AQUATIC OPERATIONS: READY – SET - REOPEN
1) Provide Industry expertise on overall subject matter, with specific suggestions, as it relates to “ReOpening” your pool.

2) Present many “current” industry standards/guidelines in a variety of areas such as; cleaning, facilities, programs AND reminders of these are changing

3) Discuss layered strategies to aquatics operations ranging from physical distancing to revenue recovery
AQUATIC OPERATIONS: WE KNOW THERE ARE UNANSWERED QUESTIONS!

* How do we make staff AND members feel safe?

* Can we hug our favorite kid from swim lessons? ...BEFORE we get in the water with them?

* Are my lifeguards/pool staff REALLY going to wear some sort of “mask/face cover” while on duty?

* How do I reschedule my pool to align with reservations for general users AND think about creating any “cents” of revenue???
AQUATIC OPERATIONS: READY, SET, REOPEN:

.."WHERE WE ARE.. TODY....
AQUATIC REOPENING
2 SEGMENTS TO EXAMINE

Water quality safety
All operators should be CPO Certified

HOW WERE YOU POOLS CLOSED?
1. Was the chemical balance maintained?
2. Was the pool full but not balanced?
3. Was it drained for maintenance & repairs?

Pools Usage strategies:
Strategies to implement safe usage of the pools once they are opened:

- 25% + Reduction in capacity?
- Class size? (Small Group, Family structure, etc.)
- Spacing between participants?
- Lane line reservations?
- Limited OR no “Sauna/Steam Room/Hot tub”?

ALL STAFF and ALL MEMBERS GET TEMP CHECK.
Consider all aspects social and HIPA
YOU’RE MORE PREPARED THAN YOU THINK....
WHAT HAS NOT CHANGED....

YOUR POOL!

It’s depth!
It’s requirements!
It’s pieces, it’s parts, all of its picadillies...

Running a pool is no different today (at its core) than it was 48 days ago –

✓ Balance your chemicals
✓ Track your work
✓ Train your staff
✓ Keep your water clear
✓ Educate yourself & Your team
✓ ...rinse and repeat...
WHAT “HAS NOT CHANGED”...

THERE ARE STILL ONLY TWO (2) WAYS TO USE A POOL...

**Vertically** – Water ex, roamers, “everyday Eddy”, “constant kathy”, ....Head up, hair dry(?) ...
Know by face/name

**Horizontally** – Face in, arms and feet in, from “barely breathing Barry” to “Super intense Steve” ....

KNOW – ...think about YOUR “Most Likely To Return – AND what are they Vertical or Horizontal Pool Users?? – From there think through how your going to communicate with those users!!
SAFELY REOPEN YOUR POOLS

CDC Guidelines:

“There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, spas, or water play areas. **Proper operation and maintenance** (including disinfection with chlorine and bromine) of these facilities should **inactivate the virus in the water**.”


PROPER OPERATIONS WILL KEEP YOU SAFE!

Follow your usual guidelines to re-opening your pools. Ensure that:

1. Your pools are filled, balanced and maintained

2. Your pools are tested multiple times a day. At the very least, follow the minimum state guidelines for testing frequency. We advise to **increase your testing protocol** under current circumstances.

3. Your records are **accurate and kept up to date**. This will protect you should there be any concern about your pool chemical balance and the spread of infection. **THIS IS MORE IMPORTANT NOW THAN EVER!**
DECK & LOCKER ROOM
CLEANING OR DISINFECTING?

Examine your product cleaning claim!
(Usually expressed in a %)

CLEAN
99% - Log 2 reduction
Removes pathogens by 100 times on a surface

SANITIZE - 99.9 /Log 3 to 99.99%/Log 4
Removes pathogens by 1000 to 10,000 times on a surface

KNOW THE DIFFERENCE!

Select your disinfection product?

DISINFECT – 99.999% + /Log 5
Removes pathogens by 100,000 times on a surface

There are many products approved by the EPA against COVID-19. Ensure that you are using one of them for your disinfection or that your product can claim a 99.999% kill.
CSD PLAN ("CLEANING, SANITATION, DISINFECTANT")
"WHO, WHAT, WHERE, WHEN, WHY, HOW"

- **WHO?** (Is in charge?)
- **WHAT?** (IS being USED?)
- **WHEN?** (T.O.D.)
- **WHERE?** (Is CSD being logged?)
- **WHY?** (Are you using what your using?)
- **HOW?** (is being taught/explained)
POOL DECK & LOCKER ROOM CLEANING OR DISINFECTING?

