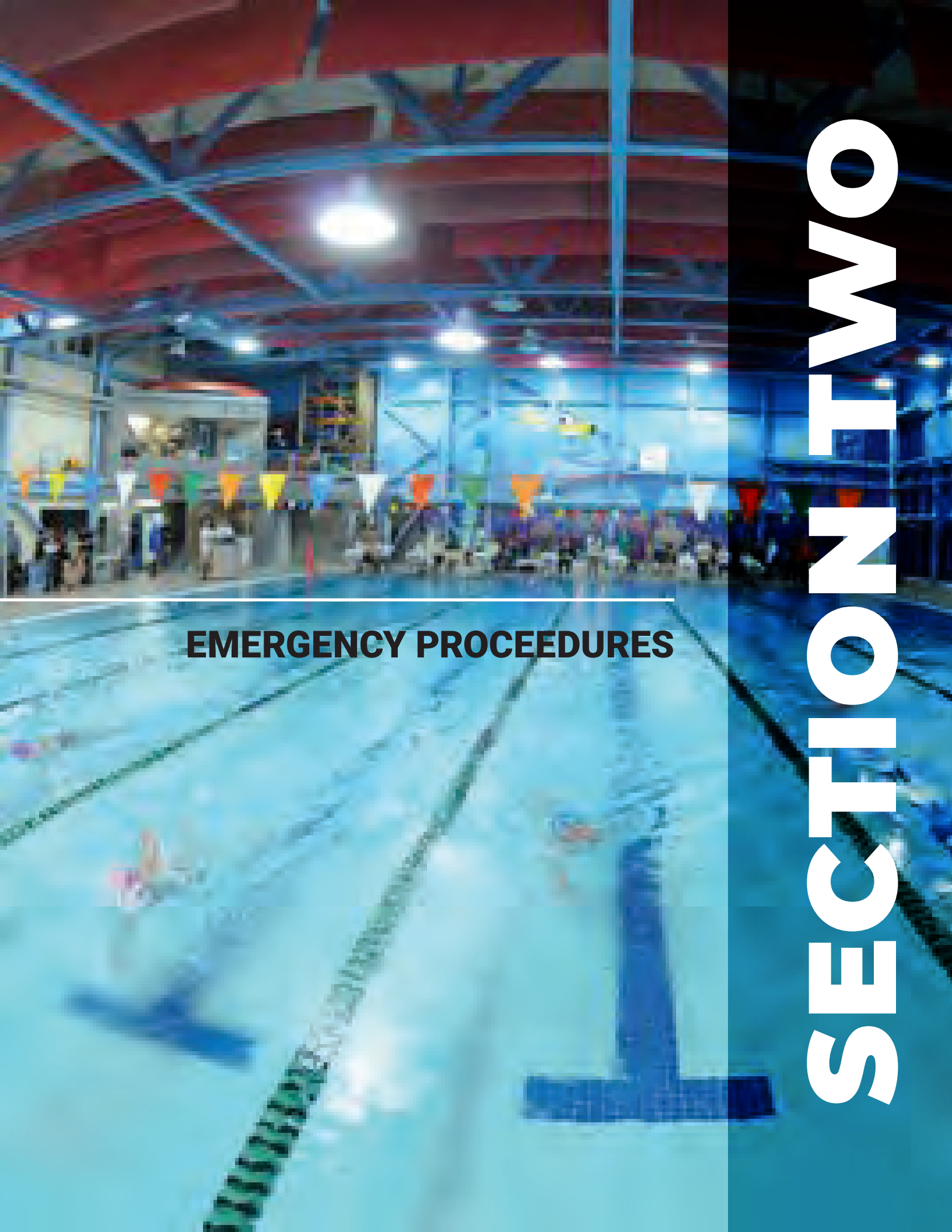
Staff Trained in Pool Safety Plan <i>(Update as required)</i>				
By initialing below I acknowledge that I have reviewed the pool safety plan and understand the sections relevant to my duties.				
Staff Name	Title	Section Relevant to Duties	Month/Year	Initials

LIST OF EQUIPMENT AND AMENITIES:

Choose all that apply:

Bulkhead	Rope Swing(s)	Other Features (list)
Chair Lift	Sauna	
Climbing Wall	Slides over 10 ft height	
Diving Board	Slides under 10 ft height	
Inflatable Play Equipment	Steam Room	
Ladders	Spectator Seating Area	
Portable Stairs	Starting Blocks	
Ramp Entry	Underwater Lighting	





EMERGENCY PROCEDURES

SECTION TWO



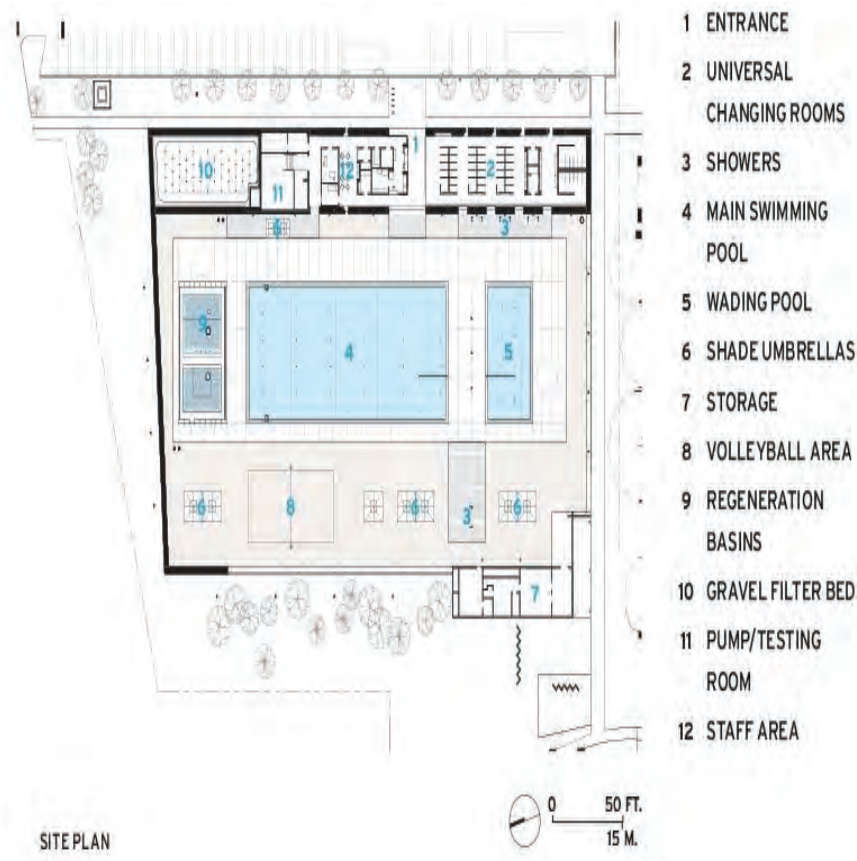
SITE PLAN

You should post a Site Plan (facility map), diagram or outline of the entire facility in a visible area and by the emergency phone. The Site Plan should include the locations of the following, if applicable:

- | | |
|--|--|
| ☐ Alarms | ☐ Emergency Vehicle Access |
| ☐ Emergency Phone | ☐ Location of Muster Point |
| ☐ Emergency Exits | ☐ Specialized Emergency Equipment |

Attach a copy to in your Daily Log Binder for easy access. Post a visible sign outside where your Muster Point is located.

Sample Site Plan:



EMERGENCY RESPONSE

The purpose of this section is to have:

- Written procedures in place so that staff have a reference to efficiently and safely handle injuries, emergencies or incidents in your facility.
- Staff trained in rescue equipment use that may be required in an emergency.
- Preventative measures in place to reduce the risk of emergencies occurring.
- Easy access to emergency numbers and to keep the list current.

Use the template below to create an Emergency Contact List for your facility and post a copy in a visible location as well as by the emergency phone. A copy of this form is located in Appendix 2: Administrative Forms.

Use this template to create an Emergency Contact List for your facility and post a copy in a visible location as well as by the Emergency Phone.

Emergency Contact List (Post next to the telephone or in another visible location if no telephone available)		
First Responders		
Ambulance	911 or	()
Fire Department		()
Police		()
		()
		()
Building Contacts Trained in First Aid / Emergency Response / CPR		
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
Additional Contact Information		
Local Hospital	()	
Poison Control	()	
Public Health Department	()	
Pool Company	()	
Gas Company	()	
	()	
	()	

Above list reviewed and updated by:

Print Name _____

Print Date (yyyy/mm/dd) _____

EMERGENCY RESPONSE PROCEDURES

It is important to remember that:

- All incidents should be recorded in a daily logbook. A Daily Log can be a binder that includes all forms for the current year.
- Minor incidents should be recorded in the Minor Accident Report and filed in the daily log book.
- Major emergencies should be recorded in the Major First Aid Report and filed in the daily log book.
- Forms can be found in Appendix 2: Administrative Forms.

WHEN DIRECTING PATRONS TO CALL EMS:

- Post a sign with the location of the phone so that it is visible throughout the facility.
- Educate patrons, including children, about where the phone is and how to call EMS if further assistance is needed.
- Provide an emergency phone script. Include the facility address and all details required to assist EMS in locating the appropriate entrance to use. EMS entrance should be one where a stretcher can be wheeled in easily. Often this may be through the office or side doors.

EMERGENCY PROCEDURES AND OTHER COMMUNITY RESPONSE AGENCIES:

Often in communities we rely on other community emergency responders to assist with emergency procedures in the event additional assistance is required. Many pools invite their local EMS volunteers and staff to participate in an in-service at the beginning of the season to practice emergency procedures so that everyone is familiar with what help they may need to assist with.

The following emergency phone script may be used and posted in a visible location.

In Case of an Emergency ☐ Use Emergency Phone and follow script ☐ No Emergency Phone on site – Please Use Cell Phone or _____ _____	
Example of emergency phone script 1. Dial 911 and specify police, ambulance or fire. 2. State Who You Are along with the address and the phone number you are calling from: - Hello, I'm _____ at _____ (name) (facility) - The address is _____ (facility street address) - The swimming pool phone number is _____ (facility phone number) 3. State the nature of the situation. If there is a fire, advise them of the chemical storage room location _____ 4. Tell them the best way to come to the facility: <i>(Provide directions i.e. front entrance through the parking lot)</i> 5. Ask what their estimated time of arrival is. 6. Send someone _____ <i>(i.e. front desk staff)</i> to meet and direct emergency personnel to scene.	

FACILITY EMERGENCY PREVENTION AND RESPONSE:

The following table provides examples of various types of injuries and/or events that may occur at your facility. Emergency Response plans can help you identify practices to reduce the risk of emergencies occurring.

NOTE: This list does not cover all possible incidents. Therefore, you may need to adapt the following procedures to meet your facility's needs.

TYPE OF INCIDENT	PREVENTION
Medical Emergencies	
Near Drowning/Drowning	• Signage posted • Staff training • Pool Monitoring • Access point secure • Depth markings visible • Water quality • Other -
Major Incidents • Chest pain • Spinal and/or head injury • Broken bones/sprains • Seizures • Allergic reactions	• Signage posted • Staff training • Other -
Minor Incidents/First Aid	• Signage posted • Patron education • First Aid Kit well stocked • No glass or other debris on deck • Other -
Heat-Related Incidents	• Hot tub max 40C • Signage posted • Tempering valves and taps in showers • Clock to monitor time in hot tub or sauna • Staff monitoring of hot tub, sauna • Provide shaded areas for outdoor pools and waterfronts • Other -
Health/Hygiene Emergencies	
Fecal/Vomit/Blood/Body Fluids Refer to Appendix 3: Environmental Health for link to US CDC and BC Health Authority sample protocols)	• Signage posted • Patron education • develop procedures for different types of incidents • Other -

Disease Outbreaks Examples: rashes, eye or ear infection, athlete's foot, fungal infections Advise the health department if there are 2 or more complaints of the same nature.	• Signage posted and enforced\Exclude patrons from entering who are obviously ill • Minimize dirt from entering the pool (i.e. no outdoor shoes on deck without coverings, no dirt from draining planters) • Ensure hand soap is provided at sinks and showers • Follow pool safety plan cleaning procedures • Maintain balanced pool chemistry • Prevent animals from entering the pool enclosure • Other -
Patron Related Emergencies	
Entrapped Person	• Perform physical inspections of drain and other areas where entrapment could occur • Signage • Patron Education • Develop Procedures (i.e. provide scissors in first aid kit) • Other -
Suction Hazards	• Flow through main drain not to exceed 1½ ft/sec; flow meters regularly checked • Inspection of main drain and skimmers • Develop procedures for shutting down pumps • Main drains replaced with "like to like"; pool water must not pass through any drain grate at a speed greater than 46 cm per second when the pool is operating at the design flow rate • Equalizer lines disabled • Other -
Hostile Person	• Staff training (i.e. how to recognize and handle people influenced by drugs and alcohol and irate patrons) • No alcohol or drugs allowed in facility • Patrons excluded from entry if under the influence of alcohol or drugs • Other -
Missing Person	• Parents/Guardians supervise children at all times, staying within arms reach while in the water • Signage • Patron education • Other -
Facility Emergencies	
Gas Leak	• Know where and how to shut off gas valve • Maintenance to include but not limited to leak prevention, check for corrosion • Monitoring of systems as required • Staff training • Other -

Chemical Spill	• Staff training and personal protective equipment (PPE) training • Knowledge of chemicals and chemical interactions • Proper storage • Material Safety Data Sheets (MSDS) readily available • Other -
Fire Include: • Evacuation Plan for facility posted • Site Plan to include locations of alarms, exits, specialized equipment, etc. • Chemical room door clearly marked; inform fire dept. of chemical storage areas	• Staff training • Fire alarm and extinguishers serviced and checked yearly • Exit signs clearly marked • Maintenance and inspection checklist • Other -
Power Failure	• Staff training • Emergency lighting tested and functioning • Emergency generator in place • Other -
Sewer Back Up	• Staff training • Other -
Electrical Discharge	• Monthly ground fault circuit interrupter checks of underground lights • Ground wires in good condition • Other -
Air Quality Plan for the worst case scenarios for chemical spills and mixture of chemicals	• Staff education • Maintain balanced pool chemistry • clean and maintain ventilation system • Monitor warning signs (i.e. log air quality complaints) • Other -
Natural Disasters	
Lightening	• Staff education and training; be proactive • Close outdoor pool and greenhouse covering pools in thunderstorm • Other -
Flood Earthquake Other	• Staff training • Other -

EMERGENCY PROCEDURES

All lifeguarding procedures must comply with guidelines laid out in “Alert: Lifeguarding in Action” Manual and current NL standards as per the Lifesaving Society.

MAJOR EMERGENCY (SPINAL, HEART ATTACK, STROKE, ETC.)

1. First guard uses whistle to clear pool and attract other guard’s attention. Enter water to remove the victim in whatever manner is appropriate (on spine board, lift out of pool, etc.)
 2. Second guard automatically enters the water if the first guard cannot touch the bottom or is having any difficulty. Once the victim and first guard are in shallow water, the second guard calls the ambulance. Returns with blanket, oxygen, AED, first aid kit, and whatever else will be needed to affect the rescue.
 - * The Jr Lifeguard and/or Pool Attendant will assist the Lifeguards with such things as getting supplies and equipment, patron supervision, calling for an ambulance, watching out for and directing an ambulance into the building, comforting patrons who may be under distress or need minor first aid
 - ** If there is a competent adult or child/youth present who can be trusted to do these things, the second guard can explain what is needed and continue to assist the first guard with the rescue.
 3. Remove the victim from the water and perform appropriate first aid measures until the ambulance arrives.
 4. Ensure a smooth transfer to the ambulance crew.
 5. If a staff member has been affected adversely by the major incident, the Pool Manager will relieve them and will set up critical incident stress debriefing for the staff. The Health Centre or local YEMS should be able to provide the Pool Manager with the number of someone who can provide debriefing services.
 6. No member of the staff shall speak to the media if media involvement becomes an issue. The Pool Manager will brief the Recreation Director as appropriate.
-

MINOR FIRST AID

1. First guard will recognize that first aid is needed and will signal other guards that they will be off the deck.
2. Take patron to first aid station and administer any first aid as needed.
 - * The lifeguard may depending on lifeguarding needs, have the Jr Lifeguard or Pool Attendant deal with the situation so that they may resume guarding.
3. If child is under the age of eighteen, call parents/guardians to explain the situation and arrange to have child picked up if necessary.
4. First guard returns to rotation.

MISSING PERSON

1. Upon being informed that a person is missing, the first guard will signal the second guard that there is a missing person in the building.
2. Second guard will put on goggles and immediately enter the water to scan the bottom from under the water's surface.
3. First guard will obtain a detailed description of the missing person.
4. Once it is determined that the missing person is not in the pool, second guard will resume guarding and the first guard will help the patron look for the missing person in the change rooms, the area surrounding the pool building, and any other place that the missing person could be.

THUNDER AND/OR LIGHTENING

In the event that you hear thunder, clear the pool and have the patrons sit near the change rooms while you listen to see if there is more. If you hear more, the pool is closed until you no longer hear thunder for at least 30 minutes. If there is lightning accompanied by thunder, the pool is again closed until there is no more sightings of lightning. This is due to safety reasons, as swimming pools are connected to a much larger surface area via underground water pipes, gas lines, electric and telephone wiring, etc. Lightning strikes to the ground anywhere on this metallic network may induce shocks elsewhere.

The National Lightning Safety Institute recommends the following swimming pool safety procedures:

1. Designate a responsible person as the weather safety lookout. That person should keep an eye on the weather. Use a "weather radio" or the Weather Channel or other TV program to obtain good localized advanced weather information.
2. When thunder and/or lightning are first noticed, use the Flash-To-Bang (F-B) method to determine its' rough distance and speed. This technique measures the time from seeing lightning to hearing associated thunder. For each five seconds from F-B, lightning is one mile away. Thus, a F-B of 10 = 2 miles; 15 = 3 miles; 20 = 4 miles; etc. At a F-B count of thirty, the pool should be evacuated. People should be directed to safe shelter nearby.
3. Pool activities should remain suspended until thirty minutes after the last thunder is heard.

OTHER EMERGENCY SITUATIONS

In the event of any other situation at the pool as described below, your Facility Operator/Maintenance staff must be notified so that they are aware of the situation and will deal with it accordingly.

CHLORINE SPILL

1. In the event of a chlorine spill in the chlorine and/or solar panel room, the staff dealing with the situation must wear appropriate PPE as outlined in the current SDS Sheet.
2. Flood the area with large amounts of water to dilute the chlorine.
3. Clean up the area as appropriate to the situation.
4. If a jug of chlorine is spilled on the deck, flush the area with the hose either into the pool or into the drain depending on how much chlorine and where the chlorinator reading is.
5. Report spill to supervisor to determine need to report to Environmental Health.

PROPANE EXPLOSION AND/OR LEAK

1. Use whistle to clear pool. Gather all patrons at a safe location on the deck or outside away from the hazard.
2. First guard directs people out of the building to the muster point. Once patrons are gathered at the muster point, first guard will go to a nearby building to call the fire department then call the Facility Operator/Maintenance staff.
3. Second guard will sweep the change rooms to ensure that no one is left inside the building. As soon as the sweep is finished, the second guard will exit the building and wait at the muster point with the patrons.
4. Pool staff will assist in getting patrons to the muster point.
5. Take first aid kit, blanket and oxygen kit to the muster point in case first aid is needed.
6. Once all patrons and staff are at the muster point, record names and contact information from all patrons.
 - * *No one should leave the muster point until the Fire Department is finished questioning those present. Depending on the severity of the explosion and/or leak, the ambulance and RCMP may need to be called as well.*
 - * *Anyone showing adverse affects from gas inhalation, etc. should be treated by the EMS before being allowed to leave the scene.*
 - * *In the event of minors, parents and/or guardians need to be contacted to pick up their child.*

FIRE

1. 1) Use whistle to clear pool. Gather all patrons at a safe location on the deck or outside away from the hazard.
2. First guard directs people out of the building to a safe muster place. Once patrons are gathered at muster point, first guard will go to a nearby building to call the fire department.
3. Second guard will sweep the change rooms to ensure that no one is left inside the building,

(unless it is impossible to enter the change rooms due to the location of the fire or other hazard.) As soon as the sweep is finished, the second guard will exit the building and wait at the muster point with the patrons.

4. Other pool staff will assist in getting patrons to the muster point. Take first aid kit, blanket and oxygen kit to the muster point in case first aid is needed.
5. Once all patrons and staff are at the muster point, record names and contact information from all patrons.

** No one should leave the muster point until the Fire Department is finished questioning those present. Depending on the severity of the fire, the ambulance and RCMP may need to be called as well.*

** Anyone showing adverse affects from smoke inhalation, etc. should be treated by the EMS before being allowed to leave the scene.*

POWER FAILURE

1. Upon realizing that the power has gone out, first guard will clear the pool. Patrons can wait on the side of the pool for fifteen minutes while waiting for power to come back on. Second guard will go to change rooms to ensure patrons who were in the change rooms when the power went off are okay and that emergency lighting has come on.
2. If power has not come back on within fifteen minutes, take names of the patrons who are present and offer to let them come back tomorrow for free. All patrons must leave the pool building if power has not come back within fifteen minutes.
3. Staff will sweep the change rooms to ensure everyone has left, then will close up for the day.
4. When a power failure happens, Facility Operator/Maintenance staff need to check the solar panel/chlorine room and boiler room to ensure everything has come back on. Without power the pool cannot be open as the circulation pump will not be on. This is an Environmental Health infraction if not on when people in the pool.

EARTHQUAKE

1. Both lifeguards blow whistle and clear the pool.
2. Have patrons get into door frames or into corners. (Identify structurally strong areas at start of season.
3. Keep patrons out of change rooms and away from windows. Any patrons in change rooms should be advised to stand in corners or door frames, away from any objects that might fall.
4. Once initial shock wave is over, evacuate all patrons outside to the muster point. (This evacuation must be done quickly, before aftershocks begin.) Have one guard go through change rooms to ensure that no patrons are left in the building.

5. Once it has been ascertained that the aftershocks are finished, patrons may return to gather up their belongings if the building is safe. Close the facility pending an inspection to ensure that no structural damage has occurred.
6. The facility Operator/Maintenance staff need to check the solar panel/chlorine room and boiler room to ensure everything has come back on and no damages have been done.

EMERGENCY EQUIPMENT

All pool facilities are required to have various types of emergency, safety and first aid equipment to help respond to injuries and/or incidents.

Staff should know where all emergency equipment is located and be appropriately trained in its use.

Emergency equipment must be routinely checked as per manufacturer's specifications.

Fill in the following table to record all emergency equipment and its location.

EMERGENCY EQUIPMENT <i>(Check all that apply)</i>	LOCATION <i>(Identify locations)</i>
For Both Public and Commercial Pools	
A non-conductive reaching pole/hook at least 3,5 metres in length mounted at poolside *	
A throwing ring attached to a line of at least 6 mm in diameter and having a length of at least half the width of the pool plus 3 metres mounted at poolside*	
Basic First Aid Kit	
Other -	
Additional Equipment for Public Pools <i>(Please refer to BC Guideline for Pool Operators 2021 Edition)</i>	
First Aid Kit	
A spine board (with at least 3 straps and a head securing device) **	
Oxygen delivery equipment (400 litres "D" tank or greater) with regulator/protective carrying case. Spare full oxygen tank recommended **	
Full set of airways (OPAs) **	
Automated External Defibrillator (AED) **	
Personal protection equipment including pocket mask and gloves	
Eye wash stations	
Other -	

* Required under public health regulations

** Lifeguards, assistants and other personnel must be trained in their use

EVACUATION PROCEDURES

A good evacuation procedure is important for all pool facilities. When writing the evacuation plan, it is important to consider weather conditions and patrons' needs. For example, include procedures required if you need to evacuate the building when you have:

- Patrons in bathing suits during inclement weather conditions
- Special needs patrons
- Different age groups (i.e. preschool children or elders)
- It is also important to know:
 - Escape routes, nearest route to hospital/Health Centre
 - Know the location of the meeting area/muster station

Staff should be familiar with the evacuation procedures. Evacuation procedures should be practiced, and dates should be recorded.

When you develop your Facility Site map, include emergency exits and any other information required to assist staff and patrons in a safe, efficient evacuation.

FACILITY SIGNAGE

The pool regulations required specific signs be posted in visible locations. Signs can help prevent health risks, injuries and accidents. Consider the needs of your facility to determine which additional warnings or instructions are required.

It is important to know the signs posted in your facility and to keep them in good condition.

The following table provides a checklist for required and recommended signs for pools and hot tubs.

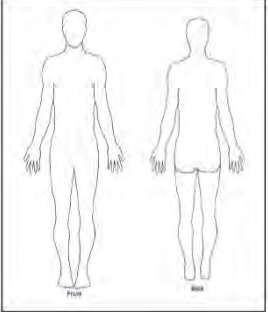
REQUIRED SIGNAGE <i>(Yukon Public Health Act; BC Pool Regulation/Guidelines)</i>	Check all that apply
Pool Rules (must be posted in a prominent position within the pool enclosure)	
Hot Tub Rules (must be in view of all users of the hot tub)	
Sauna (must be in view of all users of the hot tub)	
Emergency Number and Facility Address Posted by the Phone	
Location of Phone	
Location of First Aid Kit	
Location of Exits	
RECOMMENDED SIGNS <i>(Check all that apply)</i>	
Bather Load	
Diving Area Rules	
Pool Slide Rules	
Emergency Procedures for Patrons	
Chemical Storage Room (sign on door)	
No Animals Allowed Except for Service Animals	
No Glass in Pool Area	
No Entry While under the Influence of Alcohol and/or Drugs	
Must have clean and appropriate bathing attire as determined by Pool Management	

INCIDENT REPORTING FORMS

Pool operators must ensure that the following types of records are kept and available onsite for inspection by the health officer upon request:

- All complaints and injuries sustained at or within the poolside.
- All occurrences of fecal and vomit contamination at or within the pool.

The following is an example of a major incident reporting form. More sample forms are provided in Appendix 2 – Administrative Forms.

SWIMMING POOL		MAJOR INCIDENT REPORT FORM			
Date: _____		Time: _____			
Victim Information					
Name: _____		Date of Birth (m/d/y): _____			
Address: _____		Age: _____			
Phone #: _____		Gender: ☐ Male ☐ Female			
Name of Parent/Guardian (if under 18): _____					
Assessment					
Signs and Symptoms: _____					
Allergies: _____					
Medications: _____					
Past Medical History (relevant): _____					
Last Oral Intake (food or drink): _____					
Events Prior to the Incident (what happened?): _____					
Vital Signs					
Time	Level of Cons. Alert Verbal Response Painful Response Unresponsive	Respiration Rate/minute Rhythm Quality	Pulse Rate/minute Rhythm Quality	Skin Color Temperature Moisture	Pupils Equal Reactive (to light)
	A V P U				
	A V P U				
	A V P U				
(circle one)					
Cause of Incident: _____			Description of Treatment: _____		
_____			_____		
_____			_____		
_____			_____		
Recommended Action					
☐ Transport by ambulance. ☐ Seek medical attention immediately (transport other than ambulance). ☐ Seek medical attention if symptoms persist or worsen.					
Lifeguard's Signature: _____			Witness Signature: _____		

The background image shows a large indoor swimming pool with a high ceiling and red structural beams. Swimmers are visible in the water, and spectators are gathered along the pool deck. Colorful pennant flags hang from the ceiling. The text "POOL OPERATIONS AND MAINTENANCE" is centered over the pool area.

**POOL OPERATIONS
AND MAINTENANCE**

SECTION THREE



The intent of this section is to:

- Provide written operating and maintenance procedures to ensure the health and safety of the pool patrons and staff
- Provide information regarding the equipment and supplies needed and how to handle them correctly.

OPERATING PERMIT

Every pool requires a Permit to Operate issued by a Health Officer after inspection of your pool. A pool may not open before the permit is issued. Permits are valid for the current operational season only. Pool operators must renew their application by submitting a new one or updating the information on file. A \$25 application fee must be paid before the permit is issued. Normally the fee would be submitted with your first water sample going in. Any issues outstanding from the previous operating season, noted on the Inspection Report, must be corrected in an agreed time frame.

Pool operators must submit two initial pool water samples (one from the deep end and one from the shallow end) and a drinking water sample (if they supply an on-site well or holding tank) to Environmental Health Services for bacteriological analysis; satisfactory results are necessary for a permit to be issued. Permits will be mailed. The pool will be given verbal permission to open, provided all requirements have been met. You are required to post the permit in a prominent place on the premises. It is a good idea to keep a copy in your Daily Log Binder.

Please refer to Appendix 3: Environmental Health for more information.

STAFF AND OPERATING TRAINING

The following are examples of training that staff and operators may consider taking:

- New staff training regarding the pool safety plan and orientation to the facility.
- Pool operators' training is available through:
 - Yukon Pool School – a non-certification training program specific to Yukon pools.
 - BC Recreation and Parks Association – Pool Operators Level 1 and 2 Certification
- Additional related training:
 - NL Pool Option
 - Swim Instructor
 - Lifesaving Instructor
 - First Aid
 - Pool Safe BC
 - WHMIS

WHEN TO CLOSE THE POOL TO SWIMMERS

All staff should know when to close the pool. The safety of swimmers must always be considered when making this decision. When in doubt, close the pool (keep POOL CLOSED signs handy), assess the situation, and seek guidance from other professionals if needed to correct the problem. Only reopen the pool when you know it is safe or you have had it inspected and cleared by your Environmental Health Officer or other professional, depending on the situation.

The following are some of the conditions that require pool closure. Add additional items to meet the needs of your facility.

- The presence of vomit or feces
- When minimum sanitizer level cannot be maintained
- When water is too cloudy to see the pattern of the main drain or a puck on the bottom of the deep end
- When the re-circulation system is not working
- During a power outage
- When super chlorinating or shocking (free available chlorine more than 10ppm)
- When any hazardous situation exists that could negatively impact the health and safety of swimmers
- When adding chemicals directly to the poolside
- During thunder and lightning
- When dealing with a major emergency or any other emergency that requires all staff to deal with
- Other

POOL AND HOT TUB CHEMISTRY

Regularly checking your pool chemistry to maintain pool water parameters within acceptable ranges is important. By doing these regularly, it can help to:

- Promote adequate disinfection and good water clarity
- Keep pool chemistry balanced
- Reduce corrosion and scaling

It is your responsibility as the pool operator to test pool chemistry as required by the Public Health Act. The table on the following page provides the minimum testing frequencies for each pool chemical parameter.

Remember, your pool may need more frequent testing depending on the bather load, temperature, type and use.

Operators must ensure that a daily record is kept for each pool. The record must be available on site for inspection by the Environmental Health Officer upon request. Records must include:

- Results of pool water tests performed
- The amount and types of chemicals added to the pool water

Records are to be retained that are related to the maintenance of mechanical equipment. All records are to:

- Indicate the date and time the test or corrective action was taken
- Include the name of the individual conducting the test and making the entry
- Be readily available for review on request of the Environmental Health Officer

Sample pool and hot tub testing and maintenance logs are in Appendix 2: Administrative Forms and troubleshooting information for water chemistry.

Good record-keeping helps develop a historic record that can be used to resolve problems, track chemical use, troubleshoot unexpected results and respond to adverse events. For example, knowing the exact amounts of chemicals required to affect a particular change in pool chemistry is very helpful.

It is important to use a test kit that will test all the required parameters that need to be tested daily or weekly.

YUKON POOL WATER CHEMISTRY REQUIREMENTS

Parameters	Minimum	Maximum	Testing Frequency
Free Chlorine $\leq 30^{\circ}\text{C}$	0.5 ppm	5.0 ppm (3.0 ppm for water samples)	Min 2 x / day (recommended every 4 hrs)
Free Chlorine $\geq 30^{\circ}\text{C}$	1.0 ppm	5.0 ppm (3.0 ppm for water samples)	Min 2 x / day (recommended every 4 hrs)
Combined Chlorine – pool	0 ppm	1.0 ppm	Min 2 x / day
Combined Chlorine – hot tub	0 ppm	1.5 ppm	Min 2 x / day
pH	7.2	8.0	Min 2 x / day (recommended every 4 hrs)
Total Alkalinity	80 ppm	120 ppm	At least weekly
Calcium Hardness	180 ppm	220 ppm	At least weekly
Cyanuric Acid (outdoor pools)	30 ppm	<80 ppm	At least weekly
Langelier Saturation Index (LSI)	-0.3	+0.3	At least weekly

POOL AND HOT TUB TEST KIT AND REAGENTS

- Provide step by step written instructions on how to use the pool test kit. Keep a copy of your instructions in your pool safety plan and one in your test kit is one is not already there.
- All reagents have a shelf life. If past the expiration date or unsure, replace the reagent.
- Store your reagents according to the manufacturer's directions. Do not switch the reagent caps.
- Make sure your colour comparative and vials are in good condition (i.e. no discolouration or cracks)

For more information on reagents, refer to Appendix 5: Pool Operations and Maintenance.

