

## **Title:** Aquatic Facilities - Total Life Saving Service Plan

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### **Text of abstract:**

Our customers are looking for full service providers. The Society must provide customers with a comprehensive package of services to meet a wide range of needs from learn to swim and lifesaving training, to a comprehensive safety audit service. The session will review services, which distinguish us as a preferred provider for aquatic facility owners and operators and provides these professionals with the tools necessary to identify and reduce risks through: systematic aquatic safety audits of facilities and procedures, Aquatic Safety Accreditation program to recognize facilities operating to an established standards, research and development of safety standards on aquatic safety issues, reporting and interpretation of legal precedents developed from aquatic accidents, Coroners Inquests, and court cases, interpretation of the Ontario provincial health regulations, training for aquatic and Pool Operations personnel, consulting services including expert witness services, and assistance with the management of major incidents.

### **Introduction**

In response to demands from our customers, the Lifesaving Society created several new Aquatic Safety Management services. In some cases these were a formalization of services that the Society had been offering for some time and in other cases new services that our customers had requested.

### **Background**

The Lifesaving Society's mission is drowning prevention. In order to fulfil this mission the Society provides a wide variety of services from lifesaving, lifeguarding, leadership programs, research and public education initiatives. To remain competitive and the growing competitive marketplace the Lifesaving Society distinguishes itself with aquatic safety management services.

### **Methods**

The Society met with selected customers and mapped out a plan of aquatic safety management services that were requested. For each one of these Safety Management services, volunteer Chairs were appointed to the Ontario Branch Council and full time staff was hired to provide support for these new services. Each area's services were defined and promotion initiated starting with pamphlets and website pages. Funding for these services was generated through charges levied for services and from the general fund of the Society.

## **Results**

Society's safety management service programs in Ontario including:

### **Architectural Plan Review**

The review and analysis of architectural plans for proposed facility to identify safety concerns or operational inadequacies.

### **Specific Analysis**

A review of a specific area within the operation of an aquatic program or facility. Examples of this type of analysis include the evaluation of lifeguard placement, diving board placement and evaluation, and lifeguard scanning evaluation.

### **Comprehensive Aquatic Safety Audit**

An all encompassing review and evaluation by Lifesaving Society Auditors of the complete operation an aquatics program within a community. The result of this audit is an written report with a overall summary evaluation and recommendations list in four categories and at three levels of importance.

### **Policy/Standards Guidelines**

The clarification of existing regulations for pool operators and the establishment of positions which set aquatic safety standards. Examples: admission requirements, lifeguard vision standards, medical conditions.

### **Court and Inquest Findings**

The Society's review and comment of Coroner's court recommendations and civil/criminal court case findings. These are published in the Lifesaving Society Standards Journal.

### **Management Training**

The development and design of training to enhance the knowledge of safe pool operations among facility personnel including: Aquatic Supervisory Training, Aquatic Management Training, Safety Inspector, Safety Auditor, Chief Auditor and Pool Operators programs.

### **Expert Witness**

The review of court documents and the subsequent written report and courtroom testimony by experienced personnel in a variety of situations including: civil/criminal/coroner's courts.

### **Regulation Review**

The review of existing Regulations, protocols and guidelines to clarify those standards or create guidelines where they do not exist.

### **Major Incident Management**

A service that provides resources and personnel to our customers following a major aquatic incident.

**Research**

A research team that conducts studies that will supply information to enhance safety in aquatic environments.

**Conclusions**

These services enhance the Society's position and its' attraction to potential customers. By ensuring strong customer input to the design and function of these services and suitable pricing these services will provide a sound benefit statement to your customers and differentiate you as a preferred provider.

**Take home messages**

- Provide services that will differentiate you as a provider to your customers
- These services should also enhance your positioning with government and reinforce your position as a standard setter
- These services should be launched as volunteer and staff support is provided