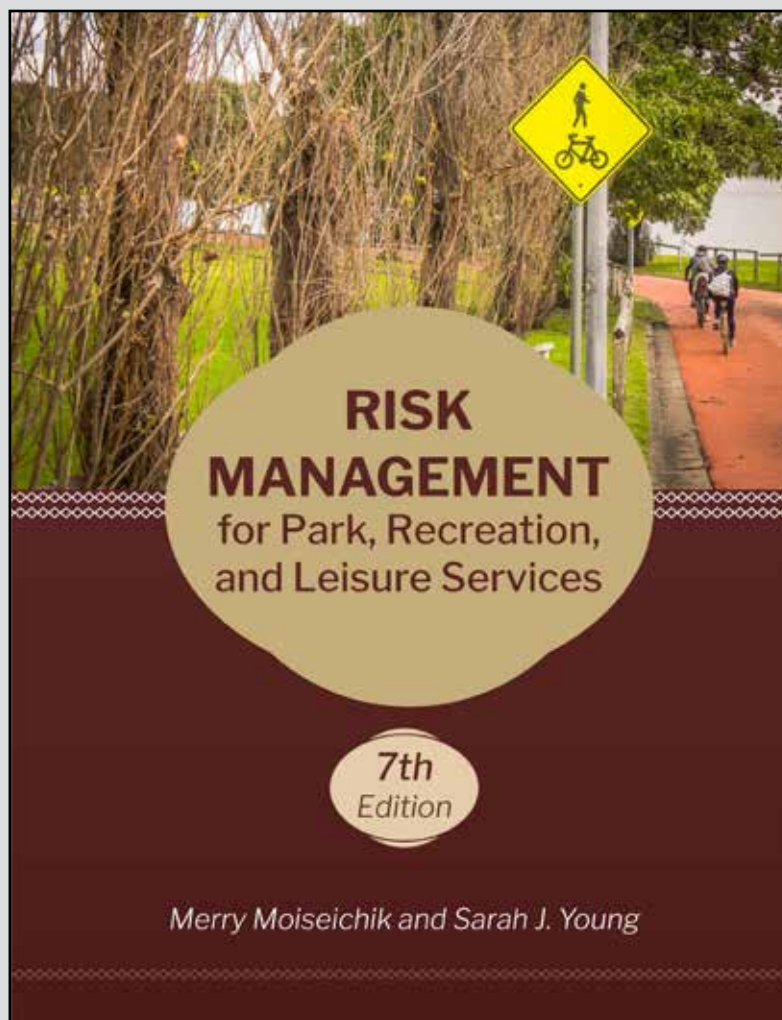


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CHAPTER 1

Managing Risks in Park, Recreation, and Leisure Services

QUIZ QUESTIONS

1. In your own words, define risk management.
2. Completely removing risk from recreation programming:
 - a. Involves identification, classification, and treatment.
 - b. **Eliminates the thrills of challenge and uncertainty.**
 - c. Rarely changes the nature of the activity.
 - d. Encourages accessibility and inclusion.
3. **True** or **False**: Risk management plans and practices convey that an organization cares about participant safety.
4. **True** or **False**: If followed correctly, a risk management plan alone reduces an organization's risk.
5. Risk and recreation philosophy are linked through the participant expectations of:
 - a. Security, convenience, and staff expertise.
 - b. Affordability, accessibility, and safety.
 - c. Customer service, engagement, and programming.
 - d. **Fun, safety, and accessibility.**
6. The number one priority in risk management is minimizing the risk of injury. The secondary goal of risk management is:
 - a. **Reducing the potential for legal claims that could lead to litigation.**
 - b. Expanding the knowledge base of risk management procedures.
 - c. Increasing the opportunity for safe participation practices.
 - d. Balancing efficiency and effectiveness as they relate to participant safety.
7. Risk management:
 - a. Displays good business practices.
 - b. Increases participant enjoyment.
 - c. Is necessary in our litigious society.
 - d. **All of the above.**
8. **True** or **False**: People are motivated to sue after injury based on the belief that recreation and sport organizations have excessive funds.
9. Assets that recreation and sport managers may want to protect include:
 - a. Reputation.
 - b. Money.
 - c. Equipment.
 - d. Staff.
 - e. **All of the above.**

10. Identify 3 potential risks pertaining to recreation and sport programming and/or facilities.
11. The 3 steps of risk management are:
 - a. Preparation, organization, and implementation.
 - b. Evaluation, documentation, and action.
 - c. **Identification, classification, and treatment.**
 - d. Clarification, minimization, and management.
12. **True** or False: A risk management plan can serve as an organization's defense in a lawsuit.
13. Proper risk management can save an organization money in the areas of:
 - a. Public relations.
 - b. Legal fees.
 - c. Insurance premiums.
 - d. **All of the above.**
 - e. None of the above.
14. Which of the following is not a loss as defined in risk management?
 - a. Fire damage to a building.
 - b. **Required renovations due to depreciation.**
 - c. Lost business from a broken contract.
 - d. Missing equipment due to theft.
15. Courts expect service providers to:
 - a. **Proactively reduce unreasonable risks.**
 - b. Preventively remove all risky activities to protect participants.
 - c. Adequately warn participants of all risks.
 - d. All of the above.

