**«Insert\_Club\_Name\_Here»**

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|  |  |  |
| --- | --- | --- |
| **«Insert\_Club\_Name\_Here» Patrol Operations Manual – Section A** | | |
| **CONTENT CODE:** PAT001 | **SUBJECT:** Documents / Controls | |
| **Document Version** | **Updated By** | **Date** |
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| Patrol Operations Manual Section A\_2019\_20\_V1.2 | Allan Mundy | July 2019 |

# 1.1 EMERGENCY CONTACT INFORMATION

1. When reporting an incident give: POSITION, PROBLEM, PEOPLE, PROGRESS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service** | **Contact 1 (emergency)** | **Contact 2 (local)** | **Distance in kilometres** | **Response in minutes** |
| Ambulance | 111 |  |  |  |
| Rescue helicopter | 111 |  |  |  |
| Police | 111 |  |  |  |
| Fire | 111 |  |  |  |
| Civil Defence |  |  |  | N/A |
| Coastguard |  |  |  |  |
| Dive Medical Emergencies |  |  |  |  |
| Council 24hr enquiries |  |  | N/A | N/A |
| Council Dog Ranger |  |  |  |  |
| Harbourmaster/ranger |  |  |  |  |
| Pollution response |  |  |  |  |
| National Poison Centre | 0800 764 766 |  | N/A | N/A |
| Neighbouring Club |  |  |  |  |
| Neighbouring Club |  |  |  |  |

# 1.2 CLUB EMERGENCY CALL OUT SQUAD CONTACT INFORMATION

1. When reporting an incident give: POSITION, PROBLEM, PEOPLE, PROGRESS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SAR Squad Members** | **Contact 1 (emergency)** | **Contact 2 (local)** | **Distance in kilometres** | **Response in minutes** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| [] | [] | [] | [] | [] |
| [] | [] | [] | [] | [] |

## 1.3 CLUB CONTACT INFORMATION

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Club house phone number: | | | | | |
| Club website address: | | | | | |
| Club email: | | | | | |
| Club address (mailing): | | | | | |
| Club address (physical): | | | | | |
| **Club Position** | **Name** | | **Phone** | | **Email** |
| President/Chairman |  | |  | |  |
| Club Captain |  | |  | |  |
| Secretary |  | |  | |  |
| Administrator |  | |  | |  |
| Treasurer |  | |  | |  |
| Club Chief Instructor |  | |  | |  |
| Junior Club Captain |  | |  | |  |
| Female/Ladies Club Captain |  | |  | |  |
| Gear Steward |  | |  | |  |
| Power-craft Officer |  | |  | |  |
| Funding Coordinator |  | |  | |  |
| Club House Manager |  | |  | |  |
| Surf Sports Coordinator |  | |  | |  |
| Junior Surf Coordinator |  | |  | |  |
| Rookie Coordinator |  | |  | |  |
| First Aid Officer |  | |  | |  |
| Public Relations Officer |  | |  | |  |
| Radio Officer |  | |  | |  |
| Patrol Captains |  | |  | |  |
| **Regional Staff** | | | | | |
| Club & Member Development Officer |  |  | |  | |
| Lifesaving Manager |  |  | |  | |
| Sport Manager |  |  | |  | |
| Education Coordinator |  |  | |  | |
| Regional Guard Supervisor |  |  | |  | |
| Regional Manager |  |  | |  | |

## 2.1 PRIMARY PATROLLING AREA

|  |  |
| --- | --- |
| From (landmark/street name): | Insert |
| To (landmark/street name): | Insert |
| **Club Patrol Season:** |  |
| Commencement Date: | Insert |
| Completion: Date | Insert |
| **Area Minimum Patrol Season:** |  |
| Commencement: Date | Insert |
| Completion: Date | Insert |

## 2.2 SECONDARY PATROLLING AREA

(if applicable)

|  |  |
| --- | --- |
| Venue (beach name): | Insert |
| Patrol type (base, outpost, satellite): | Insert |
| Frequency secondary area to be covered: | Insert |

## 2.3 MINIMUM PATROL TIMES

Area minimums (set by Local Lifesaving Committees)

|  |  |  |
| --- | --- | --- |
| **Month** | **Start Time** | **Finish Time** |
| *ie: November 2019 and December 2019* | *1300 hours* | *1600 hours* |
|  |  |  |
|  |  |  |

Club extension to minimum patrol times: (Optional)

Option if a Club wants to set standard minimum patrol times in extension to the area minimum for the shoulder and peak seasons.

(Example: 5pm minimum finish time for the whole season, or 10am minimum start time etc. )

|  |  |  |
| --- | --- | --- |
| **Month** | **Start Time** | **Finish Time** |
| *ie: November 2019 and December 2019* | *1100 hours* | *1700 hours* |
|  |  |  |
|  |  |  |

## 2.3 AREA MAP

*Insert satellite map or local area map here. To do this, copy the image file from another document, highlight this text, click the right button on your mouse and select ‘paste’ from the menu*

## 2.2 SCHEMATIC PLAN OF BEACH

*Insert image/sketch/scanned file here. To do this, copy the image file from another document/source, highlight this text in full, click the right button on your mouse and select ‘paste’ from the menu*

## 3.1 NUMBER OF LIFEGUARDS

The Minimum number of lifeguards on patrol for Insert\_Club\_Name\_Here» is {XXXX}

The Minimum number of IRB’s on patrol for Insert\_Club\_Name\_Here» is {XXXX}

Clubs in consultation with the Regional Lifesaving Manager and Local Lifesaving Committeeies set minimum patrol requriements specific to each patrol location. These may exceed national minimumsto safely patrol the clubs Primary Patrolling Area as set out in the Clubs Lifesaving Services Agreement (LSA). Different patrol locations require different levels of resources to prevent drowning and injury. Clubs will be audited on the number of lifeguards they have on patrol. If patrolling numbers are below the minimum specified above, the club will receive a formal breach of SLSNZ patrol standards.

If the Club or Patrol Captain is aware they are unable to achieve the above numbers on the day of the Patrol, they must contact the Regional Lifesaving Manager at the soonest possible moment to allow for the development of contingency plans.

