

**R.L.S.S. POOLE**

**LIFEGUARD**

**NORMAL OPERATING POLICY**

**AND**

**EMERGENCY ACTION PLAN**

**3<sup>rd</sup> Issue**

April 2005

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **CONTENTS**

	<b>NORMAL OPERATING POLICY</b>	<b>Pages 1 - 18</b>
<b>Page 1</b>	<b>Introduction Location Safety Times of Duty</b>	
<b>Page 2</b>	<b>Duty of Care Chain of Command</b>	
<b>Page 3</b>		
<b>Page 4</b>		
<b>Page 5</b>	<b>Beach Layout</b>	
<b>Page 6</b>	<b>Access Points</b>	
<b>Page 7</b>	<b>Hazards and Risks</b>	
<b>Page 9</b>	<b>Zoning</b>	
<b>Page 10</b>	<b>Levels of Cover</b>	
<b>Page 11</b>	<b>Declared Facilities</b>	
<b>Page 12</b>	<b>Reporting to HMCg</b>	
<b>Page 13</b>	<b>Performance Levels</b>	
<b>Page 14</b>	<b>Functions of a Lifeguard</b>	
<b>Page 15</b>	<b>Task Descriptions</b>	
<b>Page 17</b>	<b>Qualifications</b>	
<b>Page 18</b>	<b>Structured Qualifications</b>	
<b>Page 19</b>	<b>Lifeguard Uniforms</b>	
<b>Page 20</b>	<b>Minimum Numbers Radio Communications (call sign)</b>	
<b>Page 21</b>	<b>The Patrol Day</b>	

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **CONTENTS**

#### **EMERGENCY ACTION PLAN**

<b>Page 22</b>	<b>Contact Numbers</b>
<b>Page 23</b>	<b>Minor Incidents Major Incidents Back up / Assistance</b>
<b>Page 24</b>	<b>Incidents On Shore</b>
<b>Page 25</b>	<b>Incidents Afloat</b>
<b>Page 26</b>	<b>Incident Forms RIDDOR</b>
<b>Page 27</b>	<b>Post Immersion Collapse</b>
<b>Page 28</b>	<b>Golden Rules of a Rescue</b>
<b>Page 29</b>	<b>Post Incident Post Traumatic Stress Disorder</b>
<b>Page 31</b>	<b>Glossary of Terms</b>
<b>Page 32</b>	<b>Notes</b>

#### **POLICY STATEMENTS**

- **To view all of the Royal Life Saving Society's policy statements and RLSS Poole Lifeguard policy statements, please refer to the appropriate folder in the operations room at the headquarters, at Sandbanks.**

#### **BYELAWS**

- **To view all the necessary, current Byelaws, please refer to the appropriate folder in the operations room at the headquarters, at Sandbanks.**

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **LIST OF AMENDMANTS**

<b>DATE</b>	<b>ISSUE NO</b>	<b>PAGE</b>	<b>DESCRIPTION</b>
7/95	No 1	ALL	NOP / EAP
5/97	No 2	ALL	NOP / EAP
5/05	No 3	F.Reville	NOP / EAP REVIEW

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **INTRODUCTION**

R.L.S.S. Poole Lifeguard was formed in 1975 with the aim of supplying voluntary, qualified lifeguard supervision at Sandbanks.

Over the years the club has grown in strength and as a result, is now able to provide comprehensive lifeguard supervision as detailed in this document.

### **LOCATION**

The club has its own headquarters, situated adjacent to the Beach Office, on the first floor row of beach huts at Sandbanks, Poole, Dorset.

It consists of : one Operations room, two beach huts knocked into one acting as a kitchen and rest room, a changing block on the ground level at the rear, a first aid room on the promenade adjacent to the Borough Of Poole council office and three garages in the compound area to house our equipment.

### **SAFETY**

The ultimate accountability for safety is the Local Authority. The management of safety is the responsibility of the Duty Co-ordinator, designated for the said day. He/she will have the full support of the Executive Committee, led by the Club Captain, who has the overall responsibility for the administration of the beach.

### **TIMES OF DUTY**

#### **SEASON**

The club will be in full operation by the first weekend in May each year.

It is recommended that the club starts its season on the last weekend or Sunday of April to ensure that everything is operational for May. The season will run throughout the summer to the last weekend in September. In the event of hot weather continuing into October, it is the Club Captain's responsibility to extend the season as he/she feels necessary. The duration of the season is flexible according to the weather.

#### **DAILY**

The club shall provide Lifeguard supervision every Sunday and Bank Holiday during the above season. The normal hours of active duty will be between 10.00hrs and 17.30hrs each duty day. This requires the Duty Co-ordinator, the duty coxswain and lifeguard personnel to arrive at the beach no later than 09.30hrs to allow for a setting up time of 30 minutes. On occasions, the hot weather continues into the early evening thus keeping the beach populated by the general public. On these occasions it is the Duty Co-ordinator's responsibility to extend the duty period as he/she feels necessary, providing that there are enough people to staff this. The start and finish times may be extended or shortened due to weather conditions or how busy the beach is or to tie in with the operations of the RNLi Beach Lifeguards.

#### **PATROLS**

High levels of concentration and vigilance are required at all times whilst on duty. This should be taken into account when setting the duty periods specific for each day. Sufficient regular breaks in the duty rota will enable this level of concentration to be maintained.