CHAPTER 2

Risk Management and the Law

QUIZ QUESTIONS

1. Select one of the cases below and determine if negligence is present. If so, explain which elements of negligence exist. Even if there is not negligence because an element is missing, discuss other defenses that might be used to get out of the case. (20 pts.)

A. ***Rios v. Grossmont H.S.***

Colter Rios was playing in a junior varsity football game for Grossmont (Calif.) High School in 2008 when he felt a pop in his right ankle as he was tackled. He is 14 years old. Although he complained of pain when he tried to stand up, his coaches sent him back into the game without having the ankle examined. Colter was eventually removed from the game and sent to the athletic trainer to get his ankle taped.

The athletic trainer, Keoki Kamau, was not there, so Adrian Dunn, a college athletic training student who had been assisting Kamau on a volunteer basis, examined Colter's ankle. Dunn found no bruising, deformity, or other abnormality and, after taping Colter's ankle, had him jog, zigzag, sprint, and backpedal. Colter told the trainer he felt fine and was then cleared to return to the game. Upon returning, however, Colter fractured two of his cervical vertebrae and injured his spinal cord when he was tackled. The injuries prompted Rios' mother to file suit against the Grossmont Union High School District, alleging that the district was negligent to allow Colter to continue to play after injuring his ankle, and that the initial injury caused him to subsequently sustain permanent and debilitating injuries.

B. ***Crace, et al. v. Kent State University***

Angela Crace was injured while participating in a cheerleading maneuver known as "the Big K" in a practice before a basketball game. Crace was a junior at Kent State University (KSU—"defendant") and captain of the cheerleading squad.

The Big K was a human pyramid, composed of a base and middle layer, with "flyers" coming off the top. Spotters were positioned at the base to protect the flyers as they came down. The maneuver had the highest level of difficulty permitted by the NCAA. The squad had performed this maneuver successfully several times in past seasons, but several members of the current squad had never performed it. The cheerleading coach positioned Crace as a flyer. The first two attempts failed, resulting in Crace falling "about 15 feet" but caught by the spotter. On the third attempt, the cheerleading coach substituted another squad member as a spotter—Cobbin—who had never seen nor assisted the maneuver. Cobbin claimed he told the coach he was "uncomfortable" in the spotting position; the coach claimed the statement "never occurred." Crace went for a third attempt and failed. As she fell, Cobbin "panicked, shielded his eyes, and moved out of the way." As a result, Crace's 15 foot fall was unbroken, and she fell to the gym floor, suffering catastrophic injuries, including immediate paraplegia.

2. Read the following, and answer the subsequent questions.

Wiamer v. Hoosier Heights

Hoosier Heights is a limited liability company that owns and operates an indoor rock climbing facility. The facility is open to the public and is available for individuals of all skill levels in recreational climbing. Hoosier Heights requires that to use the facilities, all patrons sign and acknowledge having read and understood a Waiver and Release of Liability form. The waiver contains general gym rules, exculpatory clauses relieving Hoosier Heights of liability, a medical authorization clause, an acknowledgment that the participant

understands there are inherent risks to rock climbing with some risks listed, authorization to allow the Hoosier Heights staff to use any photographs taken during the patron's visit for promotional materials, and a signature line for the participant. At the top of the waiver is the Hoosier Heights logo, address, and the name Hoosier Heights Indoor Climbing.

The Waiver states, in relevant part:

RELEASE AND ASSUMPTION OF RISK: In consideration of being permitted to use the facilities of Hoosier Heights Indoor Rock Climbing Facility L.L.C., and mindful of the significant risks involved with the activities incidental thereto, I, for myself, my heirs, my estate and personal representative, do hereby release and discharge Hoosier Heights Indoor Rock Climbing Facility L.L.C. from any and all liability for injury that may result from my use of the facilities of Hoosier Heights Indoor Climbing, and I do hereby waive and relinquish any and all actions or causes of action for personal injury, property damage or wrongful death occurring to myself arising as a result of the use of the facilities of Hoosier Heights or any activities incidental thereto, wherever or however such personal injury, property damage, or wrongful death may occur, whether foreseen or unforeseen, and for whatever period said activities may continue. I agree that under no circumstances will I, my heirs, my estate or my personal representative present any claim for personal injury, property damage or wrongful death against Hoosier Heights or its employees, members, directors, officers, agents and assigns for any of said causes of actions, whether said causes of action shall arise by the negligence of any said person or otherwise.

