



Team Sheeper Inc./Palo Alto Swim and Sport

Presents:

2022 Annual Aquatic Report

**Prepared for the City of Palo Alto Parks and
Recreation Commission**

January 2023



Table of Contents

Introduction	3
Overall Survey Results.....	4
Table of program hours per week 2019-2022	4
Profile of 2022 lap swim population at Rinconada Pool.....	5
Profile of 2022 Palo Alto Masters Members at Rinconada Pool.....	6
Lap Swim Survey Responses	7
Summary of satisfaction percentages from lap swim respondents of the 2022 annual survey	7
Summary of requests from lap swim respondents of the 2022 annual survey.....	7
Average lap swim fees	8
2019-2022 Comparison.....	8
Resident vs. Non-Resident usage.....	8
Senior vs. Adult usage.....	9
Total lap swim visits	9
Lap swim monthly memberships	10
Lap swim membership usage vs. drop-in usage	10
Total volume of facility visits	11
Total volume of lessons	12
Total volume of open swimmers	12
Total volume of lessons given in summer camp.....	13
Pool Comparisons	14
Survey Responses.....	17
Employee Data	19
Palo Alto Revenue and Revenue Share.....	20
Risk Management Documentation	21
Summary	29



Introduction

It is with great pleasure that Palo Alto Swim and Sport presents data from our 5th full year of aquatics operations at Rinconada Pool. 2022 can be defined as the first year of a rebuilding period as we ascend back to our operational baseline of 2019.

We are proud and pleased with the year-round community support we receive for our daily services. We are thrilled to see that the positive feedback we received for our operational structure through the annual survey correlates with our efforts.

A quick review of our 2022 programming shows:

Lap Swim-Thriving and continuing to grow past pre-pandemic levels.

Summer Swim Camps-Thriving and meeting a community need.

Open Family Swim-Modest improvements over 2021, returning to baseline, directly related to staffing.

Swim Lessons-Mild improvement from 2021, undergoing a complete remodel and recruiting work force.

Masters-Stable, but in need of continued development and culture building.

PASA-Thriving, legacy quality youth program, impacted, community demand exceeds available time and space.

Coming soon in 2023:

Fee Structure Modifications- Lowering of senior citizen fees for lap swimming, post pandemic pricing correction. Increasing differential between resident and non-resident fees.

Pool Closure-Minimum of 45-day closure beginning March 6 due to a replastering project.

Swim Lesson Resurrection- Investment in leadership and recruitment will bring drastic improvements in delivery of service, upon pool reopening in Spring.

In collaboration with the Palo Alto Community Services and Public Works, Palo Alto Swim and Sport has been able to achieve a state of equilibrium in serving the aquatic needs of the community. Our intention is to continue providing premium programming and customer service while being capable stewards of the community gem which is Rinconada Pool.



Overall Survey Results

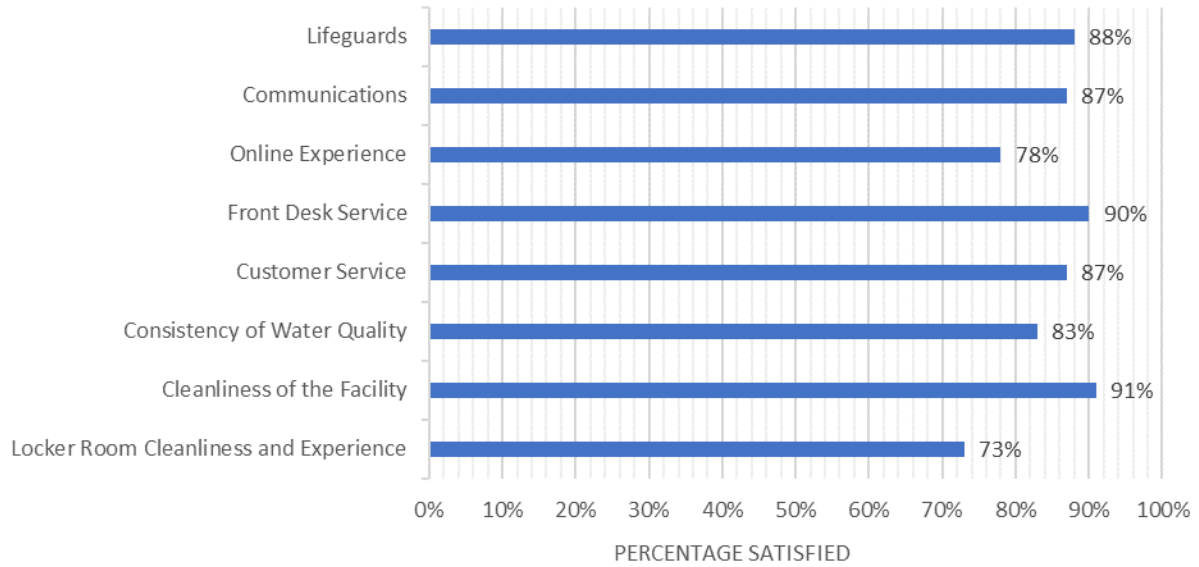


Table of program hours per week 2019-2022

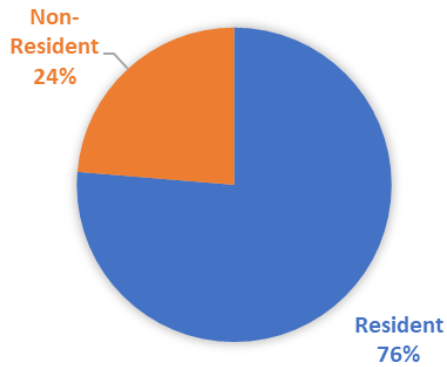
Program	2022		2021		2020		2019	
	Summer	Non-Summer	Summer	Non-Summer	Summer	Non-Summer	Summer	Non-Summer
Lap Swim	68.5	68.5	68.5	68.5	68.75	68.75	75	72.75
Open Swim	42	0	32	0	31.5	0	80.5	9.5
Swim School	15	0	15	10	15	0	38	23
Palo Alto Masters	13.5	13.5	13.5	13.5	9.5	9.5	17.25	17.25
PASA	23.5	23.5	23.5	23.5	26.5	26.5	17.5	21
Camps	35	0	35	0	35	0	25	0

Profile of 2022 lap swim population at Rinconada Pool

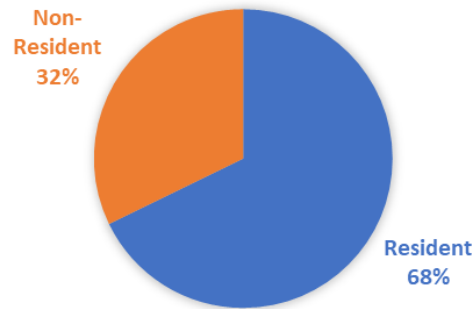
Members are defined as swimmers who purchase a monthly swim pass.

Drop-ins are defined as swimmers who purchase a daily pass to swim.

