



# 2021 ANNUAL AQUATIC REPORT

January, 2022

Presented by  
Team Sheeper Inc./Menlo Swim and  
Sport

Prepared for the City of Menlo  
Park Parks and Recreation  
Commission

## Table of Contents

Introduction .....	2
Program Statistics (2019, 2020 and 2021 Comparison).....	3
Burgess.....	3
Belle Haven .....	7
Program Fees .....	9
Local Pool Comparisons .....	11
Survey Responses .....	12
Employee Data.....	18
Risk Management Documentation .....	18
Summary.....	26
Appendix A Facility Audit .....	27

## Introduction

We are once again proud to be in the position to deliver this annual report to the City of Menlo Park Parks and Recreation Commission. This submission signifies that we were able to survive a year that included:

1. 6 months of regulated and competitive reservations for pool usage
2. Highly restrictive guidelines impacting and limiting community usage of the facility.
3. Pandemic weariness from all involved.

This year also included:

1. 6 months of unrestricted usage for lap and team swimmers.
2. Community and staff members making the awkward transition from isolation to integration in the aquatic setting
3. Working to rebuild a decimated work force and resurrect pandemic deleted programming.

Navigating the path forward to provide the best service in the safest environment was a chore that required constant interpretation of data and information distributed by various governmental sources that required us to then package and deliver evolving rules of engagement to our sometimes anxious but always supportive community of swimmers. We discovered through the survey that they most always felt safe and protected.

A highlight in this report is showing with supporting data how the Menlo Park lap swim program has risen to prominence and is the leader in the Bay Area as measured in time available to swim, space available to swim and value of that swim experience.

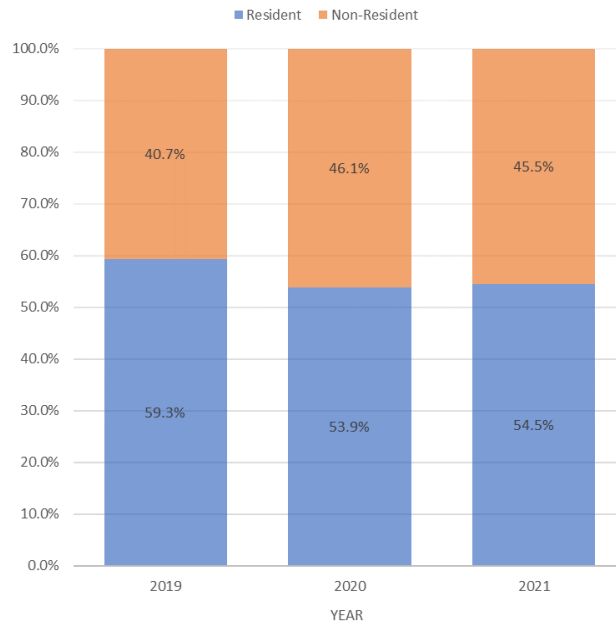
Needless to say, 2021 had plenty of distractions and complexities. Many of the hurdles have been thankfully cleared. We are looking forward to the New Year with the intention to settle into a rhythm of serving, rebuilding, and rejuvenating.

We will continue our search to strike the balance to achieve peace and contentment for all user groups of Burgess Pool.

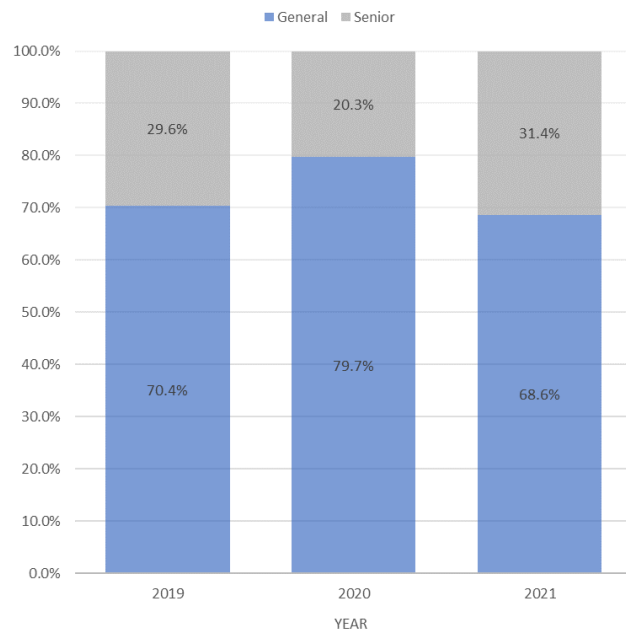
## Program Statistics (2019, 2020 and 2021 Comparison)

### Burgess

**LAP SWIM VISITS  
RESIDENT & NON-RESIDENT BY YEAR**

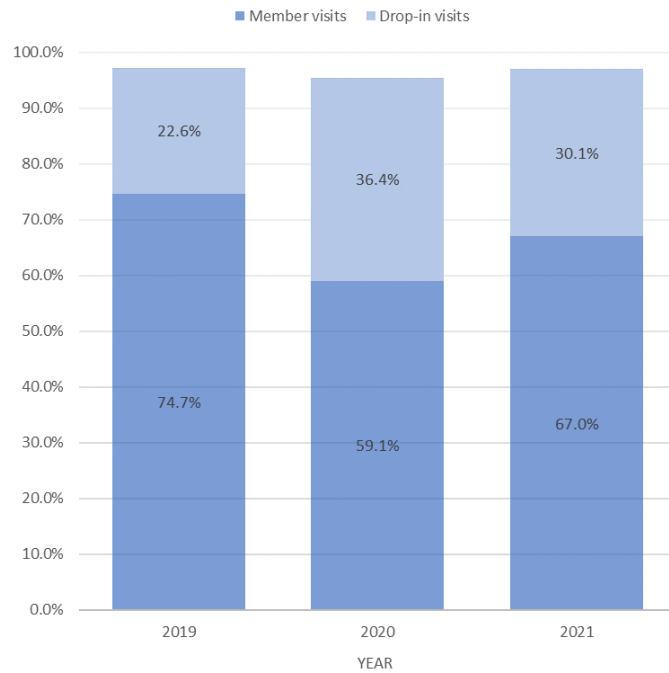


**LAP SWIM VISITS  
GENERAL & SENIOR BY YEAR**

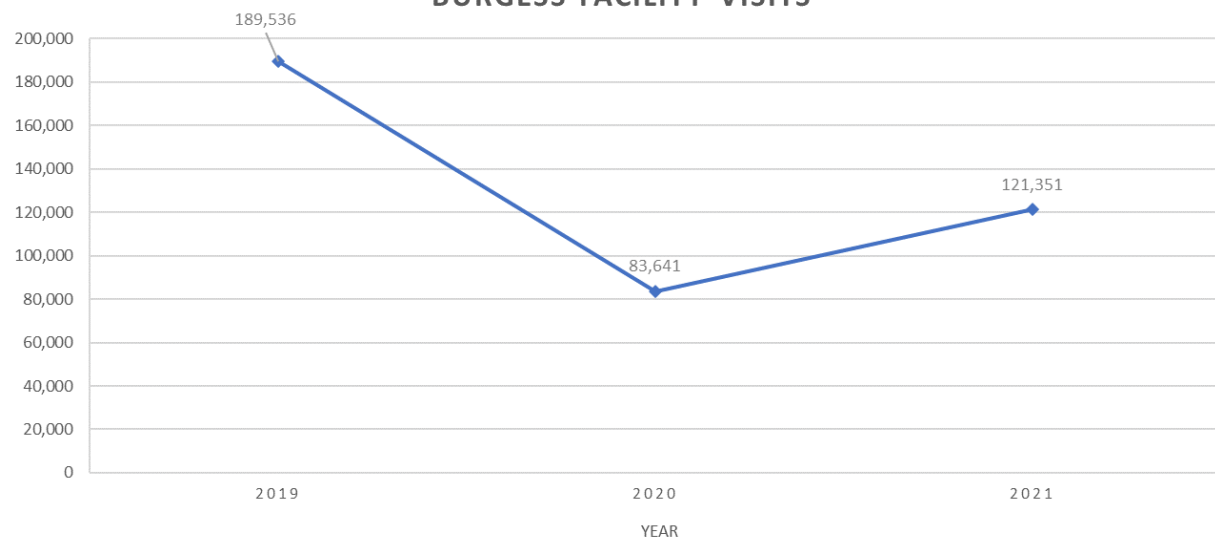




## LAP SWIM VISITS MEMBER & DROP-IN BY YEAR

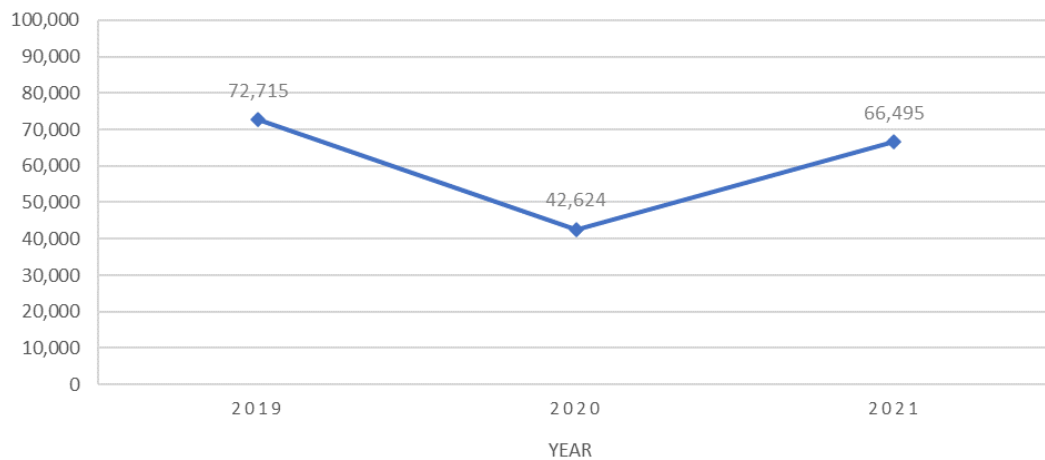


## BURGESS FACILITY VISITS

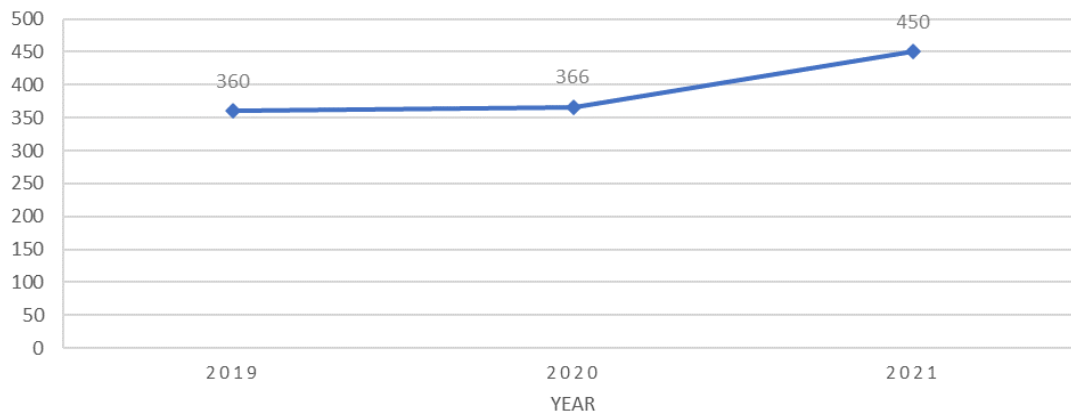


Facility visits	2019	2020	2021
Lap Member Visits	55,801	26,364	45,895
Lap Drop Ins	16,914	16,260	20,600
Open Drop Ins	19,980	2,328	7,805
Menlo Masters	17,164	9,273	15,749
Camp	6,030	4,830	5,730
Swim Lessons	44,558	9,576	5,242
Bridge Swim	0	0	2,600
Aqua Fit	9,089	1,010	930
Youth Teams	24,200	14,000	16,800
<b>TOTAL</b>	<b>189,536</b>	<b>83,641</b>	<b>121,351</b>