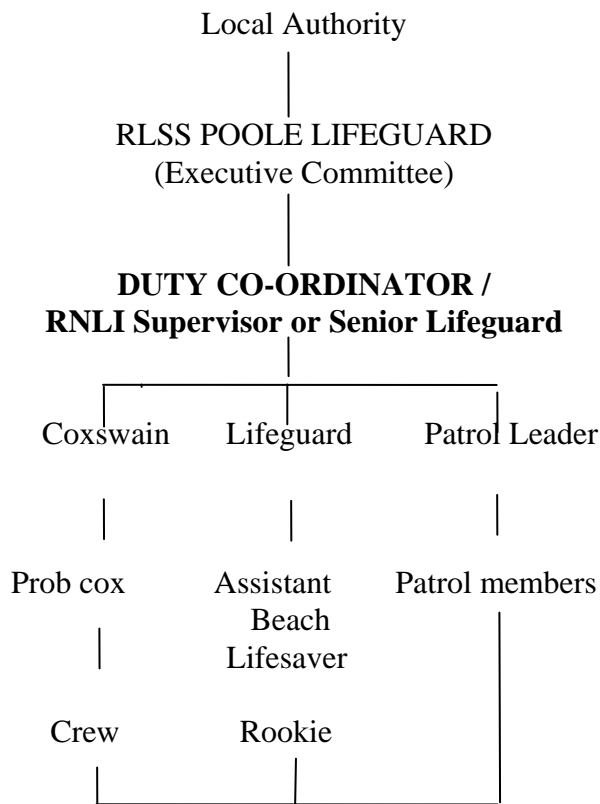
# R.L.S.S. POOLE LIFEGUARD

## NORMAL OPERATING POLICY

### DUTY OF CARE

- Under common law, liability and negligence arise from a breach of a duty, known as a "duty of care". The "duty of care" is as follows and applies to members of the public as well as operators (lifeguards): "To take reasonable care to avoid acts or omissions which you can reasonably foresee would be likely to injure your neighbour."

### CHAIN OF COMMAND



The Duty Co-ordinator has the overall responsibility for maintaining discipline within his/her workforce whilst at the beach.

If it is felt necessary to apply discipline to an individual member: - one verbal warning will be given in privacy, followed by, if necessary, the individual being asked to leave the confines of RLSS Poole Lifeguard's beach facilities.

If the matter is felt to persist then the Club Captain will issue one verbal warning.

If this fails, the matter will then be taken to the Executive Committee which has the power to terminate individual membership of the person/s.

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **BEACH LAYOUT**

In Poole there are almost 110 miles of shoreline, taking into account the whole of Poole Harbour and Poole Bay between the boundaries. The vast majority of this shoreline is not easily accessible.

R.L.S.S. Poole Lifeguard provides skilled lifeguard supervision along a 2km stretch of sandy beach, called Sandbanks, in the Borough of Poole, stretching from the Haven Hotel (harbour entrance) in the west to Shore Road in the east.

The beach consists of soft, fine sand, although recent years have introduced some shingle, which can be unpleasant on bare feet. The beach is also of a shallow gradient creating long shallow stretches of water.

Recent years of beach erosion have left a short but steep gradient on the shoreline. This means that when there is a high tide the water can get deep very quickly. There are five large purpose built groynes to the west of the prom at Sandbanks as part of the beach erosion defence system. Four of these have walk ways right to the end of the groynes. There are also the remains of old groynes spreading east of the new groynes. Swim zones.

The Harbour Commissioners have introduced bylaws restricting the navigation of powered craft within 200m of the shore to less than 6 knots. To this end there is a row of yellow marker buoys stretching from the harbour entrance all the way along the shore line in an easterly direction.

There are two promenades, both approximately 450m in length, one at Shore Road and one at Sandbanks. Each promenade has a Beach Office located on it with various shops, cafes and conveniences etc nearby.

There are designated areas for various waterborne activities elsewhere in the harbour to ensure safety.

There are also facilities for hiring Hobie Cats, Banana rides and Parascending between Sandbanks and Shore Road.

### **ACCESS POINTS**

#### **BEACH ACCESS**

Sandbanks has a very large car park, making it very accessible and therefore very popular with members of the public.

There are four access points leading from the car park onto a promenade, which is approximately 450m in length, the middle two being the most frequented.

There is also access to the beach from the road at "Midway Path" although there is a fixed bollard stopping vehicular access.

When the tide is not at the high water mark there is also access from the Chain Ferry at the Haven, although this does involve walking across rocks, which obviously produces a hazard.

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

Shore Road has access to the beach via a small road that adjoins the end of the promenade. The promenade stretches into Bournemouth giving access to all the Chines.

### **TELEPHONE ACCESS**

There are telephones situated at R.L.S.S. Poole Lifeguard headquarters, the Beach Offices at Sandbanks, Shore Road and at all the other Chines.

Public telephone boxes can be found at the Haven by the shops, at the entrance to Sandbanks car park, and at the entrance to Shore Road.

The Beach Office attendants also utilise VHF radios although they are on their own frequency.

RNLI lifeguards use VHF radios on 161.225, which they use to communicate between themselves and to Lifeguard Operation Centre (LOC) where there is a telephone.

### **PUBLIC RESCUE EQUIPMENT**

There are Perry Buoys attached to their case with rope for public use at the end of each rock groyne and at intervals along the promenade.



# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **HAZARDS AND RISK FACTORS**

#### **NATURAL HAZARDS**

1. Harbour entrance.
2. Long shore drift caused by strong fast tides running in and out of the harbour.
3. Sandbanks (caused by beach erosion) continually changing shape and position.
4. Deep water troughs running parallel to shore between sandbanks and shoreline.
5. Off shore winds.
6. Strong S.E winds in particular cause very large waves and rough conditions.
7. Cold (The sea temperature is very low all year round. At the height of summer it can reach 20 degrees Celsius, averaging 17 degrees, falling to as little as 8 degrees in the winter).
8. Changing weather conditions can multiply the associated risks.