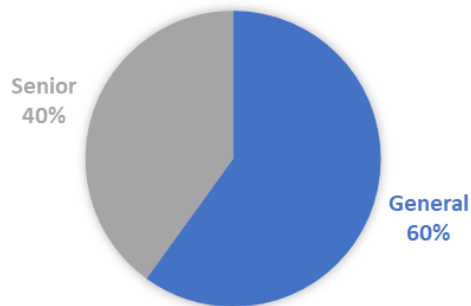
**LAP SWIM MEMBERS
(RESIDENT & NON-RESIDENT)**



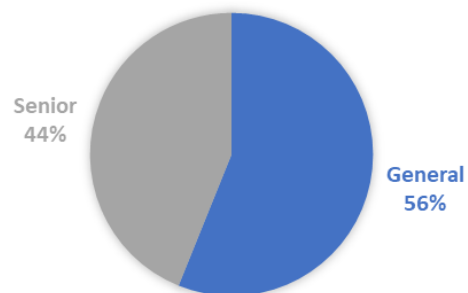
**LAP SWIM VISITS
(RESIDENT & NON-RESIDENT)**



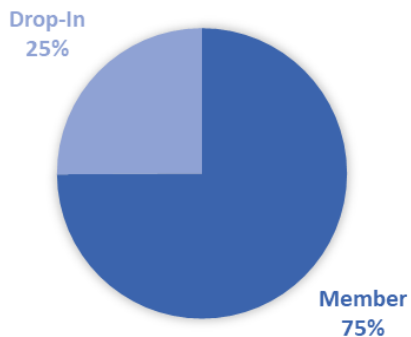
**LAP SWIM MEMBERS
(GENERAL & SENIOR)**



**LAP SWIM VISITS
(GENERAL & SENIOR)**

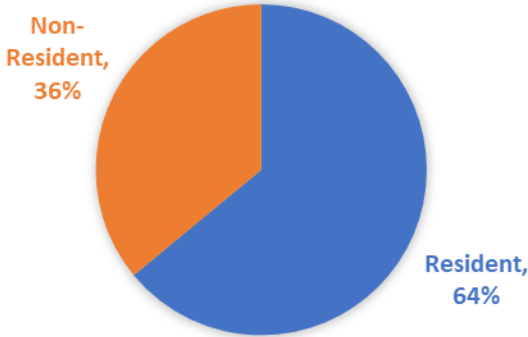


**LAP SWIM VISITS
(MEMBER & DROP-INS)**

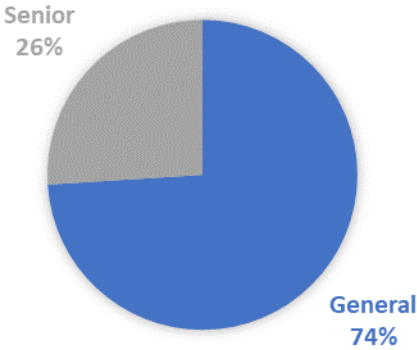


Profile of 2022 Palo Alto Masters Members at Rinconada Pool

**MASTERS MEMBERS
(RESIDENT & NON-RESIDENT)**

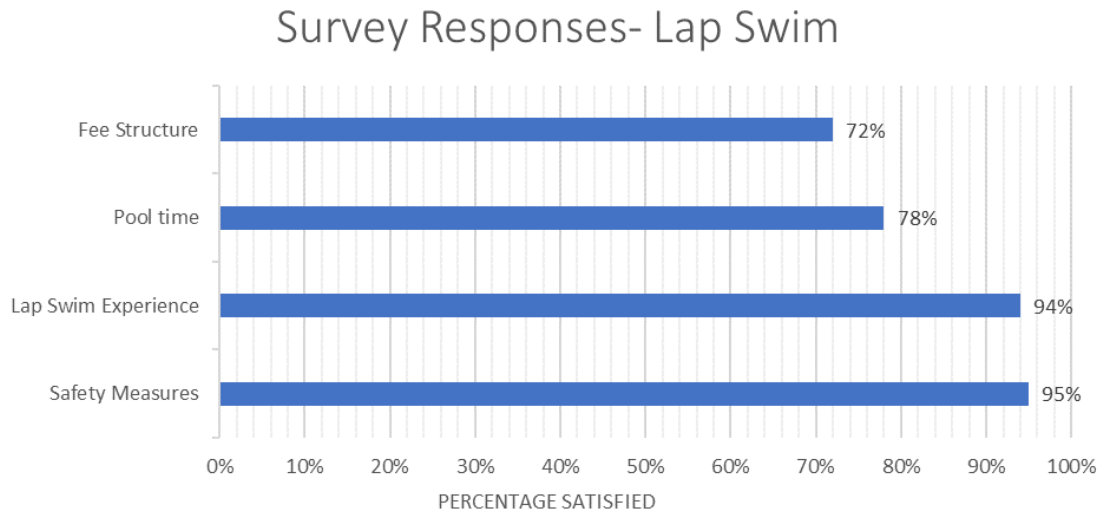


**MASTERS MEMBERS
(GENERAL & SENIOR)**

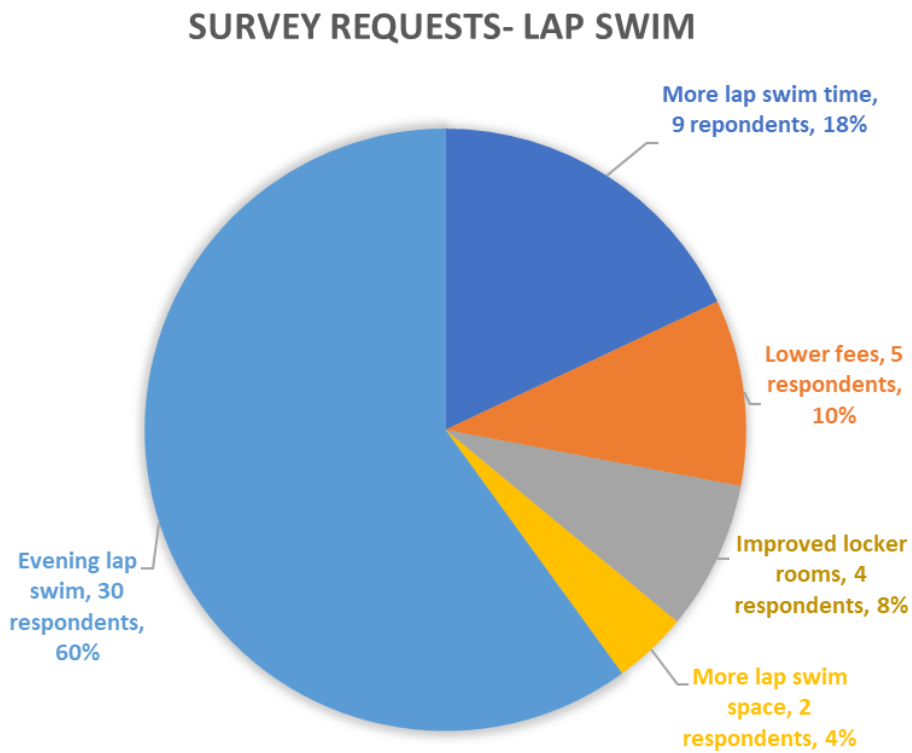


Lap Swim Survey Responses

Summary of satisfaction percentages from lap swim respondents of the 2022 annual survey



