

Pool Attendant



SOCIÉTÉ DE SAUVETAGE

Les experts en surveillance aquatique

The Lifesaving Society

Training and certification: Over 1,000,000 Canadians participate in the Society's programs every year: this includes Swim to Survive, Swim for Life, First Aid, Bronze Medal Awards, National Lifeguard and Instructor training.

- **Canada's Lifeguarding Experts**
- Drowning prevention mission
- Setting aquatic standards & research
- Training beyond Pool Attendant
- Charitable organization



The Lifesaving Society

Public education: The Society works to make Canadians Water Smart® by focusing its drowning prevention efforts on people most at risk, e.g., parents of young children. We deliver Water Smart behavioural change messages through our Swim for Life and Swim to Survive programs.

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The Lifesaving Society

Aquatic safety management services: The Society establishes aquatic safety standards and consults on aquatic safety issues for the aquatic industry, governments and the judiciary. We perform aquatic safety audits and serve as experts in legal cases involving aquatic safety.

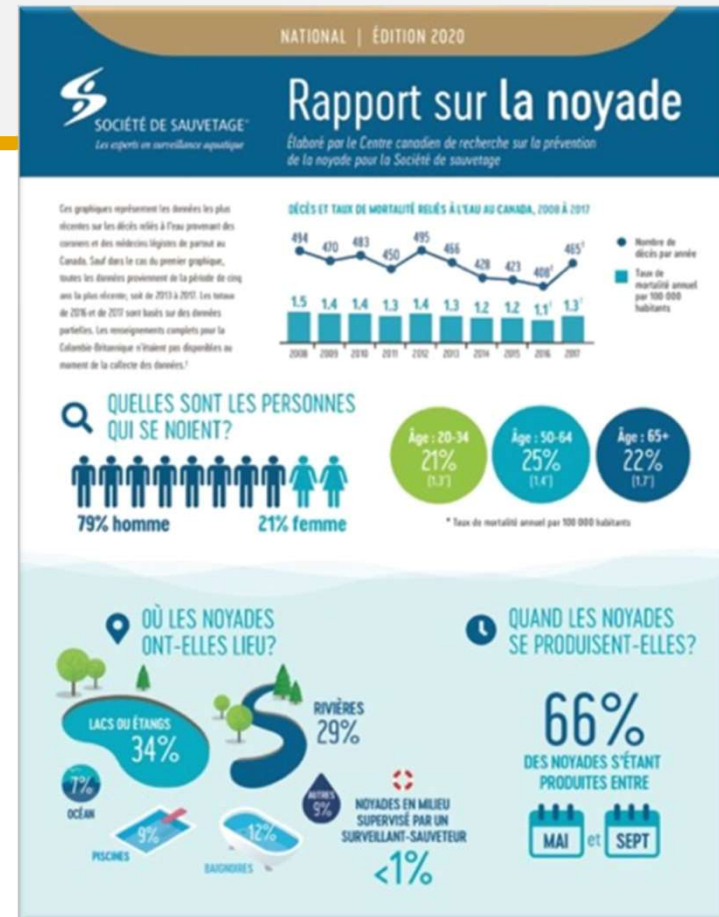
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The Lifesaving Society

Drowning research: The Society conducts research into fatal and non-fatal drownings, aquatic injury and rescue interventions. Ongoing research and analysis supports evidence-based water-rescue training and prevention education.

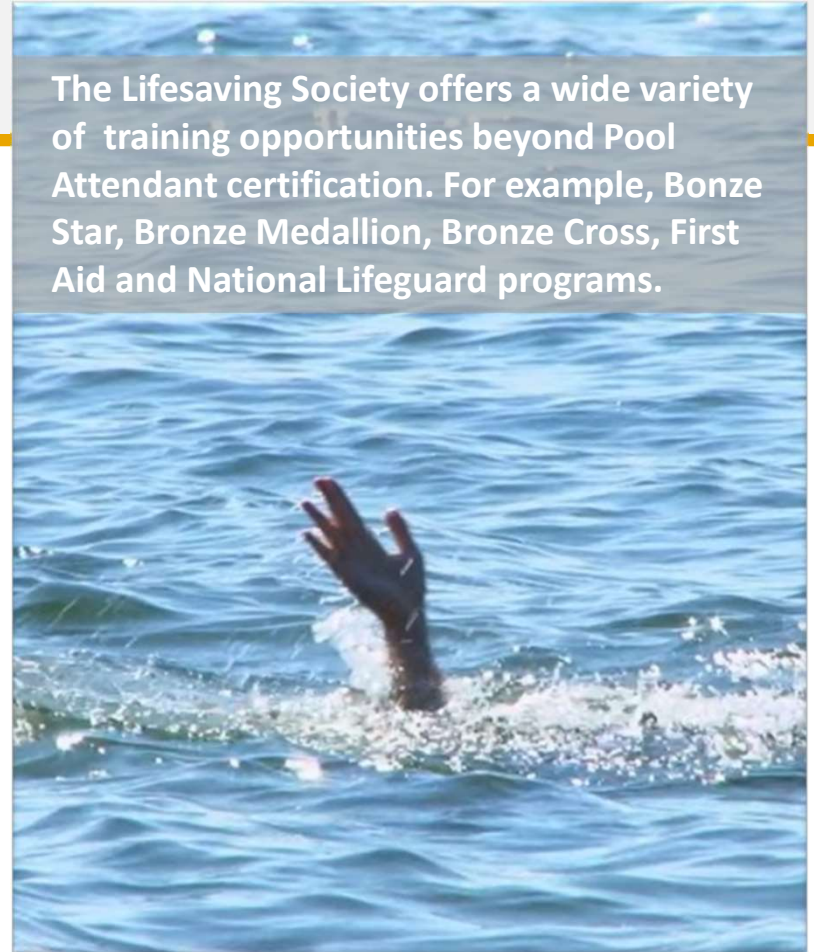
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The Lifesaving Society offers a wide variety of training opportunities beyond Pool Attendant certification. For example, Bronze Star, Bronze Medallion, Bronze Cross, First Aid and National Lifeguard programs.



