

5/28/2019

CRPP - City of Deer Park Aquatics 610 E. San Augustine

Deer Park TX 77536

Dear CRPP - City of Deer Park Aquatics

Your facility has just received an Unannounced Observational Audit by one of our National Staff Auditors.

Operational safety audits are randomly conducted to assist clients in evaluating their aquatic safety and risk management operations. The actions, findings, recommendations, and opinion rendered by our auditor representative(s) are limited to the operational conditions that exist during the audit. Accordingly, audits should be utilized as a "risk management tool" to enhance your existing operation.

Upon review of this information, you are encouraged to discuss the results of the audit and inquire about any questions that you may have with the auditor. Please find the documentation to review the details of this audit. Also, we encourage you to evaluate your auditor online:

http://www.zoomerang.com/survey.zgi?p=WEB2253RDSEBH3

Sincerely Yours,

Richard Carroll Sr. VP/COO

Encl: Unannounced Audit - RM01-10001

Jeff Ellis & Associates, Inc.

Business Office: PO Box 2160

Windermere, FL 34786 Phone: 800-742-8720 Fax: 407-654-1723

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Client CRPP - City of Deer Park Aquatics

Date 5 /28/2019

Audit ID RM01-10001

Auditor Major, Randi

Audit Type: Unannounced

Weather Sunny

Section One: Individual Lifeguard Evaluation Exceeds

Section Two: Simulated Emergency Evaluation Exceeds

Section Three: Administration Section Evaluation Meets

## Final Overall Audit Evaluation Score Exceeds

Reviewed with Debra Culp Email dculp@deerparktx.org

Title Athletics/Aquatics Coordinator Phone 281-478-2067

Comments Fax 281-479-8091

Section 1: This Section received a score of EXCEEDS. Lifeguards were found to exhibit consistent scanning patterns with downward head and eye movement. Lifeguards were Vigilant, Professional and Rescue Ready.

Section 2: This Section received a score of EXCEEDS. Lifeguards met all operating criteria's and incorporated the use of the AED and Oxygen in all Team Management Scenarios. Individual Responsive GiD Aquatic Rescue was found to Meet the standard.

Section 3: All Facility and Administrative Items were found to be in compliance and in good order. Rescue Equipment was readily available and all documents were accounted for.

It has been a pleasure to work with the Deer Park and Rec Team. Great Job on the Audit and best of luck to all of you as we approach the summer months. If you have any questions, comments, or concerns, please direct them to your client manager.

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Section 1A:	Individual Lif	feguard Evaluation Report				
	Date Review ID Section ID Facility Name Lifeguard Name Credential Number Pool/Ride Name	5/28/2019 RM01-10001 1A-01 City of Deer Park Michael Cliburn 1088-4500 Chair 8 Activity Pool	Identific	cation	n	
	<b>Programming Type</b>	Open swim	Clips	1	-	2
1) Lifeguard provided surveillance of swimmers (10/20) 2) Lifeguard addressed environmental concerns 3) Lifeguard exhibited professional behavior and demeanor 4) Lifeguard was Rescue Ready 5) Lifeguard exhibited displayed a significant change in position/scanning pattern 6) Lifeguard location allowed visual surveillance of entire Zone of Protection® area 7) Lifeguard location allowed immediate access to rescue equipment 8) Lifeguard exhibited proactive bottom scan during rotation 9) Lifeguard exhibited rotation without loss of eye contact		E ✓	M		N	
Individual Lifeguard	Evaluation Report			E	xce	eds
Comments Lifeguard was observe	d at Chair 8.					

Lifeguard exhibits a professional image and rescue ready posture/equipment position. Environmental protection exceeds the standard.

Lifeguard is attentive to the Zone of Protection and demonstrates swimmer surveillance to exceed the standard. Lifeguard exhibits consistent scanning patterns and implements downward head and eye movements.

Proactive bottom scan is conducted when relinquishing zone responsibilities and Rotation/equipment exchange is conducted without loss of eye contact with Zone of Protection.