POOL AND HOT TUB WATER CHEMICAL ADJUSTMENT

Chemicals must be used according to label instructions and in conjunction with Worker's Safety and Compensation Board Yukon (WCB) regulations. Knowing your pool volume will help determine how much of each chemical to use. Post pool volume where the chemicals are stored so that it is handy for calculations.

Bather load, temperature, type of use and type of pool may cause a shift in chemical parameters throughout the day. Increased testing frequency is warranted in the following cases:

- After chemicals are added to the pool because measurements can vary widely at this time
- During periods of heavy use

Once chemicals have been added to the pool water and have had sufficient time to dissolve and mix, the water is to be tested before allowing the public in the pool.

Critical parameters such as free chlorine and pH require frequent testing to verify that they are within the acceptable range. Where testing reveals a deviation from the acceptable range, corrective action must be taken immediately. Other parameters are generally not subject to as much variation throughout the day and do not require frequent testing.

SAFE HANDLING OF CHEMICALS USED IN WATER CHEMISTRY

Chemicals must be stored safely and in a location that is secure from unauthorized entry at all times (i.e. doors are locked with proper signage). Where disinfection systems other than gaseous chlorine are used, for example, hypochlorite, the disinfection chemicals must be kept separate from acidic products.

The Safety Data Sheets (SDS) for chemicals must be located on-site, and an additional copy located adjacent to the chemicals being used. SDS sheets should be reviewed for specific storage concerns and incompatibility with other chemicals. It is recommended to highlight the important information easier to find on the SDS. Ensure all staff who use the chemicals must be trained on proper use, storage and any other related information to handle and use the chemical safely.

It is useful to have a quick reference guide where your chemicals are stored. This could include information such as:

- Chemicals used in water chemistry
- Essential information/precautions

You can add a chart like this in your Pool Safety Plan and chemical room based on what chemicals you use at your facility. This can include reagents and cleaning supplies. Here is an example.

Chemicals Used in Water Chemistry	Essential Information/Precautions
Sodium Hypochlorite	Corrosive, causes severe eye eye injury, skin burns, respiratory burns. Use protective gear to handle, do not mix with muriatic acid, chlorinator tank requires containment

Have personal protection equipment (PPE) readily available for all staff handling chemicals. Staff

need to be trained what PPE is required for safe handling of all chemicals. For some PPE such as respirator need to be FIT Tested to ensure proper sealing of face when being worn. Each staff should have their own mask that is FIT for them.

Your pool PPE should include:

- Non-latex medical grade gloves
- Safety goggles
- Appropriate clothing
- Rubber boots
- Respirator (note: respirators must be fit tested. See manufacturer instructions for care and filter type)

A list should be made of incompatible chemicals to make clear to staff. For incompatible chemicals, ensure you follow manufacturer instructions for storage and handling.

Chemicals commonly used in pools can be dangerous on their own or if they react with other chemicals. Spills or leaks can be corrosive or react with other chemicals leading to fire, smoke, poisonous gases or other hazards. Chlorine delivery chemicals (e.g. hypochlorite) and acids will react violently to release chlorine gas. All workers working with chemicals must have WHMIS training.

Training can be done online from the following agencies:

Canada's National WHMIS Portal :

<https://whmis.org/>

BC Parks and Recreation Association:

www.bcrpa.bc.ca/media/263362/poolsafe-bc-outline-flyer-2020.pdf

Additional information can be found at:

Worker's Safety and Compensation Board Yukon

website: <https://www.wcb.yk.ca/>

US Centers for Disease Control and Transmission

<https://www.cdc.gov/healthywater/swimming/index.html>

MAINTENANCE OF MECHANICAL EQUIPMENT

Operators must ensure pools are kept in good repair so that no health hazards exist. Operators must also ensure that pools are maintained regularly by a qualified person. A “qualified person” has taken an appropriate program of instruction in pool maintenance, such as Yukon Pool School or BCRPA Pool Operators Level 1 and 2, or has an equivalent combination of knowledge and skills.

As part of the pool safety plan, each pool must develop its own written maintenance program and train staff to implement it. The program must identify the required equipment and procedures the staff must follow. A schedule for routine maintenance and equipment evaluation must ensure issues are identified and corrected before they become a problem.

The following situations are to be addressed in a facility’s maintenance program:

- Ensuring water intakes do not present a suction hazard to bathers.
- Ensuring nothing in the pool presents an entrapment hazard to bathers, such as stairs or other physical structures (i.e. tot docks, some stairs).
- Ensuring all areas of the pool have sufficient lighting so that all areas are visible.
- Carrying out regular testing of the equipment to ensure it is safe to use, functioning properly and maintained in accordance with the manufacturer’s recommendations
- Carrying out regular testing and maintenance of the surface of walkways, stairs, decks and platforms to ensure they have not become a slip hazard due to becoming smooth and/or worn.
- Carrying out regular testing, at least monthly, of ground fault interrupters.
- Carrying out regular testing to ensure a minimum of 50% up to 75% of water flow goes through the skimmers when the pool is in operation.
- Ensuring all handrails are securely attached.
- Verifying hot water temperature, including showers, is below 49oC to avoid scalding injuries.
- Ensuring recirculation systems, including disinfection equipment and filters, function properly.
- Ensuring water depth is clearly marked.
- Ensuring safe storage of chemicals.
- Ensuring the facility is free of sharp or blunt objects likely to cause injury.
- Ensuring the facility is not deteriorating in a way that would allow bacteria/fungal growth or cause injury.

When developing your own Mechanical Maintenance Schedule, include the following information:

- Location of installation and operating manuals
- Daily log to record when maintenance has been done
- The daily log may include the following:
 - equipment – model# and type
 - filters
 - chemical feeder
 - ozone
 - pumps
 - water heater
 - ventilation
 - ultraviolet
- what needs to be checked on that piece of equipment
- maintenance frequency
- date checked
- staff initials when complete

GENERAL POOL MAINTENANCE

The Three C's of Proper Pool Maintenance:

Good Water Circulation

Proper pool circulation is key to healthy and safe swimming. A pool with good circulation rarely has issues like cloudy water or algae infestation. Keep your pump and filter system running daily to maximize circulation.

The other key to good pool circulation is backwashing your filter as needed. Backwashing reverses the water flow through your filter, shunting the dirty water and built-up contaminants to the waste port and carrying them out of your pool.

A Pool Cleaning Schedule

If your pool has proper circulation, cleaning the pool will be much easier. The basic tools needed:

- Net skimmers
- Pool brush
- Pool Vacuum

People using your pool bring all sorts of things into your pool, from leaves, mold, and residues from shampoos, perfumes, and hair products. Due to the risks of bacterial contamination, cleaning your pool becomes an essential part of safe swimming.

Skim, brush, and vacuum your pool weekly, at a minimum or as needed. This will keep debris out of your water and your walls clean and free of algae. Baking soda paste works well as a basic scouring cleaner that won't damage delicate tile or a vinyl liner when you brush.

And don't forget, the Public Health Act states:

- Persons using the pool take a cleansing shower before entering the pool area
- Persons with a communicable disease or communicable infection are not permitted to use the pool
- Spitting, spouting water in, blowing the nose in, urinating in, or otherwise polluting the water is prohibited

Putting simple things in place for your patrons will increase your success in providing a safe, enjoyable aquatic experience for everyone!

Simple things may include:

- Ensure soap is available in all change rooms and washrooms. You can get hand/body/hair soap to encourage showering before entering the pool.
- Turn things into a positive. Always tell them why we want them to do something. What benefit is it to them?

The following are general procedures for any pool. Please add any additional information specific to your facility that is not included here. This section will cover tasks that would normally be associated with the following:

- Seasonal Pool Opening Procedures
- Seasonal Pool Closing Procedures
- Opening Procedures
- Closing Procedures
- Daily Task List
- Weekly Task List
- Monthly Task List
- Annual Task List

SAMPLE TASK LISTS:**Seasonal Pool Opening Procedures:****To be completed by Facility Maintenance/Property Management/Public Works Staff:**

1. Fill pool.
2. Set filter to circulate to assist with ice melting if needed for those pools that maintain some water in their basin over the winter.
3. Set up solar panel, chlorinator, pump, filter, heater and any other mechanical equipment as needed.
4. Drain plumbing anti-freeze and get water running in change rooms and office.

To be completed by pool staff:

1. Put filter free in filter; allow to sit for 24 hours. Do this before maintenance workers turning on filter. If the filter has already been turned on, turn off the pump and add the filter-free agent through the top of the filter. After the filter free has been set for 24 hours and you can turn the filter and pump back on to filter.
2. Superchlorinate your pool. Add the required amount of chlorine directly to the pool as outlined on the container of liquid chlorine or other types of chlorine you are using, scattering it throughout. You may also look at past chemical logs to see what amount has been used before to give you a general idea of previous amounts used. Ensure the chlorine used is in date and not degraded. Chlorine left over from previous years may not be 12% concentration which is required. Wear appropriate PPE. The FAC must be a minimum of approximately 10 ppm. Allow the pool to circulate at approximately 10 ppm for 24 hours. Test the Cl₂ regularly during this process. After the 24 hours is up, test the Cl₂. If it is still close to 10 ppm, then add a chlorine reducer such as X-It to bring the chlorine down to 1.0 – 1.5ppm. Add appropriate amount of X-It as per instructions. Also use past chemical logs to assist in determining how much to use. It is better to use less what's required than too much. Too much may knock out all your chlorine. If the initial amount added wasn't enough to bring it down much, add more conservatively.
3. Ensure that you have applied for a permit to operate from Environmental Health. They will send an application in early spring. Use past permits to fill it out so you have all the correct information. The fee for the permit is \$25. Once the pool – shallow and deep ends and drinking water samples have been submitted and approved, EH will send the current year pool permit to be displayed in the office, deck or lobby, somewhere visible to the public.
4. While waiting for your chlorine to disinfect the water, perform an inventory of your first aid supplies, office supplies, chemicals, and toys. Order whatever is needed.
5. Clean the change rooms thoroughly. Sweep, then spray down the deck and disinfect with a bleach solution after initial hosing of debris.
6. Backwash your filters and clean out the hair/lint screen. Take an initial reading to get your base filter pressure.

7. Vacuum your pool. Instructions on how to vacuum will follow.
8. Backwash again if necessary. Instructions on how to backwash will follow.
9. Bring your chlorine down to 1-3 ppm. Take a sample of your pool water (deep and shallow end) and a sample of your drinking water for Environmental Health.
10. Once everything is up and running, set your automatic chemical feed devices to the desired setting based on the manufacturer's instructions.
11. Contact Lifesaving Society, BC and Yukon Branch, and ensure your affiliation is current.

Once the permit arrives from Environmental Health, you're ready to go!

Seasonal Pool Closing Procedures:

1. Talk to maintenance staff and let them know when you are closing. They will drain the pool, shut off any mechanical equipment and winterize the pool plumbing.
2. Inventory the chemicals and first aid supplies. Leave a list in your pool report of what you will need for next season so the Recreation Director or Pool Manager can order it prior to the pool opening next season.
3. Write a year-end report, submit it to the Recreation Director, and email a copy to YTG Sport and Rec Branch.
4. If storing chemicals over the winter, follow the manufactures instructions. Including: protecting from freezing and abiding by the expiry date. Ensure incompatible chemicals are stored accordingly.
5. Clean pool building and deck area. Lock it up and ensure that you return all copies of the keys to the Recreation Director.

Daily Pool Maintenance Tasks:

- Thorough cleaning of washrooms (sinks, mirrors, toilets, urinals etc.)
- Clean drinking fountain
- Sweep and mop all floors
- Spray down deck
- Tidy office, lobby and other common areas
- Empty garbage bins and put in new bags
- Skim the pool using a net
- Check the skimmer baskets
- Clean around the pool

Weekly Pool Maintenance Tasks:

- Disinfect all garbage bins
- Scrub down the deck and pressure wash
- Scrub scum line
- Vacuum pool (more than once a week as necessary)
- Clean all windows inside and outside (can be done more frequently if necessary)
- Pick up outside garbage
- Use the pool brush to clean walls and ladders
- Top up pool level
- Backwash if necessary
- Empty the hair lint strainer basket
- Test for total alkalinity and calcium hardness
- Do Langlier Index
- Add chemicals to correct any imbalances found
- Perform “mini supershock” to ensure clear pool water if needed
- Inventory first aid supplies and stock up on anything that is low
- Inventory chemicals and order or buy anything needed

Monthly Pool Maintenance Tasks:

- Inspect for cracks, stains, or any other issues with your pool’s surfaces
- Check your plumbing O-ring seals and fittings
- Make sure your pump is in good shape

Annual Pool Maintenance Tasks:

- Deep clean the filter
- Check the fittings
- Check bolts and screws
- Clean all fixtures and accessories

For a variety of sample forms, refer to Appendix 5: Pool Operations and Maintenance.

POOL CONSTRUCTION, REPAIR, RENOVATION OR ALTERATION

The BC Swimming Pool Regulations defines “construction” as including a pool’s design, installation, repair, renovation and alteration. Always remember, when repairing or replacing parts, always use like for like parts and design.

It is a good idea to contact Environmental Health to determine what specific requirements need to be followed and what is required in regards to construction permits or any other requirements they may have.



AQUATIC STAFF

SECTION FOUR



Lifeguarding needs are different for every facility. You must provide details specific to your facility and expand upon this section of the pool safety plan as necessary.

The intent of this section is to:

- Describe the training required for Lifeguards in your facility.
- Describe the opportunities for in-service and other training for staff.
- Provide staffing levels and schedules for all times that the facility is in use.
- Develop written lifeguarding procedures for your facility.

QUALIFICATIONS

Lifeguard Qualifications

- At least 16 years of age.
- Trained in the procedures and the use of the equipment described in the pool safety plan.
- Responsible for the conduct and safety of pool patrons.
- Performing no duty other than pool surveillance.

Additional Person

- On duty within the swimming facility and available to assist the lifeguard in an emergency
- Trained in the procedures and the use of the equipment described in the pool (Guidelines recommend regular in-service training and training in CPR).
- Designated by the operator for this purpose.

Fill out this chart for your staff each year and have it easily available for Environmental Health Officer's inspection. It is also recommended to have employee files for each team member that has hiring information such as mailing address, phone number, email as well as copies of current certifications and job description for their position.

Staff Information:

Name	Position	Age	Certifications/Training	Notes

WHAT COURSES ARE REQUIRED:

Remember how you can train local swimmers to become future pool staff when planning programs. Having such programs as Junior Lifeguard Club, Swim Team, and other programs can help to feed swimmers into aquatic training courses offered at your pool to bring members of your community to your aquatics team.

Building your pool will keep your pool open!

Here is a list of courses that are required for certified lifeguards and swimming instructors, and lifesaving instructors:

Steps to Becoming a Lifeguard:

1. Bronze Medallion	Pre-requisites: 13 years or Bronze Medallion
2. Bronze Cross	Pre-requisites: Bronze Medallion
3. Standard First Aid & CPR C	No pre-requisites
4. National Lifeguard	Pre-requisites: 15 years, Bronze Cross and
5. Standard First Aid & CPR-C	

Steps To Becoming an Instructor:

1. Lifesaving Society Swim for Life Instructor	Pre-requisites. 15 years and Bronze Cross
2. Lifesaving Instructor	Pre-requisites: 15 years and Swim for Life Instructor

Here is a list of recommended certifications for common positions held in Yukon community swimming pools.

Depending on your type of programming, you may require additional certifications and/or training.

Recommended Staff Qualifications:

POOL MANAGER	
Recommended: • At least 18 years of age • Current National Lifeguard (NL) • Current Standard First Aid & CPR-C (SFA/C) • Current Swim for Life Instructor (SLI) • Current Lifesaving Instructor (LSI) • Pool Operator Level 1 • Pool Safe BC or WHMIS	Optional Qualifications: • Lifesaving Society Instructor Trainer • First Aid Instructor • Pool Operator Level 2 • Swim Coach • Aquafit Instructor
HEAD LIFEGUARD	
Recommended: • At least 16 years of age • Current National Lifeguard (NL) • Current Standard First Aid & CPR-C (SFA/C) • Current Swim for Life Instructor (SLI) • Pool Operator Level 1 • Pool Safe BC or WHMIS	Optional Qualifications: • Lifesaving Society Instructor • Pool Operator Level 2 • Swim Coach • Aquafit Instructor
LIFEGUARD	
Recommended: • At least 15 years of age • Current National Lifeguard (NL) • Current Standard First Aid & CPR-C (SFA/C) • Pool Safe BC or WHMIS	Optional Qualifications: • Swim for Life Instructor • Pool Operator Level 1
Jr Lifeguard	Pool Assistant
Training provided: • Bronze courses – Star, Medallion, Cross • Standard First Aid & CPR-C (SFA/C) • Pool Safe BC or WHMIS	Training provided: • Bronze courses – Star, Medallion, Cross • Standard First Aid & CPR-C (SFA/C) • Pool Safe BC or WHMIS

TRAINING

Regular training throughout your pool season should be done to ensure staff are well versed and practiced in their various duties and skills. Training can include but is not limited to regular in-services, specialized training such as aquafit instructor, or pool operators.

Sample Pool Staff In-Service Training Ideas:

Weekly in-service training:

- Fitness swimming, and other appropriate skills, such as those physical standards within the NL Program.
- Other dry-land fitness.

Monthly or Bi-weekly in-service training:

- Review current emergency procedures such as water and land head/neck/spine injury, submerged victims, drowning non-swimmers, weak/tired swimmers, and missing victims.
- Major first aid situations (include both trauma and medical scenarios).
- Minor first aid situations.
- Review of oxygen tank, AED and any other specialized equipment
- Any other situations that the staff feels they would like to practice

One of your in-services is recommended to invite the EMS staff within the community, with an invitation extended to the local RCMP, volunteer fire department, and nurses to attend as well. This in-service should facilitate understanding and cooperation between all agencies required in an emergency.

LIFEGUARD PROCEDURES

The following section outlines normal lifeguard procedures for your facility. You may have this information already developed and in place. If not, things to consider when creating and writing your procedures includes:

Lifeguard to Patron Ratio:

A public pool operator must ensure that, when the pool is open to the public, pool supervision is provided by at least one lifeguard (the industry standard is two lifeguards as per Lifesaving Society recommendations) and any additional lifeguards as required by the pool safety plan. This number will depend on such things as pool size and configuration, type of activity, and pool features.

There must also be at least one additional person trained in the procedure and use of the equipment described in the pool safety plan and designated by the operator for this purpose. The additional person must be on duty within the facility and available to assist the lifeguards in any way.

For your facility, describe the lifeguard-to-patron ratios:

Program Type	No. of Swimmers	No. of Lifeguards	No. of Assistants	Notes

COMMUNICATION:

- Describe any communication protocols between staff, use of public address (PA) systems, whistles, radios, hand signals, etc.
- Positions and Rotations:
- Describe any procedures for lifeguarding, such as what areas to check on rotations or when off the deck.
- Provide guidelines for the use and supervision of play equipment.
- Describe any restrictions related to age and adult supervision required.

Include after this section your facility lifeguard procedures for communication and lifeguard positioning and rotations.

Refer to Lifesaving Society BC/Yukon Branch for updated information on lifeguard practices at <https://www.lifesaving.bc.ca/resources>.

More information is also found in Appendix 4: Lifesaving Society BC/Yukon Branch Information.

Appendices:

Appendix 1: Community Profiles

Appendix 2: Administrative Forms

Appendix 3: Environmental Health – Regulations

Appendix 4: Lifesaving Society BC/Yukon Branch Information

Appendix 5: Pool Operations – Chemistry and Maintenance

Appendix 6: Yukon-Specific Information

· RPAY | SARB | Swim Yukon | Helpful Contacts





APPENDIX **1**

COMMUNITY PROFILES



TOWN OF WATSON LAKE

The Town of Watson Lake, population 1200, is located in the southeastern Yukon, in the traditional territory of Liard First Nation, known as Kaska Dene. As the "Gateway to the Yukon" Watson Lake is situated at kilometer 1016.8 on the Alaska highway, making it the first community north of 60 as you enter the Yukon. The junction of the Stewart/Cassiar highway with the Alaska highway is 26 kilometers west of the community.

Facilities and Services:

DENNIS BALL SWIMMING POOL

Located beside the Recreation Centre.

Programs may include:

- Swimming classes
- Swim team and Junior Lifeguard Club
- Public, adult and family swims
- Aqua fit program and noon lane swim

Available for rental by the hour for groups and individuals.

MORGAN CHADDOCK RECREATION CENTRE

Located behind the Signpost Forest, you will find the Recreation Centre. They have great facilities available for everybody to enjoy:

- Weight Room: free weights, treadmills, exercise bike, elliptical machine and Universal weight machines

- 3-Lane Bowling: equipment rentals available
- Swimming Pool: 25 yards pool that will accommodate 75 people
- Youth Centre: pool table, air hockey and a host of other activities and games
- Large community hall, meeting rooms and Toddler Room
- Ice rink – hockey and curling

SIGNPOST FOREST

Watson Lake is home to the Yukon's Signpost Forest. The Forest was established during the building of the Alasksa Highway by US Army of Engineers who put up a directional post at their camp. The signs later grew to make this the World Famous Signpost Forest.

NORTHERN LIGHTS SPACE AND SCIENCE CENTRE

This unique facility was built in 1996 to feature the amazing phenomena known as the 'Northern Lights' or 'Aurora Borealis'. The Northern Lights Centre boasts a state-of-the-art full dome video and surround-sound system. It incorporates interactive displays that explain the science and folklore of the Northern Lights, along with the latest information about the Canadian space program.



WYE LAKE PARK

A beautiful 26 hectare park set in downtown Watson Lake featuring a 2.5 km walking trail right around the lake shore. There is a boardwalk, viewing platform, interpretive panels and look-out along this scenic looping trail. The trail is excellent for:

- Bird viewing
- Picnic area, playground and gazebo
- Wye Lake Cabin, complete with washrooms, wheel-chair access and concession

LUCKY LAKE PARK AND WATER SLIDE

Lucky Lake is a favorite spot for residents and visitors for swimming and picnicing. On the July 1st long weekend, Canada Day is celebrated here with a softball tournament, games, food and fun. The park has the only outdoor WATER SLIDE north of 60. The length of the slide is 500 ft in length and drops 60 ft.

LIARD RIVER CANYON

A well marked 3 km trail to the picturesque Liard River Canyon starts at the west end of the park.

Other Services:

- grocery and convenience stores
- churches
- bank
- library
- variety of restaurants
- hotels
- liquor store
- regional hospital, RCMP and Fire Dept
- extensive outdoor trails, skateboard park, playgrounds and lakes nearby

For more information about the Town of Watson Lake, please visit their website at:

<https://www.watsonlake.ca/>



CARCROSS

Carcross, originally known as Caribou Crossing, is a community in the Southern Lakes area of the Yukon on Bennett Lake and Nares Lake. It is home to the Carcross /Tagish First Nation. Carcross has a population of approximately 478. It is 74 km southeast of Whitehorse on the South Klondike highway which is also a gate-way to Skagway, Alaska. Carcross is also on the White Pass and Yukon Route railway.

Carcross is mainly known for its world class mountain biking on the near-by Montana Mountain and for the nearby Carcross Desert, often referred to as the “world’s smallest desert.”

Facilities and Services:

SWIMMING POOL

The seasonal, 15 m pool is located beside the school. The pool has a fitness room within the facility. The pool offers such programs as lessons, lane swim, public swim and other recreation activities in the area. Programs may include:

- Swimming classes
- Swim team and Junior Lifeguard Club
- Public, adult and family swims
- Aqua fit program and noon lane swim

- Available for rental by the hour for groups and individuals.

MONTANA MOUNTAIN

The mountain, whose main peak sits 2,208 metres above sea level, is crisscrossed by about 40 kilometres of mountain biking and hiking trails, all maintained by youth from the local Carcross/Tagish First Nation. You might encounter mountain goats or woodland caribou as you take on challenging, world-class trails along rock or pine forest terrain.

CARCROSS COMMONS

The Carcross Commons is a collection of retail stores, along with the Visitor Information Centre. The Commons has a variety of stores such as cafe’s, local art and crafts, jewellery to name a few. The Commons is also situated close to the historic SS Tutshi, a wooden sternwheeler that was used for travel on the extensive water ways of this area.

CARCROSS DESERT

At 2.6 square kilometres, it is referred to as the smallest desert in the world. The desert is actually a collection of sand dunes left by a glacial lake thousands of years ago, and the strong winds from nearby Bennett Lake continue to supply the area with sand today.



CARIBOU CROSSING TRADING POST

Caribou Crossing is a tourist site located in the desert area. Here you can see some arctic wildlife up close, in the museum, try your luck at gold panning, play some mini golf or meet the huskies and go for a ride!

THE CARIBOU HOTEL

One of the oldest buildings in the area, the Caribou Hotel is a worthwhile stop for any history buff. The hotel was actually built in the town of Bennett to accommodate a regional mining boom. When the boom died down in the early 20th century, it was floated across Bennett Lake to Carcross, and sold to Dawson Charlie, one of the original discoverers of Klondike Gold. Unfortunately it burned down in 1909, but was rebuilt on the same site where it stands to this day, alongside other historic buildings on Dawson Charlie Street. The hotel has housed everyone from dignitaries to RCMP officers, it's most famous guest is likely Bessie Gideon, a former manager who has apparently haunted the third floor since her death in 1933 and was home to the famous parrot named Polly.

Other Services:

- grocery/convenience store
- church
- library
- restaurants
- Health Centre, RCMP, Fire Dept
- extensive outdoor trails, playgrounds and lakes nearby

For more information, check out the following:

[Carcross/Tagish First nation https://www.ctfn.ca/](https://www.ctfn.ca/)

Destination Yukon

<https://www.travelyukon.com/en/discover/regions/southern-lakes/carcross>



TOWN OF FARO

The Town of Faro, population approximately 344, is located in the Tintina Valley, an area within the Campbell Region between the Hess Mountains and the Pelly Mountains. Faro was originally a mine town which had shut down in the late 90s. Faro is known for wildlife viewing, particularly Sandbill Cranes and Finnin's Sheep which are a hybrid of the Stone and Dall sheep. They also have a unique feature in that they have a golf course which runs right through town!

Facilities and Services:

RECREATION CENTRE & SWIMMING POOL

You will find the Rec Centre, swimming pool and arena all in one convenient location! The Rec Centre has the following services:

- A full size gymnasium with stage and stocked equipment room
- A summer pool - 15 meters
- A full size indoor ice arena
- A youth lounge with a movie corner (with TV and couches),
- a craft closet, and lots of board games
- A squash court
- A fully equipped weight room
- A multipurpose room

- A fully equipped kitchen
- Pool programs may include:
 - Swimming classes
 - Swim team and Junior Lifeguard Club
 - Public, adult and family swims
 - Aqua fit program and noon lane swim
 - Available for rental by the hour for groups and individuals.

THE FATHER RIGAURD ARENA

The arena, which is a natural ice surface, is situated beside the Recreation Centre making all your indoor recreation needs in one convenient place! Come join some hockey or try your hand at curling.

CAMPBELL REGION INTERPRETIVE CENTRE

The Campbell Region Interpretive Centre is open to visitors daily in the summer season. Inside you will find a permanent exhibition about the history, geology and wildlife of the Faro Region.



Local and Nearby Campgrounds:

- Johnson Lake Campground
- Drury Creek Campground
- John Connolly RV Park & Campground
- Lapie Canyon Campground
- Lapie Lakes Campground

Other Services:

- grocery and convenience stores
- churches
- bank
- library
- restaurant
- hotel
- liquor store
- Health Centre
- RCMP
- Fire Dept
- extensive outdoor trails, playgrounds, campgrounds and lakes nearby

For more information on the Town of Faro,
please visit their website at:

<http://faro.ca/>



ROSS RIVER

Ross River is a small community in northeast Yukon with a population of approximately 355. It lies at the junction of the Ross River and the Pelly River long the Canol Road not far from the Robert Campbell Highway. It is the home of the Ross River Dene Council.

Facilities and Services:

SWIMMING POOL

The swimming pool is located in the “downtown” section of Ross River.

It is a 15m pool that is enjoyed a great deal with the children in the community. The pool is opened seasonally normally from June through August. Programs may include:

- Swimming classes
- Swim team and Junior Lifeguard Club
- Public, adult and family swims
- Aqua fit program and noon lane swim
- Available for rental by the hour for groups and individuals.

Other Facilities and Activities:

RECREATION CENTRE

ROSS RIVER SUSPENSION BRIDGE

NORTH AND SOUTH CANOL HERITAGE TRAIL

LAPIE RIVER CANYON CAMPGROUND

FERRY SERVICE CROSSING PELLY RIVER

Other Services:

- grocery/convenience store
- church
- library
- restaurants
- Health Centre
- RCMP
- Fire Dept
- extensive outdoor trails, playgrounds and lakes nearby

For more information on Ross River, please visit:

Ross River Dene Council

<https://www.rossriverdenacouncil.com/>

Travel Yukon

<https://www.travelyukon.com/en/discover/regions/campbell/ross-river>



PELTY CROSSING

Pelly Crossing is a community in north central Yukon with a population of approximately 382. It is the home of Selkirk First Nation and home to the Northern Tutchone culture. It is on the North Klondike highway and on the Pelly River. Pelly area is home to Fort Selkirk located at the confluence of the Yukon and Pelly rivers. The historic site is known as a meeting place for indigenous people for more than a 1000 years. The site is rich in history and has ample evidence through archaeological studies show what activities were done there traditionally. Members of Selkirk First Nation and the Yukon government co-manage the site as a Protected Heritage Site.

Facilities and Services:

SWIMMING POOL

In 2022, Pelly Crossing had a new pool built. The new 15 m pool has all the features of modern design. It has a slide, two bedroom self-contained apartment attached, and full windows allowing for ample light and views. Programs may include:

- Swimming classes
- Swim team and Junior Lifeguard Club
- Public, adult and family swims
- Aqua fit program and noon lane swim
- Available for rental by the hour for groups and individuals.

SELKIRK GROCERIES

The Selkirk Centre is your main store in Pelly. It consists of a grocery store, gas bar, a six-unit motel, and houses ATM and Canada Post outlets.

BIG JONATHAN HOUSE

Visit this replica of the former Chief's Fort Selkirk home at Pelly Crossing. Here you will see demonstrations of sewing, beading and carving.

FORT SELKIRK

Step onto shore and into the past at this perfectly preserved townsite. Cabins, churches, trading post and archaeological sites immerse you in the world of Indigenous trade networks, fur trade, gold rush and sternwheeler history.

PELTY RIVER CROSSING CAMPGROUND

Situated on the banks of the Pelly River, you will find the campground that has ample camping spots, boat put-in area, potable water source, bbq pit, picnic area and fire wood available on site.

PELTY WALKING TOUR

Follow along the trail that skirts the river to visit the community greenhouse and garden, the Waterfront Park, aptly named "Where Friends Meet".



Pelly Crossing continued...

MAYO

Other Services:

grocery/convenience/gas store

church

library

Health Centre, RCMP and Fire Dept

extensive outdoor trails, playgrounds and lakes nearby

For more information on Pelly Crossing, please contact:

<http://www.selkirkfn.com/>

Mayo is a village along the Silver Trail and the Stewart River. It has a population of approximately 496. Mayo is home of the First Nation of Na-Cho Nyäk Dun, whose primary language is Northern Tutchone. Na-Cho Nyäk Dun translates into “big river people.”

Facilities and Services

SWIMMING POOL

Mayo is the only community which has an outdoor pool! The pool is situated beside the Community Hall. Programs may include:

- Swimming classes
- Swim team and Junior Lifeguard Club
- Public, adult and family swims
- Aqua fit program and noon lane swim
- Available for rental by the hour for groups and individuals.