It is the intention of the undersigned individual to exempt and relieve Hoosier Heights and its employees, members, directors, officers, agents and assigns from liability for any personal injury, property damage or wrongful death caused by negligence.

The Waiver also contained a provision enumerating the risks inherent in the sport of rock climbing:

ACKNOWLEDGMENT: I, the undersigned, acknowledge that I understand that there are significant elements of risk associated with the sport of rock climbing, including those activities that take place indoors. In addition, I realize those risks also pertain to related activities such as bouldering, incidental weight training, team building, fitness training regimens and equipment purchased or rented at Hoosier Heights. I realize that those risks may include, but are not limited to, injuries resulting from falls, equipment failures, entanglements, falling or dropped items, or the negligence of other climbers, participants, belayers, spotters, employees, or other users of the facilities. I acknowledge and understand that the above list is not inclusive of all possible risks associated with rock climbing or the use of the Hoosier Heights facilities and that other unknown and unanticipated risks may result in injury, illness, paralysis, or death.

In addition to executing the waiver, Hoosier Heights requires that all patrons attend and acknowledge under-going orientation and training.

Wiemer visited Hoosier Heights in October 2014. On that date, he attended a facility orientation, which is an employee-guided training on how to boulder, belay, and top rope climb. If a customer intends to use the "top rope" climbing area of the facility, they must first complete the "top rope" orientation and initial and sign the facility orientation form in the appropriate locations. Following his orientation and training, Wiemer signed a waiver form.

Top rope climbing is a style of climbing in which a rope runs from a belayer at the foot of the climbing wall; the rope is connected to an anchor system at the top of the wall and back down to the climber. Both climber and the belayer are attached to the rope through a harness and carabiner. The belayer is responsible for pulling the slack in the rope, which results in the climber moving up the wall. The belayer must keep the rope tight so that, in the event the climber releases from the wall, the climber remains suspended in the air and does not fall.

Kayli Mellencamp, a part-time Hoosier Heights employee with very little rock climbing experience, provided Wiemer's orientation and training. Mellencamp's employee training consisted solely of reviewing company provided instructional books on rock climbing and witnessing other employee orientations. Mellencamp had no other professional rock climbing experience.

On January 14, 2015, Wiemer, along with several co-workers, including Robert Magnus, traveled to Hoosier Heights for recreational rock climbing. Magnus had also previously visited Hoosier Heights, and Wiemer's and Magnus' waivers were already on file and under the terms of their agreements remained in effect. Wiemer was top rope climbing while Magnus belayed below. Unfortunately, Wiemer fell while he was climbing. Incident reports indicate that Wiemer fell approximately 35 feet to the ground in a sitting position due to Magnus releasing a gate lever while he was belaying for Wiemer, which caused Wiemer to accelerate to the floor very quickly. As a result of the fall, he sustained severe and permanent injuries to his back, as well as impaired bladder and bowel control. Wiemer filed this action alleging Hoosier Heights was negligent in its operations.

3. In the rock climbing case the best defense is:
 - a. **Assumption of risk.**
 - b. Tort immunity.
 - c. Comparative negligence.
 - d. Waiver.
4. Who has vicarious liability over Mellencamp?
 - a. Wiemer.
 - b. Marcus.
 - c. **The owner.**
 - d. The vendor of the ropes.
5. Which is most likely the proximate cause of the rock climbing injury?
 - a. **Improper training.**
 - b. Faulty equipment.
 - c. Height of the climbing wall.
 - d. Wiemer fell from 35 feet.
6. Secondary assumption of risk:
 - a. Can be avoided by a warning.
 - b. **Is created by the participant.**
 - c. Is created by the provider.
 - d. Instance of no appreciation of the risk.
7. True or **False**: A warning never requires a signature.
8. Gross negligence is:
 - a. Done on purpose to hurt someone.
 - b. What a normal prudent person would do in the same circumstances.
 - c. What a normal prudent person would not do in the same circumstances.
 - d. **What a reckless person would or would not do in the same circumstances.**
9. Governmental Immunity:
 - a. Does not allow a municipality to be sued.
 - b. Would never be given to a private rock climbing gym.
 - c. Was created to keep the tax dollars for all the citizens.
 - d. **All of the above.**
10. How much would the injured party collect if he were 65% at fault in a 50% comparative negligence state for a \$100,000 verdict?
 - a. \$100,000.
 - b. \$65,000.
 - c. \$35,000.
 - d. **Nothing.**