Lifeguard Signature	Supervisor's Signature	е
0 0	 	

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Section 1A:	Individual Li	feguard Evaluation Report		
Section 1A.	Date Review ID Section ID Facility Name Lifeguard Name Credential Number Pool/Ride Name	5/28/2019 RM01-10001 1A-02 City of Deer Park Hannah Pressley 1074-8785 Chair 8	Identification	
	Pool Type Programming Type	Activity Pool Open swim	Clips	2 - 4
1) Lifeguard provided surveillance of swimmers (10/20) 2) Lifeguard addressed environmental concerns 3) Lifeguard exhibited professional behavior and demeanor 4) Lifeguard was Rescue Ready 5) Lifeguard exhibited displayed a significant change in position/scanning pattern 6) Lifeguard location allowed visual surveillance of entire Zone of Protection® area 7) Lifeguard location allowed immediate access to rescue equipment 8) Lifeguard exhibited proactive bottom scan during rotation 9) Lifeguard exhibited rotation without loss of eye contact		E  v	M F N	
Individual Lifeguard	Evaluation Report			Exceeds
Comments				

Lifeguard was observed at Chair 8.

Lifeguard exhibits a professional image and rescue ready posture/equipment position. Environmental protection exceeds the standard.

Lifeguard is attentive to the Zone of Protection and demonstrates swimmer surveillance to exceed the standard. Lifeguard exhibits consistent scanning patterns and implements downward head and eye movements.

Proactive bottom scan is conducted when relinquishing zone responsibilities and Rotation/equipment exchange is conducted without loss of eye contact with Zone of Protection.

Lifeguard Signature Supervisor's Signature			
	Lifeguard Signature	\$ Supervisor's Signature	•

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Section 1A:	Individual Li	feguard Evaluation Report				
	Date	5/28/2019	Identific	catio	n	
	Review ID	RM01-10001				
	Section ID	1A-03			9	
	<b>Facility Name</b>	City of Deer Park				196
	Lifeguard Name	Dlisa Promise				
	<b>Credential Number</b>	1034-3391		100	4	
	Pool/Ride Name	Chair 2				
	Pool Type	Activity Pool				
	Programming Type	Open swim	Clips	5	-	6
			E	М	F	N
1) Lifeguard provided surveillance of swimmers (10/20)			•			
2) Lifeguard addressed environmental concerns			•			
3) Lifeguard exhibited professional behavior and demeanor				✓		
4) Lifeguard was Rescue	e Ready			✓		
5) Lifeguard exhibited di	splayed a significant chan	ge in position/scanning pattern		<b>✓</b>		
6) Lifeguard location allo	owed visual surveillance of	f entire Zone of Protection® area		✓		
7) Lifeguard location allo	owed immediate access to	rescue equipment		<b>✓</b>		
8) Lifeguard exhibited proactive bottom scan during rotation						<b>✓</b>
9) Lifeguard exhibited rotation without loss of eye contact						<b>✓</b>
Individual Lifeguard Evaluation Report			E	хсє	eds	
Comments						
Lifeguard was observe	ed at Chair 2.					

Lifeguard exhibits a professional image and rescue ready posture/equipment position. Environmental protection exceeds the standard.

Lifeguard is attentive to the Zone of Protection and demonstrates swimmer surveillance to exceed the standard. Lifeguard exhibits consistent scanning patterns and implements downward head and eye movements.

ifequard Signature	Supervisor's Signature	
iteonaro Signature	Supervisor's Signature	

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Section 1A:	Individual Li	feguard Evaluation Report		
	Date Review ID Section ID Facility Name Lifeguard Name Credential Number Pool/Ride Name Pool Type Programming Type	5/28/2019 RM01-10001 1A-04 City of Deer Park Angelica Anderson 1087-5251 Chair 5 Lap Swimming Pool Open swim	Identific	8 - 9
1) Lifeguard provided surveillance of swimmers (10/20) 2) Lifeguard addressed environmental concerns 3) Lifeguard exhibited professional behavior and demeanor 4) Lifeguard was Rescue Ready 5) Lifeguard exhibited displayed a significant change in position/scanning pattern 6) Lifeguard location allowed visual surveillance of entire Zone of Protection® area 7) Lifeguard location allowed immediate access to rescue equipment 8) Lifeguard exhibited proactive bottom scan during rotation 9) Lifeguard exhibited rotation without loss of eye contact		E ✓	M F N	
Individual Lifeguard	Evaluation Report			Exceeds
Comments Lifeguard was observe Lifeguard exhibits a pr		escue ready posture/equipment po	sition. Environm	ental

protection exceeds the standard.