#### **MAN MADE HAZARDS**

1. Remnants of old rock groynes exposed by beach erosion and hidden by water at high tide.
2. Yellow Buoys (swimmers tend to use them as climbing frames and points to swim to).
3. Chain Ferry
4. Large sudden waves caused by large inbound ships or ferries.
5. Rocks laid on beach above the high water mark as part of the sea defence system.
6. Rock groynes with walkways on.
7. Rock groynes in general, where persons climbing on them can slip trip fall and get stuck

#### **BEHAVIOURAL HAZARDS**

1. Alcohol and drug abusers. **NB: take precautions if dealing with.**
2. Groups of youths, especially male.
3. The very young
4. The old and infirm
5. The disabled
6. Physically or mentally ill (there is a staircase to the beach directly from the local mental hospital)
7. Suspected hypothermic cases

#### **ACTIVITY HAZARDS**

1. Jet skis, sailboarding, water skiing, etc
2. Kite Surfing
3. Lilos and beach balls
4. Inflatable Dinghies
5. Body boards
6. Power craft navigating within the yellow buoys
7. Vessels at anchor within the yellow buoys
8. Walking on Rock Groynes

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **QUALIFICATIONS**

#### **DUTY CO - ORDINATOR**

- To be appointed by the Executive Committee on recommendation by the Club Captain and/or Open Water Training Officer once the following have been achieved: -
  - At least 18 years of age
  - To have or have held recognised Beach Lifeguard Qualification or have APL
  - Hold a Marine VHF radiotelephony licence or similar
  - Hold a valid First Aid CertificateAchievement of all the above does not automatically earn the right to the above position

#### **COXSWAIN**

- To be appointed by the Executive Committee on recommendation by the Club Captain and or Open Water Training Officer once the following have been achieved: -
  - At least 18 years of age
  - Hold a Marine VHF radio licence
  - Hold a valid First Aid Certificate
  - Hold or Have held a RLSS Helm certificate or equivalent or higher
  - Satisfactorily completed a full club site-specific assessmentAchievement of all the above does not automatically earn the right to the above position

#### **PROBATIONARY COXSWAIN**

- To be appointed by the by the Club Captain and/or Open Water Training Officer once the following have been achieved -
  - Have attended an RLSS Crew Course or hold an RYA Level 2 certificate or higher award
  - Completed a probationary coxswain induction by an existing Club Coxswain consisting of practical and theory. i.e. the roles/ rules/ and requirements as well as local knowledge.
  - Hold valid First Aid Certificate
  - Probationary period to last a minimum 1 season and a maximum of three.Achievement of all the above does not automatically earn the right to the above position

#### **LIFEGUARD**

- Hold a valid RLSS/ NARS/ SLSA Beach Lifeguard qualification.

#### **ASSISTANT BEACH LIFEGUARD**

- Hold a valid Assistant Beach Lifesaver award.

#### **ROOKIE**

- Aged 12 and upwards and actively taking part in the Rookie training programme.

#### **OTHER**

- Fully paid up member of the club aged 16 years and over who does not hold any of the above.

#### **GUEST**

- A. member of another RLSS/SLSA/RNLI affiliated club/ organisation or the guest of a PLG club member (who is present at the beach for duty), who are visiting and wish to take part in club activities.

# R.L.S.S. POOLE LIFEGUARD

## NORMAL OPERATING POLICY

- A minimum age of 12 applies

### STRUCTURED QUALIFICATION SCHEME

The following is a table of the tasks that personnel of various qualifications are able to undertake:

Task	Qualification in Priority Order Left to Right								
<b>IRB Cox</b>		<b>COX</b>							
IRB Crew	1	<b>L/G</b>							
IRB Crew	2 #	<b>COX</b>	<b>PCOX</b>	<b>L/G</b>	<b>CR</b>	<b>AL/G</b>	<b>OT</b>	<b>RK</b>	<b>GST</b>
<b>PB Cox</b>		<b>COX</b>	<b>PCOX</b>						
PB Crew	1	<b>L/G</b>							
PB Crew	2 #	<b>COX</b>	<b>PCOX</b>	<b>L/G</b>	<b>CR</b>	<b>AL/G</b>	<b>OT</b>	<b>RK</b>	<b>GST</b>
<b>Paddle Craft</b>	1	<b>L/G</b>							
	2	<b>L/G</b>	<b>AL/G</b>	<b>OT</b>	<b>GST</b>	<b>RK</b>			
<b>Foot Patrol</b>	1	<b>L/G</b>							
	2	<b>L/G</b>	<b>AL/G</b>	<b>OT</b>	<b>RK</b>	<b>GST</b>			
	3	<b>L/G</b>	<b>AL/G</b>	<b>OT</b>	<b>RK</b>	<b>GST</b>			
<b>Radio Watch</b>	1	<b>L/G</b>	<b>AL/G</b>	<b>OT</b>	<b>RK</b>	<b>GST</b>			
<b>Observer</b>	1	<b>L/G</b>	<b>AL/G</b>	<b>OT</b>	<b>RK</b>	<b>GST</b>			

<b>COX</b>	=	Coxswain	<b>AL/G</b>	=	Assistant Beach Lifeguard
<b>PCOX</b>	=	Probationary Coxswain	<b>RK</b>	=	Rookie
<b>CR</b>	=	Person with an RLSS Crew Certificate	<b>OT</b>	=	Other
<b>L/G</b>	=	Lifeguard	<b>GST</b>	=	Guest
<b>#</b>	=	<i>The Minimum requirement is <b>Cox</b> and <b>Crew 1</b>. <b>Crew 2</b> is an option.</i>			

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **UNIFORMS**

RLSS Poole Lifeguard is proud of our image and wish to maintain a high level of appearance whilst in the Public Eyes, to this end we encourage members to take care over their personal appearance and encourage them to maintain a clean, tidy and well behaved appearance at all times

Lifeguard clothing should be appropriate to weather conditions. It should be functional and clearly identifiable as lifeguard clothing, as described below.