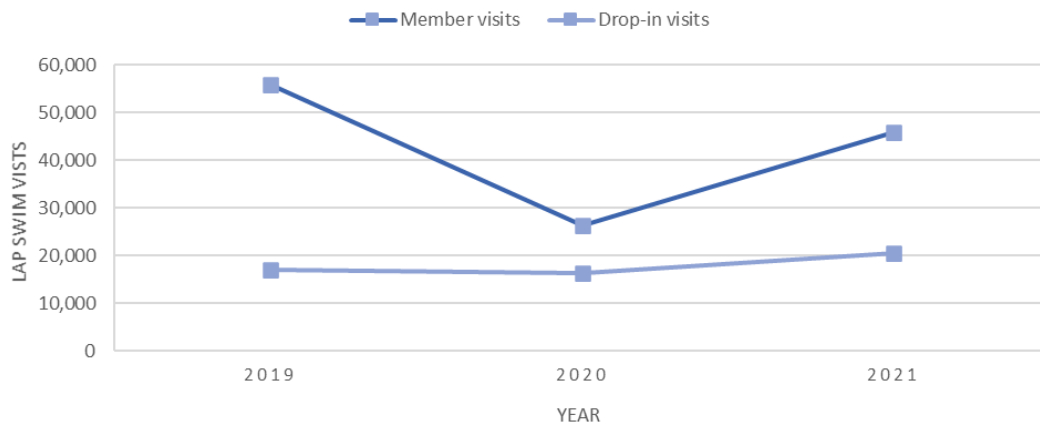
### BURGESS TOTAL LAP SWIM VISITS



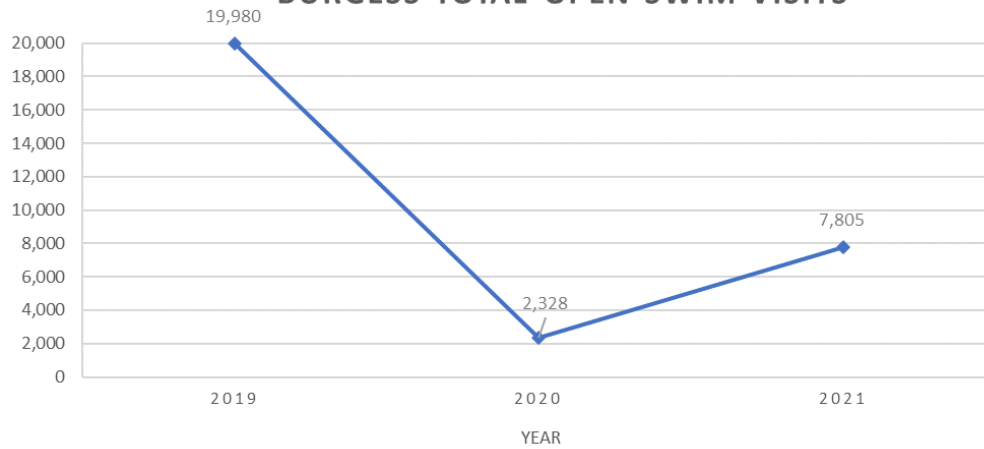
### BURGESS LAP SWIM AVERAGE MONTHLY MEMBERS



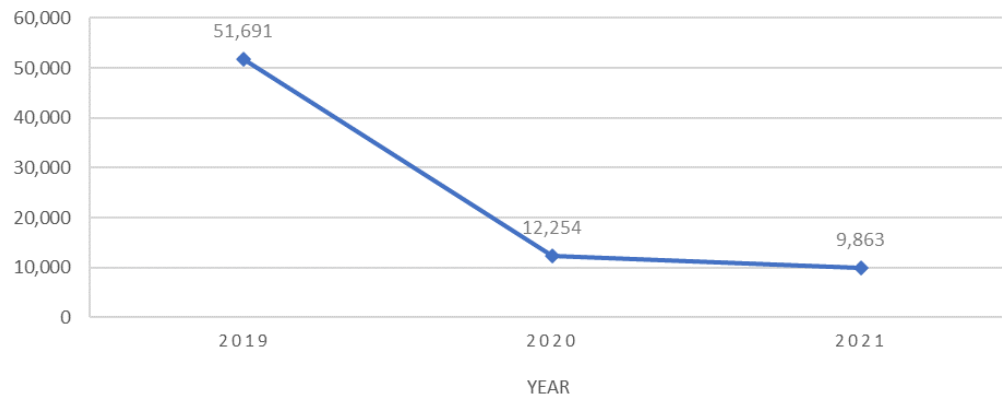
## BURGESS LAP SWIM MEMBER VISITS & DROP-INS



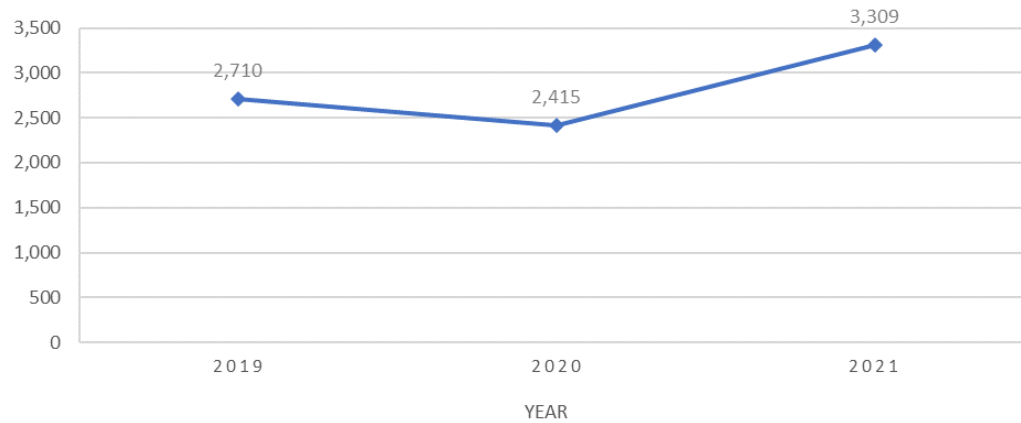
## BURGESS TOTAL OPEN SWIM VISITS



## BURGESS SWIM LESSONS

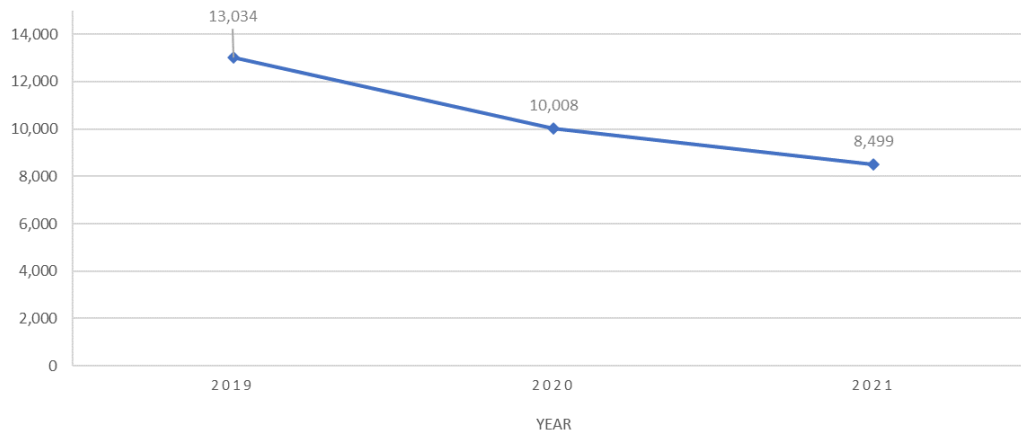


### BURGESS CAMP LESSONS



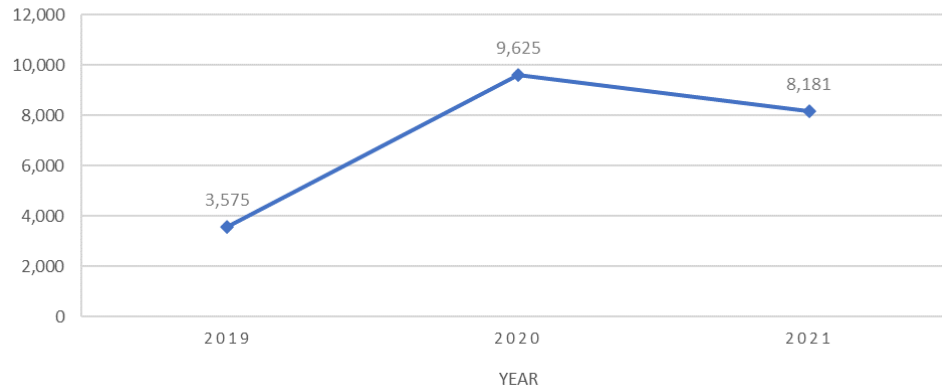
### Belle Haven

#### BELLE HAVEN FACILITY VISITS

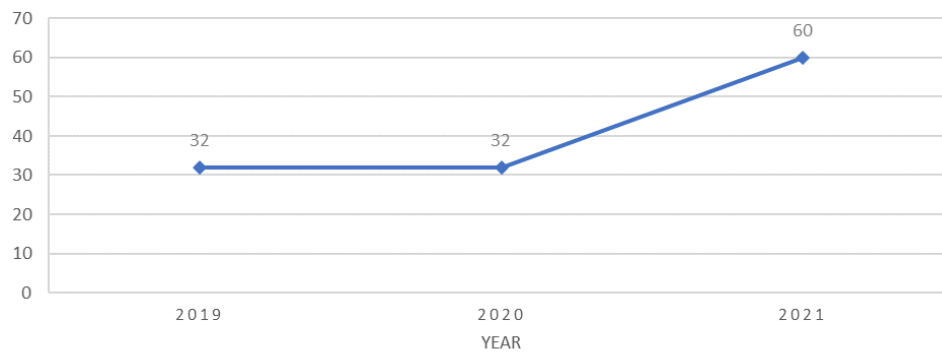


Belle Haven Facility visits	2019	2020	2021 (Jan-May)
Lap Member Visits	1,351	4,481	4,979
Lap Drop-Ins	2,224	5,144	3,202
Open Drop-Ins	3,485	319	318
Swim Lessons	4,354	64	0
Youth Water Polo	1,620	0	0
<b>TOTAL</b>	<b>13,034</b>	<b>10,008</b>	<b>8,499</b>