11. Which of the following is a concern for risk managers?
 - a. A tool that has not been put away.
 - b. An injury to a patron.
 - c. A poorly written sign.
 - d. **All of the above.**
 - e. None of the above.
12. Which of the following is an act of God?
 - a. Lightning that hits a golfer in Michigan.
 - b. A wave that washes a child into the ocean.
 - c. A canoe is tipped over by a fast-moving current.
 - d. All of the above.
 - e. **None of the above.**
13. A recreation user statute:
 - a. Protects a landowner from gross negligence.
 - b. Protects a commercial business if they allow people in their property.
 - c. **Protects private landowner for ordinary negligence.**
 - d. Protects public landowner when people are picnicking.
14. Which of the following is not required element of a contract?
 - a. Acceptance.
 - b. Offer.
 - c. Consideration.
 - d. **Signature.**
15. The following contract will not be held up in a court of law:
 - a. **A contract with a minor.**
 - b. A contract with a Spanish-speaking person when the contract is in English.
 - c. A contract with a 95-year-old woman
 - d. All of the above.
16. True or **False**: A waiver would not hold up in most states because it is illegal.
17. **True** or False: A teacher's inherent responsibility constitutes a legal duty.
18. True or **False**: There is no inherent risk in walking across a street.
19. True or **False**: A person signs a contract and puts it in his pocket. By law, the contract would be identified as signed.
20. **True** or False: Volunteers are held to the same standard of care as full-time employees.
21. True or **False**: Standard of care asks the question, is there a relationship?
22. **True** or False: If a minor signs a waiver, they can still sue if they are injured.
23. **True** or False: A person who is certified as a lifeguard has a higher standard of care than a person who does not, if the issue is someone having trouble in water.
24. Sarah goes into a store with no intention of buying something. She is:
 - a. **An invitee.**
 - b. A licensee.
 - c. A trespasser.
 - d. None of the above.
25. What are the four elements of negligence?

CHAPTER 3

The Risk Management Plan

QUIZ QUESTIONS

- All of the following are reasons to have a risk management plan, except:
 - It allows managers and supervisors to recognize potential problems.
 - If followed correctly, it can protect an organization from all potential losses.
 - If adhered to, it reduces employee turnover.**
 - If it follows certain management practices, it can help an organization in legal battles.
- True or **False**: A needs assessment for every organization is generally the same.
- An organization strives to create an environment where employees gain proper risk management training before starting their job. This is an example of:
 - A goal.**
 - An objective.
 - A preliminary analysis.
 - A retention risk management strategy.
- An on-site supervisor at a pool usually spends the day sitting in his office, which is in the lifeguard break room. He knows most of the employees' names, but has little interaction with them beyond new employee paperwork and training at the beginning of each summer. These are problems because:
 - The supervisor likely has little knowledge of day-to-day activities.
 - His example demonstrates that employees can be relaxed and not take work too seriously.
 - Integral parts of his job include providing assistance, training, and guidance in terms of risk practices.
 - All of the above.**
 - Both b and c.
- True or **False**: Only top-level management should be included in the development of a risk management plan because they know what is best for the organization.
- A yoga studio has five instructors on staff. Three of them are certified, one is an intern, and the fifth one isn't certified. On one particular day, there is higher number of participants than usual, requiring the classes to be split up. Should all five instructors teach their own class?
 - Yes, because all of them possess the minimum qualifications.
 - Yes, as long as each participant signs a waiver.
 - No, the organization does not have sufficient staffing and qualified personnel.**
 - It depends on participant skill level.
- If a participant gets injured, an organization should:
 - Administer accident follow-up procedures in extreme cases.**
 - Contact legal counsel immediately.
 - Take responsibility, despite the injury cause.
 - Increase liability insurance.

8. In terms of risk management, it is important for organizations to have relationships with:
 - a. Building professionals.
 - b. Legal counsel.
 - c. Insurance professionals.
 - d. Governing bodies/organizations.
 - e. **All of the above**
9. Josh is the new risk management coordinator at a gym and is the newest employee in the organization. During his first week of work, he found a risk management manual from 2014. Josh should:
 - a. Read and review the risk management plan and make changes as necessary.
 - b. **Develop a new risk management plan with the help of other employees and managers.**
 - c. Review of the plan is not necessary, because it is less than 10 years old.
 - d. Learn the current risk management procedures from current staff.
10. The responsibility of developing and reviewing a risk management plan depends on:
 - a. **Organizational structure and size.**
 - b. Number of daily participants.
 - c. Number of qualified managers and staff.
 - d. Standards set by governing organizations.
11. Name 5 reasons why every organization should have a risk management plan.
Answers will vary but could include proactive approach displaying intent; legally valuable; increases safety; reduces losses; better use of funds; identifies exposures; more attractive to insurers; reduces future uncertainties; and/or keeps track of claims, losses, and insurance coverage.
12. True or **False**: A risk management plan will serve all purposes.
13. **True** or False: Certain management practices are favored legally.
14. All of the following are steps to managing risk, except:
 - a. In-service training.
 - b. **Employee incentives.**
 - c. Site and facility development.
 - d. Public relations.
15. Supervisors play a vital role in the implementation of the risk management plan because they:
 - a. **Influence employee habits and attitudes.**
 - b. Decide employee compensation and benefits.
 - c. Have the most authority in an organization.
 - d. All of the above.
16. **True** or False: Many organizations practice risk management without realizing it.
17. Hannah is performing a needs assessment. It is imperative that she includes the following, except:
 - a. A task force of employees.
 - b. Checklists.
 - c. **Constituent questionnaires.**
 - d. All must be included.
18. It is important that managers consider risk management while building a facility, especially regarding:
 - a. Accessibility and flow.
 - b. Building code compliance.
 - c. Aesthetics and functionality.
 - d. **Plumbing and waste removal.**