The Lifesaving Society

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- **Charitable organization**

Woof! Buddy the lifeguard dog is the official mascot of the Lifesaving Society. Buddy is a Newfoundland breed trained to bravely save swimmers in distress.

- The Lifesaving Society fundraises to bring awareness to drowning prevention.
- Visit the Society's website to find out about fundraising events in your community.



Theory and practice

Test item

Let's learn about: The roles and responsibilities of a Pool Attendant

- Role-modelling, public relations, accident prevention, rescue response
- Operations and maintenance, challenges of working alone
- Define legal obligation: duty and standard of care, liability and negligence.
- Workplace and safety regulations for pool attendants.
- Explain the hazardous nature of chemicals used in aquatic environments.
- Documentation typically used for logging operations.

Wading pool definition (Ontario regulations)

“public wading pool” means any structure, basin, chamber or tank containing or intended to contain an artificial body of water having a depth of water equal to 75 centimetres or less at any point, that is provided for the recreational or instructive use of young children, other than a private residential wading pool or a wading pool for display or promotional purposes only;



Theory and practice

Roles and responsibilities

- The primary objective of a pool attendant is to prevent drowning and water-related injury, and when prevention fails, to respond quickly and professionally to prevent loss of life.
- Pool attendants, assistant lifeguards and lifeguards, have a legal responsibility for the safety supervision of patrons of the aquatic facility.
- Pool attendants' roles may include working alone, or act as part of the lifeguard team – within established protocols and standard operating procedures.
- Pool attendants have a duty and standard of care to maintain. Failure to maintain a standard may mean liability or negligence (failure to behave with the level of care that is expected, see next slide).

Staff training: must be provided in the operating and emergency procedures relevant to the facility. This may include: Rescue situations, Skills – scanning, Land – first aid, CPR. Additional training:

- Job description, child abuse, harassment, customer service
- Maintenance, workplace safety, WHMIS, sun safety
- Professional code of conduct



Theory and practice

Legal obligations

- **Duty of care:** obligations or rights are created between an individual and person responsible.
 - When a Pool Attendant opens the doors to patrons they are obligated to ensure a safe environment for swimmers and have a duty to respond to emergencies
- **Standard of care:** means a person is obligated to take care as any “reasonable person” would.
 - Pool Attendants who adhere to the Lifesaving Society standards and employer practices are likely performing at or above the standard of care expected of any reasonable person trained as a Pool Attendant

Negligence: defined – carelessness or the failure to behave in the manner expected by the community. To prove negligence must show 3 things:

1. Defendant owed a duty of care
2. Defendant fell below reasonable standard of care
3. Defendant’s act or omission caused damage to person or property



Theory and practice

Laws and regulations

- **Provincial regulations:** When you accept a position at a public pool, it is important you understand your responsibilities under the law. When put “in charge,” even on part-time basis, you are legally responsible for meeting the requirements.
- **WHMIS:** Canada’s Workplace Hazardous Materials Information System (WHMIS) is a comprehensive system for providing health and safety information on hazardous products intended for use, handling, or storage in Canadian workplaces.
- **MSDS:** Operators (Pool Attendants) should be provided with personal protective equipment (mask, gloves, aprons and boots) for the purpose of storing and handling chemicals and Material Safety Data Sheets (MSDS), which outline relevant information.



Theory and practice

Chemicals in aquatic settings

- Pool Attendants should ensure:
 - Chemicals are clearly labelled and stored in a safe and secure location that is inaccessible to the public and bathers
 - There is a safe distance between different types of chemicals to avoid accidental mixing of dangerous chemicals
 - The type and amount of chemicals added manually
- Chemicals such as chlorine and muriatic acid should be stored separately where they cannot leak and interact with each other. Signage should identify each chemical.
- When mixing chemicals, add them slowly. Never add water to the chemicals, always add the chemical to the water.

General safe practices: Store chemicals in a cool, dry and ventilated area, including:

- Have personal protective equipment available as required
- Do not eat, drink or smoke in the chemical storage area
- Keep containers closed when chemicals are not in use
- Always wash hands thoroughly after handling chemicals
- Material Safety Data Sheets (MSDS) must be made available to employees for every chemical in use



Theory and practice

Working alone at a wading pool

- When EMS is needed: Follow the written emergency procedures from the employer for direct access to activating EMS. If a life-threatening emergency does occur, attendants may recruit additional help from nearby patrons certified in first aid.
- Breaks: Pool Attendants should know and understand the type and frequency of breaks permitted by their employer. Pool must be cleared if Pool Attendant leaves their post.
- Ask questions: Pool Attendants should be comfortable and encouraged to reach out to their supervisors or other staff members whenever questions or situations arise that are not easily answered.
- Stay alert: Pool Attendants ensure a safe and enjoyable aquatic experience through the vigilant supervision of patrons.



