



Annual Aquatic Report

Presented by
Team Sheeper Inc./Menlo Swim and
Sport

Prepared for the
City of Menlo Park

March, 2024

Table of Contents

Introduction.....	2
Program Hours.....	3
Burgess Pool, 2023.....	3
Pool Schedules.....	4
2023 School Year- Burgess Instructional Pool.....	5
2023 School Year- Burgess Performance Pool.....	6
2023 School Year- Burgess Wading Pool.....	6
2023 Summer- Burgess Instructional Pool.....	7
2023 Summer- Burgess Performance Pool.....	8
2023 Summer- Burgess Wading Pool.....	9
Projected 2024 School Year- Burgess Instructional Pool.....	10
Projected 2024 School Year- Burgess Performance Pool.....	11
Projected 2024 School Year- Burgess Wading Pool.....	12
Projected 2024 Summer- Burgess Instructional Pool.....	12
Projected 2024 Summer- Burgess Performance Pool.....	13
Projected 2024 Summer- Burgess Wading Pool.....	13
Projected 2024 - Belle Haven Pools.....	14
Projected 2024 School Year- Belle Haven Performance Pool.....	15
Projected 2024 School Year- Belle Haven Instructional Pool.....	16
Projected 2024 Summer- Belle Haven Performance Pool.....	17
Projected 2024 Summer- Belle Haven Instructional Pool.....	18
Program Statistics.....	19
Pool Visits.....	19
Monthly Members.....	21
Swim Lessons & Camps.....	22
Scholarship Lessons.....	23
Visits Report for Address Verification.....	23
Program Fees.....	23
2023 Fees.....	24
2024 Fees.....	25
Fee Comparisons.....	26
Resident Lap Swim Fee.....	26
Lane Rental Fee.....	28
Swim Lesson Fee.....	30
Survey Highlights.....	32
Financial Report.....	32
Accessibility.....	32
Audits and Reviews.....	33
Risk Management.....	34
Training Certifications.....	35
Emergency Action Plan.....	35
Incident Reports.....	36
Safety Reports.....	36
Material Changes.....	38

Introduction

Our annual report allows our senior management staff to retrospectively focus on our past year operational performance. This grand process can be distilled down to two main tenants: sharing and comparing.

Sharing the performance data on how the community interacted with the pool. This is vital to view user trends and demands and to ensure that as operators we are in support and aligned with both.

Comparing how we operate with other facilities in the greater Bay Area is something we do annually and have done so for nearly two decades. During this time we have not discovered an aquatic facility that can match us on the following 7 metrics. To an individual unfamiliar with the industry of aquatics, Burgess Pool may seem like just another “City Pool.” But, if one takes the initiative to review and understand the data provided, a story of a unique and “Community-Committed” operation is revealed.

7 Comparison Metrics:

1. Volume: of hours open-92+ hours each week
2. Spectrum: of program offerings year-round in instruction, recreation, competition
3. Quality: of programs led by trained, certified, evaluated, safe and experienced team members
4. History: sustainable, productive, industry leading, high retention rates, safe, diverse
5. Value: low cost programming, rentals, daily usage based on market comps
6. Care: departments devoted to overall safety, and user satisfaction
7. Facility: diverse enough to serve families, users of all ages and abilities, competitors and recreators alike simultaneously

Program Hours

Burgess Pool, 2023

Program	Non-Summer			Summer		
	Hours Per Week	Days of Week	Times of Day	Hours Per Week	Days of Week	Times of Day
Lap Swim	90*	M-F Sa, Su	6 am-8 pm 6 am-4 pm	92	M-F Sa, Su	6 am-8 pm 6 am-5 pm
Open Swim	25.5	M-F Sa, Su	1-3:45 pm, 7:15-8 pm 12-4 pm	63	M-F Sa, Su M-Su**	12-8 pm 9 am-5 pm 11 am-5 pm
Swim School	43.5	M-F M, T, Th, F W Sa	3-7 pm 10 am-2 pm 9-11:30 am 9 am-2 pm	25	M-F Sa	3-7 pm 9 am-2 pm
Camp	–	–	–	40	M-F	9 am-5 pm
Bridge	7.5	M-F	3:45-5:15 pm	–	–	–
Aqua Fit	5	M-F	8-9 am	5	M-F	8-9 am
Aqua Wellness	3	Tu Th	9-10 am, 10-11 am 9-10 am	3	Tu Th	9-10 am, 10-11 am 9-10 am
Menlo Masters	17	M-Sa M-Th Su	6-7 am, 7-8 am 12-1 pm 7-8 am	17	M-Sa M-Th Su	6-7 am, 7-8 am 12-1 pm 7-8 am
Youth Teams	22	M-F Sa	4-8 pm 8-10 am	27	M-F Sa	3-8 pm 8-10 am
Master Women's Water Polo	2	Su	8-10 am	2	Su	8-10 am

*1 hour earlier closure on weekend days Nov-Mar

**Wading Pool

Pool Schedules

The 2 main take-aways when viewing the following comprehensive and detailed schedules are to notice the:

- a. Colors: A color represents a program that serves and supports dozens if not hundreds of individuals
- b. Widths: If the width of the colors is narrow, that demonstrates that the pool is being “SHARED” which is a company value we strongly believe in, and a unique part of our operational model.

Summer season is approximately June through Mid-August

School Year is approximately Mid-August through May

Legend:

Lap Swim - Lap swimming for drop ins and memberships

Family Recreational/Open Swim

Swim Lessons - for youth and adults, group and private lessons

Bridge Youth Swim Program - Pre-competitive swim provided by Team Sheepar to prepare youth for competitive programs

Youth Teams - provided by renters, SOLO and PASA Menlo Park

Aqua Fit - provided by Team Sheepar

Menlo Mavens Masters Women's Water Polo - provided by renter Menlo Mavens

Aqua Wellness - provided by Revolutions in Fitness

Menlo Masters - Adult Swim Community provided by Team Sheepar

Lifeguard Course - Red Cross Lifeguard Certification courses provided by Team Sheepar

2023 School Year- Burgess Instructional Pool

Notice the diversity of programming along with ample lap and open swimming opportunities

	MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY			SATURDAY			SUNDAY	
6 - 7 AM	Laps			Laps			Laps			Laps			Laps			Laps			Laps	
	(6)			(6)			(6)			(6)			(6)			(6)			(6)	
7 - 8 AM	Laps			Laps			Laps			Laps			Laps			Laps			Laps	
	(6)			(6)			(6)			(6)			(6)			(6)			(6)	
8 - 9 AM	Aqua Fit	Laps		Aqua Fit	Laps		Aqua Fit	Laps		Aqua Fit	Laps		Aqua Fit	Laps		Laps		Laps		
	(4)	(2)		(4)	(2)		(4)	(2)		(4)	(2)		(4)	(2)		(6)		(6)		
9 - 9:30 AM	Laps			Aqua Wellness	Laps		Laps			Aqua Wellness	Laps		Laps		Lessons	Laps	Laps			
	(6)			(3)	(3)		(6)			(3)	(3)		(6)		(4)	(2)	(6)			
9:30 - 10 AM	Laps			Aqua Wellness	Laps	Lessons	Laps		Aqua Wellness	Laps		Laps		Lessons	Laps	Laps				
	(6)			(3)	(3)	(2)	(4)		(3)	(3)		(6)		(4)	(2)	(6)				
10 - 10:30 AM	Laps			A W	Laps	Lessons	Laps		Laps			Laps		Lessons	Laps	Laps				
	(6)			(2)	(4)	(2)	(4)		(6)			(6)		(4)	(2)	(6)				
10:30 - 11 AM	Les	Laps		A W	Les	Laps	Lessons	Laps	Les	Laps		Les	Laps	Lessons	Laps	Laps				
	(1)	(5)		(2)	(1)	(3)	(2)	(4)	(1)	(5)		(1)	(5)	(4)	(2)	(6)				
11 AM - 12 PM	Les	Laps		Les	Laps	Lessons	Laps	Les	Laps	Les	Laps	Lessons	Laps	Lessons	Laps	Laps				
	(1)	(5)		(1)	(5)	(2)	(4)	(1)	(5)	(1)	(5)	(4)	(2)	(4)	(2)	(6)				
12 - 1 PM	Les	Laps		Les	Laps	Laps			Les	Laps	Les	Laps	Lessons	Family Rec	Laps	Family Rec				
	(1)	(5)		(1)	(5)	(6)			(1)	(5)	(1)	(5)	(4)	(2)	(2)	(4)				
1 - 1:30 PM	Les	Laps	Family	Les	Laps	Family	Laps	Family	Les	Laps	Family	Les	Laps	Family	Lessons	Family	Laps	Family Rec		
	(1)	(3)	(2)	(1)	(3)	(2)	(4)	(2)	(1)	(3)	(2)	(1)	(3)	(2)	(4)	(2)	(2)	(4)		
1:30- 2 PM	Les	Laps	Family	Les	Laps	Family	Laps	Family	Les	Laps	Family	Les	Laps	Family	Les	Lap	Family Rec	Laps	Family Rec	
	(1)	(3)	(2)	(1)	(3)	(2)	(4)	(2)	(1)	(3)	(2)	(1)	(3)	(2)	(1)	(1)	(4)	(2)	(4)	
2 - 3 PM	Les	Laps	Family Rec	Les	Laps	Family Rec	Laps	Family Rec	Les	Laps	Family Rec	Les	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec		
	(1)	(3)	(2)	(1)	(3)	(2)	(4)	(2)	(1)	(3)	(2)	(1)	(3)	(2)	(2)	(4)	(2)	(4)		
3 - 3:45 PM	Lessons	Laps	Family Rec	Lessons	Lap	Family Rec	Lessons	Laps	Family Rec	Lessons	Lap	Family Rec	Lessons	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec	
	(2)	(2)	(2)	(3)	(1)	(2)	(2)	(2)	(2)	(3)	(1)	(2)	(2)	(2)	(2)	(2)	(4)	(2)	(4)	
3:45 - 5 PM	Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Laps	Family Rec	Laps	Family Rec	
	(2)	(4)		(3)	(3)		(2)	(4)		(3)	(3)		(2)	(4)		(2)	(4)	(2)	(4)	
5 - 5:15 PM	Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge						
	(2)	(4)		(3)	(3)		(2)	(4)		(3)	(3)		(2)	(4)						
5:15 - 6 PM	Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team						
	(2)	(4)		(3)	(3)		(2)	(4)		(3)	(3)		(2)	(4)						
6 - 7:15 PM	Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team						
	(2)	(4)		(3)	(3)		(2)	(4)		(3)	(3)		(2)	(4)						
7:15 - 8 PM	Laps	Family Rec		Laps	Family Rec		Laps	Family Rec		Laps	Family Rec		Laps	Family Rec						
	(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)						

2023 School Year- Burgess Performance Pool

Notice that lap lanes are available every open hour throughout the week

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
6 - 7 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)	
7 - 8 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)
8 - 9 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth (2)	Laps (9)	Mavens (8)	Lap (3)
9 - 10 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth (2)	LG (2)	Laps (7)	Mavens (8)
10 - 11 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		LG (2)	Laps (9)	LG (2)	Laps (9)
11 AM - 12 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		LG (2)	Laps (9)	LG (2)	Laps (9)
12 - 1 PM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)		LG (2)	Laps (9)	LG (2)	Laps (9)
1 - 2 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		LG (2)	Laps (9)	LG (2)	Laps (9)
2 - 3 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		LG (2)	Laps (9)	LG (2)	Laps (9)
3 - 4 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		LG (2)	Laps (9)	LG (2)	Laps (9)
4 - 5 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	LG (2)	Laps (9)	LG (2)	Laps (9)
5 - 6 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
6 - 7 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
7 - 8 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				

2023 School Year- Burgess Wading Pool

Open Sa & Su 11am- 5pm in early fall as weather and staffing permits.



2023 Summer- Burgess Instructional Pool

Notice the abundance of open/family swim opportunities

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY			FRIDAY		SATURDAY		SUNDAY		
6 - 7 AM	Laps		Laps		Laps		Laps			Laps		Laps		Laps		
	(6)		(6)		(6)		(6)			(6)		(6)		(6)		
7 - 8 AM	Laps		Laps		Laps		Laps			Laps		Laps		Laps		
	(6)		(6)		(6)		(6)			(6)		(6)		(6)		
8 - 9 AM	Aqua Fit	Laps	Aqua Fit	Laps	Aqua Fit	Laps	Aqua Fit	Laps	Aqua Fit	Laps	Laps		Laps			
	(4)	(2)	(4)	(2)	(4)	(2)	(4)	(2)	(4)	(2)	(6)		(6)			
9 - 10 AM	Laps	Camp Lessons	Aqua Wellness	La	Camp Lessons	Laps	Camp Lessons	Aqua Wellness	La	Camp Lessons	Laps	Camp Lessons	Lessons	Family Rec	Laps	Family Rec
	(3)	(3)	(2)	(1)	(3)	(3)	(3)	(2)	(1)	(3)	(3)	(3)	(3)	(3)	(2)	(4)
10 - 11 AM	Laps	Camp Lessons	Aqua Wellness	La	Camp Lessons	Laps	Camp Lessons	Laps	Camp Lessons	Laps	Camp Lessons	Lessons	Family Rec	Laps	Family Rec	
	(3)	(3)	(2)	(1)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)	
11 AM - 11:30 AM	Camp Play	Laps	Camp Play	Laps	Camp Play	Laps	Camp Play	Laps	Camp Play	Laps	Camp Play	Laps	Lessons	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)
11:30 AM - 12 PM	Camp Play	Laps	Camp Play	Laps	Camp Play	Laps	Camp Play	Laps	Camp Play	Laps	Camp Play	Laps	Lessons	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)
12 - 12:30 PM	Camp Play	Family Rec	Camp Play	Family Rec	Camp Play	Family Rec	Camp Play	Family Rec	Camp Play	Family Rec	Camp Play	Family Rec	Lessons	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)
12:30 - 1:15 PM	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec	Lessons	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)
1:15 - 2 PM	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Laps	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)	(2)	(4)
2 - 3 PM	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Camp Lessons	Family Rec	Laps	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)	(2)	(4)
3 - 4 PM	Lessons/ Camp Play	Family Rec	Lessons/ Camp Play	Family Rec	Lessons/ Camp Play	Family Rec	Lessons/ Camp Play	Family Rec	Lessons/ Camp Play	Family Rec	Camp Play	Family Rec	Laps	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)	(2)	(4)
4 - 5 PM	Lessons/ Camp Play	Family Rec	Lessons/ Camp Play	Family Rec	Lessons/ Camp Play	Family Rec	Lessons/ Camp Play	Family Rec	Lessons/ Camp Play	Family Rec	Camp Play	Family Rec	Laps	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)	(2)	(4)
5 - 6 PM	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lap	Family Rec				
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)				
6 - 7:15 PM	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lap	Family Rec				
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)				
7:15 - 8 PM	Lap	Family Rec	Lap	Family Rec	Lap	Family Rec	Lap	Family Rec	Lap	Family Rec						
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)						

2023 Summer- Burgess Performance Pool

Notice how space is provided for summer youth programming while still having ample opportunity for lap swimming

	MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY			SATURDAY			SUNDAY	
6 - 7 AM	Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)		Laps (11)	
7 - 8 AM	Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)		Masters (8)	Lap (3)
8 - 9 AM	Laps (11)			Laps (11)			Laps (11)			Laps (11)			Laps (11)			You th (2)	Laps (9)		Mavens (8)	Lap (3)
9 - 10 AM	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (8)		LG Camp (3)	Laps (7)	Le (1)	You th (2)	Laps (9)		Mavens (8)	Lap (3)
10 - 11 AM	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (8)		LG Camp (3)	Laps (7)	Le (1)	Laps (11)			Laps (11)	
11 AM - 12 PM	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (7)	Le (1)	LG Camp (3)	Laps (8)		LG Camp (3)	Laps (7)	Le (1)	Laps (11)			Laps (11)	
12 - 1 PM	Masters (7)	Lap (3)	Le (1)	Masters (7)	Lap (3)	Le (1)	Masters (7)	Lap (3)	Le (1)	Masters (7)	Lap (4)		Laps (10)		Le (1)	Laps (11)			Laps (11)	
1 - 2 PM	Laps (11)			Laps (11)			Laps (11)			Laps (11)			Laps (11)			Laps (11)			Laps (11)	
2 - 3 PM	Laps (11)			Laps (11)			Laps (11)			Laps (11)			Laps (11)			Laps (11)			Laps (11)	
3 - 4 PM	You th Teams (4)	Laps (7)		You th Teams (4)	Laps (7)		You th Teams (4)	Laps (7)		You th Teams (4)	Laps (7)		You th Teams (4)	Laps (7)		Laps (11)			Laps (11)	
4 - 5 PM	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Laps (11)			Laps (11)	
5 - 6 PM	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)					
6 - 7 PM	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)					
7 - 8 PM	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)	Youth Teams (8)		Laps (3)					

2023 Summer- Burgess Wading Pool

Monday- Sunday 11am-5pm. The wading pool is mostly used during the 10 weeks of summer and the 2-3 weeks preceding summer and the 2-3 weeks following summer. The pool is primarily used by parents with their young children under 6 years of age and mostly when the sun is shining on the pool. The small square pool has a water depth of 1 foot 6 inches that is fenced off from the other parts of the facility. A small lawn area with picnic tables adds to the summer popularity of this amenity.