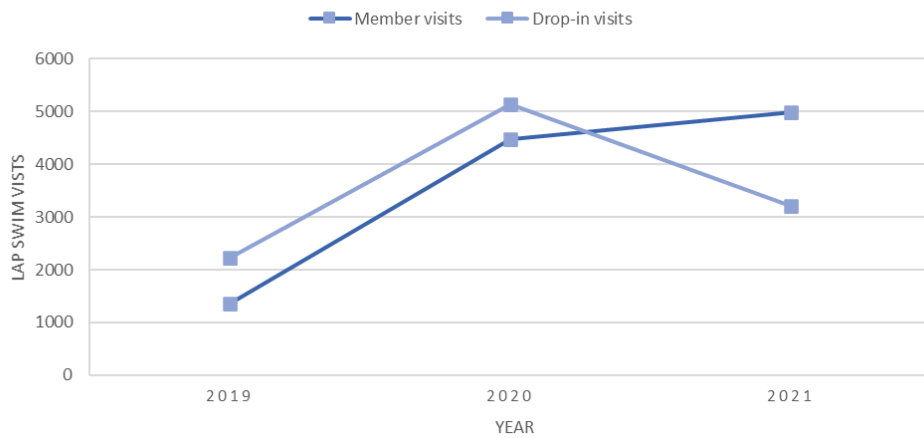
### BELLE HAVEN TOTAL LAP SWIM VISITS



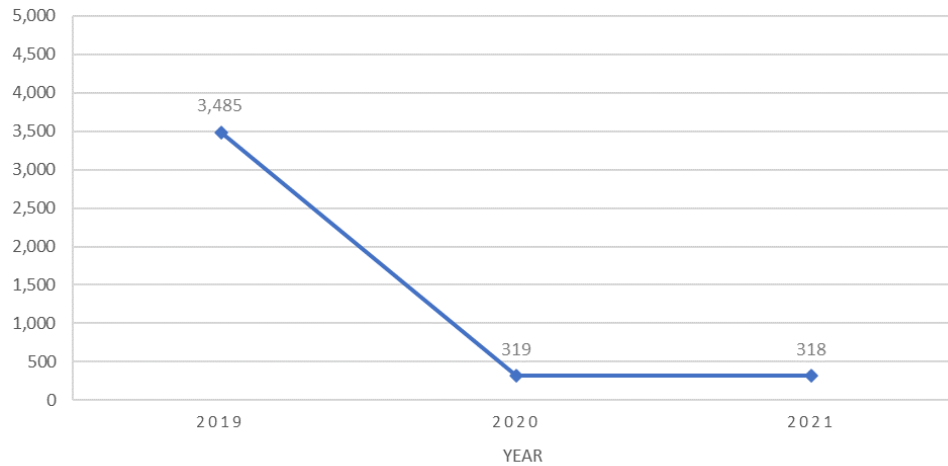
### BELLE HAVEN LAP SWIM AVERAGE MONTHLY MEMBERS



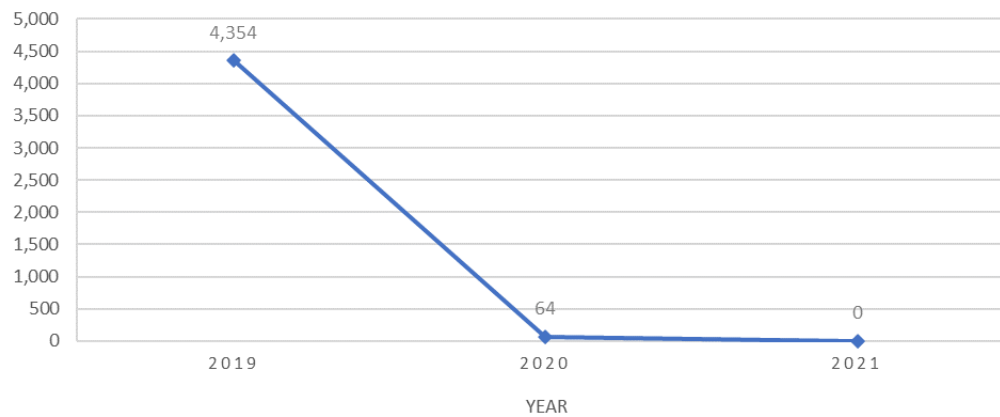
### BELLE HAVEN LAP SWIM MEMBER VISITS & DROP-INS



### BELLE HAVEN TOTAL OPEN SWIM VISITS



### BELLE HAVEN SWIM LESSONS



## Burgess Program Hours

Pool Schedule allocation by program for previous year and projections for upcoming year.

Program	2021		2022 (Projected)	
	Summer	Non-Summer	Summer	Non-Summer
Lap Swim	92	92	92	92
Open Swim	48	14	54	18
Swim School	56	56	56	56
Menlo Masters	17	17	17	17
Aqua Fit	2	3	10	10
Camp	35	0	35	0
Youth Teams	22	21	22	22

## Program Fees

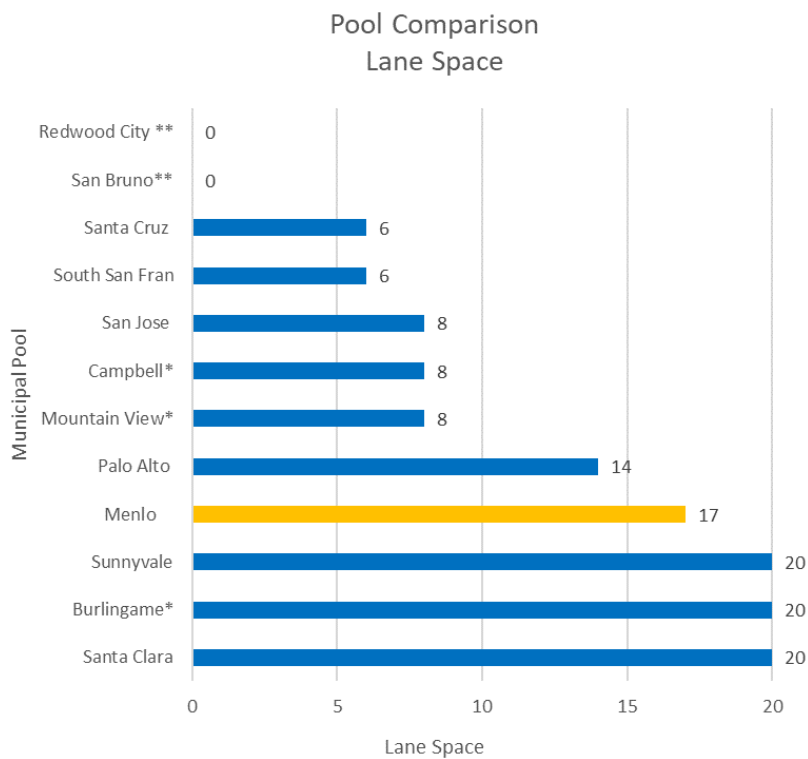
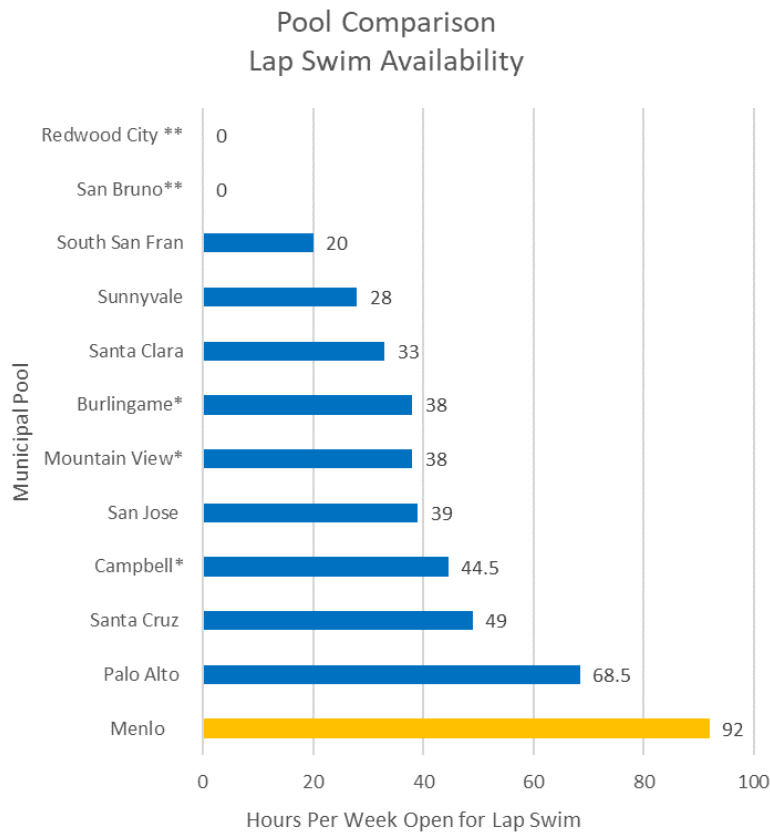
Membership Pricing	Monthly Fee						Annual Team Fee
	Resident			Non-Resident			
	General	Senior	Student	General	Senior	Student	
Lap Swim	\$64	\$54	—	\$69	\$59	—	—
Menlo Masters	\$114	\$104	\$104	\$114	\$104	\$104	\$30
Aqua Fit	\$78	\$70	—	\$78	\$70	—	—
Triathlon	\$180	—	—	\$180	—	—	\$60

Average swims per member per month: 8.5

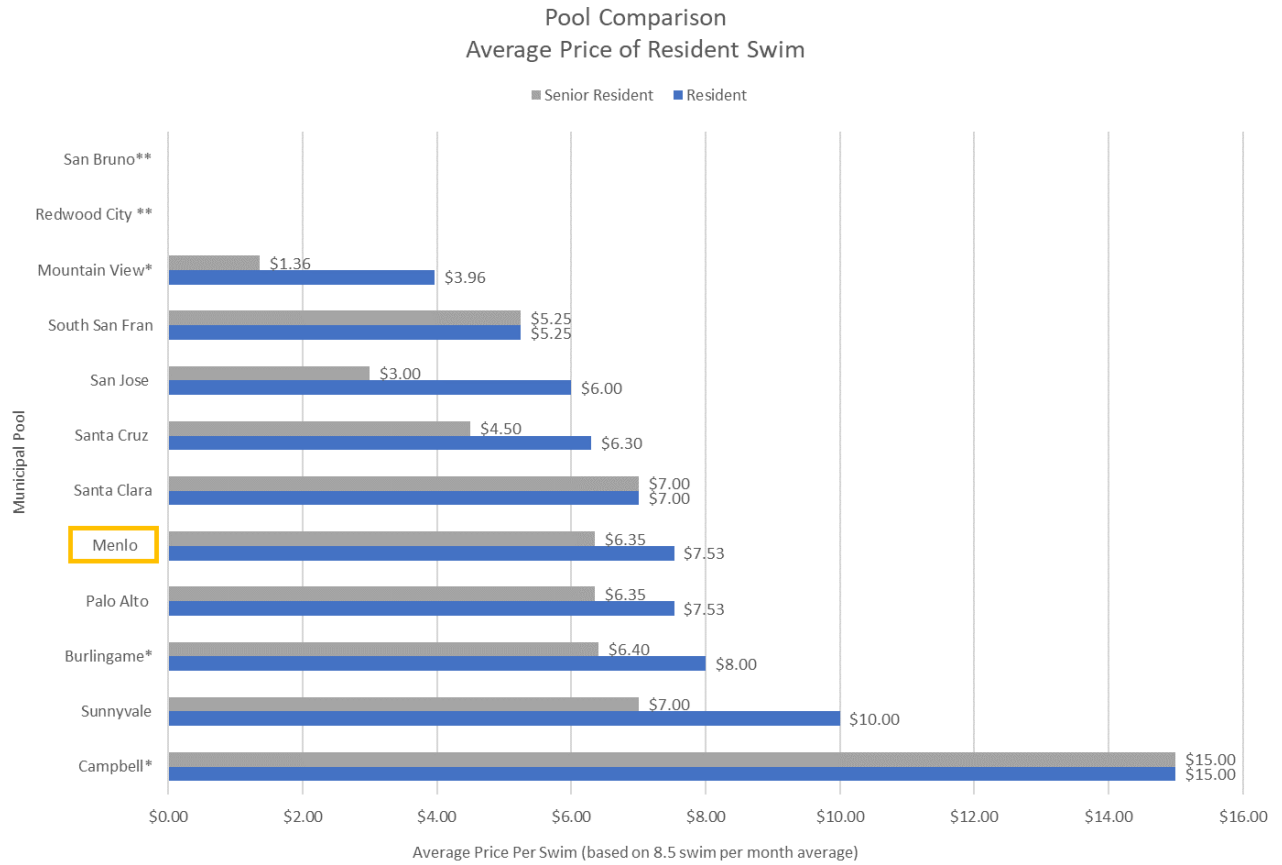
Average cost per swim	Resident	Non-Resident
General	\$7.53	\$8.12
Senior	\$6.35	\$6.94

Drop In Pricing	Resident				Non-Resident			
	General	Senior	Child	Family	General	Senior	Child	Family
Lap Swim	\$9	\$8	—	—	\$10	\$9	—	—
Open Swim	\$9	—	\$5	\$28	\$10	—	\$6	\$30
Masters	\$20	—	—	—	\$20	—	—	—
Aqua Fit	\$20	—	—	—	\$20	—	—	—