Sunglasses may be worn whilst on duty, although they should be removed before attempting to make any contact with members of the public or casualties.

### **THE DUTY CO - ORDINATOR**

- The DC shall be identified by the wearing of a red sweatshirt or T-shirt with the words "Duty Co - ordinator" printed clearly on the front or back. They will also be wearing identity badges.

### **LIFEGUARDS**

- The qualified lifeguards shall wear the internationally recognised colours red and yellow with the word Lifeguard printed in red, large visible letters on the back of their yellow t-shirt.
- Members should be encouraged to purchase their own kit and to look after it to maintain a neat tidy appearance when on duty.
- A wide range of clothing should be encouraged to provide protection against the conditions.

### **ASSISTANT BEACH LIFEGUARD**

- Assistant Beach Lifeguards will wear red shorts and yellow t-shirt but without the word "Lifeguard" printed. The same goes for those under sixteen with an open water lifeguard qualification.
- Members should be encouraged to purchase their own kit and to look after it to maintain a neat tidy appearance when on duty.
- A wide range of clothing should be encouraged to provide protection against the conditions

### **ROOKIES**

- All those under the age of sixteen will wear the nationally recognised Rookie colour of blue.

### **OTHERS**

- PLG Club members who are over the age of sixteen but not qualified will wear the internationally recognised colours of red shorts and yellow t-shirt but not have the word lifeguard printed on them.

### **GUESTS**

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

- Those who do not fall into the above categories, will not be allowed to wear the internationally recognised colours of Red/Yellow which symbolises a lifeguard.

### **THE PATROL DAY**

#### **PRIOR TO STARTING (09:30hrs – 10:00hrs)**

- Headquarters to be clean and set up ready for operation.
- Check on numbers of personnel available for duty and their qualifications.
- DC to liaise with the RNLI Senior Lifeguard/ Supervisor and discuss plans for the day.
- DC to discuss any specific activities with the club members/ lifeguards.
- Ensure communication equipment is working.
- Ensure all rescue equipment is in good condition and available.
- Allocate responsibilities and relief periods.
- Log on with the RNLI LOC (Lifeguard Operation Centre) and declare facilities available
- Log on with other BLUs in the area on 161.225 MHz
- Log on with the Portland Coastguard and declare facilities available
- **Operations Start At 10:00hrs**

#### **DURING THE DAY (10:00hrs – 17:30hrs)**

- All club members / guests must be signed into the daily log system so as to account for all at the end of the day. It goes to say that when they leave the beach they must ensure that they are signed out.
- The DC is required to be contactable at all times. If they wish to leave the Beach then they must hand over the role to another DC. If there is no other DC available then the Beach Activities must be closed down unless the RNLI Senior Lifeguard is happy to assume the role.
- The DC is to ensure adequate rotation of members to each patrol to allow for breaks and to ensure that patrols where possible are active at peak times and in the right locations.
- All members present must be proactive in going on patrols and interacting with the RNLI Beach Lifeguard patrols
- The DC is to also be proactive in encouraging mixed patrols as well as taking part in patrols themselves
- Members are responsible for ensuring that the hours they have completed on active patrols are logged accordingly in the daily log

#### **END OF DAY (17:30hrs or later pending: - weather/ number of public on the beach)**

- DC to Liaise with RNLI Senior Lifeguard/ Supervisor to advise of intentions to cease operations
- The DC is responsible for closing the Daily Log down at the end of the day.
- The DC is responsible to ensure that all incident forms have been completed by members that were involved with the said incidents, and that a proper account has been made. They must also ensure that a copy of the incident form has been submitted to the Beach Office and to the RNLI Beach Lifeguards (See RIDDOR).
- Ensure all Members are accounted for and have returned from patrols
- Ensure all Rescue Equipment is returned, washed and put away correctly.

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

- If any equipment is found to be defective, unless it can not be rectified on site immediately then it is to be recorded and labelled as such and the Equipment Officer made aware.
- Logged off from RNLI LOC, Portland C/G, other BLU's and stood down from declared status
- Make sure headquarters are cleaned and left tidy. Lights off, shutters up, locked up.

## **LAUNCH/ RECOVERY OF IRB**

### **Whilst Housed At RMYC**

- **On Club Patrol Day**
  - **Start Of Patrol Day**
    - Duty Coxswain to attend beach as per normal i.e. 09:30hrs to 10:00hrs and liaise with the DC and discuss plans for the day.
    - DC to agree to the collection of the IRB and if no Duty Crew available nominate a Lifeguard to assist the Duty Cox to collect the boat from the RMYC.
    - This requires the RMYC HSE brief to have been explained and read by all parties.
    - Duty Cox and crew to get properly kitted up for duty and collect the necessary items from the equipment garage. Then proceed by foot to the RMYC or be dropped off by car if available.
    - Once the boat had been launched from the RMYC and is moored off shore in front of the HQ then the IRB is to be fully kitted out prior to going on patrol or being declared available.
  - **End Of Patrol Day**
    - IRB to be de-kitted in front of the HQ and stood down from all patrol activities, and the status of Declared Facility withdrawn.
    - All the detachable kit to be washed down and stored in the equipment garage safely.
    - Duty Cox and Crew to recover the IRB at RMYC via a fuel run if necessary. (The IRB should never be left with fuel below  $\frac{3}{4}$  full), wash the boat down, run the engine through, and then return to the HQ.
    - Keys, Kill Chord, swipe card and any fuel receipt to be left in the designated place.
    - The IRB Log book to be filled in with all necessary details and cross referencing any incident forms that need to be filled in etc.
    - Duty Cox and Crew to check the IRB kit bag has been stowed properly
- **Out Of Hour Patrols**
  - Coxswain and Crew to attend the beach to collect the necessary Boatsuits, lifejackets, keys etc as well as the Boat Kit Bag
  - Proceed to RMYC and launch the boat in the normal manner.
  - Sign on with Portland C/G on Channel 0 and state numbers on board as well as purpose for being afloat, i.e. safety cover for Fireworks etc.
  - At end of patrol sign off from Portland C/G.
  - Ensure boat is left fuelled for next tasking.
  - Recover the boat at RMYC and wash down.
  - Return ALL removal kit to RLSS Poole Lifeguard Garage
  - Fill in log book for times out/in, engine hours, purpose for being afloat, cross ref any incidents. And fill in Incident forms