Theory and practice

Documentation and logging include

Pool Attendants are responsible for documenting and logging daily information concerning the function and operation of the wading pool. This may include:

- Bather load – how many bathers visit during the morning and afternoon
- Pool chemistry, e.g., chlorine and pH levels
- Water clarity, e.g., good or poor, is the bottom visible
- Fouling, e.g., feces, vomit, blood or chemical
- Filtration or circulation system is not operative or malfunctioning
- Drain cover or fittings missing or not in good repair
- Ground Fault Circuit Interrupter missing or malfunctioning (if applicable)
- Emergency communication device is not available or malfunctioning
- Health and safety: inclement weather, electrical storm concern



Communication

Test item

Let's learn about: Demonstrating effective communication with

- Patrons and victims:
 - Provide good customer service and public relations
 - Educate and explain safe practices
 - Personal modelling of safe practices
- Coworkers, supervisors & EMS:
 - Demonstrate hand and whistle signals
 - Can give and receive accurate directions
 - Clear and accurate communication



Communication

With patrons

- The Pool Attendant's challenge is to maximize patrons' fun while minimizing their risk of injury. Good public relations results in positive patron attitudes and behaviour.
- The goal should be to persuade patrons to see the pool attendant as someone who is professional, approachable, and eager to help.
- Learn to convey information calmly, clearly, and accurately. Ensure all communication with patrons is respectful.
- Practice effective listening skills to ensure that you accurately receive information.
- Verbal communication: Move as close to the patron as possible. Lower yourself to the patron's physical level and use respectful language.



Communication

Public relations

A Pool Attendant's behaviour and image

- Body language, e.g., stance while patrolling and scanning the wading pool
- Vigilant and attentive, professional, alert
- Uniforms kept neat, clean, appropriately worn
- Model expected attitudes and behaviours
- Develop a rapport with patrons, get to know their name



Communication

Confronting complaints or problems

- Introduce yourself and ask the patron's name, set the tone.
- Listen. Fully and patiently hear the person out.
- Try to understand the complaint from the patron's view.
- Demonstrate that you have heard the complaint by paraphrasing it.
- Remain objective and neutral, investigate if needed.
- Shifting complaint to problem-solving by identifying what steps will be taken next, follow up with supervisor if needed.



Communication

Coworkers, supervisors & EMS – procedures

Emergency procedures – major vs. minor

- Procedure for a major emergency: a process for responding to an urgent and life-threatening incident. Usually involves more than one staff, e.g., seizure victim convulsing in water.
- Procedure for a minor emergency: a process for responding to a non life-threatening incident. However, in some cases if not handled promptly may become a major emergency, e.g., distressed swimmer.



Communication

Coworkers, supervisors & EMS – major

Procedure for a major emergency:

- 1st Pool Attendant / Lifeguard's role: identify incident
 - signal to other staff, e.g., one long whistle blast
 - respond to victim, assess and support A-B-Cs
- 2nd Pool Attendant / Lifeguard role: go to assist 1st Pool Attendant / Lifeguard
 - back up 1st staff – victim support, A-B-Cs
 - if only one staff, ensure water is cleared, EMS contact
- 3rd Pool Attendant / Lifeguard role:
 - complete evacuation of pool area
 - contact EMS, bring first aid supplies, obtain info, etc.



Communication

Coworkers, supervisors & EMS – minor

Procedure for a minor emergency:

- 1st Pool Attendant / Lifeguard role
 - identifies incident, e.g. public relations question(s)
 - signals to other Pool Attendant / Lifeguard(s) minor incident, e.g., two short whistle blasts and/or hand signal
- 2nd Pool Attendant / Lifeguard role
 - signals to other Pool Attendant / Lifeguards minor incident is underway, comes to alert stance with arm raised to side
 - moves to cover 1st Pool Attendant / Lifeguard zone
 - ready to provide backup if needed



Communication

Coworkers, supervisors & EMS – single attendant

Single Pool Attendant:

- Adapt emergency procedures, e.g.:
 - emergency button available to call auxiliary staff
 - auxiliary staff are trained to provide backup
 - pool must be cleared if lifeguard leaves their post

Bystanders:

- May assist with crowd control, bringing first aid supplies, gathering information on what happened, etc.
- Be direct with specific instructions, calm and confident



Communication

With victims

- What to say: As soon as practical, learn the victim's name and use it. Introduce yourself by name and let the victim know you are a Pool Attendant. Tell the victim what you are going to do before you do it. Ask permission.
- The manner in which you communicate may have a calming effect. How you say something may be as important as what you say. Calm, relaxed, and decisive movements and gestures help reassure a victim.
- The following are the types of questions (both open-ended and specific) that may provide useful information:
 - "Are you okay?" "What's the problem?"
 - "What's your name?" "Has this happened before?"
 - "Do you hurt anywhere else?"
 - "Do you have any medical problems we should know about?"



Aquatic facility analysis

Test item

Let's learn about: Demonstrating an understanding of the following

- Features that vary from wading pool to wading pool (or from time to time) and how of analysis of these affects their job.
- The role of water treatment systems in providing a safe and comfortable bather environment.
- Environmental hazards of wading pools, amusement devices and play structures.
- Inspection and operation of waterslides, amusement devices and play structures.



