

Risk Management in the Real World

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What is MBAC?

- MBAC exists as a partnership between San Diego State University and UC San Diego.
- We are open to the public, but our primary reason for being is to offer educational and recreational opportunities to university students.
- This extends to our staff and informs our hiring and training process.



What is MBAC?

- Year-round program offering instruction in Sailing, Windsurfing, Wakesports, Surfing, Kayaking, Stand Up Paddling, and Rowing.
- Approximately 30,000 participants per year.
- We offer:
 - Recreational Classes
 - For-Credit University Classes
 - Private Lessons
 - Youth Camp
 - Accessible Programming
 - Events
 - Rentals



Our Challenges

- High volume of participants.
- Multiple programs running at the same time.
- Large staff (200+ part time employees) managed by 7 full time staff. Approx. 70,000 part time hours worked per year.
- Most of our part time staff are very inexperienced when hired.
- Crowded waterways where we operate.
- Large amount of equipment in a high use environment.



Addressing Our Challenges

- Very strong employee training process.
- Accident Reporting – Where are the accidents happening and how can we prevent them?
- Staff Surveys – How prepared is the staff? What do they feel is missing from their training?
- Equipment maintenance and removing damaged equipment from service.



Managing Risks at MBAC

- We recognize that injuries have happened and will continue to happen in our programs.
- Risk management for us is about reducing the chance of accidents happening, but also about making sure our employees are prepared when accidents occur.



New Staff Training

- Initial job orientation (2 hours)
- New Staff and All Staff Training (16 hours)
- US Powerboating Safe Powerboat Handling (16 hours)
- Youth Programs Training (24 hours)
- Red Cross Waterfront Lifeguarding (16 hours)
- New Instructor Training (4 hours)
- EAP Training (2 hours)
- Area Training (4 hours or more depending on position)

Total: 84+ hours of training



EAP Training

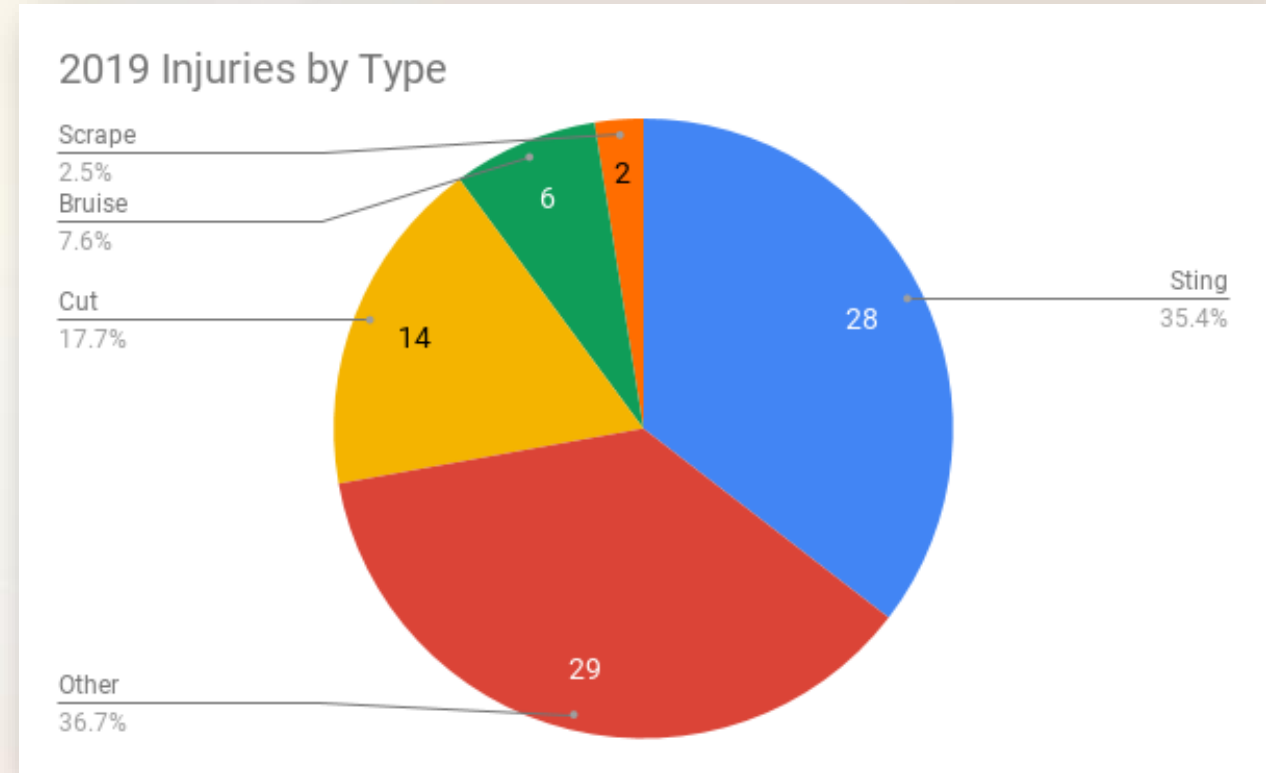
- All MBAC Staff must attend annual EAP training.
- This training is focused on recognizing emergencies and knowing when and how to get help.
- Talking about past accidents and close calls is a big part of this.
- All employees complete a quiz at the end of the training.