### **When not housed at RMYC.**

- Normal methods of launching the boat for service will apply, i.e. either by towing the boat across the beach by the RNLI Quad Bike,

# R.L.S.S. POOLE LIFEGUARD

## NORMAL OPERATING POLICY

- Or by towing the boat to a launching slipway elsewhere.
- All other points above to be followed once afloat and for finishing the day or the end of the patrol.

### TASK DESCRIPTIONS

The role of supervision given by RLSS Poole Lifeguard is made up of the following tasks: these tasks are based on the fact that the RNLI Beach Lifeguards are operational and that we work in harmony with them. In the event that they are not on Duty then the additional tasks described at the end of this section will need to be brought into action.

#### **DUTY CO – ORDINATOR**

- The DC will be responsible for the implementation of the NOP and EAP on the day of duty.
- The DC carries rank above any other Club member on his/her duty day.
- The DC will be the club interface with the RNLI Senior Lifeguard and will encourage interaction from all parties.
- Will be responsible for the discipline and behaviour of club members also on duty that day.

#### **FOOT PATROL**

- To provide surveillance and safety advice along the shoreline and the immediate foreshore.
- To provide initial response to any incident within 100m off the shoreline during the patrol
- **Function:** To be responsible for safety and supervision. To utilise the aid of torpedo buoy, first aid kit, VHF radio..
- **Clothing:** Suitable Red/ Yellow uniforms to be worn at all times.

#### **SKI/ CANOE PATROLS**

- To operate up to 100m from the shoreline.
- **Function:** To provide safety advice and rescue to bathers and other water users.
- **Clothing:** Buoyancy aids to be worn at all times. Suitable Red/ Yellow clothing to be worn to protect against conditions and to be easily identified as lifeguard patrols.

#### **BOARD PATROLS**

- To operate up to 100m from the shoreline.
- **Function:** To provide safety advice and rescue to bathers and other water users.
- **Clothing:** Suitable Red/ Yellow clothing to be worn to protect against conditions and to be easily identified as lifeguard patrols.

#### **PATROL BOAT (PB)**

- To operate between 75m and 200m from the shoreline.
- **Function:** To provide safety advice and rescue to bathers and other water users. Also to proceed to any non urgent incident within the boundaries or up to 300m off shore
- **Clothing:** Lifejackets and suitable Red/ Yellow uniforms to be worn at all times to be easily identified and to protect against conditions

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

### **INSHORE RESCUE BOAT (IRB)**

- To operate from standby to proceed quickly to any incident within the patrol area or outside the area with the co-operation of other rescue units and HMCG
- **Function:**  
To be maintained in a fully fuelled and equipped condition to enable rapid response  
To take up the role of Patrol Boat (PB) when not being tasked to an incident, or on standby so as to be proactive in Incident Prevention and educating the members of public in general water safety. Whilst on patrol, will be readily available to respond to an incident either, by happening upon it or being tasked.
- **Clothing:** Life jackets, full boatsuits, foot wear and suitable clothing to be worn at all times to protect against conditions. Bump hats to be in the craft at all times so as to be available if needed.

### **ADDITIONAL TASK DESCRIPTIONS**

- In the event that the RNLI Beach Lifeguards are not on Duty then the following tasks need to be set up by club members before any other patrols or boats patrols can take place.

### **OBSERVER**

- Surveillance of Sandbanks Beach and Poole Bay.
- **Function:** to provide regular scanning of Poole Bay and the shore line.

### **RADIO WATCH**

- Maintain a listening watch on VHF channels 67, 14, 0, and Lifeguard channel (161.225 MHz)
- **Function:** To listen for any vessels or persons reporting or seeing vessels or persons in difficulties and to report them to the DC.  
To provide precise communication with any duty patrols, any other BLUs, HMCG and any other rescue units as necessary.  
To maintain a communication log for unit traffic and incident traffic including the telephone.
- **Incident traffic to be recorded in RED INK.**

### **PERFORMANCE LEVELS**

The following times have been measured and calculated to give reasonable performance levels for RLSS Poole Lifeguard to maintain whilst on duty.

1. Communications response to incident within 1 minute.
2. Initial action within 2 minutes of being notified of any land based incidents.
3. Initial contact with any incident within 50m offshore in front of HQ
4. Initial contact with any incident within 100m of the location of a patrol within 3 minutes.
5. Back up from other Lifeguards within 3 minutes
6. An IRB / PB to be launched, from standby on the shore line, to any incident within 2 minutes.
7. If carrying out Observer Duties then surveillance of the entire shore line every 60secs



# R.L.S.S. POOLE LIFEGUARD

## NORMAL OPERATING POLICY

**Regular training as individuals and as teams members will be required to meet these performance levels.** Lifeguards should be encouraged to keep a record of their training in their National Beach Lifeguard log book.

### DECLARED FACILITIES

#### **HM Coastguard ( Maritime Coastguard Agency )**

- Her Majesty's Coastguard is responsible for the initiation and co-ordination of all civil maritime search and rescue measures within the United Kingdom Search and Rescue Region (UKSRR). This includes the mobilisation and tasking of adequate resources to respond to persons either in distress at sea, or persons at risk of injury or death on the cliffs or shoreline of the United Kingdom.