Projected 2024 School Year- Burgess Instructional Pool

Notice the diversity of offerings and an abundance of time and space devoted to instruction

	MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY			SATURDAY			SUNDAY		
6 - 7 AM	Laps			Laps			Laps			Laps			Laps			Laps			Laps		
	(6)			(6)			(6)			(6)			(6)			(6)			(6)		
7 - 8 AM	Laps			Laps			Laps			Laps			Laps			Laps			Laps		
	(6)			(6)			(6)			(6)			(6)			(6)			(6)		
8 - 9 AM	Aqua Fit	Laps		Aqua Fit	Laps		Aqua Fit	Laps		Aqua Fit	Laps		Aqua Fit	Laps		Laps			Laps		
	(4)	(2)		(4)	(2)		(4)	(2)		(4)	(2)		(4)	(2)		(6)			(6)		
9 - 9:30 AM	Laps			Aqua Wellness	Laps		Laps			Aqua Wellness	Laps		Laps			Lessons	Laps		Laps		
	(6)			(3)	(3)		(6)			(3)	(3)		(6)			(4)	(2)		(6)		
9:30 - 10 AM	Laps			Aqua Wellness	Laps		Laps			Aqua Wellness	Laps		Laps			Lessons	Laps		Laps		
	(6)			(3)	(3)		(6)			(3)	(3)		(6)			(4)	(2)		(6)		
10 - 11 AM	Les	Laps		A W	Les	Laps	Laps			Les	Laps		Les	Laps		Lessons	Laps		Laps		
	(1)	(5)		(2)	(1)	(3)	(6)			(1)	(5)		(1)	(5)		(4)	(2)		(6)		
11 AM - 12 PM	Les	Laps		Les	Laps		Laps			Les	Laps		Les	Laps		Lessons	Laps		Laps		
	(1)	(5)		(1)	(5)		(6)			(1)	(5)		(1)	(5)		(4)	(2)		(6)		
12 - 1 PM	Les	Laps		Les	Laps		Laps			Les	Laps		Les	Laps		Lessons	Family Rec	Laps	Family Rec		
	(1)	(5)		(1)	(5)		(6)			(1)	(5)		(1)	(5)		(4)	(2)	(2)	(4)		
1 - 1:30 PM	Les	Laps	Family	Les	Laps	Family	Laps	Family	Les	Laps	Family	Les	Laps	Family	Lessons	Family	Laps	Laps	Family Rec		
	(1)	(3)	(2)	(1)	(3)	(2)	(4)	(2)	(1)	(3)	(2)	(1)	(3)	(2)	(4)	(2)	(2)	(2)	(4)		
1:30- 2 PM	Les	Laps	Family	Les	Laps	Family	Laps	Family	Les	Laps	Family	Les	Laps	Family	Les	Lap	Family Rec	Laps	Family Rec		
	(1)	(3)	(2)	(1)	(3)	(2)	(4)	(2)	(1)	(3)	(2)	(1)	(3)	(2)	(1)	(1)	(4)	(2)	(4)		
2 - 3 PM	Les	Laps	Family Rec	Les	Laps	Family Rec	Laps	Family Rec	Les	Laps	Family Rec	Les	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec			
	(1)	(3)	(2)	(1)	(3)	(2)	(4)	(2)	(1)	(3)	(2)	(1)	(3)	(2)	(2)	(4)	(2)	(4)			
3 - 3:45 PM	Lessons	Laps	Family Rec	Lessons	Lap	Family Rec	Lessons	Laps	Family Rec	Lessons	Lap	Family Rec	Lessons	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec		
	(2)	(2)	(2)	(3)	(1)	(2)	(2)	(2)	(2)	(3)	(1)	(2)	(2)	(2)	(2)	(2)	(4)	(2)	(4)		
3:45 - 4 PM	Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Laps	Family Rec	Laps	Family Rec		
	(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)		(2)	(4)	(2)	(4)		
4 - 5 PM	Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Laps	Family Rec	Laps	Family Rec		
	(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)		(2)	(4)	(2)	(4)		
5 - 5:15 PM	Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge		Lessons	Bridge							
	(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)							
5:15 - 6 PM	Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team							
	(2)	(4)		(3)	(3)		(2)	(4)		(3)	(3)		(2)	(4)							
6 - 7:15 PM	Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team		Lessons	Youth Team							
	(2)	(4)		(3)	(3)		(2)	(4)		(3)	(3)		(2)	(4)							
7:15 - 8 PM	Laps	Family Rec		Laps	Family Rec		Laps	Family Rec		Laps	Family Rec		Laps	Family Rec							
	(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)		(3)	(3)							

Projected 2024 School Year- Burgess Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
6 - 7 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)	
7 - 8 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)
8 - 9 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		You th (2)	Laps (9)	Mavens (8)	Lap (3)
9 - 10 AM	Laps (11)		Laps (11)		Le (1)	Laps (10)	Laps (11)		Laps (11)		You th (2)	Laps (9)	Mavens (8)	Lap (3)
10 - 11 AM	Laps (11)		Laps (11)		Le (1)	Laps (10)	Laps (11)		Laps (11)		Laps (11)		Laps (11)	
11 - 11:30 AM	Laps (11)		Laps (11)		Le (1)	Laps (10)	Laps (11)		Laps (11)		Laps (11)		Laps (11)	
11:30 AM - 12 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
12 - 1 PM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)		Laps (11)		Laps (11)	
1 - 2 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
2 - 3 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
3 - 4 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
4 - 5 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Laps (11)		Laps (11)	
5 - 6 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
6 - 7 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
7 - 8 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				

Projected 2024 School Year- Burgess Wading Pool

Seasonal. Open Sa & Su 11am- 5pm in early fall as weather and staffing permits.

Projected 2024 Summer- Burgess Instructional Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY				
6 - 7 AM	Laps		Laps		Laps		Laps		Laps		Laps		Laps				
	(6)		(6)		(6)		(6)		(6)		(6)		(6)				
7 - 8 AM	Laps		Laps		Laps		Laps		Laps		Laps		Laps				
	(6)		(6)		(6)		(6)		(6)		(6)		(6)				
8 - 9 AM	Aqua Fit	Laps	Aqua Fit	Laps	Aqua Fit	Laps	Aqua Fit	Laps	Aqua Fit	Laps	Laps		Laps				
	(4)	(2)	(4)	(2)	(4)	(2)	(4)	(2)	(4)	(2)	(6)		(6)				
9 - 10 AM	Laps	Camp	Aqua Wellness	Lap	Camp	Laps	Camp	Aqua Wellness	Lap	Camp	Laps	Camp	Lessons	Family Rec	Laps	Family Rec	
	(3)	(3)	(2)	(1)	(3)	(3)	(3)	(2)	(1)	(3)	(3)	(3)	(4)	(2)	(2)	(4)	
10 - 11 AM	Laps	Camp	Aqua Wellness	Lap	Camp	Laps	Camp	Aqua Wellness	Lap	Camp	Laps	Camp	Lessons	Family Rec	Laps	Family Rec	
	(3)	(3)	(2)	(1)	(3)	(3)	(3)	(2)	(1)	(3)	(3)	(3)	(4)	(2)	(2)	(4)	
11 AM - 12 PM	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Lessons	Family Rec	Laps	Family Rec	
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(4)	(2)	(2)	(4)	
12 - 1 PM	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Lessons	Family Rec	Laps	Family Rec	
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(4)	(2)	(2)	(4)	
1 - 1:30 PM	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Lessons		Family	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(4)		(2)	(2)	(4)
1:30- 2 PM	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Les	Lap	Family Rec	Laps	Family Rec
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(1)	(1)	(4)	(2)	(4)
2 - 3 PM	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Family Rec	Camp	Laps	Family Rec	Laps	Family Rec	
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)	(2)	(4)	
3 - 4 PM	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Laps	Family Rec	Laps	Family Rec	
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)	(2)	(4)	
4 - 5 PM	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Laps	Family Rec	Laps	Family Rec	
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(4)	(2)	(4)	
5 - 6 PM	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Laps							
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)							
6 - 7 PM	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Lessons	Family Rec	Laps							
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)						
7 - 8 PM	Family Rec	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec	Laps	Family Rec	Laps							
	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)							

Projected 2024 Summer- Burgess Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY		
6 - 7 AM	Masters	Lap	Masters	Lap	Masters	Lap	Masters	Lap	Masters	Lap	Masters	Lap	Laps		
	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(11)		
7 - 8 AM	Masters	Lap	Masters	Lap	Masters	Lap	Masters	Lap	Masters	Lap	Masters	Lap	Masters	Lap	
	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	
8 - 9 AM	Laps		Laps		Laps		Laps		Laps		You th	Laps		Mavens	Lap
	(11)		(11)		(11)		(11)		(11)		(2)	(9)		(8)	(3)
9 - 10 AM	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	You th	Laps		Mavens	Lap
	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(2)	(9)		(8)	(3)
10 - 11 AM	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Laps		Laps		
	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(11)		(11)		
11 AM - 12 PM	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Laps		Laps		
	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(11)		(11)		
12 - 1 PM	Masters	Lap	Masters	Lap	Masters	Lap	Masters	Lap	Laps		Laps		Laps		
	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(11)		(11)		(11)		
1 - 2 PM	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Laps		Laps		
	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(11)		(11)		
2 - 3 PM	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Camp	Laps	Laps		Laps		
	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(11)		(11)		
3 - 4 PM	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Laps		Laps		
	(4)	(7)	(4)	(7)	(4)	(7)	(4)	(7)	(4)	(7)	(11)		(11)		
4 - 5 PM	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Laps		Laps		
	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(11)		(11)		
5 - 6 PM	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps					
	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)					
6 - 7 PM	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps					
	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)					
7 - 8 PM	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps	Youth Teams	Laps					
	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)	(8)	(3)					

Projected 2024 Summer- Burgess Wading Pool

Monday-Sunday 11am-5pm



Projected 2024 - Belle Haven Pools

The projected swim schedules for both Belle Haven pools are a “Work in Progress.” Although we have been operating pools in Menlo Park for 18 years with 10 of those years at Belle Haven, as operators, we still need time to listen to and understand the demands of the community. Many variables have changed since we last operated the pool. The “projected” schedules are just that. Our desire is to be flexible and nimble to the desires of the community and shape the schedule in the same fashion that we incorporated at Burgess, by listening to the community to achieve a sharing schedule that serves the most user groups possible in a safe and equitable environment.

Although we have shown the minimum requirements of 63 hours per week, we would much prefer to operate many more hours each week. The summer will most likely have the pool open more hours per week to accommodate the scheduled programming. The simple equation of high user demand equals more open hours will affect the volume of programming hours.

After school timeframes have been reserved for youth swimming and instruction for resident youth. Traditionally family/open swim is not used or highly desired immediately after school.

Projected 2024 School Year- Belle Haven Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
6 - 7 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)					
7 - 8 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)					
8 - 9 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)	
9 - 10 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Youth Programs (4)		Les (2)	Laps (6)
10 - 11 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Youth Programs (4)		Les (2)	Laps (6)
11 AM - 12 PM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (4)		Les (2)	Laps (6)
12 - 1 PM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Family Rec (3)		Laps (3)	Family Rec (3) Laps (3)
1 - 2 PM	TBD		TBD		TBD		TBD		TBD		Family Rec (3)		Laps (3)	Family Rec (3) Laps (3)
2 - 3 PM	TBD		TBD		TBD		TBD		TBD		Family Rec (3)		Laps (3)	Family Rec (3) Laps (3)
3 - 4 PM	TBD		TBD		TBD		TBD		TBD		Family Rec (3)		Laps (3)	Family Rec (3) Laps (3)
4 - 5 PM	Youth Programs (4)	Laps (2)	Youth Programs (4)	Laps (2)	Rec (2)	Laps (4)	Youth Programs (4)	Laps (2)	Youth Programs (4)	Laps (2)				
5 - 6 PM	Youth Programs (4)	Laps (2)	Youth Programs (4)	Laps (2)	Rec (2)	Laps (4)	Youth Programs (4)	Laps (2)	Youth Programs (4)	Laps (2)				
6 - 7 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)				
7 - 8 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)				

Projected 2024 School Year- Belle Haven Instructional Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	SUNDAY
6 - 7 AM	Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)			
7 - 8 AM	Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)			
8 - 9 AM	Aqua Fit (4)		Aqua Fit (4)		Aqua Fit (4)		Aqua Fit (4)		Aqua Fit (4)		Fitness/Laps (4)	Aqua Fit (4)
9 - 10 AM	Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Lessons (4)	Aqua Wellness (4)
10 - 11 AM	Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Lessons (4)	Family Rec (4)
11 AM - 12 PM	Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Lessons (4)	Family Rec (4)
12 - 1 PM	Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Family Rec (4)	Family Rec (4)
1 - 2 PM	TBD		TBD		TBD		TBD		TBD		Family Rec (4)	Family Rec (4)
2 - 3 PM	TBD		TBD		TBD		TBD		TBD		Family Rec (4)	Family Rec (4)
3 - 4 PM	TBD		TBD		TBD		TBD		TBD		Family Rec (4)	Family Rec (4)
4 - 5 PM	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)		
5 - 6 PM	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)		
6 - 7 PM	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)		
7 - 8 PM	Family Rec (4)		Family Rec (4)		Family Rec (4)		Family Rec (4)		Family Rec (4)			

