

WATERPARK RISK MANAGEMENT

What in the World Were You
Thinking...?

WHY DID
THE DUCK
CROSS
THE
ROAD?



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Part I: Risk Assessment – Why We Stink At It.....

Dr Daniel Crosby, *Risk Management Magazine*

“The **self-assured** believer is a greater sinner
in the eyes of God than the troubled
disbeliever” Soren Kierkegaard

“I have never met a man so ignorant that I
couldn't learn something from him” Galileo
Galilei

Risk Assessment – Why We Stink At It.....

- **When We Are Optimistic About the Outcome of Our Behavior, Our Perception of Risk Diminishes**

Risk Assessment – Why We Stink At It.....

- **Waterparks are FUN:**
 - **Therefore there is no Danger**
 - **I can handle any ride**
 - **Perception of Safety**

Risk Assessment – Why We Stink At It.....

- **I operate a Safe Waterpark**
 - I maintain my equipment
 - My LG's are trained by...
 - Therefore accidents are not my fault

Tunnel Vision

- **The Availability Hueristic**
 - Problem solving based on trial & error
 - Illusion of ability to predict outcomes based on Recall Bias
 - Predicting the probability of an event from data easily called to mind
 - Lack of Negative memory foundation engenders only positive expectations

What Were You Thinking????

Waterpark Operator Patron

- Install attractions based on visual appeal or draw/wow factor
- No data to infer or conclude safety or risk of specific attractions given the number of variables with any patron or type
- Drawn to park based on wow/fun factor
- Ads reinforce safety & fun
- We don't transpose the "reality of self" with models in ads

Rose Colored Glasses

- Affect Hueristic – The tendency to perceive world through Current Mood Lense
- Risky Behavior is Affected by Mood:
 - What mood does a WP convey?
 - Would patrons try that at home?
 - Otherwise risk-averse people change upon entering the park
 - Risk takers take more risk

Illusion of Control

- Patron
 - No Perception of Danger
 - Failure to Understand Risk
 - Emboldened Personal Confidence

Illusion of Control

- Park Operator
 - Overvalued sense of Personal Influence over outcome

Illusion of Control



Illusion of Control



Illusion of Control



Part II – DUCK !



“CHLORINA” Water Fowl Observations...



Risk Management Process

Risk Management Process

- Identify & Analyze Exposure

Risk Management Process

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- Examine Alternatives

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- Select Best Option - Situational

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Risk Management Process

- Identify & Analyze Exposure
- Examine Alternatives
- Select Best Option – Situational
- Implement & Adopt
- Review /Evaluate / Audit

QUACK Theory

- Question;
- Quantify; &
- Qualify Exposures

QUACK Theory

- Utilize...
 - Assets & Expertise
 - Incident Investigations
 - WWA Resources
 - Loss Prevention Resources
 - Industry Safety Consultants

QUACK Theory

- Control

QUACK Theory

- Control
- Customer Oriented
- Culture of Safety

QUACK Theory

- Control
 - Employee Habits
 - Guest Behavior

Controlling Employee Habits

- Establish Expectations
 - Inspect – Don't expect
 - Adherence to all safety & operations guidelines & standards
 - Appropriate & professional interaction w/guests in all situations
 - Culture of safety begins w/you...
 - Dealing with guest behavior

Controlling Guest Behavior:
Safety is a Shared Responsibility

QUACK Theory Control



Controlling Guest Behavior: Safety is a Shared Responsibility

- **SIGNS & WARNINGS:**
- Effective Signs Instruct or Warn
- Create Affirmative Duty/Notice on Part of Patron
- Notice of Condition or Breach of Duty by Patron is a Defense or Mitigating Factor
- Attack Theory of Liability: Dangerous Condition & Failure to Warn
- Effective Signs may be a Primary Defense

Controlling Guest Behavior: Safety is a Shared Responsibility

- **SIGNS & WARNINGS:**

- Instructional versus Warning
- Placement – Where most effective for purpose
- Brief, Explicit & Concise
- Active: “You Are Responsible for...”
- Keep Signs in Good / Legible Condition
- Appropriate for Intended Purpose
- Keep a Photo Record of Signs over time
- Preserve in event of accident involving failure to heed

Controlling Guest Behavior: Safety is a Shared Responsibility

- **SIGNS & WARNINGS: What about...?**

Controlling Guest Behavior: Safety is a Shared Responsibility

- **SIGNS & WARNINGS: What about...?**
- **“Warning – If you fail to follow posted warnings & instructions, you may suffer death or serious injury”.**

Controlling Guest Behavior: Safety is a Shared Responsibility

- **SIGNS & WARNINGS: What about...?**
- **“Stupid is as stupid does... if you wouldn't do it at home, don't do it here”.**

Controlling Guest Behavior: Safety is a Shared Responsibility

- **SIGNS & WARNINGS: What about...?**
- **“You assume all risk of injury arising out of the normal operation of our attractions. If you don’t have insurance, don’t come crying to us”.**

Controlling Guest Behavior: Safety is a Shared Responsibility

- **SIGNS & WARNINGS: What about...?**
- **“We Ensure fun; we don’t Insure your health”.**

QUACK Theory

- Keep Records
 - Document, document, document...
- Know How
 - Keep up with industry standards & trends
 - Keep your head out of the sand

QUACK Theory

THANKS,
CHLORINA !