MAYO COMMUNITY HALL AND MUNICIPAL OFFICES

The Community Hall serves as a central gathering point for a variety of community functions. The building consists of the municipal offices, a large hall/gymnasium with performance stage that can host 250 person events, a 2 sheet curling rink, meeting room/ lounge that can hold 100 person events, and a service area which contains a kitchen, bar, storage and washrooms.

MULTISPORT OUTDOOR COURT AND SKATEPARK

Our multiuse court is used for skateboarding, tennis and basketball during our summer months.

FITNESS CENTRE/GYMNASIUM

Located in the local school, Mayo Recreation offers many programs after school and in the evenings in the gymnasium.

FIVE MILE LAKE CAMPGROUND AND PICNIC AREA

Not far outside of Mayo you will find a great place to camp, swim, hike, bike and hang out. A 3.2 km trail goes around the lake and connects the campground to the recreation site.

Other Facilities:

HOCKEY RINK

BALL FIELD

SPORTS/SOCCER FIELD

PLAYGROUNDS

Other Services:

- grocery and convenience stores
- churches
- bank
- library
- restaurant
- hotel
- liquor store
- Health Centre
- RCMP
- Fire Dept
- extensive outdoor trails, playgrounds, campgrounds and lakes nearby

For more information about Mayo, contact:

<https://villageofmayo.ca/about-mayo/>



DAWSON CITY

Dawson City is home to Tr'ondëk Hwëch'in First Nation and to the historic Klondike Gold Rush. Dawson City offers a wide variety of lifestyle choices, employment opportunities, variety of activities and has a bustling social life year-round. In addition to its scenic landscape and surrounding wilderness, the community has a vibrant arts and culture scene, year-round events and festivals, and a thriving business community. The population includes an eclectic mix of old-timers, new-timers, miners, entrepreneurs, artists, and adventurers of all kinds. Dawson has generally two populations, summer and winter. The normal population, year round residents is approximately 2270.

Facilities and Services

SWIMMING POOL

Dawson City has the second largest pool in the Yukon. It is 25 m in length and has a beach access entry along with a hot tub. Programs may include:

- Swimming classes
- Swim team and Junior Lifeguard Club
- Public, adult and family swims
- Aqua fit program and noon lane swim
- Available for rental by the hour for groups and individuals.

ART & MARGARET FRY RECREATION CENTRE RECREATION

The Rec Centre is home to the arena. Dawson has a very active hockey community. Dawson will be getting a new recreation facility in the near future.

The historic Dawson City hockey team that participated in the Stanley Cup Challenge 1905.

DAWSON CITY FITNESS CENTRE

Located on Front St, the Fitness Centre is open 7 days a week from 5am-10pm. Drop by the Rec Dept office to obtain a membership and access to the facility.

Other Services:

- grocery and convenience stores
- churches
- bank
- library
- restaurants
- hotels and cabin rentals
- liquor store
- hospital, RCMP, Fire Dept
- extensive outdoor trails, playgrounds, campgrounds and lakes nearby

For more information about Dawson, contact:

<https://www.cityofdawson.ca/>



APPENDIX 2

ADMINISTRATIVE FORMS

used with permission

Staff Trained in Pool Safety Plan <i>(Update as required)</i>				
By initialing below I acknowledge that I have reviewed the pool safety plan and understand the sections relevant to <i>my</i> duties.				
Staff Name	Title	Section Relevant to Duties	Month/Year	Initials

Guide and Pool Safety Plan

Section 1 - Pool Characteristics

1.2 Pool Details (Provide details for each pool in the facility)			
Pool Name or Description (e.g. main pool, hot tub)	Pool 1	Pool 2 ☐ N/A	Pool 3 ☐ N/A
	Name	Name	Name
	Facility/Premsesli	Facility/Premsesli	Facility/Premsesli
	Date Constructed:	Date Constructed:	Date Constructed:
Pool Type	Indoor ☒ Outdoor ☐	Indoor ☒ Outdoor ☐	Indoor ☒ Outdoor ☐
	Commercial pool: At least 61 cm (2ft) deep, owned/operated by educational, recreational, business enterprise or strata and only for use by members, tenants, patrons, etc. of the enterprise or strata and their guests. Public pool: At least 61 cm (2ft) deep, available for swimming, recreational bathing or physiotherapy and is not a commercial pool.		
	Choose one of the following:	Choose one of the following:	Choose one of the following:
	Public Pool ☐ Commercial Pool ☐ Hot Tub ☐ Spray Pool (Recirculating) ☒ Spray Pool (Non-recirculating) ☐ Wading Pool (< 61 cm depth) ☐	Public Pool ☐ Commercial Pool ☐ Hot Tub ☐ Spray Pool (Recirculating) ☒ Spray Pool (Non-recirculating) ☐ Wading Pool (< 61 cm depth) ☐	Public Pool ☐ Commercial Pool ☐ Hot Tub ☐ Spray Pool (Recirculating) ☒ Spray Pool (Non-recirculating) ☐ Wading Pool (< 61 cm depth) ☐
Months of Operation	12 months ☐ or List months of operation: to	12 months ☐ or List months of operation: to	12 months ☐ or List months of operation: to
Bather Load (refer to Appendix 2)			
Area of Pool			
Volume			
Depth	Minimum _____	Minimum _____	Minimum _____
	Maximum _____	Maximum _____	Maximum _____
Flow Rate Refer to Appendix 3 for Data Sheet Flow Rate Location Refer to Appendix 4 for typical flow meter locations	Correct flow meter readings confirm flow through the main drain will not create a suction hazard and is adequate for the correct turnover rate. The flow rate can be found on the pool data sheet. - All pools should have at least one flow meter. - Hot tubs should have at least two flow meters. - Pools with water features may have additional flow meters.		
	Pool recirculation _____	Pool recirculation _____	Pool recirculation _____
	Water features _____	Water features _____	Water features _____
	or	or	or
	Hot tub recirculation _____	Hot tub recirculation _____	Hot tub recirculation _____
Hot tub hydro air _____	Hot tub hydro air _____	Hot tub hydro air _____	

Guide and Pool Safety Plan

Section 1 - Pool Characteristics

1.3 List of Equipment and Amenities			<i>Items listed should be discussed in the Operation, Maintenance and/or Prevention sections in further detail.</i>		
Pool 1		Pool 2		Pool 3	
Choose all that apply ():		Choose all that apply ():		Choose all that apply ():	
Diving Board(s)	☐	Diving Board(s)	☐	Diving Board(s)	☐
Starting Blocks	☐	Starting Blocks	☐	Starting Blocks	☐
Slides over 10 ft. height	☐	Slides over 10 ft. height	☐	Slides over 10 ft. height	☐
Slides under 10 ft. height	☐	Slides under 10 ft. height	☐	Slides under 10 ft. height	☐
Portable Stairs	☐	Portable Stairs	☐	Portable Stairs	☐
Ladder(s) # --	☐	Ladder(s) # --	☐	Ladder(s) # --	☐
Rope Swing(s)	☐	Rope Swing(s)	☐	Rope Swing(s)	☐
Climbing Wall	☐	Climbing Wall	☐	Climbing Wall	☐
Chair Lift	☐	Chair Lift	☐	Chair Lift	☐
Ramp Entry	☐	Ramp Entry	☐	Ramp Entry	☐
Sauna	☐	Sauna	☐	Sauna	☐
Steam Room	☐	Steam Room	☐	Steam Room	☐
Inflatable Play Equipment	☐	Inflatable Play Equipment	☐	Inflatable Play Equipment	☐
Spectator Seating	☐	Spectator Seating	☐	Spectator Seating	☐
Underwater Lighting	☐	Underwater Lighting	☐	Underwater Lighting	☐
Underwater Platforms	☐	Underwater Platforms	☐	Underwater Platforms	☐
Bulkhead	☐	Bulkhead	☐	Bulkhead	☐
Other Features /list)		Other Features /list)		Other Features /list)	
☐		☐		☐	
☐		☐		☐	
☐		☐		☐	
☐		☐		☐	
☐		☐		☐	

This space may be used to record additional information and/or details that are specific to your pool. Add additional sheet if space is insufficient.

Use this template to create an Emergency Contact List for your facility and post a copy in a visible location as well as by the Emergency Phone.

Emergency Contact List (Post next to the telephone or in another visible location if no telephone available)		
First Responders		
Ambulance	911 or	()
Fire Department		()
Police		()
		()
		()
Building Contacts Trained in First Aid / Emergency Response /CPR		
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
	()	Cell phone ()
Additional Contact Information.		
Local Hospital	()	
Poison Control	()	
Public Health Department	()	
Pool Company	()	
Gas Company	()	
	()	
	()	

Above list reviewed and updated by:

Print Name

Print Date (yyyy/mm/dd)

In Case of an Emergency

- D** Use Emergency Phone and follow script
- D** No Emergency Phone on site - Please Use
Cell Phone or _____

Example of emergency phone script

1. Dial **911** and specify police, ambulance or fire.
2. State **Who You Are** along with the address and the phone number you are calling from:
 - Hello, I'm _____, _____, _____ at _____
(name) (facility)
 - The address is _____
(facility street address)
 - The swimming pool phone number is _____
(facility phone number)
3. **State the nature** of the situation. If there is a fire, advise them of the chemical storage room location

4. **Tell** them the best way to come to the facility: *(Provide directions i.e. front entrance through the parking lot)*
5. Ask what their estimated time of arrival is.
6. **Send someone** _____ *(i.e. front desk staff)*
to meet and direct emergency personnel to scene.

Sample Forms - Incident Reporting

Example 1

Accident Report

Individual Information		
Name:	Age:	Sex: ☐ Male ☒ Female
Address:		Phone Number: ()
Date of Accident:	Time of Accident:	Pool Information (location, pool name, etc.) ()

Location of Accident	Describe Where and What Occurred
☐ Shallow End ☐ Deep End ☐ Diving Boards ☐ Pool Deck/ Sidewalk ☐ Change Rooms ☐ Outside Pool Grounds ☐ Open Lawn ☐ Fence ☐ Among Trees ☐ Wading Pool ☐ Paddling Pool ☐ Hot Tub ☐ Other (please specify)	

Action Immediately Taken: (Include equipment used)		_____

Site and Nature of Injury: (Include condition of subject and first aid)		_____

Names and Addresses of other Witnesses:	Involved:	_____
	Witnesses:	_____
	Other:	_____
Other Staff on Duty for that Activity or Time Period:	Name:	_____
	Name:	_____
	Name:	_____
	Name:	_____
Name and Position of Person Making Report:		
Name:	_____	Position: _____
Signature:	_____	Date Signed: _____

Example2

Incident Reporting Form	
Date:	Time:
Person filling out form:	

Individuals involved <i>(attach another sheet if more space is needed)</i>		
Name	Contact#	Age
	()	
	()	
	()	

Description of what occurred <i>(attach another sheet if more space is needed)</i>

Actions taken *(attach another sheet if more space is needed)*

Follow up needed	D Yes	D No

Follow up completed or incident resolved	<i>(Date)</i>
Notes:	

Manager or person in charge

Print name _____ Signature _____

Swimming Pool**First Aid Report Form**

Date: _____

Time: _____

Victim Information

Name: _____

Date of Birth (m/d/y): _____

Address: _____

Age: _____

Gender: ☐ Male ☐ Female

Phone#: _____

Name of Parent/Guardian (if under 18): _____

Assessment

Signs and Symptoms: _____

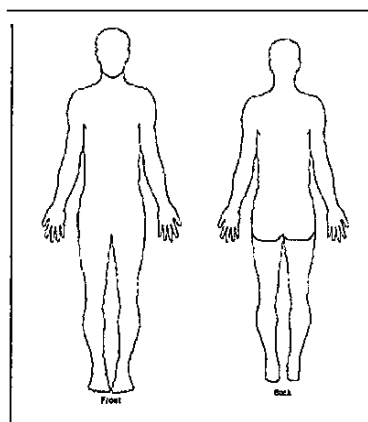
Allergies: _____

Medications/Medical Conditions: _____

Past Medical History (relevant): _____

Last Oral Intake (food or drink): _____

Events Prior to the Incident (what happened?): _____

**Vital Signs**

Time	Level of Cons. Alert Verbal Response Painful Response Unresponsive	Respiration Rate/minute Rhythm Quality	Pulse Rate/minute Rhythm Quality	Skin Color Temperature Moisture	Pupils Equal Reactive (to light)
	A V P U				
	A V P U				
	A V P U (circle one)				

Cause of Incident:

Description of Treatment:

Recommended Action**D** Transport by ambulance.**D** Seek medical attention immediately (transport other than ambulance).**0** Seek medical attention if symptoms persist or worsen.

Lifeguard's Signature: _____

Witness Signature: _____

SWIMMING POOL

MINOR INCIDENT REPORT FORM

DATE	STAFF MEMBER	NAME	PARENT CONTACT (Name/Number)	INCIDENT DESCRIPTION	TREATMENT GIVEN	ACTION TO BE TAKEN/ FOLLOW-UP

Incident Report Form

Date: _____

Complainant/ Witness Information

Name: _____

(Last)

(Given)

Address: _ _ _ _ _ Phone#: _ _ _ _ _

☐ Adult

☐ Youth - age: _____

Name of Guardian _____

Details of Incident

(Including description / name of suspect(s) involved)

Time: _ _ _ _ _

[illegible]

Was the incident reported to the RCMP? ☐ Yes ☐ No

Initial Action Taken

Follow-Up (by Aquatic Supervisor)

Lifeguard's Signature: _____ Supervisor's Signature: _____

Witness's Signature: _____ Additional information on reverse ☐ Yes ☐ No



APPENDIX 3

ENVIRONMENTAL HEALTH

used with permission

Environmental Health Services Requirements for the Operation of a Public Pool

Permit to Operate

- Every pool requires a Permit to Operate that has been issued by a Health Officer; a pool must not open before the permit is issued.
- Permits are valid for the current operational season only; pool operators must renew their application by submitting a new one or updating the information on file.
- The \$25 application fee must be paid before a permit will be issued.
- Any issues outstanding from the previous operating season, noted on an inspection report, must be corrected; the pool may not be allowed to open or the issues may need to be corrected in an agreed upon time frame.
- Pool operators must submit two initial pool water samples (one from the deep end and one from the shallow end) and a drinking water sample (if the supply is from an on-site well or holding tank) to Environmental Health Services for bacteriological analysis; satisfactory results are necessary for a permit to be issued.
- Permits will be mailed; until such time as the permit is received, pools will be given verbal permission to open, provided all requirements have been met.

Routine Pool Water Sampling

- After the initial pool water samples, pool operators are required to submit 2 pool water samples (deep and shallow end) once every 14 days.
- Should results of routine samples be unsatisfactory, the pool may be required to immediately close.
- In the event of a closure or unsatisfactory samples, re-samples will be accepted on Fridays for testing over the weekend.

Pool Water Sample Collection and Shipping

- Pool water samples must be collected, processed, and shipped in accordance with the attached instructions; failure to do so may result in unsatisfactory test results or samples being rejected.
- If you are using commercial transportation; after you drop your samples off for delivery, call Environmental Health Services to advise that you're sending samples (sometimes companies don't deliver samples within 24 hours).

Public Health & Safety Act and the Public Pool Regulations

- Public Pools, as defined under the *Public Pool Regulations*, must be operated in accordance with the regulations; Health Officers may require actions be taken under general provisions of the *Public Health & Safety Act* and its regulations (e.g., *Public Health Regulations*); pool operators must comply with the directions of a Health Officer.

Environmental Health Services Requirements for the Operation of a Public Pool

General Operational Reminders

- Get to know your local Facilities Management or municipal government maintenance person, they can help identify and fix problems.
- Public Pools require continuous, automatic (mechanical) chlorination; should your chlorine pump break down, the pool must immediately close; manual chlorination for routine operations is not permitted.
- Stabilized chlorine (chlorine containing cyanuric acid) can be used to chlorinate pools for normal operations; stabilized chlorine must not be used to shock or super-chlorinate the pool as this will lead to a build up of stabilizer and cause chlorine lock; chlorine lock leads to little or no Free Available Chlorine (FAC) for disinfection and can cause problems (e.g., cloudy water) with pool chemistry; stabilizer concentrations should be kept below 100 ppm; chlorine lock can only be corrected by draining water from the pool and adding new water.
- Don't forget about Environmental Health Services, we have years of experience inspecting pools, which includes identifying & providing advice on how to fix problems, recommending improvements for daily operations, and networking with other departments to get the help and advise you need.

Environmental Health Services Public Pool Water Sampling Instructions

IMPORTANT INFORMATION

Sample Drop Off – *MONDAY through THURSDAY only (no FRIDAYS) and/or two business days prior to statutory holidays (unless ordered by a Health Officer).*

Sample Bottles – *sample bottles must be suitable for bacteriological analysis.*

Sample Temperature – *water samples must be kept cool once collected.*

Time – *water samples must be submitted within 20 hours of being collected.*

Sample Form – *forms must be filled out completely and legibly.*

Water Sample Bottles:

- Sample bottles provided by Environmental Health Services (EHS) are suitable for the bacteriological analysis of public pool water and never expire provided the seal and bottle remain intact. Discard any bottles with broken seals or obvious signs of damage.
- Each sample bottle is pre-charged with a pill or powder preservative so never rinse the bottle or pour out excess water.

Collecting Your Water Samples:

- Public pools are required to submit two samples for bacteriological analysis – one from the deep end and one from the shallow end – every two weeks while in operation. Water samples should be collected from the areas directly in front of the skimmers.
- Label the sample bottle with the number from the bottom of the sample form using a waterproof marker.
- Wash hands with soap and warm water. Remove cap from sample bottle and hold or place inside facing up on a clean surface nearby. Do not touch the inside of the cap or the mouth of the bottle.
- Kneel beside edge of pool. Hold the sample bottle so the mouth is slightly tilted downwards, but not enough to pour out the preservative. Using a continuous forward motion plunge the bottle into the pool to elbow depth and fill to the 200 mL fill line.
- When the sample bottle is filled, remove from pool and recap immediately. Do not pour out excess water if you overfill the bottle.
- Once water sample has been collected it must be cooled immediately by placing it into a refrigerator or a cooler with ice packs.
- Complete sample form and secure to sample bottle using an elastic. Pool chemistry readings must be collected at time of sampling and recorded on the sample form.
- Transport water samples to Environmental Health Services located at #2 Hospital Road in Whitehorse as soon as possible and within 20 hours of being collected. Samples should be transported in a cooler with ice packs to keep them cool.

Other Notes:

- Accurate and valid results are dependent upon proper collection and handling so water samples outside of quality control parameters (e.g. unacceptable temperature, expired holding time, etc.) will not be accepted by EHS for bacteriological testing.
- Free chlorine concentrations should not exceed 3 ppm as higher concentrations may result in skin and eye irritation for pool users.
- If you need more sample bottles or forms please contact the Water Laboratory Technician at (867) 667-8019 or toll free at 1-800-661-0408, extension 8019.

Swimming Pool Rules

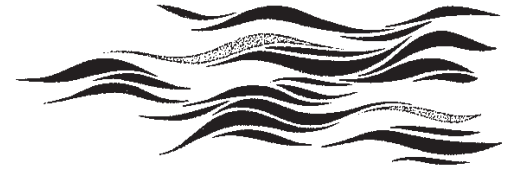
The maximum number of swimmers permitted to use the pool at any one time is 50.

Persons using the pool must take a cleansing shower before entering the pool area.

Persons with a communicable disease or communicable infection are not permitted to use the pool.

Spitting, spouting water in, blowing the nose in, urinating in or otherwise polluting the pool is prohibited.

Pursuant to the Public Health Act and Regulations



Guidelines for reopening public pools

Effective June 19, public pools may operate. It is important to note that in the absence of a vaccine, there is a continued need to reduce the risk of transmission of COVID-19. Under Phase 2 of lifting COVID-19 restrictions, ensuring physical distancing, good hygiene practice and enhanced environmental cleaning and disinfection in your facility are key steps to help prevent COVID-19.

Swimming and other water-related activities are excellent ways to get the physical activity needed for a healthy life. The use of public pools is considered a low risk activity as long as the pool is operated safely and is properly maintained. The greatest risk to swimmers and staff are the interactions in and around the pools, and steps must be taken to reduce these risks.

In all cases, it remains important for everyone to stay home if you are sick, to wash your hands often, to keep your distance, and to disinfect high touch surfaces often.

All requirements of the Public Pool Regulations continue under the Public Health and Safety Act.

In order to open, you will need to develop a COVID-19 Operational Plan [using this template](#). Submit your operational plan to COVID19info@gov.yk.ca for review and approval.

In addition, a pre-opening public pool inspection must be completed by Environmental Health Services (EHS). Please contact EHS at 867-667-8391 or environmental.health@gov.yk.ca to arrange a pre-opening inspection.

The guidance provided in this document is based on current recommendations for preventing transmission of COVID-19 in public pools and hot tubs and is subject to change as new data becomes available and new developments arise with this new virus.

General information

COVID-19 is most commonly spread from an infected person through respiratory droplets generated when they cough or sneeze, close prolonged personal contact, such as touching or shaking hands, touching something with the virus on it then touching your mouth, nose or eyes before washing your hands. COVID-19 is not transmitted over

large distances through viral particles floating in the air and is not something that can enter the body through the skin.

Understanding the Risk

Each public pool facility must assess and understand their own risks when developing their COVID-19 Operational Plan, and then implement their protocols accordingly.

- The risk of person-to-person transmission can vary depending on the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Selecting operational protocols for your pool

When selecting the appropriate operational protocols for your facility, it may be helpful to understand the relative impacts each can have on controlling the risk of transmission in your workplace. Some controls will be more difficult to implement but provide a greater level of protection, while other controls will be easier to implement but provide less overall protection.

Levels of protection

Control measures throughout this document will be based on this model:

- **First level protection (Elimination):** Limit the number of people in your facility where possible by establishing occupancy limits, rescheduling work tasks, or other means. Rearrange workspaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.
- **Second level protection (Engineering Controls):** If you cannot always maintain physical distancing, install barriers such as plexiglass to separate people.
- **Third level protection (Administrative Controls):** Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.
- **Fourth level protection (PPE):** If the first three levels of protection are not enough to control the risk, consider the use of non-medical masks. Be aware of the limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure workers are using masks appropriately.

Elimination and engineering controls are designed to prevent people from being exposed to an infectious person or contaminated surface in the first place and should be considered first. Following this model, normally leads to the implementation of inherently safer systems, where the risk of illness exposure and/or transmission can be substantially reduced.

Pool Operation

Pools should only be operated if adequate controls can be maintained. Facilities should designate one person responsible for the pool during all operational hours. Reliable and consistent oversight for new policies and procedures must be in place to prevent the transmission of COVID-19. If staffing or equipment necessary to achieve the control measures in your facility cannot be maintained, operators should consider closing the pool.

Proper operation, maintenance and disinfection of public pools and hot tubs with chlorine or bromine disinfection should inactivate the virus that causes COVID-19, however, it is important that proper precautions be taken both in and outside of the pool to protect yourself and others.

Employee training

Employees and lifeguards must be trained on all new COVID-19 policies and procedures:

- Training sessions should be done in small groups or online if possible.
- Trainers should ensure all relevant guidance provided by Yukon Workers' Compensation Health and Safety Board and other associations (e.g. the Royal Lifesaving Society of Canada) is captured in the training.

Close supervision and emergency situations

Physical distancing in a public pool facility is not applicable in the following circumstances:

- When providing close supervision of children for whom one is responsible.
- When assisting a person in distress.
- When providing first aid or lifesaving measures.
- When assisting persons with disabilities.

Employee health

Elimination controls

- Employees who are sick with symptoms of COVID-19 must remain home and contact their health provider or phone 811 for medical information.

Administrative controls

- Employees must use the self-assessment tool or other screening before coming into work.
- Ensure all staff are knowledgeable with respect to how COVID-19 is transmitted (i.e., droplet and contact transmission).
- Ensure hand washing stations or hand sanitizing products are available and accessible to all employees and users. Hand sanitizer containing at least 60% alcohol content is highly recommended at entrances, exits, and throughout the facility.
- If while at work, an employee starts experiencing symptoms of respiratory illness consistent with COVID-19, even if symptoms are mild, ask the employee to don a mask, to leave work immediately, to go straight home, and to contact their health provider or phone 811 for further guidance.
- Ensure that objects and surfaces touched by sick employees who have gone home are cleaned and disinfected before being used by others.
- Keep daily records of the employees who worked together and retain these records for at least 30 days.

Physical distancing

Elimination controls

- Place signs near entrances informing patrons of the physical distancing methods being used in your facility. Place floor markers where lines form to ensure two metres (six feet) distance between patrons at all times.
- Maintain a single point of entry into your facility. Entry, including lines and waiting areas, are to be regulated to prevent congestion. Physical spacing of two metres must be maintained.
- Monitoring physical distancing must not be the responsibility of any on-duty lifeguard. A lifeguard's primary responsibility is to watch over the bathers while they are in or around the facility and to supervise bather safety. Facility operators/owners must identify additional staffing requirements and hire staff to assist in monitoring physical distancing.

- Reduce maximum bather loads to limit the number of patrons in the pool at one time and to ensure that 2 metre (6 feet) spacing between patrons is maintained at all times.
- A 2 metre “bubble” of space should be maintained around each patron using the pool or hot tub, unless they are from the same party.
- For large hot tubs, consider placing visual markers* around the hot tub edge at 2 metre increments.
- Hot tubs with a diameter less than 2 metres must only be used by one person or family unit at a time.
- Mark* 2 metre increments where crowds normally form (e.g. line-up at diving board/slides).
- Consider using one-way markers* on deck spaces so people do not have to pass each other.
- Areas where physical distancing is difficult or impossible should remain closed (e.g. saunas, steam rooms).
- Consider closing spectator areas unless seating can be arranged to maintain a minimum of 2 metres between people.
- If using pool deck furniture, place markers* on the deck at 2 metre increments to indicate chair positioning, ensuring none are placed within the four-foot perimeter of the pool.
- Aquatic programs capable of consistently maintaining 2 metres of separation may be possible, at the discretion of the program manager.
- Lane swimming may be allowed where a minimum 2 metre spacing can be consistently achieved among the lane occupants (or a maximum of 7 people per 25 m lane).
- Provide 2 metre separation between participants in fitness classes such as water aerobics.
- Swimming lessons which involve physical contact between the instructor and students (or between students) should be discouraged.

* Physical distancing visual markings on pool decks must not create a slipping hazard (e.g., no slippery tape) and must not obstruct safety signs such as depth marks or no diving

Personal hygiene

Elimination controls

- Practice no contact greetings.

Engineering controls

- Provide a supply of alcohol-based hand sanitizer at the entrance to the facility, pool enclosure and/or front check-in desk.
- Washrooms and showers must have liquid soap, paper towels and warm running water at all times.

Administrative controls

- Ensure staff are practicing proper hygiene. This includes frequent hand washing throughout their shift, coughing or sneezing into an elbow rather than a hand or the environment, and avoiding touching one's face.
- Encourage patrons to use hand sanitizer upon entry.
- Educate employees about the virus so they know how to minimize its spread.

Enhanced environmental cleaning and disinfection

Engineering controls

- Consider having separate cleaning supplies for different areas of the facility.
- Provide multiple plastic lined waste containers to dispose of used tissues, wipes, gloves, and other cleaning materials.

Administrative controls

- Continue routine pool maintenance.
- Enhance cleaning and disinfection policies and procedures.
- Record when cleaning and disinfection has occurred.
- When cleaning bathrooms and changing rooms, avoid production of aerosols by spraying or power washing, if possible. Use a mop, brush or squeegee instead.
- Lockers used by patrons should be disinfected after each use. Consider providing wipes or disinfection solution spray and disposable towels for patrons to use for this purpose.
- Increase frequency of cleaning and disinfection of high-touch areas, such as telephones, computers, door handles, handrails, chairs, tables and washrooms.

- Clean and disinfect shared equipment (e.g., flutter boards, lifejackets, and clipboards) and launder any rental towels between each use.
- Cleaning refers to the removal of dirt and organic material from surfaces. Cleaning alone does not kill or deactivate germs.
- Disinfecting works by using chemicals to kill/deactivate germs on surfaces. This process does not work effectively if surfaces are not cleaned first.
- Wear disposable gloves when cleaning and disinfecting surfaces.
- Disinfectants should have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada. Refer to Health Canada's: Hard-surface disinfectants for use against coronavirus (COVID-19). Check the expiry dates of products you use, and always follow the manufacturer's instructions.
- Use chlorine bleach solutions for disinfection if appropriate for the surface.
 - Prepare chlorine bleach solutions according to the instructions on the label or in a ratio of:
 - 1 teaspoon (5 mL) bleach per cup (250 mL) of water, or
 - 4 teaspoons (20 mL) bleach per litre (1000 mL) of water.
 - Ensure a minimum of two minutes contact time and allow to air dry.
 - Prepare fresh bleach solution daily.
- Educate staff on how to use cleaning agents and disinfectants:
 - Required disinfectant contact times (i.e., amount of time that the product will need to remain wet on a surface to achieve disinfection).
 - Safety precautions and required personal protective equipment (PPE).
 - Directions for where and how to securely store cleaning and disinfectant supplies.
- Clean and disinfect high traffic areas and frequently touched surfaces and objects such as door handles, light switches, counters, faucets, handrails, etc.
 - Clean and disinfect frequently touched surfaces every two to three hours, and when visibly dirty.
 - Ensure enough time is spent cleaning and disinfecting.
- Ensure washrooms are always well stocked with liquid soap, paper towels and toilet paper and that warm running water is available. Antibacterial soap is not required to

prevent the spread of COVID-19. Washrooms must be available for customers and staff use at all times.

Point of entry

Elimination controls

- Consider keeping a sign-in/sign-out sheet at the front desk so staff can track the number of patrons in the facility at one time.
- Consider collecting the names and contact information of patrons to support public health contact tracing efforts in the event that a patron tests positive or an outbreak is identified.
 - Providing information is voluntary for patrons. An organization must obtain an individual's consent and notify them about the purpose and legal authority for the collection. Any personal information collected for COVID-19 contact tracing may only be used for this purpose, unless an individual provides their consent.
 - Information about attendees will only be requested by Yukon Communicable Disease Control (YCDC) if a potential exposure occurs onsite.
 - For businesses/workplaces, this also includes staff, workers and volunteers on shift. Where feasible to do so, and particularly for group events, it should also include patrons/customers/the general public.
 - Records should only be kept for two weeks. All reasonable security efforts must be taken to protect personal information.
- Screen patrons to ensure they do not have COVID-19 symptoms.

Engineering controls:

- Consider installing shields (e.g. plexiglass) at front desks and in lobbies to protect administrative staff when interacting with patrons and collecting payments.
- Wherever possible, install cashless payment methods at transaction counters.
- Increase floor space by removing unnecessary furniture and/or decorative items.

Lockers and changing rooms

Engineering controls

- Consider limiting use of changing room lockers to maintain 2 metres between in-use lockers; disable or remove locks from the unused lockers.
- Consider assigning lockers to assist in keeping track of when they have been used and require cleaning.

- Use marker dots on the changing room benches to indicate 2 metre spacing for patrons to change.
- Provide additional cleaning supplies (spray sanitizer and paper towels) so patrons can wipe down surfaces at their own discretion.
- If applicable, provide guests with single-use personal items (e.g. soap, shampoo).

Pool decks

Engineering controls

- Remove shared equipment from pool deck.
- Limit the use of pool toys for flotation aids and lessons only

Masks/PPE

- Personal protective equipment (mask, face shield, gloves & goggles) appropriate for work being performed should be worn by employees (e.g. when handling pool chemicals, first aid, resuscitation)
- The use of non-medical masks may help prevent the risk of transmission from the wearer but are not required at this time by the Chief Medical Officer of Health (CMOH).
- Employees who choose to wear a non-medical mask must be aware of the following:
 - Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
 - Masks that become wet, soiled or damaged are less effective and must be replaced immediately.
 - Masks must be put on and taken off correctly, including not touching the front of the mask, and washing hands.
 - Cloth masks must be washed every day using the warmest water setting, and stored in a clean dry place to prevent contamination.
 - Never share masks with others.
- Masks should not be worn in the water by swimmers, as they present a safety risk.
- Masks may be worn by patrons on the deck or other areas of the facility.

