



Cape Splash  
Crisis Management Plan  
Created December 3, 2017  
Created by Natalie King

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## Introduction

Cape Splash Family Aquatic Center (Hereby referred to as Cape Splash) is the source of family-friendly aquatic fun in Southeast Missouri. Located in Cape Girardeau, Missouri behind the Osage Center in Osage Park, Cape Splash is open daily from Memorial Day Weekend until Labor Day Weekend.

### *Why is this Crisis Management Plan Important?*

This Crisis Management Plan is essential to the upkeep of this facility and the reputation in the community. As one of the only water parks in the area, Cape Splash exists to provide quality summer fun to the Southeast Missouri region. Cape Splash is the largest water park in Southeast Missouri and serves members of the community from the surrounding counties.

### *What Could Happen if this Plan is not Followed?*

If this plan is not followed, there are consequences that could take place from the community, organizations and government agencies. The water park would potentially be shut down and funds from the local government and community may be revoked. There is a chance as well that the Red Cross could revoke the park's credentials and the credentials of the employees.

### *Prior Crisis*

"Child alive after being rescued by lifeguards at Cape Splash"

Two incidences have occurred since Cape Splash opened in 2010.

In 2015, emergency personnel were called to the scene after a girl had a medical emergency at the water park. The incident was handled well by the lifeguards, who responded in an efficient manner. They followed their emergency protocol to a T, as described by an article in the [Southeast Missourian](#).

In 2017, a young girl was rescued from the lap pool by two lifeguards. EMS were called to the scene and lifeguards responded with CPR. The girl was responsive by the time EMS arrived, according to [KFVS](#).

## *What Crisis have Occurred at Other Water Parks?*

There are several incidences that have occurred at other water parks that we should observe and look at. In addition, the news should be monitored each summer for new incidences that occur.

- [August 26, 2017.](#) A young girl who was swimming at the Outer Banks Waterpark in North Carolina died en route to the hospital after suffering from a medical condition. The condition was not related to being in the water or any ride, but this is still something that should be of concern.
  - [July 17, 2017.](#) In Gulfport, Mississippi, 12 people were hospitalized when a chlorine pipe burst in a section of the lazy river. These guests primarily complained about problems with their breathing. Some had to be hospitalized and at least two dozen incidences were reported.
  - [June 22, 2017.](#) An Indiana water park shut down after two children received chemical burns from the children's section. There was no water test or inspection performed upon opening that could have noticed the changes in chlorine levels, which is required by Indiana state laws.
  - [May 27, 2017.](#) In California, a boy was thrown from the slide at a water park in California and a video of this was captured on camera. There were no emergency personnel called to the scene and the parents took their child to see medical help.
  - [August 8, 2016.](#) A New York City woman filed a \$3 million water park accident lawsuit against Six Flags Great Adventure in New Jersey. She claims the water park was negligent when she and a friend went down a single-tube water slide together. She claims to have suffered a broken ankle and received further damages as a result of that accident.
  - [June 19, 2016.](#) A brain-eating amoeba killed a teen after a trip to a North Carolina Waterpark. The teen was exposed to *Naegleria fowleri*, an amoeba that can cause a rare and deadly brain infection. Her family sued the water park a year after her death at the U.S. National Whitewater Center in Charlotte, North Carolina.
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## *Acknowledgements*

*By signing this statement, I verify that I have read this crisis communication plan and am prepared to put it into action when necessary.*

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## *Statement from Management to Employees*

As some of you may already know, there was a problem that occurred at the water park recently. This requires our immediate attention as a team and the cooperation of everyone inside the facility. We need to remain vigilant and prioritize the safety of our patrons and your fellow employees.

In the next few weeks, we will be investing and enacting changes to help maintain the level of safety everyone who enters our water park deserves. We will maintain the teamwork that is needed to provide this safety as changes are implemented and the summer continues. An inservice will be announced to all employees once we have done the investigation and prepare the changes. All lifeguards will go through additional training to ensure the rescue skills are up to the standards of the Red Cross and our facility.

Please pay attention to what you say on social media and to other people in the community. Rumors spread quickly in a small community like ours and we want to ensure everyone in the community receives the correct information.