SLSNZ Volunteer Lifesaving Patrols must operate above the following minimum basis set down in the lifesaving regulation “9.4.5”: will be found by visiting the SLSNZ web site. [www.surflifesaving.org.nz/organisation/about-us/management-documents](http://www.surflifesaving.org.nz/organisation/about-us/management-documents)

## 3.2 LIFESAVING EQUIPMENT

The following equipment shall be readily available for use by Surf Lifeguards duringpatrols and be in good working order:

|  |  |
| --- | --- |
| **Minimum equipment: Patrol Base** | **Check** |
| SLSNZ documentation - forms & POM |  |
| 3 Rescue tubes (SLSNZ approved) |  |
| 1 pair of binoculars |  |
| 3 pairs of swim fins |  |
| Stocked first aid kit |  |
| 3 radios & aqua bags (water proof radio bag) |  |
| Portable oxygen kit |  |
| Patrol flags (Beach, Clubhouse & BP) (If running a Base or Outpost Patrol) |  |
| Portable Strecher |  |
| Patrol signage |  |
| Rescue board |  |
| Telephone |  |
| **Recommended equipment:** |  |
| Automated External Defibrillator (AED) |  |
| IRB (that meets SLSNZ regulations) (If running a Base or Outpost Patrol) |  |
| 3 lifejackets (PFD) |  |
| 2 Helmets (correct fitting sizes to fit the operator & crew) |  |
| ATV (correct fitting helmets sizes to fit all travelling in the ATV) |  |

*\*Please note: The 3 rescue tube minimum does not include those in IRBs or hung on flags.*

*Minimum contents of portable first aid kit and first aid room/treatment facility contents are in Appendix 2*

## 4.1 CLUB LIFESAVING SOPs

Every Surf Life Saving service is unique. The section below provides an opportunity for your club to publish specific club patrolling Standard operating procedures (SOPs) to enable the smooth and efficient delivery of Surf Life Saving services from your club.

*Some examples from various Surf Life Saving Clubs are provided. Please add and delete various policies to reflect the appropriate rules/policies in your club.*

**CLUB SOPs**

* Minimum of (XX) Refreshed Lifeguards on duty at any one time (1 Senior PC, 1 refreshed IRB Driver,1 refreshed IRB crew and 1 Lifeguard with at least First Aid )
* “Flag duty” is to be undertaken by Lifeguards only. To minimise critical distraction, the Lifeguard is not to be accompanied by friends/non-Lifeguards.
* At the start of the day, the Patrol Captains Report is to be filled in promptly.
* Beach and water users counts are to include public 500m either side of each flagged area. Head counts should be undertaken every two hours until the end of the patrol.
* Lifeguards are prohibited from using cell phones while on any surveillance-based duty (flags, tower, etc.).
* All Incident information ideally is entered into PAM using the Club Tablet if available, once an incident has concluded.
* All lifeguards on the beach, or in transit, must carry a rescue tube, fins, whistle and radio at all times.
* All ATV Quad Bike / LUV Side-by-Side operators must have a minimum of restricted drivers licence. Vehicles must not exceed 15kph unless responding to an emergency. If the Vehicle needs to be used at higher speeds, headlights and siren must be switch on to warn patrons.
* Helmets must be worn on all Quad bikes at all times and by all those on ATV / LUV Side-by-Sides during operation (over 30KM/h).
* All gear to be washed and stored at the end of each patrol, as per close down procedure.
* Clubhouse to be cleaned and tidied at the end of each patrol.
* A minimum of two scenario-based training exercises is required to be delivered by the Patrol Captain during a patrol.
* The First Aid Officer requires a list of any first aid equipment used at the end of each patrol. The First Aid Officer is to ensure any first aid equipment is replenished ready for the next patrol.
* The Patrol Captain must ring the Powercraft Officer at the end of the patrol to provide any updates of the operational status of powercraft (IRB/RWC)
* At the end of the patrol day, the Patrol Captains Report must be completed and entered into PAM by the following Wednesday. All incidents report forms are also required to be completed and entered into PAM by the above mentioned deadline.
* All donations must be forwarded to the Patrol Captain who will document the donation and forward to the club administrator to process. Contact name and details of the person donating should be collected so a follow up thank you letter can be completed.

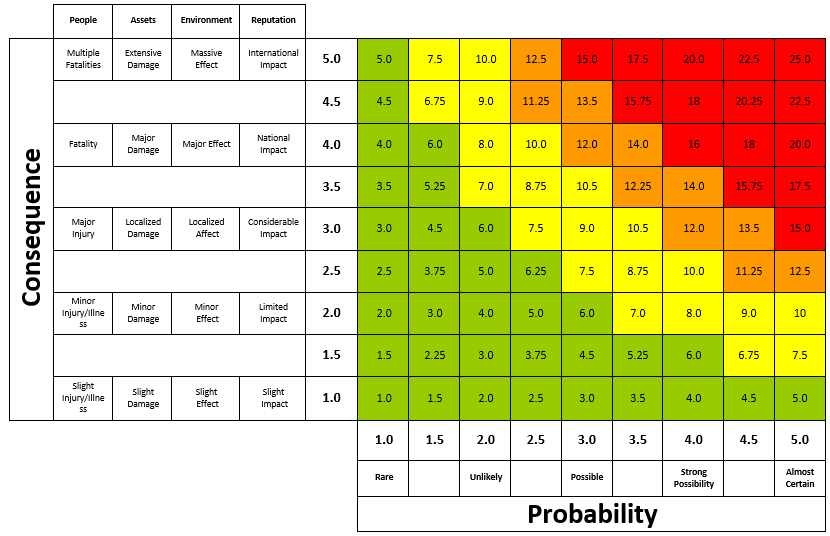
## 4.2 SPECIFIC DANGERS AND HAZARDS – LOCAL KNOWLEDGE

*In all of the above situations, the Patrol Captain on the day is responsible for allocating rescue resources as they see fit. If you are not sure of what to do, particularly junior members, please consult with the Patrol Captain, or other senior lifeguard.*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Hazard Identification and Analysis | | | | | | Action | | |
| Hazard/ Task | Location | Risk Score. with no controls | Significant  (Yes/ No) | Controls Required (incl existing)  (Eliminate, Substitute, Isolate, Engineering controls, Admin controls, PPE) | Risk Score after controls | Person Responsible | Monitoring Required  (Who & When) | Review & Audit  (Who & When) |
| *Camping ground rip*  *(example only)* | *Beach access 6 & 7, 600m North of clubhouse* | 6.5 | Yes | Use of signs to indicate where the Patrol flags are set up. | 3 | Patrol Captain | Patrol Auditors | Club Lifesaving Committee |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |

*Risk Assessment Matrix:*

*Risk Category*



|  |
| --- |
| **UNACCEPTABLE (15-25) Risk;** The risk cannot be justified on any grounds. High level control measures **must** be applied immediately. |
| **HIGH (11-14) Risk;** Moderate to high level control measures **must** be applied to reduce the risk as soon as possible. Monitor continuously for changes. |
| **MODERATE (6.5–10) Risk;** Low level control measures should be considered and applied to mitigate, eliminate, prevent or reduce the risk. The level of risk may however be acceptable, provided existing control measures remain in place. Monitor for changes. |
| **LOW (1-6.25) Risk;** which may be acceptable, provided existing control measures remain in place. Monitor for changes. |

## 4.3 SPECIFIC PATROL METHODS

The information below outlines how lifesaving resources are to be used to prevent drowning and injury during surf lifesaving patrols at our beach.