MBAC GENERAL EMERGENCY PROCEDURES	
RECOGNIZE	Recognize that an emergency has occurred
ACTIVATE/ SIGNAL	Activate the EAP Signal other staff/Get help <ul style="list-style-type: none">• VHF Radio• 5 horn blasts• Whistle• Smoke/flares Contact EMS (if necessary) <ul style="list-style-type: none">• ON WATER- LIFEGUARDS VHF Channel 16 or (619) 221-8800• ON LAND - 911
RESCUE	Perform the rescue or provide emergency care Is the scene safe? Primary Assessment (life threatening) Secondary Assessment Clear the water (if necessary) Evacuate (if necessary) Secondary Responders Ensure EMS has been called Assist in rescue Guide EMS to incident Control bystanders Notify MBAC chain of command
FOLLOW UP	Report the Incident Interview witnesses File Incident report Work with Authorities Check equipment Take corrective action Participate in debrief
IN AN EMERGENCY CALL 911	
LIFEGUARDS (EMERGENCY)	(619) 221-8800 or VHF ch. 16
LIFEGUARDS (NON-EMERGENCY)	(619) 221-8899 or VHF ch. 16
POLICE (NON-EMERGENCY)	(858) 484-3154
MSDS	(800) 451-8346
POISON CONTROL	(800) 222-1222
MBAC	(858) 488-1000
MBAC (AFTER HOURS)	(858) 488-1039
MBAC STAFF ON THE WATER	VHF Ch. 09

- Staff is trained to document all injuries at MBAC.
- Injury data is analyzed annually.
- This informs our training process and gives us real data to change training and programs.
- Examples:
 - Snorkeling injuries in camp
 - Land vs. water injuries
 - Beestings