If you have any questions, feel free to reach out to your supervisors and all of us in Management positions.

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## *Purpose*

This crisis plan will help the water park organize and move forward after a crisis while minimizing negative effects and reinforcing Cape Splash as a fun and family friendly place to spend summer days in Southeast Missouri.

## *Objectives*

*We will make every effort to:*

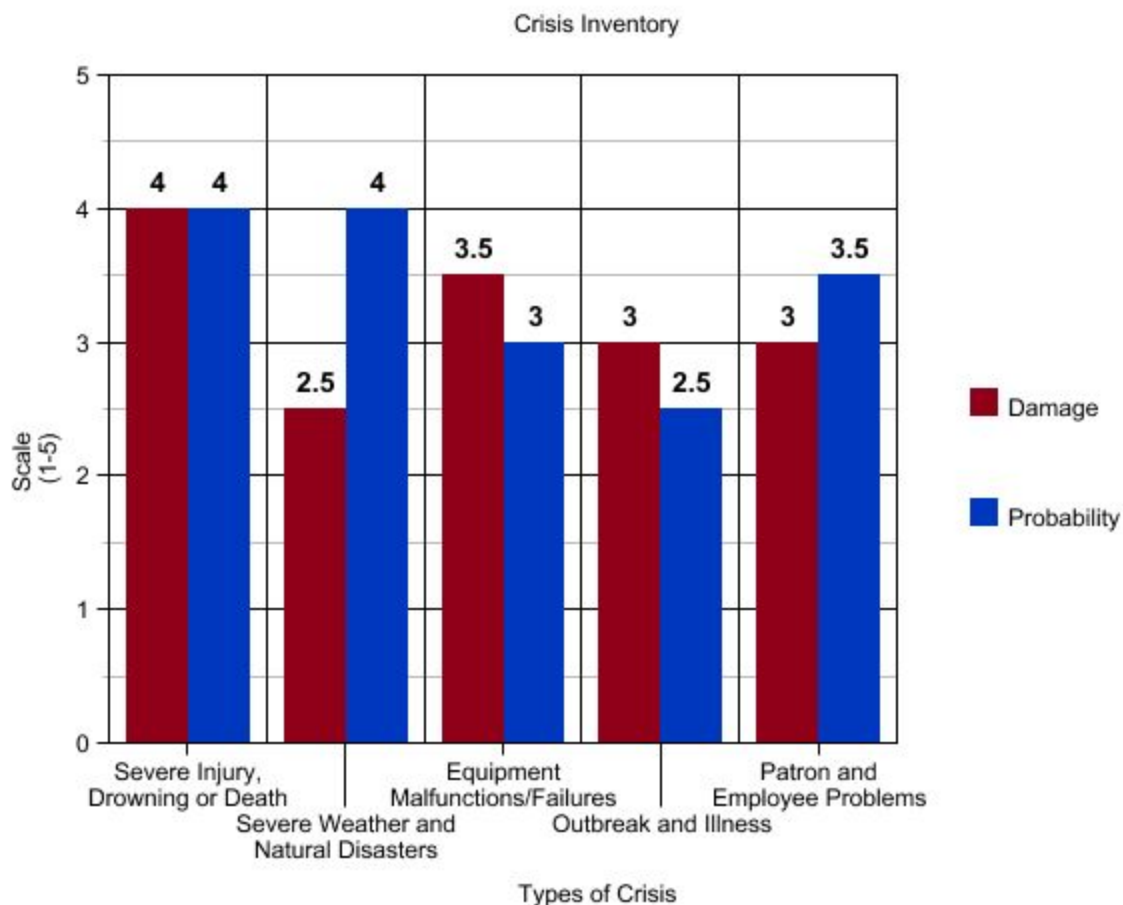
1. Activate the Emergency Action Plan and provide the proper care as soon as an emergency emerges. We will not stop until all patrons and employees involved are safe and properly taken care of.
  2. Activate this Crisis Management Plan as soon as possible after all involved are safe and properly taken care of by lifeguards or advanced medical personnel.
  3. Ensure equipment, technology and other features are safe and ready to be used.
  4. Monitor water conditions and chemistry and make sure they are safe to swim in.
  5. Offer frequent training sessions for employees to maintain certifications and update when necessary.
  6. Be transparent with local community.
  7. Offer assistance to the community when needed.
  8. Provide a safe and friendly atmosphere where families from the Southeast Missouri area can enjoy their summer while swimming.
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## Crisis Information

### *Crisis Inventory*

This crisis inventory examines five common crises Cape Splash Waterpark may encounter including: drowning, severe injury and death; Severe weather; Equipment and technical malfunctions; Illness outbreak; and employee misconduct and violence.