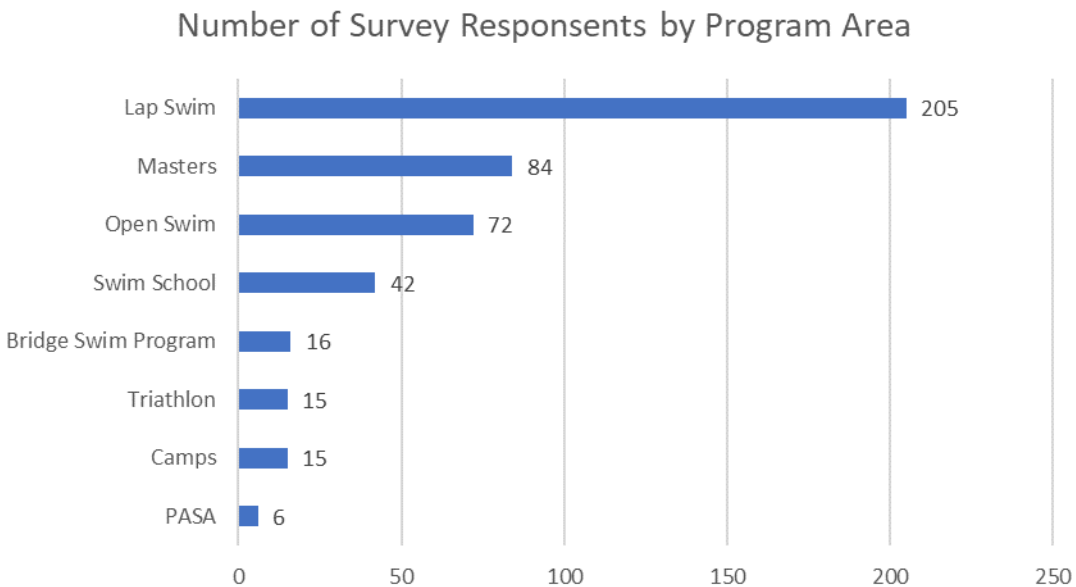
## Local Pool Comparisons



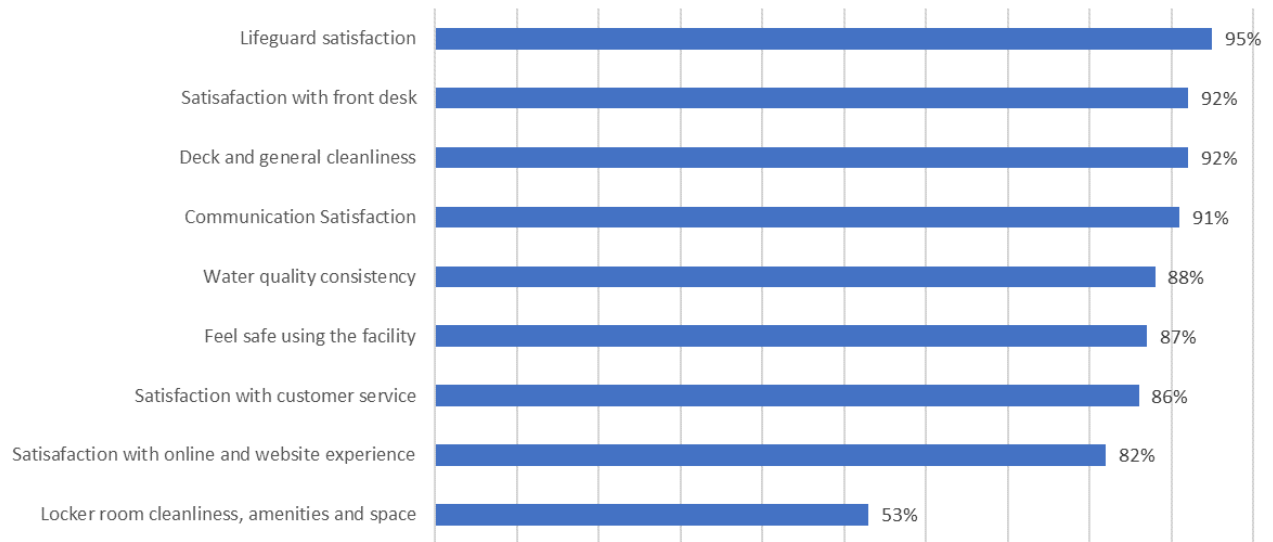




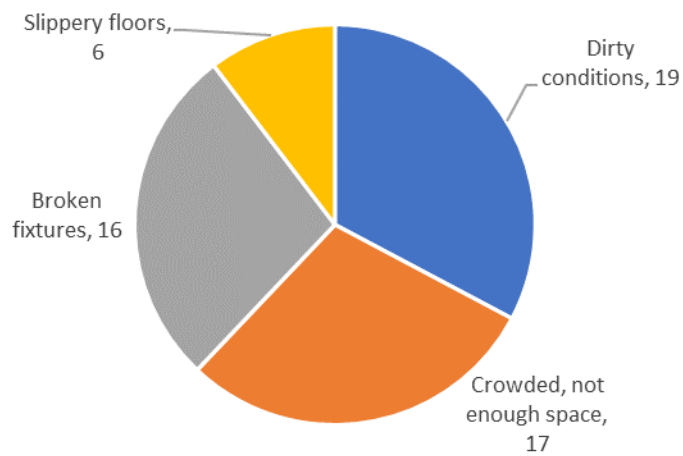
## Survey Responses



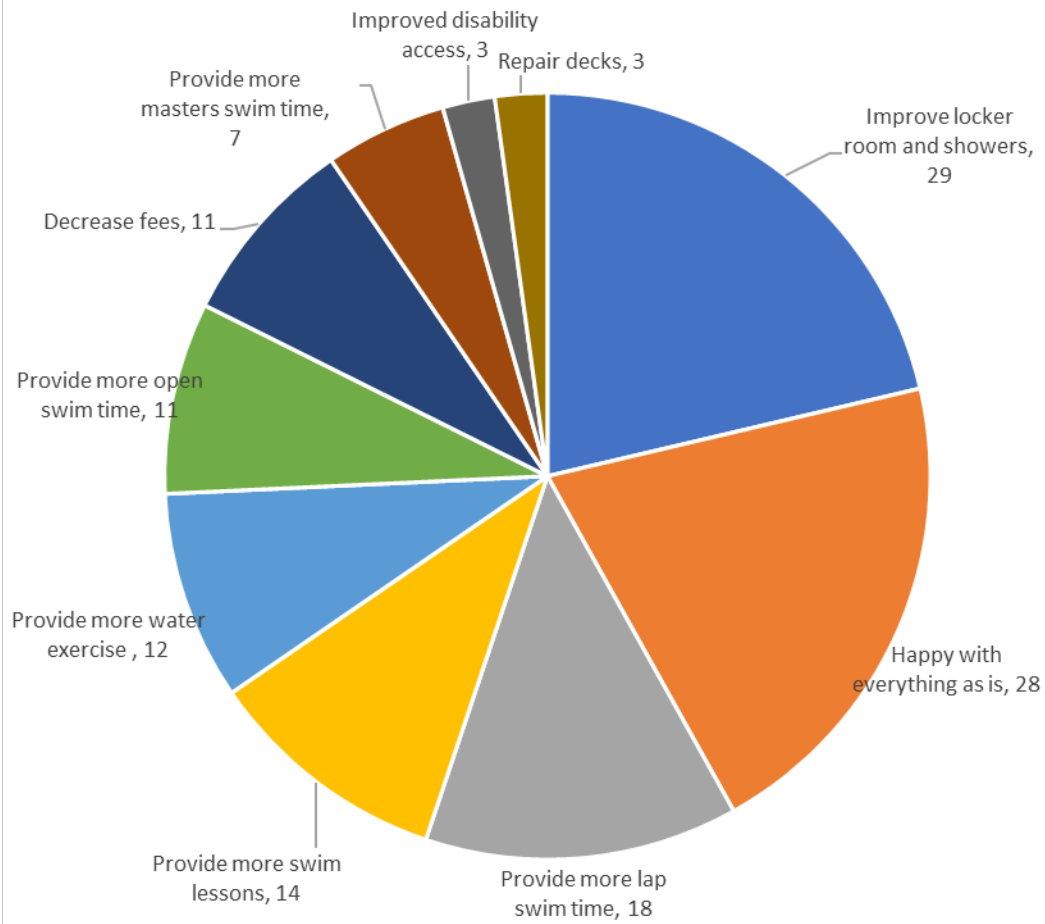
### Survey Responses- Overall Experience



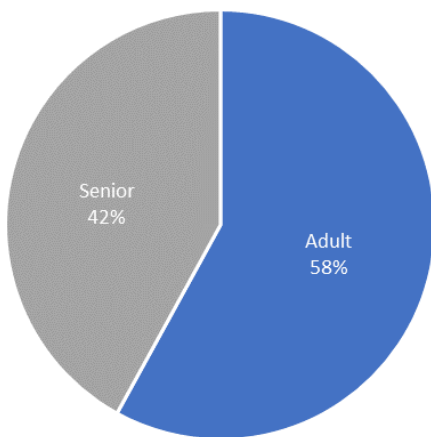
### Locker Rooms Summary Survey Comments



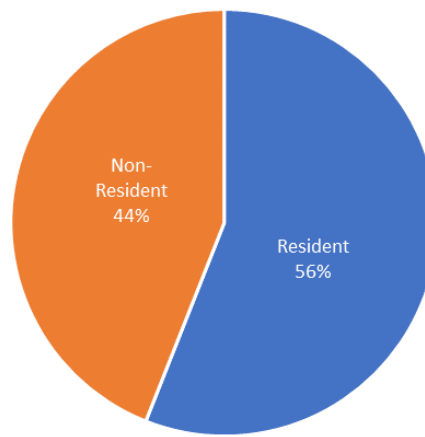
## What We Can Improve Summary of Survey Comments



