

Raintree Lake Property Owners Association

Water Patrol

Standard Operating Procedures

Version # 2.1

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1.0 Introduction

1.1 Purpose

Developing Standard Operating Procedures (SOPs) is very important to any organization because it dictates a set of explicit instructions to successfully accomplish a specific goal. SOPs are intended to be followed without deviation, and provide all the required details and decision branches required to perform a given procedure. SOPs provide for the uniform execution of a task, ensuring that every person who performs the task does it the same every time it is performed. SOPs are used to supply instructions for performing recurring activities and reacting to expected events. SOPs ensure consistent performance of a task and may be followed with a minimal amount of expertise, knowledge, or training. SOPs can also be used to measure employee performance. Therefore, developing SOPs for RLPOA Water Patrol will be critical toward accomplishing our goals.

1.2 Professionalism

Our Water Patrol Officers take pride in being one of the most professional, experienced, and qualified Water Patrol team in the Greater Kansas City Area. Our officers have over 40 years of combined military experience and the majority of our officers have earned a Bachelor's Degree or above. Additionally, our officers have specialized skills which include EMS, mechanical, leadership, instructional, combat, and safety certifications.

1.3 **OUR MISSION...**

It is the mission of the Raintree Lake Property Owners Association Water Patrol to preserve life and property, enforce rules, promote public safety and foster community trust and confidence through leadership, management and actions, as a safety response provider.

1.4 **OUR FOCUS...**

Water Patrol will focus its efforts on enforcing current regulations, promoting safety, and responding rapidly to emergencies, providing appropriate intervention and community education.

1.5 **OUR CORE VALUES...**

To Residents:

We owe each resident of Raintree Lake the highest quality of service possible, characterized by responsiveness, integrity and professionalism. We will continually strive for quality improvement.

To Water Patrol:

We owe the community of Raintree our full commitment and dedication. We will always look beyond the traditional scope of our individual positions to promote teamwork and organizational effectiveness.

To Each Other:

We owe each other a working environment characterized by trust and respect for the individual, fostering open and honest communication at all levels.

To Ourselves:

We owe ourselves personal and professional growth. We will seek new knowledge and greater challenges, and strive to remain at the leading edge of our profession.

1.6 OUR GOAL...

“Develop an organization to effectively administer and manage our resources. Implement a system for minimizing the impact of emergencies on life and property. Provide an effective Emergency Medical Services System, while enforcing lake rules and developing various ways in improving safety.”

2.0 RLPOA Water Patrol

2.1 Qualifications

The minimum requirements for this position are CPR/AED, First Aid and/or First Responder qualified (EMT-B, Hazardous Material Operations certified and/or military experience preferred). Water patrol candidates must be able to work various weekdays, weekends, and holidays.

2.2 Pay

Pay is based on certifications.

2.3 Chain of Command

1. Board of Directors (Highest)
2. General Manager
3. Water Patrol Manager (Lowest)

2.4 Water Patrol Manager – Job Description

The Water Patrol Manager oversees the safety of the residents of Raintree Lake and the enforcement of lake rules written by the Lake Committee. The Water Patrol Manager also conducts interviews, hires, and supervises water patrol officers, and is responsible for preparation and direction of PowerPoint Presentations and/or exams for regular resident mandated safety briefings. The Water Patrol Manager performs regular supervisory duties to include, but not limited to, budget management, shift scheduling, equipment furnishing and maintenance, citation processing, lake patrol, and training.

2.5 Water Patrol Officer – Job Description

The Water Patrol Officer implements and promotes the safety of the residents of Raintree Lake and enforces lake rules. The Officer also performs duties to include, but not limited to, emergency medical services, hazardous material cleanup, towing operations, monitoring and selling ski flags, boat verifications, general lake maintenance, water rescue, and pontoon rental procedures. Also, is required to complete daily duties and properly fill out computerized reporting documents.

1) General Lake Maintenance – Definition

The area of the general lake will include RLPOA main waterway, Sunset Cove, and Duck Pond. Patrol officers will NOT be required to perform vessel repairs (mechanical or maintenance), club house clean-up, common ground trash pick-up, common ground parking lot inspection, or dock maintenance. Water Patrol will be required to maintain buoys, swim dock areas, retrieve lake debris, change dock light bulbs, perform general vessel inspections, vessel fluid maintenance, and prop maintenance.