Cape Splash caters to a wide variety of ages and physical abilities. This increases the variety of conditions and problems patrons may face. Cape Splash is located at the bottom of a hill near a creek in a low-lying area where flooding and severe weather is probable during the months where the outdoor facility is in use.



## Warning Signs

### Death, Severe Injury or Drowning

- Injuries could be caused in the facility with the concrete ground around pools, the pool walls or bottom, equipment, or special water features.
- Death due to severity of injuries, shock, drowning.
- Cape Splash lifeguards receive training through the American Red Cross and are expected to uphold those teachings and standards. However, lifeguards can only do so much to help people before further medical care is necessary.



**Severe Weather**

- The warning signs given out by the National Weather Service are to be used to determine when weather will be strong enough to prevent the facility from opening.
- Pop up showers and storms are to be expected during the summer.
- Flash flooding or prolonged flooding may cause the facility to become inaccessible due to nearby waterways.
- Due to the location of the water park in Southeast Missouri, tornados are likely to occur in the summer. Cape Splash is expected to follow local protocols when storms and tornados occur.

**Equipment or Mechanical Failure**

- Equipment may become worn out after prolonged use. To prevent this the equipment should be checked regularly to prevent failures of equipment.
- Pools are sensitive to changes and can sometimes the systems will mess up causing more or less chlorine to enter the pool.
- Slides and other features should be monitored to ensure patron safety as the height requirements need to be monitored to prevent injuries.

**Illness Outbreak**

- Water chemistry is to be checked frequently throughout the day to ensure it is safe to enter.
- If warning signs indicate a gradual drop, there may be things in the water that could cause illness in some patrons.
- Cloudy or off-colored water may warn of organisms in the water that would cause swimmers to become ill.

**Employee or patron problems**

- With a staff of various ages typically of high school or college students, problems between employees or between employees and patrons may be a problem.

- In a diverse community where violence occurs occasionally, employees should be aware of the fact patrons may be carrying weapons that may harm other patrons or employees.
  - Some patron interactions may swerve into dangerous territory when dealing with people who become more aggressive during a conversation. This could cause problems including a para-crisis as they go on social media to rant about their experience.
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# Spokesperson Information

## *Spokesperson Criteria*

A Spokesperson is needed to alert the public to the crisis situation and speak directly with local and potentially national news organizations.

### *Criteria for selecting a spokesperson.*

- Known to local journalists for being a trustworthy source.
- Seen as a figurehead for the entire staff of the water park.
- Good at public speaking.
- Involved in local community.
- Approachable by those who have questions.
- Knowledgeable in the daily process of the water park as well as trained as a lifeguard.
- Must have worked at a water park for three or more years.

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## *Interview Tips*

- Wear a clean uniform with the Cape Splash logo on clear display for camera and be well groomed and clean for the camera.
  - Give the camera eye contact to connect with the viewers at home.
  - Speak clearly and concisely with little to no filler words being used.
  - Answer questions to the best of your ability while avoiding information that is not for public knowledge or has yet to be released. When possible, tie the answer back to the [key messages as listed on pages 15 - 17](#).
  - Be kind and courteous to journalists and those asking questions.
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## *Trick Questions and Answers*

### ***Speculative Questions (Begin with If)***

**If the lifeguards had recognized the emergency earlier, would we see this person alive today?**

The lifeguards at our facility are trained to be proficient in the skills taught by the American Red Cross. While they are trained to handle these situations, advanced medical personnel have to be called and respond quickly to ensure the person remains alive. Any combination of situations and conditions may vary the length of time a lifeguard's skills can help.

