

7/3/2019

City of Deer Park 710 E. San Augustine Deer Park

ark TX 77536

Dear City of Deer Park

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 - DF01-10022

Jeff Ellis & Associates, Inc.

Business Office: PO Box 2160

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

7/3/2019 Page 1 of 13



**Client** City of Deer Park

**Date** 7 /3 /2019 **Audit ID** DF01-10022

Auditor Flowers, Denzel

Audit Type: Unannounced

Weather Cloudy

Section One: Individual Lifequard Evaluation Exceeds

Section Two: Simulated Emergency Evaluation Exceeds

Section Three: Administration Section Evaluation Meets

#### Final Overall Audit Evaluation Score Exceeds

Reviewed with Cecilia Montelongo Email cmontel98@yahoo.com

Title Aquatic Manager Phone 281-682-7455

Comments Fax

Section 1: Lifeguards and Supervisors were observed to EXCEEDS CARMP standards. Lifeguards on duty provided surveillance of swimmers, were vigilant, and professional. Supervisors were visible and observed to be proactively managing their areas of responsibilities. VAT Simulation drills met standards.

Section 2: Simulated Emergencies were observed to EXCEEDS CARMP standards. Patient care objectives were met and team members displayed confidence and competence in their EAP roles.

Section 3: The facility is well maintained and Supervisors were visible and professional throughout the audit. Administrative documentation was well organized and available for review.

It has been a pleasure to work with the City of Deer Park 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, Steve Miller at steve.miller@jellis.com

7/3/2019 Page 2 of 13

Section 1A:	Individual Li	feguard Evaluation Report				
	7/2/2012		Identific	dentification		
	Programming Type	Open swim	Clips	1	-	2
2) Lifeguard addressed 3) Lifeguard exhibited positive description of the control	isplayed a significant chan	demeanor  Ige in position/scanning pattern  If entire Zone of Protection® area  In rescue equipment  Ing rotation	E V	M	<b>F</b>	N
Individual Lifeguard	Evaluation Report			E	Exce	eds
Environmental protec	rofessional image and ration exceeds the standa					
	Lifeguard exhibits consi	n and demonstrates swimmer surveillance stent scanning patterns and implements d		I		

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

7/3/2019 Page 3 of 13

Section 1A:	Individual Lif	feguard Evaluation Report				
	Date Review ID Section ID Facility Name Lifeguard Name Credential Number Pool/Ride Name Pool Type	7/3/2019 DF01-10022 1A-02 City of Deer Park Katherine Burke 1088-4508 Big Pool Leisure Pool	Identifie	cation		4
	Programming Type	Open swim	•		_	•
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 Y	M	F	N
Individual Lifeguard E	Evaluation Report			E	хсе	eds
Comments Lifeguard was observed Lifeguard exhibits a pro		escue ready posture/equipment position.				

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 SignatureSup	pervisor's Signature
------------------------	----------------------

7/3/2019 Page 4 of 13

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	7/3/2019 DF01-10022 1A-03 City of Deer Park Austin Kirkland 1088-4488 Slide Well Catch Pool Open swim	Identifi	catio		6
			E	М	F	N
1) Lifeguard provided su	rveillance of swimmers (1	0/20)	<b>✓</b>			
2) Lifeguard addressed environmental concerns			<b>✓</b>			
3) Lifeguard exhibited professional behavior and demeanor				<b>✓</b>		
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 allo	owed immediate access to	rescue equipment		<b>✓</b>		
8) Lifeguard exhibited pr	oactive bottom scan durin	ng rotation				<b>✓</b>
9) Lifeguard exhibited ro	tation without loss of eye	contact				<b>✓</b>
Individual Lifeguard	Evaluation Report			E	Exc€	eds
Comments						
Lifeguard was observe	ed at Zone 4.					
	rofessional image and retion exceeds the standa	escue ready posture/equipment position. rd.				
	Lifeguard exhibits consi	n and demonstrates swimmer surveillance stent scanning patterns and implements o		d		

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

7/3/2019 Page 5 of 13

Section 1A:	Individual Lit	feguard Evaluation Report				
	Date Review ID Section ID Facility Name Lifeguard Name Credential Number Pool/Ride Name	7/3/2019 DF01-10022 1A-04 City of Deer Park Cody Dorries 1088-4484 Big Pool Leisure Pool	Identification		n	
	Programming Type	Open swim	Clips	7	-	8
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		<b>E</b> ✓	M	F	N	
<u> </u>			E	хсе	eds	
Comments Lifeguard was observe	d at Zone 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.