Identify your products

• Is it a disinfecting agent with 99.999% kill rate?
• Does the product disinfect while it cleans?
• Is the product “green” with low, or no, environmental impact?
• Is it safe to use in abundance around humans, including patients and children?
• What are its toxicity levels, especially considering long-term use?
• Is PPE (Personal Protection Equipment) required when handling the disinfection product?
• Is it safe for staff/swimmers to use around the pool?
• What effect will it have on the pool during runoff from the deck?

Identify your protocols & target areas

In addition to the usual areas that are regularly cleaned and sanitized in the aquatics area, which areas are you going to disinfect more frequently or add to the disinfection program? Here are some examples to consider:

• Disinfect walkways between locker rooms and pool
• Disinfect showers between use
• Disinfect the entire pool deck – how many times per day?
• Disinfect benches /furniture around the pools
• Disinfect lockers, door handles etc
• Fog the entire aquatics area and locker rooms with a disinfectant? If so, how often?
MEMBER CONFIDENCE: SELLING OR EDUCATION?

EDUCATION = PROMOTION

Telling you members that it is now safe to come back to the club whether for swimming or any other activity may not be enough.

Members not only need to see the changes that have been implemented upon re-opening but need to understand the significance of them.

This is where EDUCATION comes into it!

Educate your members about the changes your making every step of the way:

- Educate your staff to answer questions knowledgably
- Share the science eg: disinfection vs sanitizing
- Demonstrate your commitment to the new protocols by practicing them consistently
- Post instructions around your club for members if they are to participant in the disinfection process
- Share your new safety steps on social media
AQUATIC OPERATIONS – LOOK AT WHAT WE DID TO KEEP YOU SAFE...

TELL YOUR STORY!

- Showcase the products & processes your doing!!
- Get the local press involved & Do a feature about how your ready to help the community get healthy!
- OFFER a promo for any who “catches” staff cleaning
- STAFF extra credit for anyone who shares/likes/comments on company posts your staff to tell your story
- Get your members to do the work for you – Give them their own Disinfectant!!

HEY - We’re cleaner and safer. ..Come’ Check us out ...

...“We’re cleaning more”
...”We’re fogging between classes”
...”We’ve even added an “EPA non-toxic mister sprayer for the locker rooms/pool deck”
...”We’ve had everyone sign NEW “Covid-19” waivers
...”We’ve added Temp Checks as requirement to enter
...”We have a letter from our healthcare system that says we’re doing all we can to keep you safe…”
AQUATIC OPERATIONS: “WE’RE RIDING THE SAME STORM, BUT DOING SO IN DIFFERENT SHIPS…”

- Pre-registration
- Pre-Screening/Temperature Checks
- Lane Reservations
- Safety Attendants
- Pool Turnover (like an Airplane)
- Assigned Seating/Lane Line
- Specific EAP/CSD Plans
- Pool Usage Scheduling
- NEW systems/Risk Reduction Drills
- 1 on 1 services, Small Groups/SMAB
- Personalized PPE/Departmental Oversight
- Acronyms, Codes, Healthcare system buy-in
“I love it when a plan comes together”
AQUATIC OPERATIONS: FROM IN-WATER TO OUT-OF-BUILDING.
REVERSE ENGINEERING THE “LOOP IN YOUR POOL”
AQUATIC OPERATIONS: USER FOOTPRINT PATH....

* WATER
* FOUR WALLS
* LADDERS
* Depth Changes
* Pool Deck
* etc

CREATE A PATH FROM YOUR LOCKER ROOMS TO THE POOL ENTRANCE THAT WILL REDUCE THE MOST AMOUNT OF RISK!!!

* What Will they Touch?
* Can you Create a Path?
* Go through EAC USERS Process

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AQUATIC OPERATIONS: READY, SET, REOPEN
POOL = LOOP

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AQUATIC OPERATIONS: AHHHH!!!

- Is the equipment out?
- Are they bringing their own?
- Is the Drinking Fountain turned on?
- What are they touching to get into the Locker Room?
- Do they have assigned Shower/LR Area?
- Can they have “Touchless” experience (if they bring their own Towel?)
- Do I leave the Features on?
- Do I need a “PHYSICAL DISTANCE ENFORCER” Team Member?
- Gloves are should ONLY be worn when dealing with an “iii”
- Should I have “Senior Only” Hours in the Pool in the morning?
- How to Do I manage “Slow Old “Lap Swimmers vs. “Training Tommy” who swim at the same time?
### WHAT TO DO WITH MY POOL ....AND ....WHO SHOULD I INVITE TO MY POOL