**If the equipment is checked daily for safety, why did this problem go unnoticed?**

Some problems with equipment are not easily seen from the perspective of the staff. It could have been an internal problem invisible to the human eye or simply something that looks fine until it is put under the stress that equipment goes through daily at a water park.

### ***Leading Questions***

**Do you believe the situation was handled properly by the staff?**

We believe the staff involved handled the situation to the best of their ability. We anticipate problems and work to train each staff member to handle any situation that could occur at the water park. However, scenarios used in training can never fully prepare you for when the situation happens in real life.

### ***Loaded Questions***

**Is it true that the lifeguard has been cited for behavioral problems multiple times before this most recent problem occurred?**

While I can neither confirm nor deny any previous incidents, we give our employees the benefit of the doubt and a chance to change their ways. Each employee gets three strikes before they will be fired for any incidents. Whether or not an employee was written up for something is up to the discretion of supervising lifeguards. We trust those supervising lifeguards to make the right decision.

### ***False Questions***

**The lifeguards were aware of the mechanical problem when they arrived at work, right?**

The lifeguards were not aware of the mechanical problem because they are busy observing the water. Even if they did know about the problem, there is nothing the lifeguards can do besides notify maintenance to fix the problem. As soon as the lifeguards realized there was a problem, they alerted maintenance and the problem was handled very well by those involved.

**Lifeguards are not told to check the water chemistry on a regular basis, correct?**

The lifeguards check the water chemistry in all pools on regular intervals. They are told to alert management if things are out of their normal measurements. However, a lot can happen in the water in two hours to change the chemical levels in the water that go unobserved by lifeguards due to their molecular levels.

### ***Know-It-All Questions***

**We all know what happened at Cape Splash, can we just get a quick statement from you?**

Can we review the facts so I can confirm you have the full story first? Then I will feel confident giving a wrap-up statement.

### ***Silence***

The journalists will remain quiet hoping you will spill all of the information. Don't let their silence scare you. If the silence continues for a long enough time, they will ask additional questions.

### ***Accusatory Questions***

**Who is involved in this controversy?**

We are talking with our staff to gather the information and confirm the story is correct.

### ***Multiple-Part Questions***

**When a person is in danger in the pool what is the lifeguard closest supposed to do? Are they supposed to receive help from nearby guards or those in a different area of a facility?**

The lifeguard closest to the situation has the duty to recognize the emergency and act accordingly while alerting other lifeguard to the problem. The nearby lifeguards assume patron surveillance or work to clear the area as the situation deems fit. Any additional help, like summoning EMS or gathering additional equipment comes from the lifeguards who are not currently on surveillance duty. This is all according to the Red Cross Guidelines.

### ***Jargon Questions***

Make sure to avoid using technical jargon when talking about the incident. If the jargon cannot be avoided, explain the concept to the best of your ability. [Please refer to the Glossary section in the Additional Information section on pages 22-24 for a full list of terms that may need to be clarified or avoided.](#)

### ***Chummy Questions***

The journalists may try to ask you “off the record” questions in an attempt to get you to release information that is not available to the public. Know that anything you say in response to these questions may be used. Just answer accordingly by telling the journalists that you will update them when you have more information.

### ***Labelling Questions***

**Some would say the lifeguards involved were careless in their rescue of this person.**

**What could these “careless” lifeguards mean for Cape Splash Water Park?**

Any time a lifeguard is considered “careless” it is a large accusation. The Lifeguard Instructors in the area make sure to only certify those who have shown exceptional skills in their training and we select lifeguards based on their recommendations as well as the recommendations of other employers and references given by each potential lifeguard.

### ***Good-Bye Questions***

Reporters may try to ask a question after giving the impression is over. It is best to acknowledge these questions and ask for clarification as needed. If they are pressing for information that is not yet available, tell them the information is not yet available and say your good-byes.

