

Presenter:

Juliene R. Hefter, MSOLQ, CPRP
Founder – Safety First Aquatics, LLC

Session Title: “Aquatic Management – Policies and Documentation”

Description: Drowning and water-related accidents have an emotional and economic impact on society that is impossible to calculate. Every year nearly four thousand people drown, and one hundred thousand more suffer from a water accident serious enough to require some form of medical intervention. Because water is generally regarded as an attractive nuisance, and most accidents occurring in the aquatic environment are preventable, aquatic accidents are often the subject of lawsuits, sometimes resulting in large financial awards as a result of negligence or just by not training your staff properly and documenting such training.

It is therefore vital that aquatic safety assume a high level of cognizance among risk Managers and that all policies and procedures are followed when hiring, certifying and training your lifeguarding staff. This session covers everything from the pre-hiring process, hiring, testing skills and training staff throughout the year and the requirements of in-service training, audits, post emergency handling and documentation of such.

Learning Outcomes: Participants will:

1. Learn the proper procedures to follow prior to hiring lifeguarding staff.
2. Learn the importance of employee manuals and procedures to implement to ensure that your staff is aware of all policies, procedures, expectations, etc.
3. Review the proper procedures for documenting all training and in-service training and what the minimum requirements should be.
4. Learn policies and procedures that should be followed if an emergency occurs at your facility.
5. Be better prepared to deal with an aftermath of an emergency i.e. documentation, following proper policies and procedures, etc.

Clientele to be Served: This session is suitable for the following:

- Program Supervisors
- Aquatic Managers
- Directors
- Administrators
- Aquatic Supervisors
- Anyone that works in Aquatics

Instructor Credentials:

Juliene Hefter is the founder of Safety First Aquatics, LLC and is Deputy Director for the Wisconsin Park & Recreation Association. She is the first person to hold this new position with one of the premiere Park and Recreation Associations in the nation. Currently, she is responsible for membership development and recruitment, coordinating educational development, development of marketing initiatives including the design and maintenance of the Association website, negotiating and implementing contracts and agreements, and generating revenue and corporate sponsorships.

Juliene Hefter received her Bachelor of Science in Recreational Leadership from the University of Wisconsin, La Crosse and holds a Master of Science in Organizational Leadership and Quality from Marian College. She has a long and illustrious career in aquatics and park and recreation administration, and has been the Manager of Recreation Services for the City of West Bend, Park and Recreation Director for the City of Horicon, Supervisor of Recreation & Aquatics Director for the Fond du Lac School District, and the Park and Recreation Director for the Village of Germantown.

She has served in a number of leadership positions with both state and national organizations, including being the Chairperson for the National Recreation and Park Association's 2005 National Aquatic Conference, Member and Chairperson of the Aquatic Facility Operators Board of Directors, 2006 Chairperson of the National Aquatic Management School, 2007 President of the National Aquatic Council, Chairperson of the Wisconsin Park & Recreation Association's Recreation Section, Chairperson of the Southeast Park and Recreation Council, and Vice-Chairperson of the Washington County Park and Open Space Technical Advisory Committee.

Her distinguished career includes being the recipient of the Wisconsin Park & Recreation Association's Professional Award of Merit, the Recreation Professional of the Year, Aquatic Professional of the Year, and the recipient of the Public Policy Innovation Award. Most recently she was named to the "Power 25" by Aquatics International for 2007.

She is a renowned speaker and author on a variety of management and administrative topics, including A Hands On Approach to Corporate Sponsorships, Sexual Harassment Training for Part-Time and Seasonal Staff, Public Perception of Lifeguards, Risk Management, Staffing, and Staff Manual Development for Aquatic Facilities, Marketing and Promotions, and Team Building and Special Events. Juliene is also an Instructor for the National Aquatic Facility Operator Certification Course.

Length of Session: 1 ¼ hours – 1 ½ hours