Summary of requests from lap swim respondents of the 2022 annual survey



Average lap swim fees

Average volume per month: 6,350 lap swimmers

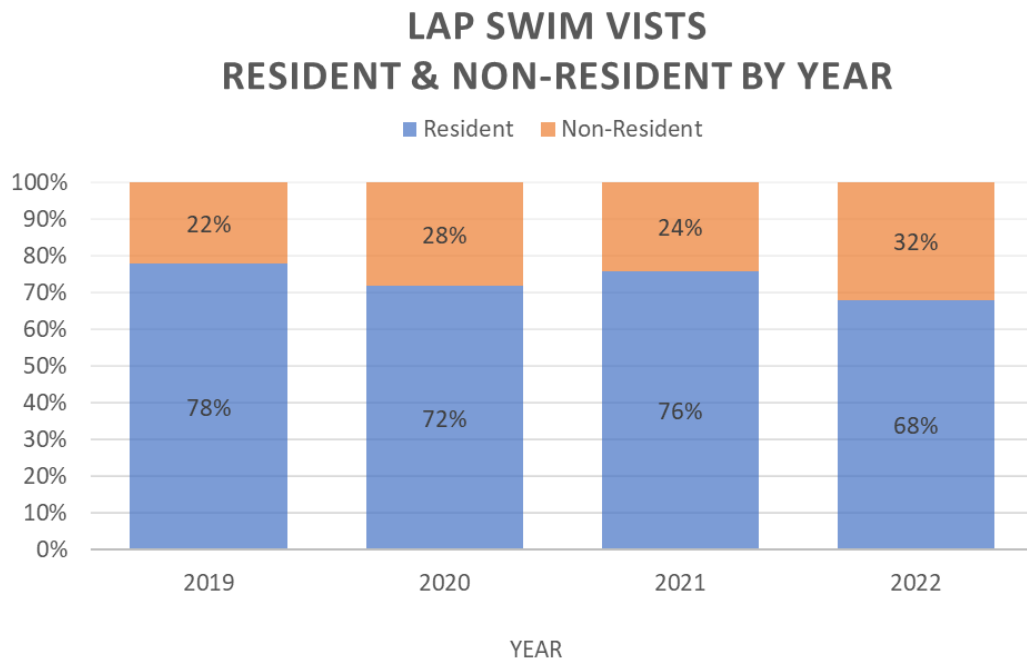
Average swims per member per month: 8.8

Average cost per swim for members:

Avg cost per swim	Resident	Non-Resident
General	\$7.27	\$7.84
Senior	\$6.14	\$6.70