Aquatic facility analysis

Types of wading pools

There are two common types of wading pools:

1. **Fill and dump** means a pool that is filled with water prior to use each day and drained after use each day.
 - Generally, there is no filtration system for this type of wading pool
 - There is no standing water when the pool is not in use and the main drain is left open when the pool is closed
2. **Filtered** means a system that maintains circulation of water through a pool by pumps, draws water from a pool for treatment and returns it to the pool as clean water, and provides continuous treatment.
 - Includes filtration and chlorination or bromination and other processes necessary for the treatment of water



Aquatic facility analysis

Chemical treatment of water

Chlorine & bromine: used to destroy bacteria and prevent algae growth

- **Residual chlorine or bromine:** is the total amount of chlorine or bromine available to destroy bacteria. Also called free available chlorine FAC:
 - Maintain free available chlorine from 0.8 to 1.5 p.p.m.
 - Maintain free available bromine at 2.0 p.p.m.
- **Chlorine effectiveness:** depends mainly on
 - Level of bacteria; chlorine is used up as it attacks bacteria
 - Amount of direct sunlight; breaks chemical bonds
 - Water agitation, splashing, etc.; breaks chemical bonds



Aquatic facility analysis

Chemical treatment of water – pH

Maintaining comfortable water levels:

- pH: water measured as
 - Acidic 1.0 to 7.0 range
 - Alkaline or basic 7.0 to 14.0 range
 - Neutral water 7.0 neither acidic nor basic
- pH between 7.2 to 7.8
- High pH can cause discolouration of water, gritty/itchy irritation of swimmers eyes
- Low pH causes corrosion of pipes and drains. Can change colour of hair that has been dyed
- pH outside 7.2 to 7.8 reduces effectiveness of chlorine/bromine

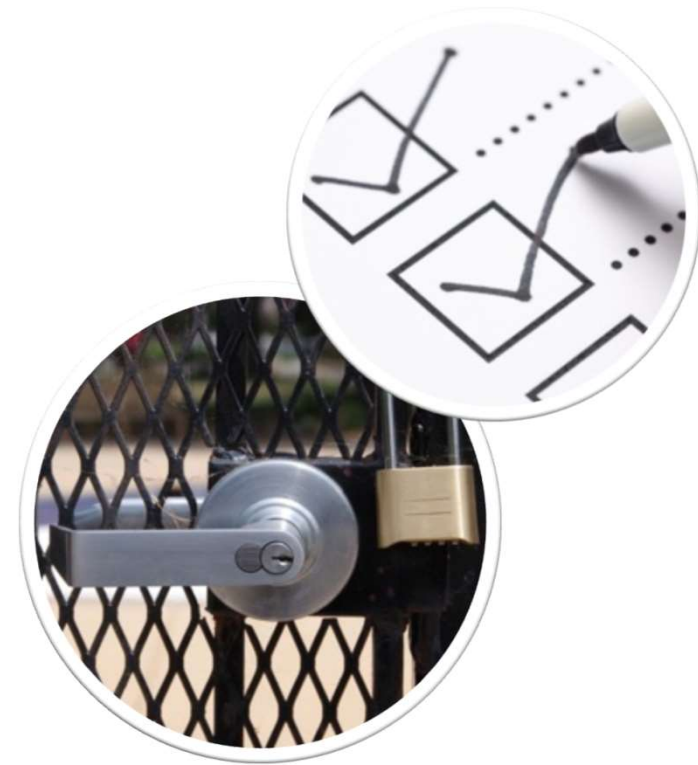


Aquatic facility analysis

Environmental hazards

Pool Attendants usually follow a checklist of typical tasks when opening and closing wading pools, inspecting waterslides, amusement devices, and play structures such as:

- **Opening checklist:** emergency phone, first aid kits, testing pool water and clarity, checking circuit breakers, checking for loose tiles, checking waterslide for cracks or defects, etc.
- **Closing checklist:** securing chemicals, locking doors or gates, cleaning up deck and hanging up wet items or equipment, making a log entry of events for the day, etc.



Drowning resuscitation

Test item

Let's learn what to do: On a manikin, demonstrate single-rescuer adult, child, and infant drowning resuscitation including ability to deal with complications

- Assess environment, unresponsiveness, EMS activation
- Attempt to obtain an AED and an AED-trained responder
- Appropriate use of barrier devices
- Victim positioned on back, open airway, check for breathing
- CPR started with rescue breaths (drowning victim); application of AED (if available) at earliest possible moment
- Ability to deal with complication (e.g., vomit, gastric distention)

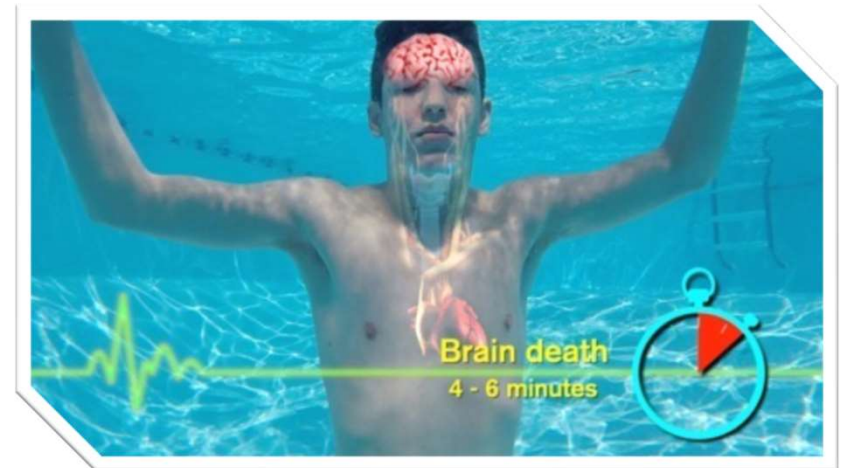


Drowning resuscitation

Breaths first

Drowning outcomes can be fatal or non-fatal

- Drowning victims can suffocate when the airway is blocked by water. As a result, vital organs in the body (the heart and brain) receive insufficient oxygen levels to function effectively.
- The primary cause of death from drowning is suffocation – a lack of oxygen. A drowning victim requires oxygen fast.
- Providing first aid care for an unconscious drowning victim requires CPR. The first and most important treatment is the immediate provision of ventilations.
- Start CPR with **rescue breaths first**, followed by compressions.