Projected 2024 Summer- Belle Haven Performance Pool

	MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY		SATURDAY		SUNDAY		
6 - 7 AM	Laps			Laps			Laps			Laps			Laps						
	(6)			(6)			(6)			(6)			(6)						
7 - 8 AM	Laps			Laps			Laps			Laps			Laps						
	(6)			(6)			(6)			(6)			(6)						
8 - 9 AM	Laps			Laps			Laps			Laps			Laps		Laps				
	(6)			(6)			(6)			(6)			(6)		(6)				
9 - 10 AM	Laps		Ca	Laps		Ca	Laps		Ca	Laps		Ca	Laps		Ca	Youth Programs		Les	Laps
	(5)		(1)	(5)		(1)	(5)		(1)	(5)		(1)	(5)		(1)	(4)		(2)	(6)
10 - 11 AM	Laps		Ca	Laps		Ca	Laps		Ca	Laps		Ca	Laps		Ca	Youth Programs		Les	Laps
	(5)		(1)	(5)		(1)	(5)		(1)	(5)		(1)	(5)		(1)	(4)		(2)	(6)
11 AM - 12 PM	Laps		Ca	Laps		Ca	Laps		Ca	Laps		Ca	Laps		Ca	Laps		Les	Laps
	(5)		(1)	(5)		(1)	(5)		(1)	(5)		(1)	(5)		(1)	(4)		(2)	(6)
12 - 1 PM	Laps			Laps			Laps			Laps			Laps		Family Rec		Laps	Family Rec	Laps
	(6)			(6)			(6)			(6)			(6)		(4)		(2)	(4)	(2)
1 - 2 PM	Family Rec	Lap		Family Rec	Lap		Family Rec	Lap		Family Rec	Lap		Family Rec	Laps		Family Rec	Laps	Family Rec	Laps
	(2)	(4)		(2)	(4)		(2)	(4)		(2)	(4)		(3)	(3)		(4)	(2)	(4)	(2)
2 - 3 PM	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Laps		Family Rec	Laps	Family Rec	Laps
	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(3)	(3)		(4)	(2)	(4)	(2)
3 - 4 PM	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Laps		Family Rec	Laps	Family Rec	Laps
	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(3)	(3)		(4)	(2)	(4)	(2)
4 - 5 PM	Youth Programs		Laps	Youth Programs		Laps	Family Rec	Lap	Les	Youth Programs		Laps	Youth Programs		Laps	Family Rec	Laps	Family Rec	Laps
	(4)		(2)	(4)		(2)	(2)	(2)	(2)	(4)		(2)	(4)		(2)	(4)	(2)	(4)	(2)
5 - 6 PM	Youth Programs		Laps	Youth Programs		Laps	Family Rec	Lap	Les	Youth Programs		Laps	Youth Programs		Laps				
	(4)		(2)	(4)		(2)	(2)	(2)	(2)	(4)		(2)	(4)		(2)				
6 - 7 PM	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Lap	Les	Family Rec	Laps					
	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(3)	(3)					
7 - 8 PM	Family Rec	Lap		Family Rec	Lap		Family Rec	Lap		Family Rec	Lap		Family Rec	Laps					
	(2)	(4)		(2)	(4)		(2)	(4)		(2)	(4)		(3)	(3)					

Projected 2024 Summer- Belle Haven Instructional Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	SUNDAY
6 - 7 AM	Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)			
7 - 8 AM	Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)		Fitness/Laps (4)			
8 - 9 AM	Aqua Fit (4)		Aqua Fit (4)		Aqua Fit (4)		Aqua Fit (4)		Aqua Fit (4)		Fitness/Laps (4)	Aqua Fit (4)
9 - 10 AM	Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Aqua Wellness (4)		Lessons (2)	Aqua Wellness (4)
10 - 11 AM	AW (2)	Camps (2)	AW (2)	Camps (2)	AW (2)	Camps (2)	AW (2)	Camps (2)	AW (2)	Camps (2)	Lessons (2)	Family Rec (2)
11 AM - 12 PM	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Lessons (2)	Family Rec (2)
12 - 1 PM	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Family Rec (2)	Family Rec (2)
1 - 2 PM	Family Rec (2)	Camps (2)	Family Rec (2)	Camps (2)	Family Rec (2)	Camps (2)	Family Rec (2)	Camps (2)	Family Rec (2)	Camps (2)	Family Rec (2)	Family Rec (2)
2 - 3 PM	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)		Family Rec (2)	Family Rec (2)
3 - 4 PM	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)		Family Rec (2)	Family Rec (2)
4 - 5 PM	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)		Family Rec (2)	Family Rec (2)
5 - 6 PM	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)			
6 - 7 PM	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)			
7 - 8 PM	Family Rec (2)		Family Rec (2)		Family Rec (2)		Family Rec (2)		Family Rec (2)			

Program Statistics

With the introduction of promoting targeted aquatic programming and events on the City of Menlo Park weekly newsletter we are confident that the opening of this marketing channel will enable us to increase upon our current percentage of resident users and make progress on our shared goal of 66%.

Pool Visits

Pool Visits Detail

Visits	Resident	Resident %	Non-Resident	Non-Resident %	Total Visits
Lap-Member	18,617	45.7%	22,086	54.3%	40,703
Lap-Drop In	10,213	57.9%	7,430	42.1%	17,643
Open-Member	1,781	69.4%	784	30.6%	2,565
Open-Drop In	7,067	56.3%	5,492	43.7%	12,559
Aqua Fit	1,522	34.7%	2,869	65.3%	4,391
Masters	7,959	38.9%	12,517	61.1%	20,476
Swim School	5,787	41.2%	8,250	58.8%	14,037
Bridge Swim Program	3,076	51.3%	2,922	48.7%	5,998
Mavericks Summer Team	910	47.9%	990	52.1%	1,900
Camp	2,192	43.8%	2,807	56.2%	4,999
Pumpkin Splash	46	61.3%	29	38.7%	75
Total	59,170	47.2%	66,176	52.8%	125,346

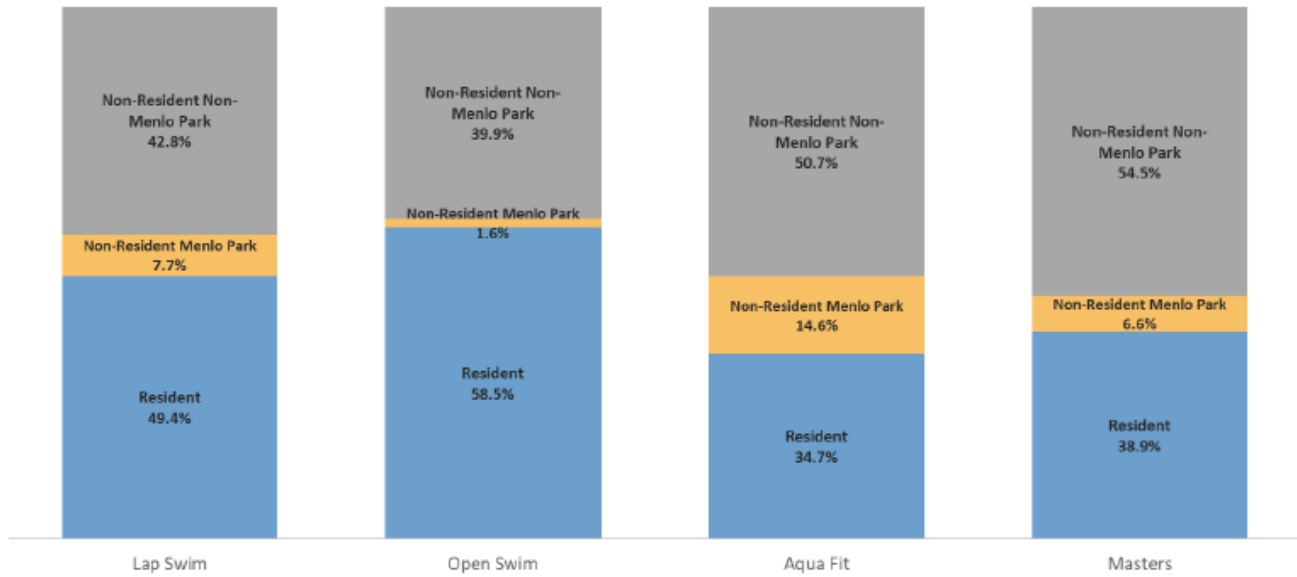
Pool Visits Summary

This data summarizes how annual pool visits are distributed by user group.

Visits	% of Total Visits
Community Recreation	63.6%
Youth Instruction	23.3%
Adult Programs	13.2%

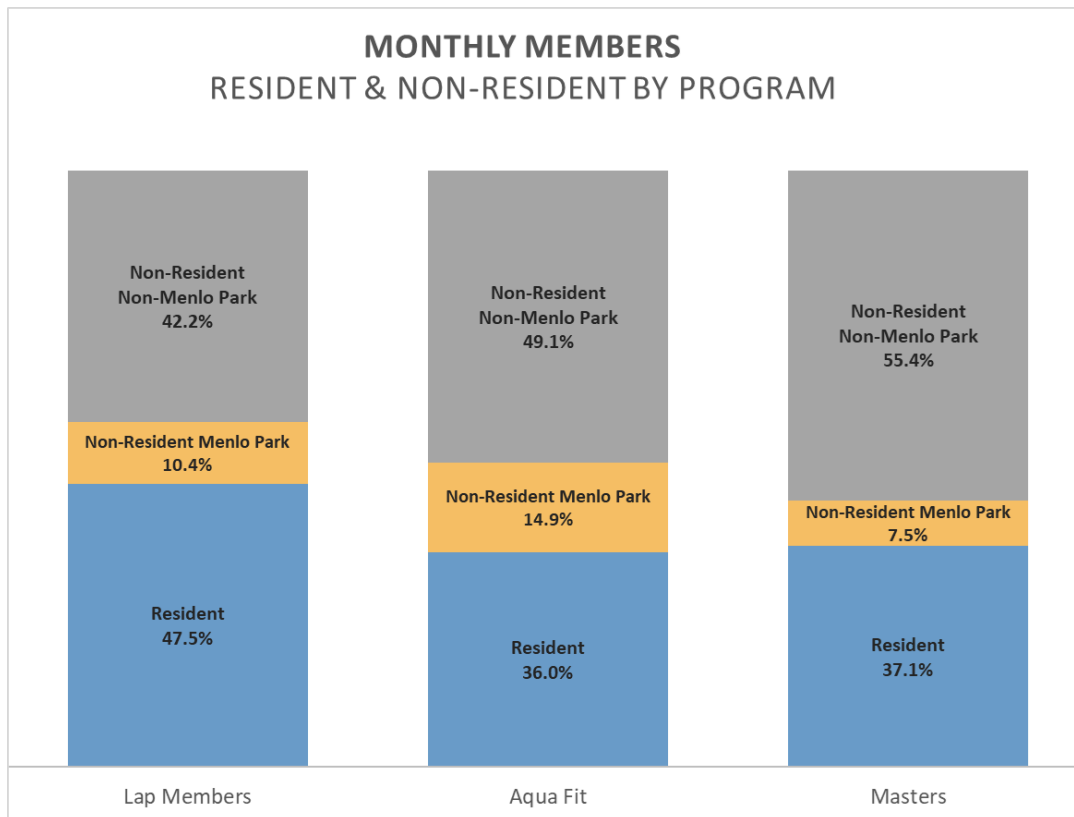
VISITS

RESIDENT & NON-RESIDENT BY PROGRAM



Monthly Members

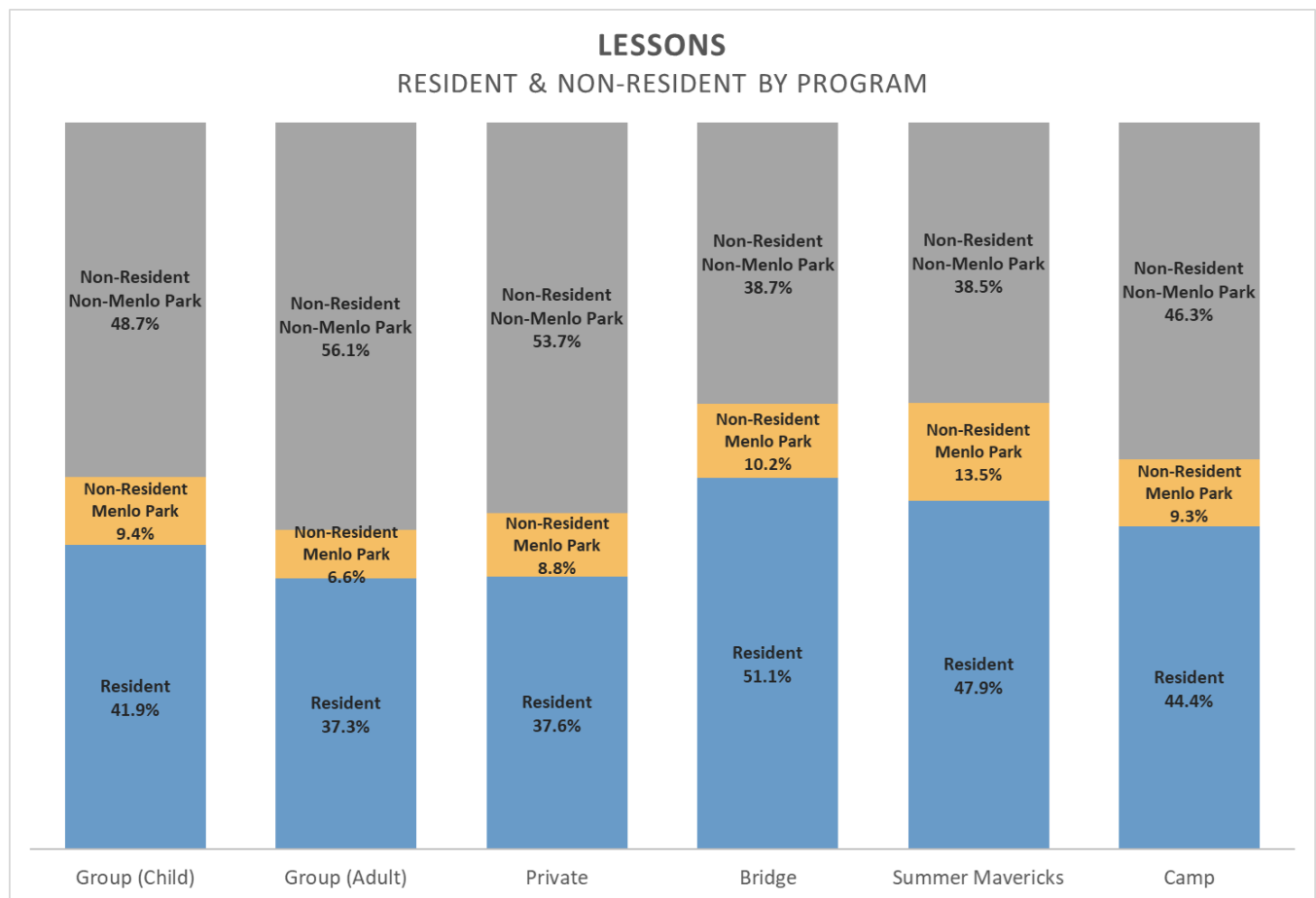
Average Monthly Members	Resident	Resident %	Non-Resident	Non-Resident %	Total
Lap Swim	248	47.5%	275	52.5%	523
Aqua Fit	18	36.0%	33	64.0%	51
Masters	75	37.1%	128	62.9%	203
Total	342	44.0%	435	56.0%	777



Swim Lessons & Camps

Below are the count of swim lesson bookings by program.