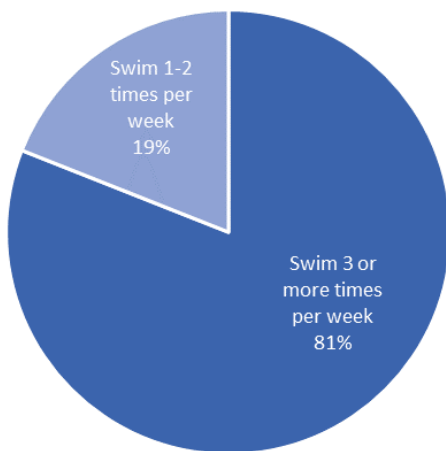
Lap Swim Survey Respondents



Lap Swim Survey Respondents



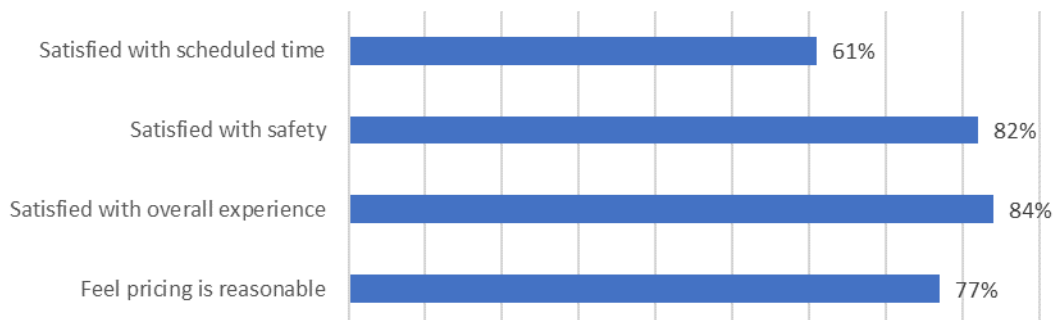
### Lap Swim Survey Respondents



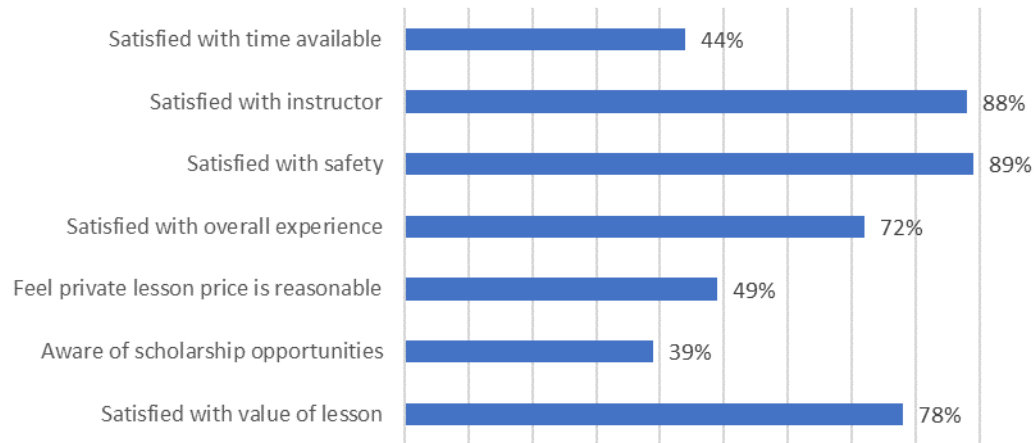
### Lap Swim Survey Responses



### Open Swim Survey Responses



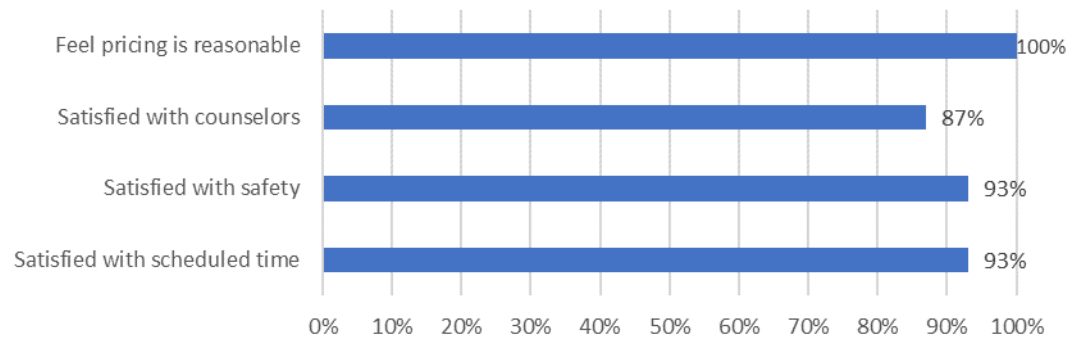
### Swim School Survey Responses



### Bridge Swim Program Survey Responses



### Camps Survey Responses



### Triathlon Survey Responses



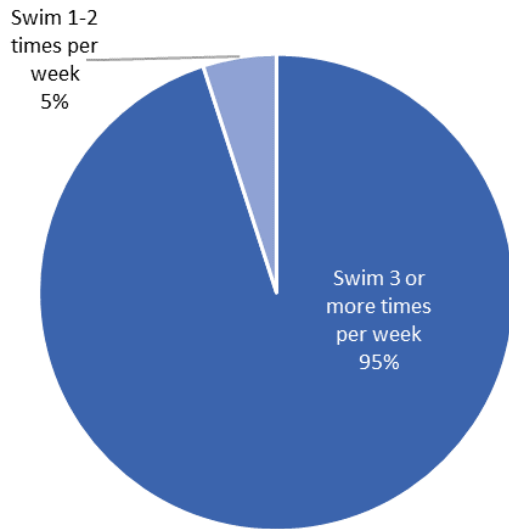
### PASA Survey Responses



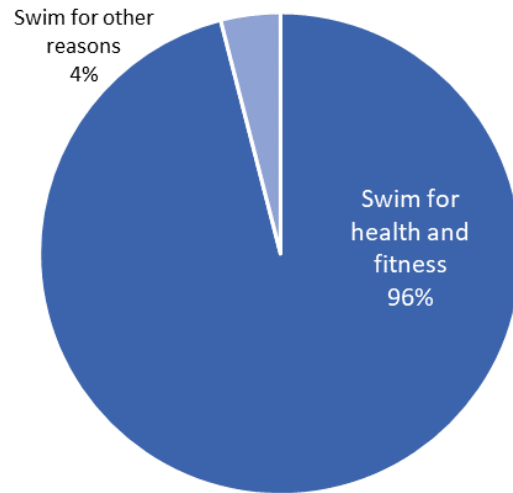
## Bridge Swim Program Survey Responses



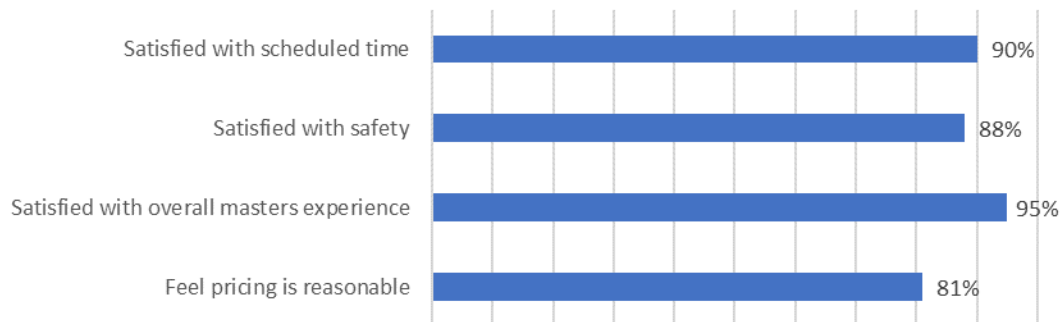
## Masters Survey Respondents



## Masters Survey Respondents



## Masters Survey Responses



## Employee Data

<b>Employees</b>	
Lifeguards	27
Managers	3
Swim Instructors	5
Coaches	5
Team Managers	2
Custodian/ Maintenance	1
Service Center/ Front Desk	6
CEO, CFO, Director of Operations	3
<b>Total</b>	<b>52</b>

All Lifeguards, Managers, Swim Instructors are Red Cross First Aid, CPR and AED certified. Managers Custodian and Director of Operations are Certified Pool Operators.

## Risk Management Documentation

### Emergency Action Procedures (EAP)

The Emergency Action Plan (EAP) is a protocol that describes the roles and responsibilities of the staff during an emergency. EAPs are a very important aspect of lifeguarding because by designating roles prior to emergencies, lifeguards can rescue and treat victims more quickly and effectively. This can only be achieved when the EAP is known by all and practiced with regularity. Emergencies are not all the same, it follows that the response to a passive drowning victim in the water would differ from that of a stroke victim on land. While there will be areas of crossover from one plan to the next, it is important that you are aware of each plan and when to activate them. Palo Alto Swim and Sport has three main EAPs: Water Based Emergency, Land Based Emergency, and Environmental Emergency.

### Water Based Emergency

Reacting to water based emergencies is the main reason lifeguarding exists as a profession. Three common examples of water-based emergencies include: distressed swimmers, drowning victims and nonfatal submersion victims. Injuries and sudden illness can occur either in or out of the water. When incidents occur in water then you have a water based emergency.

Common examples of injuries and sudden illness may include: head, neck or back injuries, severe bleeding, wounds, fractures, dislocations; heart attacks, breathing and cardiac emergencies, seizures and strokes, temperature-related emergencies such as cramps, heat exhaustion, heat stroke and hypothermia.

Water based emergencies require at least two guards in order to extricate the victim from the water, meaning that those lifeguards cannot perform patron surveillance. To speed rescue and prevent collateral damage the pool must be empty of patrons, or in the process of being evacuated, while extricating a victim. Because of these reasons the pool will remain closed until the emergency is over and all lifeguards can return to duty.

### **EAP - Water Based Emergency**

1. Primary rescuer performs 3 short, loud whistle blasts and yells “WATER EMERGENCY, CLEAR THE POOL”. All guards on deck respond by echoing the 3 whistle blasts and yelling “WATER EMERGENCY, CLEAR THE POOL” [L] [SEP]
2. Secondary rescuer tells the front desk and informs them as to the nature of the emergency and if they need to call 911- if that has been determined yet. [L] [SEP]
3. Primary rescuer performs rescue and calls for backboard if needed. [L] [SEP]
4. Secondary rescuer gathers equipment such as, the AED, Oxygen, and backboard and then assists with rescue. [L] [SEP]
5. Other guards will take on the role first of assisting with treatment by obtaining equipment (oxygen, AED, BVM, etc.) and communicating with front desk to ensure 911 has been called; and second by assisting with crowd control – pool evacuation, keeping walkways clear and directing EMS personnel to the appropriate location.
6. Primary and secondary rescuers should stabilize and treat victim until EMT’s arrive.

Treatment should always be performed by the person with the highest level of training. This means that after water extrication a different lifeguard may take over treatment. Lifeguards will only stop treatment once EMS personnel take over treatment. [L] [SEP]

**\*\*Pool will remain closed until emergency is over and all lifeguards can return to duty\*\***

### **Land Based Emergency**

Land based emergencies are another type of emergency that lifeguards must be able to react to. As stated above, injuries and sudden illness can occur either in or out of the water.

Common examples of injuries and sudden illness include: head, neck or back injuries, severe bleeding, wounds, fractures, dislocations, heart attacks, breathing and cardiac emergencies, seizures and strokes, temperature- related emergencies such as cramps, heat exhaustion, heat stroke and hypothermia.

All of these are examples are land based emergencies, provided of course that they take place on land. Unlike water based emergencies, the pool may be able to stay open during a land based emergency. This is because treatment of the victim may only require one guard.

The following conditions would require shutting down the facility to allow for enough room to treat the victim and to prevent secondary injuries due to normal facility operation: head, neck or back injuries, heart attacks, breathing and cardiac emergencies, seizures and strokes.



## EAP - Land Based Emergency

1. Primary rescuer communicates to other guards that someone has been injured, and tells them that another guard needs to come out to cover primary rescuer's pool, or to assess the victim. [L] [SEP]
2. Primary rescuer then assesses victim to determine if 911 needs to be called. If 911 needs to be called, perform 3 short, loud whistle blasts and yell "LAND EMERGENCY, CLEAR THE POOL" All guards on deck respond by echoing the 3 whistle blasts and yelling "LAND EMERGENCY CLEAR THE POOL". [L] [SEP]
3. Secondary rescuer tells the front desk to call 911, include a short explanation such as "we have an unconscious adult male, approximately 30 years of age..." then proceed with appropriate treatment. [L] [SEP]
4. Secondary rescuer gathers equipment, such as, AED and Oxygen, and assists with rescue. [L] [SEP]
5. Other guards will take on the role first of assisting with treatment by obtaining equipment (oxygen, AED, BVM, etc.) and communicating with front desk to ensure 911 has been called; and second by assisting with crowd control – pool evacuation, keeping walkways clear and directing EMS personnel to the appropriate location.
6. Primary and secondary rescuers stabilize and treat victim until EMS arrives. Treatment for a victim should always be performed by the person with the highest level of training. This means that after the assessment or starting of treatment, a different lifeguard may take over treatment. Lifeguards will only stop treatment once EMS personnel take over treatment. [L] [SEP]

**\*\*Pool will remain closed until emergency is over and all lifeguards can return to duty\*\***

## When to Call 911

### Land EAP -

1. The primary rescuer then does a primary assessment of the victim to determine if 911 needs to be called. If 911 does not need to be called, they begin the secondary assessment of the victim. When in doubt about whether or not to call 911, ask your supervisor for help. If your supervisor is not present, then 911 should be called. If a patron refuses 911 assistance, the patron must sign a refusal of care form that EMS will provide. [L] [SEP]
2. If victim is a minor, then all efforts should be made to locate their parent or guardian. The secondary rescuer assesses patient and will determine if 911 need to be called.
3. Not all land-based emergencies require 911 to be called. This decision to close the pool should be made by the lifeguard who is watching the pool, taking into account bather load and the programs in the water at the time. If the lifeguard feels uncomfortable with their bather load, or feels that patron safety is compromised, close the pool. [L] [SEP]

### Land Based Emergency (non-911) [L] [SEP]

1. Primary rescuer communicates to other guards that someone has been injured, and tells another guard

a) will need to come out to cover primary rescuer's pool or to assess the victim.



b) can communicate with the front desk to call the parent/guardian if needed.

The victim should be moved to the first aid station if injuries allow movement.

c) The primary rescuer then treats victim according to their injuries. Once

treatment is complete, release victim back to coach or parent/guardian, if a minor and fill out all necessary paperwork and attempt to notify guardians. <sup>[1-1]</sup><sub>[SEP]</sub>

\*\* It is always important to remember that a victim's condition can always deteriorate. Primary rescuer must constantly reassess and be prepared to call 911 if victim's condition worsens. \*\*

### **Environmental Emergency**

Environmental emergencies happen when the surrounding environment poses a risk of injury to staff and patrons. Severe weather and natural disasters are an example of environmental emergencies. Severe weather and natural disasters can involve violent winds, thunderstorms, tornadoes, lightning, earthquakes, mudslides and flash floods. In addition, certain emergencies may result from a specific facility problem, such as a fire or chemical

spill. Communication is of utmost importance. Lifeguards should be communicating with supervisors, front desk and other staff during an environmental emergency. It is also important to communicate the nature of the emergency to the patrons; however stopping to answer questions is rarely possible during an emergency. The first two steps for these EAPs are the same; the latter steps are determined by the nature of the environmental emergency.