<table>
<thead>
<tr>
<th>1 swimmer per lane = Private Swim lessons</th>
<th>Safety Staff = Also Fitness Specialists/Physical Distancing/Cleaning</th>
<th>Membership offerings Promoting NEW “Family Water Safety”</th>
<th>Family based programs (households – gym and swim, childcare, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Quadrants/split pool”</td>
<td></td>
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</tr>
<tr>
<td>Launch “ISR” (CAST ISR, Chicago IL)</td>
<td>Time Set Swim Workouts (find similar paced swimmers)</td>
<td>“Zen Zelda” and “Tommy Trainer” Time Blocks (Sr. Swim)</td>
<td>DEEP WATER/HIGH INTENSITY VERTICAL SMALL GROUP</td>
</tr>
<tr>
<td>Kiwanis, Rotary, VFW, DOR, SBA, etc..</td>
<td>Current Partners, Non-Profits, etc</td>
<td>PTA, Book Club, BINGO, etc</td>
<td>Local Drowning Prevention organization</td>
</tr>
</tbody>
</table>
AQUATIC OPERATIONS – READY, SET, REOPEN
IF YOU OPEN, AND CLEAN, AND TELL YOUR STORY...WILL THEY COME??
AQUATIC OPERATIONS: REVENUE RECOVERY

LOCAL ISR CHAPTERS
* 1 on 1,
* 10 min per visit
* Focused access/Marketable

DOES YOUR FIRE DEPT NEED A PLACE TO PRACTICE SCUBA?
* Discounted Membership
* Swim Lessons For EMS Kids
* Flick’n’Float for ....

To Do List
1. Make
2. More
3. Money

Have your Personal Trainers/Group Ex/PT’s Ever been in your pool? How bout their clients???
* Dept Challenges
* Demo’s/Client Workshops
* Video’s & Testimonials
RE-EXAMINE YOUR SCHEDULING!!!

EVERY “PCS” (PROGRAM, CLASS, SERVICE) SHOULD EITHER REDUCE RISK, ADD VALUE, OR PRODUCE REVENUE

- Pool Lane Reservations
- Check In System
- SAFETY STAFF
- Cleaning Timeline
- Classes/No Classes
- Free/Paid
- Breaks
- Instructions for Usage
- Time Limit
- Location of each “preferred entrance”
- A MAP!!
- Locker Room Info

HOW IS YOUR NEW SCHEDULE “REDUCING RISK AND REBUILDING REVENUE???”
WHAT IS NEW?

WHAT MAKES YOU DIFFERENT OVERALL?

HAVE YOU HAVE ASKED THE ‘NON-POOL USERS” WHAT IT WOULD TAKE TO USE THE POOL?

WHAT WERE YOU OFFERING THAT WAS FREE, BUT NOT FULL??

WHAT HARD QUESTIONS (AND ANSWERS) SHOULD YOU BE ASKING ABOUT THE EMPLOYEE WHO WORKED “Liked 2 hours a week”

- 1 on 1 Aqua Personal Training
- Small Group “AquaBabies/Parent Tot”
- Small Group “PreSchool + Adult”
- Aqua Pilates (ACE, AEA, ATRI accredited)
- ISR
- 4 square + 1 = 5:1 ratio
- Instructor on Deck
- “No touch bottom” Classes!!
- Use “Science to Create Classes”
- Masters, Adult LTS, SwimTeam, Tri-Swim, etc
- :15 min break between classes
- Family Focused Health Events (Water Safety, Nutrition, Water Dance, etc)
AQUATIC OPERATIONS – WHAT YOU NEED TO KNOW BEFORE “JUMPING IN”

DO YOU HAVE THESE PRODUCTS and/or SYSTEMS in PLACE???

✓ Bag Valve MASK
✓ Contact Tracing
✓ Review usage of O2
✓ HEPA Filters (n95 +)
✓ 3 man CPR?? (2 for the seal)
✓ Super Seal
✓ PPE Before engaging with a “Excuse, I don’t feel well” (water, land, fitness, etc)
✓ NO “Overall Changes” to standard AHA/ARC CPR/1st response
AQUATIC OPERATIONS – WHAT YOU NEED TO KNOW BEFORE “JUMPING IN” (CONT)

DO YOU HAVE THESE PRODUCTS and/or SYSTEMS in PLACE???

✓ Lifeguards being considered “Frontline Healthcare workers”…
✓ Masks – Do the Guards/Swim instructors wear them?
✓ If the Lifeguards are NOT the primary enforcers of “Physical Distancing” …than who is??
✓ Equipment – Are you handing out Lifejackets? Kickboards? Lounge Furniture (the “Trend” seems to be “Not yet” - ..”

✓ SplashPads, Spray Parks, and Kiddie Pools –
  ❖ Do you need a staff to ensure “physical Distancing”?
  ❖ Will you Open them?
  ❖ Does the chemically balanced water provide enough “reasonable protection”
AQUATIC OPERATIONS:

CHECK YOUR STATES REGULATIONS!