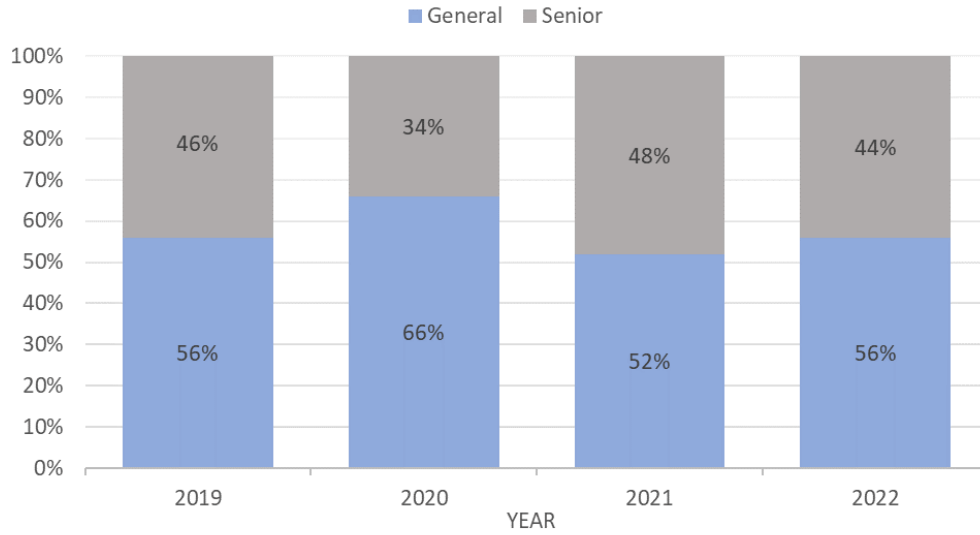
2019-2022 Comparison

Resident vs. Non-Resident usage



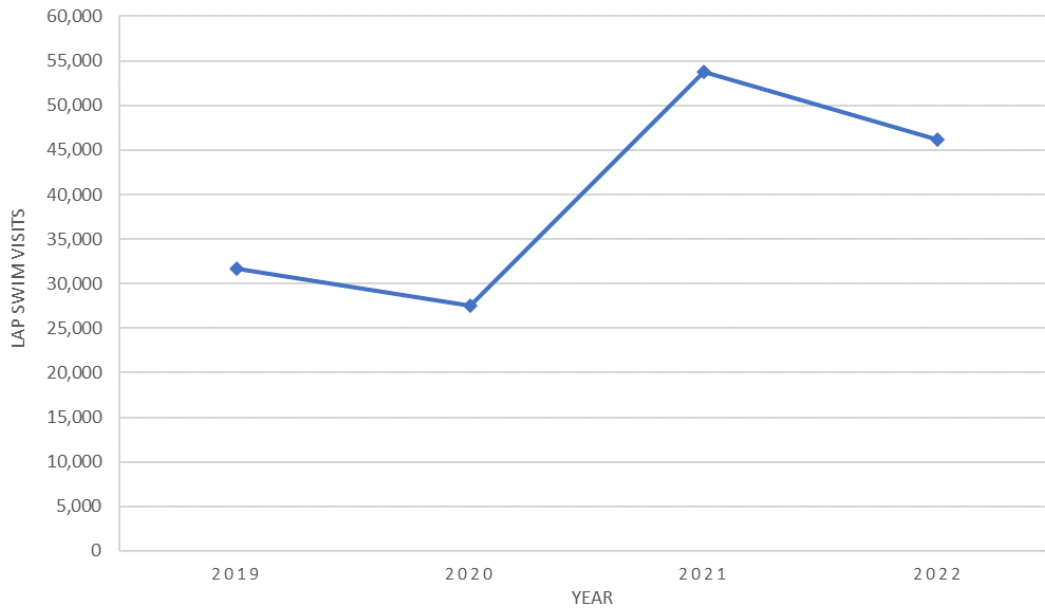
Senior vs. Adult usage

LAP SWIM VISITS GENERAL & SENIOR BY YEAR

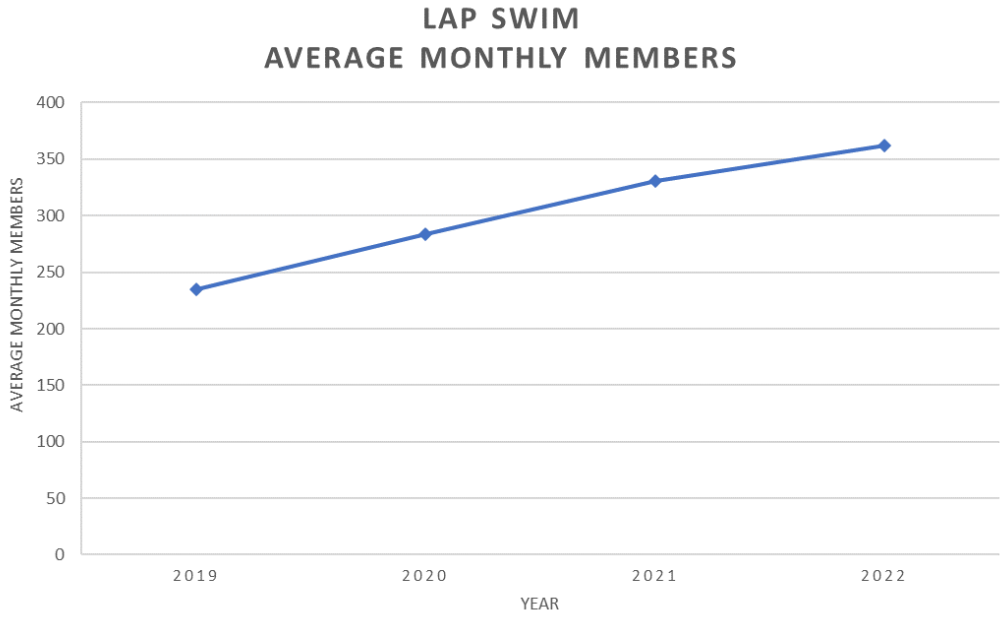


Total lap swim visits

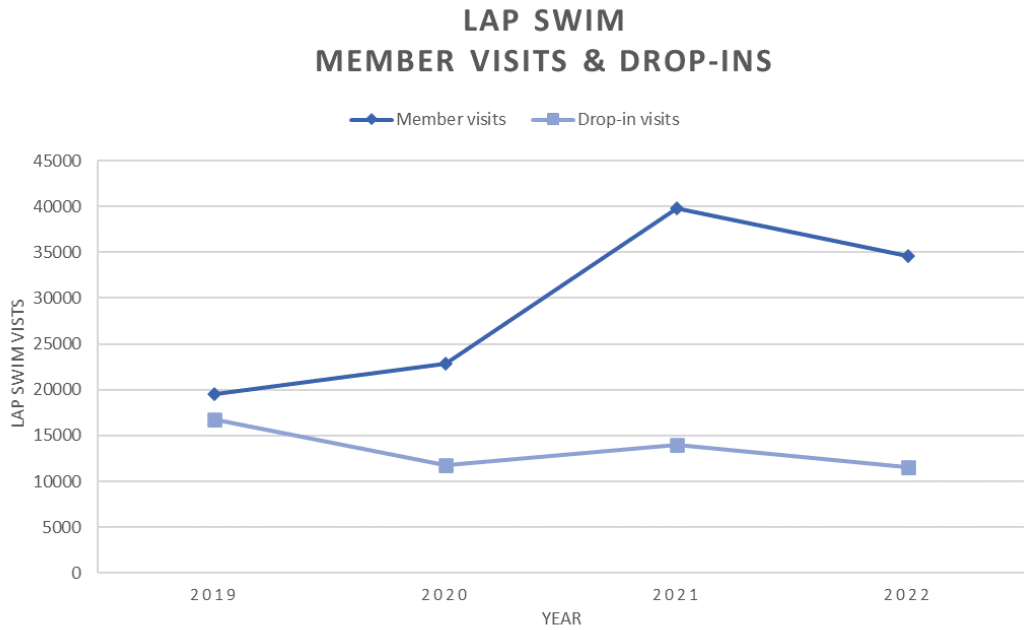
TOTAL LAP SWIM VISITS



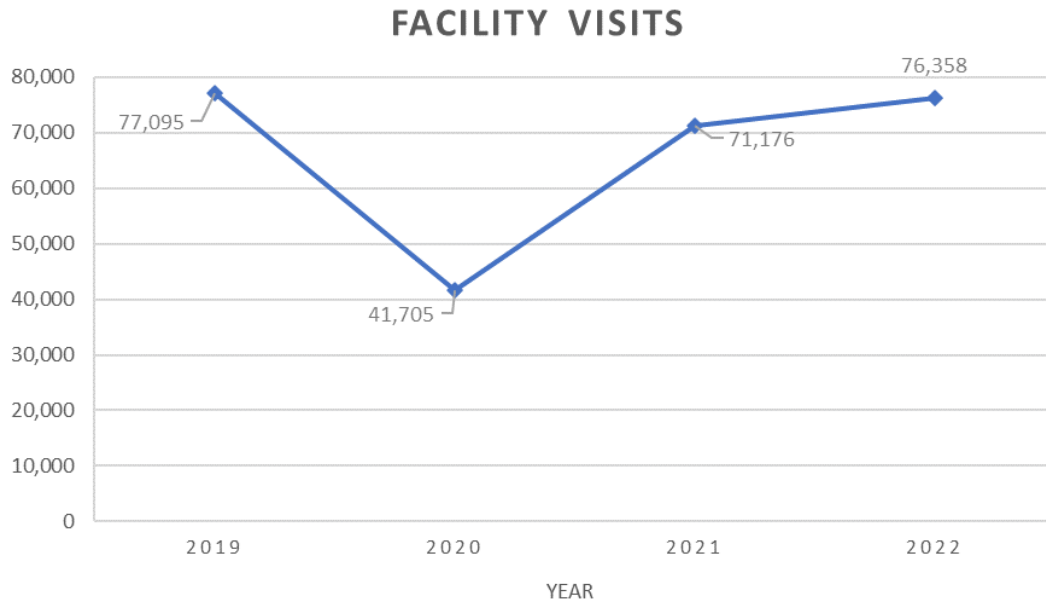
Lap swim monthly memberships



Lap swim membership usage vs. drop-in usage



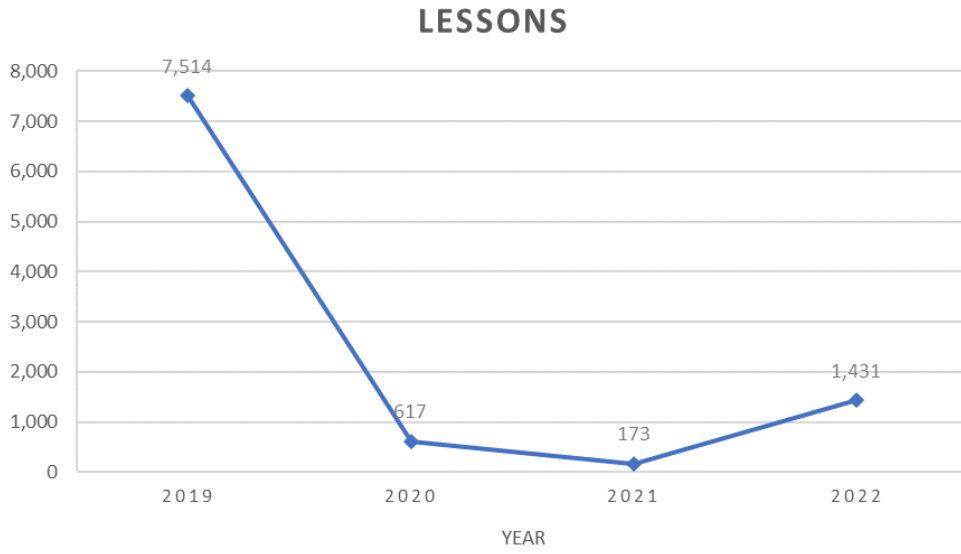
Total volume of facility visits



Facility Visits:	2019	2020	2021	2022
Lap-Member Visits	19,560	22,830	39,764	34,575
Lap- Drop-Ins	16,712	11,782	13,971	11,588
Open Drop-Ins	29,794	4,065	8,226	19,893
Masters Visits		1,361	5,482	5,291
Camp Visits	3,515	1,050	3,560	3,580
Swim Lessons	7,514	617	173	1,431
TOTAL	77,095	41,705	71,176	76,358