19. List at least 3 records that should be kept on file.

Answers may vary but could include instructor qualifications, medical exam clearances; evaluations; safety instruction; lesson plans; eligibility requirements; schedules; manuals of operation; emergency procedures; reports for accidents, injuries, or incidents; releases/waivers; and agreements to participate.

20. In terms of insurance and legal compliance, it is important that risk managers:

- a. **Know pertinent terminology.**
- b. Transfer or reduce all risks.
- c. Make decisions independently.
- d. All of the above.

21. **True** or False: Public relations decisions are often based on organization practices and philosophy.

22. True or **False**: Frequent periodic reviews are necessary for all aspects of the organization.

23. The following personnel should be involved in in-service training:

- a. Participants.
- b. Legal counsel.
- c. **Volunteers.**
- d. Government officials.

24. List 4 common loss protection methods.

Correct answers: Avoidance, exposure avoidance, reduction, retention, transference, and pooling.

25. True or **False**: When establishing safety rules, regulations, and procedures, beaches and lakes do not have to be considered, because they are public facilities.

CHAPTER 4

Risk Management and Employees

QUIZ QUESTIONS

1. **True** or False: Every department, every supervisor, and individuals themselves are responsible for their actions.
2. For which of the following would a supervisor not be responsible?
 - a. A rock climber getting injured because the employee was not trained to belay.
 - b. A water skier drowning due to an instructor not supervising properly.
 - c. **A child choking on a snack offered out of an employee's lunchbox.**
 - d. A camper getting lost while an employee was preoccupied building a fire.
3. A job description for a facilities manager reads: "Looking for a full-time facilities manager. College degree preferred, high school diploma required. Applicants must have time management skills, customer service experience, and be proficient in Microsoft Word." What is missing?
 - a. Qualifications required.
 - b. **Work schedule.**
 - c. Job duties.
 - d. All necessary information is included.
4. **True** or False: Proper employee training can affect public relations.
5. Which question can be asked during the interview process for a fitness center employee?
 - a. "Do you take any blood pressure medicine?"
 - b. **"Are you able to lift 50 pounds?"**
 - c. "Are you a Christian?"
 - d. "What country are you originally from?"
6. True or **False**: An employer can bypass a candidate's application by age if the applicant is over 40 years old.
7. Hostile environment sexual harassment could potentially include:
 - a. Conversations and jokes.
 - b. Inappropriate touching.
 - c. Flirting and innuendos.
 - d. **All of the above.**
8. **True** or False: Compliance to OSHA requirements can improve employee morale.
9. Examples of professional development include all of the following, except:
 - a. Safety training.
 - b. Conference attendance.
 - c. **Achievement incentives.**
 - d. Certificate renewal.
10. How does supervision influence employees who do something wrong while on the job?
11. **True** or False: Employers cannot do prehire physicals on someone they are hiring.

12. A difference in pay is allowed among employees if:
 - a. **An employee has better evaluations than others.**
 - b. An employee is older than another.
 - c. An employee's regular customers influence revenue.
 - d. An employee's health condition affects their productivity.
13. True or **False**: Affirmative action and equal employment opportunity in job descriptions inform applicants that the Civil Rights Act does not apply to the organization.
14. The number one protection the service provider has for minimizing lawsuits is:
 - a. Implementing a risk management plan.
 - b. **Hiring the right employees.**
 - c. Creating accurate job descriptions.
 - d. Complying to nondiscrimination laws.
15. Both the supervisor and the employee would be held responsible for participant injury if:
 - a. The employee did not receive adequate training.
 - b. The employee did not get corrected when he had acted in the same way previously.
 - c. The employee did not have the proper qualifications for the job.
 - d. **All of the above.**
16. Quid pro quo sexual harassment is:
 - a. A boss offering an extra vacation for working late.
 - b. An employee asking another employee for a sexual favor.
 - c. **A boss offering an employee a raise for going to a hotel with her.**
 - d. All of the above.