Victim recognition

Test item

Let's learn about: Developing awareness of the appearance and capabilities of victims in need of different kind of assistance

- Victim simulation
 - Characteristic appearance of an unconscious victim, and an injured victim.
- Victim recognition
 - Recognition of an unconscious victim, and an injured victim.



Victim recognition

What to look for

Distressed victims

- Tries to swim, may show signs of pain, seen holding their breath, face shows fear, attempts to communicate

Drowning victims

- Does not call for help or wave, non-supportive leg action, vigorous arm movements, head tilted back or face downward, face shows panic

Looking for trouble

- Remember to intervene and prevent a drowning incident if possible



Most drowning victims among under 5-year-olds are 2- to 4-year-olds

- They are inquisitive and take advantage of their ever-expanding range and speed of mobility. They have no awareness of looming aquatic danger
- Drowning is a silent killer and can happen in as little as 10 seconds. Parents and caregivers must be near (within arms' reach) their children whenever they are near water – in the backyard, at the beach, and in the bathroom

Spinal injury management

Test item

Let's learn what to do: Respond to a breathing or non-breathing suspected spinal-injured victim located in shallow water or on land

- Single-rescuer skill – not a rescue
- Use of spineboard not required or evaluated
- Victim located in shallow water or on land
- If face down in water, smooth turnover
- Quick recognition, EMS activation, bystander direction, appropriate entry and approach, turnover if necessary, ABCs assessed, CPR started immediately if victim non-breathing



Spinal injury management

Mechanism of injury and rollovers

- Spinal injuries can result from severe head injuries, falls, crashes, diving head first into shallow water hitting the bottom, jack-knifing of back or other water activities.
- Techniques for rollover and immobilization involve the alignment or realignment of the head in the neutral position (the victims nose is in a straight line with their belly button).
- Types of rollover and immobilization techniques, shallow water:
 - Canadian rollover and reverse Canadian rollover
 - Vice grip rollover
 - Trapezius squeeze



Spinal injury management

Mechanism of injury and rollovers

- ABC complications
 - Immobilization is maintained insofar as it is possible under circumstances, for one lifeguard it may not be possible
 - If victim is unresponsive and non-breathing, immediate CPR is required
 - If the victim is found in the water and is not breathing, start with two rescue breaths. Remove the victim promptly to start CPR.
- To open airway attempt jaw thrust, if unsuccessful use head-tilt chin-lift. Check ABCs often.



Supervision: scanning and observation

Test item

Let's learn about: Demonstrating effective pool supervision using observation skills and scanning techniques

- Systematic scanning pattern with observable head movement
- Continuous scan of designated supervision zone including wading pool bottom
- Quick, accurate recognition and analysis of potential incidents and of patrons needing assistance
- Recognition of communication from other staff (e.g., hand or whistle signals) if applicable



Supervision: scanning and observation

How to scan

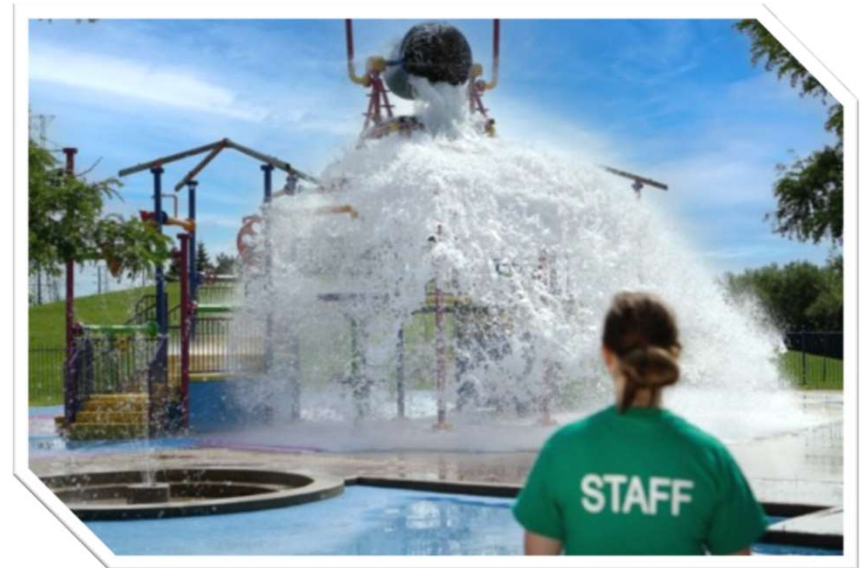
Scanning

- Sweep zone with your eyes, moving your head side to side
- A scan should take 10 seconds but no longer than 30 seconds
- In pools, scan the bottom first, then the surface
- Look and listen for the unusual
- Avoid staring at the same thing
- Focus on peoples' faces and what they are doing, make eye contact
- Give your eyes a break, focus momentarily on some distant object
- Never stop scanning when speaking with a patron.
- Outdoor facilities, monitor changes in environmental conditions



Supervision: scanning and observation

- Effective scanning means Pool Attendants can see the entire area and they know what they are looking for and recognize it when seen
- Scanning affected by:
 - Number of patrons and their activities
 - Number of staff and their location
 - Facility design and layout
 - Supervision zone, shape and size
 - Lighting conditions



Supervision: scanning and observation

R.I.D

R.I.D. factor: drownings in supervised areas are typically a result of one or a combination of:

- A failure to **Recognize** the signs of distress
 - Know and scan for the signs of a drowning victim
- **Intrusion** of non-Pool Attendant / Lifeguard duties
 - Performing clean-up, paperwork or other duties, which intrude from active Pool Attendant / Lifeguarding duties
- **Distraction** from surveillance duties
 - Talking at length with patrons, “buddy lifeguarding,” (e.g., chatting with other staff)



Supervision: scanning and observation

How to scan

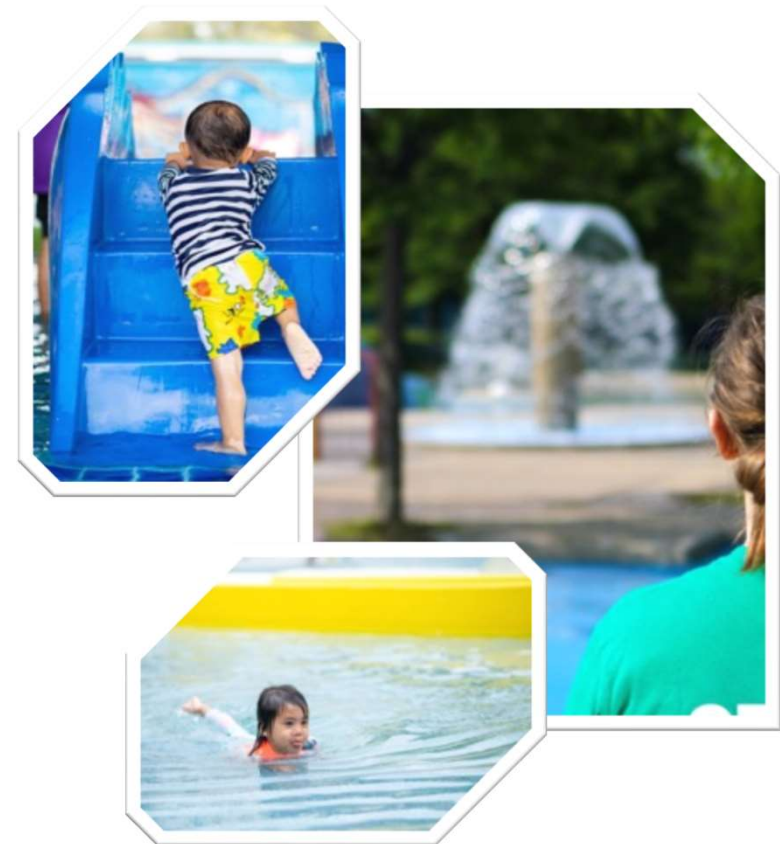
- 1) Continuously sweep your eyes over you zone, moving your head to the right and left, looking behind you, in front and below.
- 2) The pool bottom is a priority, respond immediately to any unusual shadows smudges or dark object below the surface.
- 3) Attend to “hot spots” like amusement devices, bottom of waterslides, spray nozzles, etc. Include adjacent staff when scanning.
- 4) Focus on people and what they are doing. Make eye contact whenever possible. Watch facial expression.
- 5) Look and listen for unusual behavior.
- 6) Never stop scanning when speaking with a patron. Signal for back up if needed.



Supervision: scanning and observation

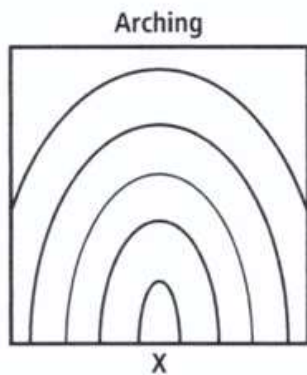
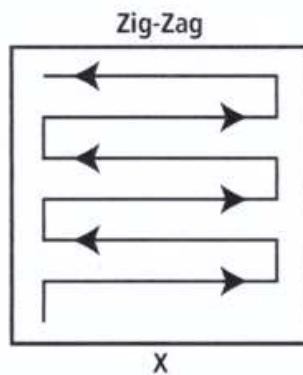
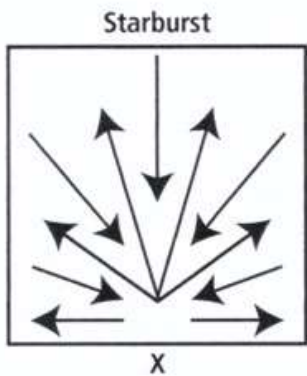
Common techniques for scanning

- **Head counting:** know the number of patrons and if the number changes, find out why
- **Grouping:** sort patrons by age, sex, risk potential, etc., and monitor changes
- **Mental filing:** build patron profiles based on swimming ability, skill, activity, and track changes
- **Profile matching:** measure what you see against the profiles of potential trouble or victim types
- **Tracking:** track the progress of individuals, who submerge and those who fit the high-risk profile
- **Scanning patterns:** Starburst / Arching / Zig-Zag



Supervision: scanning and observation

Scanning patterns



Supervision: positioning and rotation

Test item

Let's learn about: Demonstrating effective wading pool supervision using positioning and rotation

- Appropriate pool attendant positioning with consideration for:
 - Facility features
 - Danger (high-risk) areas and blind spots, e.g., around waterslides
 - Bather load and number of pool attendants on duty
 - Changes in number of patrons or pool attendants
 - Location of equipment
 - Leisure equipment and patron activity
 - Changes in visibility
- Effective pool attendant rotation while maintaining effective coverage



Supervision

Positioning

Position Pool Attendants to ensure effective supervision of entire facility, consider:

- Type of zone(s) used
 - Sight lines: determine best position to see in front, field of view to see entire zone, e.g., corner position or V-shape
 - Elevated stations: provides broader view, helps with reduced effects of refraction or glare to see below surface
 - Ground-level patrol: closer to patrons for enforcement of safety rules and public relations, can assist with blind spots
- Facility features, danger areas, number of patrons, type of leisure equipment or activity, changes in visibility, e.g., waterfalls, spray nozzles
 - Shifting for cover: attendant signals other attendants / lifeguards to cover their area and shift to leave no gaps in supervision



Supervision

Rotation

Rotations and breaks help with

- Keeping alert by providing variety and relief from demands of a single post.
- Rotations occur at a specific time. One attendant moves at a time. The Pool Attendant at the least demanding post rotates to the most demanding post typically.
- If a break is included in the rotation, the Pool Attendant coming from the break usually relieves the Pool Attendant with the most demanding post.
- Rotations allow for information sharing about potential hazards or noteworthy activities in that zone.



Supervision: intervention

Test item

Let's learn about: Demonstrating an ability to recognize situations in which early intervention may prevent a rescue emergency

- Quick, accurate recognition of high-risk behaviours and activities
- Appropriate intervention and education



Supervision: intervention

Pool Attendants should recognize and intervene before an incident occurs. Look for trouble such as:

- Unusual gestures or facial expressions
- Weak swimmers
- Unsupervised children
- Swimmers who do not want their face wet
- Medical alert jewellery on patrons
- Rough play
- Dare devils

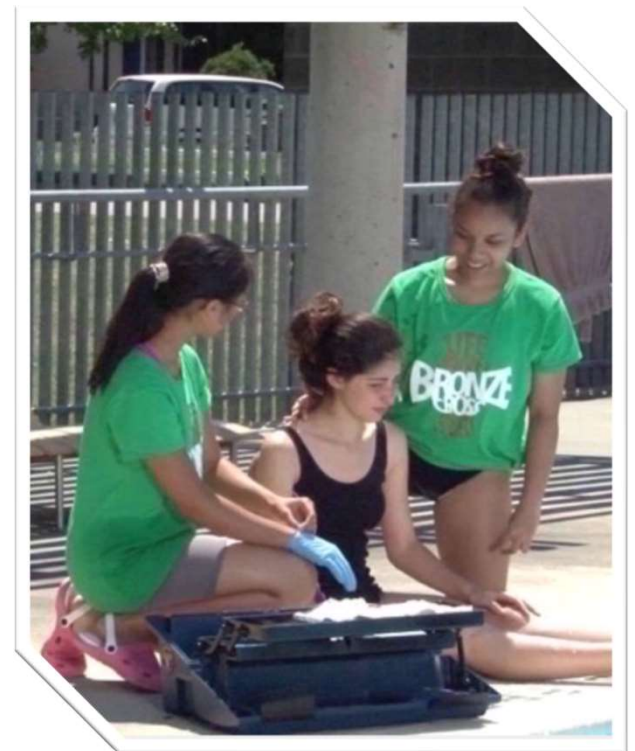


Management of an injured victim

Test item

Let's learn what to do: demonstrate effective management of an injured victim

- Quick recognition and immediate response
- Effective communication with victim
- Appropriate response and execution of procedures
- Appropriate selection and proper use of equipment including barrier devices
- Victim removed with assistance if required
- ABC assessment
- Appropriate first aid treatment
- Contact with EMS if required
- Victim information collected for incident report

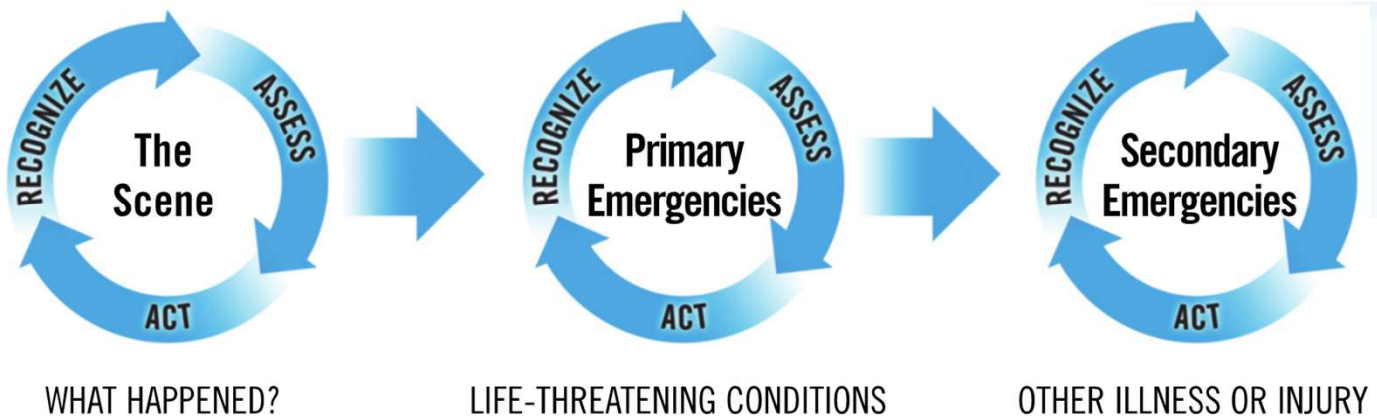


Management of an injured victim

The Rescue Process

In each step Recognize – Assess – Act:

1. **The Scene:** What happened?
2. **Primary Emergencies:** Are there life-threatening conditions?
3. **Secondary Emergencies:** Are there other illness or injuries?



Management of an injured victim – cont'd

The Scene

Recognize: Does anyone need help?

Assess: Is it safe to help? What happened?