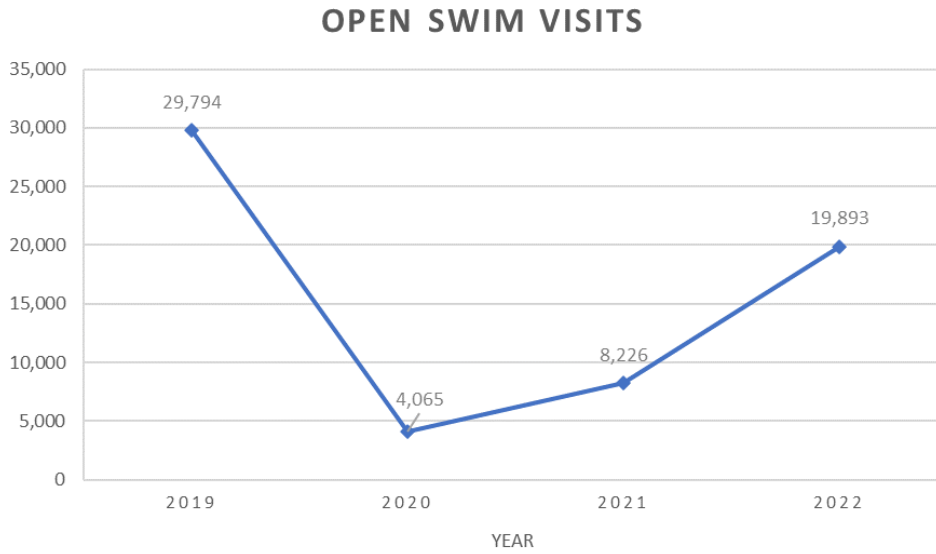


Total volume of lessons



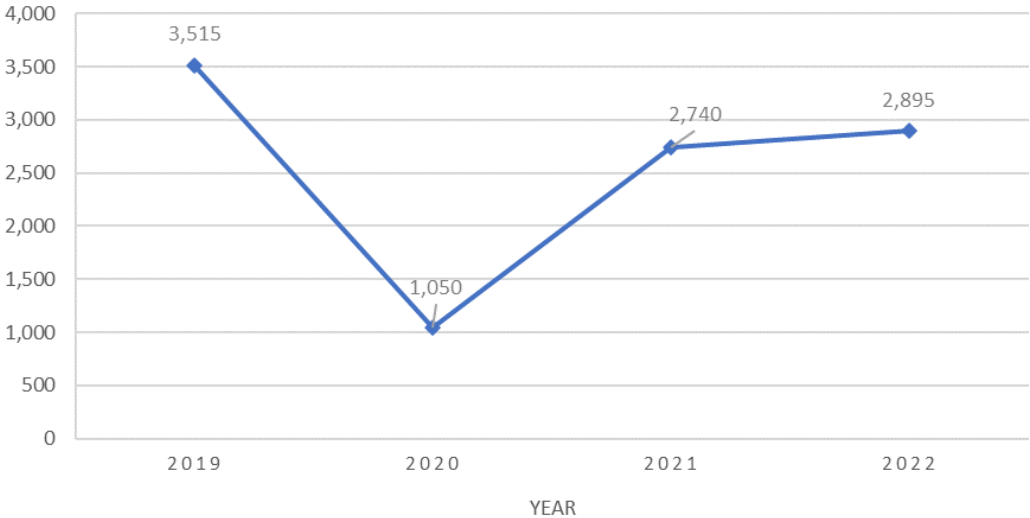
*Camp lessons not included

Total volume of open swimmers



Total volume of lessons given in summer camp

CAMP LESSONS



Pool Comparisons

Lap Swim information gathered from municipal pools along the greater peninsula region of the San Francisco Bay Area. Captured for comparison purposes.

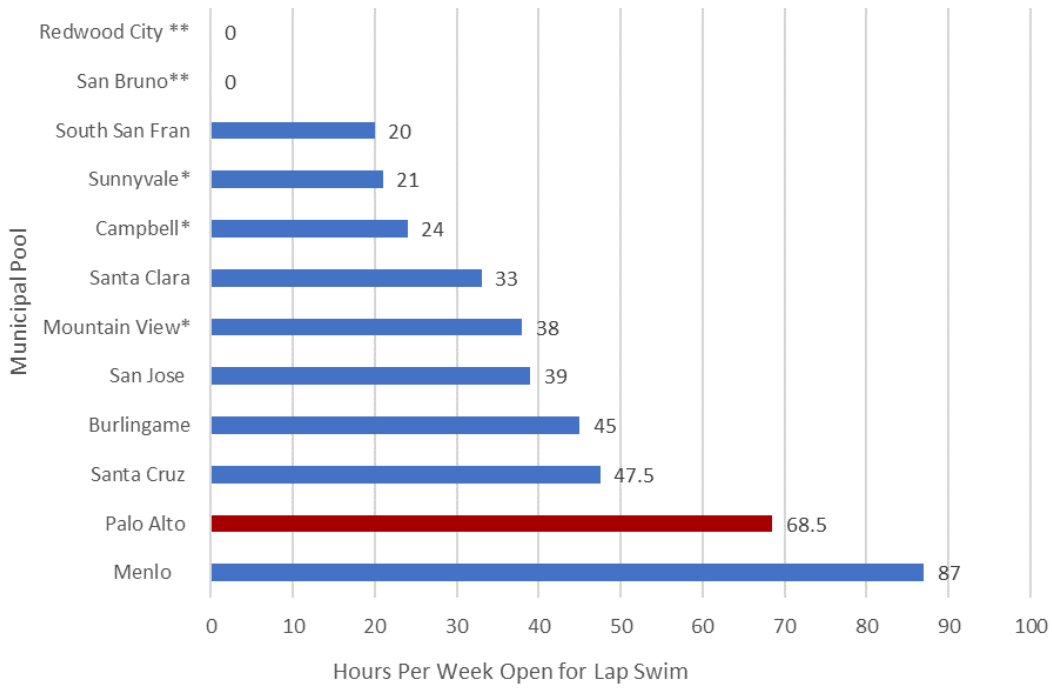
Municipal Pool	Hrs/Week	Lane Space	Fees
Santa Clara	33	20	\$11 R/NR, 10 pass-\$70
Mountain View*	38	8	\$6R/\$7NR, 25 pass \$99 R/\$124 NR, Senior \$34 R/\$43 NR Senior
Burlingame*	45	20	\$8, \$80/month (No R or Senior discounts)
Campbell*	24	8	\$5.50 general use, \$15/hr reservation
San Jose	39	8	\$6 R/NR, \$3 Senior, Monthly \$90/\$45 Senior
South San Fran	20	6	\$5.25 R/NR, Monthly \$56 R/\$63 NR, Senior \$45R/\$51 NR
Sunnyvale*	21	20	\$10 R/\$12 NR, \$7 Senior
Santa Cruz	47.5	14	\$7 R/NR, \$5 Senior, 10 pass-\$63 R/NR, \$45 Senior
Menlo	87	17	\$9 R/\$10 NR, \$8 R/\$9 NR Senior, Monthly \$65 R/\$72 NR, \$52 R/\$61 NR Senior
Palo Alto	68.5	14	\$9 R/\$10 NR, \$8 R/\$9 NR Senior, Monthly \$65 R/\$72 NR, \$52 R/\$61 NR Senior
San Bruno**	Closed pool permanently		
Redwood City **	Closed 2 municipal pools indefinitely		