*For information about how to respond to an incident, see section 4.2 Specific Dangers and Hazards or section 5.8 Standard Incident Response Procedure.*

|  |  |
| --- | --- |
| **Quiet Day Deployment** | **Busy Day Deployment** |
| Number of Lifeguards: | Number of Lifeguards: |
| Number of IRBs: | Number of IRBs: |
| Number of Patrolled Areas: | Number of Patrolled Areas: |

**Proactive Mobile Patrols**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Type** | **When/why** | **How** | **Resources (e.g. # Lifeguards)** |
| *Picnic Bay*  *(Example only)* | *ATV* | *Outgoing tide plus every 60 minutes to survey conditions.* | *Roving Patrol checking on swimmers and providing information re preventative actions* | *Two Lifeguards, tubes, fins, radio, first aid, helmets to be carried on ATV Quad Bike/LUV Side-by-Side.* |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# 4.4 TSUNAMI RESPONSE

Civil Defence and Emergency Management (CDEM) classify Tsunami alerts into two categories:

|  |  |
| --- | --- |
| *Tsunami Warning:* | *Immediate Tsunami threat* |
| *Tsunami Advisory:* | *Notification of a potential Tsunami* |

Clubs need to have an action plan for each when patrolling and out of hours. The SLS022 Tsunami Response Lifesaving Policy provides a detailed guide to creating a response plan, but in general terms, the following is a simple summary;

**PATROLLED BEACH**

1. Tsunami **WARNING** issued by SLSNZ/SurfCom and/or Civil Defence or ground shakes and water rushes back out to sea – evacuate the public and members immediately to the nearest Safe Zone taking nothing (remember the widely known public education message - **IF LONG AND STRONG GET GONE**).

2)  Tsunami **ADVISORY** issued by SLSNZ/SurfCom and/or Civil Defence is a STANDBY position whereby the Patrol Captain refers to the Response Plan and notifies all Lifeguards to be prepared to evacuate themselves and the public when informed.

**OUT OF HOURS**

1)  Tsunami **WARNING** issued by SLSNZ/SurfCom and/or Civil Defence or ground shakes and water rushes back out of beach – evacuate immediately to a Safe Zone. DO NOT go to the beach or Clubhouse to get equipment.

2)  Tsunami **ADVISORY** issued by SLSNZ/SurfCom and or Civil Defence is a STANDBY position whereby the Callout Squad Co-ordinator notifies all Callout members to be prepared to respond to the Clubhouse to uplift Callout equipment as per their Club Response plan.

**4.4.1 Development of a Club Tsunami Response plan**

Before developing an out of season or outside of patrol hours Tsunami Response Plan, the lifesaving team must consider the ease of access in and out of the area before the collecting of appropriate equipment. During evacuations, Traffic corridors will quickly become unpassable, with Authorities authorized to use all lanes for evacuation, and stopping anyone entering into the area.

The club must include the following in its Tsunami alert response plan:

1. Be aware of how to access the facility to enable equipment to be removed.
2. The contact phone number (XXXXXXXXX) of the CDEM coordinator for the area (normally administered via your local council). This person should be contacted once people and rescue resources have been successfully re-located to the green zone. Advise the local CDEM coordinator of:

* *Where you are*
* *What resources you have (both people and equipment)*
* *How you can be contacted (radio channel, cell number)*

1. Lifesaving equipment to be removed from the facility including IRBs, Radio Equipment, Resuscitation and First Aid Equipment etc.
2. How the equipment will be transported away from the facility to the club’s designated “Safe/green zone.”
3. Location of (i.e. grid reference, address and directions) a designated “green zone.” This should be an area at least 19m above sea level, with relatively easy access to ensure equipment and people can be transported in a timely fashion, large enough to fit the resources being transported.
4. A list of people (i.e. a call out squad or similar) who are available to respond following activation of the Tsunami alert response plan. This should include a contact cell phone number.

|  |  |  |
| --- | --- | --- |
| **Club Tsunami Response Plan** | | |
| Identify the essential lifesaving equipment that will be removed from the club in the event of a Tsunami |  | |
| Outline how the club will be accessed in order to remove essential lifesaving equipment |  | |
| Identify the location of a nearby safe ‘green zone’ (grid reference, address and directions) | [*https://www.civildefence.govt.nz/get-tsunami-ready/#maps*](https://www.civildefence.govt.nz/get-tsunami-ready/#maps) | |
| Outline how the equipment will be transported to the safe ‘green zone’ |  | |
| Enter the contact number of the local Civil Defence Coordinator |  | |
| List the members able to respond following the activation of a Tsunami warning. This may just refer to the club callout list in section 2 | *<Insert Name 1>* | *<Insert Mobile #>* |
| *<Insert Name 2>* | *<Insert Mobile #>* |
| *<Insert Name 3>* | *<Insert Mobile #>* |
| *<Insert Name 4>* | *<Insert Mobile #>* |
| *<Insert Name 5>* | *<Insert Mobile #>* |

*Please note: The above response plan must only be activated if there is time and no risk to anyone.*

# 4.5 TSUNAMI GREEN ZONE MAP

Your local Civil Defence Group has tsunami zone maps and regional advice. Make sure you know where to go.

