HydroApps: Digital Aquatics Management in the Cloud
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Top Issues for the Aquatics Industry

• Staffing
  • "Making sure staff stays focused and attentive while serving as lifeguards"

• Budget
  • "Budget constraints affect everything else"

• Facility Maintenance
  • "A lot of maintenance and capital projects were deferred during the recession and are still not being funded."

• Safety and Risk Management
  • “More than one-third (35.3 percent) said safety and risk management is a top issue”

* Recreation Management, Aquatic Trends Report 2019
How Digital Technology Can Help

• Capturing the Right Information
• Implementing Best-in-Class Standards
• Managing Staff
• Managing Risk
• Reducing Cost

“Since using Facility Manager I have been able to replace the paper reports and help obtain our department’s goal to reduce paper consumption by 20% and have easy access to reports from my computer.” – Brad Anderson, Englewood, CO
Proper documentation is one of the key elements in quality aquatic facility management and is paramount in response to an emergency incident at your facility.

Are you sure you’ve documented everything?

Can you easily detect deficiencies and correct it?

Can your paperwork and data be lost or destroyed?

Can you easily find what you need when you need it?

How much time and money do you spend documenting, and accessing information?
Implementing Best-in-Class Standards

Model Aquatic Health Code

- Daily Inspection Checklist
- Illness/Injury Reports
- Rescue Reports
- Chemical Inventory Log
- Daily Chemical Checks
- Bodily Fluid Containment Response Log

“The record of pool operations shall be kept at the facility and shall be available for inspection by anyone upon request.”

Managing Staff for Safe Operations

Efficient Tracking of certifications, in-service history, internal observations and skill evaluations lead to safer operations.

- Certifications Tracking
- In-service history
- AES Evaluation Tracking
- Internal observation
- Skills Evaluation
- Lifeguard Response Time Test and Lifeguard Area Recognition Drill
Managing Risk

Risk Management should go beyond lifesaving skills and focus on all areas of your business.

- Certification
- Training
- Regulatory Compliance (MAHC)
- Parts of a Risk Management Program
- Facility Specific Management
- Chemical Testing
- 3rd Party Oversight Inspections Audits

Certification
Training
Regulatory Compliance (MAHC)
Parts of a Risk Management Program
Facility Specific Management
Chemical Testing
3rd Party Oversight Inspections Audits
Managing Risk

Principles of Successful Risk Management (ISO 31000)

- Part of decision making
- Explicitly addresses uncertainty
- **Systematic, structured, and timely**
- **Based on the best available information**
- Tailored
- Takes human and culture factors into account
- **Transparent and inclusive**
- Dynamic, iterative and responsive to change
- Facilitates continual improvement and enhancement of the organization
Managing Risk

Keys to Successful Risk Management

• Tracking
  • Certifications
  • Facility Operations
  • Record Keeping

• Training
  • Orientations / On Boarding
  • In-services
  • Customer Service / Client Interaction

• Prevention
  • Education
  • Signage
  • Rule Enforcement

Parts of a Risk Management Program

Certification
Training
Facility Specific Management
Parts of a Risk Management Program
Regulatory Compliance (MAHC)
Chemical Testing
3rd Party Oversight
Inspections Audits

Certifications
Natalie Host

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Ongoing Training

Certification

Field Safety

3rd Party Oversight

Business / Sustainability Planning

Regulatory Compliance (MAHC)

Ongoing Audits

Inspections

Chemical Testing

Rule Enforcement

Customer Service / Client Interaction

In-services

Orientations / On Boarding

Education

Signage

Facility Operations

Record Keeping

Certifications

Tracking
Reducing Cost
Factors that effect the Bottom Line

• Improved Risk Management =
  → Reduction in costly incidents
  → Reduction in Insurance claims and premiums

• Improved staff efficiency
  → Training, tracking and maintaining skills

• Easy access to information
  → More efficient, less costly and more reliable

• Quality Reporting / Analysis > Papers, Binders and Data
  → Business Intelligence / Decision Support
HydroApps

• What is it?:
  • A Web-based Application Suite

• Who it’s For:
  • Facility Owners
  • Facility Operators
  • Service Providers

• What HydroApps Does
  • Reduce Risk
  • Improve Staff Performance
  • Streamline Compliance and Documentation

• Best-in-Class Collaborators, and Standards
  • American Red Cross
  • National Swimming Pool Foundation
  • CMAHC Certified
HydroApps Suite

Facility Manager
- Risk Management
- Daily Operations
- Code Compliance
- CMAHC Certified

Pool Test
- Pool Chemistry Monitoring
- Sat. index (LSI) w/ Water Balance Tests
- Pre-set to MAHC standards/ CMAHC Cert.
- Configurable to state/local codes

Lifeguard Manager
- Staff Training and Readiness
- Risk Management
- Safe Operations
Facility Manager Web-based Application

- CH has partnered with the National Swimming Pool Foundation® to offer Facility Manager™ to support our risk management services.