Signage

Engineering controls

- Post signs to inform swimmers of:
 - Capacity limits;
 - COVID-19 symptoms;
 - Who is restricted from participating, including staff and patrons with COVID-19 symptoms, recent international travel, or recent close contact with someone diagnosed with COVID-19;
 - COVID-19 mitigation adopted by the facility, such as physical distancing expectations in locker rooms, pool deck and in the pools;
 - Hygiene and respiratory etiquette (e.g. hand washing).

Do you have further questions?

Contact Environmental Health Services with questions about public pools and health protection at 867-667-8391 or environmental.health@gov.yk.ca.

If staff have individual health concerns, please refer to call Yukon's HealthLine at 811.

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PUBLIC HEALTH ACT

Pursuant to section 2 of the *Public Health Act*, the Commissioner in Executive Council is pleased hereby to make the following order:

1. The annexed Public Pool Regulations are hereby established.

2. The Swimming Pool Regulations are hereby revoked.

Dated at Whitehorse, in the Yukon Territory, this 4th day of August, A.D., 1989.

Commissioner of the Yukon

DÉCRET 1989/130
LOI SUR LA SANTÉ PUBLIQUE

LOI SUR LA SANTÉ PUBLIQUE

Conformément à l'article 2 de la *Loi sur la santé publique*, il plaît au Commissaire en conseil exécutif de décréter ce qui suit :

1. Le Règlement concernant les piscines publiques en annexe est par les présentes établi; et

2. Le Règlement sur les piscines («Swimming Pool Regulations») est par les présentes abrogé.

Fait à Whitehorse, dans le territoire du Yukon, le 4 août 1989.

Commissaire du Yukon

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PUBLIC HEALTH ACT**

**PUBLIC POOL
REGULATIONS**

Interpretation

1.(1) In these regulations

“public pool” means

(a) a pool generally available for use by the public or any segment of the public,

(b) a pool operated in conjunction with the program of an educational, instructional, or athletic institution supported in whole or in part by public funds,

(c) a pool provided by a hotel, motel, apartment building, condominium, multiple housing unit, mobile home part, private educational institution, or private club, the use of which is restricted entirely to the registered guests, owners, tenants, students, or members, as the case may be and their guests,

(d) a pool operated on the premises of a recreational camp for use by campers and their visitors and camp personnel, and

(e) a pool operated in conjunction with

- a day nursery,
- a day camp,
- an institution for the care or treatment of the ill, aged or infirm, or
- an institution housing persons in custodial care.

(2) Illustrations of what “public pool” refers to include swimming pools, wading pools, whirlpools, and special purpose pools.

Application of regulations

2. These regulations apply only to public pools.

Prohibition

3. No person shall operate a public pool unless

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**RÈGLEMENT SUR LES
PISCINES PUBLIQUES**

Définitions

1.(1) Les définitions qui suivent s'appliquent au présent règlement.

«piscine publique»

a) piscine à laquelle la population ou une partie de la population a généralement accès;

b) piscine exploitée dans le cadre du programme d'une institution d'enseignement, de formation ou d'athlétisme entièrement ou partiellement financée par des fonds publics;

c) piscine d'un hôtel, d'un motel, d'un immeuble à appartements, d'un condominium, d'un édifice à logements multiples, d'un parc de maisons mobiles, d'un établissement d'enseignement privé ou d'un club privé dont l'usage est totalement réservé aux hôtes, aux propriétaires, aux locataires, aux étudiants ou aux membres inscrits, selon le cas, et à leurs invités;

d) piscine sur le terrain d'un camp de loisirs destinée aux campeurs et à leurs invités ainsi qu'aux employés du camp;

e) piscine exploitée conjointement avec l'un ou l'autre des établissements suivants :

- une garderie,
- un camp de jour,
- une institution où l'on soigne ou traite des malades, des personnes âgées ou des handicapés,
- une institution où des personnes vivent sous soins surveillés. (*public pool*)

(2) L'expression «piscine publique» inclut les piscines, les pataugeuses, les bains giratoires et les piscines à usage particulier.

Application

2. Le présent règlement ne s'applique qu'aux piscines publiques.

Interdiction

3. Il est interdit d'exploiter une piscine publique sans

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authorized to do so by a permit issued pursuant to these regulations.

Application for permit

4. To apply for a permit to operate a public pool a person must deliver to a health officer an application in Form 1 together with a fee of \$25 and the following information:

- (a) the location of the pool;
- (b) the source of the water supply;
- (c) the method of waste water disposal;
- (d) a plan of the diving, swimming and deck areas of the pool;
- (e) the pool volume;
- (f) the maximum design bathing load;
- (g) the design circulation rate;
- (h) the chlorination capacity;
- (i) the filter type and size;
- (j) such other information as may be requested by the health officer.

Issuance of licence

5.(1) Where a health officer, after receiving an application in accordance with section 4, is satisfied that the operation of the pool

- (a) will not be in contravention of these regulations, and
- (b) will not result in a health hazard,

the health officer may issue a permit in Form 2 authorizing the operation of the pool.

(2) A permit issued under subsection (1) may be subject to such terms and conditions as the health officer deems appropriate.

Posting of licence upon request

6. A person operating a public pool shall post the

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un permis délivré en application du présent règlement.

Demande de permis

4. Toute personne qui désire obtenir un permis en vue d'exploiter une piscine publique doit remettre à un agent de la santé une demande en ce sens (formulaire 1) dûment rempli et des droits de 25 \$, avec les renseignements suivants :

- a) emplacement de la piscine;
- b) source d'approvisionnement en eau;
- c) système d'évacuation des eaux usées;
- d) plan de la piscine indiquant les aires de plongeon, de natation et de repos;
- e) volume de la piscine;
- f) nombre maximum de baigneurs autorisé;
- g) taux de circulation théorique;
- h) capacité de chloruration;
- i) type de filtre et taille;
- j) tout autre renseignement que peut demander l'agent de la santé.

Délivrance du permis

5.(1) L'agent de la santé peut délivrer un permis (formulaire 2) autorisant l'exploitation de la piscine s'il est convaincu par la demande fournie conformément à l'article 4, que l'exploitation de la piscine :

- a) n'enfreint pas le présent règlement;
- b) n'entraîne aucun risque pour la santé.

(2) Le permis délivré en vertu du paragraphe (1) peut être assorti des conditions que l'agent de la santé juge appropriées.

Affichage du permis sur demande

6. Toute personne qui exploite une piscine publique

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permit near the pool in an area clearly visible to the users of the pool.

Suspension or cancellation of licence

7. Where a health officer believes on reasonable grounds that a pool is being operated in contravention of these regulations or a term or condition of a permit, the health officer may

- (a) suspend the permit until such time as these regulations are complied with, or
- (b) cancel the permit.

Circulation systems

8.(1) No person shall operate or permit the use of a public pool unless the pool has a circulation system operating in accordance with subsections (3) and (4).

(2) The operator of a public pool shall ensure that the circulation system and chemical feeders for the pool are running at all times except that they need not be running when the systems are being maintained or repaired.

(3) Subject to subsection (4), a public pool shall be maintained so that when it is in operation not less than 50% of the circulated water is returned through overflow devices or channels.

(4) A public pool that is designed to waste the overflow water shall be maintained so that when the pool is in operation not less than 10% of the circulated water passes through the overflow devices or channels.

Disinfection of pools

9.(1) The operator of a public pool shall ensure that the water in the pool is disinfected in accordance with this section.

(2) Public pools shall be disinfected by chlorination in such a manner that the free residual chlorine level in the water is not less than

- (a) 0.5 milligrams per litre of water where the water temperature is 30 degrees Celsius or less, or
- (b) 1.0 milligram per litre of water where the water temperature is more than 30 degrees

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doit afficher le permis d'exploitation près de la piscine, à un endroit où les utilisateurs peuvent clairement le voir.

Suspension ou annulation du permis

7. L'agent de la santé qui a des motifs raisonnables de croire que l'exploitation d'une piscine enfreint le présent règlement ou une des conditions du permis peut, selon le cas :

- a) suspendre le permis jusqu'à ce que l'exploitation de la piscine soit conforme au présent règlement;
- b) annuler le permis.

Systèmes de circulation

8.(1) Nul ne peut exploiter une piscine publique ni en permettre l'utilisation si la piscine n'est pas dotée d'un système de circulation fonctionnant en conformité avec les paragraphes (3) et (4).

(2) L'exploitant d'une piscine publique s'assure que le système de circulation et les dispositifs d'alimentation des produits chimiques de la piscine fonctionnent constamment, sauf lorsqu'il est nécessaire de les arrêter pour des raisons d'entretien ou de réparation.

(3) Sous réserve du paragraphe (4), au moins 50 % de l'eau en circulation dans la piscine doit y retourner par le truchement de dispositifs ou de canaux de trop-plein durant l'utilisation de la piscine.

(4) Dans une piscine publique conçue pour évacuer le trop-plein, au moins 10 % de l'eau en circulation doit traverser les dispositifs ou les canaux de trop-plein durant l'utilisation de la piscine.

Désinfection

9.(1) L'exploitant d'une piscine publique s'assure que l'eau de la piscine est désinfectée en conformité avec le présent article.

(2) Les piscines publiques sont désinfectées par chloruration et la concentration résiduelle de chlore libre dans l'eau ne doit pas être inférieure à l'une des deux quantités suivantes :

- a) 0,5 milligramme par litre d'eau, quand la température de l'eau ne dépasse pas 30 degrés Celsius;

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Celsius.

(3) The operator of a public pool shall ensure that at no time does the combined residual chlorine level in the water exceed one milligram per litre of water except in the case of a whirlpool where the level shall not exceed 1.5 milligrams per litre of water.

(4) The operator of a public pool shall ensure that the water is tested for free chlorine

(a) at least once every seven days, and

(b) at least once every four hours when the pool is being used.

(5) The operator of a public pool shall ensure that equipment capable of testing for free residual chlorine, with a range of at least 5.0 milligrams of chlorine per litre of water, is available for use with the pool and is maintained in good working order.

Equipment for testing pH

10.(1) The operator of a public pool shall ensure that there is pH testing equipment with a range of at least 6.9 to 8.2 available for use at all times.

(2) The operator of a public pool shall ensure that the pH level in the pool is maintained at all times at not less than 7.2 and not more than 8.0.

(3) The operator of a public pool shall test the pH level

(a) at least once every seven days, and

(b) at least once every four hours when the pool is being used.

Water samples

11.(1) The operator of a public pool shall, at least once every 14 days, take bacteriological samples of the swimming pool water and forthwith deliver them to a health officer for examination.

(2) The samples under subsection (1) must be taken from a point near a water outlet and collected, if possible, while the pool is in use.

(3) Where a health inspector has determined that a sample of water taken from a pool contains the presence of

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b) 1,0 milligramme par litre d'eau, quand la température de l'eau dépasse 30 degrés Celsius.

(3) L'exploitant d'une piscine publique s'assure que la concentration de chlore résiduel lié à l'eau ne dépasse jamais 1 milligramme par litre d'eau, sauf s'il s'agit d'un bain giratoire, auquel cas la concentration de chlore ne doit pas dépasser 1,5 milligramme par litre d'eau.

(4) L'exploitant d'une piscine publique veille à ce que la concentration de chlore libre soit contrôlée :

a) au moins une fois tous les sept jours; et

b) au moins une fois toutes les quatre heures, quand la piscine est utilisée.

(5) L'exploitant d'une piscine publique s'assure qu'on dispose d'un instrument capable de mesurer le chlore libre résiduel dans une fourchette d'au moins 5,0 milligrammes de chlore par litre d'eau, et veille à ce que cet instrument reste en bon état.

pHmètre

10.(1) L'exploitant d'une piscine publique veille à ce qu'on dispose en tout temps d'un pHmètre capable d'indiquer le pH dans la fourchette de 6,9 à 8,2.

(2) L'exploitant d'une piscine publique s'assure que le pH de l'eau dans la piscine ne tombe jamais en-dessous de 7,2 et ne dépasse jamais 8,0.

(3) L'exploitant d'une piscine publique vérifie le pH de l'eau dans la piscine dans les deux cas suivants :

a) au moins une fois tous les sept jours;

b) au moins une fois toutes les quatre heures, quand la piscine est utilisée.

Échantillons d'eau

11.(1) L'exploitant d'une piscine publique prélève des échantillons de l'eau de la piscine au moins une fois tous les quatorze jours et remet ces échantillons à un agent de la santé pour analyse bactériologique.

(2) Les échantillons mentionnés au paragraphe (1) sont prélevés près d'une sortie d'eau, dans la mesure du possible durant les heures d'utilisation de la piscine.

(3) Si un échantillon de l'eau de la piscine révèle la présence de colibacilles, de *Pseudomonas aeruginosa* ou

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coliform organisms or *Pseudomonas Aeruginosa* or other pathogens the inspector may suspend the permit authorizing the use of the pool until such time as the inspector is satisfied that the water quality is satisfactory.

Operating Records

12. The operator of a public pool shall maintain daily records of the pool showing the following information and shall make these records available upon request to a health officer;

- (a) the quantities and dates of all chemicals used;
- (b) the time, location in the pool, and result of all pH tests taken;
- (c) the time, location in the pool and result of all free chlorine residual test taken;
- (d) the time and results of all combined chlorine residual tests taken;
- (e) the results of bacteriological analysis;
- (f) the temperature of the water recorded at least once every 24 hours;
- (g) the results of any other tests that may be taken from time to time;
- (h) number of bathers per day.

Water clarity

13.(1) The operator of a public pool shall ensure that the water in the pool is sufficiently clear so that when the public pool is filled

- (a) a person standing on the edge of the pool at the deep end can clearly see the pattern of the pool drain, or
- (b) a person can clearly see a black disc 150 millimeters in diameter on a white background located in the bottom of the pool at its deepest end when the person is on the deck nine meters away from the disc.

(2) The operator of a public pool shall ensure that no visible dirt remains on the bottom of the pool for more than 24 hours.

(3) When the clarity of the water in the pool does not

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d'autres agents pathogènes, l'agent de la santé peut suspendre le permis d'exploitation jusqu'à ce que l'eau ait retrouvé une qualité satisfaisante.

Registres d'exploitation

12. L'exploitant d'une piscine publique consigne chaque jour les renseignements suivants dans un registre, qu'il doit remettre sur demande à l'agent de la santé :

- a) quantité de produits chimiques utilisée et dates;
- b) moment où le pH a été vérifié, endroit et résultats;
- c) moment où la concentration de chlore libre résiduel a été vérifiée, endroit et résultats;
- d) moment où la concentration de chlore lié résiduel a été vérifiée et résultats;
- e) résultats des analyses bactériologiques;
- f) température de l'eau, telle qu'enregistrée au moins une fois toutes les 24 heures;
- g) résultats de toute autre épreuve pouvant être effectuée de temps à autre;
- h) nombre de baigneurs par jour.

Transparence de l'eau

13.(1) L'exploitant d'une piscine publique veille à ce que l'eau de la piscine soit suffisamment claire pour satisfaire les exigences suivantes, une fois la piscine remplie :

- a) une personne debout au bord de la partie la plus creuse doit voir clairement le drain de la piscine;
- b) une personne doit voir clairement un disque noir de 150 millimètres de diamètre sur fond blanc au point le plus profond de la piscine lorsqu'elle se trouve sur l'aire de repos, à neuf mètres du disque.

(2) L'exploitant d'une piscine publique veille à ce qu'aucune saleté visible ne reste plus de 24 heures au fond de la piscine.

(3) L'exploitant de la piscine veille à ce que cette

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meet the requirements of subsection (1) or when unsanitary or injurious material are in the pool or on the pool deck, the operator of the pool shall ensure that the pool is not used.

Pool access

14. The operator of a public pool shall ensure that the public does not have access to the pool except during normal operating hours.

Number of persons in a pool

15.(1) In this section

“special purpose pool” means a pool that is used for cleaning the body, for the practice of healing or therapy, for the observance of religious rituals, or other similar purposes;

“whirlpool” means a pool designed primarily for therapeutic or recreational use that

(a) is not drained, cleaned or refilled before use by each individual, and

(b) utilizes hydrojet circulation, air induction bubbles or hot water or any combination of them.

(2) The number of persons using a public pool, other than a whirlpool or special purpose pool, at any one time shall not exceed the lesser of

(a) one person per square meter, or

(b) the maximum design bathing load.

(3) The number of persons using a whirlpool or special purpose pool at any one time shall not exceed the lesser of

(a) one person per 1 1/2 square metres, or

(b) the maximum design bathing load.

Notices

16.(1) The operator of a public pool shall ensure that a notice setting out the rules and regulations to which persons using the pool are subject is conspicuously posted

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dernière ne soit pas utilisée quand la transparence de l'eau ne respecte pas les exigences du paragraphe (1), ni quand il y a des matériaux non hygiéniques ou dangereux dans la piscine ou sur l'aire de repos.

Accès à la piscine

14. L'exploitant d'une piscine publique s'assure que la population n'a pas accès à la piscine en dehors des heures normales d'ouverture.

Nombre de baigneurs

15.(1) Les définitions qui suivent s'appliquent au présent article.

«piscine à usage particulier» Piscine utilisée pour nettoyer le corps, soigner des malades ou observer un rituel religieux, ou pour des fins analogues. (*special purpose pool*)

«bain giratoire» Piscine principalement conçue à des fins thérapeutiques ou récréatives et ayant les caractéristiques suivantes :

a) elle ne doit pas être drainée, nettoyée ni remplie après chaque usage;

b) l'eau doit circuler par le truchement de jets, de bulles d'air ou d'eau chaude, ou d'une combinaison de ces systèmes. (*whirlpool*)

(2) Le nombre de personnes dans une piscine publique autre qu'un bain giratoire ou une piscine à usage particulier ne doit jamais dépasser le moindre :

a) soit d'une personne par mètre carré;

b) soit du nombre maximum de baigneurs autorisé.

(3) Le nombre de personnes dans un bain giratoire ou une piscine à usage particulier ne doit jamais dépasser le moindre :

a) soit d'une personne par 1 1/2 mètre carré;

b) soit du nombre maximum de baigneurs autorisé.

Avis

16.(1) L'exploitant d'une piscine publique veille à ce qu'un avis énonçant les règles et règlements applicables aux baigneurs soit affiché à un endroit bien visible dans les

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in the dressing rooms, the pool area and the office area.

(2) Without restricting the generality of subsection (1), the notice shall contain

- (a) the maximum number of persons permitted to use the pool at any one time,
- (b) a requirement that persons using the pool take a cleansing shower before entering the pool area,
- (c) a statement that, pursuant to the *Public Health Act* and Regulations, persons with a communicable disease or a communicable infection are not permitted to use the pool, and
- (d) a statement that spitting, spouting water in, blowing the nose in, urinating in or otherwise polluting the water is prohibited.

Persons with communicable diseases and pool water pollution

17. No person shall

- (a) use a pool if they have a communicable disease or a communicable infection, or
- (b) spit in, spout water in, blow their nose in, urinate in or otherwise pollute the water of a pool.

Dressing areas

18.(1) Dressing room floors and the furnishings and sanitary equipment in the dressing rooms, pool desks and walkways shall be maintained in a clean and sanitary condition at all times.

(2) The use of canvas, fiber or any other absorptive matting or covering on the floor in any area in which persons walk in bare feet is prohibited.

(3) Furniture in the dressing rooms and on the pool deck shall be of impervious durable and washable material.

(4) Soap for persons taking showers prior to bathing must be available at all times during which the pool is in use.

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vestiaires, près de la piscine et dans les bureaux.

(2) Sans que soit limitée la portée générale du paragraphe (1), l'avis précise :

- a) le nombre maximum de personnes autorisées à se baigner à n'importe quel moment;
- b) que les personnes qui désirent se baigner doivent se nettoyer en prenant une douche avant de pénétrer dans l'aire de la piscine;
- c) qu'aux termes de la *Loi sur la santé publique* et de son règlement d'application, il est interdit aux personnes atteintes d'une maladie ou d'une affection transmissible d'utiliser la piscine;
- d) qu'il est interdit de cracher, de souffler de l'eau, de faire des bulles avec le nez, d'uriner ou de polluer d'une manière quelconque l'eau de la piscine.

Personnes atteintes d'une maladie transmissible et pollution de l'eau de la piscine

17. Il est interdit à quiconque :

- a) d'utiliser la piscine s'il est atteint d'une maladie ou d'une affection transmissible;
- b) de cracher, de souffler de l'eau, de faire des bulles avec le nez, d'uriner ou de polluer d'une façon quelconque l'eau de la piscine.

Vestiaires

18.(1) Le sol, l'ameublement et les installations sanitaires des vestiaires, les bureaux de la piscine et les allées doivent être maintenus dans un état de propreté et d'hygiène satisfaisant en tout temps.

(2) Il est interdit d'utiliser de la toile, des fibres ou un tapis ou revêtement absorbant sur le sol des endroits où l'on marche pieds nus.

(3) L'ameublement dans les vestiaires et sur la promenade de la piscine doit être fait d'un matériau durable et lavable, à l'épreuve de l'eau.

(4) Les personnes qui prennent une douche avant de se baigner doivent avoir constamment du savon à leur disposition durant les heures d'exploitation de la piscine.

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Food concessions

19. A concession offering food or beverages is prohibited in a pool area unless there is a clearly designated area set aside for that purpose separate from the swimming pool area.

Repeal

20. The Swimming Pool Regulations passed by C.O. 1972/186 are repealed.

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Comptoirs de vente d'aliments

19. Les comptoirs de vente d'aliments ou de rafraîchissements sont interdits dans l'enceinte de la piscine, à moins qu'un endroit clairement désigné n'ait été réservé à cette fin, en dehors de l'aire de la piscine.

Abrogation

20. Le Règlement sur les piscines («Swimming Pool Regulations») établi en vertu du décret 1972/186 est abrogé.



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IMPORTANT INFORMATION

B.C. Reg. 296/2010

Deposited October 8, 2010

O.C. 624/2010

effective October 8, 2011: sections 6 (2) (a) (ii) and 13

remainder October 8, 2010

Public Health Act

POOL REGULATION

Note: Check the Cumulative Regulation Bulletin 2013

for any non-consolidated amendments to this regulation that may be in effect.

[includes amendments up to B.C. Reg. 240/2012, August 8, 2012]

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Part 1 — Definitions, Application and Prescribed Terms

Definitions

1 In this regulation:

"Act" means the *Public Health Act*;

"commercial pool" means an artificially created body of water that

- (a) has a depth of at least 61 cm,
- (b) is owned or operated by, or in conjunction with,
 - (i) a business enterprise that maintains private rooms, or camping sites, for the accommodation of the public, other than a business enterprise that maintains fewer than 4 units or sites,
 - (ii) a business enterprise that offers services that are available only to persons holding membership with the enterprise, or
 - (iii) a strata corporation as defined in the *Strata Property Act*, and
- (c) is to be used only by members, shareholders, tenants or patrons of the enterprise or strata corporation, or their guests;

"construction" includes the design, installation, repair, renovation and alteration of a pool;

"hot tub" means an artificially created body of water that is used as a hydrotherapy pool or swirl pool, or for similar recreational bathing or therapeutic purposes;

"pool" means a commercial pool, hot tub, public pool, spray pool or wading pool, and includes any

- (a) facilities,
- (b) auxiliary structures,
- (c) equipment,

(d) play equipment, and

(e) moving water features such as wave or whirlpool actions

that are associated with the use or operation of a pool;

"pool patron" means a person within the pool enclosure, whether or not the person is using the pool or has paid a fee to be within the pool enclosure;

"public pool" means an artificially created body of water that

(a) has a depth of at least 61 cm,

(b) is available to the public for swimming, recreational bathing or physiotherapy purposes, either free of charge or for a fee, and

(c) is not a commercial pool;

"spray pool" means an artificially created depression or basin into which water is sprayed but not permitted to accumulate;

"wading pool" means an artificially created body of water intended for wading purposes and having a depth of less than 61 cm.

[am. B.C. Reg. 240/2012, s. 1.]

Application

2 (1) This regulation applies to all pools except the following:

(a) a private residential pool that

(i) has been installed, whether permanently or temporarily, for the use of the occupants and guests of one single family dwelling or duplex, whether the dwelling or duplex is owned or leased or occupied with permission of the owner or lessor, and

(ii) is not a common facility owned by a strata corporation or other corporate body;

(b) a pool located within an individual room of

(i) a hotel, or

(ii) another place in which private rooms are maintained for the accommodation of the public;

(c) a pool that is drained and cleaned following each use;

(d) a pool that would be a commercial pool, except that it is owned or operated by, or in conjunction with, a business enterprise that maintains fewer than 4 units or camping sites for the accommodation of the public.

(2) Despite subsection (1),

(a) sections 7 (1), 8 (2) (a) (ii), 9 (b), 10 (2) (a) and (j), 14 and 17 do not apply to spray pools,

(b) section 10 (2) (d) to (i) does not apply to spray pools that use a continuous supply of water of a quality satisfactory to a health officer, and

(c) this regulation does not apply, in the manner set out in Schedule 1, to a pool contained in a swimming facility described in Schedule 1.

[am. B.C. Reg. 240/2012, s. 2.]

Prescribed terms

3 For the purposes of the Act,

(a) risks to sanitation, water quality and public safety in relation to a pool are prescribed as health hazards, and

(b) the construction and operation of a pool are prescribed as regulated activities.

Part 2 — Construction and Operating Permits

Definitions for this Part

4 In this Part:

"architect" means a person who is registered or licensed under the *Architects Act*;

"engineer" means a person who is registered or licensed as a professional engineer under the *Engineers and Geoscientists Act*.

Construction permit required

- 5 (1) Subject to subsection (6), a person must not construct a pool unless the person
- (a) holds a construction permit issued under this regulation, and
 - (b) complies with the terms and conditions, if any, of the permit.
- (2) A person may apply for a construction permit by submitting to a health officer an application accompanied by the plans and specifications for the construction as prepared, sealed and certified by an engineer or architect.
- (3) A health officer may issue a construction permit in respect of a pool if satisfied that the pool, if constructed according to the plans and specifications submitted with the application, will not likely constitute a health hazard.
- (4) If an application indicates that a pool will be constructed in phases, and the plans and specifications submitted with the application relate only to one or more phases,
- (a) the health officer may issue a construction permit that authorizes construction only of that phase or those phases,
 - (b) a new application must be submitted for each subsequent phase or set of phases, and
 - (c) subsection (3) applies to each new application, considered in the context of the previous phases.
- (5) Without prior written approval from a health officer, a person must not construct a pool other than in accordance with the plans and specifications submitted with the application.

- (6) Despite subsection (1), a health officer may waive the requirement for a construction permit
 - (a) on request of a person and after receiving any information the health officer may require, and
 - (b) if the proposed construction is a repair or alteration
 - (i) performed for emergency purposes, or
 - (ii) that is so minor that requiring a construction permit is not necessary to protect the public interest.

Operating permit required

- 6 (1) A person must not operate a pool unless the person
 - (a) holds an operating permit issued under this regulation, and
 - (b) complies with the terms and conditions, if any, of the permit.
- (2) A person may apply for an operating permit by submitting to a health officer an application accompanied by the following:
 - (a) if no operating permit has ever been issued for the pool, or the pool has undergone construction since an operating permit was last issued,
 - (i) a signed statement from an engineer or architect that the pool has been constructed so as to substantially comply, in all material respects, with the plans and specifications submitted under section 5 (2) *[construction permit required]*, and
 - (ii) a copy of the pool safety plan prepared in accordance with section 13;
 - (b) the fee required under Schedule 2.
- (3) A health officer may issue an operating permit in respect of a pool if satisfied that the operation of the pool will not likely constitute a health hazard.

(4) An operating permit

- (a) is not transferable,
- (b) must be posted in a prominent place on the premises, and
- (c) expires on the earlier of the date specified in the permit, if any, and one year following the permit's issue.

(5) Despite subsection (1), an operating permit is not required to operate a spray pool that meets all of the following requirements:

- (a) the water source is a water supply system within the meaning of the *Drinking Water Protection Act*;
- (b) the water drains to a system that collects waste water;
- (c) drained water is not recirculated;
- (d) if the spray pool is subject to a construction permit issued under section 5, the operator submits to a health officer a signed statement from an engineer or architect that the pool has been constructed so as to substantially comply, in all material respects, with the plans and specifications submitted under section 5 (2) in respect of the application for the construction permit.

[Note: section 6 (2) (a) (ii) effective October 8, 2011]

[am. B.C. Reg. 240/2012, s. 3.]

Part 3 — Operation and Maintenance

Pool enclosure

- 7** (1) An operator must erect and maintain around the pool and its walkways a fence or other barrier with controlled access to prevent access by animals and persons who are not pool patrons.
- (2) Subsection (1) does not apply to the operator of a wading pool that is drained before dark and left empty overnight.

Posting of rules

- 8** (1) An operator must post in a prominent position within the pool enclosure a sign stating the rules of the pool.
- (2) The rules posted under subsection (1) must prohibit the following behaviours:
- (a) entering the pool
 - (i) with an illness, including open sores, bandages, head colds, discharging ears or noses or infected eyes, or
 - (ii) without having first taken a cleansing shower;
 - (b) running, fighting or engaging in other conduct likely to cause an injury while in the pool enclosure;
 - (c) contaminating or fouling the pool;
 - (d) failing to immediately report to the operator or lifeguard an injury suffered while in the pool enclosure, or contamination or fouling of the pool;
 - (e) failing to supervise children for whom one is responsible while in the pool enclosure;
 - (f) diving into the pool, except in designated areas.

[am. B.C. Reg. 240/2012, s. 4.]

Cleanliness

- 9** An operator must ensure that

- (a) the pool is kept clean and clear of obstructions,
- (b) soap in dispensers, and either air dryers or single-use hand towels, are supplied near the hand basins, and
- (c) if supplied by the operator, bathing suits and bath towels are laundered after each use and stored and handled in a sanitary manner.

Pool water

10 (1) In this section, "**design flow rate**" means the rate at which water must be recirculated or replaced in order to turn over the entire volume of pool water within a period of time specified in the plans submitted under section 5 [*construction permit required*].

(2) An operator must meet the following requirements in respect of water in the pool:

(a) pool water must be clear enough that

(i) the pattern of the main drain, or

(ii) a black disc of 150 mm in diameter over a white background,

located at the deepest point of the pool, can be seen clearly by a person standing on the edge of the pool overlooking the main drain or disc;

(b) pool water, except in a hot tub, must be maintained at a temperature of no more than 37°C;

(c) the microbiological quality of pool water must not present a risk to the health of pool patrons;

(d) the pH level of pool water must be tested at least twice daily and maintained at no less than 7.2 and no more than 7.8;

(e) the alkalinity of pool water must be tested at least weekly and maintained at a level no less than 80 parts per million and no more than 120 parts per million;

(f) disinfectants used in pool water must be tested at least twice daily and maintained in accordance with Schedule 3;

(g) the combined chlorine in pool water must be tested at least twice daily and maintained at a concentration of less than one part per million;

(h) if cyanuric acid stabilizer is used in pool water, it must be tested at least weekly and maintained at a concentration of less than 80 parts per million;

- (i) pool water must be recirculated or replaced at the design flow rate;
 - (j) pool water must be circulated through the skimmers or overflow gutters at a rate of flow at least equal to 50% of the design flow rate while the pool is in use;
 - (k) subject to subsection (3), pool water must not pass through any drain grate at a speed greater than 46 cm per second when the pool is operating at the design flow rate.
- (3) A health officer may waive, in writing, the requirement set out in subsection (2) (k) in relation to a specified pool if
- (a) the pool is used for exercise, commonly known as a "swim in place" pool, and
 - (b) the health officer is satisfied that the design of the pool will not create a suction hazard.
- (3.1) A health officer may impose a different requirement than set out in subsection (2) (d), (e), (f) or (g) in relation to a specified pool if
- (a) a more stringent requirement is, in the opinion of the health officer, necessary to prevent a health hazard, or
 - (b) the health officer is satisfied that the different requirement is sufficient to prevent a health hazard.
- (4) In addition to any other power that may be exercised under the Act, a health officer may require an operator to test for chemical, physical or biological characteristics of water in a pool.

[am. B.C. Reg. 240/2012, s. 5.]

