

Facility: AC Baths
 Assessor name: Tracey Prince
 Pool manager name: Ryno Nienaber
 Date: 26 Feb 2018

Supervision	
CRITERIA: All lifeguards must hold current & valid PLSA or PLCA	
HOW: Sight current & valid PLSA or PLPC certificates for all lifeguards	
ESSENTIAL COMPONENTS:	
<ul style="list-style-type: none"> Evidence that all staff have undergone PLSA or PLPC training and assessment 	Achieved
<ul style="list-style-type: none"> Evidence that all PLSA lifeguards have completed an induction PRIOR to working on Poolside 	Achieved
<ul style="list-style-type: none"> The PLPC assessment has taken place and paperwork sent to Skills Active within one month of starting work on Poolside 	Achieved
<ul style="list-style-type: none"> NOP must clearly state that lifeguards who do not hold a current and valid PLSA (for one month from date of starting on poolside) or PLPC will not be included in any supervision ratios. 	Achieved
<ul style="list-style-type: none"> All qualified lifeguards must have completed First aid units 26551 and 26552 (6400, 6401 & 6402) as a minimum first aid qualification 	Achieved
NOTE: Assessors must be satisfied that the correct process has occurred and an honest attempt has been made by the Facility to provide evidence of their staff qualifications.	
Total number of lifeguards on the facility roster = a) Skills Award: b) PLPC: 21	
CRITERIA: Every body of water is supervised by a qualified lifeguard (when open for use) at all times.	
HOW: Review facility normal operating procedures (NOPs) relating to supervision.	
ESSENTIAL COMPONENTS:	
NOP must detail:	
<ul style="list-style-type: none"> A PLPC lifeguard must be rostered on and available at all times. (This is the minimum, it is recommended that a PLPC lifeguard is rostered on and POOLSIDE at all times) 	Achieved
<ul style="list-style-type: none"> All lifeguards must be able to retrieve an object from the deepest part of the pool 	Achieved
NOP must detail the way in which the pool should be supervised including reference to:	
<ul style="list-style-type: none"> The minimum number of lifeguards 	Achieved
<ul style="list-style-type: none"> The area of water and physical obstacles each lifeguard supervises (E.G glare, dead water) 	Achieved

• Supervision techniques and supervision of different activities	Achieved
• How lifeguards communicate	Achieved
• Leaving poolside procedures	Achieved
• After-hours groups must be lifeguarded within supervision ratios by a facility employed PLPC lifeguard	Achieved
A facility schematic/s should be included detailing:	
• Recommended Static Positions	Achieved
• Patrolling routes	Achieved
The NOP should give poolside lifeguards as much information as they need to make informed minute-by-minute decisions on supervising the pool without being over prescriptive and too lengthy. The following are some useful headings:	
• Personal appearance and conduct of lifeguards (talking, grooming, uniform etc)	Achieved
• Identification of hazards/risks	Achieved
• Poolside first aid	Achieved
Customer behaviour	
1. Acceptable behaviour	Achieved
2. Unacceptable behaviour	Achieved
• Supervision of different customer groups, (children, youth, special needs etc)	Achieved
• Supervision of different activities, (lane swimming, diving boards etc)	Achieved
It is desirable that the normal operating procedures be cross referenced to any other similar procedures, EG:	
1. EAP	Achieved
2. Health and Safety policies	Achieved
NOTE: Evidence will be required to back up the written policies in the NOP – eg training schedule showing induction. How the pool determines its supervision policies and sets out its plan are the domain of that particular pool. The assessors' task is to verify that the essential components are present. Some pools do not publish detailed supervision policies. If this is the case an oral description backed up with poolside observations and lifeguard questioning will suffice.	
Facilities with dedicated Learn to Swim Pools, Private Pools and/or Spa pools, Saunas and steam rooms	