Lifeguard is attentive to the Zone of Protection and demonstrates swimmer surveillance to exceed the standard. Lifeguard exhibits consistent scanning patterns and implements downward head and eye movements.

Proactive bottom scan is conducted when relinquishing zone responsibilities and Rotation/equipment exchange is conducted without loss of eye contact with Zone of Protection.

Lifeguard SignatureSupe	ervisor's Signature
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Section 1A:	Individual Lit	feguard Evaluation Report				
	Date Review ID Section ID Facility Name Lifeguard Name Credential Number Pool/Ride Name Pool Type Programming Type	5/28/2019 RM01-10001 1A-05 City of Deer Park Abigail Moore 1074-8803 Chair 6 Lap Swimming Pool Open swim	Identifi	cation 10		11
		орын онын	E	М	F	N
1) Lifeguard provided surveillance of swimmers (10/20)			<b>✓</b>			
2) Lifeguard addressed environmental concerns			<b>✓</b>			
3) Lifeguard exhibited professional behavior and demeanor		emeanor		<b>✓</b>		
4) Lifeguard was Rescue	Ready			<b>✓</b>		
5) Lifeguard exhibited dis	splayed a significant chan	ge in position/scanning pattern		✓		
6) Lifeguard location allo	wed visual surveillance of	entire Zone of Protection® area		<b>✓</b>		
7) Lifeguard location allowed immediate access to rescue equipment				<b>✓</b>		
8) Lifeguard exhibited proactive bottom scan during rotation						<b>✓</b>
9) Lifeguard exhibited rotation without loss of eye contact					<b>✓</b>	
Individual Lifeguard	Evaluation Report			E	хсе	eds
Comments						
Lifequard was observe	d at Chair 6					

Lifeguard was observed at Chair 6.

Lifeguard exhibits a professional image and rescue ready posture/equipment position. Environmental protection exceeds the standard.

Lifeguard is attentive to the Zone of Protection and demonstrates swimmer surveillance to exceed the standard. Lifeguard exhibits consistent scanning patterns and implements downward head and eye movements.

Lifeguard SignatureSi	Supervisor's Signature
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Section 1A:	Individual Li	feguard Evaluation Report				
	Date 5/28/2019 Review ID RM01-10001 Section ID 1A-06 Facility Name City of Deer Park Lifeguard Name Jacob De La Cerda Credential Number 1074-3197 Pool/Ride Name Chair 5		Identification			
	Pool Type	Lap Swimming Pool	Clips	12		12
	Programming Type	Open swim	•			13
1) Lifeguard provided surveillance of swimmers (10/20) 2) Lifeguard addressed environmental concerns 3) Lifeguard exhibited professional behavior and demeanor 4) Lifeguard was Rescue Ready 5) Lifeguard exhibited displayed a significant change in position/scanning pattern 6) Lifeguard location allowed visual surveillance of entire Zone of Protection® area 7) Lifeguard location allowed immediate access to rescue equipment 8) Lifeguard exhibited proactive bottom scan during rotation 9) Lifeguard exhibited rotation without loss of eye contact  Individual Lifeguard Evaluation Report		E  ✓	M	F		
_	Evaluation Report			E	хсе	eds
Comments Lifeguard was observe	ed at Chair 5.					

Lifeguard exhibits a professional image and rescue ready posture/equipment position. Environmental protection exceeds the standard.

Lifeguard is attentive to the Zone of Protection and demonstrates swimmer surveillance to exceed the standard. Lifeguard exhibits consistent scanning patterns and implements downward head and eye movements.

Lifeguard Signature\_\_\_\_\_Supervisor's Signature\_\_\_\_

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Section 1D:	Individual S	upervisor Evaluation Report				
	Date Review ID	5/28/2019 RM01-10001	Identification			
	Section ID	1D-01				
	Facility Name	City of Deer Park				
	Lifeguard Name	Diego Garcia				
	Credential Number	1034-3371				
	Pool/Ride Name				1	
	Pool Type	Entire Facility				
	Programming Type		Clips	1	-	2
			E	М	F	N
1) Supervisor displayed proactive management of Lifeguards			•			
2) Supervisor provided task remediation and/or correction			<b>✓</b>			
3) Supervisor exhibited a professional image and behavior			<b>✓</b>			
4) Supervisor carried a visible means of communication				<b>✓</b>		
5) Supervisor was clearly identifiable			<b>✓</b>			
6) Supervisor kept interactions with Lifeguard(s) limited in duration				<b>✓</b>		
7) Supervisor kept intera	ctions with Lifeguard(s) li	mited in duration		✓		
8) Supervisor's attire addressed environmental concerns				<b>✓</b>		

# Comments

Supervisor was observed around entire facility.