<https://www.civildefence.govt.nz/get-tsunami-ready/#maps>

*<Insert image/sketch/scanned file here. To do this, copy the image file from another document/source, highlight this text in full, click the right button on your mouse and select ‘Paste’ from the menu>*

## 4.6 LOCAL COUNCIL BYLAWS

This section allows the Club to set out what local bylaws are in place that they need to be aware of. This will assist lifeguards with understanding their role in monitoring or enforcing local bylaws.

|  |  |  |
| --- | --- | --- |
| **Local Bylaw/Maritime Law** | **Impact on SLS Service** | **Monitoring/Enforcing Role of SLS Service** |
| *Powered craft exclusion zone within 500m of beach (Example Only)* | *No impact* | *Club role is to monitor. If any breaches, club patrol to contact Environment Canterbury hotline (03 123 4567) to report breaches.* |
| *Liquor ban* *(Example)* |  |  |
| *Vehicles on beach*  *(Example)* |  |  |
| *Animals on beach (dogs etc.) (Example)* |  |  |
| *Vehicle speed limits on beach (Example)* |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| *Add/remove information relating to your local bylaws.* | | |

## 5.1 PATROL ROLES & RESPONSIBILTIIES

**Patrol Members**

All patrol members shall:

* Practice the basic principles of PREVENTION, RECOGNITION & RESCUE while on patrol.
* Each Patrol member on their first patrol of each season must familiarise themselves with the clubs Health and Safety Manual They must complete an induction into the Club Building by working through the “Workplace Health & Safety Induction checklist” Health and Safety Manual.
* Ensure name and start time is logged on the Patrol Captain’s report form.
* Ensure swimmers are advised at all times to swim between the red and yellow patrol flags.
* Where hazards exist, ensure swimmers that enter the water outside the flagged area are warned of the dangers and advised to swim between the flags.
* Be polite and courteous when engaging in dialogue with members of the public.
* Request that any board riders (fibreglass surfboards) are asked not to surf inside the red and yellow flagged patrol area. The surf lifesaving service should take a cooperative approach when working with board riders to ensure a safe flagged area is maintained at all times.
* All members will ensure they wear the SLSNZ approved lifeguard uniform at all times on patrol.
* All members are to change out of their patrol uniform after their patrol.
* Lifeguards must not leave the patrol unless authorised to by the Patrol Captain.
* Always carry a rescue tube, whistle and swim fins when on patrol at the water’s edge.
* Maintain their fluid intake during the patrol.
* Practice sun safety basic principles of SLIP, SLOP, SLAP, WRAP and SLIDE when on patrol and promote sun smart principles proactively to other beach users.
* Communicate with the Patrol Captain if ill, injured, or fatigued or cannot complete lifeguard duties as delegated.
* Advise members of the public that the patrol is now closing by raising the red ‘no swimming’ flag. DO NOT cross the red and yellow flags; the public will not recognise this signal. A patrol may close the swimming area for two reasons:(a) conditions permit closing the beach or (b) The patrol day has concluded.
* Patrol members shall ensure the beach is in a safe condition prior to setting up the patrol. In addition to a safe swimming area, members should pay attention to remove or minimise hazards such as broken glass, bottles, needles, branches, floating debris, animals, holes etc.
* Patrol members shall be assigned to specific patrol duties/roles (i.e. flag duty, IRB driver/crew, first aid, tower, mobile patrols, public relations, break etc.).
* A patrol member shall be stationed in an elevated position at all times during the patrol when swimmers are in the water. When a beach user enters the water, never leave the flagged area without observation.
* Patrol flags and rescue equipment are to be positioned as close to the water’s edge as possible and moved with the tide during the patrol.
* The position of the red and yellow flags and rescue equipment must be continually assessed to minimise the impact of hazards (rips, holes) on the swimming area.
* All patrols shall ensure that if there is a swimmer in the water between the flags, at least one patrol member is stationed at the water’s edge between the flags.
* All members are to promote an image of professionalism, vigilance, service at all times.
* All members are responsible for reporting accurate information through the completion of patrol and incident forms as soon as practicable.

**Patrol Captain**

In addition to the generic responsibilities (above) the Patrol Captain shall:

* Conduct a daily team briefing (pre patrol) to discuss beach conditions, roles, responsibilities and training plans.
* Before the commencement of the patrol, the Patrol Captain is to check all previous Patrol Captain Reports and liaise with the previous Patrol Captain if necessary. This will identify any issues or hazards that could present a risk to patrolling operations (i.e position of rips/holes, building defects)
* During the first patrol of the season, the Patrol Captain must ensure that each patrol reads the club Health and Safety Manual. They must complete an induction into the Club Building by working through the “Workplace Health & Safety Induction checklist” within the Health and Safety Manual.
* Ensure all lifesaving equipment is checked before the beginning of the patrol by delegating roles to individual patrol team members.
* Select the safest area of beach to erect the red and yellow flags (following observation from an elevated position, a physical test of swimming area and via consultation with patrol team members).
* Be responsible for the opening and closing of the patrolled area/beach.
* Delegate patrol member’s roles/duties on patrol.
* Ensure that all patrol members take a pro-active approach to complete preventative interventions to minimise risk (i.e. warning the public of hazards, assessing the location of the patrol area, ensuring swimmers remain between flags etc.).
* Be in relative proximity to the patrol and be contactable on the radio at ALL times during the patrol.
* Be aware of, and abide by, local territorial authorities bylaws for the use of the beach and aquatic environment.
* Control/lead any rescue, first aid, search scenario that may arise during the patrol unless command assumed by a higher-level authority.
* Ensure the correct completion of Patrol, Incident, and IRB/RWC log forms.
* Make themselves available to the general public to answer any general enquiries.
* Act in accordance with SLSNZ Media Guidelines located on the SLSNZ website. <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

## 5.2 SET UP/PACK DOWN PROCEDURE

It is very important that each patrol is set and packed down appropriately to ensure the service your club provides is consistent across different patrol teams. All of the activities below should be safely carried out in accordance to training and equipment manuals.

|  |  |
| --- | --- |
| **START OF PATROL** | **END OF PATROL** |
| * Read previous patrols paperwork * Conduct a Team Briefing * Place rescue tubes and fins near patrol area * Test base set radio and telephone * Place radios in aqua bags and test * Check rescue vehicle fuel (ATV etc.) * Set up IRBs and place near water’s edge * Place Rescue Board/Ski on beach * Unlock First Aid room * Place First Aid Kit near patrol area * Place oxygen near patrol area * Check AED ready indicator and pads expiry date. * Place Defibrillator near patrol area * Place Portable Stretcher (Scoop) near patrol area * Check uniforms of patrol members * Raise clubhouse patrol and BP flags * Patrol flags sited at safest location * Signage placed on beach as appropriate * Paperwork completed and entered into PAM via Patrol App if available.   *<DELETE / ADD ITEMS AS NEEDED>* | * Ensure public aware of patrol finishing * Remove and store Rescue Board/Ski * Remove and store signage * Remove and store Portable Stretcher * Place Automated External Defibrillator on charge * Remove and store oxygen * Remove and store First Aid Kit * Lock First Aid room * Lower and store clubhouse patrol and BP flags * Remove and store patrol flags * Pack up IRBs and semi deflate (leave one set up for callouts with fuel bladder on ground) * Wash rescue vehicle and refuel * Test radios and place on charge * Complete paperwork and enter into the PAM data base * Store rescue tubes and fins * Conduct a Team Debrief * Ask patrol members to change out of their Surf Lifeguard uniform and into civilian clothing before they leave the club.   *<DELETE / ADD ITEMS AS NEEDED>* |