#### **EAP – Fire**

1. Lifeguard observes an environmental emergency that warrants immediate pool closure such as: thunderstorms, tornadoes, lightning, earthquakes, or fire. Lifeguard performs one, loud and long whistle blast, and yells "ENVIRONMENTAL EMERGENCY, CLEAR THE POOL." All guards on deck respond by echoing the whistle blast and yelling "ENVIRONMENTAL EMERGENCY, CLEAR THE POOL." <sup>[1-1]</sup><sub>[SEP]</sub>

2. Establish communication with front desk and supervisors to inform them as to the nature of the emergency while clearing the pool. The next steps are determined by the nature of the environmental emergency. <sup>[1-1]</sup><sub>[SEP]</sub>

3. Each lifeguard clears his or her own pool and directs patrons to the closest emergency exit. Lifeguards must inform patrons that they CANNOT go back into the building to obtain any personal belongings due to risk of <sup>[1-1]</sup><sub>[SEP]</sub> injury. Guards must make sure all patrons exit through the closest exit, and that patrons do not crowd around the other side of these exits. Once all patrons have exited, guards must check in with a supervisor. After supervisor is aware of the deck being cleared, lifeguards exit through the emergency exit closest to them.

4. Supervisors and other staff will be responsible for clearing the building and bathrooms. In the absence of supervisors the highest ranking lifeguard will clear the building and bathrooms. After patrons have exited the pool deck through the emergency exits the building must be cleared. Clear the break room

and office first, then the bathrooms. Move into the bathroom and check each stall, while stating loudly, "Everyone out of the building there is a fire!" Once the bathrooms are clear, lock the door and exit through the main entrance. If anyone is in the building they should exit through the closest exit as long as it is not blocked by fire. [L] [SEP]

5. Patrons and staff then wait for the fire department to come fight the fire or to give the "all clear." [L] [SEP]

## **EAP - Earthquake**

1. Lifeguard observes an environmental emergency that warrants immediate pool closure such as thunderstorms, tornadoes, lightning, earthquakes, or fire. Lifeguard performs one, loud and long whistle blast, and yells "ENVIRONMENTAL EMERGENCY, CLEAR THE POOL." All guards on deck respond by echoing the whistle blast and yelling "ENVIRONMENTAL EMERGENCY, CLEAR THE POOL." [L] [SEP]

2. Establish communication with front desk and supervisors to inform them as to the nature of the emergency while clearing the pool. Beware that during an earthquake pool water can violently slosh over the edges. For this reason it is important to quickly get patrons out of the pool and to ensure patrons promptly get away from sides of pool. [L] [SEP]

3. Each lifeguard clears his or her pool and directs patrons to the closest emergency exit. Lifeguards must inform patrons that they CANNOT go back into the building to obtain any personal belongings due to risk of injury. Guards must make sure all patrons exit through the closest exit, and that patrons do not crowd around the other side of these exits. Once all patrons have exited, guards must check in with a supervisor. After supervisor is aware of the deck being cleared, lifeguards exit through the emergency exit closest to them. [L] [SEP]

4. Lifeguards must keep in contact with a supervisor. If no supervisors are working at the time of the earthquake, lifeguards must wait for about five minutes after all shaking has stopped then check the building for injured staff and patrons. If injuries are found call 911 if warranted, or if unsure about how to treat victims. If any small fires are discovered use fire extinguishers to put them out and/or call 911 if fire is not easily dealt with. Leave building as soon as it has been swept through, do not stay in building longer than absolutely necessary. [L] [SEP]

5. Emergency personnel or official media broadcasts (radio, TV, internet) will inform the patrons and staff when it is safe to re-enter buildings and obtain their possessions. [L] [SEP]

## **Chemical Spill**

Chemical spills are a very rare but serious emergency. While there are many chemicals utilized for the proper functioning of a pool, there is only one chemical that would cause an emergency related spill, Hydrochloric Acid (Muriatic Acid). It is stored in a tank, in a room, near the front of the building.

If a spill were to take place it may happen in the following areas: 1) when the tank is being filled; or 2) because of material failure of the storage tank. Either way the spill will mostly likely occur near the front entrance of the building.

## EAP - Chemical Spill

1. Lifeguard observes an environmental emergency that warrants immediate pool closure such as: thunderstorms, tornadoes, lightning, earthquakes, or fire. Lifeguard performs one, loud and long whistle blast, and yells “ENVIRONMENTAL EMERGENCY, CLEAR THE POOL.” All guards on deck respond by echoing the whistle blast and yelling “ENVIRONMENTAL EMERGENCY, CLEAR THE POOL.” <sup>[L]</sup><sub>[SEP]</sub>
2. Establish communication with front desk and supervisors to inform them as to the nature of the emergency while clearing the pool. Beware of the fumes and do not let the liquid touch you or any patrons. Tell front desk to call 911 and immediately direct all patrons to exit the facility through the closest exit away from the spill. <sup>[L]</sup><sub>[SEP]</sub>
3. Each lifeguard clears his or her own pool and directs patrons to the closest exit away from the spill. Lifeguards must inform patrons that they CANNOT go back into the building to obtain any personal belongings due to risk of injury. Guards must make sure all patrons exit through the closest exit, and that patrons do not crowd around the other side of these exits. Once all patrons have exited, guards must check in with supervisor via <sup>[L]</sup><sub>[SEP]</sub>radios. Ensure 911 has been notified of the spill. After supervisor is aware of the deck being cleared, lifeguards then exit through the closest emergency exit that is away from the spill. <sup>[L]</sup><sub>[SEP]</sub>
4. Supervisors and other staff will be responsible for clearing the building and bathrooms. In the absence of supervisors the highest ranking lifeguard will clear the building and bathrooms. After patrons have exited the pool deck the building must be cleared. Clear the bathrooms first, and then move to the rest of the <sup>[L]</sup><sub>[SEP]</sub>building. Move into the bathroom and check each stall, while saying loudly, “Everyone out of the building there is a chemical spill!” If anyone is in the bathrooms they must exit through the exits on the pool deck. Once the bathroom is clear, lock the doors. After bathrooms are cleared and locked, clear the rest of the building, starting with the front office and the break room. If anyone is in the building they should exit through the exits on the pool deck. <sup>[L]</sup><sub>[SEP]</sub>
5. Patrons and staff then wait for the fire department to respond to the spill and give the “all clear.” If the chemical smell becomes strong enough to be painful to eyes and lungs, the lifeguards must move everyone farther away from the spill. <sup>[L]</sup><sub>[SEP]</sub>

## Pool Closure

There are a many reasons why the pool may be closed due to non-medical emergencies. The most common issues are: biohazards, pump room issues and weather conditions.

## Biohazard Procedure

If a biohazard happens, you must take immediate and swift action. Biohazards range from fecal incidents to large volumes of blood contamination. Once aware of the situation immediately blow your whistle and yell, “Clear The Pool Please!”

In the event of solid fecal matter, vomit or excessive blood, notify the front desk of pool closure and estimated 16

time of reopening. The chlorine level must be raised to 2 parts per million (ppm) and the pool closed for 30 minutes to properly decontaminate the area. The pool are normally kept at a higher level than 2 ppm, see Pool Closure Binder for proper dosing charts.

Once the pool is evacuated obtain the following items:

- The proper amount of chlorine from the wet chemical storage area
- A biohazard disposal bin
- A pool scoop and gloves
- Put on gloves and proceed to scoop the contaminate out of the pool. Place the net and contents into the biohazard disposal bin and add the chlorine to affected area. Collect all items and return to the pump room for complete decontamination and disposal.
- Place contents of scoop into the biohazard bin and rinse the scoop under running water
- Fill a five gallon bucket 3/4 full with a chlorine/water solution: one part chlorine for every nine parts water
- Detach the net from the pole and place the net in the solution for 20 minute
- Once clean, dispose the gloves in the biohazard bag, tie the bag off and then place the bag in the garbage receptacle. When this last step has been completed, obtain and complete a "pool closure form" from the pump room desk. Pump Room Issues As lifeguards, there are few times that you will be in the pump room however, it is important to know what issues may require the pool being closed. The first thing to do when coming across most of these problems is to notify your manager or call individuals on the Facility/Maintenance Contacts list to receive further instructions. **Circulatory Pump** If the circulatory pump for a pool is turned off then the pump is off and the filters cannot function, and without filters patron cannot be in the pool. To determine if a given pump is on or off look at the breaker panel; if the light is off then the pump is off. First notify your supervisor, and then clear the affected pool. If no supervisor is present, first clear the affected pool and then call individuals on the Facility/Maintenance Contacts List to receive further instructions. **Pool Chemistry Issues** **pH Levels** pH levels that are out of prescribed ranges have the potential to cause injury or illness to those in the water. If the pH is lower than 7.2 or higher than 7.8, notify your supervisor or call individuals on the Facility/Maintenance Contacts List to receive further instructions. A pH level that is out of the prescribed range may require the pool to be cleared. **Chlorine** It is imperative to ensure that the pool has the proper part per million (ppm) of chlorine. If the chlorine levels are below 1 ppm or above 10 ppm then notify your supervisor or call individuals on the Facility/Maintenance Contacts List to receive further instructions. With this issue the pool may need to be cleared. **Hazardous Weather** Lightning, thunder, hail, and tornado watches or warnings are all possible reasons for pool closure due to weather. However, the most common of these are thunder and lightning. If you hear thunder or see lightning, then the pool must be closed and the deck must be cleared. The deck and pool must remain closed for 30 minutes after each instance of thunder or lightning. For example, a lightning strike occurs so you close the pool for 30 minutes. If 25 minutes passes and you see lightning again, the clock would reset. Everyone must wait 30 minutes from the last lightning strike before reentering the water.

## Air Quality Facility and Program Closure Protocol:

Due to the common occurrence of wildfires in the Northern California region, Team Sheeper Inc has implemented our own Air Quality Facility and Program Closure Protocol. The data in which we will use to implement our company protocol comes from the website [PurpleAir.com](https://purpleair.com) as it displays a more accurate and current air quality reading.

The primary colors you should be aware of when the air quality starts to become hazardous are: **Orange** (Unhealthy for sensitive groups) – With an air quality index between **101-150**

**Red** (Unhealthy) – With an air quality index between **151-200**

Please check [PurpleAir.com](https://purpleair.com) and add our zip code “94303” as well as set the ‘conversion’ to “AQandU” to get a more current reading for our location. The AQandU conversion is the closest to what the EPA calculations.

### Orange Protocol

It’s **OK** to be active outside, especially for **SHORT ACTIVITIES** such as recess and physical education. For **LONGER ACTIVITIES** such as athletic practice, take more breaks and do less intense activities. All long-duration, high-intensity activity groups, including Swim School will be **cancelled** when air quality reaches **130**.

### Red Protocol

The Rinconada Aquatic Facility will be **CLOSED** and all staff sent home when air quality reaches **150**. Open Swim and Lap Swimming will be the only programs operational between the air quality of **130-150**.

\*Current Covid-19 Standard Operating Procedures at Burgess Pool is available upon request as these protocols change to match the state and county guidelines in current time.

## Summary

Each year an annual report is prepared, it demands an extreme team effort to collect, analyze and display data that we believe best and truly depicts our motives and intentions as a community pool operator.

Each year an annual report is prepared, it allows us to reflect on our daily responsibilities and listen to the collection of individuals and families that make up the Menlo Park Aquatic Community. We are able to learn more about their interactions and experiences as they engage in the aquatic programming. We learn how, why, and when the community engages with the facility. We are afforded the opportunity to read community members feelings and thoughts about a very important place that allows them to enter a liquid environment that calms and heals as well as invigorates and centers them.

Each year an annual report is prepared, we as operators revisit how vital and important the usage of this shared and somewhat scarce body of water is to thousands of individuals. Information gathered reaffirms the importance of our role as stewards of the facility. A role we assume with great care and sensitivity. We rely heavily on our company core values to make objective and equitable decisions that benefit the most, while inhibiting the least.

Each year, the annual report allows us to set the course for the upcoming year. The five main objectives for the new year are:

1. Retain our current aquatics staff
2. Recruit new aquatic staff members and partners to assist in rebuilding our legacy programs.
3. Provide youth group swim lessons.
4. Provide an abundance of low cost open/family swim opportunities.
5. Provide a comprehensive water therapy program.

We are proud of the body of work that our community of swimmers in collaboration with our organization has been able to present to the Menlo Park, Parks and Recreation Commission.