CHAPTER 5

Managing Risks at Events

QUIZ QUESTIONS

- Managers must consider all of the following questions when managing ticket sales, except:
 - Is there a purchase limit for each customer?
 - Is there enough staff available?
 - Do employees need to be bilingual?
 - All should be contemplated.**
- True or **False**: General admission seating is the best option from a risk management perspective.
- An event ticket:
 - Is a revocable license under corporate law.
 - Does not necessarily guarantee entrance.
 - Should have a disclaimer printed on the back.**
 - All of the above.
- True** or False: Regarding truth-in-menu laws, federal laws focus on nutrition and state laws focus on misleading advertisements.
- Risk management strategies for food service and concessions include all of the following, except:
 - Training employees and volunteers.
 - Offering appropriate menu options.**
 - Maintaining facilities and equipment.
 - Obtaining proper licenses.
- Liability for providing alcohol applies to:
 - Servers.
 - Premises owners or occupiers.
 - Service providers.
 - All of the above.**
- True** or False: Risk claims of assault and battery may result from security personnel removing intoxicated attendees incorrectly.
- Ben is working as a bartender. His friend Josh comes into the bar visibly drunk. Ben continues to serve Josh alcohol all evening, despite Josh's intoxication. Josh leaves the bar and proceeds to get into a car accident, injuring another driver and totaling their vehicle. According to dram shop acts, who is held liable?
 - Only Ben.
 - Only Josh.
 - Ben and Josh.
 - The establishment owner and Ben.
 - The owner, Ben, and Josh.**

9. Liquor liability risks can be managed via the following, except:
 - a. Alcohol pricing and availability.
 - b. Ensuring bartender and server experience.
 - c. **Limiting food sales.**
 - d. Encouraging carpools and designated drivers.
10. The 3 key elements to creating plans for managing emergencies include:
 - a. Create, discuss, and implement.
 - b. **Plan, evaluate, and respond.**
 - c. Assess, instruct, and apply.
 - d. Evaluate, discuss, and respond.
11. Effective communication imperative to crowd management includes:
 - a. Media coverage and advertisements.
 - b. Signage and public address systems.
 - c. Utilization of radios and cell phones.
 - d. **All of the above.**
 - e. None of the above.
12. What are some things event organizers should review to plan and train staff to prepare for emergencies?
List possible answers
 - Know the location of exits for each area of seating
 - Provide and practice instructions for a variety of different emergency scenarios
 - Be able to discern, depending on the type of emergency, whether participants should shelter-in-place, or evacuate
 - Code words for different emergencies
 - Potential weather scenarios
 - Protocols for different emergency scenarios
13. **True** or False: The two steps used for evaluating an incident or emergency response include identification and communication.
14. True or **False**: E-signatures and digital signatures are the same thing.
15. In terms of authenticity and integrity, which is the best option for a legally binding signature?
 - a. E-signature.
 - b. **Digital signature.**
 - c. Alphanumeric signature.
 - d. Paper signature.
16. Which of the following types of insurance would provide broad coverage for incidents?
 - a. **General liability insurance.**
 - b. Cancellation insurance.
 - c. Umbrella insurance.
 - d. Event insurance.
17. Planning and training event staff for emergencies includes all of the following, except:
 - a. Number of people attending.
 - b. Code words for certain incidents and responses.
 - c. Communication system for inclement weather.
 - d. **Explaining related insurance coverage.**
18. True or **False**: An important question that should be asked regarding liquor liability is, who, if any, of the attendees are dignitaries or VIPs?

19. At the very minimum, this type of insurance should be purchased for all events:
 - a. Umbrella insurance.
 - b. **General liability insurance.**
 - c. Cancellation insurance.
 - d. Liquor liability insurance.
20. Event organizers can limit losses by utilizing this following food service and concessions strategy:
 - a. Employ outside individuals to determine food quality.
 - b. Only hire employees that have extensive food service experience.
 - c. **Provide comprehensive training for all food service and concessions employees.**
 - d. All of the above.

CHAPTER 6

Managing Facility Risk

QUIZ QUESTIONS

- Initial inspections are conducted:
 - When a facility is newly constructed or acquired.**
 - When a facility has been renovated or refurnished.
 - When a facility changes its policies and procedures.
 - When a facility hires new faculty and staff.
- What dictates the frequency of periodic inspections?
 - Facility layout and size.
 - Facility programming and intensity of programming.
 - Facility type and amount of use.**
 - Facility clientele and frequency of maintenance.
- Two repairs are needed in a locker room: a leaking toilet and a broken locker door. Which should be repaired first and why?
 - The broken locker door, because it is the least expensive repair.
 - The leaking toilet, because it is the most expensive repair.
 - The broken locker door, because it is a minor repair.
 - The leaking toilet, because it is a major repair.**
- Fixing broken paper towel dispensers, repairing belts on treadmills, and picking up debris from fields are examples of:
 - Corrective maintenance.**
 - Preventive maintenance.
 - Periodic maintenance.
 - Intermittent maintenance.
- Signage includes which of the following?
 - Facility usage guidelines.
 - Directions.
 - Notification of safety hazards.
 - All of the above.**
 - None of the above.
- Josh is an employee at a cycle studio. One of the participants is injured during the activity. He should do all of the following, except:
 - Provide statements to police and authorities.
 - Not guess or speculate the nature or extent of the injury.
 - Contact the participant's family regarding the injury.**
 - Complete an accident report form before the end of his shift.