Maintenance

- 11** (1) An operator must ensure that the pool is
- (a) maintained on a regular basis by a person who, in the opinion of a health officer, has appropriate training, and
 - (b) kept in good repair so that no health hazard exists, including ensuring that

- (i) water intakes do not present a suction hazard to pool patrons, and
 - (ii) nothing in the pool presents an entrapment hazard to pool patrons.
- (2) An operator must ensure that
 - (a) the pool enclosure is sufficiently lit so that all areas are visible to pool patrons, lifeguards and operators,
 - (b) pool equipment is regularly tested for safety and maintained in accordance with the manufacturers' specifications,
 - (c) pool aprons, walkways and floors have a surface that
 - (i) is slip-resistant when wet, and
 - (ii) slopes away from the pool such that, when the aprons, walkways and floors are wet, water does not accumulate or flow back into the pool
 - (d) the nose of any step or ledge in the pool is marked in a contrasting colour to the remainder of the step or ledge,
 - (e) handrails at steps, ladders and diving boards are secure,
 - (f) the numerical depth of water in the pool is clearly marked,
 - (g) hot water provided in pool facilities is no more than 49°C, and
 - (h) chemicals are stored in a safe manner and location.

[am. B.C. Reg. 240/2012, s. 6.]

Animals prohibited

- 12** An operator must not permit an animal to enter the pool enclosure, other than a guide animal as defined in the *Guide Animal Act*.

Pool safety plans

- 13 (1)** An operator must

- (a) prepare a written pool safety plan in accordance with subsection (2) to ensure the health and safety of pool patrons,
- (b) make the plan readily available to pool employees,
- (c) train each pool employee in the procedures and in the use of the equipment described in the plan,
- (d) review and update the pool safety plan at least once each year, and
- (e) ensure that each pool employee complies with the pool safety plan.

(2) The pool safety plan must include

- (a) procedures to be followed in the event of a serious injury, emergency or incident,
- (b) the type of lifesaving, lifeguarding and first aid equipment to be kept within the immediate vicinity of the pool,
- (c) the number of lifeguards and other employees who are to be on duty while the pool is in use in order to ensure adequate supervision of pool patrons,
- (d) operating procedures for the pool, and
- (e) the program of cleaning and maintenance of the pool, including the nature and frequency of the cleaning and maintenance.

[Note: section 13 effective October 8, 2011]

[am. B.C. Reg. 240/2012, s. 7.]

Telephone access

14 An operator of a public pool must ensure that

- (a) a telephone for use in an emergency is accessible without charge to pool patrons,

(b) the location of the telephone is marked conspicuously with a sign, and

(c) telephone numbers of the nearest hospital, ambulance service, police department and fire department are displayed near the telephone.

Drinking water

15 An operator must ensure that drinking water is reasonably accessible by pool patrons.

Hot tubs

16 The operator of a hot tub must ensure that

(a) the hot tub enclosure has, in easy view of all users of the hot tub,

(i) a clock prominently displaying the time, and

(ii) instructions for the safe use of the hot tub, and

(b) the water in the hot tub is maintained at a temperature of no more than 40°C.

Public pool supervision

17 (1) In this section:

"lifeguard" means a person who

(a) is at least 16 years of age,

(b) is trained in the procedures and in the use of the equipment described in the pool safety plan,

(c) is responsible for the conduct and safety of all pool patrons, and

(d) is performing no duty other than pool surveillance;

"pool safety plan" means the pool safety plan prepared in accordance with section 13.

(2) A public pool operator must ensure that, when the pool is open to the public,

(a) pool supervision is provided by at least one lifeguard and any additional lifeguards as required by the pool safety plan, and

(b) at least one additional person is on duty within the swimming facility and available to assist the lifeguard in an emergency, and that person is

(i) trained in the procedures and in the use of the equipment described in the pool safety plan, and

(ii) designated by the operator for the purpose of this section.

(3) A public pool operator may operate the pool without lifeguards during any period of time that all of the following circumstances apply:

(a) the only persons permitted access to the pool are persons receiving aquatic instruction who are closely supervised by

(i) an aquatic instructor, and

(ii) at least one additional person responsible for assisting the instructor,

both of whom are trained in the emergency procedures and in the use of the emergency equipment described in the pool safety plan;

(b) a clearly visible sign is posted at each entrance to the pool stating that no lifeguard is on duty and that children must be supervised by an adult;

(c) the pool is equipped with a reaching assist and a throwing ring, as described in section 18 (2).

[en. B.C. Reg. 240/2012, s. 8.]

Other pool supervision

- 18** (1) The operator of a commercial pool, hot tub, spray pool or wading pool must ensure that, when the pool is open to bathers and no lifeguard is on duty, a clearly visible notice is posted at each entrance to the pool stating that no lifeguard is on duty and that children must be supervised by an adult.
- (2) In addition to the requirement under subsection (1), the operator of a commercial pool, or a hot tub with an area of more than 10 m², must ensure that, when the pool is open to bathers, it is equipped with
- (a) a non-conducting reaching assist of at least 3.5 m in length, with a shepherd's hook, and
 - (b) a throwing ring, securely attached to a line of at least 6 mm diameter and having a length of at least half the width of the pool plus 3 m.

Records

- 19** (1) An operator must ensure that, for each pool operated by the operator, a daily record is kept of the following:
- (a) all injuries sustained at or within the pool;
 - (b) all occurrences of contamination by feces or vomit at or within the pool;
 - (c) the amount and types of chemicals added to the pool water;
 - (d) the results of all tests performed as required under section 10 (2) and (4) [*pool water*].
- (2) The operator must ensure that the records required under subsection (1) are available for inspection by a health officer on request.

Transitional — certificate of authorization and operating permit grandfathered

- 20** (1) In this section, "**former regulation**" means the Swimming Pool, Spray Pool and Wading Pool Regulations, B.C. Reg. 289/72.

- (2) A certificate of authorization issued under section 4 [*certificate of authorization*] of the former regulation is deemed to be a construction permit issued under section 5 of this regulation, and is valid until the earlier of
 - (a) the completion of the construction for which the certificate was issued, and
 - (b) the date on which the certificate is surrendered, suspended or cancelled.
- (3) An operating permit issued under section 6 [*operating permit required*] of the former regulation is deemed to be an operating permit issued under section 6 of this regulation, and is valid until the earlier of
 - (a) the expiration date as shown on the operating permit, and
 - (b) the date on which the permit is surrendered, suspended or cancelled.
- (4) This section is repealed one year after the date sections 5 and 6 of this regulation are brought into force.

Schedule 1 — Exemptions

[section 2 (2) (c)]

Exemptions from entire regulation

1 The following are exempt from the regulation:

- (a) the swimming facility in Dawson Creek known as "Rotary Lake";
- (b) the swimming facility in Ladysmith known as "4 All Seasons Resort Pool";
- (c) the swimming facility near Ladysmith known as "Yellow Point Lodge Salt Water Pool";

- (d) the swimming facility near Pemberton known as "Meager Creek Hotsprings Pools";
- (e) the swimming facility in Whistler known as "H2Air Water Ramp".

Exemptions from circulation rate and public pool supervision requirements

2 The following are exempt from sections 10 (2) (j) and 17 of the regulation:

- (a) the swimming facility in Ainsworth known as "Ainsworth Hotspring Pool";
- (b) the swimming facility in Nakusp known as "Nakusp Hotspring Pool";
- (c) the 3 upper level pools at the swimming facility near Nakusp known as "Halcyon Hot Springs".

Schedule 2 — Fees

[am. B.C. Reg. 240/2012, s. 9.]

[section 6]

General fee for operating permit

- 1 A person who submits, under section 6 of the regulation, an application for an operating permit must include with the application a fee of
 - (a) \$150, if the area of the pool is less than 19 m², or
 - (b) \$250, if the area of the pool is 19 m² or more.

Discount for multiple pools

- 2 Despite section 1 of this Schedule, if a person intends to operate more than one pool, each of which is located either in or adjacent to a single building or on a site that has a hotel, the person must include with the applications

- (a) the fee as determined under section 1 of this Schedule for the largest pool, and
- (b) a fee of \$75 for each of the remaining pools.

Pro-rated fees

- 3** Despite section 1, if a person is applying for an operating permit that is to be issued for only part of a fiscal year, the person must include with the application a fee calculated using the following formula:

$$\text{pro-rated fee} = (\text{months} \times \text{fee}) / 12$$

where

"months" is the number of calendar months of the fiscal year in which the permit will apply, and

"fee" is the applicable fee under section 1 of this Schedule.

Schedule 3 — Disinfectants

[section 10]

Concentration of disinfectants

- 1** (1) In this section, **"ppm"** means parts per million.
- (2) For the purposes of section 10 *[pool water]* of the regulation, an operator must use a disinfectant listed in Column 1 of the table, maintained at least in the concentration set out in
- (a) Column 2, if the temperature of the water in the pool is less than or equal to 30°C, and
 - (b) Column 3, if the temperature of the water in the pool is greater than 30°C.

Item	Column 1	Column 2	Column 3
	Disinfectant	≤30°C	>30°C

1	Free Available Chlorine	0.5 ppm	1.5 ppm
2	Chlorine Cyanurate	1.0 ppm	2.0 ppm
3	Bromine	1.5 ppm	2.5 ppm

Note: this regulation replaces B.C. Regs. 289/72 and 256/98.

[Provisions relevant to the enactment of this regulation: *Public Health Act*, S.B.C. 2008, c. 28, sections 111, 115 and 126]

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APPENDIX 4

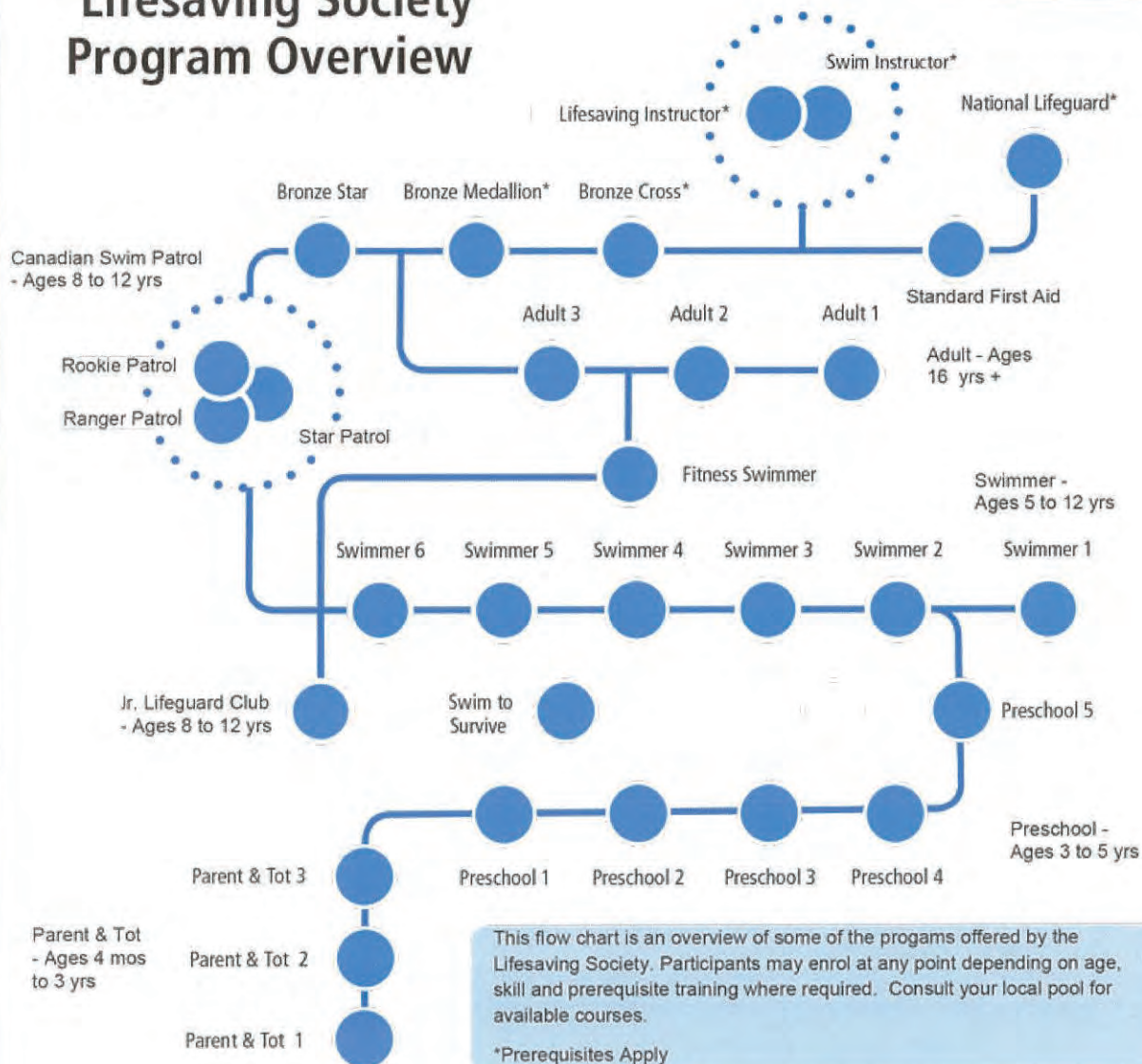
POOL SUPERVISION Related Information

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Lifesaving Society
British Columbia / Yukon



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The Lifeguarding Experts

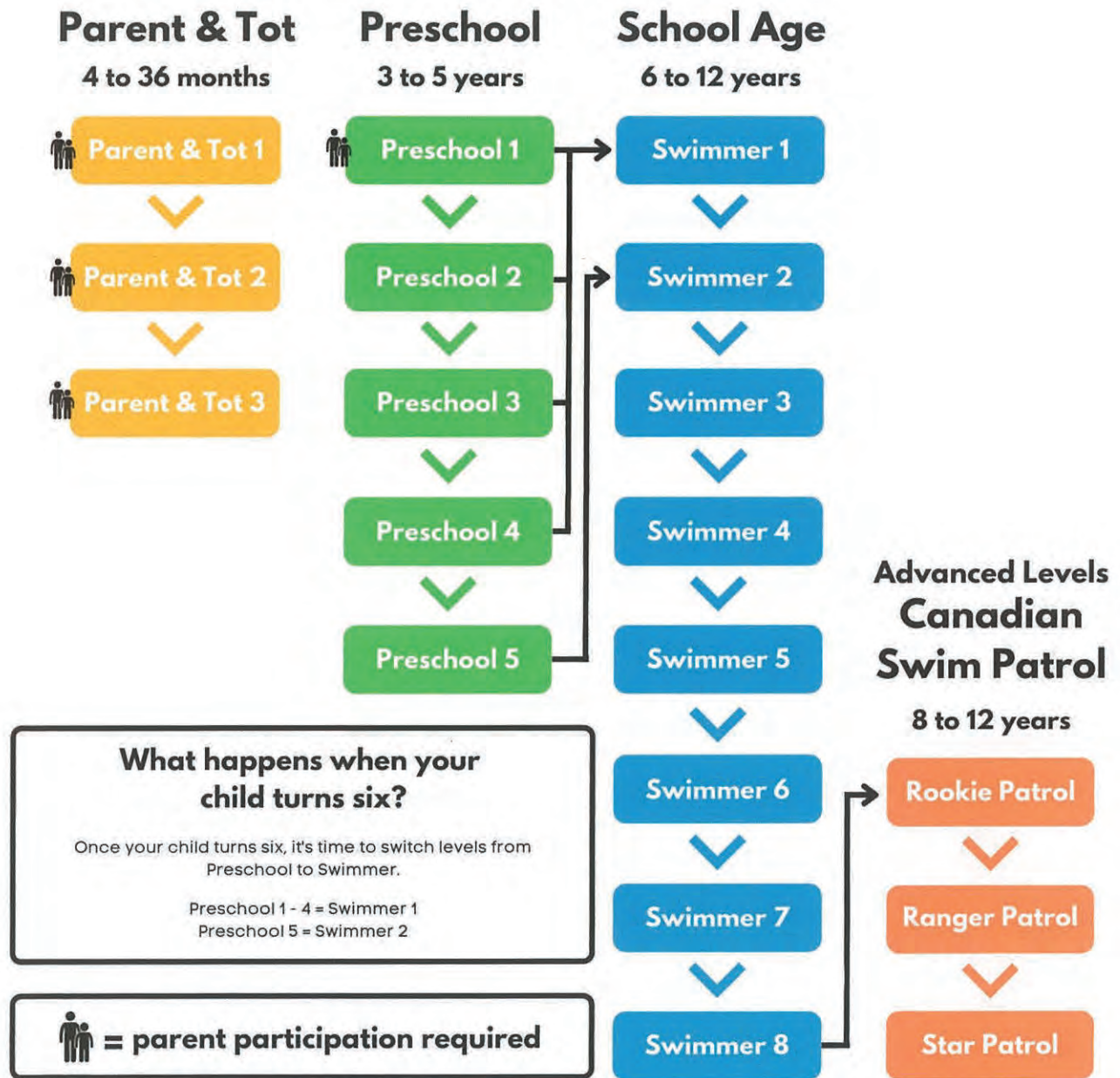
Lifesaving Society Program Overview



Lifesaving Society - BC & Yukon Reg. Charity No. 119129039 RR0001

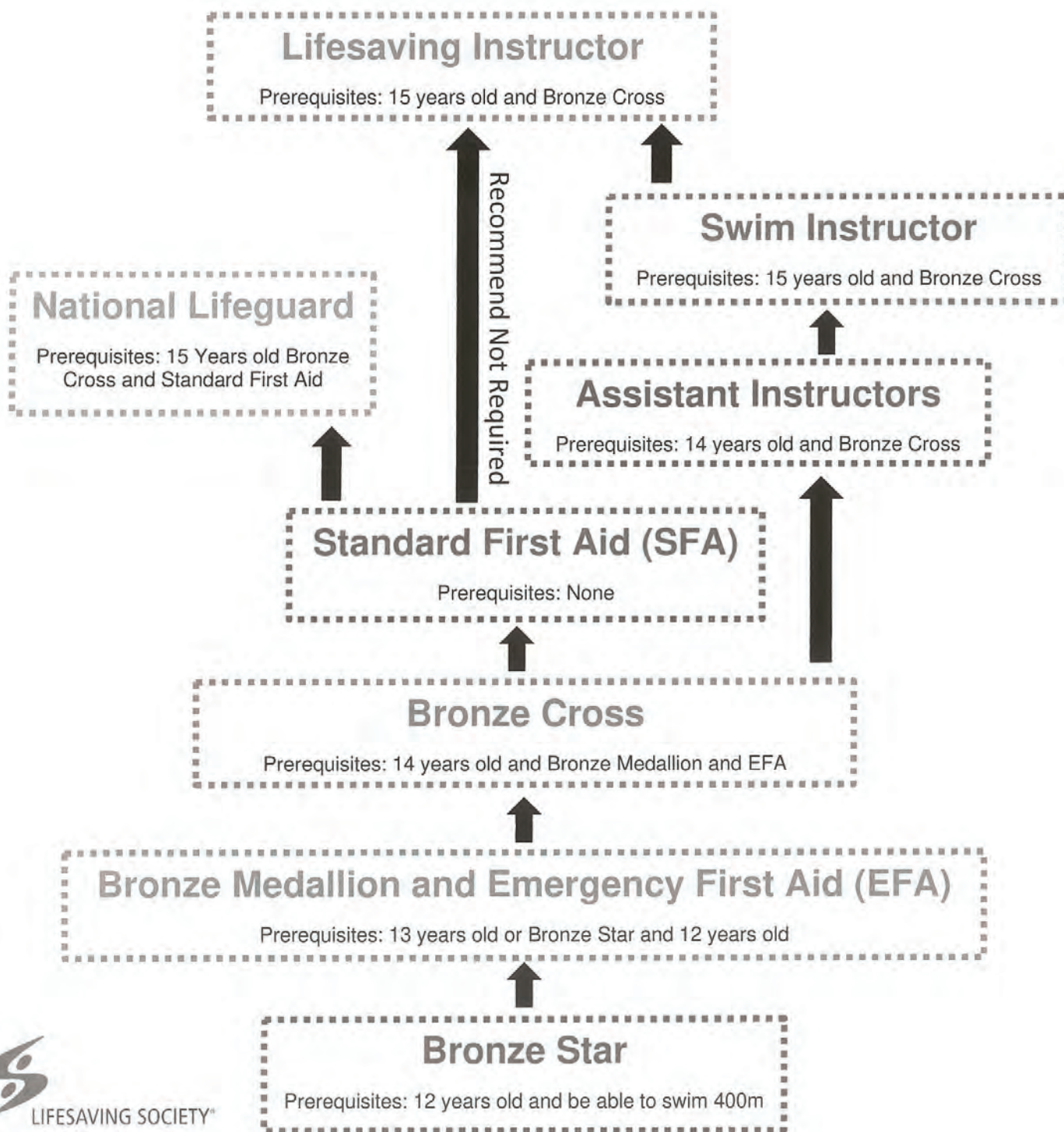
112-3989 Henning Drive, Burnaby, BC V5C 6P8 ph: 604-299-5450 em: info@lifesaving.bc.ca web: lifesaving.bc.ca

Swim for Life® Program Structure



How to Become A Lifeguard

Follow the flow chart to see what is needed for each Lifesaving Society Course





LIFESAVING SOCIETY®

*The Lifeguarding Experts***AFFILIATE AGREEMENT** (INCLUDES SWIM FOR LIFE)**2023****Partnership**

The BC & Yukon Branch of the Lifesaving Society works closely with our Affiliates to provide programs and public education designed to save lives and prevent water-related injury and death. We appreciate the partnership with our Affiliates in delivering on this mission and look forward to building on this valuable relationship.

The purpose of this Affiliate Agreement is to clearly lay out the responsibilities of both parties and to ensure the integrity and quality of Lifesaving Society programs. This agreement clarifies the Society's expectations of the Affiliate Member and details the services that the Affiliate can expect in return. Signing this agreement entitles the Affiliate to offer programs and services of the Lifesaving Society while adhering to relevant policies and procedures.

The Lifesaving Society

The Royal Life Saving Society Canada, also known by its trade name 'Lifesaving Society', was chartered in Canada in 1908. In 1911 the Lifesaving Society was established in British Columbia to improve public safety by helping to prevent drowning. The Society represents Canada internationally as a member of Royal Life Saving Society and International Life Saving Federation.

The Lifesaving Society is Canada's lifeguarding experts. The Society is a national charitable organization that works to prevent drowning and water-related injuries through lifesaving, first aid and lifeguard training programs, safety management standards and services, Water Smart® public education, and lifesaving sport initiatives.

Affiliate Members

An Affiliate member may be any one of the following: responsible agency, corporation, association, organization, or individual recognized by the Lifesaving Society, who have paid a membership fee and are in good standing with the Lifesaving Society.

Affiliate members agree with the purpose and mission of the Lifesaving Society and actively participate in the shaping of future Lifesaving Society programs and services. They play a vital part in lifesaving training by broadening the access of Lifesaving Society programs, services and drowning prevention education to their community and/or their members and customers.

Affiliate membership is based on the calendar year (January 1 – December 31). Affiliate Members that operate more than one facility sign one Affiliate Agreement and list each facility on the included form. The Affiliate fee is based on each facility registered. All memberships regardless of when they affiliate with the Lifesaving Society will receive renewal notification from by December of each year.

This Affiliate Agreement does not expire but may be revoked by the Lifesaving Society at any time if there is a breach of the Agreement terms following thorough investigation and consultation.

The Affiliate reserves the right to terminate the Affiliate Agreement for any reason with 30 days notice in writing to the Lifesaving Society.

BC & Yukon Branch

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2023 Affiliate Agreement

1.0 Responsibilities of the Affiliate

- 1.1 Employ only those Instructor Trainers/Instructors holding a current/valid certification issued by the Lifesaving Society to teach Lifesaving Society programs.
- 1.2 Purchase from the Lifesaving Society all required materials and distribute to participants for their use during and after the course.
- 1.3 Ensure all payments to the Lifesaving Society for products, services and fees are made on time in accordance with administrative and payment terms available from the Society office.
- 1.4 Disclose to the Lifesaving Society upon request the location, dates and times of all Lifesaving Society courses.
- 1.5 Submit final course rosters, evaluation forms and course results to the Lifesaving Society within two (2) weeks following the end of each course.
- 1.6 Ensure that all course rosters/test sheets are completed as per the Program Guidelines to ensure that they are processed as per section 2.10.
- 1.7 Assist Lifesaving Instructor apprentices in completing their apprenticeship by arranging for and providing co-teach opportunities whenever possible.
- 1.8 Submit orders for merchandise and course materials through the online store.
- 1.9 Abide by all applicable privacy legislation.
- 1.10 Follow applicable Lifesaving Society program policies outlined in the current Program Guide.
- 1.11 Inform the Lifesaving Society of any changes to Affiliate representatives and/or Affiliate contact information.

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2023 Affiliate Agreement

2.0 Responsibilities of the Lifesaving Society - BC & Yukon Branch (Benefits of Affiliation)

- 2.1 Provide consultative services. As Canada's lifeguarding experts, the Lifesaving Society readily shares its expertise with members. To maintain the Society's level of expertise it will:
- Conduct comprehensive research into water-related deaths and injuries, and the factors contributing to these incidents.
 - Respond to identified needs in BC and Yukon through drowning and water-related injury prevention with public education, swimming, lifesaving, first aid and lifeguard training, lifesaving competition and program development.
 - Maintain Branch commitment to program development through the development of resource materials for programs, Instructors, Instructor Trainers and Affiliates suitable for the delivery of Lifesaving Society programs and services.
 - Research and set standards for lifeguarding, first aid/CPR, lifesaving, swimming and drowning prevention.
 - Research and set safety management standards for aquatic environments.
 - Provide safety management services that guide communities in creating safe aquatic environments.
- 2.2 Develop high quality evidence-based courses and materials.
- 2.3 Provide high quality training and re-training, course updates, revisions and access to resources for Instructors and Instructor Trainers.
- 2.4 Maintain a certification registry of all Lifesaving Society Instructor Trainers, Instructors, Lifeguards and other Lifesaving Society program award holders.
- 2.5 Provide technical program support to Lifesaving Society Affiliates.
- 2.6 Provide access to course, workshop and supportive marketing materials needed for successful program delivery.
- 2.7 Inform Lifesaving Society Affiliates within 90 days of any changes to pricing of training materials, course fees or other charges related to program delivery.
- 2.8 Establish requirements and standards with respect to classroom and facilities, resources, equipment and supplies and other learning resources for the benefit of course participants.
- 2.9 Provide access to a member's only section of the website where up-to-date information for Affiliates will be posted including a current Program Guide.
- 2.10 Email or mail appropriate certification cards and recognition items directly to award holders within 15 business days of receiving rosters/test sheets from the Affiliate that are completed as per section 1.6.

BC & Yukon Branch

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2023 Affiliate Agreement

- 2.11 Supply temporary cards and electronic access to specified program resources that can be printed by Affiliates.
- 2.12 Follow Branch Privacy Policy, maintaining security safeguards of personal & confidential information.
- 2.13 Maintain communication links primarily through Affiliate meetings, electronic newsletters, emails and Branch website.
- 2.14 Maintain a course registry open to the public for individuals to find courses in their local areas and to promote the programs.
- 2.15 Maintain a member registry for individuals to access their current certifications and print a form to be used as proof of pre-requisite for other Lifesaving Society courses.

3.0 Logo Use, Graphic Standards, Intellectual Property and Website Use

- 3.1 The Lifesaving Society will provide logos and program branding to help support Affiliates in their program promotion.
- 3.2 The Affiliate will use the appropriate program logos in promotional materials in the manner outlined by the Lifesaving Society Visual Identity Guidelines.
- 3.3 Program graphics, logos and terms of use will be available at lifesaving.bc.ca in the Branch Affiliate Group.
- 3.4 Use the correct program name and association with the Lifesaving Society when advertising, for example: Lifesaving Society Bronze Medallion.
- 3.5 Respect that the content of Lifesaving Society resources and manuals are valuable intellectual property for the Society. Reproduction, by any means, of content is prohibited unless authorized by the publisher.
- 3.6 Affiliates have access to the Branch Affiliate Group at lifesaving.bc.ca and will ensure that;
 - Access is being given to the Affiliate representative identified in the agreement and if this representative changes, the Affiliate will contact the Lifesaving Society to update their records.
 - Accessible materials are for the use of the Affiliate to support programs offered by the Affiliate.
 - Materials should not be shared with others who may not have access to them or should not be used except for the purpose for which they were created.
- 3.7 Affiliates have the ability to post Lifesaving Society only courses on the Society website. This is a mutually beneficial opportunity to promote participation in your Lifesaving Society courses and cannot be used for promoting programs not offered by the Lifesaving Society.
- 3.8 Swim for Life Affiliates taking advantage of the self-print option for recognition materials agree to comply with usage guidelines provided and will have draft materials approved by the Lifesaving Society.

2023 Affiliate Agreement**4.0 Quality Assurance**

4.1 The Lifesaving Society will ensure continued high quality of its programs through maintenance of a Quality Assurance program, including:

- Ongoing Affiliate support.
- Program evaluation (including feedback forms, telephone surveys of course participants, course visits, Instructor/Instructor Trainer evaluations).
- Statistical review.
- Research and development.

4.2 The Affiliate will support the goal of high quality programs by:

- Allowing a representative of the Lifesaving Society access to courses for the purpose of classroom monitoring and Instructor evaluation.
- Forwarding feedback, comments and suggestions from course participants and the Affiliate for review by the Lifesaving Society and encourage candidates to provide feedback on-line.
- Ensuring Instructors are abiding by the Code of Conduct and professionalism set out by the Lifesaving Society.
- Ensuring that Instructors teaching Lifesaving Society programs are adhering to National and Branch training standards set out in the current Program Guide.
- Meeting all Lifesaving Society requirements and standards with respect to classroom and facilities, equipment and supplies and other learning resources.

5.0 Liability and Insurance

5.1 The Affiliate and the Lifesaving Society will each maintain appropriate liability insurance with a limit of not less than \$2,000,000.

6.0 Amendments of the Affiliate Agreement

6.1 The Lifesaving Society has the right to make changes to the Affiliate Agreement upon 30 days notice.

6.2 The most up-to-date agreement will be posted at lifesaving.bc.ca.

7.0 Governing Law – This Agreement shall be interpreted and construed according to the laws of British Columbia and Yukon.

Agreement commencing January 1, 2023:

Affiliate Representative Signature	 Lifesaving Society Signature
Print name & title	Dale Miller, Executive Director Print name & title
Affiliate/Facility Name	
Date	January 1, 2023 Date

BC & Yukon Branch

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2023 Affiliate Agreement

APPENDIX A – Type of Affiliation

☐ Individual Affiliate

- Select the programs you wish to teach from Appendix B
- Aquatic courses need to have an approved facility (first facility is included in Affiliation Fee – there is a charge for additional facilities)

First Aid Affiliates

☐ Individual

- Teach all Lifesaving Society First Aid programs
- Not location dependent

☐ Organization

- Teach all Lifesaving Society First Aid programs
- Not location dependent
- Multiple Instructors

Aquatic Affiliates

☐ Individual

- One facility
- All programs

☐ Organization (Yearly or Seasonal)

- One or more facilities
- All programs
- Multiple Instructors

Terms

- Affiliate fees are invoiced on January 1 of each year.
- Affiliations initiated after July 1 will be prorated 50%.
- Seasonal Affiliations will still receive promotional materials, Affiliate support and other benefits of affiliation year-round but will only be able to offer courses over the 4 month period identified in the Affiliate Agreement.
- Affiliates will be automatically renewed annually unless termination notice is provided by November 30 (30 days in advance of January 1st renewal).
- No refunds on Affiliate fees will be provided if affiliation is cancelled before the end of the year.