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## *List of Emergency Personnel*

### **Fire Department**

Fire Station No. 4 (closest to facility)  
1459 Kurre Lane  
Cape Girardeau, MO 63701  
573-334-6969

### **Cape Public Works Water Department**

2007 Southern Expressway  
Cape Girardeau, MO 63703  
573-339-6357 (Phone)  
573-335-6304 (Fax)  
[kgardner@cityofcapegirardeau.org](mailto:kgardner@cityofcapegirardeau.org)

### **Police Department**

40 South Sprigg Street  
Cape Girardeau, MO 63703  
573-335-6621 (Phone)  
573-335-6362 (Fax)  
[police@cityofcape.org](mailto:police@cityofcape.org)

### **Health Department**

1121 Linden Street  
PO Box 1839  
Cape Girardeau, MO 63702  
573-335-7846 (Phone)  
573-339-8768 (Fax)

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## Key Messages

- **Death, Severe Injury or Drowning**

- For this plan, death, severe injury or drowning include death by drowning, heart attack or severe injuries that could occur within an aquatic environment. Severe injuries include falls from features such as water slides or play structures, severe bleeding caused by incidents around the water park, as well as injuries received in the surrounding area of Osage Park. Drowning is common at any aquatic facility and every facility should be prepared in case a drowning occurs.
- *The following are key messages to be used in case of death, severe injury or drowning:*
  - Our thoughts go out to the family.
  - We are thankful for our lifeguards and their work.
  - We are investigating the response to the situation and are planning further training for our staff.
  - We are communicating with the hospital to hear about the status of the victim.

- **Severe Weather**

- For this plan, severe weather includes flooding, tornadoes, straight-line winds, earthquakes and flash-flooding. As the weather of Southeast Missouri can be unpredictable, severe weather could occur at any moment during the summer season.
- While tornadoes and straight-line winds could prove dangerous to structures in the water park and the surrounding area, they can also occur at any moment. Even if the tornado is not nearby, the sirens going off require certain protocols to be enacted.
- *Key Messages for tornadoes and straight-line winds:*
  - Our thoughts go out to those affected by the recent tornado that struck Cape Girardeau county and are working on getting the water park up and running. Mention local relief areas and designated shelters for anyone displaced.



- Power is out to our portion of the city and we support those who are continuing efforts to get the power back on to all those affected.
  - Emphasize safety of employees and visitors (if they were at the facility when the event occurred).
- Rain does not necessarily mean the water park is closed unless it is accompanied by lightning and thunder or occurs to the point in which the staff can no longer see below the surface of the water. At that point, protocols are enacted and the pool is closed for the time being.
- As Cape Girardeau is located on the banks of the Mississippi River, flooding is something common for the surrounding area.
- *Key Messages for storms and flooding events:*
  - Our thoughts are with those in the area.
  - We are working with local authorities to get everything functional again.
  - Anyone who wants can donate non-perishable items to get into the water park. All donations will go to help those displaced by flooding.
  - Stress safety of employees and visitors.
- **Equipment or Mechanical Failure**
  - The water park only functions as long as all the equipment and technology is in working condition.
  - If there are safety concerns and/or equipment problems, the water park will be closed to make the necessary repairs.
  - *Key messages*
    - We will keep the public updated on the status of the portion of the water park affected.
    - We are working with local authorities on all matters involving this incident.
    - Stress safety of employees and visitors.
- **Employee or Patron Problems**
  - Social media is frequently used by all demographics. High school and college-aged students are more likely to overshare or share information that does not portray them in a good light.
  - *Key Messages for Employee problems:*

- The opinions stated by our employees do not necessarily reflect the opinions of Cape Splash and we are working to make sure such language is not used inside our facility.
  - Emphasize family facility that cares about all employees and visitors alike.
  - Mention the code of conduct for Employees and what could happen to the employee.
- Those who come to an aquatic facility may say inflammatory things or try to pick a fight with staff. After the recent mass shootings, it is apparent that nowhere is safe and violence will happen anywhere.
  - *Key Messages for Patron problems.*
    - If something goes wrong it is a tragedy. (i.e. shooting or violence)
    - This does not reflect the values of Cape Splash.
    - Emphasize family facility that wants to be safe for all who wish to swim.
    - Mention the rules and that they are there for a reason.
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## Evaluation and Additional Information

### *Evaluation*

Once the crisis is resolved, Cape Splash plans to follow these steps to evaluate the crisis to become better prepared for the future.