7. Ms. Baker oversees children play during recess. What type of supervision is this?
 - a. **General.**
 - b. Specific.
 - c. Transitional.
 - d. Continuous.
8. Ethan, a staff member at a gym, sees a glass water bottle break in the weight room. He should:
 - a. Firmly remind the participant that glass containers are not allowed in the facility.
 - b. Sweep up and dispose of the glass immediately.
 - c. Complete documentation of the event.
 - d. Both a and c.
 - e. **All of the above.**
9. Which of the following does not apply to supervision?
 - a. Lower physical condition of the participant correlates with a higher level of supervision.
 - b. The more unique the activity, the higher the level of supervision necessary.
 - c. **The supervision level for all audiences should be ratios less than 1:10.**
 - d. The higher participation skill level, the lower level of supervision needed.
10. Standard safety equipment should be inspected:
 - a. Daily.
 - b. Weekly.
 - c. **Monthly.**
 - d. Annually.
11. Which of the following is not a recommendation for reducing disease and increasing sanitation in recreation and sport facilities?
 - a. **Perform annual janitorial cleanings based on equipment use frequency.**
 - b. Implement policies requiring participants clean equipment after use.
 - c. Provide proper cleaning supplies readily available for staff.
 - d. Follow OSHA and CDC standards for cleaning up bodily fluids.
12. **True** or False: AEDs and signage placed strategically can increase victim survival.
13. **True** or False: A checklist for a machine in a weight room should include the components to be evaluated and the manufacturer's standards.
14. True or **False**: Staggering annual inspections throughout the year is not recommended.
15. Name 5 types of safety equipment.

CHAPTER 7

Security and Personal Safety

QUIZ QUESTIONS

1. It is important to warn participants of weather-related threats because:
 - a. Managers have a responsibility.
 - b. Nonlocal participants may be unaware of threats.
 - c. Participants may fear for their safety in severe weather events.
 - d. **All of the above.**
2. Which of the following is not a reason terrorists commit their crimes?
 - a. To demonstrate strong religious beliefs.
 - b. **To prove government support.**
 - c. They suffer from mental illness.
 - d. They are members of a hate group.
3. A multipurpose gymnasium plans its fall programming schedule. Which event will likely require increased security?
 - a. **A local high school graduation.**
 - b. A weekly fitness class.
 - c. A department faculty meeting.
 - d. A self-defense presentation
4. To cause _____ is the primary purpose of terrorism.
 - a. **Fear.**
 - b. Damage.
 - c. Violence.
 - d. Domination.
5. A bear warning sign on a hiking trail is intended to protect _____.
 - a. The environment from people.
 - b. **People from the environment.**
 - c. People from other people.
 - d. All of the above.
6. Which of the following are common subjects of bullying?
 - a. Children.
 - b. Teens.
 - c. Adults.
 - d. Both a and b.
 - e. **All of the above.**

7. Managers of a skateboard park brainstorm ways to reduce crime at their facility. Which method should they not consider?
 - a. Host an evening beginner skate skills class.
 - b. Install security cameras throughout the park.
 - c. **Add landscaping to limit sight from the street.**
 - d. Coordinate patrolling with law enforcement.
8. Which of the following is true regarding societal threats?
 - a. People are often unaware of potential dangers from others.
 - b. **Society has a growing fascination with crime.**
 - c. The recreation field has fewer societal threats than other industries.
 - d. Residents do not utilize “gang-owned” parks.
9. People find safety in which of the following ways?
 - a. Installing alarms.
 - b. Joining gangs.
 - c. Avoiding activities.
 - d. Both a and c.
 - e. **All of the above.**
10. True or **False**: Providing danger warnings in maps and brochures is a legitimate way to educate participants of threats.
11. **True** or False: Threats can be either real or perceived.
12. True or **False**: Signaling flags, sirens, and flashing lights are only placed in areas with a history of extreme weather events.
13. **True** or False: Law enforcement has the responsibility to protect parks, recreation facilities, and resources from people.
14. True or **False**: Proper food storage is not a necessary warning for campers.