<ul style="list-style-type: none"> Learn to Swim Pools, Private pools must have signage clearly visible to say the area of water is not supervised by a lifeguard 	Achieved
<ul style="list-style-type: none"> NOP must clearly state procedures for dealing with the private pools/spa and sauna/steam rooms relative to the facility, for example (but not limited to) 	Achieved
<ul style="list-style-type: none"> Time restriction 	Achieved
<ul style="list-style-type: none"> Hydration advice 	Achieved
<ul style="list-style-type: none"> How these are monitored (eg, alarms, regular checks) 	Achieved
<ul style="list-style-type: none"> Minimum age for use (i applicable) 	Achieved
<ul style="list-style-type: none"> Minimum number of people 	Achieved
<ul style="list-style-type: none"> Who is in charge in an emergency 	Achieved
<ul style="list-style-type: none"> How staff communicate with each other (E.G Teachers from the LTS pool communicate to the lifeguards in the main pool) 	Achieved
<p><i>The above list is a guide only – the detail is the domain of that particular pool.</i></p>	

<h3>Dedicated Learn to Swim Facility</h3>	
<p>Dedicated stand-alone Learn to Swim Facility (ie not within a complex that has other aquatic activities and is ONLY open for structured lessons)</p>	
<ul style="list-style-type: none"> NOP must clearly state either qualified lifeguards are on pool deck OR LTS instructors are qualified lifeguards, in the water teaching but within the supervision ratios 	Not applicable
<ul style="list-style-type: none"> Signage to say the area is not actively supervised by a lifeguard 	Not applicable
<ul style="list-style-type: none"> Clear documented procedures covering (but not limited to): 	Not applicable
<ul style="list-style-type: none"> What happens if an instructor has to leave the water 	Not applicable
<ul style="list-style-type: none"> Who is in charge of an emergency situation 	Not applicable
<ul style="list-style-type: none"> How staff communicate with each other 	Not applicable

Emergency Action Plan

CRITERIA: Existence of an Emergency Action Plan

HOW: Evidence of the EAP is clearly apparent

ESSENTIAL COMPONENTS

<ul style="list-style-type: none"> All lifeguards must have easy access to a current EAP 	Achieved
<ul style="list-style-type: none"> EAP must be in manual format with poolside emergency signage to compliment procedures 	Achieved
<p>EAP must succinctly specify the actions to be taken in every reasonably foreseeable emergency. In most cases this will be limited to pool and facility emergencies. It should include reference to the following:</p>	
<ul style="list-style-type: none"> Who is in charge 	Achieved
<ul style="list-style-type: none"> Nature and location of emergency equipment 	Achieved
<ul style="list-style-type: none"> Key steps in dealing with an emergency 	Achieved
<ul style="list-style-type: none"> Pool rescue 	Achieved
<ul style="list-style-type: none"> Medical alert, (choking, asthma, angina/heart attack, serious cuts, fractures and dislocations etc) 	Achieved
<ul style="list-style-type: none"> Building evacuation 	Achieved
<ul style="list-style-type: none"> Major first aid 	Achieved
<ul style="list-style-type: none"> Spinals 	Achieved
<ul style="list-style-type: none"> Aftercare for victims and staff 	Achieved
<ul style="list-style-type: none"> A flowchart summary of the key steps in dealing with an emergency should be available to lifeguards 	Achieved
<ul style="list-style-type: none"> A pool manual cross referencing health and safety policies, pool supervision policies, Normal Operating Procedures and Emergency Action Plan should be available to lifeguards giving them one-stop-shop access to the "big picture" 	Achieved
<ul style="list-style-type: none"> Evidence that regular (minimum quarterly) staff training occurs including staff training plans and signed staff training records 	Achieved

Pool Alone

CRITERIA: Existence of a policy relating to child supervision	
HOW: Review facility NOPs relating to child supervision	
ESSENTIAL COMPONENTS:	
<ul style="list-style-type: none"> • NOP must set an age below which a child may not swim unaccompanied and thus becomes a pool alone. Minimum age is under 8 years 	Achieved
<ul style="list-style-type: none"> • NOP must set a minimum age for a caregiver to supervise a child who is unable to swim alone. Minimum age is 16 years. 	Achieved
<ul style="list-style-type: none"> • NOP must give some guidelines on effective enforcement 	Achieved