Swim Lessons	Resident	Resident %	Non-Resident	Non-Resident %	Total
Group (Child)	7,419	41.9%	10,304	58.1%	17,723
Group (Adult)	255	37.3%	428	62.7%	683
Private	515	37.6%	856	62.4%	1,371
Bridge	4,199	51.1%	4,022	48.9%	8,221
Summer Mavericks	1,104	47.9%	1,200	52.1%	2,304
Camp	1,755	44.4%	2,198	55.6%	3,953
Total	15,247	44.5%	19,008	55.5%	34,255



Scholarship Lessons

In partnership with the Beyond Barriers Athletic Foundation, Menlo Swim & Sport provided subsidized swim lessons in the form of group swim lessons, adaptive swim lessons, Bridge Swim Program, Mavericks Summer Swim Team, and Camp Menlo Aquatics Summer Camps to children in need in the area.

Swimmers served (distinct): 144

Total swim lessons provided: 1,909

Scholarships	Resident	Resident %	Non-Resident	Non-Resident %	Total
Swimmers	41	28.5%	103	71.5%	144
Lessons Provided	552	28.8%	1,367	71.2%	1,919

BBAF Pricing	Family Pays	Family Saves	BBAF Subsidy	MS&S Subsidy	Unit
Swim Lesson	\$5	\$24	\$20	\$4	per 30 min lesson
Bridge	\$6	\$17	\$10	\$7	per 45 min practice
Camps	\$7.75	\$13.75	\$12.50	\$1.25	per hour

Visits Report for Address Verification

Report containing individual visits including date, program, and addresses has been provided directly to City Staff.

Program Fees

2023 Fees

Fees as of December 2023

Membership Pricing	Monthly Fee			
	Resident		Non-Resident	
	General	Senior	General	Senior
Lap Swim	\$65	\$52	\$72	\$61
Aqua Fit	\$78	\$70	\$78	\$70
Menlo Masters	\$114	\$104	\$114	\$104

Drop In Pricing	Resident					Non-Resident				
	General	Senior	Child	Spectator*	Family	General	Senior	Child	Spectator*	Family
Lap Swim	\$9	\$8	—	—	—	\$10	\$9	—	—	—
Open Swim	\$9	—	\$5	\$4	\$24	\$10	—	\$6	\$5	\$28
Aqua Fit	\$20	—	—	—	—	\$20	—	—	—	—
Masters	\$20	—	—	—	—	\$20	—	—	—	—

*Spectator fee is seasonal. Summer only.

Swim School	Per Class	
	Resident	Non-Resident
Water Babies	\$29	\$29
Group	\$29	\$29
Adaptive	\$29	\$29
Adult*	\$35	\$3
Private	\$79	\$79
Bridge*	\$23	\$23

*Adult and Bridge classes are 45 minutes in length. All other classes are 30 minutes.

Camp	Per Camp Hour	
	Resident	Non-Resident
All Camps	\$21.50	\$21.50

2024 Fees

2024 fees are to be implemented April 1, 2024

Membership Pricing	Monthly Fee				
	Resident		Hyperlocal Resident	Non-Resident	
	General	Senior	General	General	Senior
Lap Swim	\$65	\$52	\$42	\$72	\$61
Aqua Fit	\$88	\$70	\$57	\$97	\$77
Menlo Masters	\$114	\$91	\$74	\$125	\$100

Drop In Pricing	Resident					Hyperlocal Resident			Non-Resident				
	General	Senior	Child	Spectator	Family	General	Child	Family	General	Senior	Child	Spectator	Family
Lap Swim	\$9	\$8	—	—	—	\$6	—	—	\$10	\$9	—	—	—
Open Swim	\$9	—	\$5	\$3	\$24	\$6	\$3	\$16	\$10	—	\$6	\$5	\$28
Aqua Fit	\$20	—	—	—	—	\$13	—	—	\$22	—	—	—	—
Masters	\$20	—	—	—	—	\$13	—	—	\$22	—	—	—	—

*Spectator fee is seasonal. Summer only.

Swim School	Per Class		
	Resident	Hyperlocal Resident	Non-Resident
Water Babies	\$29	\$19	\$32
Group	\$29	\$19	\$32
Adaptive	\$29	\$19	\$32
Adult*	\$43	\$28	\$48
Private	\$79	\$51	\$87
Bridge*	\$24	\$16	\$26

*Adult and Bridge classes are 45 minutes in length. All other classes are 30 minutes.

Camp	Per Camp Hour		
	Resident	Hyperlocal Resident	Non-Resident
All Camps	\$23	\$15	\$25

Fee Comparisons

Resident Lap Swim Fee

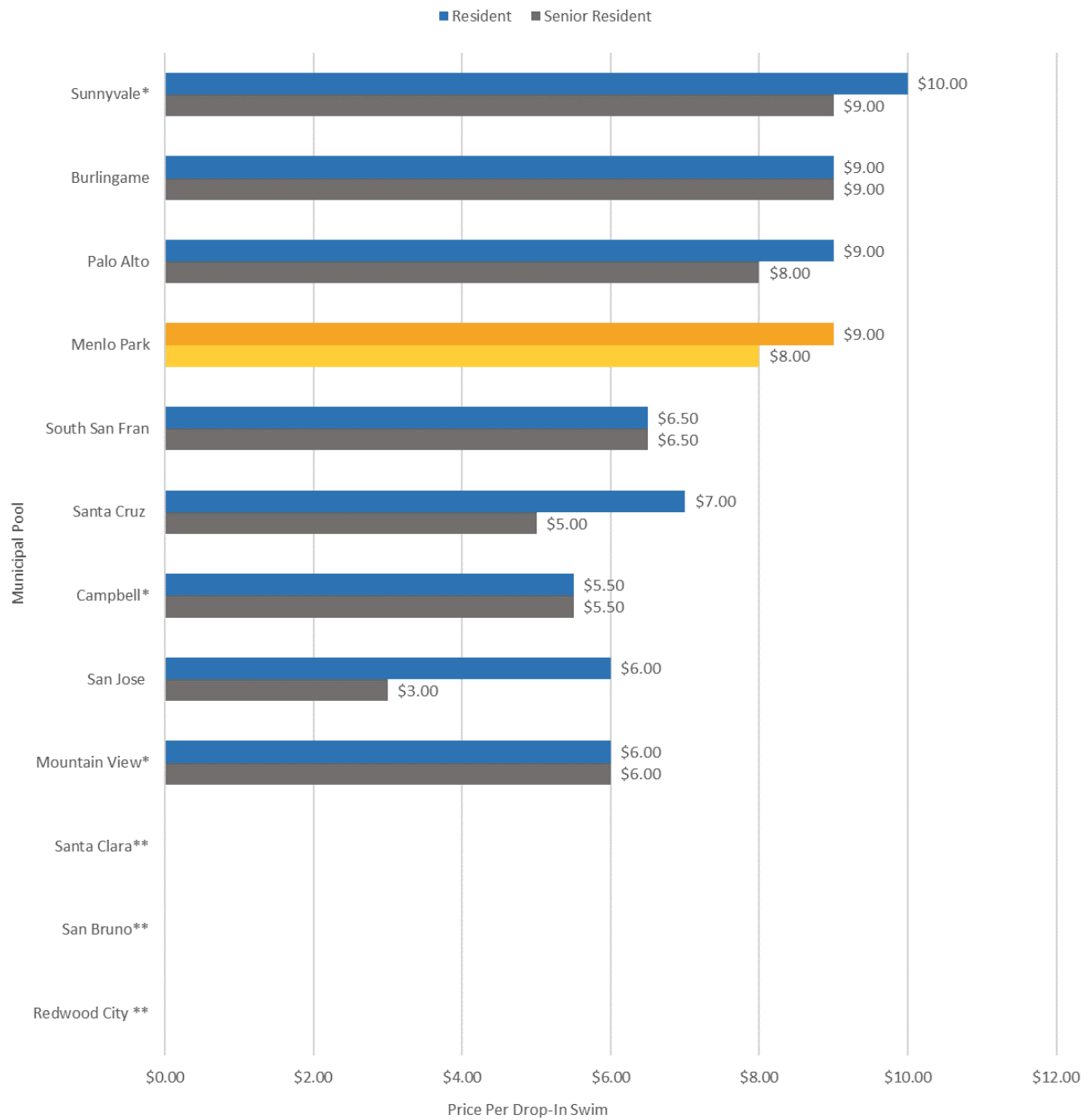
Prices as of 7/2023

Municipal Pool	Hrs/Week	Lane Space	Fees
Sunnyvale*	21	17	\$10 R/\$12 NR, \$9 Senior (Appt only- 50 min)
Burlingame	44	17	10 pass-\$90, \$88/month (No R or Senior discounts)
Palo Alto	68.5	14	\$9 R/\$10 NR, \$8 R/\$9 NR Senior, Monthly \$65 R/\$72 NR, \$52 R/\$61 NR Senior
Menlo Park	90-92	17	\$9 R/\$10 NR, \$8 R/\$9 NR Senior, Monthly \$65 R/\$72 NR, \$52 R/\$61 NR Senior
South San Francisco	20	6	\$6.50 R/NR, Monthly \$57.25 R/\$65.25 NR, Senior \$46.75R/\$53.50 NR
Santa Cruz	78.5	12	\$7 R/NR, \$5 Senior, 10 pass-\$63 R/NR, \$45 Senior
Campbell*	32.5	8	\$5.50 general use, \$15/hr reservation
San Jose	23	8	\$6 R/NR, \$3 Senior, 10 pass- \$50, \$30 Senior
Mountain View*	38	8	\$6R/\$7NR, 25 pass \$99 R/\$124 NR, Senior \$34 R/\$43 NR Senior
San Bruno**	Closed indefinitely		
Redwood City **	Closed 2 pools indefinitely		
Santa Clara**	Closed indefinitely		

* By appointment only

** Pool(s) closed indefinitely

Pool Comparison Drop In Price of Resident Swim



* By appointment only

** Pool(s) closed indefinitely

Lane Rental Fee

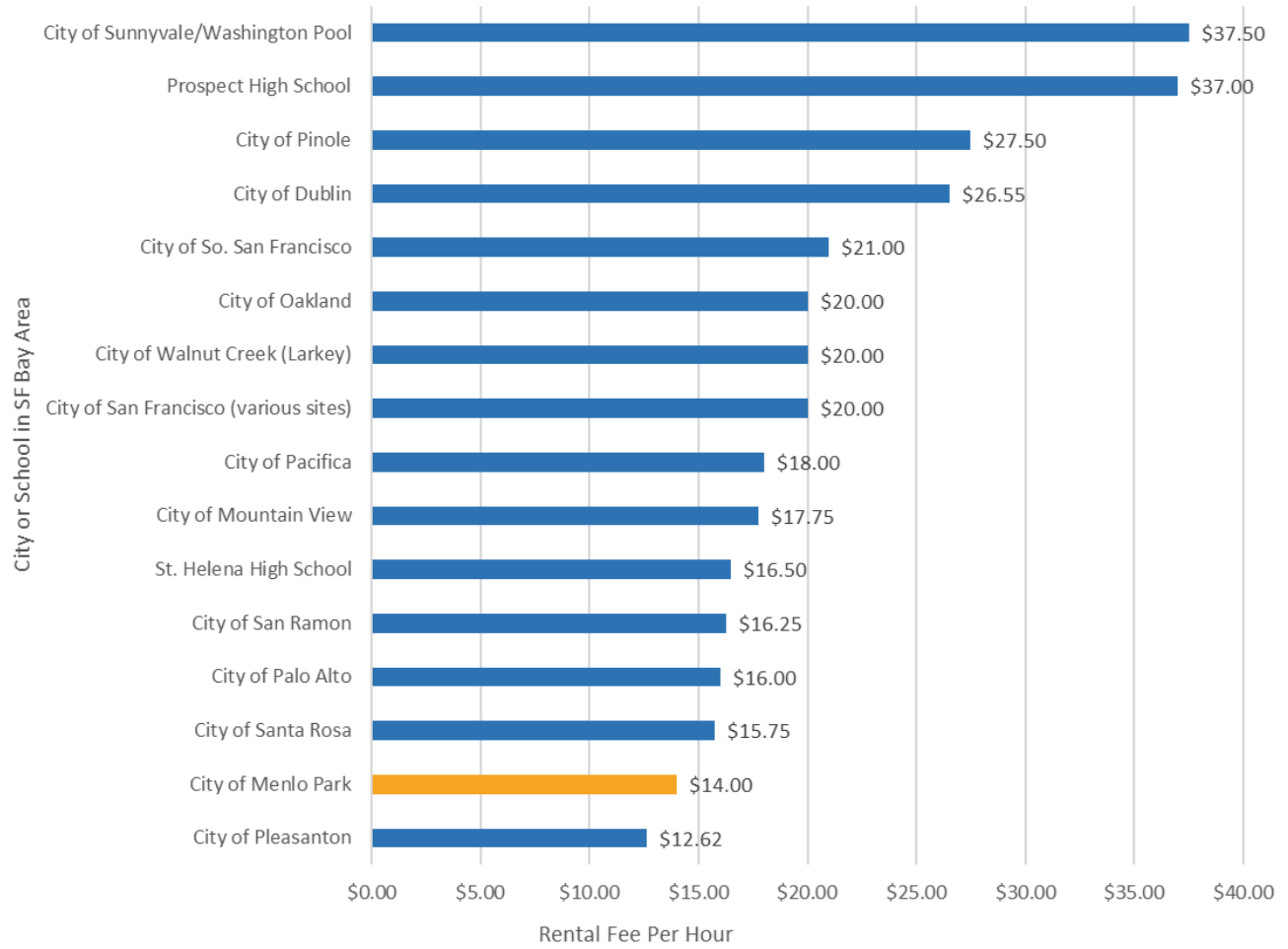
Prices as of 2/2024

These fees are as listed in the Master Fee Schedules or on Organization websites. Some rental groups may have legacy agreements. Legacy agreement data is not readily available. The data demonstrates that Menlo Swim and Sport fees offered to rental groups is near the lowest in the Greater Bay Area. It is also worth pointing out that not all swimming pools rent lanes or whole pools to outside organization users.