## 5.3 PATROL DOCUMENTATION PROTOCOLS

During the patrol, the Patrol Captain shall ensure that all SLSNZ forms and logbook records are accurately and neatly maintained. Club copies of paperwork shall be filed neatly with all data added into the Patrol and Membership Database (PAM) throughout the day, if possible. The Patrol Captain is responsible for entering this data via the club tablet or passing the forms to the Club Administrator is to enter the information into PAM no later than Wednesday following the end of a weekend/public holiday. This means that after a typical weekend patrol the forms for both Saturday and Sunday will be due at SLSNZ before the following Wednesday. The Patrol Captain may delegate this task, but it still remains their responsibility.

All clubs have access to the system, and it is recommended that data is entered during or immediately following the patrol to ensure maximum accuracy.

**Patrol Operations Manual:** Each club and community lifesaving service must have an approved “Patrol Operations Manual” as specified in regulation 9.4.1 of SLSNZ Regulations. 1 copy of the approved manual must be located at the clubhouse and 1 copy is required to be kept in the patrol tower, or in a location that is easily accessible to all patrol members.

**Patrol Captain’s Reports**:

A Patrol Captain’s report form must be completed for every day of Patrol, after-hours Callout and Event where lifeguards are providing water safety. Clubs can download these reports via the SLSNZ Website order booklets via the SLSNZ Club Shop. Patrol information such as headcounts must be updated at least every two hours. The headcounts should include all those persons 500m either side of the patrol flags on the beach and in the water, including craft users (surfers). For more information, please see ‘Patrol Captains Reports’ policy. <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

**IRB/RWC Logbook:** It is the Patrol Captains responsibility to ensure the log is completed for every IRB/RWC launch during a patrol.

**Incident Reports:** An Incident Report Form must be completed for every near miss, rescue, first aid, or search undertaken by a patrol, emergency call out squad (ECOS). An incident report should also be completed for internal or external events e.g. a SLS sport event or a community harbour swim. For all incidents that involve the Police or an external agency (e.g. ambulance or RCCNZ), a tasking number must be recorded on the incident form.

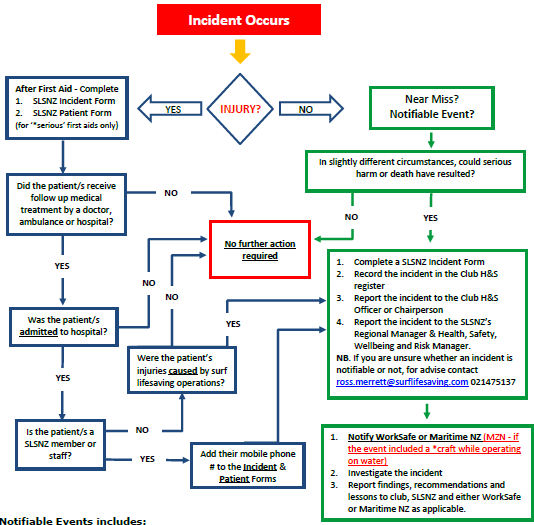
An Incident Report Form also must be completed in all instances where a volunteer or employee of SLSNZ is a patient and/or the recipient of assistance in a near-miss (including IRB roll overs), search and /or rescue. This form may also be used in any situation wherein the view of the Patrol Captain or other ‘officer’ of SLSNZ, where an investigation of an incident, accident or near-miss may help prevent a similar incident occurring again in the future.<https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

<https://www.surflifesaving.org.nz/clubhouse/tower/club-health-and-safety>

**Patient Reports:** A Patient Report Form must be completed for every patient who receives first aid treatment from a Lifeguard on patrol, and/or emergency call out squad (ECOS), and/or for situations where Lifeguards provide services to internal or external events e.g. a SLS sport event or a community harbour swim.

A flow chart showing which form to use and when appears below;

# 5.4 SLSNZ INCIDENT AND INJURY NOTIFICATION FLOW CHART



**Notifiable Events includes:**

* **Notifiable Death** – when a person has been killed as a result of work.
* **Notifiable Incident** – when a person’s health and safety is seriously threatened or endangered as a result of a work situation, i.e. if someone has been exposed to a serious or immediate risk to their health and safety because of an unplanned or uncontrolled work incident.
* **Notifiable Injury** - an injury that requires (or would usually require) the person to be admitted to hospital for immediate treatment**. ‘Admitted to a hospital’** means being admitted to hospital as an inpatient for any length of time – **it does not include** just being taken to the hospital for out-patient treatment by a hospital’s A&E department.
* **\*Serious First Aid** - Any incident where a victim requires medical treatment beyond club administered first aid, or is handed to another agency e.g. doctor, ambulance, hospital. \*Craft – Includes Boards, Skis, Canoe, Surf Boat, IRB and RWC.

## 5.5 DESIGNATION OF PATROLLED SWIMMING AREA

Two SLSNZ standard red and yellow flags must be positioned on the beach as close to the water’s edge as practically possible. The area between these two flags designates the lifeguard patrolled area.

If patrol flags on the beach have a hook, then a tube is to be suspended on the flag and easily accessed by lifeguards if required.

## 5.6 SURF LIFEGUARD AT WATER’S EDGE

At all times when the public is swimming between the flags, there **must be at least one lifeguard** with a rescue tube, radio and fins at the water’s edge standing no further from the water than the red and yellow flags or on a mobile tower that has been placed on the beach between the flags.

It is acceptable for the lifeguard to be in the water near the flagged area so long as the lifeguard has a rescue tube and fins and is clearly marked with a yellow “SURF LIFEGUARD”’ emblazoned rash shirt.

This requirement is suspended during dangerous conditions patrol as there should be no red and yellow flags on the beach. Personnel may still be required near the water at the Patrol Captains discretion.