Risk Management Plan	
CRITERIA: Existence of a pool water risk management plan.	
HOW: Evidence of a pool water quality risk management plan (RMP) is clearly apparent	
ESSENTIAL COMPONENTS:	
<ul style="list-style-type: none"> • PRMP is onsite, easily accessible has been reviewed annually (review report completed) and updated where necessary 	Achieved
<ul style="list-style-type: none"> • PRMP identifies all of the significant risks for each element of the pool system. 	Achieved
<ul style="list-style-type: none"> • PRMP identifies the critical points of the pool system. 	Achieved
<ul style="list-style-type: none"> • PRMP identifies the barriers to contamination (including staff training and/or qualifications, staffing levels, sampling programmes, calibration of analysers). 	Achieved
<ul style="list-style-type: none"> • PRMP quantifies the risks. 	Achieved
<ul style="list-style-type: none"> • PRMP identifies measures to prevent, reduce or eliminate the risks. 	Achieved
<ul style="list-style-type: none"> • PRMP identifies necessary improvements to the pool to manage the risk including updated plant recommendations/improvements. Improvements are prioritised and there is a timetable for implementing the improvements. 	Achieved

Health and Safety	
CRITERIA: Confirm the operation of a health and safety management process	
HOW: Review facility NOPs relating to health and safety	
ESSENTIAL COMPONENTS:	
<ul style="list-style-type: none"> • Documented process whereby hazards/risks are identified and recorded, they are managed by being minimised or eliminated 	Achieved

<ul style="list-style-type: none"> • Documented process for recording and investigating employee accidents and notifiable death, injury, illness and incident 	Achieved
<ul style="list-style-type: none"> • Documented process for recording customer accidents 	Achieved
<ul style="list-style-type: none"> • Documented process for recording customer notifiable death, injury, illness and incident 	Achieved
<ul style="list-style-type: none"> • Documented process for recording pool rescues and near misses (dry rescues) 	Achieved
<ul style="list-style-type: none"> • A record is kept of all customer accidents requiring further medical attention 	Achieved
<ul style="list-style-type: none"> • There is documented evidence that the information gathered from the above reporting procedures is scrutinised and used to make changes (if necessary) designed to improve safety, for example Health & Safety Meeting minutes. Evidence sighted of last four meetings 	Achieved
<ul style="list-style-type: none"> • A record is kept of all near misses (rescues) 	Achieved
<ul style="list-style-type: none"> • This review process is carried out monthly 	Achieved

NOTE: This section is not designed to supersede any more thorough HEALTH AND SAFETY PROCESS a pool may have. It is not designed to fulfil legislative or contractual obligations under the HSE Act or OSH. It is a few fundamental pointers to assist the pool manager in providing a safe environment for employees and customers.

Water Quality

CRITERIA: Water testing programme compliant with NZS 5826:2010.

HOW: Review facility NOPs relating to water quality.

ESSENTIAL COMPONENTS:

NOP must specify:

<ul style="list-style-type: none"> • Lowest and highest values for the relevant chemical constituents within the parameters contained in NZS 5826:2010 	Achieved
<ul style="list-style-type: none"> • A frequency of testing that meets the minimum set in NZS 5826:2010 	Achieved
<ul style="list-style-type: none"> • The detail and frequency of microbiological tests 	Achieved
1. Tests must be scheduled a minimum of monthly	Achieved

<p>2. Tests must include:</p> <ul style="list-style-type: none"> • Faecal Coliforms or E. coli • Staphylococcus aureus • Pseudomonas aeruginosa • Standard plate count 	Achieved
<ul style="list-style-type: none"> • Four weeks water chemical value tests as specified by the assessor must confirm the presence of chemicals between the lowest and highest values set in NZS 5826:2010 	Achieved
<ul style="list-style-type: none"> • Four separate sets of microbiological tests as specified by the assessor must confirm the absence of pathogens of the time above the highest value set in NZS 5826:2010 	Achieved
<ul style="list-style-type: none"> • Visual check of records, testing procedures and pool laboratory to confirm that written evidence does correspond to what actually occurs at the facility. 	Achieved
<ul style="list-style-type: none"> • Must detail the water treatment qualifications held by the relevant staff. 	Achieved
<ul style="list-style-type: none"> • Procedure must cover actions in response to – faecal solids, vomit, diarrhoea, blood and an incident in a confirmed cryptosporidium outbreak and notifiable disease outbreak. 	Achieved
<ul style="list-style-type: none"> • Procedure must specify – removal of solids and semi-solids (Vacuuming), filtration and turnover, evacuation times, disinfection for each pool. 	Achieved
<ul style="list-style-type: none"> • That faecal accident, especially those involving diarrhoea, are recorded. 	Achieved

Water Quality (On site)

CRITERIA: Confirmation that staff understand and apply the faecal accident procedure.