City or School in S.F Bay Area	Per hour full pool	Per hour per lane	# lanes in pool	Additional fees
City of Dublin	\$292.00	\$26.55	11	
St. Helena High School	\$231.00	\$16.50	14	
City of Palo Alto	\$224.00	\$16.00	14	
Prospect High School	\$222.00	\$37.00	6	
City of Walnut Creek (Larkey)	\$220.00	\$20.00	11	
City of Pleasanton	\$202.00	info not available	16	
City of Pacifica	\$180.00	\$18.00	10	
City of San Francisco (various sites)	\$160.00	\$20.00	8	
City of Sunnyvale/Washington Pool	\$150.00	\$37.50	4	
City of Mountain View	\$142.00	\$17.75	8	
Menlo Atherton High School*	\$138.00	not applicable	14	Janitorial fees
Sequoia High School*	\$138.00	not applicable	11	Janitorial fees
Woodside High School*	\$138.00	not applicable	12	Janitorial fees
City of Pinole	\$137.50	\$27.50	5	
City of Santa Rosa	\$126.00	\$15.75	8	
City of So. San Francisco	\$126.00	\$21.00	6	
Los Gatos High School	\$122.00	\$15.25	8	Including lifeguard \$31/hr
City of Oakland	\$120.00	\$20.00	6	
City of San Ramon		\$13-\$16.25		
City of Menlo Park	\$112.00	\$14.00	8	

*Pool is rented only as a whole only, per lane rentals are not applicable

Pool Rental Fee Comparison

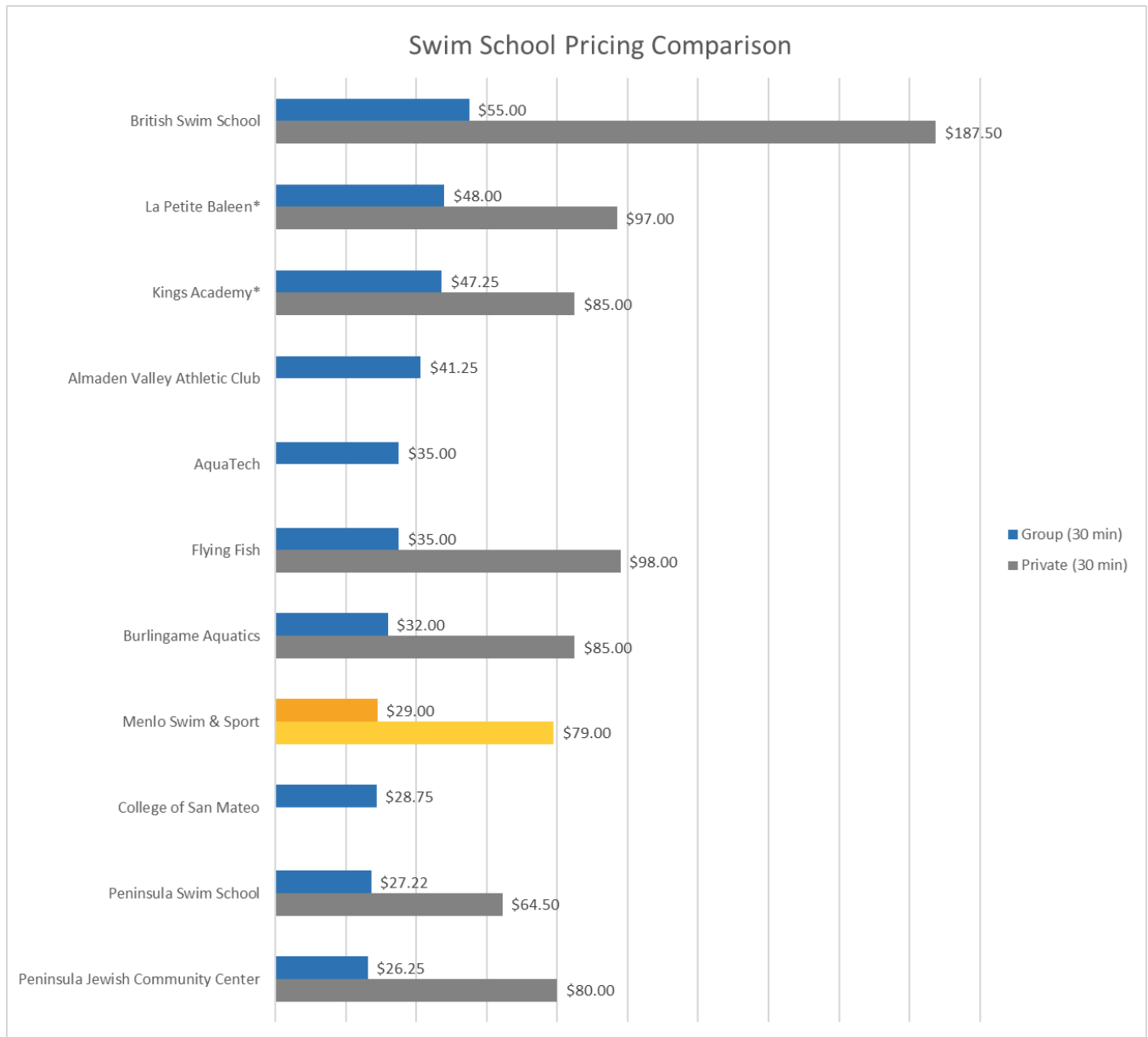


Swim Lesson Fee

Prices as of 3/2024

The comparisons in this list are mostly from year-round private swim schools whom Menlo Swim and Sport is competing with. The fact is that most municipal pools only offer summer swim lessons, 8-10 weeks, therefore those are not fair comparisons to the Menlo Park year-round swim school operations structure.

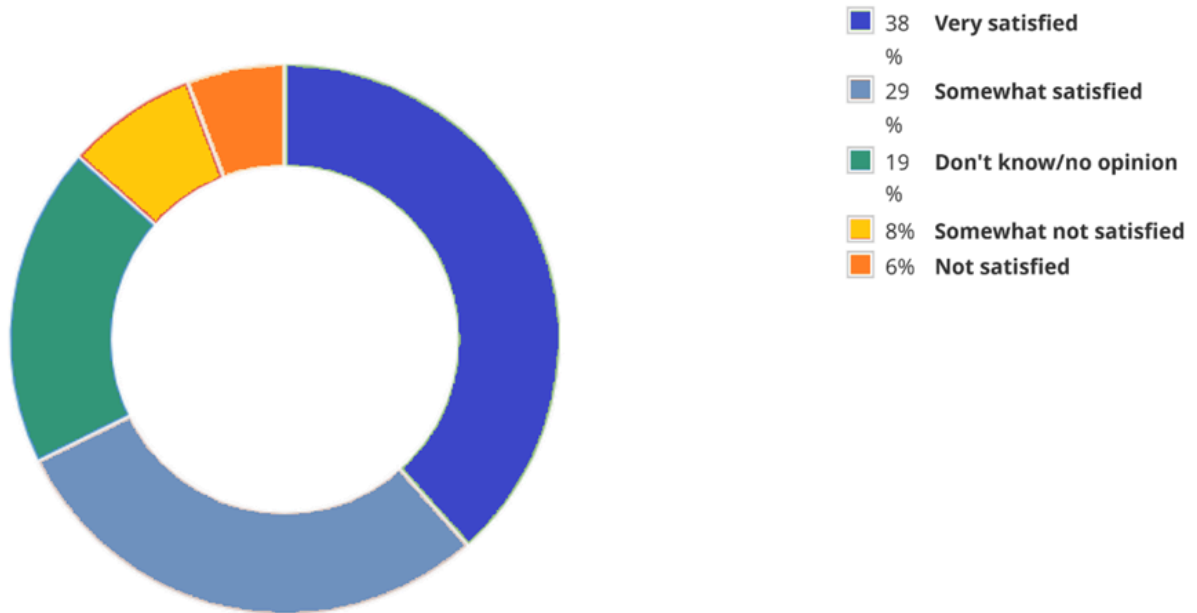
Year-Round Swim School in S.F Bay Area	Per 30 min Class-Group	Per 30 min Class-Private	Additional fees
British Swim School	\$55	\$187.50	\$65 one-time fee
(Peninsula, San Francisco, Sonoma)			
La Petite Baleen	\$41-\$48	\$97	\$50 Annual Fee
(San Bruno, Redwood City, Half Moon Bay, San Francisco)			
Almaden Valley Athletic Club	\$41.25	---	
(San Jose)			
Kings Academy	\$39.75-\$47.25	\$85	\$50 Annual Fee
(Redwood City, San Mateo)			
Flying Fish	\$35	\$98	\$50 Annual Fee
(Mountain View)			
AquaTech	\$35	---	\$40 Annual Fee
(Alameda, Concord)			
Burlingame Aquatics	\$32	\$85	
(Burlingame)			
Menlo Swim & Sport	\$29	\$79	
(Menlo Park)			
College of San Mateo	\$28.75	---	
(San Mateo)			
Peninsula Swim School	\$27.22	\$65	
(Redwood City)			
Peninsula Jewish Community Center	\$26.25	\$80	
(Foster City)			



*Prime time lesson pricing shown in graph to compare to our lessons offered at the same days/times

Survey Highlights

How satisfied are you with the services and programs at BURGESS POOL overall?



1,174 respondents

Financial Report

Total revenues for the full fiscal year 2023 were \$2,357,154. Total expenses were \$2,345,951. Net income was \$11,203 for a margin of .5%. 2022 Revenues by comparison were \$2,138,262 and expenses were \$2,095,093 for a net income of \$43,169, or 2%. 75% of the increase in expenses was an increase in payroll to lifeguards, lifeguard managers, customer service support team, camp counselors and other support staff. Payroll represents 78% of all expenses. Other details have been provided to city staff for their review.

Accessibility

1. Front lobby doors: mechanisms upgraded to make the door lighter and easier to open upon entry. Enhancing the process for those regarding that concern.
2. New upgraded ADA pool entry chairs: Performance and Instructional pools were outfitted with new and upgraded pool entry chairs that are strong, steady and smooth operating making patrons comfortable upon pool entry and exit.

3. Individualized services for those patrons who benefit pool entry and exit from the tennis courts parking lot on the south side of the pool. Communications with pool staff allow this process to happen seamlessly for those specific patrons.
4. One of the largest and most beneficial aspects of our accessibility is the large volume of hours we are open for service with trained and capable staff to accommodate the myriad of needs of our patrons.
5. We encourage the inclusion of patrons with disabilities into the facility and we pride ourselves on serving all with specialized instructional and recreational programming and courteous and caring staff members.

Audits and Reviews

When the question of “Standard of Care” is approached the discussion centers around the Model Aquatic Health Code (MAHC) developed by the Centers for Disease Control (CDC) in 1959. The code has been updated every 15-20 years as the aquatic industry evolves, with the latest update in 2018.

Originally the MAHC was developed because of the massive growth of aquatic facilities in the middle of the previous century along with the major increase in 3 undesirable outcomes- water borne diseases, aquatic facility injuries, and drownings.

The code created a “language” and “methods” so public health staff overseeing aquatic facilities could communicate universally agreed upon standards with their operators to ensure that best practices (safest) practices were being implemented in the interest of the public.

In our case, the County of San Mateo regularly inspects our entire facility for compliance with the County Health Codes which are derived directly from the MAHC including, but not limited to our water quality, chemical storage, drain entrapment, sanitization methods and modes of record keeping, signage, pool structure, decks, and everything else related to water and people interfacing with it and around it. While we pass all of these inspections, we do use these inspections as a chance to test our operational prowess as all the inspections are “surprise” inspections. We have chosen to build a strong relationship with our inspectors, and they have proven to be very valuable to us in solving operational issues on occasion. Our inspector was especially helpful throughout the pandemic and their specific guidance allowed our operation to flow uninterrupted.

Over the course of our tenure in Menlo Park we have encountered several different health inspectors and their preferences for what the dominant concerns are related to public safety. As an aside, as the result of going through more than typical 1-2 inspections per year, we inquired as to why we underwent so many more than that. We came to learn that our facility and overall operation was being used as a “model” where incumbent inspectors would use ours as a “training” facility for new inspectors.

We continue to keep safety and standards of operations at the top of our priority list. We follow county, state and private agency guidelines to ensure we are staying informed of all current and best practices.

We also contract with an objective outside vendor to audit our staff and the facility to ensure that our high standards of quality are being met. This audit is generally performed in January or early February to assess the previous year. The 2023 audit is currently pending.

Risk Management

Team Sheepar is proud to report that due largely to the training and alertness of our staff we have had no downings or serious life threatening in-water incidents. We are also very proud of our staff's responses to medical emergencies on the pool deck and elsewhere in the facility where their quick decision making ability and application of training provided care and aid to patrons in need.

Our leadership team is composed of individuals with high integrity who are:

- Rule followers
- Risk assessment managers by nature
- Protectors of all and shielders of the vulnerable

This ethos trickles down from the managers to the individual providers within our company as it's these individuals that the community typically interacts with which leads to their perception of overall facility safety. Safety is a facet of our operation that requires constant vigilance, attention and a great deal of energy. We have learned that creating good staff habits and expectations early in their tenure leads to optimal and highly functional team member's long term.

The public as well as staff safety is our #1 core value and our priority for the Menlo Park aquatic community. Risks are managed through the implementation of policies, procedures, daily practices, training, and communication.

With water safety being our highest potential risk, we staff a minimum of two certified lifeguards and one lifeguard certified manager at all times. We increase the number of lifeguards on duty during times of high bather load such as swim lessons, team practices, and open swim reaching six or more lifeguards at peak operations.

We use the American Red Cross guidelines of having each lifeguard responsible for an assigned zone that must be scanned within 10 seconds and where they are able to respond to an emergency within 30 seconds. Being fortunate enough where our lifeguards rarely utilize their skills in an actual emergency, we hold monthly in-service trainings to provide our lifeguards continued education and where we have the opportunity to test their skills.

The communication of potential risks is an essential step in ensuring a safe environment. In addition to the verbal communication, signage, and other physical indicators of potential safety concerns we have developed procedures using email and website notifications to proactively make the aquatics community aware of potential risk. Examples would include abnormal water temperature, possibly unhealthy air quality index, and facility work or maintenance that may have possible hazards involved.

Team Sheeper has an excellent track record of keeping exceptionally high standards and of meeting the demands of each incident in the past 18 years. We are proud of our history of minimal safety incidents at the pool, and when there has been an incident, we have always been proud of our staff's reaction and handling of the emergency. We will continue to strive to be the safest facility in the country and on the balance be humble enough to also know that there is always room for improvement.

Team Sheeper has all the necessary and required insurance coverages in compliance with its contract with The City of Menlo Park dated October 1, 2023.

Training Certifications

Number of Employees	Position	Certifications
2	General Manager and Assistant General Manager	Lifeguard, CPR and AED, First Aid, Certified Pool Operator
6	Manager on Duty	Lifeguard, CPR and AED, First Aid
2	Aquatics Maintenance Technician	Certified Pool Operator
77	Lifeguard	Lifeguard, CPR and AED, First Aid

Certification expiration dates are closely monitored to ensure all personnel are appropriately qualified and up to date. We have a staff member dedicated to ensuring an audit is completed on all lifeguard staff. A great benefit is that we always have one or two Red Cross Certified Lifeguard Instructors on staff, that not only certify lifeguards for the entire region, but also recertify our own staff members on a timely basis. If for some reason a staff member falls out of compliance and their certification lapses, they are immediately removed from that specific position until they are able to complete a recertification class.

Emergency Action Plan

We have gone to great lengths to ensure that we have a plan for as many possible incidents as possible along with factoring in flexibility to deal with the unknown.

All employees have access to a copy of our employee handbook, facility emergency action plan, and other safety procedures.

In addition to the facility emergency action plan that covers emergencies such as evacuations, earthquakes, fires, and chemical releases we have developed a water based emergency action plan. While all employees are provided training on our facility emergency action plan we focus heavily on our water based emergency action plan based upon this being our highest assessed risk.

Our water based emergency action plan is as follows:

- Two certified lifeguards are on duty at all times.
- Based upon pool activity 1-6 lifeguards will be on the pool deck.

- Each lifeguard will have a zone. Oftentimes these zones will overlap to provide increased safety.
- Lifeguards will continuously scan their zone taking no longer than 10 seconds to complete each scan.
- Each lifeguard will be positioned in such a way that they can recognize and respond within 30 seconds to any emergency in their zone.
- When a lifeguard recognizes an emergency they will blow their whistle 3 times to activate the EAP and perform the appropriate rescue.
- A second lifeguard will begin clearing the pool.
- The second lifeguard, or an additional lifeguard, will assist the rescuing lifeguard by retrieving the AED, backboard, first aid kit, and aiding in the extrication of the drowning person.
- The front desk staff, an additional lifeguard, or other staff member will ensure 911 is called.
- The front desk staff, additional lifeguard, or other staff member will meet EMS and escort them to the scene of the incident.
- The manager on duty will oversee the incident, ensure proper execution of duties, help facilitate communication, or assume an active role in the rescue if necessary.
- Once EMS has taken over care and the incident has ended the manager on duty will focus on the physical and mental health of our staff, ensure all documentation is completed, assess our ability to resume operations, and conduct an incident debrief when appropriate.