## Appendix A Facility Audit

### Aquatic Observational, Facility and Skill Audit Form

CLIENT FACILITY: Menlo Swim & Sport - Burgess Pool

DATE: 01/15/2022

TIME: 8:38am

AUDITOR  
JCW

#### Water Safety Staff and Operations

Evaluation Categories	Comments	NI, S, AA, O	Video/Photo	
The number of lifeguards was appropriate for the activities taking place at the time of the audit	One lifeguard on duty for lap and swim team activities taking place during the observation is appropriate.	AA	Video	
Supervisor/Lifeguards were positioned effectively for the number of guests and the activity taking place.	The lifeguard was roaming between the two pools, which was good positioning. Lifeguard number two was positioned by the elevated chair between the pools with a view of both, which is also excellent.	AA	Video	
Supervisors were proactively watching the lifeguards perform their duties.	I observed the supervisor on deck during the surveillance portion of the audit. This is excellent.	AA	Video	
Continuous surveillance of swimmers was maintained. Lifeguard appeared to be scanning their entire zone using bottom up scanning when appropriate	The surveillance was good. Both of the lifeguards that I observed were watching the water. Make sure to look down from the edge and into the corners.	AA	Video	
All aquatic staff was easily identifiable and their appearance was professional.	The staff were wearing appropriate clothing for winter lifeguarding with parkas over sweats and swimwear in case they need to go into the pool.	AA	Video	
Lifeguards performed no other activities while "on duty"	While on deck, the lifeguards only job was to watch the pool. This is also excellent.	O	Video	
Whistles or signal devices were readily available for emergency use.	The lifeguards had whistles. The facility also uses radios to communicate.	AA	Video	
Lifeguards Enforced rules and communicated professionally with the guests	I did not witness any rule enforcements, but did observe interactions with guests that were polite and helpful.	AA		
On deck supervisors have had some type of formal lifeguard management, supervisor or other aquatic management training	The supervisory staff should have certification and/or training beyond Basic Lifeguard Training. Lifeguard Management, TOTAL Guard course or aquatic schools or institutions.	S	Video	
Lifeguards were "rescue ready", straps on and leaning in when at seated stations or walking on deck.	Lifeguards were in standing/walking stations with the tube strap on and were very attentive and rescue ready.	AA	Video	
Lifeguards were wearing appropriate face covering	The lifeguards were wearing masks.	AA	Video	
There was a monitor on deck enforcing face coverings and social distancing	The guests were on deck with masks and were monitored by the counter staff, Supervisor on Duty and Lifeguards.	AA	Video	
Zone coverage was maintained through out the rotation of Lifeguards. Rotating Lifeguards were watching the pool.	The first rotation was OK, the guards during the second rotation spent some time talking but were still watching the pool.	AA	Video	
Certifications for lifeguards are on file at the facility.	Yes, certificates are on file.	AA		
				Section Overall





Additional Notes	It was a good observation, especially on a cold winter day. The guards and supervisor understand principles of patron supervision and safety.
------------------	---

### Customer Service

Evaluation Categories	Comments	NI, S, AA, O	Photo #	Section Overall
Facility schedule and fees are posted,	The pricing on the white board in the lobby. The schedule is on the front counter.	O		
Lobby and customer service counters are clean.	The lobby looks great! It is neat, clean and inviting.	AA		
Fee collection process and staff services.	The front counter staff was welcoming and attentive.	AA		
Changing area is clean and well attended to.	The changing areas look neat and clean.	AA		
Locker room electrical outlets are GFIC and are functional	I checked the GI outlets. All were good but someone should check the outlet in the family changing room.	AA		
Restroom toilets and sinks are functional and clean with towels, TP and/or hand dryers	All of the toilets and sinks were functional. The towels were provided and stocked.	AA		
Shower area is clean, showers are functional and have soap dispensers, ADA shower(s) is/are working	The showers were clean. Two showers in the men's room need handles affixed, staff were working on these. The ADA shower in the men's has no ADA shower head. This is very common as they get vandalized.	S	P1, P2	
Floors and walkways are clean, walking surfaces are appropriate.	All of the floors are clean and the surface is appropriate to reduce potential for slipping.	AA		

### Equipment

Evaluation Categories	Comments	NI, S, AA, O	Photo #
Lanes lines are in good condition, stored properly with minimal cracked or broken floats	All of the lane lines in the pools are in excellent condition.	O	
Swimming gear is stored properly and in good condition.	The swimming gear was very organized in the gear storage systems.	O	
Rescue tubes are in good condition and those not in use are stored well	The rescue tubes are in good condition and are stored well.	AA	
Back board is on deck, stored appropriately and has functional head stabilizers and proper straps.	I inspected the backboard on deck. It is functional and in good condition.	AA	
Crash bag or other portable medical kit is located in a good location and has equipment "bundled" in it.	The crash box is located in the center of the facility which is excellent. It is well stocked and ready to go. Make sure you have a BVM in or around the Crash Box	AA	P3
Facility has a working AED per State code	I inspected the AED and it is in working order with the proper pads.	AA	
Correct number of reaching hooks are available and ready for use.	The facility has two reaching hooks and meets code.	AA	

Correct number of ring buoys are available and ready for use.	The facility has three well placed ring buoys exceeding code.	AA		Section Overall
OSHA 10 person first aid kit	The crash box on deck far exceeds the OSHA First Aid requirement.	O	P4	
Water slides are in good condition, registered with DOSH and maintained and operated by properly trained staff.	NA			
Play structures are in good condition, with no sharp edges, protruding bolts and functional	I inspected the mushroom "waterfall". It is in good condition with no hazards under the waterline or on the touchable areas.	AA		
Diving boards are well maintained, stands/bases, fulcrums, steps, mounting bolts, hand rails and board surface are in good condition	NA			
Additional Notes	The indoor facilities and entry area are well kept and in good condition. The safety equipment is in in working order, readily available and in good working condition.			AA

### Pool Area

Evaluation Categories	Comments	NI, S, AA, O	Photos #
General appearance of the pool area.	The pool area looks clean and all is well organized.	AA	
Large equipment is properly stored away from the pool.	The pool cover reels, lane line reel and polo goals are well stocked.	AA	
Drinking Fountains are clean and functional	The drinking fountain is clean and functional.	AA	
Decks are clean and free of cracks, chips and standing water.	The chemical pitting on many areas of the pool deck is close to being an area of concern. Some of the cracks and pitting are approaching hazard levels.	S	P5-P10
Deck expansion joints are well sealed and impenetrable	Expansion joint sealant is still acceptable but will need resealing soon. The bad seals let water intrude and can undermine the structure integrity of the concrete slabs.	AA	P11, P12
Deck drains are in good condition and functional.	The drains look good. One needs patching around the frame.	AA	P13
Depth markers are of proper size are posted on deck and pool walls, they are not faded.	I inspected all on deck and vertical depth markers. All meet code and are in good condition.	AA	
No diving is marked on the deck in areas of less than 5 feet of water depth.	No diving markers on deck are in place and meet code with international "no diving" symbol in place.	AA	
Starting Blocks if in place are secure and covered or signed "not for use"	The blocks are secure with cones in place so they do not get used without supervision	O	
Condition of pool coping stones, gutter tiles, rim flow grates or skimmers.	The rim flow grates are in good condition. The gutter tile in the main pool is good. There are some small tiles that are missing around the instructional pool. This is a very standard issue with 1" tile perimeters.	AA	P14 -P17
Built in stairs and their edges are in good condition. Handrails are tight.	All of the built in stairs in the instructional and top pool are in good condition.	AA	

Ladder handrails are tight, ladder entry steps are in good condition	I checked all the handrails. They are in good condition. Some of the steps have brown staining from re-bar close to the plaster surface. This is standard issue and should be addressed next plaster job.	AA	P18-P19	Section Overall
Functional lifeguard stands, includes; steps, rails, platforms, seat and no potential "strap hooks"	I inspected all three lifeguard stands, steps, bolts, surfaces, seats and all are safe and in good working order.	AA		
Pool cover and lane line reels, handles, wheels, brakes, bearings.	I inspected all four pool cover reels and found them to be in good condition.	AA		
ADA Compliance for means of pool entry, placement of pool lifts and alternate means of entry ramps, stairs	ADA lifts are in place. They are to be accessible and working and in place whenever the pool is open. They should be able to be operated by the user without assistance.	AA		
Pool surface is uniform in color and surface is acceptable, lane markings are visible and in good condition.	The lane markings and hockey bottom are in good condition. There is rust staining on the bottom due to re-bar proximate to plaster surface "bleeding" through. This is a standard issue and should be addressed next plaster job.	AA	P20-P22	
Pool drain covers are VGB Compliant, Inlets and other covers are in good condition.	The drains appear to be VGB compliant. They need inspection, replacement and certification every 5, 7 or 10 years depending on the type of drain.	AA		
Pool signs meet code requirements, including; Capacity, 911, RB/CPR, Active Diarrhea, Pool Rules. No Diving; No LG on Duty,	Fill in signs for all three pool areas. Need capacity, pool address and emergency hospital, urgent care or closest facility address and phone number. Pool capacity is determined by multiplying length times width of the pool and divide by 20.	AA	P23	
Additional signs depending on facility amenities and type of use; No Swimming After Dark, No Running, Shower Before Entering, and others	Good extra signs are posted; shower, no diving, no breath holding, watch your children, non-swimmers wear a PFD.	O		Section Overall
Water appearance is not turbid or cloudy, looks clean and pool bottom is clearly visible at main drain.	The water looks great.	AA		
Facility fences and barriers meet State code	I inspected the entire fence line and found no openings or gaps beyond code.	AA		
Additional Notes	The pool area looks clean and is well organized and maintained. There are some issues surrounding the pool deck surface, pool plaster and expansion joint sealant that will require significant repairs (capital level for deck and plaster) that will need to be planned to address in the future.			

### Mechanical Room

Evaluation Categories	Comments	NI, S, AA, O	Photos #
Entrance to mechanical areas and chemical storage areas are well marked, hazardous material signs and precautions are appropriate,	Need to put sign on the mechanical room door indicating it is a mechanical room. All the hazardous material storage area signs meet code!	AA	
Mechanical and chemical storage areas are easily accessible for staff and not accessible to all others.	Yes, these areas are locked to the public.	AA	

Safety Data Sheets are on file or in a binder and readily available. A facility map with an evacuation plan is posted and visible.	SAS' are in a binder in the mechanical room.	O		
Area is clean and not cluttered. Working surfaces are well maintained and ready for use.	The area is very clean and well maintained.	O		
Chemicals and flammables are stored properly. Incompatible materials are not stored improperly.	All of the chemicals and flammables are stored safely.	O		
There is at least three feet of clearance in front of all electrical panels.	Yes, there is no clutter in front of the panels.	O		
Portable tools and equipment are stored correctly. and other equipment is stored correctly and in a proper location.	Everything is put away neatly and well taken care of.	O		
Extra pool mechanical equipment is stored correctly and in a proper location.	The pool vacuum's and other equipment is stored properly.	O		
Pipe contents and flow direction are well marked on the appropriate plumbing.	Yes, it is well marked, easy to understand the flow and contents.	O		
Pipe valves, pressure and flow gauges, and water shut-off points are well marked, visible and easily accessible to ensure operational readiness in the event of an emergency	The room is very neat and all the gauges and valve handles, wheels, etc. are visible and accessible.	O		
Daily pool log is kept and up to date, test times, routine maintenance and regular inspections, are noted.	I inspected all daily logs and maintenance logs. All of the logs are up to date. Excellent record keeping system.	O		
Additional chemicals if added are noted in pool log (anything not from automated chemical controllers)	Yes, additional chemical additions are noted in the log.	O		
Special projects and equipment replacements are recorded and tracked for long range maintenance planning	Yes, this information is also documented.	O		
Slides are in good condition and are properly maintained.	NA			
Water play features and other special aquatic amusements are in good condition and properly maintained	Yes, they are in good condition and properly maintained.	AA		
Diving Boards are in good condition and properly maintained.	NA			Section Overall
Maintenance staff is properly trained and/or certified and receives safety and compliance training, and is well supervised.	Yes, the maintenance staff is CPO certified			

Additional Notes	This is the cleanest and best maintained mechanical room I have inspected in a long time! The equipment is in good condition and record keeping is excellent. These "capital" assets are being well taken care of.
------------------	--