HOW: Questioning to verify that staff understand the faecal accident procedure.

<p>ESSENTIAL COMPONENTS:</p> <ul style="list-style-type: none"> • A visual check of records and equipment. • Questioning of frontline staff to determine that if a faecal accident occurred it would be dealt with in accordance with the procedure 	Achieved
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NOTE: Every lifeguard is not expected to know the entire procedure. They must be able to perform the first response to avoid contamination of pool customers and then know where to access further information or advice.

Supervision (On site)

CRITERIA: Confirmation that all pools are supervised according to NOP.

HOW: Visual check and questioning to verify that staff understand and apply pool supervision policy.

ESSENTIAL COMPONENTS:

Achieved

- All water open for use is supervised by a lifeguard
- Any closed water is closed with a barrier or its access is supervised by a lifeguard
- Lifeguards must have an understanding of the rationale behind the individual pools procedures and a grasp of the information contained in the procedures; at a level whereby they are able to make sound decisions on how they supervise the pool on a minute by minute, second by second basis
- Lifeguards are not required to know or even recognise the technical terms or even names of procedures
- Lifeguards should be asked to quote actual examples of the application of pool supervision procedure (unless they just do not happen)
- Lifeguards should be given hypothetical situations and asked for their response. The response should mirror the rationale behind procedures
- Lifeguard in charge must have an understanding of the rationale behind the procedures and a grasp of the information contained in the procedures
- Lifeguard in charge should be asked to quote pool supervision ratios
- PLSA Lifeguards will be asked to confirm a PLPC staff member is always rostered on with them
- Lifeguards should be asked about after-hours bookings and who is rostered on.

Facilities with Learn to Swim Pools, Private Pools/Spas

- Private pools/spas must have signage clearly visible to say the area of water is not supervised
- Lifeguards should be familiar with the guidelines of use as per the NOP

Achieved

Dedicated stand-alone Learn to Swim Facility

Not applicable

<ul style="list-style-type: none"> • Lifeguards and/or instructors should be familiar with the guidelines of use as per the NOP • Signage clearly visible to say that the facility is not supervised by a lifeguard 	Not applicable
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Emergency Action Plan (On site)

CRITERIA: Confirmation that staff understand and apply the pools EAP.
HOW: Visual check and questioning to verify that staff understand EAP.

<p>ESSENTIAL COMPONENTS:</p> <ul style="list-style-type: none"> • Lifeguards must be able to outline the essential elements of the appropriate response to every reasonably foreseeable emergency. • That the assessor is satisfied a victim would receive care expected from an entry level lifeguard using Pool Lifeguard Practising Certificate as the benchmark. • Lifeguards are not required to know or even recognise the technical terms or even names of procedures. • Lifeguards should be asked to quote actual examples of the application of the pool EAP (unless they just do not happen). • Lifeguards should be given hypothetical situations and asked for their response. The response should mirror the rationale behind procedures. • Senior lifeguards should know the plan backwards and be able to adapt it to cater to the more unlikely situations, e.g. multiple casualties. • Formal EAP training is given regularly. 	Achieved
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Pool Alone (On site)

CRITERIA: Confirmation that staff understand and apply the pools child supervision policy.
HOW: Visual check and questioning to verify that staff understand child supervision policy.