2.6 Water Patrol Duties and Responsibilities

- 1) Non-discriminatory enforcement of current Raintree Lake rules allowed when patrolling the main lake.
- 2) Day shift is responsible for the following:
 - “Daily Assignments”
 - Replace dock light bulbs identified by evening shift
 - Fueling empty gas cans (See 2.8 for more details)
 - Items listed on Water Patrol job description
- 3) Evening shift is responsible for the following:
 - Secure all vessels and cover Jet Ski
 - Identify inoperable dock light bulbs
 - Securing all water patrol equipment in office (nothing should be left outside of office area)
 - Items listed on Water Patrol job description
- 4) Both Shifts
 - Re-fuel vessels used that day
 - Check-out shift cleans (vacuums, drains seats, spot cleans) rental
 - If no rental is schedule for the next day, then cover pontoon boat

2.7 Rental Pontoon Procedures

- 1) Before renter arrives, verify that the pontoon is full of gas and clean
- 2) Verify RLPOA Pontoon Rental Contract
 - a. *Date*
 - b. *Name*
 - c. *Lot #*
 - d. *Address*
 - e. *Phone #'s*
 - f. *Rental time period*
- 3) Fill out Raintree Lake Rental Pontoon Checklist
 - a. *Write down lessee information*
 - b. *Have RESIDENT verify all “check-boxes”*
 - c. *Briefly go over the rules of the lake*
 - d. *Have lessee examine the craft before rental*
 - e. *Have lessee initial after all the “X’s”*
 - f. *Have lessee sign and Water Patrol Office will sign once completed*

- 4) Have lessee demonstrate the following:
 - a. *Vessel start up*
 - b. *Launching procedures*
 - c. *1 lap around the first leg of lake*
 - d. *Docking*
 - e. *Vessel shut down*

Pontoon “Check-out” Procedures

- 5) Note “check-in” time
- 6) Verify all check boxes
- 7) List any damage and/or lost equipment
- 8) Have renter sign and Water Patrol Office will sign once completed
- 9) Submit paper work in the “Out Box” bin
- 10) Vacuum and clean entire vessel
- 11) Cover vessel (Only if not rental is scheduled the next day)

2.8 Fuel

During the months of May – August, 6 of 8 gas cans are required be full in the fuel coffins. In September 4 of 8 gas cans are required. During the weekdays, Patrol Officers can access the Raintree maintenance truck as a vehicle to refill gas cans at Quicktrip. All receipts must be turned in the “Gas Envelope” located in the patrol office bulletin board. Fuel will not be sold or given to residents.

2.9 Ski Flags

Red/Orange Ski Flags can be sold for \$10 each to residents with invalid ski flags. Valid ski flags will be determined by a “flag color chart.” The chart will determine which color tint of Red or Orange is acceptable. If vessel ski flag is determined invalid, then the resident will be restricted from ski flag activities requiring a ski flag until ski flag is replaced with a flag with an acceptable color. Water Patrol will be allowed to sell flags on the lake and will be allowed to charge the residents account if funds are not readily available.

2.10 Patrol Office

For security reasons, ONLY immediate family of officers is allowed in the patrol office. Residents are NOT allowed to access the club house restroom through the patrol office.

3.0 Expectations

3.1 General Rules

- 1) Food is permitted on patrol vessels
- 2) No pets, fishing, visitors, and/or guns allowed on patrol vessels
- 3) No swimming or fishing while on duty
- 4) When "off-shift" patrol uniform must not be worn
- 5) No profanity allowed while performing duty, especially when issuing violations
- 6) Officers must follow the same rules they are enforcing*

3.2 Code of Conduct

Patrol Officers must remain in control and tactful when approaching residents. If a situation becomes unfavorable or potentially dangerous, officers must leave the scene immediately and call LSPD. Our personal safety is the primary concern. When in public view, ALWAYS maintain a professional attitude and appearance.