* By appointment only

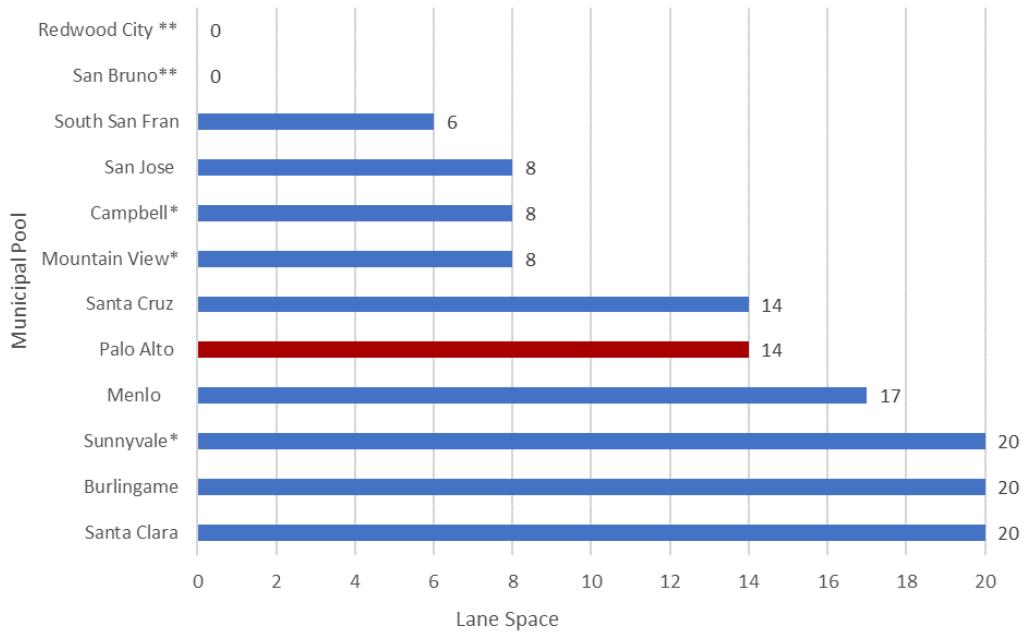
** Pool(s) closed indefinitely



Pool Comparison Lap Swim Availability



Pool Comparison Lane Space



* By appointment only

** Pool(s) closed indefinitely



Pool Comparison Average Price of Resident Swim

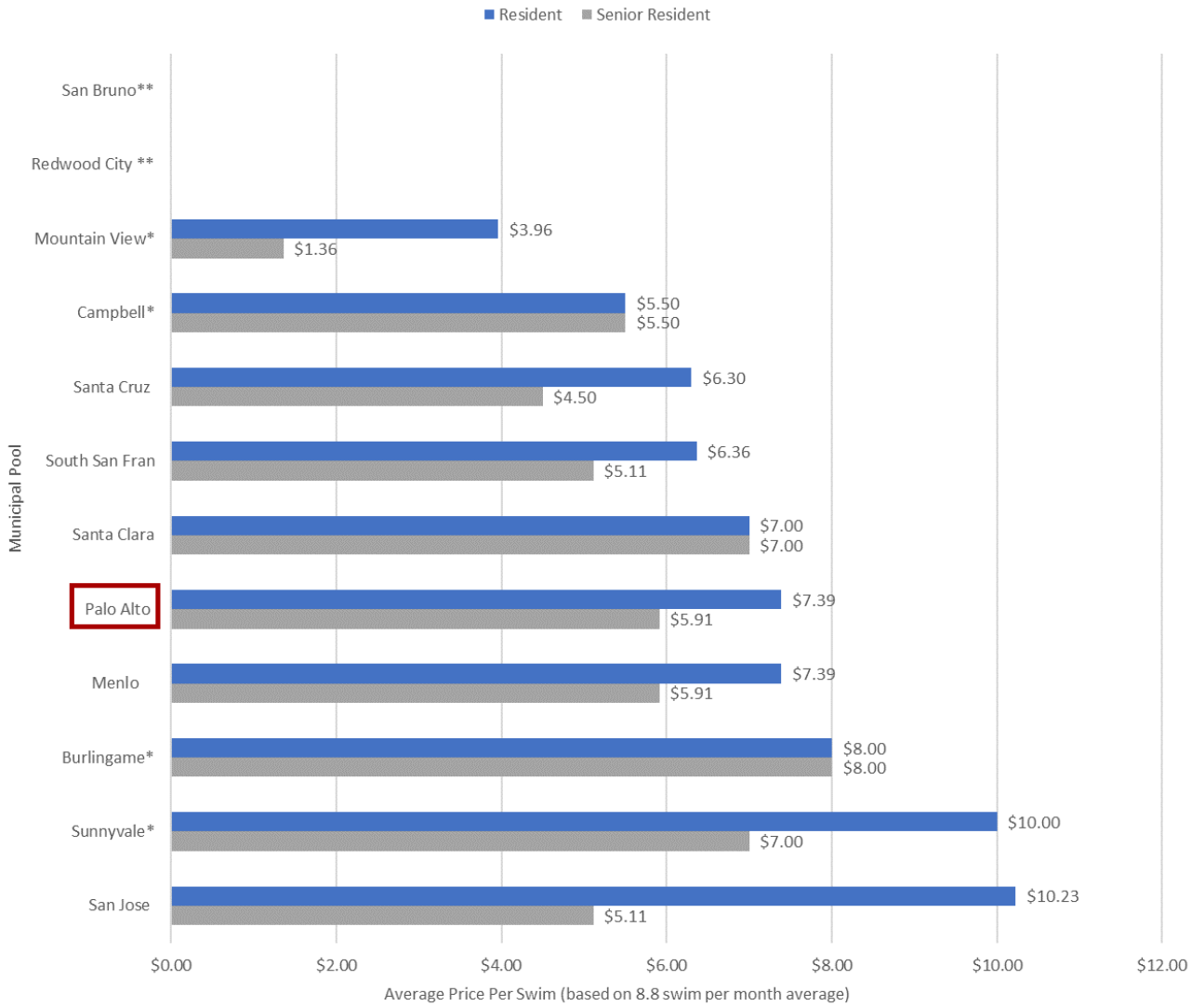


Chart displays resident pricing at lowest cost. Membership (based on the average of 8.8 swims per month), punch pass pricing, or drop-in pricing if not other pricing is available.