<p>ESSENTIAL COMPONENTS:</p> <ul style="list-style-type: none"> • Any signage must be clear and visible. • Any signage must not contradict pool policy • All signage be professionally written from quality materials to allow maximum visibility and efficiency. <p>Front counter staff must be expert at the enforcement of pool alone as they are the primary enforcer</p> <ul style="list-style-type: none"> • Front counter staff should be asked to quote actual examples of pool alone instances (unless they just do not happen) • Front counter staff should be given hypothetical situations and asked for their response. The response should mirror policy • Front counter staff should be asked how they would respond to a child below the minimum age being "dumped" at the pool front gates <p>Poolside staff must be expert at the identification of, and corrective action relating to, unsupervised children under minimum age</p> <ul style="list-style-type: none"> • Poolside staff should be asked to quote actual examples of pool alone instances (unless they just do not happen or the staff member has not dealt with any) • Poolside staff should be given hypothetical situations and asked for their response. The response should mirror policy 	<p>Achieved</p>
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<p>Health and Safety (On site)</p> <p>CRITERIA: Confirmation that staff understand and apply the pools health and safety policy. HOW: Visual check and questioning to verify that staff understand health and safety policy.</p>
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<p>ESSENTIAL COMPONENTS:</p> <ul style="list-style-type: none">• A visual check of records and question poolside staff to confirm that the specified recording of near misses, accidents, notifiable death, injury, illness and incidents and review processes (H&S minutes) occur.• Annual Incident Review has been returned to NZRA Aquatic Project Manager• A visual check of signage, spills kits, Personal Protection Equipment (PPE) and MSDS for all chemicals on site in accordance with the Hazardous Substances & new Organisms Act (HSNO)• A visual check that staff members have chemical handling certification, if chemicals requiring this certification are used/stored in this facility in accordance with the HSNO Act.	Achieved
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Field manager's signature

A handwritten signature in blue ink, consisting of several overlapping loops and a long horizontal tail.

Appendix - Photos

Section: Water Quality (On site)

Question: **ESSENTIAL COMPONENTS:**

- A visual check of records and equipment.
- Questioning of frontline staff to determine that if a faecal accident occurred it would be dealt with in accordance with the procedure



Section: Supervision (On site)

Question: **ESSENTIAL COMPONENTS:**

- All water open for use is supervised by a lifeguard
- Any closed water is closed with a barrier or its access is supervised by a lifeguard
- Lifeguards must have an understanding of the rationale behind the individual pools procedures and a grasp of the information contained in the procedures; at a level whereby they are able to make sound decisions on how they supervise the pool on a minute by minute, second by second basis
- Lifeguards are not required to know or even recognise the technical terms or even names of procedures
- Lifeguards should be asked to quote actual examples of the application of pool supervision procedure (unless they just do not happen)
- Lifeguards should be given hypothetical situations and asked for their response. The response should mirror the rationale behind procedures
- Lifeguard in charge must have an understanding of the rationale behind the procedures and a grasp of the information contained in the procedures
- Lifeguard in charge should be asked to quote pool supervision ratios
- PLSA Lifeguards will be asked to confirm a PLPC staff member is always rostered on with them
- Lifeguards should be asked about after-hours bookings and who is rostered on.

Appendix - Photos



Section: Supervision (On site)

Question:

- Private pools/spas must have signage clearly visible to say the area of water is not supervised
- Lifeguards should be familiar with the guidelines of use as per the NOP



Section: Emergency Action Plan (On site)

Question: **ESSENTIAL COMPONENTS:**

- Lifeguards must be able to outline the essential elements of the appropriate response to every reasonably foreseeable emergency.
- That the assessor is satisfied a victim would receive care expected from an entry level lifeguard using Pool Lifeguard Practising Certificate as the benchmark.
- Lifeguards are not required to know or even recognise the technical terms or even names of procedures.
- Lifeguards should be asked to quote actual examples of the application of the pool EAP (unless they just do not happen).
- Lifeguards should be given hypothetical situations and asked for their response. The response should

Appendix - Photos

mirror the rationale behind procedures.

- Senior lifeguards should know the plan backwards and be able to adapt it to cater to the more unlikely situations, e.g. multiple casualties.
- Formal EAP training is given regularly.



Section: Health and Safety (On site)

Question: **ESSENTIAL COMPONENTS:**

- A visual check of records and question poolside staff to confirm that the specified recording of near misses, accidents, notifiable death, injury, illness and incidents and review processes (H&S minutes) occur.
- Annual Incident Review has been returned to NZRA Aquatic Project Manager
- A visual check of signage, spills kits, Personal Protection Equipment (PPE) and MSDS for all chemicals on site in accordance with the Hazardous Substances & new Organisms Act (HSNO)
- A visual check that staff members have chemical handling certification, if chemicals requiring this certification are used/stored in this facility in accordance with the HSNO Act.



Appendix - Photos