Action: Ask bystanders or victim what happened?
Ask if anyone knows first aid and go get help.



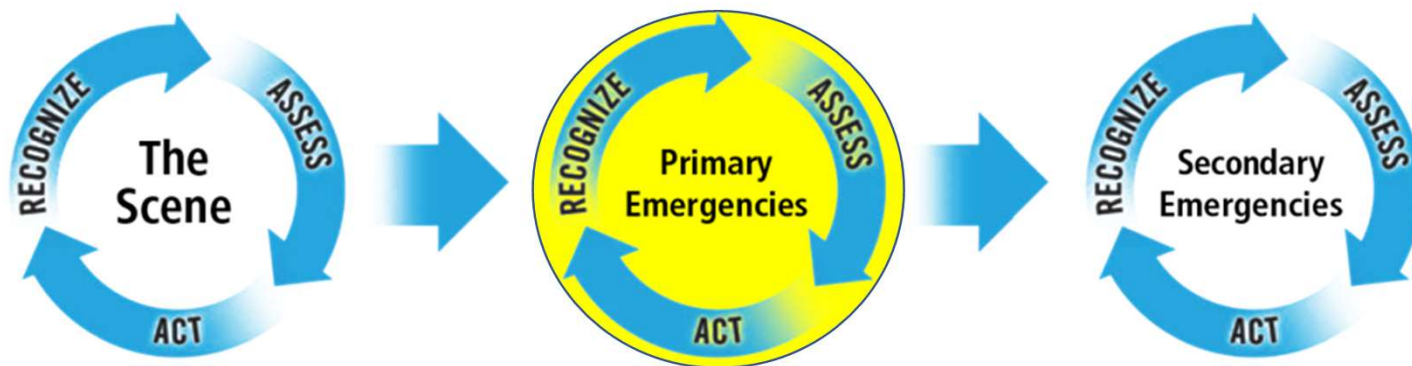
Management of an injured victim – cont'd

Primary Emergencies

Recognize: Are there life-threatening injuries? (ABCs)

Assess: Level of consciousness (LOC)? A – is the airway open?
B – breathing normally? C – Circulation, major bleeding or shock?

Action: Treat ABCs. If victim is unresponsive and not breathing, start CPR



Management of an injured victim – cont'd

Secondary Emergencies

Recognize: Are there other life-threatening injuries or conditions?

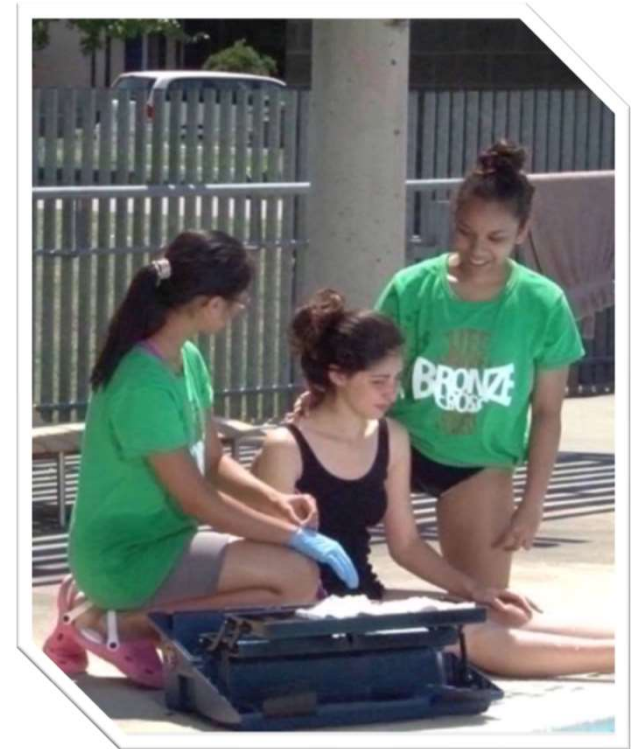
Assess: Perform secondary assessment. 1) Assess vital signs and monitor
2) Assess for injuries or conditions 3) Assess history, ask questions

Action: Record information, treat injury, provide ongoing victim care



Management of an injured victim – cont'd

- Continue care until someone more qualified takes over, unless you are in danger or exhausted.
- Continue to provide first aid help after ABCs and all other injuries are treated.
 - Communicate and reassure victim
 - Describe what you are doing
 - Treat for shock
 - Recruit bystanders to help
 - Continue to monitor victim condition
 - Record changes to victim condition



Rescue: non-breathing victim

Test item

Let's review what to do: Perform a rescue of a non-breathing victim located in the water at a wading pool. Remove victim and perform CPR on a manikin

- Quick, accurate recognition
- Appropriate assessment of situation – call for help
- Safe and effective entry, approach maintaining visual contact, and carry
- Victim's mouth and nose maintained above the surface throughout
- Victim secured at nearest point of safety
- Safe and effective removal
- Effective use and direction of bystanders where appropriate
- Contact with Emergency Medical Services (EMS)
- Victim assessment (ABCs) and appropriate victim care including 5 cycles of drowning resuscitation
- Effective use of barrier devices if available and where appropriate



Summary

Knowledge items

- The Lifesaving Society
- Theory and practice

Skill items

- Communication
- Aquatic facility analysis
- Drowning resuscitation
- Victim recognition
- Spinal injury management

Judgment items

- Supervision: scanning and observation
- Supervision: positioning and rotation
- Supervision: intervention
- Management of an injured victim
- Rescue: non-breathing victim



END

Pool Attendant



SOCIÉTÉ DE SAUVETAGE

Les experts en surveillance aquatique