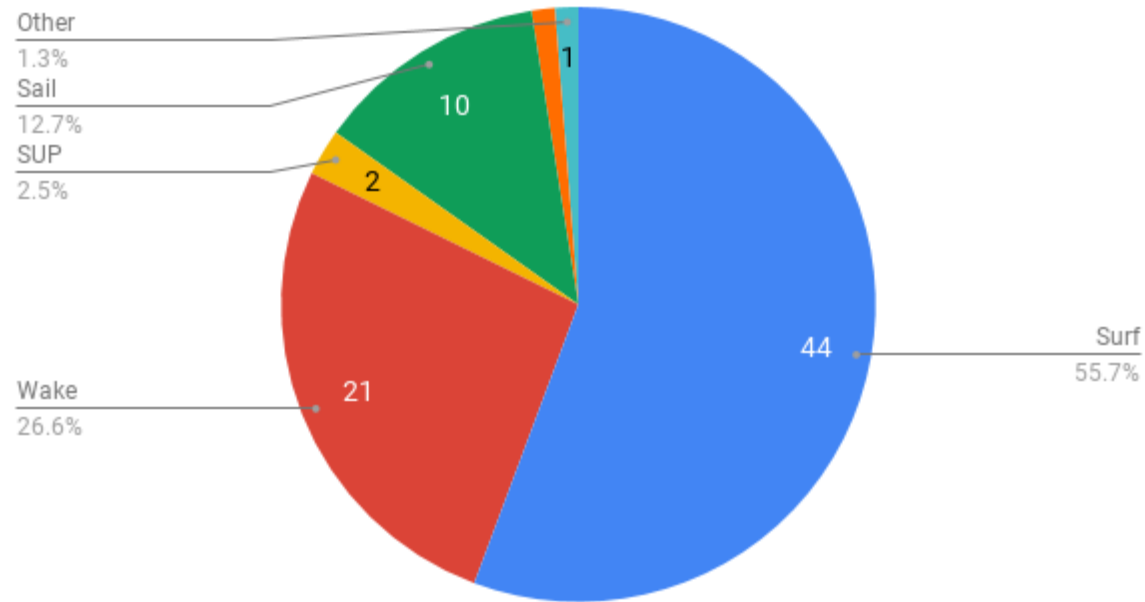
2019 MBAC Injuries

- 79 documented injuries in 2019
- 3 injuries resulting in EMS calls
 - Surfer fell and hit her neck.
 - Surf student swallowed water during a swim assessment. Told staff he felt dizzy when he got out of the water.
 - Non-participant collapsed in parking lot.

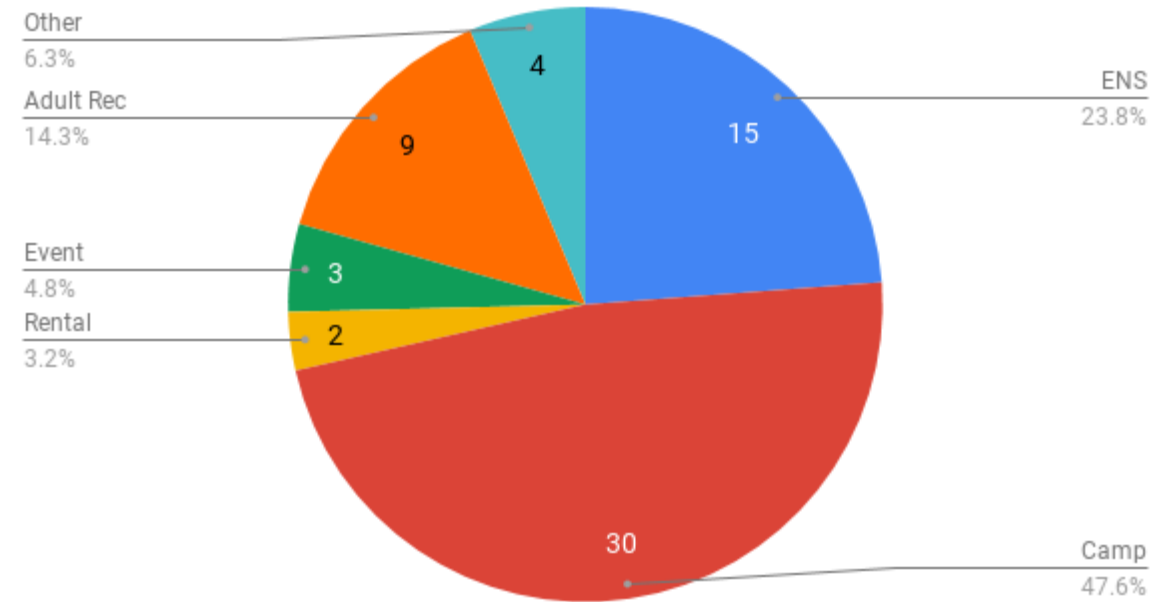


2019 MBAC Injuries

2019 Injuries by Sport



2019 Injuries by Activity



2019 MBAC Staff Injuries

- All employee injuries are documented, even if the employee does not need to see a doctor.
- 16 employee injuries in 2019 resulting in 5 employees going to the doctor.
- 12 of these injuries were foot injuries, 7 of those were stingray stings.