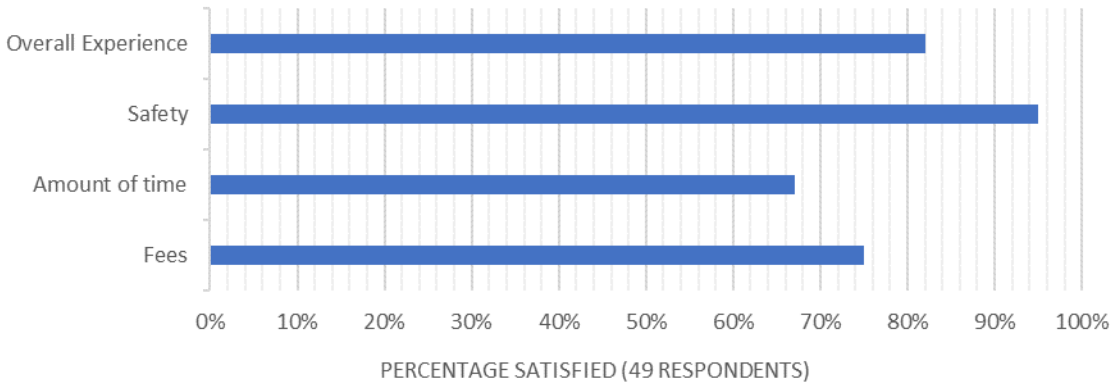
* By appointment only

** Pool(s) closed indefinitely

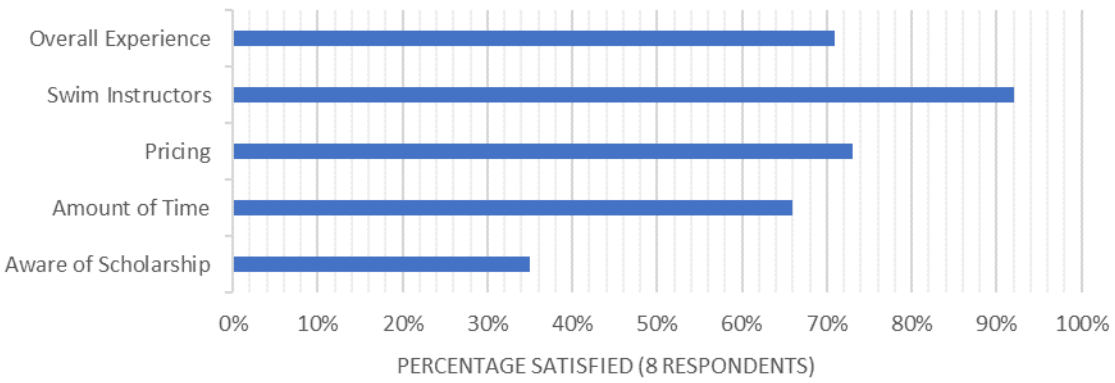


Survey Responses

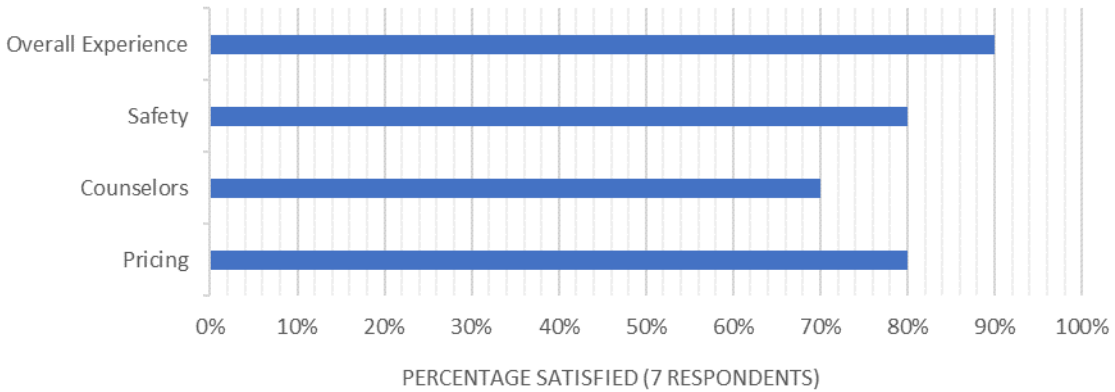
Survey Responses- Open Swim



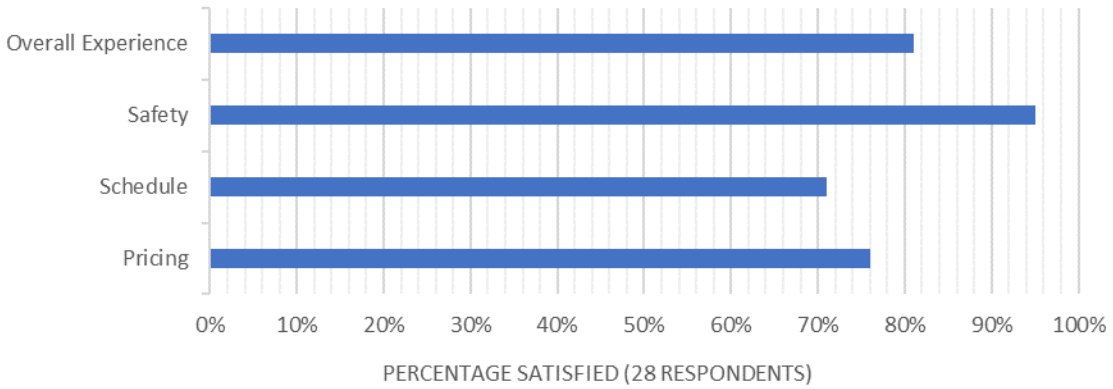
Survey Responses- Swim Lessons



Survey Responses- Camps



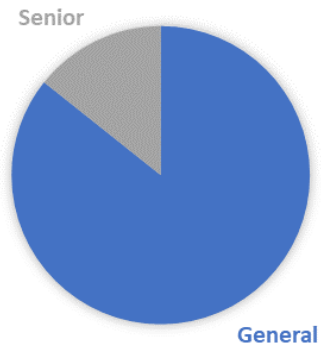
Survey Responses- Masters



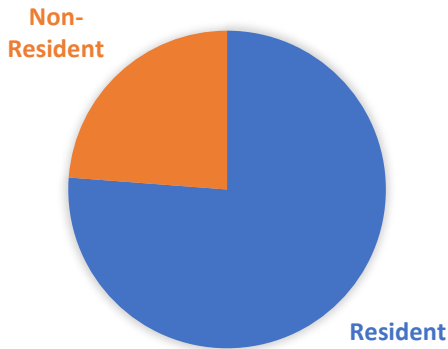
SURVEY RESPONDENTS- MASTERS



SURVEY RESPONDENTS- MASTERS



SURVEY RESPONDENTS- MASTERS



Employee Data

	2022
Camp Counselors	22
Camp Managers	3
Lifeguards	36
Customer Service	6
Customer Service Managers	2 (shared)
Swim Instructors	2
Facility Directors	2
Masters Coach	2
CFO/HR	1 (shared)
Operations Director	2 (shared)
CEO	1 (shared)
Total	78 (6 shared)



Palo Alto Revenue and Revenue Share

For Period January 1 through October 31

Revenue share is based off number of lessons given:
 2022 Revenue share is 1%

	Jan - Oct 22
Camps	272,988
Laps DI	92,079
Lessons	43,874
Memberships	283,322
Open Swim	134,407
Total Fees	826,670
Rentals	119,697
Total Income	946,367
Revenue Share	9,464



Risk Management Documentation

Emergency Action Procedures (EAP)

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

Water-Based Emergency

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

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

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

EAP – Water-Based Emergency

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



means that after water extrication a different lifeguard may take over treatment. Lifeguards will only stop treatment once EMS personnel take over treatment.

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

Land-Based Emergency

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

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

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

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

EAP – Land-Based Emergency

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

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

When to Call 911



Land EAP

- Victim is unconscious, loses consciousness, or has a decrease in their level of consciousness.
- Victim has any difficulty breathing or shortness of breath.
- Victim has severe bleeding, severe burns or is vomiting due to heat stroke or excess water ingestion. Victim has a head, neck, or back injury.
- Victim has possible broken bones, excessive swelling, or deformity.
- You suspect a cardiac emergency (heart attack) or cerebral attack (stroke). If CPR is being administered.
- If a lifeguard is treating a victim outside of the facility.
- If a woman is going into labor.

The primary rescuer does a primary assessment of the victim to determine if 911 needs to be called. If 911 does not need to be called, they begin the secondary assessment of the victim. When in doubt about whether to call 911, ask your supervisor for help. If your supervisor is not present, then tell the patron you believe that 911 should be notified. If a patron refuses 911 assistance, the patron must sign a refusal of care form.

If victim is a minor, then all efforts should be made to locate their parent or guardian.

Land-Based Emergency (non-911)

Not all land-based emergencies require 911 to be called. This decision to close the pool should be made by the lifeguard who is watching the pool, considering bather load and the programs in the water at the time. If the lifeguard feels uncomfortable with their bather load, or feels that patron safety is compromised, close the pool.

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

- a) will need to come out to cover primary rescuer's pool or to assess the victim.
- b) can communicate with the front desk to call the parent/guardian if needed.