Incident Reports

Number of Incidents	Type of Incident
2	Distressed Swimmer
2	First Aid
2	Medical (EMS)
1	Patron to Patron Incident

See attached document

Safety Reports

Team Sheeper has invested a great deal of time and resources into the safety of our company. Each one of our programs has a manager that has been trained and is dedicated to ensuring safety throughout each department. Managers lead their monthly department meetings and are inspired by company principles to include a segment or agenda item that specifically addresses an aspect of safety that relates to the department.

During 2023 the following safety meetings, trainings, and drills were conducted.

01/19/23

Front Desk in-service training

Topics (only safety related listed): Evacuation

Attendance: 11

01/19/23

Front Desk in-service training
Topics (only safety related listed): Fire extinguishers
Attendance: 8

2/25/23
Lifeguard in-service training and skill assessment
Topics: Water based EAP, First aid & CPR, Swim test
Attendance: 11

4/22/23
Lifeguard in-service training and skill assessment
Topics: Pool rules, Cardiac incidents, Stroke, Choking, CPR. Backboarding
Attendance: 14

04/27/23
Front Desk in-service training
Topics (only safety related listed): Hazardous Communications
Attendance: 9

5/6/23
Lifeguard in-service training and skill assessment
Topics: First aid, PPE, Primary assessment, Secondary assessment, Report/Advise/Release
Attendance: 24

06/14/23
Front Desk in-service training
Topics (only safety related listed): Pool rules, Missing child
Attendance: 12

7/8/23
Lifeguard in-service training and skill assessment
Topics: Alertness, first aid kit, first aid signs and symptoms, swim test, water rescues
Attendance: 20

07/12/23
Front Desk in-service training
Topics (only safety related listed): EAP review
Attendance: 12

8/5/23
Lifeguard in-service training and skill assessment
Topics: Alertness, first aid, CPR
Attendance: 12

08/23/23
Front Desk in-service training
Topics (only safety related listed): Safe housekeeping practices

Attendance: 10

08/26/23

Swim School in-service training

Topics (only safety related listed): Swim lesson and instructor safety

Attendance: 14

08/28/23

Front Desk in-service training

Topics (only safety related listed): Guide to office safety

Attendance: 10

10/4/23

Lifeguard in-service training and skill assessment

Topics: Environmental Hazards, First Aid (types of wounds and wound dressing), Bloodborne Pathogens, PPE, Water Rescues (reach assists, active frontal and rear rescue, surface passive frontal and rear rescue)

Attendance: 7

11/1/23

Lifeguard in-service training and skill assessment

Topics: Primary and Secondary Assessments, Stroke, Seizures, Shock, Choking, Bone fractures and dislocations, Nose Bleeds

Attendance: 9

11/16/23

Front Desk in-service training

Topics (only safety related listed): Ergonomics and Desk Stretches

Attendance: 8

12/6/23

Lifeguard in-service training and skill assessment

Topics: Deep Water Rescues and Water Based EAP

Attendance: 8

12/14/23

Front Desk in-service training

Topics (only safety related listed): Mental Health Awareness and Relaxation Techniques

Attendance: 7

Material Changes

During the contracted period of 2023 there were no material changes made to the premises nor were there any material security incidents.

Team Sheeper, Inc.

Emergency Action Plan

501 Laurel Street
Menlo Park, CA



45950 Hotchkiss St. · Fremont, CA 94539 · (510) 651-8289 · du-all.com

© (2014) Du-All Safety, LLC. All Rights Reserved. No part of this document may be reproduced by any means, electronic or mechanical, including photocopy, recording, or any information storage and retrieval system, without written permission first from Du-All Safety, LLC. This document is for the internal use of Team Sheeper, Inc. only. Du-All and Team Sheeper, Inc. are the only authorized entities allowed to alter or reproduce this document for Team Sheeper, Inc.'s internal use.

TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
REVISION HISTORY LOG	v
1.0 PURPOSE	1
2.0 SCOPE	1
3.0 REFERENCES	1
4.0 DEFINITIONS	1
5.0 RESPONSIBILITIES	2
5.1 EVACUATION COORDINATORS	2
5.2 MANAGERS AND SUPERVISORS	2
5.3 EMPLOYEES	3
6.0 EQUIPMENT	4
6.1 FIRE FIGHTING EQUIPMENT	4
7.0 PROCEDURES	5
7.1 EVACUATION	5
7.2 CALLING 9-1-1	8
7.3 SHELTER IN PLACE	8
7.4 EMERGENCY UTILITIES SHUTDOWN	8
7.5 POWER OUTAGES	8
7.6 EARTHQUAKES	9
7.7 FLOODS	10
7.8 MEDICAL EMERGENCIES	10
7.9 FIRE OR EXPLOSION	11
7.10 CHEMICAL RELEASE (SPILL)	12
7.11 SUSPICIOUS PACKAGES OR LETTERS	13
7.12 BOMB THREAT	14
7.13 VIOLENCE OR THREATS OF VIOLENCE	15
7.14 CIVIL DISTURBANCE	16
7.15 OTHER EMERGENCIES	16
7.16 PUBLIC INFORMATION	17
8.0 TRAINING	17

8.1	DRILLS	17
8.2	EAP TRAINING	17
9.0	RECORDKEEPING	17

APPENDIX A: Contact Telephone Numbers
APPENDIX B: Assembly Area Head Count Forms
APPENDIX C: Map of Assembly Area
APPENDIX D: Fire Prevention Plan
APPENDIX E: Evacuation Drill Evaluation Form

REVISION HISTORY LOG

[illegible]

1.0 PURPOSE

To establish a plan that instructs employees who work or frequent Team Sheep, Inc. (herein referred to as Team Sheep) located at 501 Laurel Street, Menlo Park, California about appropriate actions to take before, during and after an emergency to reduce risk of injury and property damage.

2.0 SCOPE

The emergency planning and response procedures outlined in this plan apply to all Team Sheep's operations and activities conducted by its employees, subcontractors and visitors who work or visit Team Sheep's facilities.

This Emergency Action Plan (EAP) is intended to address various hazards that may arise during normal working conditions, such as personal injury or illness, fire, chemical release, earthquake, bomb threat, power outage, flooding and aggressive persons. The two most important goals of any emergency plan are to protect lives and property. With this written plan, safety inspections, and annual training exercises, it is our intent to reduce the risk of injury and death and damage to the building and its contents. Knowledge of this plan, coupled with on-going safe work practices and housekeeping habits, will provide all occupants with a reasonable degree of safety.

This plan will outline Team Sheep's general emergency response policies, procedures, and commitments. It describes preparation that can be taken prior to an emergency, how operations will function in an emergency, and specifies the responsibilities of Team Sheep employees in the prevention, management, response to and the immediate recovery from emergencies.

3.0 REFERENCES

- California Code of Regulations, Title 8, Section 3200, Emergency Action Plan.
- National Fire Code 10, Standard for Portable Fire Extinguishers.
- California Fire Code 2007, Chapter 4, Emergency Planning and Preparedness.
- California Fire Code 2007, Chapter 10, Means of Egress.

4.0 DEFINITIONS

CAL/ OSHA – California Occupational Safety and Health Administration, the State agency responsible for regulating workplace safety.

CUPA – Certified Unified Program Agency, the local agency responsible for regulating hazardous material and waste storage. .

SDS – Safety Data Sheet, written or printed material concerning a hazardous substance which is prepared by the manufacturer or importer of a product.

5.0 RESPONSIBILITIES

5.1 EVACUATION COORDINATORS

The Evacuation Coordinators are:

- Primary: Manager on Duty
- Secondary: Tim Sheeper

The Evacuation Coordinators have the following responsibilities:

- 5.1.1. Facilitating the evacuation of the facility, accounting for personnel, visitors and contractors safety.
- 5.1.2. Communicating with emergency responders when they arrive onsite.
- 5.1.3. Carrying out evacuation procedures are described in Section 7.1.3 of this EAP.

5.2 MANAGERS AND SUPERVISORS

Managers and Supervisors are responsible for the following:

prior to an emergency:

- 5.2.1. Ensuring that this plan is complete, accurate and up to date. This includes providing written plans for specific needs or their areas and operations as necessary, and performing updates to the head count form. (Appendix B)
- 5.2.2. Providing necessary equipment to respond to emergencies. A list of emergency equipment that is onsite is included in section 6.0.
- 5.2.3. Providing their employees with training on this plan, as well as any plans specific to their areas and operations.
- 5.2.4. Conducting sufficient drills to ensure that their employees are proficient in responding to emergencies, that the equipment has been provided and is operational, and that contingencies are planned for to the greatest extent possible.
- 5.2.5. Designate and train an employee to perform Supervisor and Manager emergency duties in his or her absence.

During an emergency:

- 5.2.6. Responsible for the initial response to an emergency that affects their area of operation. Action plans for foreseeable emergencies are included in Section 7.
- 5.2.7. In the event of an evacuation, perform detailed procedures in Section 7 to assist the evacuation coordinator.
- 5.2.8. As necessary, complete the post incident reporting requirements in section 9.

5.3 EMPLOYEES

Employees are responsible for the following:

- 5.3.1. Employees are expected to be watchful and alert to any potential hazards or emergencies within the facilities whether in their area or outside of them. The sooner the response to an emergency begins, the less impact the problem will have.
- 5.3.2. Prior to an emergency, employees are responsible for fully participating in training and drills, and any other preparedness activities. This will be considered a routine part of their employment.
- 5.3.3. Employees who are the first to encounter or recognize an emergency will initiate emergency response as described below.
- 5.3.4. In many cases, employees will have responsibilities in responding to emergencies. Their first priority, however, must be their own safety and the safety of others. Employees shall not put themselves or others at an increased risk merely for the sake of the facility operations.
- 5.3.5. Employees will follow the procedures described in this Plan.
- 5.3.6. When employees are off-site, they should have a form of identification on them as well as phone numbers for the facility's General Manager and Assistant General Manager in case of an emergency.

6.0 EQUIPMENT

6.1 FIRE FIGHTING EQUIPMENT

Team Sheeper firefighting equipment is limited to small, hand-held extinguishers located throughout the building and an automatic fire sprinkler system. Properly used, these extinguishers can put out a small fire or control it until the fire department arrives. Portable fire extinguishers are not designed to fight large or spreading fires.

These extinguishers carry notations that indicate which class of fire they can be used to fight. These notations consist of a series of numbers and letters (ex: 2A, 20BC) and are further explained as follows:

- 6.1.1. "A": Effective against wood, paper and rubbish. Many fire extinguishers have a triangle surrounding the A. The triangle is the international symbol for an A type fire. The numbers in front of the A, in our example the number 2, means that the extinguisher has been rated as being capable of putting out an A type fire two square feet in area.
- 6.1.2. "B": Effective against flammable and combustible liquids. The square that often surrounds the B is the international symbol for a liquid fire. The number in front of the B, in our example the number 20, is a relative term and means only that the extinguisher can handle a B fire 20 times larger than an extinguisher rated 1B.
- 6.1.3. "C": Effective against electrical fires. The circle that may be around the letter is the international symbol for an electrical fire. There is no number rating system for the C designation on a fire extinguisher.
- 6.1.4. Procedures for using fire extinguishers are provided in Section 7.9.
- 6.1.5. Each fire extinguisher is to be inspected monthly by facility personnel. The inspection can be documented using the signature card attached to each extinguisher.
- 6.1.6. Each fire extinguisher at Team Sheeper shall be serviced yearly by a State certified Fire Extinguisher Company.

Team Sheeper is equipped with an automatic fire sprinkler system. The following maintenance and inspection are conducted to ensure that it is ready when activated:

- 6.1.7. The automatic fire sprinkler system is inspected on a quarterly basis.
- 6.1.8. Automatic sprinkler heads can be damaged if subjected to mechanical abuse. Protective cages are installed where there is potential for this type of damage.
- 6.1.9. To avoid reducing water flow or altering a spray pattern, material or furniture is prohibited near sprinkler heads. A minimum of 18 inches of clearance is maintained for each sprinkler head.

7.0 PROCEDURES

Emergency specific procedures included in this plan cover natural disasters, industrial accidents, medical emergencies, and other incidents that may occur at Team Sheeper. Questions regarding any of the procedures should be directed to one of the emergency contacts or a manager or supervisor.

7.1 EVACUATION

7.1.1. Evacuations may be initiated by any employee. Typical emergencies that may cause an evacuation are a fire or explosion, chemical odor such as natural gas, bomb threat, or any other situation where remaining inside the building may harm the occupants. The following means are available to alert occupants of an evacuation:

- Activation of fire alarm.
- Voice command (e.g. a person yells “fire” or “evacuate the building”).
- Activation of strobes
- The fire suppression (sprinkler) system turns on.

7.1.2. All persons evacuating the building are to follow the shortest and safest route out of the building and then proceed to the nearest evacuation assembly area. Because of the layout of the facilities and pools, there are several exits with each having an assembly nearby. We want to avoid personnel and the public walking across the street or assembling in areas where there is a high chance of disrupting or interfering with the responding emergency services. A map of the assembly area locations are included in Appendix C. The assembly areas are:

- Assembly Area # 1: South exit to grass area
- Assembly Area #2: West exit to corner of parking lot
- Assembly Area #3: East exit to large tree in parking lot

7.1.3. The Evacuation Coordinator is to follow the following procedures:

- Evaluate the situation that caused the evacuation and develop a plan of action. If the situation warrants, call or delegate somebody to call 9-1-1.
- Obtain head count status from Managers and Supervisors. Record the following to be communicated to emergency personnel: All accounted for, or number missing, name of missing, location that the missing were last seen and status of any injured person.(Appendix B)
- Ensure that all evacuees remain at the assembly area.
- Designate specific employees to guard entrances that may not be visible from the assembly area to prevent people from entering the building.
- Meet with and inform the responding emergency services of the current status.

- Authorize supervisors to direct employees and other personnel back inside the building once it has been cleared for reentry.
 - Explain to the employees and other personnel why an area is safe for reentry. In addition, fully explain any areas or rooms to avoid upon reentry into the building. If there are areas or rooms to avoid, they shall be properly identified with 'DANGER: DO NOT ENTER' tape before employee reentry to the building
- 7.1.4. Upon initiation of an evacuation, Managers and Supervisors are responsible for the following procedures:
- Ensure that all work is stopped and that all employees, contractors and visitors evacuate the area or building quickly and in an orderly manner using the pre-designated evacuation routes.
 - Close doors, being sure not to lock them once all personnel are out of the area, if it can be done without delaying their evacuation.
 - Complete a head count of his or her employees and other personnel, visitors, and contractors that have reported to the assembly area. Use the form provided in Appendix B.
 - Report head count status: All accounted for, or number missing, name of missing, location that the missing were last seen to the Evacuation Coordinator.
 - Ensure that under no circumstance will an employee re-enter the building to search for missing personnel.
 - Ensure that no persons leave the assembly area unless authorized to do so by the Evacuation Coordinator.
 - By radio or other means of communication, contact all employees who are off site and inform them of the emergency. Under some circumstances, they may be directed to stay away and not return until further notice.
 - Allow employees to reenter the work area once the Evacuation Coordinator and Emergency Response Personnel have cleared the building.
- 7.1.5. Upon initiation of an evacuation, employees are responsible for the following procedures:
- Stop work and immediately leave the area and building through the designated escape route or nearest exit. (Refer to posted evacuation maps, also included in Appendix C.)
 - Employees and other personnel shall also know at least one alternate route or exit in case the designated route or exit is blocked.
 - Once out of the building, employees and other personnel are to report to the primary evacuation assembly. If the primary assembly area is unsafe,

then proceed to the secondary assembly area. Section 7.1.2 and Appendix C of this EAP describe the location of the assembly area.