**Individual Supervisor Evaluation Score** 

Supervisor addresses environmental concerns, is clearly identifiable, and displays professional image and behavior.

Exceeds

Supervisor is observed around the pool deck with consistent presence.

Supervisor demonstrates the stop and watch concept in and around the pool observing scanning, as well as, rotation performance.

Lifequard Signature	Supervisor's Signature	
Lifeguaru Signature	Supervisor & Signature	<b>3</b>
-	 	

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# Section 2B:

# **First Responder Evaluation Report**



 Date
 5/28/2019

 Audit ID
 RM01-10001

 SectionID
 2B-01

Facility Name City of Deer Park
Team Members Diego Garcia

Identification



**Clips** 16 - 16

	M F N
1) Lifeguard recognizes primary problem.	
2) Lifeguard activated the EAP/Called for assistance including EMS	
3) Lifeguard maintains safety for self and the guest.	
4) Lifeguard assesses/monitors CABs	
5) Lifeguard provides Basic Life Support care as needed.	
6) Lifeguard provides First Aid care as needed	
7) Lifeguard properly utilizes available equipment for BLS or First Aid care	
8) Lifeguard provides appropriate care for secondary concerns	
9) Overall care provided is consistent with current BLS/First Aid Training	
Airway/Circulation Management Simulation Score	Meets

# Comments

The lifeguard properly recognizes and provides appropriate first aid care to this guest suffering from nosebleed.

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# Section 2D:

### In-Water Unconscious Guest in Distress Simulation Audit Report



 Date
 5/28/2019

 Audit ID
 RM01-10001

SectionID 2D-01

Facility Name City of Deer Park

**Team Members** Kahla, Chloye, Angelica, Abigail, Kadie, Hannah, Michael, D'Lisa, Diego, Jacob

Identification

Clips 14 14 Ε М F Ν 1) Lifequard(s) activated EAP protocols **✓** 2) Lifeguard(s) performed a safe and effective water entry w eq. **V** 3) Lifeguard(s) executed a safe and successful in-water rescue **✓ ✓** 4) Lifeguard(s) provided airway assessment in water 5) Lifeguard(s) utilized in-water rescue equipment (inc. pocket mask) **✓ ✓** 6) Team provided extrication technique; safe for lifeguard and GiD **✓** 7) Team met EAP operating criteria for extrication **✓** 8) Team maintained standard precautions during scenario 9) Team provided circulatory management techniques **V** 10) Team provided airway management technique 11) Team provided obstructed airway management techniques **✓** 12) Team met EAP operating criteria for Oxygen **✓** 13) Team met EAP operating criteria for AED **V** 14) Team provided overall GiD management **✓** 15) Effective/Verbal Team Communication **✓** In-Water Unconscious Guest in Distress Simulation Score Meets

#### **Comments**

In-water rescue skill is executed to meet standards. It is recommended that upon placing the guest on the rescue tube that the airway be physically opened using a jaw thrust with head tilt and a quick assessment for spontaneous breathing take place. Once this is completed and the guest is not showing signs of spontaneous breathing, rescue breathing using necessary equipment may begin.

Extrication is safe and effective while meeting the EAP Operating Criteria for Unresponsive guest emergencies.

Team displays effective teamwork and communication throughout the scenario.

All Rescue Breathing, CPR, FBAO, Oxygen and AED protocols are demonstrated effectively during on-deck care following extrication.