#### **Beach Lifeguard Units**

- BLUs work to minimise the risk of injury/ drowning on and around British beaches. In many cases volunteer lifeguards operate under contract to the local authority, using the training programmes of two organisations - (RLSS-UK and SLSA GB).
- The RNLI provide paid lifeguards to cover the beaches in Poole Bay seven days a week between April and October.

#### **Declared Facilities**

- Declared facilities are facilities which have been designated as being available for civil maritime SAR according to specific standards, or set criteria. The Authority which agrees these standards is HM Coastguard.

#### **Indemnity and Liability**

- In all cases indemnity and liability for BLUs rests with the BLU or operating authority concerned as appropriate and not with HM Coastguard; **this includes SAR tasking.**
- **The decision to undertake any task requested by HM Coastguard rests solely with the BLU concerned. In other words** If you feel that it is an unnecessary risk to carry out the task that has been requested by HM Coastguard, you have the right to refuse. Your **SAFETY** and that of those for who you are responsible is your first priority what ever the circumstances.

### REPORTING TO PORTLAND COASTGUARD

R.L.S.S. Poole Lifeguard are required to report to the Coastguard Maritime Rescue Sub Centre:

- Any incident which involves, or may involve, coastal or offshore SAR.
- Any distress signal observed at sea.
- Any persons apparently cut off by the tide, or stranded on cliffs.
- Persons recovered from the sea requiring urgent medical attention.
- Where concern is felt or reported for craft or persons reported overdue or missing at sea or on the shore.
- Any incident where SAR resources are considered necessary.
- Any suspicious objects on the shoreline.
- Any significant changes in weather or sea conditions.
- Operational status at the start and end of each duty day.
- Any changes to communications or rescue equipment which may affect the criteria of Declared Facility status.
- Messages of concern relating to maritime matters passed to BLUs by members of the public.
- Any information received or observations made concerning group coastal activity, eg canoe parties leaving or arriving.

# **R.L.S.S. POOLE LIFEGUARD**

## **NORMAL OPERATING POLICY**

**If a member of public is concerned enough to report a situation to a lifeguard then this should be reported to the OC/RNLI supervisor immediately who will use their discretion as to whether Portland Coastguard is notified via Channel 0 or land line.**

# **R.L.S.S. POOLE LIFEGUARD**

## **EMERGENCY ACTION PLAN**

### **CONTACT NUMBERS**

#### **HM COASTGUARD**

<b>Mrsc Portland C/G</b>	<b>01305 760439</b>
<b>Poole C/G Office</b>	<b>01202 670776</b>
<b>Southbourne C/G Office</b>	<b>01202 425204</b>
<b>VHF channel -</b>	<b>0</b>

#### **POOLE HARBOUR COMMISSIONERS**

<b>Poole Harbour Control</b>	<b>01202 440200</b>
<b>VHF channel -</b>	<b>14</b>

#### **DORSET POLICE**

<b>(ask for Poole Central)</b>	<b>01202 222222</b>
<b>In An Emergency Dial</b>	<b>999</b>

#### **HOSPITALS**

<b>Poole Hospital</b>	<b>01202 665511</b>
<b>Royal Bournemouth</b>	<b>01202 303626</b>

#### **ST JOHN AMBULANCE**

<b>Headquarters</b>	<b>01202 704167</b>
---------------------	---------------------

#### **BEACH LIFEGUARD UNITS**

<b>Bournemouth Lifeguard Corps</b>	<b>01202 552295</b>
<b>VHF channels -</b>	<b>161.225 MHz and 0(zero)</b>

<b>RLSS Boscombe Lifeguards</b>	<b>01202 302974</b>
<b>VHF channels -</b>	<b>161.225 MHz and 0(zero)</b>

<b>Branksome Surf Lifeguards</b>	<b>01202 761624</b>
----------------------------------	---------------------

<b>RLSS Poole Lifeguard</b>	<b>01202 707108</b>
<b>VHF channels -</b>	<b>161.225 MHz and 0(zero)</b>

<b>Southbourne Surf Lifeguards</b>	<b>No Land Line</b>
------------------------------------	---------------------

#### **COUNCIL BEACH OFFICES**

<b>Sandbanks Beach Office</b>	<b>01202 708181</b>
<b>Shore Road Beach Office</b>	<b>01202 709323</b>
<b>Branksome Beach Office</b>	<b>01202 761624</b>
<b>Bournemouth Pier Office</b>	<b>01202 451781</b>

# **R.L.S.S. POOLE LIFEGUARD**

## **EMERGENCY ACTION PLAN**

### **MINOR INCIDENTS**

When an incident is identified by a lifeguard, he/she must immediately notify the duty OC of all details to hand.

If the lifeguard is able to initiate a rescue then, then he/she must inform the OC of his/her intentions and ask for back up if necessary.

If a rescue is unable to be initiated by the lifeguard reporting an incident to the OC, he/she must then await advice and instructions from the duty OC.

### **MAJOR INCIDENTS**

At the point that a major incident is identified, the EAP will come into effect. The Operations Coordinator or designated Communications Officer will take charge of the communications with other services.

At this point Portland Coastguard will take responsibility for subsequent rescue co-ordination.

It will still require that any rescue already in operation be continued within the limits of this EAP.

### **BACK UP / SUPPORT**

In either situation, if a lifeguard is occupied with a rescue, then the supervision that was being supplied may have been reduced or even ceased.

**Therefore it is important that not only is back up sent immediately to the lifeguard concerned but replacement lifeguards are sent to cover the zone or area that has been neglected.**

REMEMBER the main priorities of a rescue are :

1st priority    Personal safety

2nd priority    Safety of the casualty

3rd priority    Maintain supervision of patrol zone.