1. Media and Community Relations. With a small community, we do our best to keep the local media informed as they can reach the majority of our community with ease. We will review interviews and coverage by the newspapers as well as community social media posts.
2. Employee Relations. We will review how our employees handled the situation and will have regular inservice meetings to debrief and train accordingly.
3. We will maintain our crisis management team who will observe challenges seen at other water parks and update the plan as needed.

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### *Methods for Communication*

	Facebook	Twitter	SMS	Email	Phone
With Community	✓	✓	✓ If they are signed up for a text blast list		✓ If they are signed up for classes at the waterpark.
With Staff			✓	✓	✓

The community will also get updates through the local news stations.

Employees receive any pertinent information before it is pushed out via social media and to the community.

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### *Press Release*

**For Immediate Release**

[Press Release Writer's Name]  
1565 North Kingshighway  
Cape Girardeau, Missouri 63701  
Phone: (573) 339-6343

### **Outbreak Shuts Down Cape Splash Waterpark**

**Date, Cape Girardeau, Missouri** — An outbreak of norovirus is causing problems at Cape Splash Waterpark. On Tuesday, several reports came in of swimmers and lifeguards suffering from diarrhea, vomiting, nausea, and stomach pain. All the reports came from local doctors offices and each mentioned being in the water at Cape Splash Waterpark on Monday afternoon.

“Outbreaks like this happen periodically at aquatic facilities,” says Stephanie Buehler, aquatics supervisor at the water park. “With an excellent lifeguard staff, incidences that lead to the spread of this disease are stopped before it gets this far. That is not the case with this outbreak and we are doing everything we can to clean the water and ensure its safety for our patrons and employees in the next few days.”

Norovirus is one of several Recreational Water Illnesses (RWIs) that can occur at aquatic facilities after fecal incidents. Reports from the water park do not mention any such incident on Monday afternoon, however they did report a high amount of swimmers the entire afternoon.

“It’s easy to look back and say ‘why didn’t we catch this?’, however that isn’t the question we need to be asking. What we need to be asking is ‘how can we ensure this doesn’t happen again?’ And the answer to that question is one we are looking into for the remainder of the summer.” Buehler says.

Cape Splash Waterpark will remain closed until Friday this week to ensure the facility is clean and ready for the weekend rush. For updates on the water park and other information about the aquatics programs in Cape Girardeau, call 573-339-6343.

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**About Cape Splash Family Aquatic Center:** Cape Splash Family Aquatic Center is the source of family-friendly aquatic fun in Southeast Missouri. Located in Cape Girardeau, Missouri behind the Osage Center in Osage Park, Cape Splash is open daily from Memorial Day Weekend until Labor Day Weekend.

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### *Generic Social Media Post*

*Post will be pushed out through the social media accounts of [@cityofcape](#) and [@capeparks](#) on [Facebook](#) and [Twitter](#) as well as the [@cape splash](#) Facebook page.*

**Facebook:** On Tuesday, July 6, several reports from swimmers and lifeguards came in with similar symptoms. Cape Splash has decided to close down until Friday, July 9 to correct the water chemistry and clean the facilities. This is something that should never have happened, but at an aquatic facility during the busiest time of year it is not unheard of. We apologize for any discomfort caused to you or your family because of this illness. We are doing everything we can to make sure it does not happen again. Cape Splash is keeping those affected in our minds as we seek to correct this wrongdoing.

**Twitter:** Cape Splash Family Aquatic Center is closed for the rest of the week due to an outbreak of a waterborne illness. If you have any questions, please contact us at (573) 339-6343.

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### *Fact Sheet*

- **About:** Commonly ranking among the Top 10 Things to Do in the Summer in Cape Girardeau! The park includes four water slides, water playground, splash pad, lazy river, concessions, and more.
- **Hours:** Open daily from Memorial Day weekend through Labor Day weekend from 11 a.m. to 7 p.m.. After August 10, hours are reduced to Saturday 11 a.m. to 6 p.m. and Sunday 12 p.m. to 6p.m..
- **Features Include:**