3.3 Personal Appearance and Uniforms

Patrol Officers are required to wear the "Water Patrol" T-shirt and/or hooded sweat shirt while on duty. While on the Jet-Ski, officers are allowed to take the patrol shirt off only when wearing a full size personal floatation device (pfd). Swim shorts provided are optional. Any type of foot wear is permitted. Uniforms will be provided on an "as needed" basis.

3.4 Vessels and Equipment

Vessels will be maintained and cleaned whenever needed. All essential water patrol essential equipment MUST be placed on Water Patrol boat. Essential equipment consists of the following:

- 1) Binoculars
- 2) Citation booklet**
- 3) Radar Gun
- 4) Head chocks
- 5) First Aid Bag**
- 6) Trauma Box
- 7) Long Spine Board (only when 2 patrol officers are on duty)
- 8) Blue Floatable device
- 9) 2 Ski Flags**
- 10) Tow Line**

**Certain exceptions will be made while performing duties such as responding to a call, violation or emergency situation.*

***Must be carried on the Jet-Ski when in operation*

Officers must secure ALL items mentioned above in the office before closing. If equipment is borrowed for personal use, then officer must notify all officers prior to personal use. (Contact Water Patrol Manager if equipment is loss or damaged)

3.5 Inappropriate Behavior

Fraternizing with Raintree residents will not be allowed. The use of Water Patrol vessels will not be allowed to off duty officers (i.e., Jet Ski, water patrol boat and workboat).

3.6 Accident Reports

Officers will be required to fill out an accident report if injured while on duty. The report will include: time, date, place, summary, and witness statement (if available). The report will have to be completed within 48 hours of injury. This document will be written in Microsoft Word.

3.7 Incident Reports

If a resident becomes injured, wrecks, is harmed, etc., then the Water Patrol Officer is responsible for obtaining a written statement from the victim, accused, and witnesses (at least 2 if possible). The officer will type each statement in Microsoft Word and give the following documentations to the Water Patrol Manager for processing.

3.8 Use of Tobacco

Tobacco use is not allowed in the Water Patrol office.

4.0 Operations

4.1 Emergency Response

The use of emergency light will ONLY be used emergency situations. A "safe" speed must be used while responding. During a dangerously dense and/or weather related boating situation, Water Patrol Officers can determine the use of the "yellow flag" indicating a mandatory 10 mph speed limit until further notice.

4.2 Hazardous Materials Response

Hazardous Materials Operations (HazMat Ops) certification will be required within 1 year of employment. Officers are responsible for containing and mitigating refuse discharged from vessels. Equipment will be provided and residents responsible for the spill will be charged accordingly.

4.3 Water Rescue

TACTICAL CONSIDERATIONS:

Phase I

- 1) Arrive on scene
- 2) Take command
- 3) Size up
 - a) Secure responsible party or witness.
 - b) Command should secure a witness as soon as possible after arriving on scene. This will help in identifying and locating the problem.
 - c) Assess the need for additional resources.
 - d) Water Patrol Officers should immediately begin assessing the need for additional resources. If additional resources are necessary, Command should put in an early call for them. If later, it is determined that they are not necessary, Command can put those units back in service.
 - e) Assess the hazards.
 - f) Water Patrol Officers should do an immediate assessment of the present hazards. Some hazards associated with water rescue operations would be: volume, velocity, and temperature of water, floating debris, unusual drop-offs, hydraulic effects, and depth of water.
 - g) Decide on "Rescue" or "Recovery"
 - h) Based on the conditions present and the hazards to Water Patrol Officers, decision to operate in the rescue or recovery mode. If Command determines that the operation will be run in the rescue mode, rescue should begin quickly.
 - i) Decide on an action plan.

- j) Command should establish an action plan as soon as possible. The step-by-step plan should be communicated to all personnel involved in the rescue.