Notable Recent MBAC Incidents

- Random non-participant (very drunk 17 year old male) passed out and vomiting in Director's office.
- Surf student hit by surfboard, refused medical treatment when EMS arrived.
- Sailing renter took a boat into the channel. Boat ended up on the rocks and was towed off by lifeguards.
- Campers were tubing and hit heads (while wearing helmets). Staff member was driving faster than he should have because he thought the MBAC standard was 20 mph instead of 15 mph.
- Non-participant collapsed in parking lot and was administered CPR by MBAC staff. Fire department reported back to MBAC that he survived.
- Safety cable on Nautique trailer unexpectedly caught on the truck after the trailer was detached. When the truck moved forward the instructor in the boat fell to the ground, completely unhurt.

Notable Recent MBAC Incidents

Our first EMS call of 2020 happened last week.

- High school group sailing Hobie Getaways, participant tried jumping to another boat.
- Came up short and landed on the wing of the other boat.
- Result was three broken ribs, a collapsed lung, and a cut to his spleen.
- This group had been told specifically not to jump boat to boat before sailing this day.



Staff Surveys

- We survey all staff regarding satisfaction of their level of training.
- Survey is anonymous.
- We also ask for suggestions regarding what staff feel is missing from their training
- Future trainings are changed based on this input.

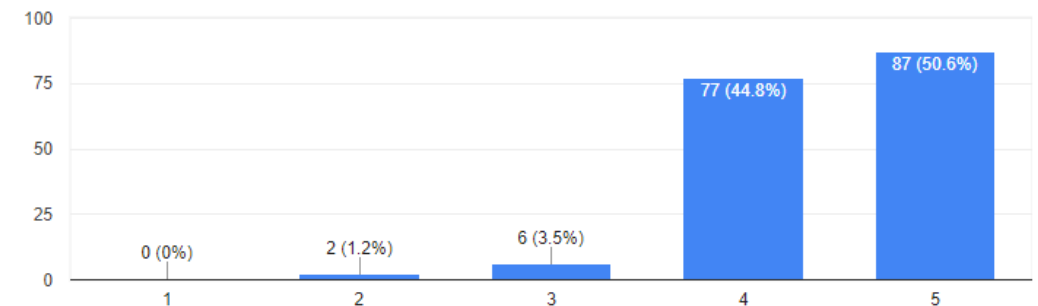
How would you rate the new staff training day?

4.3★
average rating



What is your comfort level regarding your ability to activate the EAP and get help during an emergency? This question is not graded, please be honest.

172 responses



Staff Surveys – Quotes from 2019 Training

“I enjoyed how comprehensive the safety presentation was, it really grabbed my attention, I felt more prepared and therefore more confident starting my job because of it.”

“I enjoyed hearing real life situations about things that happened at MBAC and hearing how people responded to them it was very helpful.”

“A lot of material seemed very repetitive from the new employee orientation”

“I work ski beach a lot which I love! It would be helpful for people who work ski beach consistently to have a couple hours learning how to wakeboard/ waterski so we can be there for the campers when they have questions.”

“I wish it was a bit more department specific”

Hot Tips

- Have written policies and stick to them.
- Encourage a safety-focused culture.
- Collect data – know how people are being hurt in your program.
- Train your employees on your procedures for responding to emergencies.
- Get feedback from staff regarding their confidence in their training.



Hot Tips

- Know and follow equipment manufacturer recommendations (read the manuals).
- If you aren't going to follow an industry standard or manufacturer recommendation, have sound logic for why.
- Have a maintenance plan and a process for reporting equipment issues and removing equipment from service.



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Thank you for attending this session