- **Speed Slides** - 265 ft. freefall slide and 259 ft. long triple drop slide
- **Mat Racers** - 3 lane 319 ft. long mat racer with 30 ft. tall tower
- 700 ft. Lazy River
- 177 ft Open Flume - 25 ft. Tower Slide
- 140 ft. Enclosed Flume Slide
- 64 ft. & 78 ft. Flume – 11 ft. Tower Slide
- Vortex (Swirl Pool)
- Leisure Pool – Zero Depth Entry
- Spray Pad – Zero Depth Entry
- Shipwreck Island Play Structure
- 24 Funbrellas
- Concession/Bathhouse Building
- Two Pavilions for Party Rentals
- Family Changing Room
- Lockers are available pay as you go (.50) per entry
- **Entry Fees:**
  - ***Under 12 months:*** Free
  - ***Child 1-13:*** \$6 | \$65 seasonal pass
  - ***Adult 14-59:*** \$7 | \$75 seasonal pass
  - ***Senior 60+:*** \$6 | \$65 seasonal pass
    - All people entering the facility must pay an entree fee, even if they are not swimming.
- **General Rules:**
  - A full list of rules for Cape Splash Waterpark can be found [here](#).
  - Proper swim attire is required for all swimmers. Appropriate body coverage must be maintained at all times. No cut-offs, gym shorts, or leotards are allowed in the pool. No metal or plastic grommets are allowed on swim attire.
  - No tobacco products (smoking or chewing) or alcoholic beverages will be allowed within the facility.
  - Swimmers with contagious conditions or open wounds will not be allowed admission.

- Children under the age of 12 must be accompanied at all times by a responsible person age 15 or older. All parents or guardians must be within arms reach of non-swimmers.
  - Water guns, noodles, rafts, tubes, or other flotation devices are not permitted in the facility.
  - **Weather Policy:** On days with inclement weather, cashier will give you a receipt with day and time listed on it. If Cape Splash has to close because of the weather and you were not able to enjoy Cape Splash for 2 hours. You can request a rain pass for another visit to Cape Splash. Passes good for present Season.
  - **Additional information can be found [here](#).**
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## Glossary

### Technical Terms

- **ALGAE:** Microscopic plant-like organisms that use photosynthesis for energy.. Algae can harbor bacteria and can be slippery. There are three types of algae found in pools are black, blue-green, green and mustard (yellow or drawn). Algae can be brought to a pool by rain or air, or can be carried in swimwear that has not been washed after coming in contact with natural bodies of water.
- **ALGAECIDES:** Chemical compounds designed to kill, prevent and control algae.
- **BACKFLOW:** Occurs when water begins to travel through a pipe in the direction opposite normal flow.
- **BACKWASH:** The process of thoroughly cleaning the filter by reversing the flow of water through it with the dirt and rinse water.
- **CHLORINE:** Any chlorine compound used as a disinfectant in a swimming pool to kill, destroy or control bacteria and algae.
- **CHLORAMINES:** A reaction of free (unbound) chlorine with organic substances like urine and sweat. Chloramines can be dangerous when inhaled in a large volume.
- **DRAIN:** Connect to the pump for circulation and filtration of the pool.
- **FILTER:** A device that removes dissolved or suspended particles and other elements from water by recirculating the water through a filter.

- **GUTTER:** The visible drain of a pool connected to the deck through which floating debris, oil and anything lighter than water flow.
- **PUMP:** The mechanical heart of a pool, usually powered by an electric motor, which creates hydraulic flow and pressure for the purpose of filtration, heating and circulation of pools.
- **pH:** Abbreviation for Potential Hydrogen, indicates the level of acidity or alkalinity of water. While the scale ranges from 0-15, an ideal range for a pool is 7.4-7.6
- **RECREATIONAL WATER ILLNESS (RWI):** Any illness caused by germs spread by swallowing, breathing in mists or aerosols of, or having contact with contaminated water or chemicals in the water or chemicals that evaporate from the water and cause indoor air quality problems.
- **SHOCK TREATMENT:** The practice of adding significant amounts of an oxidizing chemical (typically non-chlorine oxidizers) to the water to destroy ammonia and nitrogen compounds caused by swimmers, the environment and/or weather.