BC & Yukon Branch

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2023 Affiliate Agreement**APPENDIX B – Program Selection**

- ☐ **Swim for Life Programs** (note additional Affiliate fees in Appendix D effective Jan. 1, 2023)
 - Parent & Tot
 - Preschool
 - Swimmer Levels
 - Adult Swimmer & Teen
 - Fitness Swimmer
 - Adapted Swimmer
- ☐ **Lifesaving Programs**
 - Canadian Swim Patrol
 - Bronze Star, Bronze Medallion, Bronze Cross
 - Lifesaving Instructor
- ☐ **Lifesaving Sport**
 - Junior Lifeguard
 - Lifesaving Sport
 - Lifesaving Sport Coach
- ☐ **Lifesaving Society First Aid**
 - CPR
 - AED
 - Emergency First Aid
 - Standard First Aid
 - Aquatic Emergency Care
 - Worksite Level 1
 - First Aid Instructor
- ☐ **Lifesaving Society National Lifeguard**
 - Pool
 - Waterpark
 - Waterfront
 - Surf
 - NL Instructor

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2023 Affiliate Agreement**APPENDIX C – Seasonal Affiliation**

Seasonal Affiliate Agreement will be in place for the following 4 month period:

Start:

Day: _____ Month: _____ Year: _____

Finish:

Day: _____ Month: _____ Year: _____

APPENDIX D – 2023 Affiliate Fees

AFFILIATION FEES		Regular (non-SFL)	Swim for Life	Regular + SFL
Year-round		\$120	\$250	\$370
Seasonal		\$85	\$160	\$245
Multiple:	First year-round	\$120	\$250	\$370
	Additional year-round (each)	\$65	\$120	\$185
	Seasonal (each)	\$55	\$120	\$175
Individual		\$55	\$120	\$175

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2023 Affiliate Agreement

APPENDIX E – Organizational Affiliate Registration Form

**LIFESAVING SOCIETY®***The Lifeguarding Experts*

2023 AFFILIATE REGISTRATION ORGANIZATION

Organization - Single Facility

January – December \$120.00

Seasonal/Camp \$85.00

Organization - Multiple Facilities

First facility \$120.00

Additional January – December \$65.00

Additional Seasonal..... \$55.00

Organization Name:	
Main Organization Contact/Title:	
Address:	
Phone #:	Email:
Comments:	Web:

Accounting Contact/Title:	
Billing Address:	
Phone #:	Email:

Facility Name:	
Main Facility Contact/Title:	
Address:	
Phone #:	Email:
Comments:	☐ Yearly ☐ Seasonal/Camp – dates open _____

(Additional facilities can be listed on a separate page.)

Method of Payment	
☐ M/C ☐ VISA ☐ AMEX	
CREDIT CARD NUMBER: _____	
NAME ON CREDIT CARD: _____	EXPIRY DATE: _____

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2023 Affiliate Agreement

APPENDIX F – Individual Affiliate Registration Form



LIFESAVING SOCIETY®

The Lifeguarding Experts

2023 AFFILIATE REGISTRATION

SINGLE INDIVIDUAL

Individual

January – December 2023 \$55.00

Affiliate Name:	
Individual Name:	
Address:	
Phone #:	Email:
Comments:	Web:

Payment Information:	
Billing address: (if different from above)	
Phone #:	Email:
Comments:	

Method of Payment	
☐ M/C ☐ VISA ☐ AMEX	
CREDIT CARD NUMBER: _____	
NAME ON CREDIT CARD: _____	EXPIRY DATE: _____

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LIFESAVING SOCIETY®
SOCIÉTÉ DE SAUVETAGE

The Lifeguarding Experts
Les experts en surveillance aquatique

June 8 2016

CODE OF CONDUCT FOR THE LIFESAVING SOCIETY OF CANADA (the “Society”)

The Lifesaving Society’s reputation in aquatic safety and its status as a charitable organization impose high expectations of professional and ethical behaviour. The Society’s reputation depends on the integrity of its volunteers and staff.

Members of the Society carry a high burden of trust. The way in which that trust is discharged determines to a great extent the Society’s success and the place of pride it enjoys in the aquatic community and in society at large. Individuals and organizations that interact with the Society can expect a high level of integrity and respect from the Society.

This code of conduct outlines the ethical standards of conduct expected of individuals, employees, volunteers interacting with the Society, and also details the Society’s policy with respect to workplace discrimination, bullying and harassment and workplace violence.

GUIDELINES FOR ETHICAL STANDARDS OF CONDUCT

This code is to be a guide for staff, volunteers, and all others who work, volunteer or represent the Society nationally. As such, this code is a general statement of the rules and regulations to be followed and referred to as needed. By conforming to these rules and regulations the members of the Society will maintain and promote the excellent reputation of the Lifesaving Society and be able to best fulfill their roles within the organization and support it in the various work that it does.

All staff, volunteers, and members of the Society are expected to:

- Uphold the Mission, Vision Statements and Values of the Lifesaving Society;
- Protect the interests of the Society and to avoid allowing themselves or the Society to be placed in a conflict of interest;
- Adhere to policy and procedural standards as outlined in the award guides, standard updates and policy and procedures manuals; and
- Maintain a professional attitude towards the Society’s programs, volunteers, staff, affiliates and general public.

This is generally defined as:

- All persons acting for the Society should be supportive of the Society and all other organizations and persons working for or with the organization;
- Use appropriate and respectful language;
- Focusing comments or criticism appropriately and avoiding public criticism of volunteers and staff;
- Demonstrating safe and acceptable behaviour for the environment they are in;

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 Fax: 613.746.9929
 E-mail: experts@lifesaving.ca

Code of Conduct and & Harassment Policy

2

- Take reasonable steps to manage the responsible consumption of alcoholic beverages in social situations associated with events of the Society;
- Maintain a current level of awareness about the Society and its various programs and activities; and
- Treat all persons with respect.

WORKPLACE DISCRIMINATION, BULLYING AND HARRASSMENT AND WORKPLACE VIOLENCE POLICY

The Society is committed to providing an environment free from discrimination, bullying and harassment and workplace violence for all of its employees and volunteers including, without limitation, all Members or representatives thereof, and employees of the Lifesaving Society when ostensibly acting in that capacity.

Discrimination: Discrimination includes any (negative) differential treatment, whether in recruiting, hiring, training, promotion, discipline, benefits and compensation, based on an individual's actual or perceived race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, family status, source of income or sexual orientation and any other ground protected by the applicable human rights legislation.

Examples of discrimination include insults, ethnic jokes, derogatory comments directed to disabled persons or preferential shift assignments based on race. Discrimination does not include reasonable or appropriate social interaction.

Bullying and Harassment: Harassment is any behavior that creates an intimidating, demeaning, humiliating, and threatening or hostile work environment. Bullying and harassment includes any inappropriate conduct or comment by a person towards another that the person knew or reasonably ought to have known would cause the other person to be humiliated or intimidated.

This includes any conduct, comment, gesture or contact of a sexual nature or unwelcome verbal or physical conduct because of race, religious beliefs, colour, place of origin, gender, physical or mental ability, age, ancestry, marital status, source of income, family status or sexual orientation, such that an individual's performance is impaired or they feel they are not being treated with dignity and respect.

Harassment that will not be tolerated by the Society includes but is not limited to: physical, psychological, written or verbal abuse; threats, bullying, intimidation, derogatory remarks, jokes, innuendo or taunts; unwelcome invitations, requests or demands with sexual overtones; and workplace violence, including the exercise or attempt to exercise physical force by a person against another person that causes, or could cause physical injury.

The Society will also not tolerate the display or pornographic, racist or offensive signs or images, practical jokes that result in awkwardness or embarrassment; and unwelcome invitations or requests, whether indirect or explicit.

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Code of Conduct and & Harassment Policy

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Sexual harassment is a form of harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favours or other unwelcome verbal or physical conduct of a sexual nature when:

- such conduct might reasonably be expected to cause insecurity, discomfort, offense or humiliation to another person or group;
- submission to such conduct is made either implicitly or explicitly a condition of employment or volunteering or used as a basis for any employment or volunteer decision including promotion, salary, job security or benefits; or
- such conduct has the purpose or might reasonably be expected to have the effect of interfering with a person's work performance or creating an intimidating, hostile or offensive work environment.

Bullying and harassment does NOT include:

- expressing differences of opinions;
- offering constructive feedback, guidance or work-related advice about behavior; or
- reasonable action taken by the Society or a supervisor relating to management and direction of volunteers or employees (including counselling, managing performance, taking reasonable disciplinary actions, assigning work or implementing disciplinary actions).

Reporting

Volunteers, employees or contractors who believe they are being subjected to discrimination, bullying or harassment, or workplace violence at work should:

- If comfortable doing so, tell the person believed to responsible for the discrimination, bullying or harassment, or workplace violence that his or her action is unwelcome and ask him or her to stop;
- Make a note of the incident setting out the time of the incident, who was involved, who might have seen it and the date of the note. This note should be made as soon as possible after the incident; and
- Report the matter in writing to the Executive Director, except in cases where the person believed to be responsible for the discrimination, bullying or harassment, or workplace violence is the Executive Director, in which case it should be reported in writing to the President of the Society.

All complaints under this policy will be kept confidential except where disclosure is necessary to investigate the complaint or take corrective action or is otherwise required by law.

Personal Resolution:

If you feel you are being discriminated against, bullied or harassed, or the subject of workplace violence, provided that you feel comfortable doing so, you should advise the offending party in a reasonable and appropriate manner that his or her behavior is unwelcome and should stop. Attempts at personal resolution are often very effective, but are not required to advance to a formal resolution process.

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Code of Conduct and & Harassment Policy

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You also have the right to contact the Human Rights Commission to make a complaint of sexual harassment and you can report any incident of assault that has occurred to the appropriate authorities.

Dealing with a Reported Incident

1. All reports of ethical misconduct, discrimination, bullying or harassment, or workplace violence will be investigated in a fair and timely manner.
2. Reported incidents of discrimination, bullying or harassment, or workplace violence will be kept strictly confidential, except to the extent necessary to investigate the complaint and/or otherwise required by law.
3. Both the complainant and the alleged harasser will be interviewed, as well as any individuals who may be able to provide relevant information.
4. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include, as appropriate, coaching, counselling, suspension, termination for just cause, relieving the volunteer of its responsibilities as a volunteer, and the incident will be documented in the harasser's file. No documentation will be placed on the complainant's file when the complaint has been made in good faith, whether the complaint is upheld or not, except in the case of a fraudulent or malicious complaint.
5. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser.
6. Regardless of the outcome of a harassment complaint made in good faith, the individual lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers, other volunteers or superiors. This includes, as appropriate, dismissal, demotion, unwanted transfer, denial of opportunities within the organization or harassment of an individual as a result of their having made a complaint or having provided evidence regarding the complaint.

Responsibility of Management

Leaders are responsible for fostering a harassment-free work environment and setting an example of appropriate workplace behaviour.

It is the responsibility of a director, manager, commissioners or any person within the Society who supervises employees or who leads volunteers to take immediate and appropriate action to report or deal with incidents of harassment of any type, whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed nor should the complainant be told to deal with it personally.

Fraudulent or Malicious Complaints

Lifesaving Society – National Office
 1145 Hunt Club Road,
 Ottawa, ON K1V 0Y3
 Telephone: 613.746.5694
 Fax: 613.746.9929
 E-mail: experts@lifesaving.ca

Code of Conduct and Harassment Policy

5

Any unfounded or frivolous allegations under this policy may cause significant damage to a wrongfully accused person and the Society. If the Society determines that anyone has knowingly made false statements regarding an allegation of discrimination, bullying, harassment, or violence, immediate disciplinary steps will be taken, including as appropriate, coaching, counselling, suspension and/or termination for just cause.

No Reprisals

To encourage Society volunteers and employees to bring forward complaints of discrimination, bullying, harassment, and workplace violence, you and others who are witnesses or are otherwise involved in advancing a complaint, in good faith, will not be subject to any discipline or any other form of retaliation because a complaint has been advanced and otherwise acted upon by the Society.

Anyone who subjects someone else to discipline or any other form of retaliation for advancing or furthering a complaint made and pursued in good faith will be subject to discipline up to and including termination for just cause.

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LIFESAVING SOCIETY

*The Lifeguarding Experts***RESCUE READY****INFORMATION BULLETIN**

September, 2015

'Rescue Ready' is a state of preparedness that helps lifeguards to respond quickly to an emergency. Rescue readiness contains a number of elements to include training, emergency equipment, vigilance and the presence of tools that are a part of the lifeguard's 'uniform'.

TRAINING

Initial lifeguard training introduces lifesavers to the basics of safety supervision, accident prevention, and lifeguard rescue skills. On-going training is necessary to keep recognition, reaction and rescue skills ready and to instill competency in facility-specific emergency procedures.

EMERGENCY EQUIPMENT

As trained professionals, lifeguards have a number of pieces of rescue equipment available to them to improve patient outcomes in the event of an emergency to include (but not limited to):

- Spineboard and other spinal immobilization/stabilization equipment such as sand bags.
- A fully stocked first aid kit, oxygen kit and AED (defibrillator).
- Rescue aids such as rescue tubes, rescue cans, ring buoys, throw bags, etc.
- Rescue craft, paddleboards and mask/fins/snorkel (waterfront/surf)

It is not enough to have access to the equipment. Lifeguards need to be trained in its use, participate in on-going training to ensure competence and regularly inspect the equipment (at the start of each shift) to ensure that it is not missing or damaged.

VIGILANCE

The primary role of the lifeguard is to prevent accidents through facility analysis, education and supervision. To provide vigilant, attentive, and alert supervision of patrons, lifeguards must master a variety of skills to include victim recognition, positioning, scanning and communication. Lifeguarding requires an incredible amount of mental strength, which makes it important to start each shift with the right mindset. When a lifeguard is confident in their rescue skills and their role during an emergency, they can approach water surveillance with the right frame of mind. Since lifeguarding is so physically and mentally demanding, it is extremely important that all lifeguards are hydrated and well rested.

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LIFEGUARD TOOLS

A lifeguard's primary function is accident prevention, and when that fails, the lifeguard needs to be ready to respond as a water rescue expert. At a minimum, lifeguards should wear a consistent, identifiable lifeguard uniform and be equipped with a whistle, tool kit and rescue aid.

UNIFORMS

Generally the employer provides uniforms to the staff (clothing, not necessarily footwear). Ideally uniforms should be distinctive in colour and kept neat and clean by the lifeguard. In terms of footwear, shoes or sandals should provide adequate support and be non-slip. A lifeguard should be able to perform the NL standards in the chosen footwear or be able to remove them without delay before entering the water during a rescue.

WHISTLES

A whistle is a useful tool that can get the attention of swimmers and/or other lifeguards in the event of an emergency. In order to be *Rescue Ready*, all whistles should be worn so as to ensure quick and easy access:

- Coil whistles should be worn on the wrist with the whistle held in the hand.
- Finger whistles should be worn on the ring and middle fingers of the non-dominant hand.
- Neck whistles should be worn on 'break-away' lanyards.

RESCUE AIDS

As per the NL Award Guide, lifeguards must be trained on how to rescue a victim both with and without an aid. The Lifesaving Society recommends the use of the rescue tube, rescue can, ring buoy or adult PFD as they provide sufficient newtons of buoyancy to support a large adult and often the rescuer as well.

Lifeguards must carry the rescue aid in such a way that they can easily access the aid in the event of an emergency and do not create a tripping hazard.

LIFEGUARD TOOL KIT

Lifeguards should wear a lifeguard tool kit (fanny pack) while supervising the pool and performing regular duties through the facility. This allows the lifeguards to perform basic rescue and first aid procedures safely until the arrival of the first aid kit. At a minimum, a lifeguard tool kit should contain:

- A pocket mask with a one-way valve, oral airways, and several pairs of gloves,
- Super scissors (remove clothing and cut hair to prevent entrapment/submersion),



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Rescue Ready

- Goggles (underwater search).

REFERENCES

Alert: Lifeguarding in Action (page 33-34, 127-135) training references

Alert: Lifeguarding in Action (page 22, 36, 45-50, 82-84, 92) equipment references

Alert: Lifeguarding in Action (Alert Insert, Chapter 2 and Chapter 3) vigilance references

National Lifeguard Award Guide (Item 5a)

2010 Pool Regulation Section 13(Part 1/2), Section 17, Section 18 (Part 2a/2b)

BC Guidelines for Pool Operations – Part 4/Section 3.1 to 3.3 (Version 2)

WorkSafeBC OHS Regulations (Part 3/Schedule 3)

Canadian Public Pool Safety Standards (Emergency and Operating Procedures, Safety Equipment, Bather-to-Lifeguard Ratios and Safety Supervision During Instructional Periods)

NL Pool & Waterpark Candidate Workbook (June 2015 edition)

10-30 Scanning Window Information Bulletin

Lifesaving Society Rescue Tube Safety Bulletin

The Redwoods Group

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LIFESAVING SOCIETY® SOCIÉTÉ DE SAUVETAGE

The Lifeguarding Experts
Les experts en surveillance aquatique

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Safety Standards for Canadian Swimming Pools and Waterfronts Swimming Pool Standard

Bather-to-Lifeguard Ratios Standard

Standard

Minimum numbers of lifeguards for public (general/open) recreational swims in a pool with a water surface area of 400 square metres* or less:

Number of bathers on the deck and in the pool	Minimum number of lifeguards on deck, on duty
0–40	1
41–80	2
81–140	3
141–200	4
201 and beyond	One additional lifeguard for each additional 100 bathers or fraction thereof

Notes:

- The bather-to-lifeguard ratio represents a minimum standard. Circumstances (e.g., pool size, depth, design, equipment usage, ability of patrons) may require more lifeguards to be on duty to maintain a safe level of supervision.
- Where there is only one lifeguard on duty, the owner/operator shall ensure that there is at least one other individual on the premises who is within call of the lifeguard and who is able to provide emergency assistance when requested.

* 6 lane x 25 m swimming pool

Definitions

Recreational swim: any period where bather's activities are not restricted and where bathers are not under the supervision or direction of an instructor or coach.

Rationale

- Owner/operators seek guidance from the Lifesaving Society when establishing reasonable supervision levels.

- To maintain a safe level of supervision, owners and operators must establish a bather-to-lifeguard ratio that ensures that lifeguard(s) will be able to see all areas of the pool that are accessible to bathers (including but not limited to the bottom of the pool).
- Lifeguards will provide this supervision during recreational swim periods. As the number of bathers increase, the number of lifeguards should increase.
- One other factor that will determine ratios is water surface area. In swimming pools where bathers can disperse over large areas, additional supervision should be provided.

References

- Various regulatory references from the Canadian Legal Information Institute website (www.canlii.org) which offers regulatory references for all provinces
- Joshua Harder inquest, Manitoba 2003
- Alert: Lifeguarding in Action, Lifesaving Society Canada

Approval

- Approved by the Lifesaving Society Canada Board of Directors on 10 April 2012.

Disclaimer

Lifesaving Society Canada's National Safety Standards are developed using Coroners' recommendations, the latest evidence-based research, and reflect the aquatic industry's best practices at the time the publication was approved or revised.

The purpose of these standards is to encourage swimming pool, waterpark and waterfront owners, managers, operators and regulators to adopt these standards in order to prevent drownings in aquatic environments.

Lifesaving Society Canada's National Safety Standards do not replace or supersede local, provincial/territorial or federal legislation or regulations, but they are considered the standard to which aquatic facility operators should work towards in order to enhance safety within their operations and to prevent drowning and aquatic-related injury.



LIFESAVING SOCIETY®

*The Lifeguarding Experts***BACK-UP POLICY****NL PROGRAM***Revised February 22, 2011***POLICY STATEMENT:**

Whenever a lifeguard undertakes a contact rescue, another lifeguard must respond, and should enter the water to provide immediate back-up if required. The purpose of this is to ensure the safety of the rescuer(s) and that the patient's airway is effectively maintained.

BACKGROUND:

The BC & Yukon Branch Back-Up Policy 2010 replaces the Deep Water Back-Up Policy from 1996. The purpose of this change is to make the policy more clear, to provide rationale behind the policy and to reference information in the Alert Manual.

RATIONALE:

Based on the *2009 Lifeguard Research Report*, lifeguards report having difficulty supporting a patient in one out every ten rescues in the pool, but only one in two hundred had difficulty supporting a patient with the help of a back-up lifeguard. These statistics confirm that back-up is an important principle of lifeguarding. According to a recent survey, 69% of affiliates in BC & the Yukon make specific reference to this policy in their procedure manual.

While it is always preferable for a lifeguard to have NL certified back-up immediately available, lifeguards also should be trained in the use of rescue aids. Lifeguards should either be carrying a rescue aid or have one within arms reach in situations where they know that their other staff member is not NL trained or back-up could be delayed.

The policy has been renamed simply the 'Back-up Policy' as a lifeguard should be providing back-up in **deep or shallow** water. The requirement for back-up to respond does not change depending on the depth of the water or type of victim. When responding to a patient in distress, a lifeguard does not know if the patient is going to be okay until they are fully supported.

Although entering the water should be a back-up lifeguard's initial reaction, this is a decision that requires **judgment**. Based on the principles previously mentioned, back-up **must** enter the water immediately if:

- The safety of the rescuer in the water is not confirmed, or
- The patient is not being well-supported with the airway effectively maintained above the water, or
- The rescuer is not making progress towards safety.

Lifesaving Society Back-up Policy

There are times when a back-up lifeguard **may** choose not to enter the water immediately. For example:

- Another back-up lifeguard is already responding (or is in a better position to do so);
- Back-up arrives and the patient is already within reaching distance of the edge;
- The lifeguard(s) in the water communicates that back-up is not required.

In situations where there are two or more lifeguards on duty and the second lifeguard is required to enter the water to help, then a third lifeguard should respond if available and use their judgment to decide if they need to get in the water (using the same decision making criteria as the second lifeguard). If the third lifeguard gets in the water to back up, then a fourth lifeguard should respond in back-up, etc.

According to the NL Award Guide, the purpose of the lifeguarding situations (Item 7), is to "*apply lifeguarding principles*" (such as back-up) to real life situations. The ability of lifeguards to use their **judgment** and to provide immediate back-up if required is an important evaluative item in NL. If a lifeguard fails to respond in back-up or enter the water when required, this would constitute a 'fail' in that situation.

REFERENCES:

Alert Manual (page 45)

Lifesaving Society Lifeguard Research Report 2009

Lifesaving Society Affiliate Survey Results 2010

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Post-submersion Information

Please be aware that drowning symptoms are not always evident immediately after a submersion episode and may occur between 2-72 hours after the incident. A small amount of water can enter the lungs causing irritation resulting in the build-up of fluid & possible infection. If you or someone you know shows any signs or symptoms noted on the flip side of this card, you are advised to seek medical attention immediately.

If you have any questions, please call the Aquatic Supervisor at _____.

Post-submersion Signs & Symptoms

- Irritation or pain in the throat or chest
- Coughing after taking a deep breath
- Persistent coughing or wheezing
- Shortness of breath or difficulty breathing
- Unusual fatigue
- Dizziness/altered level of consciousness
- Vomiting or diarrhea
- High fever



LIFESAVING SOCIETY
The Lifeguarding Experts

[Affiliate logo here]

POOL RULES AND RATIONALE

The following are common rules found at many aquatic facilities along with accompanied rationale. Remember, people come to a pool to have fun and enjoy themselves. Your role as a lifeguard is to make sure they have fun but are safe at the same time. It is all about finding a balance.

Give rationale and a redirected activity each time you have a PR regarding rules.

Keep the following in mind:

Positive

Safe

Fun

ADMISSIONS RULES	RATIONALE
- Any child under the age of 6 must be accompanied by a parent - An adult is 13 years + (Must be a responsible person)	Recommendations based on our community needs
Parents with children under 6, or weak swimmers under the height requirement must be within arms reach of a guardian 13 years or older at all times.	Recommendations based on our community needs
Offensive clothing must not be worn into the pool. Offensive tattoos must be covered too.	Offensive to other patrons
We will refuse admission to anyone who appears to be under the influence of drugs or alcohol	Impaired judgment of patrons can endanger themselves and other patrons
Swimmers with infections or open sores cannot enter the pool area	Hepatitis and other contagious diseases as well as Health Act Regulations
We allow swimmers to bring inflatables into the pool from home at the supervisor's discretion.	The equipment must be clean and safe

GENERAL RULES ONCE IN FACILITY	RATIONALE
No shoulder rides or wrestling on shoulders (chicken fights)	A small child can fall backwards under the water without the parent realizing. During chicken fights if the person on the shoulders falls sideways and tries to remain upright by pulling on the head of the person beneath, a spinal is likely
No diving in the shallow end	Spinal concerns
No food in the pool. Food may be permitted in designated spots.	- Patrons can choke while swimming - Also helps keep our pool clean
No safety equipment may be used by patrons. This includes reaching poles, lifesaving rings or lost child masks	Equipment is required to be on deck by the health act

▪ Back dives off the of the deck are not permitted	▪ If the patron continues toward the wall they could get a spinal
▪ Flips are not permitted from the deck	▪ A patron can easily hit their head on the pool deck while rotating
▪ Flippers are only permitted in the water. No walking on deck with flippers	▪ Patrons are more likely to fall if they walk in flippers

MAT / BOAT RULES	RATIONALE
▪ No standing on mats in any area of the pool.	▪ Falling head-first from a standing position in the pool is the same as diving into shallow water.
▪ No kneeling on mats / boat within 1 meter of the wall	▪ If a child falls they can hit their head on the wall.
▪ No jumping onto mats / boat with feet first	▪ If the patron slips back they can hit their head on the deck
▪ No flips onto mats / boat or jumping head-first onto the mats.	▪ If the patron falls they could hit their head on the side of the deck causing a spinal injury.
▪ Boat must not be flipped over	▪ A child wearing a PFD or using any other flotation device can become trapped underneath if the mat is flipped
PFD AND B. BALL RULES	RATIONALE
▪ Children under 6 that cannot swim one width of the pool must be in a PFD.	▪ PFD's are approved by the department of transportation; other buoyant object can be destroyed, taken off etc, then grab onto a parent and take them down. Even lifeguards need to bring an aid.
▪ Adults must stay within arms reach of children under 6 years even if the child is wearing a PFD	▪ A child can drown in a PFD because the PFD will not roll a child onto his/her back. ▪ Also the parents need to monitor facial expression because children can become very scared and traumatized if left alone.
▪ Children (over 7 years) that can't swim a width of the pool with a lifejacket or can't switch from their front to their back are not allowed in deep water without a parent.	▪ Children that can't turn onto their front can drown in a PFD or have a very traumatic experience.
▪ No dunking or shooting Basketball from the deck.	▪ The hoop falling with the force of a duck could cause a spinal.

NLS HAND SIGNALS

Attention



One arm straight up - requires same motion response

Cover Me



Cross arms across chest as if covering your self.

Watch/Look At



Point to eyes with 2 fingers and point away.

Clear Pool



Large circular motion with finger pointing in the air

In Front of You



Hand held in front of you with finger pointing down

Behind You



Hitch-hiking motion with thumb over shoulder

Pushing



Two-handed pushing motion in front of body

Running



"Travelling" sign in basketball

Fighting/Horseplay



Shake clenched fist at side of head

PFD



Draw two lines down sides of chest.

Diving Board



Simulate bouncing motion of board with fingers of one hand off the fingers of the other

Slide



Use one hand to swish a sliding motion down the opposite arm

Boy



Draw a straight vertical line down chest

Girl



Draw a straight horizontal line across chest

Changeroom



Extend one arm out from side of body; follow with a “boy” or “girl” signal.

Time's Up/Over



Slashing motion across throat with hand

Size of Patron



Slashing motion of patron's height next to you own

Gutter Grabber



Imitate hand movement

"What?"/Repeat Signal



Shoulder Hunch

On Shoulders



Touch both hands on shoulders

PR/Talk to



Quacking motion with hand in front of head

Phone Call



Make a phone with one hand and hold it up to your head

Possible Distress/DNS



Move extended hand back and forth above head

Chlorine Leak



Cup hand over mouth and nose and make a circular motion with other

Minor First Aid



Small cross with fingers

Major First Aid



Large cross with forearms

Oxygen



Cup hand over mouth and nose

Lost Child



Make a cradle motion with your arms

Chest Pain (Dry)



Clenched fist on chest

Chest Pain (Wet)



Clenched fist in air

Cervical Spinal Injury



Slashing motion at back of neck (Cervical Area)

Lumbar Spinal Injury



Slashing motion at lower back region (Lumbar area)

“Okay”



Make large “O” overhead with arms

Rotate



Alternate both fingers in front of chest.

Hot Tub



Draw a circle with your index finger pointing down.

Sauna/Steam Room



Wipe forehead with back of hand.

The following are examples of strategies you may consider using with difficult Customers

Dealing with customers frustration quickly and professionally are all part of providing a high quality customer service level. Everyone has his or her own personal customer service nightmare story. So it's easy to understand how a customer may perceive things from their side of the counter when they confront you looking for satisfaction.

The next time you encounter a difficult customer relation situation either on the phone or in person consider the following steps:

Step 1: Remain Calm Yourself

When a customer begins to vent their frustration it is important to remain calm yourself. Staff may take things personally and assume that the customer's anger is directed at them and so then it is natural to become defensive.

**Realize that in most situations the customer is likely angry at the situation and not you.*

Step 2: Allow the Customer to Vent Their Frustration:

Do this without interrupting. If you would like to defuse the customer's anger, try apologizing. You could use such phrases as,

- "I'm sorry you had to go through this."
- "I can understand why that would be so upsetting."

Usually when you apologize, the customer's anger is immediately dissipated. You may feel uncomfortable for apologizing for something that you are not responsible for.

**However, keep in mind that you are apologizing on behalf of the facility not yourself.*

Step 3: Paraphrase The Problem

In your own words, paraphrase what the customer is saying and feeling.

**Show you are truly sympathetic with the customer's problem.*

Step 4: Resolve The Problem

Once you have gained the customers confidence, you are in a position to resolve the problem. It's a common mistake to try to solve the problem while the customer is still angry. The customer is often looking for an apology first, then a resolution to the problem. Record and report the incident to your supervisor. This can assist them in determining if the problem is a common issue for customers that needs possible changes to the operation to avoid future situation and /or if follow up is required with the customer.

**In some circumstance you may not be able to resolve the customers concern. Record the details and forward them to your supervisor for follow-up. This will assure that all that can be done will be...*

In the height of busy times, it is sometimes difficult to follow these steps and techniques, but if you have had a bad experience, review these suggestions and see how you may have handled things differently.

A few words to consider...

Our Customers

Customers are the most important people ...in person on the phone or by mail.

Customers are not dependent on us ... we are dependent on them.

Customers are not an interruption of our work... they are the purpose of it. We are not doing them a favor by serving them... they are doing us a favor by giving us an opportunity to do so.

Customers are not someone to argue or match wits with. Nobody ever won an argument with a customer.

Customers are people who bring us their wants. It is our job to handle them profitably, to them and to ourselves.

A sign displayed in many locations at L.L. Bean Company



APPENDIX 5

POOL OPERATIONS Chemistry and Maintenance

used with permission
U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

POOL WATER PARAMETERS

Disinfectant	Type of Residual	Temperature (Minima ppm level)	
		30°C	> 30°C
Chlorine (Unstabilized) **	FAG	0.5 ppm	1.5 ppm
Chlorine cyanurate (i.e. pucks) **	FAG	1.0 ppm	2.0 ppm
Bromine**	Bromine	1.5 ppm	2.5 ppm

Parameter		Required Range	Ideal Range
Free Available Chlorine (FAG) **		(see above)	Minimum: (see above) Maximum: 5ppm
Combined Chlorine (CAC) **		< 1.0ppm	0ppm
Cyanuric Acid *		< 80 ppm	30 - 50 ppm
pH**		7.2 - 7.8	7.2 - 7.8
Total Alkalinity (TA)*		80- 120 ppm	80-120 ppm
Calcium Hardness (CH)		N/A	180- 220 ppm
TDS		N/A	200 - 800 ppm
Temperature	Swimming Pool	37°C (98°F)	37°C (98°F)
	HotTub	40°C (104°F)	40°C (104°F)

Adjustment Summary

Parameter	To Increase	To Decrease
TA	Add Sodium Bicarbonate	Add Muriatic Acid
CH	Add Calcium Chloride	Dilute with soft water
pH	Add Sodium Carbonate (Soda Ash)	Add Muriatic Acid or Sodium Bisulphate

* Pool Regulation requires at least weekly testing

** Pool Regulations requires at least twice a day testing

Bather Load Calculations

The bather load for your pool can be found on your Pool Data Sheet and may also be noted on your Pool Permit. If you are not able to find your pool data sheet, then you can calculate the bather load for your pool using the information below.

Swimming Pools

- **Imperial: Maximum bathing load= $(D/27) + (S/10)$**

Where D = area of swimming pool in sq ft where the water depth is more than 5 ft

Where S = area of swimming pool in sq ft where the water depth is less than 5 ft.

Pool depths of less than 2 ft shall not be considered in the calculations.

- **Metric: Maximum bathing load = $(D/2.5) + (S/0.93)$**

Where D = area of swimming pool in sq m where the water depth is more than 1.5 m

Where S = area of swimming pool in sq m where the water depth is less than 1.5 m.

Pool depths of less than 60 cm shall not be considered in the calculations.