- The application is designed to ensure compliance with the Model Aquatic Health Code, developed by the Center for Disease Control (CDC).

- Pool Test™ provides a tool to accurately document pool chemistry and references the Model Aquatic Health Code.
Facility Manager Web-based Application

Facility Manager's™ cloud-based system provides you with customizable checklists with photo documentation, water balancing and dosing, and records and reports for a completely paperless system enabling you to ensure compliance with the Model Aquatic Health Code.

- MAHC Compliant / MAHC Checklists
- Configurable Checklists
- Configurable Alerts / Messages
- Pool Closure Forms
- Injury and Illness Incident Reports
- Standard Reports and Charts
- Report Builder
Pool Test enables staff to log and record pool test readings online, making reports available to managers and supervisors anytime, from any device.

- Periodic pH and chlorine tests
- Calculates saturation index (LSI) with Water Balance tests
- Pre-set to Model Aquatic Health Code (MAHC) guidelines
- Configurable to your state or local health codes
- Email alerts keep team members informed when a test is out of range
Lifeguard Manager
Web-based Application

• CH has developed a web-based application to support our risk management services

• The application is a great supplement / resource to the current ARC Lifeguard Manager Certification

• CH and ARC have co-branded and collaborated on this new web-based application.
Lifeguard Manager Web-based Application

Lifeguard manager gives you the ability to digitally document and tracking your staff in one location. Lifeguard manager offers certification tracking, in-service history by participant, recording of internal observation and skill evaluations with video documentation. As well as documenting lifeguard response time tests and AES visits.

- Certifications Tracking
- In-service history
- AES Evaluation Tracking
- Internal observation
- Skills Evaluation
- Lifeguard Response Time Test and Lifeguard Area Recognition Drill
- Configurable Alerts / Messages
- Standard Reports and Charts
Product Roadmap Items Under Consideration

• Schedule Manager – Streamline Staff scheduling linked to skills, certifications and availability

• Maintenance Manager – Track and maintain facility equipment

Disclaimer: Forward-looking product roadmap items under consideration are not a commitment to deliver any product feature in the future
Schedule Manager
Schedule Manager™ - A Dynamic Scheduling Application

• Can be licensed as a separate module from Facility Manager and Lifeguard Manager, or bundled with the HydroApps suite

• Interactive calendar that allows for either daily, weekly or monthly views

• Automatically schedule staff based on when they are available, locations, staff preferences, and staff’s priority

• Automated alerts to staff members and managers

• Ability to manage multiple locations and custom positions

• Time-off submission and approval

• Dynamic schedule view that can be organized by open shifts, managers, staff positions, with color-coding for easy viewing

• Schedule reporting for a 360-degree view of everything scheduling

• Online communication feature so users can communicate to facilitate scheduling

• Multiple levels of user access

Disclaimer: Forward-looking product roadmap items under consideration are not a commitment to deliver any product feature in the future
## Live Demonstration

![Live Demonstration Image](https://example.com/live_demonstration_image.png)

**Image Description:**
A screenshot of a live demonstration interface showing the status of various facilities (Alligator Cove, Amazon Aquatics, Calypso Aquatics Park, Desch Pool, New Castle Aquatics Center, Phantom Bay Waterpark, Southern Swim Center) with their last completed dates and action options (Start new, Add Ball). The interface also displays options for in-service, internal observation, internal skill evaluation, live recognition drills, zone testing, and external audits.
HydroApps - Bottom Line

Drive Value and Performance in Aquatics

• Reduce Risk and Prevent Costly Incidents

• Manage Staff to Top-Level Standards and Preparation

• Capture the Right Information Easily and Efficiently

• Implement MAHC and Other Best-in-Class Standards

• Reduce Cost!
  • Improved Risk Management
  • Improved Staff Efficiency
  • Efficient Access to Information
  • Reporting/Analysis → Better Decision-Making
Quantifying Potential Savings

  • Time Filing and Finding Documents - $13,200 /yr. per employee
  • Human Error - $30,600 / year, assuming 3 misplaced documents per week
  • Other costs: paper and printing, reporting, filing and storing

• Risk Management – (CDC, Network for Aquatic Facility Inspection Surveillance (NAFIS))
  • “12.3% (8,118) of routine inspections resulted in immediate closure because of at least one identified violation that represented a serious threat to public health.” One in eight resulted in closure!
  • “Safety equipment violations were identified during 12.7% (7,845/61,648) of routine inspections, representing risk for drowning.” Again, one in eight inspections.

• Lifeguard Staff Effectiveness - (Lifeguard Effectiveness: A Report of the Working Group is a publication of the National Center for Injury Prevention and the Centers for Disease Control and Prevention)
  • Report highlights the potential value of an effective lifeguard staff – for example, the potential economic cost savings per 10,000 patrons is $202,500, and the potential comprehensive cost savings per 10,000 patrons is $705,380.
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Thank you
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