### **INCIDENTS ON SHORE**

# **R.L.S.S. POOLE LIFEGUARD**

## **EMERGENCY ACTION PLAN**

### **FIRST AID**

Should a patrol or lifeguard be called to or observe an incident requiring first aid / resuscitation, the patrol or lifeguard will diagnose the condition of the casualty and report back to the Operations Room immediately, having taken necessary initial action to stabilise the casualty.

The duty OC will assess the situation and if necessary immediately advise and request the assistance of the **St John Ambulance**. This being unavailable, the duty OC will take action as appropriate and following disposal of the casualty, ensure correct forms are completed.

### **LOST CHILDREN / PERSONS**

Should a patrol or lifeguard find or be informed of a lost child/person, full particulars should be taken and recorded on the approved form and reported back to the Operations Room.

<b>Name</b>	<b>What time was last seen</b>
<b>Age</b>	<b>Activity at that time</b>
<b>Description</b>	<b>What clothing</b>
<b>Names of next of kin</b>	<b>Name of person reporting</b>
<b>Where last seen</b>	<b>Location of parents</b>

The duty OC will immediately inform Portland Coastguard of the situation via land line and pass on the particulars. If lost children patrols are already active, then the duty OC can pass this information on to the Coastguard as well.

Beach Office staff and the **Lost Children Centre** are also to be notified.

On locating the missing child or person the duty OC must be notified. In the case of a child he/she must be taken to the nearest Beach Office.

The duty OC can then arrange positive identification by initiating the reuniting of the parents with the child at the appropriate Beach Office.

**Portland Coastguard to be notified at all times of the situation.**

Correct forms to be filled in.

### **INCIDENTS AFLOAT**

**If attending an incident within the speed restriction area of Poole Harbour, permission to exceed the speed limit is to be requested from Poole Harbour Control on VHF Channel "14".**

# **R.L.S.S. POOLE LIFEGUARD**

## **EMERGENCY ACTION PLAN**

### **OBSERVER**

On identifying an incident afloat or a potential emergency shall advise the duty OC immediately. The OC will assess the situation and will initiate rescue/ investigation. Depending on the severity of the situation, the OC will inform Portland Coastguard by VHF Channel 0 or land line and initial action undertaken. Co-ordination of the incident may then be taken over by HMCG.

### **SAFETY PATROLS**

On observing an incident afloat or a potential emergency will advise the Ops Room and if within a reasonable distance of the shoreline, initiate action as may be required.

The duty OC will assess the situation and action undertaken and will, depending on the severity of the situation, send back up assistance, advise Portland Coastguard and request assistance from other units or vessels afloat. Co-ordination of the incident may then be taken over by HMCG.

### **IRB**

On identifying an incident afloat or a potential emergency will advise the Ops Room on Lifeguard Channel and initiate action as may be required.

The duty OC will assess the situation and action undertaken and will, depending on the severity of the situation, send back up assistance, advise Portland Coastguard and request assistance from other units or vessels afloat. Co-ordination of the incident may then be taken over by HMCG.

The crew afloat depending on the situation may communicate with other vessels and HMCG direct on other channels but must inform the Ops room that they are changing channels first and of when they have returned to working on 161.225 MHz.

### **RECEIPT OF A MAYDAY OR PAN PAN MESSAGES**

The communications officer will ensure that the message is noted in full and the OC advised immediately. If no other response is heard, the OC will notify HMCG via VHF Channel 0 of the details along with the operational status of the IRB.

## **INCIDENT FORMS**

After any incident that involves club members whilst on duty, an incident form will be filled out. The lifeguards involved will fill in the laminated copy of the form and pass it to the duty OC, who will fill in the paper copy of the form in neat legible writing. The forms will be copied via carbon paper and distributed as follows:

**Headquarters file**

**Sandbanks Beach Office**

# **R.L.S.S. POOLE LIFEGUARD**

## **EMERGENCY ACTION PLAN**

**Publicity Officer**

**Club Secretary**

If the incident is worthy of any publicity, then the Publicity Officer should be made aware of the information by phone as soon as possible.

If the situation does not warrant an incident form ie, advice given, then the weekly incident log sheet shall be filled in.

If the incident requires First Aid then the appropriate First Aid form should be filled in and attached to the incident form.

Copies of these forms are attached at the back of this document.

### **RIDDOR**

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR) came into effect in April 1986. These require injuries, diseases and dangerous occurrences in specified categories to be notified to the relevant enforcing authority.

RIDDOR also requires that the enforcing authority is to be notified if a person is admitted to hospital up to 72 hours after an incident.

As lifeguards, we fit into the Leisure and Entertainment category and therefore have a duty to report such incidents to the Environmental Health Department of Poole Borough Council

By carbon copying each incident form and submitting it to Sandbanks Beach office at the end of each duty day, we can satisfy this requirement.

**Failure to comply is a criminal offence.**

### **POST IMMERSION COLLAPSE/CIRCUM RESCUE COLLAPSE**

- Casualties immersed in water undergo physiological changes affecting cardio-vascular output due to hydrostatic pressure and/or hypothermic shock.
- The basic reasons for these changes are that when immersed in water the body is subject to a pressure from the water called Hydrostatic pressure/squeeze, this pressure forces blood from the lower body into the chest region and reduces the demand for work by the heart, particularly in supplying the brain, while the shift of blood to the central vessels

# **R.L.S.S. POOLE LIFEGUARD**

## **EMERGENCY ACTION PLAN**

- Together with the hydrostatic effect facilitates cardiac filling and results in a 30% - 60% increase in the pumping output of the heart. The body senses the initial over filling of the central vessels and interprets it as an indication of excess total blood volume. The result is diuresis.
- The hydrostatic pressure is lost on removal from the water. When lifted into a vertical posture, gravity induces pooling of blood in the lower limbs and abdomen, diminishing venous return and the lowering of blood pressure. Ordinarily cardio-vascular reflexes automatically compensate for the sudden change in cardio output but in traumatic rescue situations especially in cold conditions, other factors may predominate.
- Even if the reflex controls are working normally they call for more cardiac work and so for a greater oxygen supply to the heart muscle. Increased heart rate decreases the time for coronary filling which may result in a further decrease in coronary blood flow.
- Other factors which may greatly increase demands on the circulation at a time when it may already be struggling is the physical effort involved in attempts to assist in rescue by swimming, climbing etc.
- With a heart unable to cope with the extra work involved in swimming to or climbing into the rescue boat, arterial pressure inevitably falls on leaving the water and the heart fails.
- All the above risks can be greatly reduced by lifting the casualty out of the water and placing straight into a horizontal position.