### Lifeguard Practical Skills

Evaluation Categories	Comments			
<b>Lifeguard # 1 Active Rescue</b>	<b>Name: Cameron Merrells</b>	NI, S, AA, O	Video/Photo	
Signals other guards and enters water safely	Remember to hold the tube cord.			Section Overall
		AA	Video	
Effectively handles victim and brings them to safety	Great rescue!	O	Video	AA/O
<b>Lifeguard # 1 Submerged Rescue</b>	<b>Name: Cameron Merrells</b>	NI, S, AA, O	Video/Photo	
Spots victim, signals other Guards and enters safely	Great signal and entry.			
		O	Video	
Performs effective surface dive and retrieves victim off the bottom.	Great surface dive.			Section Overall
		O	Video	
Effectively places the victim on the rescue tube and moves to the wall.	Great placement on the tube.			
		O	Video	O
<b>Lifeguard # 2 Active Rescue</b>	<b>Name: John Tupper</b>	NI, S, AA, O	Video/Photo	
Signals other guards and enters water safely	Great!			Section Overall
		O	Video	
Effectively handles victim and brings them to safety	Great handling of the victim.			
		O	Video	O
<b>Lifeguard # 2 Submerged Rescue</b>	<b>Name: John Tupper</b>	NI, S, AA, O	Video/Photo	
Spots victim, signals other Guards and enters safely	Great entry.			
		O	Video	
Performs effective surface dive and retrieves victim off the bottom.	Great victim retrieval.			Section Overall
		O	Video	
Effectively places the victim on the rescue tube and moves to the wall.	Great rescue!			
		O	Video	O

Ratings Key: NI = Needs Improvement, S = Satisfactory, AA = Above Average, O = Outstanding

### Overall Audit Comments:

This was a good operational audit, the staff were supervising patrons and the facility in a very safe manner, all of the required and necessary equipment are on site and all staff carries state required certifications. The facility is showing some age in the form of very standard/common issues. The deck pitting and surface should be addressed in the future, at some point the health department may require this work. The pool plaster should be addressed when the surface cycles for replastering. The deck expansion joints should be resealed in the next year or two. The mechanical room and maintenance practices are excellent and the City's facility is being well taken care of by your leasee. Staff testing was a good indicator that staff possess a level of competence that comes through good supervision and training. Overall this was a very good and above average audit.

Audit Overall



Total Aquatic Management  
2022

Menlo Swim and Sport – City of Menlo Park Burgess Pool - Site Visit Photos 1/15/2022 –  
Photos 1 & 2 Men's Shower Rooms





Photo 3 & Photo 4 Combined – Crash Box with First Aid Supplies on Deck.



Photos 5 through 10 – Pool Deck Surfacing Condition











Photos 11 and 12 Expansion joint sealant





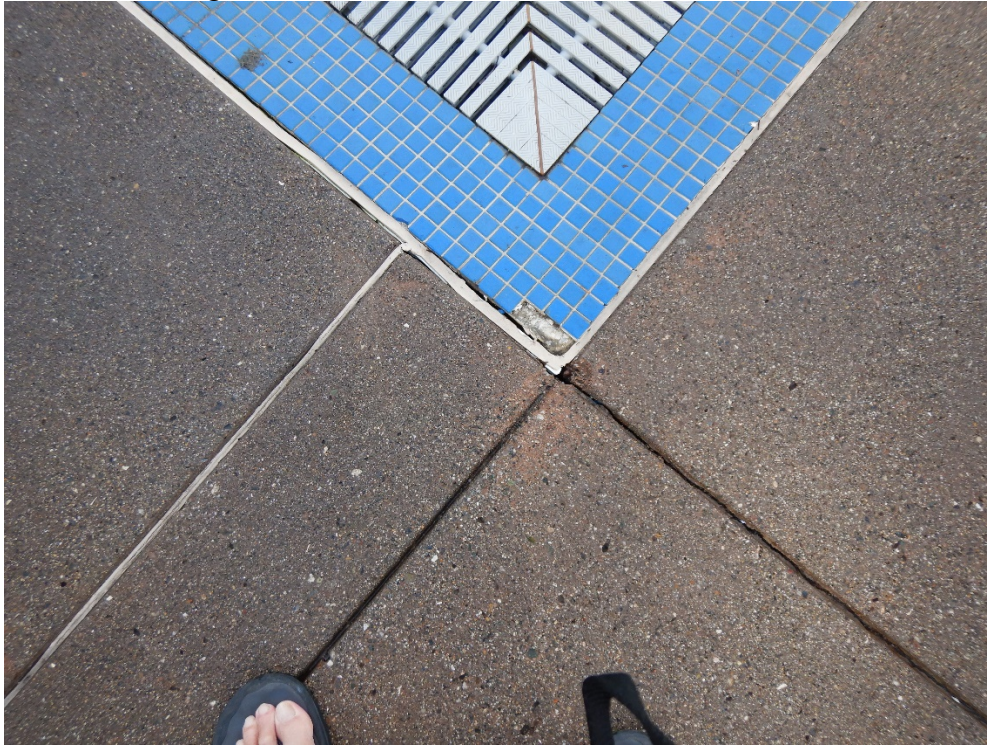


Photo 13 Deck Drain





Photos 14 through 17 Perimeter Tiles



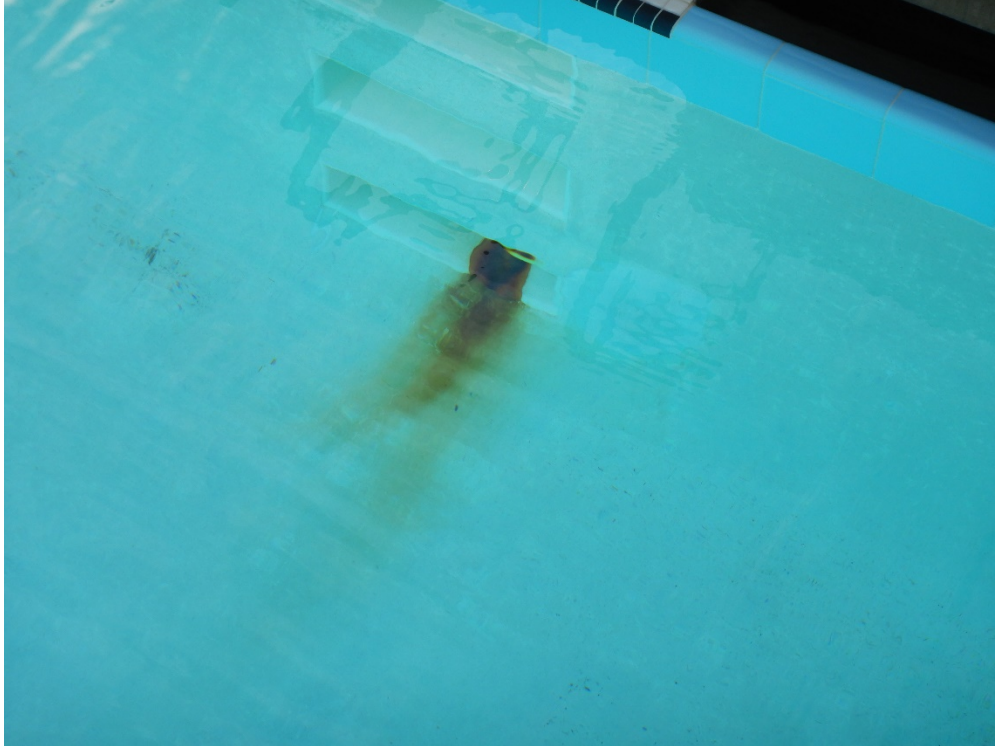




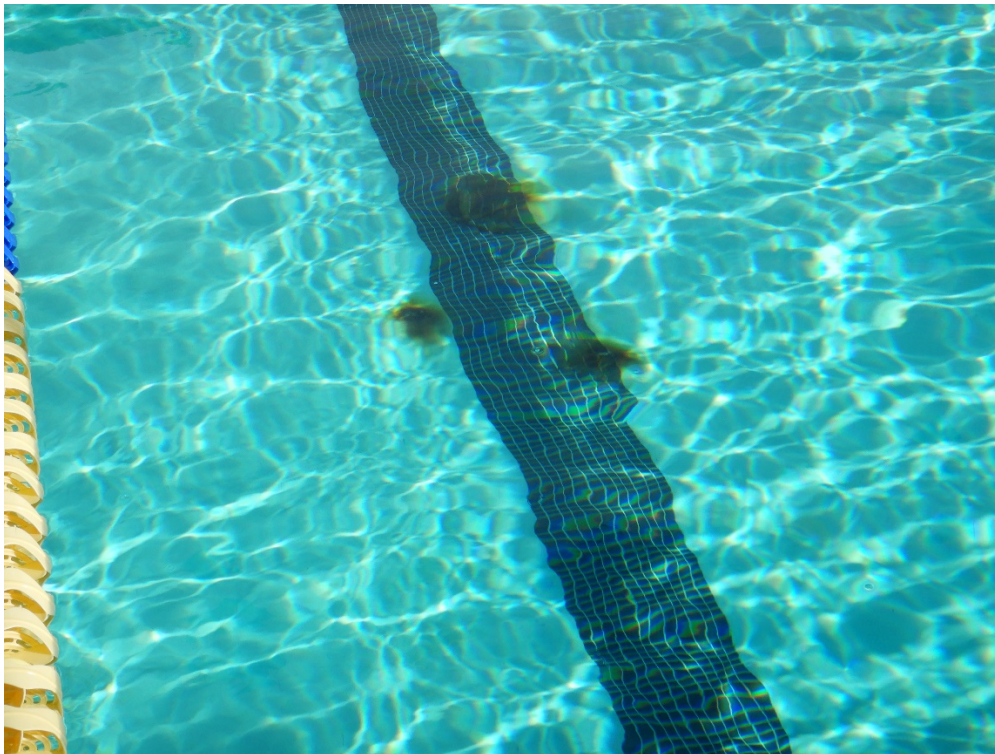
Photos 18 and 19 Staining from rebar “seep” on two sets of built-in ladder stairs



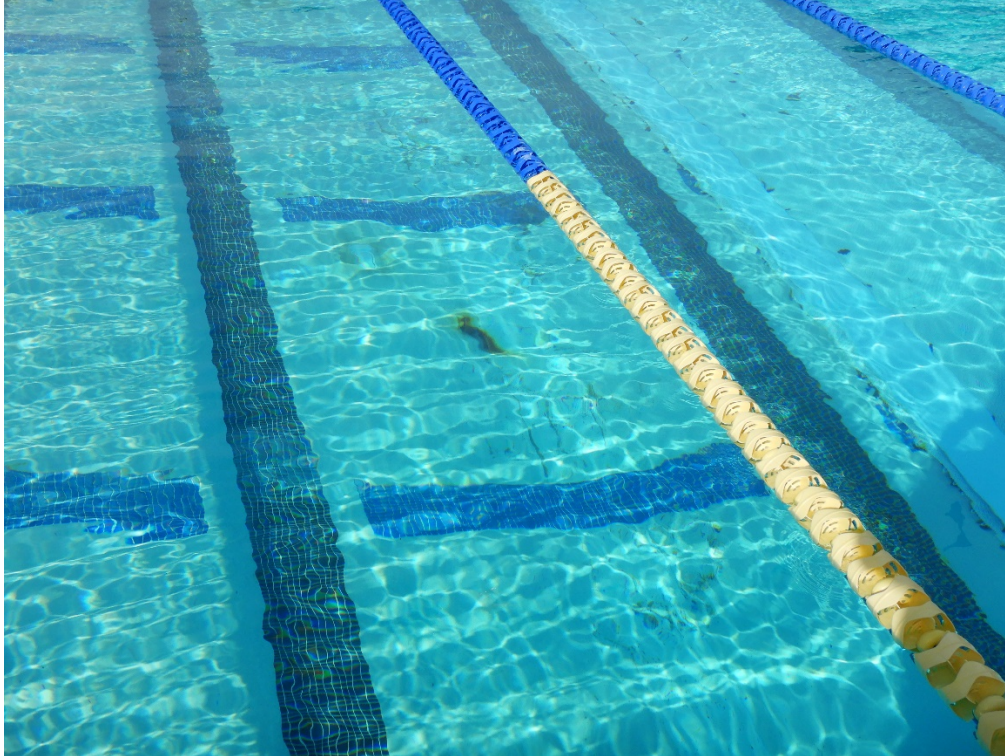




Photos 20 and 21







## Pool Code Compliance Signs