Phase II Rescue Operations:

- 1) Rescue operations should be conducted from low risk to high risk order. Rescues should be conducted with the least amount of risk to the rescuer necessary. The order of water rescue from low risk to high risk will be:
 - a) TALK the victim into self-rescue. If possible, the victim can be talked into swimming to shore or assisting the rescuers with his/her own rescue. If a victim is stranded in the middle of a flash flood, this will not be prudent.
 - b) REACH If possible, the rescuer should extend his/her hand or some other object, such as a paddle, to remove the victim from the water.
 - c) THROW If the victim is too far out in the water to reach, rescuer(s) should attempt to throw the victim a throw bag or some piece of positive flotation (i.e., PFD, rescue ring). Downstream personnel should be in position during the actual rescue operation. If the victim is able to grab the throw bag, the rescuer can pendulum, belay, or haul the victim to the nearest bank. Care should be taken to assure the victim will be belayed to a safe downstream position. First responders that have had operational level water rescue training should be able to conduct the above rescues. If the victim cannot be reached by either of these methods, patrol officer should consider stopping the operation until a Water Rescue Team arrives.
 - d) ROW If it is determined that a boat based operation shall be run
 - e) GO If it is not possible to ROW (boat base operation) to the victim, consideration in putting a patrol officer in the water to reach the victim will be last option. This is a very high risk operation. Only officers with the proper training and equipment should be allowed to enter the water. Prior to the rescuer actually proceeding into the water, he/she shall discuss the action plan, including specific tasks and objectives, hazards and alternate plans. The rescuer shall never be attached to a life line without the benefit of a quick-release mechanism. The rescuer should take PPE of at least a PFD to the victim. Members shall not do a breath-hold surface dive in an attempt to locate a victim beneath the surface of the water.

ASSESSING THE VICTIM

Once the rescuer(s) have reached the victim, they should do an immediate assessment of the victim; a quick assessment of the ABC's and the exact method of entrapment. If the victim is conscious, the rescuer should determine if the victim can assist in his/her own rescue. If the victim is unconscious, the rescue must be quick.

TREATMENT

As soon as the victim is brought to safety, an assessment should be done by ALS and/or BLS personnel. Treatment shall be administered as per local protocol. If necessary, the victim shall be transported to the appropriate facility by Lee's Summit Fire Department.

Phase IV Termination

Command should begin termination as soon as possible after the victim has been removed from the water. This shall include securing all the equipment used for the rescue and personnel accountability. This may also include witnesses, photo's, victim's personal affects or equipment used in the rescue.

I. PREPARE FOR TERMINATION

- 1) Personnel accountability
- 2) Equipment accountability. If there has been a fatality, water patrol may consider leaving equipment in place for investigative purposes.
- 3) Re-stocking equipment
- 4) Consider debriefing
- 5) Secure the scene. Return to service.
- 6) Additional Considerations:
- 7) HEAT. Stay hydrated
- 8) COLD. Consider the effects of hypothermia on victims and rescuers.
- 9) RAIN. Consider the effects of snow on the hazard profile.
- 10) TIME OF DAY. Is there sufficient lighting for operations extending into the night.
- 11) Consider the effect on family and friends; keep family informed.
- 12) Consider news media; remain professional

Water Patrol spinal immobilization:

- 1) Water Patrol Officers will perform emergency spinal immobilization procedures ONLY on land and/or on a vessel.
- 2) Spinal immobilization will NOT be performed in the water.

4.4 Towing Vessel

The Jet Ski will be the primary vessel used when towing a vessel. Officers will first try to jump start the vessel before towing. The maximum speed when towing a vessel will be 5 MPH. ONLY one vessel will be towed at a time.

4.5 Issuing Violations

Violations will be issued in a professional manner and do not require a signature of the resident. Officer's best judgment will be used when determining a violation. The pink copy will be handed to the violator. A 4th level violation will require an "incident report" written in the daily log. Officer's that issued the violation will be required to attend an appeals meeting if the violator chooses to appeal the ticket.

4.6 Training

Training will be conducted on request or when it is needed.

5.0 Miscellaneous

5.1 Amending SOPs items

SOP line items can be amended and/or added by submitting a "Request for Amendment" document. This document will include a brief statement on why the change needs to be made and/or added along with a description of the effects if the changes are made. The request will be posted in the patrol office for review for 7 days and if the majority of the officers agree on the request then it will be up channeled for approval.

5.2 Raises

Annual raises are determined by the Board of Directors.

5.3 Termination

Causes for termination include but are not limited to falsifying documents, stealing, violating regulations, unexcused absence, etc.

I agree with the RLPOA Water Patrol Standard Operating Procedures and I hereby issue my endorsed approval.

X _____

Water Patrol Manager

X _____

RLPOA General Manager