### **Lifeguard and Water Rescue Terms**

- **ACTIVE DROWNING VICTIM:** A person who is struggling at or near the surface in a vertical position and cannot move forward or tread water. If not rescued in time, they could turn into a Passive Drowning Victim. Active Drowning Victims cannot call for help.
- **AQUATIC SAFETY TEAM:** The network of people in the facility and EMS plan for, respond to and assist in an emergency at an aquatic facility.
- **BACKBOARD:** A piece of rescue equipment at all aquatic facilities used to maintain in-line stabilization for a person with a suspected head, neck or back injury. Also used to remove an unconscious victim from the water to provide further medical care.
- **DISTRESSED SWIMMER:** A swimmer who is capable of staying afloat, but who may need assistance getting to safety. If not rescued, this person can become an active drowning victim.
- **EMERGENCY ACTION PLAN (EAP):** A detailed plan that shows facility staff how to respond to specific types of emergencies.
- **HYPERVENTILATION:** A dangerous technique some swimmers use to stay underwater for longer intervals by taking several deep breaths followed by forceful exhalations then inhaling deeply before swimming underwater. This behavior could lead to blackout drowning where the swimmer becomes unconscious underwater.



- **HYPOXIA:** A condition where insufficient oxygen reaches the cells, resulting in cyanosis and changes in responsiveness and in breathing and heart rates.
- **IN-LINE STABILIZATION:** A technique used to minimize movement of a victim's head and neck while providing care in a potential head, neck or back injury.
- **INSTINCTIVE DROWNING RESPONSE:** A universal set of behaviors exhibited by an active drowning victim including: struggling to keep the face above water, extending the arms and pressing down for support, no forward progress in the water and staying at the surface for only 20-60 seconds.
- **LIFE JACKET:** A type of Personal Flotation Device (PFD) approved by the United States Coast Guard for use during activities in, on or around water. Children in life jackets should be within arms' reach of a parent at all times.
- **NONFATAL DROWNING:** To survive, at least temporarily, after drowning.
- **PASSIVE DROWNING VICTIM:** An unresponsive victim who is face-down, submerged or near the surface.
- **PERSONAL FLOTATION DEVICE (PFD):** Coast Guard approved life jacket, buoyancy vest, wearable floatation aid, throwable device or other special-use flotation device.
- **REACHING ASSIST:** A method of helping someone out of the water by reaching to that person with your hand, leg or an object.
- **RESCUE TUBE:** The most essential safety equipment a lifeguard carries. A foam-filled tube is an attached tow line and shoulder strap that lifeguards use to make rescues.
- **SPEED SLIDE:** A steep water slide that goes very fast.
- **STARTING BLOCKS:** Platforms used only for competitive swimmers to dive from at the start of a race.
- **ZONE COVERAGE:** The swimming area is divided into separate zones, with one zone for each lifeguard station.
- **ZONES:** The specific areas of the water, deck, pier or shoreline that area a lifeguard's responsibility to scan from a lifeguard station.

*Technical Pool Terms inspired by [SwimmingPool.com](http://SwimmingPool.com)*

*Lifeguarding Terms inspired by the Red Cross Lifeguarding Manual (v. 2016).*

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## *Employee Relations*

- Cape Splash Waterpark is an equal opportunity employer.
- Employees are required to maintain an up-to-date certification in Lifeguarding and First Aid/CPR/AED from the Red Cross.
- Employees are also required to undergo seasonal training before every season they work at the water park.
- To become an employee, you must be 15 years old or older with an up-to-date lifeguard certification from the American Red Cross.
- Benefits:
  - In house and on-the-job training.
  - Uniform Reimbursement Program
  - Lifeguard Certification Reimbursement Program.
  - Community center usage at Osage Center or Shawnee Park center based on hours worked during the previous fiscal year.
  - Fitness Class Punch Cards based on hours worked more than 260 hours the previous fiscal year
  - Central Pool usage for anyone who worked more than 520 hours the previous fiscal year.

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## *Important URLs*

- The web page that represents the Cape Splash Waterpark
  - <http://www.cityofcapegirardeau.org/Parks/Cape-Splash-Family-Waterpark.aspx>
- Red Cross Lifeguarding Page
  - <http://www.redcross.org/take-a-class/lifeguarding>
- CDC Healthy Swimming/Recreational Water
  - <https://www.cdc.gov/healthywater/swimming/index.html>