- Report to their supervisor for head count within the assembly area.
- Employees and other personnel are not to leave the assembly area unless directed to do so by supervisor or emergency response personnel, or staying at the Assembly Area would endanger one's safety.
- Employees and other personnel are not to re-enter the building or any evacuated area unless the area or building has been cleared for entry by the Evacuation Coordinator and their Manager or Supervisor..

7.1.6. The following considerations and procedures are considered for employees or visitors requiring assistance during an evacuation:

- Employees who may require assistance evacuating should be assigned work stations located in close proximity to exits and areas where they need rely on elevators to evacuate.
- Certain delegated employees should know where they will meet and what to do for employees requiring assistance evacuating in case of an emergency.
- These delegated employees shall be trained on proper techniques and procedures to safely evacuate people requiring assistance.
- Employees who have visitors or guests that require assistance evacuating the building shall be responsible for assisting them in case of an evacuation. Employees are to stay with and assist their visitor to the relocation area.
- If employees are unable to bring or assist any person to the assembly area, they should try to place injured people or people with reduced mobility to a safe area such as a stairwell to be rescued. Employees should inform the Evacuation Coordinator or the responding emergency services of the location of any person left behind.

7.2 CALLING 9-1-1

As with all California Public Safety Answering Points, using 9-1-1 is the proper way to report an emergency.

- 7.2.1. When calling 911 be ready to provide the facility name and address (Burgess Park Pool, 501 Laurel St. Menlo Park, CA 94025) and a call back phone number in case of disconnection.
- 7.2.2. Remain calm and answer the dispatcher's questions to the best of your ability.

7.3 SHELTER IN PLACE

"Sheltering in Place" means staying where you are, as opposed to evacuating an area. The initial response to earthquakes is an example of sheltering in place. The response to a riot or violent suspect apprehension outside the building, or a toxic gas cloud release may also be to shelter in place. Generally, the Fire Department or Police Department would inform employees and the public when the need to shelter in place must occur because of a chemical cloud. The following are the initial steps to sheltering in place:

- 7.3.1. The designated shelter in place location at 501 Laurel Street is Arrillaga Gym.
- 7.3.2. Remain calm.
- 7.3.3. Get away from windows: Earthquakes can shatter windows. Rioters can throw objects through windows. Bullets go through windows. Toxic chemical gas may seep through window seams.
- 7.3.4. Protect your head with your arms if there is the potential for falling or thrown objects.
- 7.3.5. Turn off all HVAC systems.
- 7.3.6. Wait for the all clear from the responding emergency services before leaving the area.

7.4 EMERGENCY UTILITIES SHUTDOWN

Certain emergencies may require the shutdown of utilities such as gas, water, electricity, heating and air system. Personnel responsible for shutdown of utilities will be properly trained.

7.5 POWER OUTAGES

Power outages are not inherently emergencies. If the loss of power creates an emergency situation, deal with the actual emergency. Note that the phone systems take several minutes to reboot after a power outage. If there is an emergency that requires calling 911, do so from a cell phone.

7.6 EARTHQUAKES

Earthquakes are relatively common in this area. Employees and other personnel need to be informed about the potential damage caused by earthquakes, and how to deal with these situations. The following procedures are to be followed in prior to, during, and after an earthquake:

Before the Quake

- 7.6.1. Assume that objects will fall or move in an earthquake.
- 7.6.2. Hazardous materials, heavy objects, objects that could impede emergency egress, or anything else that could create a hazard by falling should be stored close to or on the floor/ground.

- 7.6.3. Objects that must be stored off the floor should be restrained—chained, bungeed, stored in cabinets, netted, etc.
- 7.6.4. Cabinets, bookshelves, appliance, etc. over five feet in height should be bracketed or otherwise secured to a wall to prevent falling.
- 7.6.5. If the earthquake will cause loss of mission-critical assets – essential spare parts being dumped onto the floor and ruined, for example, then preventive measures should be taken.

During the Quake:

- 7.6.6. If indoors, DO NOT ATTEMPT TO EXIT THE BUILDING! The greatest danger from falling debris is just outside doorways and close to outer walls while the ground is shaking.
- 7.6.7. Duck, Cover and Hold. If you are inside a building, immediately take cover under a table or desk. If the furniture under which you have taken cover moves, stay under it and move with it.
- 7.6.8. Move away from large windows, chemical storage, large electrical equipment, etc.
- 7.6.9. If outside, stay there. Move away from buildings, walls, flagpoles, power poles, and lampposts. Stay away from downed electrical lines, and any pools, puddles or liquid into which the lines may have fallen. Stay away from heavy equipment, glass windows and doors, and chemical storage areas.

After the Quake:

- 7.6.10. Check for injured personnel. Do not move the seriously injured unless they are in immediate danger.
- 7.6.11. If there appears to be any damage to a building, initiate an evacuation. Evacuation procedures are given in Section 7.1.
- 7.6.12. Check for fires, spills, and leaks. If found, respond to them appropriately.

7.7 FLOODS

A typical flood that may occur would include flooding of parking lot (maybe two feet of water) or flooding indoors as the result of broken water pipes, backed-up sewer lines, clogged drains, or open valves. If flooding is internal, efforts should be focused on the following tasks:

- 7.7.1. If there is any risk of shock from electrical equipment wait for the arrival of the Fire Department. Any electrical equipment that is not known to be disconnected should be assumed to be live and should be treated as a potential electrocution threat.
- 7.7.2. Locate and control the source of the water infiltration. Place a trash can or other container under overhead water leaks. If the source of the water leak cannot be identified or controlled immediately, cleanup operations should still begin as

quickly as possible. Damage will be limited by reducing the total quantity of water in the building.

- 7.7.3. Relocate furnishings, equipment, and supplies away from the flooded and surrounding area. Clean up water by pumping, vacuuming, or mopping.
- 7.7.4. Evacuation Coordinator and facilities personnel will assess damage and proceed in appropriate manner to make necessary repairs.

7.8 MEDICAL EMERGENCIES

Team Sheeper relies on locally provided emergency responders for assistance in the event of medical emergencies. However, under certain circumstance first aid must be administered immediately until first responders arrive. To that end, selected employees are trained in first aid, CPR, and Automated External Defibrillator (AED) use. The following procedure applies during a medical emergency:

- 7.8.1. Conduct a primary survey of the injured employee(s) to discover the main problems (i.e. burned, not breathing, laceration, chest pain, extremely hot, etc.).
- 7.8.2. Call 9-1-1 for immediate assistance and instruct another employee to inform a Supervisor or other trained personnel of the situation.
- 7.8.3. Trained personnel are to begin to administer first aid, CPR, and/or the AED as appropriate.
- 7.8.4. If the situation is an injury, but not an emergency, personnel are to be taken to the following hospital for treatment:

CONCENTRA MEDICAL CENTERS

125 SHOREWAY RD STE A

SAN CARLOS, CA 94070

650-556-9420

OR After 5:00 p.m. on Weekdays or All Weekend Days

Kaiser Permanente Redwood City Medical Center

1100 Veterans Blvd.

Redwood City, CA 94063

(650) 299-2000

- 7.8.5. Note that any serious injury or illness that occurs while at work, regardless of whether or not it is work-related, must be reported to Cal/OSHA within 8 hours. In the event of a serious injury, the Manager or Supervisor is to call HR and contact a live person to provide the accident information. HR will then call CAL/OSHA and make the report. If the Manager or Supervisor is unable to contact a live person in HR, they are to leave a detailed message with HR and call CAL/OSHA to report the injury. The nearest CAL/OSHA district office is:

510-794-2521 Fremont

7.9 FIRE OR EXPLOSION

The best means of managing a fire/explosion hazard at Team Sheeper is to prevent such an event. In that regard, Team Sheeper has prepared a Fire Prevention Plan. Team Sheeper will rely primarily upon the local fire department for response to a fire or explosion. Certain personnel are not trained to respond to anything except the smallest fire. A fire in a trashcan or in a pile of rags could be an example of a small fire. In the event of a fire or explosion, or upon noticing smoke, following procedures are to be initiated:

- 7.9.1. Employees shall alert all building occupants by pulling one of the designated fire alarms located at or near each building exit or using verbal shouts.
- 7.9.2. All occupants must then evacuate the buildings following the procedures in Section 7.1. If necessary, utilize the fire extinguisher to aid in the evacuation.
- 7.9.3. Call 9-1-1. If unable to call from the building, then a cell phone can be used to make the 9-1-1 call from outside of the building.

For small, incipient-stage fires, employees who are trained in the use of fire extinguishers may attempt to put the fire out. This should only be done after the evacuation has begun, and 9-1-1 has been contacted. Small fires can quickly become larger fires, and the delay in evacuating workers to safety and getting professional help can cause a serious increase in risk. The following procedures are to be followed to fight a fire after procedure 7.9.1 – 7.9.3 are completed:

- 7.9.4. Ensure the fire is confined to a small area and is not spreading beyond the immediate area.
- 7.9.5. The individual using the extinguisher has an unobstructed escape route to which the fire will not spread.
- 7.9.6. The individual using the extinguisher is trained in its proper use.
- 7.9.7. **Use the Portable Fire Extinguisher:** In general, an individual using an extinguisher should stand six to eight feet away from the fire and follow the four-step PASS procedure. If the fire does not go out immediately, the individual should leave the area at once. The PASS procedure is as follows:
 - **Pull Pin:** This unlocks the operating lever on the extinguisher and allows discharge of the extinguisher. Some extinguishers may have other devices that prevent inadvertent operation.
 - **Aim Low:** Point the extinguisher nozzle (or hose) at the base of the fire.
 - **Squeeze:** Squeeze the lever below the handle. This discharges the extinguishing agent. Releasing the lever will stop the discharge. Some extinguishers have a button that can be pressed for release of the extinguishing agent.
 - **Sweep From Side to Side:** Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth across the fire until the flames appear to be out. Watch the fire area. If the fire reignites, repeat the process.

7.10 CHEMICAL RELEASE (SPILL)

This section is divided into “Response” and “Reporting” activities. Note that some reporting will occur during the response.

The response to and reporting of a release will be dependent on the quantity and the nature of the released material.

A small or minor release would be less than one gallon, or covering an area less than 6 feet in diameter. A significant spill would be anything larger than that. Any release that has entered a storm drain or has been released off site will be considered as significant release.

Response

Small Release

- 7.10.1. If the spill is an unknown substance, then clear the area and call 9-1-1.
- 7.10.2. Team Sheeper has spill clean-up kits and certain employees have been trained on their use and contents. There is a list of emergency numbers located next the phones. If an employee notices a spill, they are to contact the personnel on the list. Those personnel will do the following:
- 7.10.3. Don appropriate PPE, depending on the material released, such as gloves, goggles, etc.
- 7.10.4. Promptly stop the release at the source, if it is safe to do so. Close valves, upright containers, etc.
- 7.10.5. Contain and control the spill using absorbent materials (paper towels, absorbent pads, granular absorbent). Keep the spill away from drains, doorways, etc.
- 7.10.6. Place the contaminated absorbent into disposal container, and immediately label it.
- 7.10.7. Follow proper disposal procedures.
- 7.10.8. The Emergency Response Coordinator is to record the release in a memo to file so that it is available upon agency inspection/request.

Significant Release

- 7.10.9. In case of a significant release that would be out of the control of Team Sheeper employees and would require an evacuation, the local HAZMAT team will be notified.

Reporting

- 7.10.10. For any spill that did not escape secondary containment and hence no outside agencies were contacted, the incident must be recorded in a memo to file. Spill and release records must be made available to the CUPA.

7.11 SUSPICIOUS PACKAGES OR LETTERS

Receiving a package or letter that contains chemical or biological agents is possible. Do not handle any suspicious letter, card, or package; do not allow anyone else to handle it.

Among the characteristics of suspicious letters or packages are:

- No return address
- Restrictive markings such as "PERSONAL" or "CONFIDENTIAL"
- Postmark or other indication of mailing from a foreign country
- Excessive postage
- Misspelled words
- Addressed to title only (e.g. Manager) or to incorrect title for addressed individual
- Badly typed, sloppy or odd handwriting
- Protruding wires
- Ridged or bulky packaging
- Strange odor
- Wrong title with name
- Excessive use of tape or string
- Oil stains, discoloration or crystallized material on packaging
- Leaking contents

Procedures for handling a letter that contains powder or a written threat:

- 7.11.1. Set down the letter or leave it in place.
- 7.11.2. Isolate the work area where the letter is located so no one disturbs it.
- 7.11.3. Tell a coworker about the letter and to which restroom you are going. Have them call 911.
- 7.11.4. Wash your hands in soap and warm water for at least one minute. Blow your nose in tissue. Delay eating or drinking. Wait for further instructions from the Fire or Police Department.

7.12 BOMB THREAT

Bomb threats are usually received by telephone; staff who routinely take calls from the public are required to understand their responsibility during a bomb threat call. When it comes to responding to threats and acts of sabotage, employee preparation is critical. The following procedures are for handling a bomb threat by phone:

- 7.12.1. Assume the threat is real.
- 7.12.2. Keep caller on the phone as long as possible.

- 7.12.3. Try to get detailed information, i.e. location of bomb, time set to go off, as well as, exact words of caller, gender, and other details you might interpret.

Questions to ask the caller:

- a. When will the bomb go off?
 - b. Where is it?
 - c. What does it look like?
 - d. What type of bomb is it?
 - e. What will cause it to explode?
 - f. Did you place the bomb?
 - g. Why?
 - h. What is your address?
 - i. What is your name?
- 7.12.4. If possible, write “BOMB THREAT!” on a piece of paper and give it to another employee so that 9-1-1 can be called and people can be evacuated from the building while you are still on the phone.
- 7.12.5. Evacuate the building; leave immediately. The time interval between a bomb threat and the actual explosion can be a matter of minutes.
- 7.12.6. No one should use radio communication as a radio transmission could detonate the bomb. In addition, no one should use cell phones, pagers, Palm Pilots, etc. capable of radio transmission because the frequencies that these devices use could also detonate the bomb.
- 7.12.7. Employees evacuating the building should try to notice anything suspicious on their way out as long as it does delay their exit.
- 7.12.8. Once outside, continue to the designated Emergency Assembly Area staying clear of the building being evacuated.
- 7.12.9. Do not re-enter. Wait outside until the building has been cleared by the Evacuation Coordinator.
- 7.12.10. Never touch, handle, or move a suspicious object
- 7.12.11. Do not drive a car. Parking lots must be kept clear for emergency vehicle access.

Procedures for handling a bomb threat by mail:

- 7.12.12. Do not handle any suspicious letter, card or package; don't allow anyone else to handle it. A suspicious package may be without a return address or from an unfamiliar vendor or source.
- 7.12.13. Evacuate the area.
- 7.12.14. Call 911.

7.13 VIOLENCE OR THREATS OF VIOLENCE

Note the difference between an upset/irate person and an aggressive person. Never engage in violent activities with anyone.

Upset or Irate Person

If a person is upset or irate then they can often be calmed if the employee remains calm.

Report to your supervisor as soon as possible when a customer, a vendor, a coworker, or a member of the public is violent or demonstrating disturbing behavior or threatens anyone.