CHAPTER 8

Emergency Action Plan

QUIZ QUESTIONS

1. A good emergency action plan will:
 - a. Include details so all employees and patrons are prepared for emergencies.
 - b. Help organizations manage unexpected situations quickly and efficiently.
 - c. Be planned and practiced by employees.
 - d. **All of the above.**
2. The emergency professional should provide what information to a participant's emergency contact?
 - a. What happened, where it occurred, and who was involved.
 - b. **What happened, how serious it is, and where the person is.**
 - c. What happened, where it occurred, and where the person is.
 - d. What happened, how serious it is, and who was involved.
3. An accident or injury report should be completed:
 - a. **As soon as the situation is under control.**
 - b. Before any procedures are employed.
 - c. Once the participant receives treatment.
 - d. Within 24 hours of the emergency.
4. Generally, statutes of limitations range from:
 - a. 1 to 10 years.
 - b. 1 to 7 years.
 - c. **1 to 5 years.**
 - d. 1 to 3 years.
5. John is the person with medical training listed in the emergency action plan. Therefore, during an emergency situation, what procedure is appropriate?
 - a. Staff should instruct John in how to provide care.
 - b. **John should be left to handle the situation.**
 - c. Staff should provide care while John oversees.
 - d. John should help first responders when they arrive.
6. Sharon is an employee at a yoga studio. In the event of an intruder, what should she do once participants are notified?
 - a. Lock the doors.
 - b. Instruct patrons to keep quiet.
 - c. **Check hallways for wanderers.**
 - d. Turn off lights and computer monitors

7. Facility maps should include all of the following, except:
 - a. A “you are here” arrow.
 - b. Directions for leaving the building.
 - c. Quickest route to safe zones.
 - d. **Location of the emergency action plan.**
8. Adnan is in charge of communicating with the media after an emergency occurred. He is likely chosen to do this because:
 - a. He is charismatic.
 - b. He can answer questions well.
 - c. He is prepared to provide pertinent information.
 - d. **All of the above.**
 - e. None of the above.
9. An accident report would not include which of the following?
 - a. A brief description of what happened.
 - b. An estimation of when the accident occurred.
 - c. Where exactly the accident occurred.
 - d. **Instructions of how to handle the situation in the future.**
10. True or **False**: Taking a momentary pause to analyze a situation is a moment wasted not helping victims.
11. **True** or False: PTSD (post-traumatic stress disorder) may be experienced by people who are not victims in an emergency.
12. True or **False**: Evacuation and safety zone maps need only be provided in the emergency action plan.
13. **True** or False: New staff emergency training should occur every time a new employee is hired.
14. True or **False**: The first step in any emergency is locating the source of the problem.
15. True or **False**: On an accident report, it is important to state opinions of what might have happened.
16. What are the five components of an emergency action plan?

CHAPTER 9

Managing the Risk at Special Facilities

QUIZ QUESTIONS

- Skate parks should be checked _____ for maintenance:
 - Daily.**
 - Weekly.
 - Biweekly.
 - Annually.
- If you cannot supervise a skate park, then you should
 - Require helmets be worn for safety.
 - Only recommend helmets be worn.**
 - Check occasionally for safety equipment.
 - Fence the park so people cannot use it.
- Common regulations for pools per state health departments include all of the following, except:
 - Water purification.
 - Water quality and testing.
 - Pool occupancy standards.**
 - Hygiene factors.
- A swimmer drowned because a lifeguard was inattentive. Which of the following would be the most likely cause?
 - The lifeguard was emotionally unstable due to a breakup.
 - The lifeguard did not get much sleep after staying up late studying.**
 - The lifeguard was unfocused after taking too long of a lunch break.
 - All of the above.
- To help a guard stay attentive, the manager can
 - Provide encouragement.
 - Require exercise during breaks.
 - Suggest caffeine drinks.
 - All of the above.**
- What are the age groups divisions for U.S. Consumer Product Safety Commission (CPSC) and American Society for Testing and Materials (ASTM) playground safety standards?
 - 3 years and under, 4–10 year olds
 - 5 years and under, 6–12 year olds
 - 12 years and under, 13–18 year olds
 - 4 years and under, 5–12 year olds**

7. Recreation user standards:
 - a. Protect the government from negligence lawsuits.
 - b. **Require warnings of all known risks.**
 - c. Require a fee to be charged.
 - d. Exist in 23 states.
8. Ultimately, all facilities can minimize risks:
 - a. **By meeting industry standards.**
 - b. By purchasing equipment.
 - c. By utilizing signage.
 - d. By conducting maintenance.
9. The water rescue competency test (WRCT) includes:
 - a. Maintaining disinfection and water balance.
 - b. **Descending to the deepest part of the venue.**
 - c. Addressing regulatory guidelines.
 - d. Reducing risks in and around the water.
10. Swings should:
 - a. **Be offset from the rest of the playground.**
 - b. Have surfacing 6 feet beyond the stanchion for a 10 foot high swing set.
 - c. Swing-set base should be deeper than the rest of the playground.
 - d. Swing sets can be within 6 feet of another piece of equipment.
11. True or **False**: Damaged equipment is the most significant issue on playgrounds.
12. **True** or False: Some states require specific language on skate park signage warning of activity risks.
13. True or **False**: Most states require 1 lifeguard per 15 swimmers.
14. True or **False**: A pool should be at least 9 feet deep to have a diving board.
15. **True** or False: Playgrounds need to be supervised.
16. **True** or False: Trails are one of the fastest growing activity areas in parks and recreation.
17. True or **False**: All accidents are avoidable.
18. List some of the maintenance concerns that apply to skate parks.