Part III: Injury Overview

- Frequency Type
 - Injuries Seen
 - Contributing Factors
 - RM Method or Option

Frequency Types

- Tubular Disconnection

Frequency Types

- Tubular Disconnection
- Impact with Person or Object

Frequency Types

- Tubular Disconnection
- Impact with Person or Object
 - While on Tubes or Floats
 - Wild River mishaps
 - Flow Riders

Frequency Types

- Tubular Disconnection
- Impact with Person or Object
- Slip & Falls

Frequency Types

- Tubular Disconnection
- Impact with Person or Object
- Slip & Falls
 - Underwater Hazards
 - Decks & Walking Surfaces

Frequency Types

- Tubular Disconnection
- Impact with Person or Object
- Slip & Falls
- Impacts on Body Slides

Tubular Disconnection: “Disassociation Phenomena”

- Injury Types
 - Neck, Back, Coccyx
 - Ankles, Shoulders, Arms
 - Head & Face
 - Teeth

Tubular Disconnection: Why?



Tubular Disconnection: Why?



Tubular Disconnection: Why?

- Balance – Body Type – Low Strength : Weight Ratio
- Physical Condition:
 - May need assistance – none available
- Inexperience – lack of understanding
 - Staying in or getting out of tube
- No clear instructions
- Rider disregard of rules

Tubular Disconnection – RM

- Clear-**Relevant** Warnings & Instructions @ Each Attraction
- Height : Weight ratio restrictions ?
- Blooper video?

Impact With Persons or Objects

- While on Tubes or Floats
- Wild River mishaps
- Flow Riders

Impact With Persons or Objects

- While on Tubes or Floats
 - Spinal Strains/Sprains
 - Scalp Facial Lacerations
 - Teeth

Impact With Persons or Objects

- Caused by:
 - Inexperience
 - Unprepared for wave action
 - Illusion of safety
 - Pre-teens tossed by wave action
 - Expectation of outcome diminishes appreciation of risk

Impact With Persons or Objects

- While on Flow Rider
 - Multiple body strains/sprains
 - Ankle and arm fractures
 - Pelvis injuries
 - Concussions & head trauma

Impact With Persons or Objects

- While on Flow Rider
 - Inexperience – Poor risk assessment
 - Illusion of safety
 - Not physically able
 - Better LG risk assessment

Impact With Persons or Objects

- RM Solutions:
 - Very Specific Warnings
 - Verbal/Physical Instructions
 - Zone-specific padding or barriers
 - Valid Waivers?
 - Standards for Flow Rider use

Slip & Falls

- Underwater
 - Slide Transition areas – Kiddie
 - Flow Rider

Slip & Falls

- Underwater S/F Injuries
 - Tend to be female:
 - Bi/Trimalleolar fractures
 - Open Reduction-Internal Fixation
 - Foot sprains/fractures
 - Facial/head trauma - concussions

Slip & Falls

- Underwater S/F Injuries
 - Causes:
 - Lack of clear visual cue
 - Do not appreciate/understand risk
 - Lack of attention / distracted

Slip & Falls

- Underwater S/F Injuries
 - RM techniques:
 - Visual cues:
 - Signage
 - Underwater surface color differentiation
 - Barriers
 - Each presents own risk potential

Slip & Falls

- Surface Area Hazards
 - Tend to be children or adult female
 - Abrasions, lacerations: Toes, feet, facial
 - Neck & back soft tissue strain/sprain
 - Fractures: Wrist, elbow, facial, teeth
 - Concussions

Slip & Falls

- Surface Area Hazards
 - Tend to be children or adult female
 - Running
 - Flip-flops
 - Algae
 - Uneven surfaces/Protruding Obj's

Slip & Falls

- Surface Area Hazards
 - RM Techniques
 - Routine inspections by all 'ees
 - Non-slip surfaces
 - Algaecide or similar cleaning agents
 - Enforce culture of safety

QUESTIONS...????

SO...

Why did
the duck
cross the
road???



To get to
the Water
Slide....
Hahahaha
hahahaha
hahahaha...