Lifeguard SignatureSupe	ervisor's Signature
-------------------------	---------------------

7/3/2019 Page 6 of 13

Section 1A:	Individual Li	feguard Evaluation Report						
	7/0/0040			eification				
	Programming Type	Open swim	Clips	9	-	10		
2) Lifeguard addressed et 3) Lifeguard exhibited pro 4) Lifeguard was Rescue 5) Lifeguard exhibited dis 6) Lifeguard location allo 7) Lifeguard location allo 8) Lifeguard exhibited pro	ofessional behavior and de Ready splayed a significant chan	emeanor  ge in position/scanning pattern f entire Zone of Protection® area rescue equipment ng rotation	E V	M	<b>F</b>	N		
Individual Lifeguard	Evaluation Report			E	Exce	eds		
Comments Lifeguard was observed at Zone 4.  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\_\_\_\_

7/3/2019 Page 7 of 13

Section 1D:	Individual Su	upervisor Evaluation Report				
	Date	7/3/2019	Identification			
	Review ID	DF01-10022			1	
	Section ID	1D-01		(5)		
	Facility Name	City of Deer Park		3	7 1	
	Lifeguard Name	Cecilia Montelongo				
	<b>Credential Number</b>	1034-3372	400	700	7	
	Pool/Ride Name	Big Pool				
	Pool Type	Leisure Pool		1,		
	Programming Type	Open swim	Clips	11	-	
			E	М	F	N
1) Supervisor displayed	proactive management of	Lifeguards	•			
2) Supervisor provided to	ask remediation and/or co	rrection		<b>✓</b>		
3) Supervisor exhibited a	a professional image and b	oehavior		<b>✓</b>		
4) Supervisor carried a visible means of communication			<b>✓</b>			
5) Supervisor was clearly identifiable			<b>✓</b>			
6) Supervisor kept intera	ctions with Lifeguard(s) lir	mited in duration		<b>✓</b>		
7) Supervisor kept intera	ctions with Lifequard(s) lir	mited in duration				

## **Individual Supervisor Evaluation Score**

**Exceeds** 

## Comments

Supervisor was observed throughout the entire facility.

8) Supervisor's attire addressed environmental concerns

Supervisor is readily identifiable, exhibits professional image and behavior, and is properly protected from the environment.

Supervisor is observed around the pool deck with consistent presence.

Lifeguard Signature	Supervisor's Signature	e

7/3/2019 Page 8 of 13

## Section 2A: Active Guest-in-Distress Simulation Report



 Date
 7/3/2019

 Audit ID
 DF01-10022

 SectionID
 2A-01

Facility Name City of Deer Park
Lifeguard Name Sean Taggart



Cli	ns	14

	М	F	N
1) Lifeguard(s) activated EAP protocols	<b>✓</b>		
2) Lifeguard(s) performed a safe and effective water entry with equipment	<b>✓</b>		
3) Lifeguard(s) utilized in-water rescue equipment	<b>✓</b>		
4) Lifeguard(s) executed a safe and successful in-water rescue	<b>✓</b>		
5) Lifeguard(s) communicated with GiD	✓		

## **Active Guest-in-Distress Simulation Score**

Meets

#### Comments

The lifeguard activates the EAP appropriately, enters the pool safely, and executes a safe and successful active guest rescue.

7/3/2019 Page 9 of 13

#### Section 2D: In-Water Unconscious Guest in Distress Simulation Audit Report



 Date
 7/3/2019

 Audit ID
 DF01-10022

 SectionID
 2D-01

Facility Name City of Deer Park

Team Members Sean Taggart, Preston Walker, Angelica

Anderson, Cody Dorries, Drew Hughes, Jeffrey Cheslock, Austin Kirkland, Abigail Morre, Katherine Burke, Haliey Selmser, Ceclia

Montelongo



Clips 12

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

# Comments

In-water care is well executed including the initial opening of the airway, the quick check for spontaneous breathing, and initiation of rescue breathing utilizing necessary equipment while moving towards the extrication point.

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.

7/3/2019 Page 10 of 13

#### Section 2G: Spinal Management Simulation Report



 Date
 7/3/2019

 Review ID
 DF01-10022

 SectionID
 2G-01

Facility Name City of Deer Park

Team Members Sean Taggart, Preston Walker, Angelica

Anderson, Cody Dorries, Drew Hughes, Jeffrey Cheslock, Austin Kirkland, Abigail Morre, Katherine Burke, Haliey Selmser, Ceclia

lder	ntificat	ion	
	and the same		-1-
		THE STATE OF	
	11-11-6		

13

Clips

					ı
	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	<b>✓</b>				
7) Team effectively communicated to patient	<b>✓</b>				
8) Established and executed effective team communications	<b>✓</b>				

## **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.

7/3/2019 Page 11 of 13

## Section 3A:

## **Facility Evaluation Audit Report**



 Date
 7/3/2019

 Audit ID
 DF01-10022

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	✓			
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.

7/3/2019 Page 12 of 13

#### Section 3C:

### **Administration Evaluation Audit Report**



 Date
 7/3/2019

 Audit ID
 DF01-10022

SectionID 3C-01

Facility Name City of Deer Park

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

# **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.

7/3/2019 Page 13 of 13