- Locker Room
- Showers
- Hot Tub
- Steam Room
- Sauna
- Other
The world has changed but opening pools remains the same. The difference is that the pool operator needs to be part of the conspicuous cleaning team.

Walls between departments need to be torn down. No longer can we keep our goals and mission statements in silos.

Follow NSPF guidelines for pump room:
These can be found at [NSPF.org](http://NSPF.org) or refer to your reference appendixes in the back of your Pool & Spa Operator handbook.

See Page 239 – 258

Inspection Checklists for pump rooms to name a few:

1. Daily Opening and Closing Checklist
2. Daily Locker Room Maintenance Checklist
3. Aquatic Incident Report
4. Preventative Maintenance Checklists
5. Check your testing reagents – not expired
6. Make a chemical supply list and ensure that you do not run out and your supply line is secured
AQUATIC OPERATIONS – BEHIND THE SCENES

What do you look for everyday? Every hour? Every week? ...
# AQUATIC OPERATIONS: READY, SET, REOPEN

## PUMP ROOM TIME!!  **2 MINUTES – GO!!**

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<tbody>
<tr>
<td>Pumps/Seals</td>
<td>Filters</td>
<td>Heaters</td>
<td>Leaks</td>
<td>Pressure Gauges</td>
<td>Flow Meters</td>
</tr>
<tr>
<td>Smells/Sounds</td>
<td>Chemistry kits and reagents</td>
<td>Ongoing Chem Supplies</td>
<td>Electrical Outlets</td>
<td>Pool/Spa Alarms</td>
<td>Rust, debris, dirt</td>
</tr>
<tr>
<td>Safety Equipment</td>
<td>Puddles, Piles, Pick-ups</td>
<td>Safety Equipment</td>
<td>Eye Wash Station</td>
<td>Chemistry Controllers</td>
<td>Controller probes good?</td>
</tr>
<tr>
<td>Water balanced to LSI</td>
<td>Disinfection supplies</td>
<td>Incident logs up to date</td>
<td>Connect with Health Inspector</td>
<td>Repair Lists/Logs</td>
<td>MSDS Sheets</td>
</tr>
</tbody>
</table>
AQUATIC OPERATIONS--FACILITY OPERATIONS

Review of all levels of “back of the house/pump room’ mechanical room”
(all the things that a CPO does)

Chemical Process: From how they get into the building and into the pool and back into storage

Chemical Cost; Are you spending too much because of waste and renting?

Pump Room Protocols: From Eye-wash Kits to EAP to checking for pin-hole leaks

YOUR CPO: Getting involved with overall aspects of the business & “HBTB theory”

Where is there MORE Risk, and potentially MORE Value than in the “Pump Room”???
AQUATIC OPERATIONS— OLD VS. NEW
DAILY INSPECTION AND TRAINING PROGRAM

OLD

- CPR/First Aid Bag
- Emergency Code Blue Drill
- Staff Training on Customer Greeting
- Emergency Equipment Tracking (?!?!, etc.)
- Lifeguards did “light cleaning” staff

NEW

- Disinfectant Spray/Wipes
- Sick users/contact with Covid-19
- Staff Training on Professional Temp. Reading
- All equipment (ER, Fitness, etc.)
  (CLEANED & LOGGED)
- Guards SHOULD NOT be the primary responsible for “Physical Distancing Enforcement
- PPE Prior to response
AQUATIC OPERATIONS: NEW WORDS/ACRONYMS WE SHOULD KNOW

- BBP
- HEPA Filter/n95
- Contact Tracing
- OSHA
- PPE
- EAP
- S.A.M.P.L.E.
- “3i”
- “Hands Free “
- CDC
- Physical Distancing
- “Reasonable Effort/Action”
AQUATIC OPERATIONS: SAFETY/STAFF TRAINING

S – Supporting “Physical Distancing
A – Anticipating unsafe acts before they happen
F – Following policies and procedures
E – Emergency Action Plans
T – Training for real-life scenarios
Y – Your role when an emergency occurs

“Safety Training” means something different than it did 49 days ago!!
While each Risk Factor is unique, they are all connected to evaluating all the steps in “REOPENING” ...from Risk Reduction all the way to Revenue Recovery!
AQUATIC OPERATIONS: READY — SET — REOPEN
CLIFF NOTES

1) Have a Plan and be ready to adjust that plan
2) DON’T PANIC!!
3) Know your info! ...”CSD Facts”,
4) Learn the “LOOP in your POOL” (Reverse Engineer)
5) Revenue Recovery starts with Risk Reduction
6) Examine Your Pool Schedule & Tell your Story
7) “2 Min Pump Room Checklist”
8) 8 Risk Factors
Thank you to MFA