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## Section 2G:



# **Spinal Management Simulation Report**

Date 5/28/2019 **Review ID** RM01-10001

**SectionID** 2G-01

**Facility Name** City of Deer Park

**Team Members** Kahla, Chloye, Angelica, Abigail, Kadie,

Hannah, Michael, D'Lisa, Diego, Jacob



	Clips	15	-	15
	E	М	F	N
1) Lifeguard(s) requested assistance and activated EAP protocols		<b>✓</b>		
2) Lifeguard(s) utilized correct water entry		<b>✓</b>		
3) Lifeguard(s) provided spinal motion restriction to meet objective		<b>✓</b>		
4) Team utilized backboard effectively		<b>✓</b>		
5) Team met EAP operating criteria for extrication		<b>✓</b>		
6) Team provided overall GiD management	•			
7) Team effectively communicated to patient	<b>✓</b>			
8) Established and executed effective team communications	•			

# **Spinal Management Simulation Score**

**Exceeds** 

#### Comments

In-water skills for spinal motion restriction are well executed and effective.

Backboarding, strapping and head immobilization protocols meet standards and stabilization is consistently maintained throughout the scenario.

Extrication is executed effectively, within the EAP Operating Standards, and was safe for both the guest and the lifeguard team.

Effective communication was demonstrated by the team and also with the GiD.

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# Section 3A: Facility Evaluation Audit Report



 Date
 5/28/2019

 Audit ID
 RM01-10001

SectionID 3A-01

Facility Name City of Deer Park

	М	R	F	N
1) Number of lifeguards on duty met 10/20 and/or 10/3 Protection Standards	<b>✓</b>			
2) Lifeguards' behavior is consistent with facility zone validation requirements	<b>✓</b>			
3) Lifeguard placement matches Zone Validation® system documentation	<b>✓</b>			
4) Water clarity allows for clear visibility to bottom of all attractions	<b>✓</b>			
5) Walkways are free of slip/trip hazards	<b>✓</b>			
6) General facility signage is present and visible	<b>✓</b>			
7) Specific attraction signage is present and visible	<b>✓</b>			
8) Depth markers are present and visible	<b>✓</b>			
9) Non-guarded area access is controlled by fences/gates/signage	<b>✓</b>			
10) Spinal Management Equipment is present and maintained	<b>✓</b>			
11) Oxygen & AED equipment is present/functional & documentation is current	<b>✓</b>			
12) AED Trainer is present and maintained	<b>✓</b>			
13) VAT® Manikin or similar stimuli present	<b>✓</b>			
14) First Aid supplies are present	<b>✓</b>			
15) Lifejackets are available for guest use	<b>✓</b>			
Facility Evaluation Score			M	eets

## **Comments**

All Facility items are present, in order, and meet the standard.

Rescue equipment is available for use and properly maintained.

Water quality at all attractions meets industry standards, allowing for clear visibility to the pool bottom.

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## Section 3C:

# **Administration Evaluation Audit Report**



 Date
 5/28/2019

 Audit ID
 RM01-10001

SectionID 3C-01

Facility Name City of Deer Park

	M R F N
1) Lifeguard licenses organized and available	
2) Past classes have been properly closed	
3) Instructor license(s) available	
4) In-service records current and available	
5) Copy of AFO/CPO certification available	
6) Rescue reports available	
7) Incident reports available	
8) VAT® Zone Coverage® diagrams for all staffing levels	
9) VAT® Zone of Protection® area docs for all staffing levels on E&A templates	
10)VAT® Zone Validation® system docs for all staffing levels on E&A templates	
11) VAT® Operational Manikin Drop and Live Active Guest Drill documentation	
12) A VAT® Remediation Program is documented and available	
13) VAT® guest education in evidence	
14) Oxygen equipment logs are present and completed daily	
15) AED equipment logs are present and completed daily	
16) Opening & Closing checklists with "Bottom is clear" line item completed daily	
17) Emergency Action Plan (EAP) documentation is present and available	
18) Variances are available	
19) Supplemental Responder credentials on file and current	
20) Supplemental Responder in-service documentation current	
21) The Risk Management Guide is on site and available	
22) vanGUARD Aquatic Leadership credentials are on site and available	
23) Supervisor(s) are visible in the park	
Administration Evaluation Score	Meets

# Comments

Supervisors are observed to be present and available during the observational period. Supervisory personnel were observed to be patrolling around the pool deck during the audit.

Supervisors demonstrate proactive management in the form of observation and correction of lifeguards positioning or scanning performance.

Administrative items were readily available for inspection, properly updated and organized.

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