### **POST IMMERSION COLLAPSE/CIRCUM RESCUE COLLAPSE continued**

Circum-rescue collapse can occur at any time just prior to rescue, during rescue or even an hour or so after the completion of the rescue.

#### **GOLDEN RULES OF A BOAT RESCUE**

- 1 Get the rescue boat as near to the casualty as possible.*
- 2 Actively discourage casualties from assisting in the rescue. They should remain where they are and let the rescuers do as much of the recovery work as possible.*
- 3 Where possible lift the casualty from the water in a horizontal position, if this is not possible, immediately place the casualty in*



# **R.L.S.S. POOLE LIFEGUARD**

## **EMERGENCY ACTION PLAN**

*a horizontal position in the bottom of the boat.*

- 4 *Reduce the amount of trauma to the casualty as much as possible by avoiding any movement, this includes the removal of wet clothes as taking these off will create movement.*
- 5 *Maintain the casualty in a horizontal position with the head slightly down and legs raised. Insulate and treat in the normal manner for hypothermia management.*
- 6 *Further problems can occur after rescue and apparent recovery, even with conscious victims. Monitoring of the casualty during the return journey must always be prepared for unexpected complications.*

- The above applies to all casualties found in water regardless of clothing. Those in immersion and survival suits have a greater chance of long term survival in the sea but for this reason may have been subjected to cold and hydrostatic squeeze over a longer period of time and therefore be more susceptible to circum-rescue collapse.
- Although exacerbated by the cold conditions, water temperature is not the governing factor in circum-rescue collapse - casualties in relatively warm water are also likely to experience cardiovascular complication.

### **POST INCIDENT**

After any major incident irrespective of outcome, the Operations Co-ordinator shall organise a debrief meeting. A thorough examination of each incident is necessary and areas of improvement should be identified, actioned and written into this NOP/EAP

### **POST TRAUMATIC STRESS DISORDER**

- Post Traumatic Stress Disorder (PTSD) can affect anyone who has been confronted with a life-threatening incident. For many years the nature of Trauma - related stress disorders was not appreciated: recently, the reactions of disaster victims and/or rescue workers have given rise to intensive studies and the phenomenon is more widely understood.
- In particular, performance guilt is a response experienced by people who judge themselves to have failed in regard to ethical or professional standards. They are prone to feelings of negativity about themselves, in the form of remorse or self condemnation, which can affect the way they feel about themselves and their abilities.
- The death or near death of a child, friend or a close colleague, multiple deaths, any sudden, unaccountable or violent incident or a fatal or near fatal event for which someone feels in some way responsible are all examples of some typical incidents which could give rise to PTSD.

# R.L.S.S. POOLE LIFEGUARD

## EMERGENCY ACTION PLAN

- There is no standard reaction to this sort of trauma: each person is unique and feelings will vary widely from person to person.
- **In service training should make all members aware of PTSD** and everyone should be alert to the appearance of its symptoms in any fellow lifeguards / colleagues.
- **Should symptoms of PTSD be recognised, a close friend of the lifeguard should encourage him/her to talk about his/her feelings. Senior lifeguards should be familiar with the consequences of PTSD and be prepared to be sympathetic and if necessary refer the lifeguard for professional help.**
- The club policy will be to automatically refer any of its club members for professional counselling in specific cases, such as incidents involving loss of life.
- If the incident has been sufficient so as to disturb several members of the club then the Club Captain or senior members of the club will need to arrange the debrief meeting as described in the “Beach Lifeguarding” manual pages 217\218. This debrief should be held between 48 and 72 hours of the incident so as to have maximum benefit on the lifeguards.
- One week after the incident the same team should re-group to discuss any difficulties that may have arisen during the incident. These meetings or debriefings should be conducted in confidence and in a comfortable environment. Positive aspects of the incident should be emphasised.
- Depending on the emotional state and strength of the lifeguards affected, it may be necessary to refer these separately for counselling rather than put them through a debriefing with other members of the team.
  - *Care, thought and encouragement should be used at all times.*

## GLOSSARY

<b>BLU</b>	Beach Lifeguard Unit
<b>Cox</b>	Coxswain
<b>Diuresis</b>	
<b>EAP</b>	Emergency Action Plan
<b>FPC</b>	Fast Patrol Craft
<b>HMCG</b>	Her Majesty's Coastguard
<b>IRB</b>	Inshore Rescue Boat
<b>MRSC</b>	Maritime Rescue Sub Centre (Coastguard)

# **R.L.S.S. POOLE LIFEGUARD**

## **EMERGENCY ACTION PLAN**

<b>NOP</b>	Normal Operating Policy
<b>OC</b>	Operation Co-ordinator
<b>Ops Room</b>	Operations Room (Headquarters)
<b>PD</b>	Patrol Dinghy
<b>Prom</b>	Promenade
<b>PTSD</b>	Post Traumatic Stress Disorder
<b>SAR</b>	Search and Rescue
<b>UKSRR</b>	United Kingdom Search and Rescue Region
<b>Zone</b>	Area in which lifeguards patrol

### **NOTES**