Also see –‘Proactive Lifesaving’ Policy. <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

## 5.7 PATROL METHODS

Three (3) core patrol types and four (4) sub-patrol types are currently employed

|  |  |
| --- | --- |
| Base Patrol | * Roving Patrol * Outpost Patrol * Satellite Patrol * Observation Patrol |
| Foul Weather Patrol |
| Dangerous Conditions Patrol |

**Base Patrol (standard)**

Core patrolled area for lifesaving service, providing a defined (flagged) supervised swimming area, with a full complement of personnel and equipment (as per POM). A Base Patrol must be maintained as a minimum:

* At least two (2) qualified and currently SLSNZ “refreshed” (see regulation 9.4.5) Surf Lifeguards must be present during the period which the patrol is in operation. Clubs may set a higher minimum standard that will be outlined in the Patrol Operations Manual.
* Where an IRB is used on patrols, a minimum of three (3) qualified and refreshed Surf Lifeguards must be present during the period which the patrol is in operation, of which at least one must be a qualified and currently SLSNZ “refreshed” IRB Driver. (see regulation 9.4.5 (ii)).

**Foul Weather Patrol**

A downgraded Base Patrol due to poor, inclement weather conditions. In the event of foul weather the following procedure should be followed;

* Inform SLS Region.
* The red/yellow flags (patrolled area) are to remain (unless a dangerous conditions patrol is appropriate, which would override a foul weather patrol).
* A lifeguard shall remain in an effective position to continually scan the beach for swimmers/issues (tower or elevated position in the clubhouse) – the beach shall be continually supervised during a Foul Weather Patrol.
* All equipment shall be maintained in an active status and available to immediately respond to an emergency or recommence patrolling if the weather clears.
* Foul weather patrols present an opportunity to upskill/refresh members with resuscitation/first aid techniques or perform maintenance tasks on the equipment and building. The Patrol Captain must ensure that members are sufficiently motivated throughout the patrol, especially if the weather is inclement.
* If swimmers and beach users return to the area, normal patrols shall resume immediately.

**Dangerous Conditions Patrol**

An altered Base Patrol due to dangerous weather/surf conditions. On declaring a dangerous conditions patrol the following procedure should be followed;

* Inform SLS Region.
* The red/yellow flags are to be removed from the beach.
* Clubs **should not ‘cross’** their patrol flags to indicate a ‘closed beach’. Flags must be removed from the beach or out of public view.
* The IRB(s) shall be maintained on the beach.
* The **red “no swimming**” flag is to be flown from the tower or clubhouse flagpole.
* All equipment shall be maintained in a front line and active status, available to immediately respond to an emergency, undertake preventative actions or recommence patrolling if conditions become safe.
* “No Swimming” signage to be placed in the usual swimming areas, at intervals along the beach and at all main beach access ways.
* The patrol ‘message board’ shall read “**No Swimming Advised – Dangerous Conditions**”
* Lifeguards shall maintain positions of surveillance in the tower, to identify preventative actions and persons at risk.
* Roving Patrols shall be utilised to provide safety advice and preventative actions along the beach.
* Lifeguards shall be positioned on the beach to advise the public.

**Roving Patrol**

A patrol method whereby a mobile lifesaving unit (on foot, ATV, IRB, RWC) sourced from the base patrol, travels along the coastline (via land or water) surveying adjacent areas of water/beach.

* **Minimum requirements- foot patrol:**

- Qualified Surf Lifeguard (refreshed)

- Radio + aqua-bag (radio water proof bag)

- Rescue tube and fins

- Basic First Aid Kit (gloves, resus mask, pen/paper)

* Full-brimmed hats
* **Minimum requirements- ATV roving patrol:**
* Qualified Surf Lifeguard (refreshed)
* Appropriate drivers licence
* Adherence to maximum capacity (as per ATV owner’s manual)
* Radio + aqua-bag (radio water proof bag)
* Rescue tube and fins (gloves, resus mask, pen/paper)
* First Aid Kit, AED, O2
* Full-brimmed hat per lifeguard
* **Minimum requirements – IRB roving patrol:**
* Qualified IRB Driver (refreshed)
* Qualified Surf Lifeguard as crew (minimum)
* Enough helmets and Lifejackets to allow ALL Crew access to correct fitting sizes
* Radio + aqua-bag (radio water proof bag)
* 2 Helmets & 2 PFD’s

**Outpost Patrol**

A patrol method where supervision is established at ‘other’ areas of coastline with no defined (flagged) patrol area, as an extension of the “Base Patrol.”

* **Minimum requirements:**
* Direct radio communication with the Base Patrol
* An outpost patrol shall not erect a designated (flagged) patrolled area
* 2 Surf Lifeguards (refreshed)
* At least one lifeguard shall be aged 16 years or over
* **Minimum equipment:**
* 2 x rescue tubes
* 2 pairs of Fins
* 1 x radio & aqua bag
* 1 x binoculars
* First Aid kit
* Sunscreen and full-brimmed hats

**Satellite Patrol**

A patrol method whereby an additional and defined (flagged) swimming area is established as an extension to the ‘Base Patrol.’ A Satellite Patrol may be established on a needs basis (sunny, high patronage days)- determined by the PC and Club POM. A satellite patrol can also be used as a method of consistent service provision (with minimum patrol dates and times) as specified within the Clubs Patrol Operations Manual.

* **Minimum requirements:** 
  + Direct radio communication with the Base Patrol
  + An outpost patrol shall erect a designated (flagged) patrolled area
  + 2 Surf Lifeguards (refreshed)
* **Minimum equipment:**
  + 2 x rescue tubes
  + 2 pairs of fins
  + 1 x radio & aqua bag
  + 1 x binoculars
  + First Aid kit and portable oxygen kit
  + Sunscreen and sunshade
  + Full-brimmed hat per lifeguard
  + Patrol flags

**Observation Patrol**

**What is it?**

The Observation Patrolcan enable clubs to reduce the number of members on patrol to POM minimum, remove the red & yellow patrol flags and stand-down the remaining members on patrol to the clubhouse when water users are low. This alternate patrol method aids beach managers (Club Captains & PC’s) by conserving lifeguard resources when they aren’t needed, ensuring that lifeguards can be used more effectively in the right places, and at the right times.