Hot Tubs

Bather load for hot tubs may be determined at a rate of 30 cm (2 ft) of seating per person. *(BC Guidelines for Pool Design- June 2014)*

Spray Parks

The bather load for spray pools should be 1 person per m² of spray pad surface. *(BC Guidelines for Pool Design- June 2014)*

Location of Flow Rate Information

Pool Data Sheet - Sample 1 (Page 1 of 2)

POOL DATA SHEET (Metric units may be used; all units of measurement must be shown clearly)			
NAME OF POOL:		Address of Pool (Civic):	
Lap Pool/ Hot Tub/ Wading Pool/ Others:			
Indoor:	Outdoor:	City or Town:	
Owners (Legal Corporate) : Name: Phone and email: Address:		Designer: Name: Phone and email: Address:	
Prof. Eng.		Arch.	
Pool Area: sq.ft	Deck Area: SQ.ft	Water Depth (ft.): Min. Max.	
Maximum Bathing Load:	Shallow(S)	Deep(D) Total:	
Pool Volume (USGPM) :		Pool Basin Colour:	
Turnover (hours) :		Design recirculation flow rate (USGPM, "")	
Re-circulating Pump - Make & Model:		Flow	USGPM at ft. TDH
Hydro-Air Pump- Make & Model:		Flow	USGPM at ft. TDH
Other Pumps (Spray Feature, Waterslide Pumps etc...) - Make & Model:		Flow	USGPM at ft. TDH
		Flow	USGPM at ft. TDH
		Flow	USGPM at ft. TDH
		Flow	USGPM at ft. TDH
FILTERS: Sand D.E. Pressure Vacuum Gravity NSF Approved: Yes/ No			
Filter Make and Model:		Number of filters: Number of elements:	
Surface area (ea. Filter): sq. ft		Total area (all filters): sq. ft	
Surface area (ea. Element):		Total area (all elements): sq. ft	
Rate of Filtration (USPM /ft²> 1515USGPM / sq. ft)		Rate of Backwash (USPM /ft²>	
Total Filter Capacity (Rate of filtration x total area) USGPM			

For Reference Only:
Example Calculation

Jet Suction Velocity

$$\frac{(24 + 100) \times 80}{2 \times 42} = 0.56 \text{ cps}$$

Recirculation Flow = 24 IGPM

Hydro Air Flow= 100IGPM

Note: 1 IGM = 1.2 US GPM
(most flow meters are US GA)

Flow rate
found here

Continued on page 2

Pool Data Sheet - Sample 1 (Page 2 of 2)

GAUGES:	Pressure	Vacuum	Thermometers	Nos.
Flow Indicator:	Make & Model:		Range (USGPM)	to
Backwash Pump • Make & Model:			Flow:	USGPM at ft. TOH
Backwash rate per filter (usGPM)				
DISINFECTION:	Hypochlorite	Chlorine Gas	Other:	
Make and Model:			Capacity (lbs / 24 hr)	
Point of Injection: Filter Influent / Filter Effluent				
Maximum dosing rate (ppm):				
FEEDERS:	Chemical	Slurry	Chemicals used:	
Make and Model:			Make & Model:	
Capacity:			Capacity:	
Injection point:			Injection point:	
POOL INLETS:	Type:	Size:	Total No.	at ft. spacing
Depth below water level (in.) (must be deeper than 24" or nearest pool floor, if water depth is less than 24", floor inlets must be used, if 0001 sidewalls are more than 44" apart)				
MAIN DRAIN: (minimum 2 drains per pool)	Make and Model:		No.	
Flow from Re-circulating Pump (USGPM)			Flow from Hydro-Air Pump (USGPM)	
Size of free opening sq. ft. (total of all drains)			Velocity through grate opening ft. / sec	
DRAIN FOR HYDRO-AIR PUMPS (for Whirlpool, if separate from main drain):	Make and Model:		No.	
Size of free opening sq. ft.			Velocity through grate opening ft. / sec	
Expand and List all drains if more than one pump draws from more than two drains in spaces that follow, use additional page if req.				
DRAIN:	Make and Model:		No.	
Size of free opening sq. m			Velocity through grate opening ft. / sec	
Size of free opening sq. ft.			Velocity through grate opening ft. / sec	

Location of Flow Rate Information

Pool Data Sheet - Sample 2

SWIMMING POOL DATA SHEET			
NAME of POOL _____		Address _____	
City or Town _____		Indoor ☐ Outdoor ☐	
OWNER _____		DESIGNER _____	
or _____		Address _____	
OPERATOR _____		Prof. Eng. ☐ Arch ☐	
Address _____		Water Depth, Min. _____ ft. Max. _____ ft.	
1. POOL AREA, _____ sq. ft.	dock _____ sq. ft.	Water Depth, Min. _____ ft. Max. _____ ft.	
2. MAXIMUM BATHING LOAD	Shallow (SJ) _____	Deep (DJ) _____	Total _____
3. POOL VOLUME _____ I. Gals.	Pool basin colour _____		
4. THIRNE?Vfib _____ hrs. at deslgn fl2:: rat!if _____	i liliaJ _____		
5. RECIRCULATING PUMP, _____ Make & Model _____	Flow _____ I. gpm at _____ ft. TOH		
6. FILTERS, Sand ☐ Diatomite ☐ Pressure ☐ Vacuum ☐ Gravity ☐ NSF approved, Yes ☐ No ☐	No. of filters _____ No. of elements _____		
Make & Model _____	Surface area (each filter) _____ sq. ft.		
Surface area (each element) _____ sq. ft.	Total area (all filters) _____ sq. ft.		
Rate of Filtration _____ I. gpm/sq. ft.	Rate of Backwash _____ I. gpm/sq. ft.		
Total Filter Capacity (Rate of filtration x total area) _____ I. gpm			
7. GAUGES, Pressure ☐ Vacuum ☐ Thermometers ☐ Nos. _____	Flow Indicator, _____ Make & Model _____ Range _____ to _____ I. gpm.		
8. BACKWASH PUMP, _____ Make & Model _____	Flow _____ I. gpm at _____ ft. TOH		
Backwash rate per filter _____ I. gpm			
9. DISINFECTION, Hypochlorite ☐ Chlorine Gas ☐ Other _____	Capacity _____ lbs/2• hr.		
Make & Model _____	Point of Injection: Filter In ☐ Filter effl ☐		
Max. dosing rate _____ ppm.			
10. FEEDERS, Chemical ☐ Gravity ☐ _____	Chemicals used _____		
Make & Model _____	Make & Model _____		
Capacity _____	Capacity _____		
Injection point _____	Injection point _____		
11. POOL INLETS, Type _____ Size _____ Total No. _____ at _____ ft. spacing;	Depth below W/ L _____ In.		
12. MAIN DRAIN, _____ Make & Model _____	No _____		
Size of free opening _____ sq. In.	Vel. through grate opening _____ ft./sec.		
13. OVERFLOW, Gutter ☐ Roll-up ☐ Deck level ☐ Other ☐			
No. drains _____ at _____ ft spacing; size _____ In.			
Skimmers: _____ Make & Model _____	NSF Approved: Yes ☐ No ☐		
No. of skimmers _____ at _____ sq. ft/skimmer,	Normal flow through overflows _____ I. gpm.		
Max. overflow capacity _____ I. gpm.			
14. MAKE-UP WATER, Source, Public ☐ Private ☐ Size of make-up line _____ In.			
Control: Manual ☐ Automatic ☐	Air Gapped, Yes ☐ No ☐		
Backflow preventer _____ Yes ☐ No ☐	Make & Model _____		
15. WATER PIPING, Copper ☐ Galv. ☐ Plastic ☐ Other _____			
Max. Velocity: return piping (from pool) _____ ft./sec.	Supply piping (to pool) _____ ft./sec.		
16. REMARKS. (for Health Dept. use)	The foregoing data is a true statement of facts pertaining to this pool as it is to be constructed.		
Signed _____ (Design Engineer or Architect)			
Date _____			

Flow rate
found here

Reagent Shelf List

Some reagents are coming out with expiry dates. However, if the reagent does not have an expiry date, the table below lists the suggested reagent shelf life for common test kits in use. Please note that one test kit is not endorsed over another and information is simply provided as examples.

- **Taylor Test Kit Reagents**

www.taylor technologies.com/ChemistryTopicsCM.SAP?ContentID=26

Name of Reagent	Shelf life (months)
R-0001 DPD #1	6
R-0002 DPD #2	6
R-003 DPD#3	6
R-0008 Total Alkalinity	6
R-0012 Hardness	6
R-0007 Thiosulphate	12
R-0009 Sulphuric acid	12
R-0010 Calcium Buffer	12
R-0011L Calcium indicator Liquid	12
R-0013 Cyanuric Acid	12
R-0854 Total hardness	12
R-0870 DPD Powder	12
R-0871 DPD Titrating Reagent	12
R-0004 Phenol red	12

- **La Motte Test Kit Reagents**

The La Motte website has detailed information on how to determine the reagent shelf life.

www.lamotte.com/support/reagent_refills_shelf_life.html

[illegible]

Pool Water Testing and Maintenance Log - Sample 1

Page 1 of 2

[illegible]

Note: Bathing load to be based on # of patrons in pool at time of testing.

Pool Water Testing Maintenance Log - Page 2 of 2

Recommended Parameters for Swimming Pool and Hot Tub Water Chemistry Parameters:

Parameters	Minimum	Maximum	Test Frequency
Free Chlorine (<30°C)	0.5 ppm	5.0 ppm	Min. 2x/day
Chlorine Cyanurate (<30°C)	1.0 ppm	5.0 ppm	Min. 2x/day
Bromine (<30°C)	1.5 ppm	5.0 ppm	Min. 2x/day
Combined Chlorine	< 1.0 ppm	< 1.0 ppm	Min. 2x/day
pH	7.2	7.8	Min. 2x/day
Total Alkalinity	80 ppm	120 ppm	At least weekly
Calcium Hardness	180 ppm	220 ppm	Weekly
Cyanuric Acid (outdoor pools only)	30 ppm	50 ppm	At least weekly

Notes:

Pool Record Sheet (Weekly) - Sample 2

Name of Pool:										Operator:				
Week of:										Year:				
Emergency Phone Number:														
O.y	pH (7.2- 7.8)	Free(ppm)	Total(ppm)	Combined Chlorine (<1.0 ppm)	Alkalinity (80- 120 ppm)	Calcium Hardness (180-220 ppm)	Cyanuric Acid (<80 ppm)	Temperature Pool-Max 37°C Hot Tub-Max 40°C	Flow Rate USGPM	Filter Backwashed minutes	Hair Strainer, Cleaned Yea/No	Basin Vacuumed Yea/No	Water Clear Yea/No	Initial
Monday														
Tuesday														
Wednesday														
Thursday														
Friday														
Saturday														
Sunday														
Chemical Record														
Date	Chemical Added / Product Name							Amount Added(show units)						
Date	Comments (include accidents, equipment failures, shutdowns, repairs, ground fault tests, closures, etc.)													

- Upper target for chlorine residual should be 5.0 ppm. Pool should be closed when chlorine > 10.0 ppm
- For pool temperatures >30°C Chlorine Residual: Min 1.5 ppm unstabilized; Min 2.0 ppm stabilized

Daily Water Chemistry Log

poolusers>guard misc>water test sheet #3

Week of

MAIN		IDEAL WATER			pH = 7.4 --> 7.6			CI Free = 1.5ppm (no lower than 0.5ppm; no higher than 3.0 ppm)			CI Total = CI Free + CI Combined						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday										
Time	Cl	T/C	pH	vial	Cl	T/C	pH	vial	Cl	T/C	pH	vial	Cl	T/C	pH	vial	
6:00 AM		/				/				/				/			
9:00 AM																	
12:00 PM																	
3:00 PM																	
6:00 PM																	
9:00 PM																	
Closing																	
Leisure		IDEAL WATER			pH = 7.4 --> 7.6			CI Free = 2.0ppm (no lower than 1.0ppm; no higher than 4.0 ppm)			CI Total = CI Free + CI Combined						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday										
Time	Cl	T/C	pH	vial	Cl	T/C	pH	vial	Cl	T/C	pH	vial	Cl	T/C	pH	vial	
6:00 AM		/				/				/				/			
9:00 AM																	
12:00 PM																	
3:00 PM																	
6:00 PM																	
9:00 PM																	
Closing																	
Whirl		IDEAL WATER			pH = 7.4 --> 7.6			CI Free = 2.0 - 2.5 ppm (no lower than 1.5ppm; no higher than 4.5 ppm)			CI Total = CI Free + CI Combined						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday										
Time	Cl	T/C	pH	vial	Cl	T/C	pH	vial	Cl	T/C	pH	vial	Cl	T/C	pH	vial	
6:00 AM		/				/				/				/			
9:00 AM																	
12:00 PM																	
3:00 PM																	
6:00 PM																	
9:00 PM																	
Closing																	
Totals		ALK=80-100(HT); 100(LP); 100-120(MP)			HARD= 160-180(HT) 180-200 (LP) 200-240 (MP)			Salt = 3000			Combined Cl below 1.5ppm						
& Salt	Alk	Hard	Salt	Alk	Hard	Salt	Alk	Hard	Salt	Alk	Hard	Salt	Alk	Hard	Salt		
Main																	
Leisure																	
Whirl																	
Main Pool		Day/Date:		Total Alkalinity (80-120) -		Calcium Hardness (200 -280) -											
Leisure Pool		Day/Date:		Total Alkalinity (80-120) -		Calcium Hardness (200 -280) -											
Whirl Pool		Day/Date:		Total Alkalinity (80-120) -		Calcium Hardness (200 -280) -											

Aquatic Centre Duties						
() Check when completed						
Date: _____ To: _____						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Pull Mens & Ladies L Locks without Pins M Water 6:15 A.M. Tests 8:15 A.M. Ladies Coin Lockers Fill Both Soda Ash Bag Lost & Found For Salvation Army Swirl Scum Line Mechanical Log E.B. 9:00 P.M. Plexiglass Playpen Water Plant Solarium Windows Water Fountains On Deck Shower Staff Showers Tan Booths 1 Done Daily 11 Fill Toilet Paper L M Fill Kotex Machine Staff Area Floor Toilets.Sinks Solarium Tables & Chairs Fit. Studio Mirrors Fit.Studio Window & Ledges Fit. Studio Vinyl Fit. Studio Chrome Exercise Bikes	Pull Mens & Ladies L Locks without Pins M Water 6:15 A.M. Tests 8:15 A.M. Ladies Coin Lockers Fill Both Soda Ash Lost & Found/Dryer Fill Kotex Machine Swirl Scum Line Mechanical Log E.B. 9:00 P.M. Plexiglass Playpen Raindrop Scum Line Water Fountains Viewing Area Tables Tan Booths 1 Done Daily 11 Fill Toilet Paper L M Check O 500 PSI Staff Area Floor Toilets.Sinks Solarium Tables & Chairs Fit. Studio Mirrors Fit. Studio Window & Ledges Fit. Studio Vinyl Fit. Studio Chrome Exercise Bikes	Pull Mens & Ladies L Locks without Pins M Water 6:15 A.M. Tests 8:15 A.M. Ladies Coin Lockers Fill Both Soda Ash Lost & Found In Dryer Swirl Scum Line Mechanical Log E.B. 9:00 P.M. Plexiglass Playpen Liesure Scum Line Water Fountains Viewing Area Tables Tan Booths 1 Done Daily 11 Fill Toilet Paper L M Staff Area Floor Toilets.Sinks Solarium Tables & Chairs Fit. Studio Mirrors Fit.Studio Window & Ledges Fit. Studio Vinyl Fit. Studio Chrome Exercise Bikes	Pull Mens & Ladies L Locks without Pins M Water 6:15 A.M. Tests 8:15 A.M. Ladies Coin Lockers Fill Both Soda Ash Lost & Found In Dryer Swirl Scum Line Mechanical Log E.B. 9:00 P.M. Plexiglass Playpen Raindrop Scum Line Water Fountains Mop Filter Room Floor Viewing Area Tables Tan Booths 1 Done Daily 11 Fill Toilet Paper L M Staff Area Floor Toilets.Sinks Solarium Tables & Chairs Fit. Studio Mirrors Fit. Studio Window & Ledges Fit. Studio Vinyl Fit. Studio Chrome Exercise Bikes	Pull Mens & Ladies L Locks without Pins M Water 6:15 A.M. Tests 8:15 A.M. Ladies Coin Lockers Fill Both Soda Ash Lost & Found In Dryer Swirl Scum Line Mechanical Log E.B. 9:00 P.M. Plexiglass Playpen Solarium Windows Water Fountains On Deck Shower Tan Booths 1 Done Daily 11 Fill Toilet Paper L M Check First Aid Supplies Staff Area Floor Toilets.Sinks Solarium Tables & Chairs Fit. Studio Mirrors Fit.Studio Window & Ledges Fit. Studio Vinyl Fit. Studio Chrome Exercise Bikes	Pull Mens & Ladies L Locks without Pins M Water 6:15 A.M. Tests 8:15 A.M. Ladies Coin Lockers Fill Both Soda Ash Lost & Found In Dryer Swirl Scum Line Mechanical Log E.B. 9:00 P.M. Plexiglass Playpen Viewing Area Tables Water Fountains Ladies Shower Walls Mens Shower Walls Tan Booths 1 Done Daily 11 Fill Toilet Paper L M Leisure Scum Line Staff Area Floor Toilets.Sinks Solarium Tables & Chairs Fit. Studio Mirrors Fit. Studio Window & Ledges Fit. Studio Vinyl Fit. Studio Chrome Exercise Bikes	Pull Mens & Ladies L Locks without Pins M Water 6:15 A.M. Tests 8:15 A.M. Ladies Coin Lockers Fill Both Soda Ash Lost & Found In Dryer Swirl Scum Line Mechanical Log E.B. 9:00 P.M. Plexiglass Playpen Vacuum Sandra's Office Water Fountains Tan Booths 1 Done Daily 11 Fill Toilet Paper L M Staff Area Floor Toilets.Sinks Solarium Tables & Chairs Fit. Studio Mirrors Fit. Studio Window & Ledges Fit. Studio Vinyl Fit. Studio Chrome Exercise Bikes
Odd's 'n' Ends		O Main Pool Stair Scum Line	O Main Pool Ladders	DDisinfect Diving Boards	Disinfect Toys	D High Board Chrome
						Low Board Chrome

Monthly Pool Record - Sample 3

Month / Year _____

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Revised: January 2013

Monthly Hot Tub Record - Sample 4

Month/ Year _____

f	i	t	Temperature more t11111 30°C						am	pm	g	2	i	s	t	m
			1m	pm	1m	pm	1m	pm								
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3.																
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ROV1sed: January 2013

General Maintenance Checklist

The following are some of the items that should be included in your schedule *(add items as required)*:

- 0 Pool basin
 - 0 Checked for entrapment hazard *(gap between 3.5 and 9'J)*
 - 0 Check water intakes for possible suction hazards
 - 0 Check for any safety hazard such as sharp projections
 - 0 Main drain is secure and in good repair
 - 0 Checked for signs of deterioration *(missing tiles, cracks etc.)*
 - 0 Skimmer basket cleaned
- 0 Handrails, ladders, deck equipment secure
- 0 Water level is correct for removal of floating debris
- 0 Depth markings clearly visible
- 0 Steps are clearly marked in a contrasting color
- 0 Floors are in good condition with non slip surfaces, free of pooled water, free of ice in freezing conditions
- 0 Adequate fencing, doors, gates, alarms to prevent unauthorized entry
- 0 Drinking water fountain is operational
- 0 First aid kit well stocked
- ☐ Rescue equipment in good condition and easily accessible
- 0 Signage is in place
- ☐ Permit posted
- 0 Shower temperature < 49°C
- 0 Ground fault circuit interrupter for underwater lights functioning
- 0 Backflow prevention devices are functional *(i.e. air gap, reduced pressure backflow assembly, hose bib vacuum breaker, annual testing or reduced backflow assembly)*
- 0 Clock working and in place
- 0 Adequate lighting for pool area
- 0 Pool temperature 37°C
- 0 Hot tub 40°C
- 0 Flow meters working properly
- 0 Drains secured, not broken
- 0 Floating weirs

3.8 Maintenance of Mechanical Equipment

Installation and operating manuals are located _____

Record in daily log or _____ when maintenance has been done.

Use the following table as a guide to make your own facility Mechanical Maintenance schedule. The list provides examples of equipment that may be found in your facility and is not intended to be a complete list.

Equipment	What Needs to be Checked	Maintenance Frequency	Date Checked
Filters Model# / Type:	Filter media functioning: No grease building up in sand	Replace sand every 2 years	
	Backwash gauges		
Chemical Feeder Model # / Type:	(i.e. tubing) (i.e. build up of minerals, clogging)		
Ozone Model # / Type:			
Pumps Model # / Type:	(i.e. hair and lint strainer) - Cavitation, unusual noise - Leaks		
Water Heater Model# / Type:	(i.e. scaling/corrosion) _____		

Equipment	What Needs to be Checked	Maintenance Frequency	Date Checked
Ventilation Model# / Type:	▪ (i.e. vents dirty, etc.) _____		
Ultraviolet Model # / Type: <i>Ultraviolet Light Tube</i>			
Model# / Type:			
Model # / Type:			

HEALTHY SWIMMING

Fecal Incident Response Recommendations for Aquatic Staff

What do you do when you find poop in the water?



Check for existing guidelines from your local or state regulatory agency before use. CDC recommendations do not replace existing state or local regulations or guidelines.

These recommendations are for responding to fecal incidents in chlorinated aquatic venues (for example, pools and water playgrounds).

Improper handling of chlorine-based disinfectants can cause injury. Follow proper occupational safety and health requirements when following these recommendations. For more pool chemical safety information, visit www.cdc.gov/healthywater/swimming/aquatics-professionals/preventing-pool-chemical-events.html.

CLOSURES: Fecal incidents are a concern and an inconvenience to both aquatic staff and patrons. Aquatic staff should carefully explain to patrons why the aquatic venue needs to be closed in response to a fecal incident. Explaining the reasons for closing the venue (for proper disinfection and protection of swimmer health) is likely to promote patron understanding and minimize their frustration. Closures allow chlorine to do its job—kill germs and help prevent recreational water illnesses (RWIs).

Hot tubs/spas, and some water playgrounds, can have much smaller amounts of water. In response to formed or diarrheal fecal incidents in small-volume venues, it might be more efficient to completely drain as much water as possible from the venue and associated plumbing; scrub and clean all accessible surfaces in contact with contaminated water; replace or clean filter media when appropriate, and refill with uncontaminated water from an approved source (for example, municipal water system).



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

Released June 22, 2018

CS294103A

What do I do about...

formed fecal matter (poop) in the water?

Formed fecal incidents pose a risk for spreading germs, including moderately chlorine tolerant *Giardia*. To disinfect the water following a formed fecal incident, aquatic staff should follow the steps below, which are based on killing or inactivating *Giardia*.

Step 1: Close the aquatic venue to swimmers. If you have multiple venues that use the same filtration system—all of the venues will have to be closed to swimmers. Do not allow anyone to enter the venue(s) until the disinfection process is completed.

Step 2: Remove as much of the fecal matter as possible (for example, using a net or bucket) and dispose of the fecal matter in a sanitary manner. Clean and disinfect the item used to remove the fecal matter (for example, after cleaning, leave the net or bucket immersed in the water during disinfection). **VACUUMING FECAL MATTER FROM THE WATER IS NOT RECOMMENDED.**

Step 3: Using unstabilized chlorine (for example, sodium hypochlorite), raise the water's free chlorine concentration to 2 parts per million (ppm), if less than 2 ppm. Maintain free chlorine concentration at 2 ppm and water at pH 7.5 or less for 25-30 minutes. Other concentrations or closure times can be used (see table). State or local regulators may require higher free chlorine concentration in the presence of chlorine stabilizers, which are known to slow the rate at which free chlorine inactivates germs.

Step 4: Confirm that the filtration system is operating while the water reaches and is maintained at the proper free chlorine concentration and pH for disinfection.

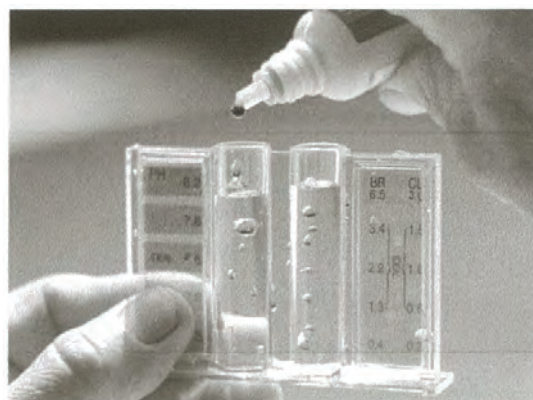
Step 5: Allow swimmers back into the water only after the disinfection process has been completed and the free chlorine concentration and pH are within the operating range allowed by the state or local regulatory authority.

Establish a fecal incident log.

Document each fecal incident by recording date and time of the event, whether it involved formed fecal matter or diarrhea and the free chlorine concentration and pH at the time of observation of the event. Before reopening the aquatic venue, record the procedures followed in response to the fecal incident (including the process used to adjust chlorine concentration and pH [if necessary], the free chlorine concentration and pH, and the disinfection time). You can download a Water Contamination Response Log at <http://www.cdc.gov/healthywater/swimming/aquatics-professionals/fecalresponse.html>

Giardia Kill or Inactivation Time for a Formed Fecal Incident

Free Chlorine Concentration (ppm)	Disinfection Time ³
1.0	45 minutes
2.0	25-30 minutes
3.0	19 minutes



1. Ideally, the water temperature should be 77°F (25°C) or higher during the disinfection process.

2. Chlorine stabilizers include compounds such as cyanuric acid, dichlor, and trichlor.

3. These closure times are based on 99.9% kill or inactivation of *Giardia* cysts by chlorine at pH 7.5 or less and temperature of 77°F (25°C) or higher. The closure times were derived from the U.S. Environmental Protection Agency (EPA) Disinfection Profiling and Benchmarking Guidance Manual. These closure times do not take into account "dead spots" and other areas of poor pool water mixing.

What do I do about...

diarrhea in the water when chlorine stabilizer¹ is in the water?

A diarrheal incident is a high-risk event for contamination caused by *Cryptosporidium* (or "Crypto"), an extremely chlorine-tolerant parasite. Therefore, it is important that aquatic staff educate patrons not to swim when ill with diarrhea. To disinfect the water following a diarrheal incident, aquatic staff should hyperchlorinate, or raise the free chlorine concentration to a high concentration for a long period of time. If necessary, before attempting to hyperchlorinate, consult an aquatic professional to determine the feasibility, the most optimal and practical methods, and needed safety considerations.

Step 1: Close the aquatic venue to swimmers. If you have multiple venues that use the same filtration system—all of the venues will have to be closed to swimmers. Do not allow anyone to enter the venue(s) until the hyperchlorination process is completed.

Step 2: Remove as much of the fecal matter as possible (for example, using a net or bucket) and dispose of the fecal matter in a sanitary manner. Clean and disinfect the item used to remove the fecal matter (for example, after cleaning, leave the net or bucket immersed in the water during hyperchlorination).

VACUUMING FECAL MATTER FROM THE WATER IS NOT RECOMMENDED.

Step 3: Using unstabilized chlorine (for example, sodium hypochlorite), raise the water's free chlorine concentration (see bullets below) and maintain water at pH 7.5 or less.²

Step 4: Hyperchlorinate.³ Chlorine stabilizer slows the rate at which free chlorine inactivates or kills Crypto, and the more stabilizer there is in the water the longer it takes to kill Crypto.

If the cyanuric acid concentration is 1-15 parts per million (ppm) ◀

- Raise the free chlorine concentration to 20 ppm⁵ and maintain it for 28 hours or
- Raise the free chlorine concentration to 30 ppm⁵ and maintain it for 18 hours or
- Raise the free chlorine concentration to 40 ppm⁵ and maintain it for 8.5 hours

If the cyanuric acid concentration is more than 15 ppm, lower the concentration to 1-15 ppm by draining partially and adding fresh water without chlorine stabilizer before attempting to hyperchlorinate.

Step 5: Confirm that the filtration system is operating while the water bleaches and is maintained at the proper free chlorine concentration and pH for hyperchlorination.

Step 6: Backwash the filter thoroughly after hyperchlorination has been completed. Be sure to discharge directly to waste and according to state or local regulations. Do not return the backwash through the filter. Where appropriate, replace the filter media.

Step 7⁶: Allow swimmers back into the water only after hyperchlorination has been completed and the free chlorine concentration and pH are within the operating range allowed by the state or local regulatory authority.

Establish a fecal incident log.

Document each fecal incident by recording date and time of the event, whether it involved formed fecal matter or diarrhea and the free chlorine concentration and pH at the time of observation of the event. Before reopening the aquatic venue, record the procedures followed in response to the fecal incident (including the process used to adjust chlorine concentration and pH [if necessary], the free chlorine concentration and pH, and the hyperchlorination time). You can download a Water Contamination Response Log at <http://www.cdc.gov/healthywater/swimming/aquatics-professionals/fecalresponse.html>

1. Chlorine stabilizers include compounds such as cyanuric acid, dichlorois, and trichlorois.

2. Ideally, the water temperature should be 77°F (25°C) or higher during the hyperchlorination process.

3. **Alternative options** could include circulating the water through a secondary disinfection system (for example, ultraviolet light or ozone) to theoretically reduce the number of Crypto oocysts in the aquatic venue(s) below one oocyst/100 ml as outlined in the Model Aquatic Health Code (MAHC) standard 4.73.3.24 (current edition of the MAHC is available at www.cdc.gov/mahc/currentedition/index.html) or draining the aquatic venue(s).

4. Murphy JL, Arrowood MJ, Lu X, Hlavsa MC, Beach MJ and Hill VR. Effect of cyanuric acid on the inactivation of *Cryptosporidium parvum* under hyperchlorination conditions. *Environ Sci & Technol*. 2015;49:7348-55.

5. Many conventional test kits cannot measure free chlorine concentrations this high. Use chlorine test strips that can measure free chlorine in a range that includes 20-40 ppm (such as those used in the food industry) or make dilutions for use in a standard DPD test kit using chlorine-free water.

6. CDC does not recommend testing the water for Crypto after hyperchlorination is completed. Although hyperchlorination destroys Crypto's infectivity, it does not necessarily destroy the structure of the parasite.

WATER CONTAMINATION RESPONSE LOG

Person Conducting Contamination Response						
Supervisor on Duty						
Date (mm/dd/yyyy) of Incident Response						
Time of Incident Response						
Water Feature or Area Contaminated						
Number of People in Water						
Type/Form of Contamination in Water: Fecal Accident (Formed Stool or Diarrhea), Vomit, Blood						
Time that Water Feature was Closed						
Stabilizer Used in Water Feature (Yes/No)						
	Water Quality Measurements					
	Level at Closure	1	2	3	4	Level Prior to Reopenin2
Free Residual Chlorine (1-4 are measurements spread evenly thru the closure time)						
pH (1-4 are measurements spread evenly thru the closure time)						
Date (mm/dd/yyyy) that Water Feature was Reopened						
Time that Water Feature was Reopened						
Total Contact Time (Time from when disinfectant reached desired level to when disinfectant levels were reduced prior to opening)						
Remediation Procedure(s) Used and Comments/Notes						


Fact Sheet For pool staff/owners and health professionals

Cleaning Up Body Fluid Spills on Pool Surfaces

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

Appropriate Disinfectants

Bleach

One of the most commonly used chemicals for disinfection is a homemade solution of household bleach and water. Since a solution of bleach and water loses its strength quickly, a fresh mixture should be made before each clean-up to make sure it is effective.

Other Disinfectants

A listing of other approved commercial disinfectants can be found at www.epa.gov/oppad001/chemregindex.htm and www.fda.gov/cdrh/ode/germlab.html. These disinfectants are effective when used according to the manufacturer's instructions.

Recipe for Bleach Disinfecting Solution

9 parts cool water

1 part household bleach

Add the household bleach to the water. Gently mix the solution.