If you encounter a hostile, irate or upset person or persons:

- 7.13.1. Stay calm and listen attentively.
- 7.13.2. Be polite.
- 7.13.3. Maintain eye contact.
- 7.13.4. Be courteous and patient.
- 7.13.5. Move and speak slowly, quietly and confidently.
- 7.13.6. Be empathetic to the person and acknowledge the person's feelings. Focus your attention on the person to let them know that you're interested in what they have to say.
- 7.13.7. Maintain a relaxed yet attentive posture and position yourself at a right angle to the person rather than directly in front of the person.
- 7.13.8. Make sure there is at least 3' to 6' of space between you and the person (beyond arm's reach). Arrange yourself so that the person cannot block your access to an exit
- 7.13.9. Use delaying tactics to get them time to calm down. For example, ask them if they would like a drink of water (in a disposable cup).
- 7.13.10. Be reassuring and point out choices. Break the big problems into smaller, more manageable problems.
- 7.13.11. If the situation gets out of control, exit the area and call 9-1-1.
- 7.13.12. Never take sides.
- 7.13.13. Never agree with distortions.
- 7.13.14. Never reject all their demands from the start.
- 7.13.15. Never brush the person off, be cold, or give them the runaround.
- 7.13.16. Never pose in challenging stances. For example, do not make sudden movements, place hands on your hips or cross your arms.
- 7.13.17. Never challenge, criticize, be impatient, be condescending, threaten, or dare the person.
- 7.13.18. Never try to make the situation seem less serious than it is.

7.13.19. Never make false statements or promises you can't keep.

Aggressive or Violent Person

If a person is aggressive or violent, get as much distance as possible from the person.

7.13.20. If the person is brandishing a weapon, do whatever possible to not find yourself in a trapped position. Always try to have an escape route or exit. If this is not possible and the only chance you may have is to hide, try to hide in an area where the entrance can be blocked or locked. Turn off the lights. Some areas may include bathrooms and locker rooms which have bolts on the inside. If you find that the assailant has entered the only space you are in and is in between you and the escape route, fight by throwing tables, chairs, computers and do whatever necessary to not be a still target. However, remember that getting as much distance as possible is still the best option. Follow these steps:

- Identify the threat
- Get away
- Immediately call 9-1-1.

7.14 CIVIL DISTURBANCE

In the case of a civil disturbance, such as an angry group of people, unruly protest, riot, etc., do not treat the people causing the problem in a hostile manner in any way. If you feel that you are in danger, get away as quickly as possible. Get as much distance as you can between you and the group. If necessary, call 9-1-1 and have the Police Department handle the situation.

7.15 OTHER EMERGENCIES

This EAP is an attempt to prepare for emergencies; as such, it tries to anticipate what could possibly and credibly go wrong, and prepare employees to respond appropriately. There may be unforeseen emergencies, however. Regardless of the nature of the emergency, the general response should always follow these basic guidelines:

- 7.15.1. Move as far away from the hazard as necessary to protect yourself. Do not go looking for or approach the hazard to investigate until and unless you are properly equipped and trained, and are sure it is safe to do so.
- 7.15.2. Keep others away from the hazard.
- 7.15.3. If it is a severe enough emergency that you feel it is going to require emergency responders, call 911 immediately.
- 7.15.4. Notify Evacuation Coordinators.

7.16 PUBLIC INFORMATION

The media (press, radio, television, etc.) have extensive rights to information and access to information. In the event the media or press requests interviews or information, all requests will go to the President of the company. Only the President is authorized to talk to the press.

8.0 TRAINING

8.1 DRILLS

Practice and drills are vital to reducing panic and confusion. All employees shall take drills seriously and participate as much as possible. The more automatically employees react to the sound of the alarm, the more they may be responsive in a real emergency. The most important part of any emergency is the people. Not every emergency gives off smoke or fumes. Every employee should be able to react immediately the scenarios that they are most likely to encounter at work. Drills at the facility may include fire extinguisher use, spill response, and evacuation. Each of these drills are an effective method to learn and reinforce action plan procedures.

The evacuation drill is conducted on an annual basis. The effectiveness of the drill is evaluated by having the evacuees complete the Evacuation Drill Evaluation form. The form is included in this plan as Appendix E.

8.2 EAP TRAINING

Emergency Action Plan training is provided to new employees as soon as possible. This training shall include the criteria listed in this program in addition to the actual evacuation drill. Additional training is also required whenever an employee's responsibilities and/or department reporting changes, or whenever a change in this policy effects employee actions. A combination of the written Emergency Action Plan, Power Point presentations, videos, and on the job instruction will be used to facilitate the EAP Training. Employees will be trained on:

- 8.2.1. Evacuations and sheltering in place: How to initiate an evacuation, and proper evacuation procedure as well as when to shelter in place.
- 8.2.2. Emergency specific procedures described in Section 7 of this EAP.
- 8.2.3. Fire prevention
- 8.2.4. General Spill Response.

9.0 RECORDKEEPING

The primary emergency response coordinator is responsible for maintaining records the following records associated with this EAP:

- 9.1.1. Training shall be properly documented.
- 9.1.2. Records for each emergency drill are maintained and include the date of the drill, area(s) evacuated, and a follow up analysis describing the results of the drill.
- 9.1.3. A report, memo, or other record are to be prepared any time an action plan in this EAP is initiated.

- 9.1.4. This EAP plan will be maintained electronically and in hard copy with the other safety programs at Team Sheeper.

APPENDIX A

Telephone Numbers

Life - Threatening or Police/Fire Emergency	911
Menlo Park Fire Department	(650) 323-2404
Menlo Park Police Department	(650) 330-6300
Assistant Fire Marshall	(650) 688-8428
Air Quality Management District	(415) 749-4779
Local Hazard Materials Program	(650) 363-4305
Cal EPA Department of Toxic Substances Control	(800) 728-6942
Cal/OSHA	(510) 794-2521
Stanford Hospital	(650) 723-7337
Local Water Company	(650) 330-6640
San Mateo County Environmental Health	(650) 363-4305
HMBP Environmental Contact: Donald Webber	(650) 330-6790
National Response Center	(800) 424-8802
Poison Control Center	(800) 222-1222
Regional Water Quality Control Board	(510) 622-2493
Department of Public Safety Fire and Environmental Services Unit (CUPA)	(650) 372-6200
State Office of Emergency Services	(800) 852 -7550
PG&E	(800) 743-5002

Assembly Area Head Count Form Page 1 of 2

[illegible]

Assembly Area Head Count Form Page 2 of 2

Missing Employees Name(s)

1. _____
 1. _____
 2. _____
 3. _____
 4. _____
 5. _____

Area Last Seen

Injured Employees Name(s)

1. _____
 1. _____
 2. _____
 3. _____
 4. _____
 5. _____
 6. _____

Type of Injury

Additional Employees / Guest Name(s)

1. _____
 1. _____
 2. _____
 3. _____
 4. _____
 5. _____
 6. _____
 7. _____

Problem(s)

APPENDIX C



Fire Prevention Plan

1. **Potential Fire Hazards:** Team Sheeper may store a small quantity of products that are potential fire hazards. These products generally fall into one of the following categories:
 - 1.1. Flammable liquids such as gasoline and some paint related products.
 - 1.2. Flammable gasses. Natural Gas and Propane are good examples.
 - 1.3. Combustible liquids such as diesel fuel, lubricating oils and some solvents.
 - 1.4. Overloaded electrical outlets
2. **Proper Handling and Storage Procedures:** Flammable materials are to be used only in well-ventilated areas. This will prevent a buildup of vapors to a level that could pose a health or fire/explosion hazard. Containers of flammable and combustible materials should be closed when not in use. They should also not be stored near a heat or ignition source. Smoking is not permitted when working with flammable liquids. Compressed gases are to be securely stowed at all times and, when not in use, valves are to be closed.
3. **Responsibilities:**
 - 3.1. Supervisors are responsible for the overall safety of the work areas under their respective control.
 - 3.2. Individual employees are responsible for keeping their work areas free of excessive debris and unwarranted accumulations of flammable and combustible materials.
 - 3.3. Management is responsible for ensuring available on-site fire fighting and fire suppression equipment is properly maintained and available for immediate use.
 - 3.4. Supervisors are responsible for ensuring that significant spills of flammable and combustible liquids are contained and cleaned up according to the City's guidelines.
4. **Training:** Supervisors shall ensure that subordinate employees receive appropriate training on this Plan and on how to respond in the event of a fire emergency. In particular, this training shall include:
 - 4.1. Fire/Explosion Response
 - 4.2. Facility Evacuation Procedures
5. **Fire Extinguishers** servicing and maintenance is conducted in accordance with section 6.1 of the Emergency Action Plan.
6. **Automatic Fire Sprinkler System** servicing and maintenance is conducted in accordance with Section 6.1 of the Emergency Action Plan.
7. **Periodic Inspections** will be conducted in compliance with Team Sheeper's Injury and Illness Prevention Program. As part of these inspections, the contents of the fire and emergency preparedness and prevention checklists included as part of this plan are considered.

APPENDIX D

Fire Preparedness and Prevention Checklist

Area Inspected: _____ Date: _____ Conducted By: _____

	Yes	No
1. Have all emergency systems and equipment been properly tested and inspected?		
2. Exit Signs, Monthly		
3. Fire Extinguishers, Monthly		
4. Extinguisher correct for hazard?		
5. Pin is in place?		
6. Plastic tab (seal) in place and secured to pin?		
7. Fully charged (Gauge is in green zone)?		
8. Sprinkler, Quarterly		
9. Fire Alarm, Annual Drill and Semi-Annual Contractor Inspection		
10. Are exits arranged and maintained to provide free and unobstructed exit from all parts of the building at all times when occupied? No lock or fastener shall be installed to prevent free escape from the inside of any building.		
11. Does the emergency lighting in the building allow safe access and light the direction to the exits when the main power has failed?		
12. Are door openings or means of egress 32 inches or greater in clear width?		
13. Do all exit doors swing in the direction of exit travel?		
14. Does the changeover of illumination energy sources in an emergency take less than 10 seconds?		
15. Do the battery-operated lights only use reliable types of rechargeable batteries, with suitable facilities for maintaining them in properly charged condition?		
16. Is each exit route, in its entirety, arranged or marked so that the way to a place of safety is indicated in a clear manner? Any door or passageway that is not an exit or way to reach an exit, but is capable of being confused with an exit, shall be arranged or made to prevent occupant confusion with acceptable exits.		
17. Are the access routes to exits marked by readily visible signs in all cases where the exit is not immediately visible to an employee or visitor? Is sign placement such that no point in the exit access is more than 100 feet from the nearest visible sign?		
18. Are all doors, passageways or stairways that are neither exits nor a way to an exit, and so located or arranged as to be easily mistaken for an exit, identified by a sign reading "Not An Exit"?		
19. Is the distance of travel to a fire extinguisher for Class A (Wood, Paper) fires within 75 feet?		

Emergency Preparedness and Prevention Checklist

Area Inspected: _____ Date: _____ Conducted By: _____

	Yes	No
1. Have you been trained in the use of fire extinguishers?		
1.1. If yes, do you know the location of the closest fire extinguisher?		
2. Are all exit doors, hallways and aisle ways in your work area clear (32" minimum) and unobstructed for emergency exiting?		
3. Are all windows closed securely each night?		
4. Are files and storage areas purged and cleared regularly to eliminate unnecessary paper storage?		
5. Are chemicals, paints, and fluid storage areas checked regularly to eliminate storage of old and unnecessary products?		
6. Are enough electrical plugs provided to eliminate the use of extension cords for daily operations?		
7. Do you know the best route to your assigned Assembly Area in the event of an evacuation?		
8. Do you know who to report to following an evacuation?		
9. Have you been trained in first aid and/or CPR?		
10. If provided, do you know where the closest First Aid Kit is located in your work area?		
11. Are all bookcases and other tall furniture secured to avoid tipping in the event of an earthquake?		
12. Do you know where your company's Emergency Action Plan is located?		

Evacuation Drill Evaluation Form





















Employee Name (optional): _____

Assembly Area: _____

Person in Charge: _____

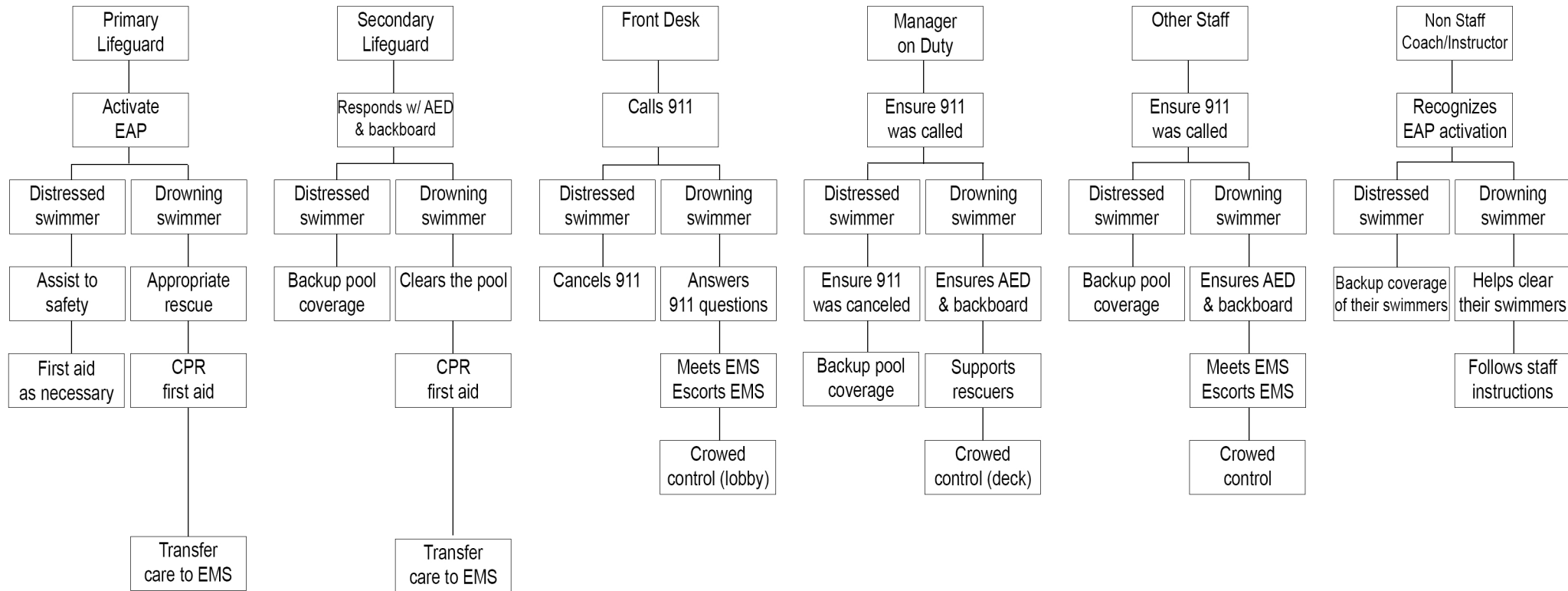
Date: _____

Please take a moment to fill out this evaluation form to allow us to correct any deficiencies that may exist in our evacuation program.

False	True
1. I could hear the evacuation alarm. 	
2. I had been trained on the evacuation procedure. 	
3. I knew the evacuation route out of my work area. 	
4. I knew where my Assembly Area was located. 	
5. The Assembly Area was easy to find. 	
6. I did not stop for my personal belongings. 	
7. My superior knew what to do. 	
8. A head count was taken at the Assembly Area 	
9. I did not run during the evacuation drill. 	
10. I remembered what I was supposed to do. 	

General Comments:

Water Based Emergency Action Plan



Once EMS has taken over care and the incident has ended the manager on duty will focus on the physical and mental health of our staff, ensure all documentation is completed, assess our ability to resume operations, and conduct an incident debrief when appropriate.