Your primary roles and responsibilities while providing an Observation Patrol are as follows:

* Provide active surveillance of beach and water users
* Educate beach and water users on hazards, i.e. rip currents
* Manage the interaction of water-based activities
* Respond to incidents as required
* Monitor the conditions and the number of water users, and request further support if necessary; this may involve upscaling to a Base Patrol.

**When can I use it?**

The Observation Patrolcan be used within normal patrolling hours, or to extend patrol hours if water users are low. However, a number of other factors should also be considered when using an Observation Patrol, including:

1. **The types and competence of the water users**: if a large proportion of water users are swimming, designating a patrolled area using red and yellow flags can be an effective way of managing their safety. If most water users are surfing or using recreational boats, then red and yellow flags may not be necessary.
2. **The hazardousness of the beach and surf conditions**: where there are inshore holes, rip currents, and/or large waves, the best way to manage swimmer safety is to designate a patrolled area using red and yellow flags. If the conditions are less hazardous, an Observation Patrol may be appropriate.
3. **The distribution of water users along the beach**: where water users are spread out, an Observation Patrol may enable you to provide services over a wider area, rather than focusing resources in one small area. However, designating a Base Patrol using red and yellow flags can help concentrate water users; this can also help limit swimmers’ interaction with other recreational activities, i.e. recreational boats.

**How do I use it?**

The Observation Patrol can be used when beach user numbers are consistently below those stated in Table 5.7.1 “Critical minimum public numbers threshold values” for your beach type stated in Table 5.7.2 “List of New Zealand beaches under four main beach types”. Please note, the threshold of water users will differ with wave height.

E.g. Kariaotahi Beach (Dissipative beach); 17:00pm; 0.5-1.0m: The Observation Patrol Method can only be used if there are less than 11 water users within an area 500m either side of the flags.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | Beach type | |  | | | |
| 0 - 0.5 m | 0.5 - 1.0 m | 1.0 - 1.5 m | 1.5 - 2.0 m |
| Dissipative | 14 | 11 | 9 | 8 |
| Intermediate | 25 | 20 | 16 | 13 |
| Reflective | 25 | 16 |  |  |
| Tide-modified | 25 | 24 |  |  |

***Prior to operating an Observation Patrol*** the following requirements **MUST BE MET!**

1. Minimum number of Lifeguards required: 2 (The PC must be one of the two lifeguards)
2. Minimum rescue equipment as outlined in the POM is to remain near the observational point/tower
3. Patrol Captains must still exercise a duty of care and plan resources based upon the need at any given time. All the rostered Patrol members must be available to return to the beach if required within the times set out in POM Section 2.3 Minimum Patrol Times.
4. Radio contact is maintained with at least 2 members in the rostered patrol or 3 if an IRB is present
5. Patrol Captains must notify the Regional Manager or Duty Manager before initiating the observation patrol within the times set out in POM Section 2.3 Minimum Patrol Times, failing to do so will result in a patrol breach.
6. A Lifeguard positioned on the beach proactively engaging with beach users to manage the risks.

Your Patrols Beach type is [XXXXXXXXXX(refer to the below table 5.7.2 List of New Zealand beaches under four main beach types)

* **Minimum requirements:** 
  + Direct radio communication with at least 2 Rostered Patrol members
  + 1 Senior Surf Lifeguard (PC) (refreshed)
* **Minimum equipment:**
  + 2 x rescue tubes
  + 2 pairs of fins
  + 1 x radio & aqua bag
  + 1 x binoculars
  + First Aid kit and portable oxygen kit
  + Sunscreen and sunshade
  + Full-brimmed hat per lifeguard

***Table 5.7.1 Critical minimum public numbers threshold values***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | Beach type | |  | | | |
| 0 - 0.5 m | 0.5 - 1.0 m | 1.0 - 1.5 m | 1.5 - 2.0 m |
| Dissipative | 14 | 11 | 9 | 8 |
| Intermediate | 25 | 20 | 16 | 13 |
| Reflective | 25 | 16 |  |  |
| Tide-modified | 25 | 24 |  |  |

**Table 5.7.2 List of New Zealand beaches under four main beach types.**

****

**How to formally arrange the use of the Observational Patrol?**

When designing season length, the focus should be made to provide a well-resourced Base Patrol around the peak hours. However, as a means to extend the lifesaving service, Observational Patrols can be effective.

The Observation Patrol can be agreed formally at either side of peak patrolling hours such as an early morning (10:00-11:00 am) or late evening (17:00-18:00 pm) within the Lifesaving Services Agreement. This patrol method can also be used within the LSA to extend the patrolling season at the beginning or end of the lifeguard season. e.g. Observational Patrols can be used for lifeguard operations post-Easter. This process can be discussed further with your Lifesaving Manager.