Clean-up Procedure Using Bleach Solution

1. Block off the area of the spill from patrons until clean-up and disinfection is complete.
2. Put on disposable gloves to prevent contamination of hands.
3. Wipe up the spill using paper towels or absorbent material and place in plastic garbage bag.
4. Gently pour bleach solution onto all contaminated areas of the surface.
5. Let the bleach solution remain on the contaminated area for 20 minutes.
6. Wipe up the remaining bleach solution.
7. All non-disposable cleaning materials used such as mops and scrub brushes should be disinfected by saturating with bleach solution and air dried.
8. Remove gloves and place in plastic garbage bags with all soiled cleaning materials.
9. Double-bag and securely tie-up plastic garbage bags and discard.



Healthy Swimming

Facts About *Giardia* and Swimming Pools

What is *Giardia* and how can it affect me?

Giardia is a **germ that causes diarrhea**. It is found in the poop of a person who has been infected with *Giardia*. *Giardia* is protected by a tough outer shell, which allows it to survive for up to 45 minutes, even in properly chlorinated pools and water playgrounds. *Giardia* can make anyone sick and can cause prolonged diarrhea (lasting 2 weeks or more).

How is *Giardia* spread in pools?

Giardia is spread by swallowing water that has been contaminated with poop containing *Giardia*.

You share the water-and the germs in it-with every person who enters the pool. If one person infected with *Giardia* has diarrhea in the water, the water can be contaminated with tens of millions of *Giardia* germs. It only takes 10 or fewer germs to cause infection, which means that swallowing even a small amount of contaminated water can make you sick.

Giardia can also be spread by swallowing contaminated water in water playgrounds, hot tubs, lakes, rivers, springs, ponds, streams, and oceans.

How do I protect myself and those I care about?

Giardia can stay alive for almost an hour, even in properly chlorinated water. Therefore, it's critical to stop the germ from getting in the water in the first place and to make sure the water has the proper disinfectant level and pH.

All of us can take the following healthy swimming steps:

- **Stay out of the water if you are sick with diarrhea.**
- **Use test strips to make sure the water has a proper free chlorine (amount available to kill germs) or bromine level and pH.**
 - » Free chlorine level: at least 1 part per million (ppm) in pools and water playgrounds and at least 3 ppm in hot tubs.
 - » Bromine level: at least 3 ppm in pools and water playgrounds and at least 4 ppm in hot tubs.
 - » pH (affects how germs are killed or inactivated): 7.2-7.8.
 - » Most superstores, hardware stores, and pool supply stores sell test strips. Follow the manufacturer's directions to ensure proper use.
- **Don't poop in the water.**
- **Don't swallow the water.**
- **Take kids on bathroom breaks or check diapers every hour.**
 - » Change diapers away from the water to keep germs from getting in.



SWIMMERS AND PARENTS

For more information on

- Healthy Swimming, visit www.cdc.gov/healthywater/swimming/
- Diarrhea and Swimming, visit www.cdc.gov/healthywater/swimming/swimmers/rwi/diarrheal-illness.html
- *Giardia*, visit www.cdc.gov/parasites/giardia
- How to use pool and hot tub test strips, visit www.cdc.gov/healthywater/swimming/swimmers/pool-spa-test-strips.html

POOL OPERATORS

For guidelines and resources on how to prevent *Giardia* and other germs from spreading in recreational water, visit www.cdc.gov/mahc and www.cdc.gov/healthywater/swimming/audience-aquatics-staff.html.



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Control and Prevention

Facts About Crypto and Swimming Pools

What is Crypto and how can it affect me?

"Crypto," short for *Cryptosporidium*, is a germ that causes diarrhea. It is found in the poop of a person who has been infected with Crypto. Crypto is protected by a tough outer shell, which allows it to survive for more than 7 days, even in properly chlorinated pools and water playgrounds. Crypto can cause prolonged diarrhea (lasting 2 weeks or more, during which the diarrhea might stop and start again). Crypto can make anyone sick, but people with weakened immune systems are more likely to become seriously ill when infected with Crypto.

How is Crypto spread in pools?

Crypto is spread by swallowing water that has been contaminated with poop containing Crypto.

You share the water-and the germs in it-with every person who enters the pool. If one person infected with Crypto has diarrhea in the water, the water can be contaminated with tens of millions of Crypto germs. It only takes 10 or fewer germs to cause infection, which means that swallowing even a small amount of contaminated water can make you sick.

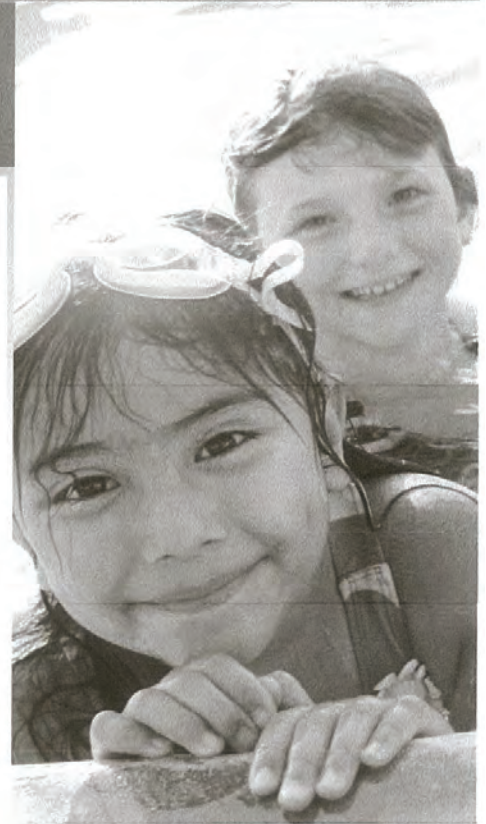
Crypto can also be spread by swallowing contaminated water in water playgrounds, hot tubs, lakes, rivers, springs, ponds, streams, and oceans.

How do I protect myself and those I care about?

Because Crypto can stay alive for days, even in properly chlorinated water, stopping the germ from getting in the water in the first place is critical.

All of us can take the following healthy swimming steps:

- **Stay out of the water if you are sick with diarrhea.**
 - » If you have been diagnosed with Crypto, don't go back in the water until 2 weeks after diarrhea has completely stopped.
 - » Don't poop in the water.
- **Don't swallow the water.**
- **Take kids on bathroom breaks or check diapers every hour.**
 - » Change diapers away from the water to keep germs from getting in.



SWIMMERS AND PARENTS

For more information on

- **Healthy Swimming**, visit www.cdc.gov/healthyswimming
- **Diarrhea and Swimming**, visit www.cdc.gov/healthywater/swimming/swimmers/rwi/diarrheal-illness.html
- **Crypto**, visit www.cdc.gov/parasites/crypto/

POOL OPERATORS

For guidelines and resources on how to prevent Crypto and other germs from spreading in recreational water, visit www.cdc.gov/mahc and www.cdc.gov/healthywater/swimming/audience-aquatics-staff.html.



U.S. Department of
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Centers for Disease
Control and Prevention

Swimming and Ear Infections

Swimmer's ear (also known as otitis externa) is a bacterial infection typically caused by water that stayed in the outer ear canal for a long period of time, providing a moist environment for bacteria to grow. Anyone can get swimmer's ear, but it is most often seen in children. Swimmer's ear cannot be spread from one person to another.



Swimmer's ear is not the same as a middle ear infection, which is common in children.

Signs and symptoms

- Pain when the outer ear is tugged or when pressure is put on the part of the outer ear that sticks out in front of the ear canal (tragus)
- Itchiness inside the ear
- Drainage from the ear
- Redness and swelling in the ear

Preventing swimmer's ear

- Keep ears as dry as possible.
 - » Use a bathing cap, ear plugs, or custom-fitted swim molds when swimming.
- Dry ears thoroughly after swimming or showering.
 - » Use a towel to dry ears well.
 - » Tilt head back and forth so that each ear faces down to allow water to escape the ear canal.
 - » Pull earlobe in different directions when ear faces down to help water drain out.
 - » If there is still water in the ear, consider using a hair dryer to move air within the ear canal.
 - Put the hair dryer on the lowest heat and speed/fan setting.
 - Hold the hair dryer several inches from ear.
- DON'T put objects in ear canal (including cotton-tip swabs, pencils, paperclips, or keys).
- DON'T try to remove ear wax. Ear wax helps protect the ear canal from infection.
 - » If you think the ear canal could be blocked by ear wax, check with your healthcare provider.
- Check with your healthcare provider about using ear-drying drops after swimming.
 - » **DON'T use these drops if you have ear tubes, punctured ear drums, swimmer's ear, or ear drainage.**

Treating swimmer's ear

- Check with your healthcare provider if you have ear pain or drainage from the ear.
- Swimmer's ear can be treated with antibiotic ear drops.



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<https://www.cdc.gov/healthywater/swimming/swimmers/rwi/ear-infections.html>

CS 317355-B June 09, 2020



GENERAL POOL CARE & MAINTENANCE

General Pool Maintenance

Vacuuming Steps:

1. Remove the weir from the skimmer throat
2. Set inlet valve to the full skim position and set filter dial to the filter position
3. Attach the vacuum pole to the vacuum handle
4. Put the vacuum head with pole and hose attached to it into the pool
5. Fill the vacuum hose with water by placing the end over the return fitting until all air is discharged from the vacuum hose
6. Attach the vacuum adaptor plate to one end of the vacuum hose
7. When the hose is full of water, to prevent the water from draining, cover the end of the hose with the vacuum adaptor with your hand. Then take the hose to the skimmer and quickly insert it over the top of the basket inside the skimmer
8. Now you can proceed to vacuum with slow, deliberate movements
9. When you are finished vacuuming, **DO NOT ATTEMPT TO PULL THE VACUUM PLATE ADAPTOR OFF THE TOP OF THE SKIMMER** until you have turned the filter off or you will damage the basket

Backwashing

Backwashing should be done when the pressure in the filter raises 5 PSI higher than normal (normal operating pressure is the pressure the gauge shows immediately after backwashing)

Backwashing Steps:

1. Turn the pump off
2. Set the filter to the backwash setting by pushing and turning the handle on top of the filter
3. Place the discharge/backwash hose to a desired area ensuring that it is rolled out flat
4. Turn the pump on
5. Continue to run the pump until the water in the site glass goes clear. If your filter does not have a site glass just check the water coming out of the discharge hose. A normal backwash should take about 1 - 2 minutes depending on the varying factors
6. After backwash is complete turn the pump off
7. Change the filter setting to rinse
8. Turn the pump on and let it run for 15 - 20 seconds
9. Turn the pump off and change the filter back to filter setting



GENERAL POOL CARE & MAINTENANCE

Other Pool Tips:

- **Do** read the pool's owner's manual
- **Don't** turn off the pump for at least 20 minutes after a heater has been turned on and is heating the pool
- **Don't** change the positions on the sand filter while the pump is running
- **Don't** open the lid to the pump or open any chemical feeders while the pump is running
- **Don't** swim for at least 12 hours after superchlorinating your pool
- **Don't** attempt to pull the vacuum plate off the skimmer basket while the pump is running
- **Don't** extend your pool vacuum hose to its full length
- **Don't** add water to your chemicals! Always add chemicals directly to the water for mixing
- **NEVER** combine stabilized and unstabilized chlorine in the same container
- **NEVER** combine chlorine and any acid (pH minus/muriatic acid) in the same container
- **Shop for pool supplies and chemicals at Pool Supplies Canada!**
Other vendors may sell various quality products with reduced concentrations and fillers!

For more information and other products for your Swimming Pool, visit our website at <http://www.PoolSuppliesCanada.ca>

How to Clean a Sand Filter

Sand filters should be cleaned at least once per season, preferably in the fall before closing. You must clean your sand filter after encountering bouts of algae.

- 1) Backwash the filter for 3-5 minutes to ensure large organic debris is out of the sand.
- 2) Turn off the pool pump. If there is a valve in front of the pump, make sure it is closed.
- 3) Remove the lid and basket of the pump.
- 4) With the pump lid off, turn the pump on. The pump will push water into the filter but it will not pull water from the pool.
- 5) Empty the contents of [Filter Cleaner](#) into the pump pot.
- 6) It is a good idea to have a bucket of clean water to pour into the pump pot directly after the filter cleaner, to ensure that there is no residue left at the bottom of the pump pot.
- 7) Turn off the pump once the filter cleaner and the clean water have entered the filter (approximately 10 seconds).
- 8) Let the filter cleaner soak in the filter for 8 - 12 hours. Open the valve at the front of the pump, if applicable.
- 9) After the appropriate time has elapsed, turn filter dial to backwash and backwash for 3-5 minutes. The backwash time depends on the size of the filter. If the filter is not backwashed for the proper amount of time, there may be cleaner residue left in the sand. If it gets into the pool water, it can cause balancing and clouding issues.
- 10) After the filter has been backwashed, turn pump off and switch filter dial to the rinse position. Rinse the filter for 30 seconds.
- 11) Turn off the pump and switch the filter dial back to the filter position.
- 12) Turn pump back on.



It is much easier to clean your filter media at the end of the season rather than waiting until the beginning of the season. If all the dirt and oil has had time to settle over the winter it can cause calcification resulting in the need to change the media. Cleaning your sand should be done at least 24 hours before closing the pool.

How to Treat and Prevent Algae in Your Pool

Green pools are often caused by algae growth in the water. This could take on the form of patches of green, yellow or black substance that fluffs into the water when touched or stirred. The water may have discolouration, usually green.

****All dead organic matter must be MANUALLY VACUUMED on waste/drain prior to treatment! DO NOT use your automatic vacuum! ****

Part 1 - Preparing your Pool:

1. Shut off the pump, remove your solar blanket from pool and keep it off.
2. Remove large organic debris from the bottom of the pool with deep leaf skimmer net.
3. Brush down the walls and the floor of the pool. Be sure to brush areas on and around steps, ladders and corners very well.
4. Allow some time for debris to settle, then turn dial on filter to waste/drain and then using a MANUAL VACUUM ONLY, remove the debris from the bottom of the pool.
5. Ensure your hose is in the pool and running to top up the pool with new water while backwashing.
6. If you have a timer on your pump, turn it off, and then begin circulating your pool for 24 hours a day until it is clear.

Part 2 - Clearing the Pool of Algae:

1. Run a water test using a [water test kit](#).
2. Perform the recommended balancing treatment based on your test results.
3. Add 1 bag of [HTH Super Shock](#) per 50,000 L of water according to the instructions on the product packaging. The water, most likely, will not change colour after your shock treatment. If there is a change in colour, you will probably notice the water has turned a darker shade of green. Wait 12+ hours before moving to the next step, ensuring your water is continuously circulating.
4. Add 100ml of [Pool Supplies Canada Algae 40](#) per 10,000 L of water according to the instructions on the product packaging. Be sure you keep your pool circulating and your solar blanket and heater off. Do not move to the next step until the algae has been destroyed. The pool water will most likely have taken on a cloudy/white look once the algae has been killed.
5. Once the algae has been killed and there is no green tinge left in the pool, add 1 full bottle of [Natural Chemistry Pool First Aid](#) according to the instructions on the product packaging.
6. 48 hours after Pool First Aid has been added, be sure to chemically clean your filter.
7. Test your water to confirm the amount of [Natural Chemistry PhosFree](#) you will need to add to your pool. Removing phosphates from your pool water will ensure that the algae bloom will not reoccur.

Always ensure your pump and filter system runs continuously during all treatments. Keep in mind that, depending on the amount of algae and debris in the pool water, you may need to repeat steps 3 and 4 if there is still algae present 48 hours after you did the initial treatment



WEEKLY POOL WATER MAINTENANCE

Regular Pool Water Maintenance

Weekly Maintenance

- Check the pressure on your filter gauge and backwash the filter as needed
- Check the water level in your pool; It should be filled $\frac{3}{4}$ of the way up to the skimmer
- Check the strainer basket at the front of the pump and clean as needed
- Check your skimmer basket for debris and clean as needed
- Vacuum and brush your pool; this can be done more than once a week
- Check that all pool equipment is functioning properly
- Add a daily dose of granular sanitizer if you do not have an automated chemical feeder

Salt Cell Cleaner: Clean your salt cell once every 3 months

Nature II Cartridge: Replace your cartridge at the start of each season

Sand Filter: Clean your sand filter at the end of each season using **Filter Free**

Cartridge Filter: Clean your cartridge filter every 3 months using **Cartridge Cleaner**

Weekly Chemical Maintenance

- Test your pH levels and adjust to ideal range of 7.2 - 7.8
- Test your free chlorine levels and adjust to 1.0 - 3.0 ppm with your chemical feeder, or adjust to 0.6 ppm if you are using a mineral purifier (like a Nature 11)
- Test your alkalinity levels to ensure they are between 80 - 100 ppm

Chemical Overview

****Note: not all products are to be used by all pools. If you are unsure what your pool needs, please call us for more information**

Oxidizer

When to Use It: Every 1 - 2 weeks

How to Add It: Broadcast over surface

Unstabilized Granular Chlorine

When to Use It: As needed

How to Add It: Broadcast over surface (some types require pre-mixing)



WEEKLY POOL WATER MAINTENANCE

Chlorine/Bromine Tablets

When to Use It: As needed

How to Add It: Fill sanitizer as per manufacturer's instructions

Salt

When to Use It: As needed

How to Add It: Pour into deep end of pool

40% Algaecide

When to Use It: Monthly or as needed

How to Add It: Pour around perimeter of pool water

Stain and Scale

When to Use It: Monthly or as needed

How to Add It: Pour around perimeter of pool water

Pool Perfect

When to Use It: Weekly

How to Add It: Pour Pool Perfect directly into skimmer

For more information and other water care products for your Swimming Pool, visit our website at <http://www.PoolSuppliesCanada.ca>



Swimming Pool Water Problem Solving Guide

If you're experiencing issues with your pool water like green or cloudy water, excessive eye or skin irritation while swimming, or unusually high chemical usage, our problem solving guide might be able to provide you the solution! Always ensure you've accurately tested your pool water before removing pool water or adding chemicals according to our guides below. Accurate water testing can help you diagnose common water chemistry problems faster and counteract them with the correct quantities of a given treatment or chemical.

Cloudy Pool Water

Possible causes of cloudy pool water include:

- High levels of combined chlorine in the water
- pH levels that are too high
- Total Alkalinity levels that are too high
- Calcium Hardness levels that are too high
- High particle count in the water (Total Dissolved Solids)
- Poor water circulation

Depending on your specific issue, one of the following treatments may resolve your cloudy pool water:

- Shocking daily until any combined chlorine has been broken down and removed
- Adding pH Minus or muriatic acid to lower your pH levels to the optimal level of 7.2 - 7.8
- Adding a sequestering agent like a Stain and Scale product
- Checking for and resolving issues with your pump and filter system to correct poor water circulation
- Backwashing/ draining and replacing pool water until levels are within the correct range

Scaling

Possible causes of scaling on your pool include:

- pH levels that are too high
- Total Alkalinity levels that are too high
- Calcium levels that are too high

Depending on your specific issue, one of the following treatments may resolve your scaling:

- Adding pH Minus or muriatic acid to lower your pH levels to the optimal level of 7.2 - 7.8
- Adding a sequestering agent like a Stain and Scale product

High Chlorine Usage

Possible causes of high chlorine usage in your pool can include:

- Unstabilized pool water
- High levels of debris in your skimmer basket
- High phosphate levels
- pH levels that are out of balance (too low or too high)

Depending on your specific issue, one of the following treatments may help resolve excessive chlorine usage:

- Adding stabilizer accordingly (or replacing your existing chlorine regiment with one that includes a stabilized chlorine product)
- Cleaning your skimmer basket and/or filter as needed
- Adding a phosphate remover
- Testing and balancing your alkalinity and pH levels accordingly

Eye or Skin Irritation

If your pool water is causing your eyes or skin to be irritated, there are a couple possible causes:

- pH levels that are out of balance (too low or too high)
- High levels of combined chlorine in the water

Depending on your specific issue, one of the following treatments may help prevent eye and skin irritation while swimming:

Ensure your pH levels are balanced between 7.2 - 7.8

Shock your pool using a chlorine shock treatment, or chlorine-free oxidizer

Metal Corrosion

If metal components of your pool are corroding, your pH levels are likely too low. Use a pH up product to balance your pH levels to the desired range of 7.2 - 7.8, and these issues should cease.

Erratic pH Levels

If your pH levels are erratically jumping from low to high or viceversa, your total alkalinity levels are likely too low. Testing and adding an Alkajuster product as required should resolve erratic pH levels in your pool water.

Staining or Coloured Water

If your pool is experiencing staining or off-coloured water is present, you likely have a high concentration of metal particles in the water. Adding a sequestering agent like a Stain and Scale product can help remove these concentrations and restore clear pool water.

Visible Algae

If your pool water has visible algae present, your chlorine level is likely too low. Should this be the case, superchlorinate with a shock product and add an algaecide as required to remove and kill the visible algae.

Black Algae Spots

Black algae spots often occurred when chlorine levels are too low. To remove them, you can do one of the following:

- 1) Place a chlorine puck in a soft cloth bag or sock. Tie the bag or sock to a string and lower it to the algae spot in your pool. Allow the chlorine to dissolve and coat the affected area, then brush every so often until the spot has been lifted and removed.
- 2) Increase your pools chlorine levels and lightly brush the affected areas on a regular basis until the spots have been removed

High Chlorine Levels but Cloudy Water Present

If your water test or testing strips are showing a high chlorine level, but cloudy water is present in the pool, there are a couple possible causes:

Your water test may be reading and showing your total chlorine levels
Your water test and/or water testing equipment may be faulty

Depending on your specific issue, one of the following may help correct this issue:

Ensure that your water test strips are not expired (they should be replaced every 2 years)
Ensure that your water testing solutions (if being used) are not expired (they should be replaced once a year)
Ensure that you are testing for the amount of "free" chlorine, rather than total chlorine, as the results are likely to vary

If you have further questions, feel free to contact one of our Chemical Specialists at customerservice@poolsuppliescanada.ca.

Swimming Pool Troubleshooting

PROBLEM	POSSIBLE CAUSE	REASON	SOLUTION
Cloudy Water	Build up of dirt & bather pollution	Ineffective chlorine levels or poor filtration	Backwash filter, then shock treat. Add clarifier to polish water.
	Start of Algae growth	Insufficient levels of chlorine	Shock treat. After 24 hours backwash filter. Maintain chlorine level above 1.Sppm. Prevent re-occurrence of algae growth
	Chlorine ineffective	Over stabilisation	Dilute pool water and shock treat
	Ineffective filtration	Filter blocked or filter media needs renewing	Check filter media or cartridge
	Suspended particles	Precipitation of salts due to high pH or high alkalinity	Correct pH and/or alkalinity
Unpleasant Water	High combined chlorine's	Free chlorine levels too low	Dilute pool water and shock treat
Eye Irritation	Detergents from cleaning compounds getting into pool water	Reaction between chlorine and detergent	Use chlorine compatible cleaners
Sore Eyes/ Throat	Water too acid / alkaline	pH too low / pH too high	Correct pH / Correct pH
	Sunlight destroying chlorine	Chlorine not stabilised	Use stabiliser or stabilised chlorine
Chlorine Level Difficult To Maintain	Build up of pollutants	Insufficient chlorine	Shock treat
	High water temperature	Organisms multiply more quickly	Increase dose of sanitizer
No Chlorine Reading Despite Adding Chlorine	Chlorine level may be too high	High chlorine level bleaches reagent in test tablet	Allow chlorine to reduce naturally over a period of time
pH Too Low	low pH of local water supply	Insufficient alkali	Add alkali - ideal pH 7.2 - 7.6

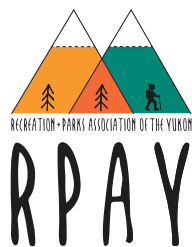
Swimming Pool Troubleshooting

PROBLEM	POSSIBLE CAUSE	REASON	SOLUTION
pH Too High	Use of acidic chlorine donors	Insufficient alkali	Add alkali - ideal pH 7.2 - 7.6
	High pH of local water supply	Insufficient dry acid	Add dry acid - ideal pH 7.2 - 7.6
	Use of alkaline chlorine donors	High alkalinity	Reduce alkalinity to 125ppm check pH
	Salts being leached from new concrete pools	Self correcting over a period of time	Add dry acid - ideal pH 7.2 - 7.6
pH Erratic	Insufficient bicarbonate to buffer pH	Low total alkalinity	Add bicarbonate - ideal 125ppm
pH Locked	Too high a level of bicarbonate	Topping up from mains water can increase alkalinity in hard water areas	Reduce alkalinity to 125ppm check pH
Low Alkalinity	Bicarbonates reduced by dilution, particularly in soft water areas	Mains water has low levels of bicarbonates	Add bicarbonate minimum 75ppm, consult All Swim
Pool Walls Feel Slimy	Algae growing	Insufficient chlorine	Shock treat to kill algae, sweep and vacuum pool. Prevent recurrence with algicide, brush pool walls
Dirt On Pool Wall At Water Level	Build up of fat, oil & cosmetics	Irregular cleaning of surfaces	Clean with sponge & suitable detergent
Sharp Edges Around Tiles	Grout being leached by water	Water too soft	Re-grout pool. Increase calcium levels to minimum 175ppm. Consider changing to HTH
Ineffective Filtration	Incorrect sand level in filter	Nat enough sand to filter out particles	Renew and/or top up sand
	Correct level of sand	Blocked filter / filter sand	Backwash & use filter aid
	Cartridge filter in poor condition	Filter allowing particles through	Renew Cartridge



APPENDIX 6

YUKON SPECIFIC INFORMATION

**CONTACT INFORMATION:**

RECREATION & PARKS
ASSOCIATION OF THE YUKON

170 Titanium Way, Suite 201-C

Whitehorse, Yukon, Y1A 0G1

EMAIL:	rpay@rpay.ca



THE RECREATION AND PARKS ASSOCIATION OF THE YUKON (RPAY) is a non-profit society dedicated to empowering Yukon people and communities to adopt active, healthy lifestyles.

RPAY works collaboratively with organizations and communities creating environments, which encourage recreation and parks opportunities for all Yukoners.

The organization's extensive programs and services are supported by its territorial, Northern, and national multi-sectoral partnerships with groups, communities and governments.

PROGRAMS

RPAY delivers accessible and affordable opportunities for Yukoners to be active through community-based recreation and parks initiatives, programs and services. Such programs include:

RHEAL Leader Program

The Rural Healthy Eating Active Living (RHEAL) Leader program encourages rural Yukoners to be active and healthy through programs led by a qualified, local individual.

Winter Active for Life (WAFL)

The Winter Active for Life (WAFL) Program introduces and encourages Yukoners of all ages to be physically active outdoors during the winter.

The WAFL Equipment Library offers cross-country ski equipment, snowshoes and kicksleds on loan to support opportunities to be winter active.

Active Youth

Active Youth prioritizes daily physical activity and encourages children to have opportunities to be active every day.

Active Transportation

Active Transportation encourages all Yukoners to be active and healthy where they live, work and play through promotion and current resources.

Walking & Trails

RPAY believes that getting active outdoors promotes physical and mental wellbeing.

Take the time to walk to work, bike to school, or get out and use your local trails. RPAY offers Nordic Walking Leader training to lead a group in your neighbourhood or community.

Training

RPAY strengthens capacity for the recreation and parks field through training and leadership development.

Recreation North

Explore or expand your career in northern recreation through Rec North. The relevant, flexible and interactive training connects leaders with others across the North while learning from work or home.

Aquatics

The RPAY Aquatics Program supports pool operations, programming and leadership in rural Yukon.

Recreation Gathering

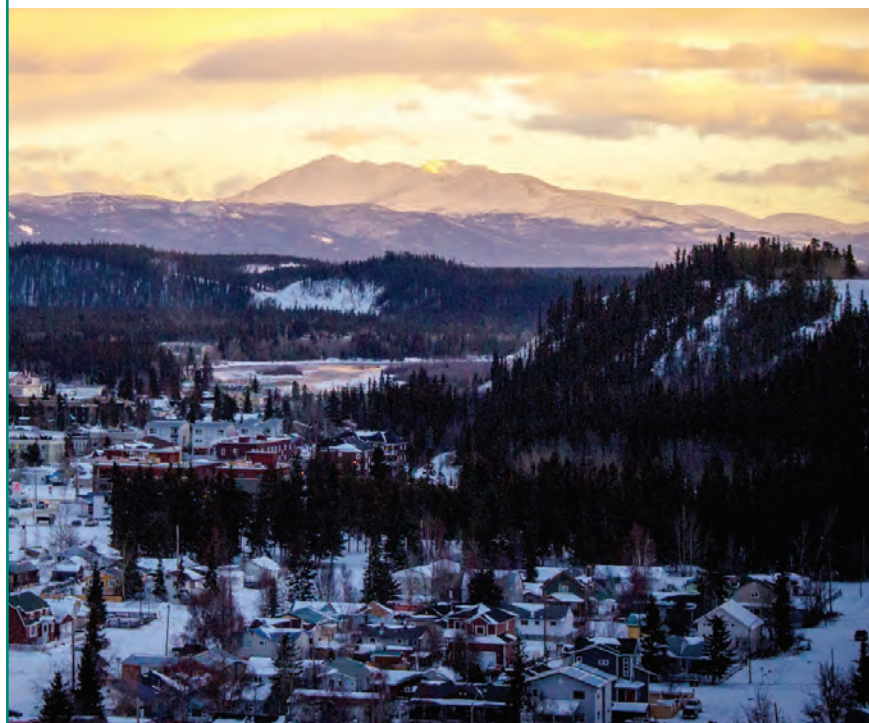
RPAY hosts an annual recreation conference that provides professional development and networking opportunities for Yukon's recreation practitioners.

Leaders Guide

Yukon Government Sport and Recreation Branch funded development of the Yukon Community Recreation Leaders Guide through the Yukon Active Living Strategy. The Guide was developed through a partnership of Yukon Government Sport and Recreation Branch and the Recreation and Parks Association of the Yukon.

**CONTACT INFORMATION:**

Sport and Recreation Branch	
4061 4th Avenue	
Sport Yukon building	
Whitehorse, Yukon, Y1A 1H1	
EMAIL:	
TEL:	(867) 667-5254
FAX:	
TOLL FREE:	1-800-661-0408

**YUKON – Sport and Recreation Branch**

Yukon Government's Department of Community Services houses the Sport and Recreation Branch and Public Libraries. The Sport and Recreation Branch has the responsibility to facilitate the development and delivery of sport, recreation and active living programs in Yukon. The Branch works with many partners to improve the health and quality of life of Yukoners through implementation of the Yukon Active Living Strategy and the Yukon Sport Action Plan.

Through the Sport and Recreation Branch, Yukon Government supports recreational facilities in communities throughout the Yukon. Recreational infrastructure in Yukon communities may include facilities such as community halls, skating rinks, swimming pools, gymnasiums, playgrounds, playing fields, etc.

For more information on facilities in each Yukon community, please contact the Sport and Recreation Branch for Yukon's Community Recreation Facilities Inventory and Assessment.

Yukon Government's (YG) Sport and Recreation Branch carries out its mandate by:

- providing funding for communities, sport, recreation and active living groups, as well as elite and high performance athletes;
- offering consultative services and leadership to sport, recreation and active living organizations as well as communities;
- working with partner organizations, other levels of government and Yukon Government departments;

Supporting Yukon's participation in Major Games including:

- Arctic Winter Games (AWG)
- Canada Games
- Western Canada Games
- North American Indigenous Games
- Canada 55+ Games
- Special Olympics Games

Supporting families through the Kids Recreation Fund (administered by Sport Yukon)

Delivering National Coaching Certification Program in the territory

**CONTACT INFORMATION:**

SWIM YUKON	
4061 4th Avenue	
Whitehorse, Yukon, Y1A 1H1	
EMAIL:	swimyukon@gmail.com
TEL:	
FAX:	
TOLL FREE:	



SWIM YUKON is the sport governing body for swimming in the Yukon.

Swim Yukon is involved with community swimming through the activities that promote swimmer development through such initiatives as:

- swim camps
- swim meets

Swim Yukon and RPAY have partnered to include Junior Lifeguard training within the swim camps and meets to not only develop future competitive swimmers but also develop our pool of lifeguard, swimming instruction and coaching staff within the communities.

Swim Yukon also provides assistance with providing community pools with necessary equipment to swimmer development.

HELPFUL CONTACTS

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	Lifesaving Society BC/Yukon	112-3989 Henning Drive Burnaby, BC V5C 6N5 T: 604.299.5450 General inquiries: info@lifesaving.bc.ca Awards inquiries: awards@lifesaving.bc.ca
Commercial Aquatics Supply	Aquatics supply store	(604) 980-2812 1-800-663-5905