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

The primary rescuer then treats victim according to their injuries. Once treatment is complete, release victim back to coach or parent/guardian, if a minor and fill out all necessary paperwork.

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

Environmental Emergency

Environmental emergencies happen when the surrounding environment poses a risk of injury to staff and patrons. Severe weather and natural disasters are an example of environmental emergencies. Severe weather and natural disasters can involve violent winds, thunderstorms, tornadoes, lightning,



earthquakes, mudslides, and flash floods. In addition, certain emergencies may result from a specific facility problem, such as a fire or chemical

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

EAP – Fire

1. Lifeguard observes an environmental emergency that warrants immediate pool closure such as: thunderstorms, tornadoes, lightning, earthquakes, or fire. Lifeguard performs one, loud and long whistle blast, and yells “ENVIRONMENTAL EMERGENCY, CLEAR THE POOL.” All guards on deck respond by echoing the whistle blast and yelling “ENVIRONMENTAL EMERGENCY, CLEAR THE POOL.”
2. Establish communication with front desk and supervisors to inform them as to the nature of the emergency while clearing the pool. The next steps are determined by the nature of the environmental emergency.
3. Each lifeguard clears his or her own pool and directs patrons to the closest emergency exit. Lifeguards must inform patrons that they CANNOT go back into the building to obtain any personal belongings due to risk of injury. Guards must make sure all patrons exit through the closest exit, and that patrons do not crowd around the other side of these exits. Once all patrons have exited, guards must check in with a supervisor. After supervisor is aware of the deck being cleared, lifeguards exit through the emergency exit closest to them.
4. Supervisors and other staff will be responsible for clearing the building and bathrooms. In the absence of supervisors, the highest-ranking lifeguard will clear the building and bathrooms. After patrons have exited the pool deck through the emergency exits the building must be cleared. Clear the break room and office first, then the bathrooms. Move into the bathroom and check each stall, while stating loudly, “Everyone out of the building there is a fire!” Once the bathrooms are clear, lock the door and exit through the main entrance. If anyone is in the building, they should exit through the closest exit as long as it is not blocked by fire.
5. Patrons and staff then wait for the fire department to come fight the fire or to give the “all clear.”

EAP - Earthquake

1. Lifeguard observes an environmental emergency that warrants immediate pool closure such as thunderstorms, tornadoes, lightning, earthquakes, or fire. Lifeguard performs one, loud and long whistle blast, and yells “ENVIRONMENTAL EMERGENCY, CLEAR THE POOL.” All guards on deck respond by echoing the whistle blast and yelling “ENVIRONMENTAL EMERGENCY, CLEAR THE POOL.”
2. Establish communication with front desk and supervisors to inform them as to the nature of the emergency while clearing the pool. Beware that during an earthquake pool water can violently slosh over the edges. For this reason, it is important to quickly get patrons out of the pool and to ensure patrons promptly get away from sides of pool.
3. Each lifeguard clears his or her pool and directs patrons to the closest emergency exit. Lifeguards must inform patrons that they CANNOT go back into the building to obtain any



personal belongings due to risk of injury. Guards must make sure all patrons exit through the closest exit, and that patrons do not crowd around the other side of these exits. Once all patrons have exited, guards must check in with a supervisor. After supervisor is aware of the deck being cleared, lifeguards exit through the emergency exit closest to them.

4. Lifeguards must keep in contact with a supervisor. If no supervisors are working at the time of the earthquake, lifeguards must wait for about five minutes after all shaking has stopped then check the building for injured staff and patrons. If injuries are found call 911 if warranted, or if unsure about how to treat victims. If any small fires are discovered use fire extinguishers to put them out and/or call 911 if fire is not easily dealt with. Leave building as soon as it has been swept through, do not stay in building longer than necessary.
5. Emergency personnel or official media broadcasts (radio, TV, internet) will inform the patrons and staff when it is safe to re-enter buildings and obtain their possessions.

Chemical Spill

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

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

EAP - Chemical Spill

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



with the front office and the break room. If anyone is in the building, they should exit through the exits on the pool deck.

5. Patrons and staff then wait for the fire department to respond to the spill and give the “all clear.” If the chemical smell becomes strong enough to be painful to eyes and lungs, the lifeguards must move everyone farther away from the spill.

Pool Closure

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

Biohazard Procedure

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

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

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

Once the pool is evacuated obtain the following items:

- The proper amount of chlorine from the wet chemical storage area
- A biohazard disposal bin
- A pool scoop and gloves
- Put on gloves and proceed to scoop the contaminate out of the pool. Place the net and contents into the biohazard disposal bin and add the chlorine to affected area. Collect all items and return to the pump room for complete decontamination and disposal.

Place contents of scoop into the biohazard bin and rinse the scoop under running water

Fill a five-gallon bucket 3/4 full of a chlorine/water solution: one part chlorine for every nine parts water

Detach the net from the pole and place the net in the solution for 20 minute

Once clean, dispose the gloves in the biohazard bag, tie the bag off and then place the bag in the garbage receptacle. When this last step has been completed, obtain and complete a “pool closure form” from the pump room desk.

Pump Room Issues

As lifeguards, there are few times that you will be in the pump room however, it is important to know what issues may require the pool being closed. The first thing to do when coming across most of these



problems is to notify your manager or call individuals on the Facility/Maintenance Contacts list to receive further instructions.

Circulatory Pump

If the circulatory pump for a pool is turned off then the pump is off and the filters cannot function, and without filters patron cannot be in the pool. To determine if a given pump is on or off look at the breaker panel; if the light is off then the pump is off. First notify your supervisor, and then clear the affected pool. If no supervisor is present, first clear the affected pool and then call individuals on the Facility/Maintenance Contacts List to receive further instructions.

Pool Chemistry Issues

pH Levels: pH levels that are out of prescribed ranges have the potential to cause injury or illness to those in the water. If the pH is lower than 7.2 or higher than 7.8, notify your supervisor or call individuals on the Facility/Maintenance Contacts List to receive further instructions. A pH level that is out of the prescribed range may require the pool to be cleared.

Chlorine: It is imperative to ensure that the pool has the proper part per million (ppm) of chlorine. If the chlorine levels are below 1 ppm or above 10 ppm then notify your supervisor or call individuals on the Facility/Maintenance Contacts List to receive further instructions. With this issue the pool may need to be cleared.

Hazardous Weather

Lightning, thunder, hail, and tornado watches or warnings are all possible reasons for pool closure due to weather. However, the most common of these are thunder and lightning. If you hear thunder or see lightning, then the pool must be closed, and the deck must be cleared. The deck and pool must remain closed for 30 minutes after each instance of thunder or lightning. For example, a lightning strike occurs so you close the pool for 30 minutes. If 25 minutes passes and you see lightning again, the clock would reset. Everyone must wait 30 minutes from the last lightning strike before reentering the water.

Air Quality Facility and Program Closure Protocol:

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

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

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

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

Orange Protocol



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

Red Protocol

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

130-150.

*Covid-19 Standard Operating Procedures at Rinconada Pool is available upon request



Summary

After 5 full years of service to the community of Palo Alto, we continue to improve and refine our knowledge and delivery of aquatic services. We are grateful that we have had strong, capable, and sustainable staff and leadership team on-site. Our leaders have been with us for most of our tenure as pool operators and they continually demonstrate that they possess the passion and endurance to continue to serve the community. Constantly ensuring a premium experience for all that engage with the facility. Our overall operation is only as good as the individuals we have interacting and caring for the community members.