## 5.8 STANDARD INCIDENT RESPONSE PROCEDURE

|  |  |
| --- | --- |
| **INCIDENT** | **RESPONSE PLAN** |
| **Fatal or non-fatal Drowning\*** | * Provide First Aid, Call Ambulance and administer resuscitation if required. * Ensure crowd is controlled with spare guards, liaise with ambulance staff as required. * Also refer to ’ Critical Incident Management Procedures’   <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies> |
| **Car Accident** | * Check scene safety. Ensure no power lines, petrol, or fire in the immediate vicinity. * Assess priority of treatment of victims (triage). * Call Ambulance + Police + Fire as required. Administer First Aid as required, taking special caution on possible spinal damage. Only move such victims from the environment if they are in further immediate danger. |
| **Assault** | * If visible, attempt to get a basic description of what the offender(s) looked like, i.e., height, build, hair colour, license plate number. * If in no immediate danger, apply First Aid as required, call Police as soon as possible. |
| **Fire** | * Attempt to contain a fire if possible. Evacuate the building as quickly and as orderly as possible. * Wait in a safe place away from the hotspot. * Call NZ Fire Service as soon as possible (111). * Treat burns or other injuries as required, call an ambulance if any serious injuries. Take special care of possible smoke inhalation. If you suspect any person has been exposed and inhaled to thick smoke, refer to the medical centre or call an ambulance. * If multiple casualties, be prepared to triage. |
| **Death** | * If the body is in no danger of being lost (i.e. sunk or washed away) leave body exactly as you found them. Call the Police on a local number and liaise as required with emergency services. * At all times, ensure the safety of all members, both physically and psychologically, is maintained. Ensure no comment is made to media agencies. * Delegated club official to engage the district critical incident stress to debrief (CISD) protocols to ensure all members involved are put on to counselling or therapy where needed. * Also refer to ’ Critical Incident Management Procedures’   <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies> |
| **Rescue** | * There are various methods to respondto an aquatic rescue scenario (IRB, TUBE) * The primary objective of a rescue is to get a) a flotation device (tube, IRB, board) out to the patient; and b) Secure the patient as quickly as possible. Be prepared to abort rescue if the patient grabs onto Lifeguard in the water. * Clear decisions are required to be made as to how lifesaving resources (both lifeguards and equipment) are used in a rescue response to ensure a) safety of responding lifeguards; b) successful rescue of the patient; and c) maintenance of a safe patrolled swimming area during the rescue response. * Also refer to ’ Critical Incident Management Procedures’   <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies> |
| **Mass Rescue** | * Patrol Captain to delegate response roles and equipment. * Deploy IRB executing standard mass rescue procedure. (IRB picks up the two victims; crewperson removes the tube and stays with other victim(s)). * Provide a flotation device (rescue tube) to all patients in the water ASAP to aid survival. * Also refer to ’ Critical Incident Management Procedures’   <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies> |
| **Rock Rescue** | * Patrol Captain to send experienced lifeguards where possible. IRB Driver should position the IRB near rocks. * All Guards operating around rocks MUST wear a Safety Helmet at all times that meets NZ Standard EN 1385 and is appropriately fitted;   + During all rock rescues and rock rescue training.   + Whenever a Lifeguard is intending on landing onto an exposed rocky structure from the water.   + During all training performed amongst or between rocks when swimming where waves are breaking upon rocks or swell is surging between rocks. * Crewperson should jump out into the water away from rocks with Helmet/tube/fins connected, and climb onto rocks when the swell rises over the rock. * Crewperson to clip the victim into the tube, and jump off together into the water when swell rises onto the rock. Once resurfaced, with the victim secure, the Crewperson should give the ‘all clear’ signal to the IRB Driver and swim back to the IRB. * No lifeguard is to attempt a rock entry if conditions, in the lifeguard’s best judgement, pose a serious risk to him/herself or the patient. |
| **IRB Missing** | * Patrol Captain to attempt radio contact. If no response, Patrol Captain to deploy a second IRB with radio and towrope (if possible). If the search fails after a reasonable time, or conditions are too dangerous to search, Patrol Captain must phone 111 and request the Police to contact the Coastguard advising them of the situation. Patrol to liaise with Coastguard/Police in the search effort. |
| After any incident response, the Patrol Captain should lead an incident to debrief to ensure members learn from any experiences, improve response skills and recognise members that played an important role in the incident response. | |

\*Drowning is defined by the WHO as "the process of experiencing respiratory impairment from submersion/immersion in liquid." In simple terms, this means a patient has developed breathing problems after going in/under water. If they survive, it's termed a 'non-fatal drowning'. The impairment can be 'mild' (ongoing cough), 'moderate' (respiratory distress) or 'severe' (unconscious/not breathing). Long-term outcomes can be 'fatal drowning', 'non-fatal drowning with morbidity' (injury), or 'non-fatal drowning without morbidity'.

## 5.9 INFLATABLE RESCUE BOAT (IRB) OPERATIONS

The Inflatable Rescue Boat on patrol must be fully operational, “run-up” and positioned on the beach ready for immediate response in an emergency. Lifejackets & Helmets will be situated close to the craft ready for immediate use by the IRB crew.

PFDs (Personal Floatation Devices) or lifejackets that meet NZS 5823:1989 must be worn at all times when operating an IRB, regardless of whether a wetsuit is worn. Each club is to maintain three (3) lifejackets per IRB hull. Lifejackets must be kept in good repair and appropriately stored when not in use.

Also see ’ Buoyancy Support in IRBs’Policy <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

Helmets that meet NZS1385 must be worn at all times when operating these craft for patrolling activities, training, training for competition or setting up/running (SLSNZ, Club or public) events. Each club is to maintain enough helmets to allow Operators & Crew access to correct fitting sizes and enough to operate all IRBs at any one time.

Also

see ‘Helmet use in Lifeguard Operations’ Policy

<https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

Each IRB hull on patrol shall have two paddles, a rescue tube, functioning “roll-over ropes”, a functioning “bow rope”, fuel bladder and a blunt-tip knife on board stored in the purpose-designed secure fittings on the hull.

For all non-rescue IRB activities, ensure that the clubs *"IRB Training in progress"* sign is on the beach near the training location.

There must always be a qualified and refreshed IRB driver on-board an IRB when in use. When training new operators, there shall be a qualified and currently refreshed operator acting as crewperson. An additional operator and crew shall be available on the beach to supervise the training with another IRB for safety. The age at which candidates can sit their IRB Operators exam is 16 years. Only a qualified IRB operator or a qualified and refreshed lifeguard (for the purpose of training) shall operate an IRB.

By NZ Maritime law, no person under the age of 15 years may drive an IRB. If an IRB accidentally rolls over during operation or training, ideally, to assist with the ‘lessons learned process’ an SLSNZ Incident Report Form and other related forms should be completed and lodged - refer to 5.4 Incident Flow Chart.

## 5.10 ALL TERRAIN VEHICLES (ATV Quad Bike and/or LUV Side-by-Side)

Also, see ‘All-Terrain Vehicles (ATV)’ Policy. <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

All ATV Quad Bike & LUV Side-by-Side operators must hold a current motorcycle or driver’s license (restricted or full).

All ATV (Quad Bike) operators must wear an approved helmet when operating an ATV (Quad Bike).

All LUV Side-by-Side operators and passengers travelling in a LUV Side-by-Side with a fully enclosed roll cage must wear their seat belt when it is in operation, an approved helmet must be worn when it is in operation travelling over 30km/h.

While it is not a legal requirement, SLSNZ recommends that operators & passengers wear an approved helmet when operating a LUV Side-by-Side. Clubs must also ensure that they abide by the owners/operators manual relating to the specific make/model of LUV Side-by-Side as some mandate the use of helmets.

The vehicle shall carry the following lifesaving equipment:

* First Aid and resuscitation equipment
* Rescue tube and swim fins
* Handheld radio protected by a waterproof pouch or base radio mounted to the vehicle

It is recommended that the vehicle carry the following lifesaving equipment:

* Loud hailer/PA System
* Reversing beeper

**ATV Operating Procedures**

* Surf Life Saving vehicles may not exceed any set beach speed limits as set by authorities.
* In high patronage areas, vehicles may not exceed walking speed (i.e. 5kph - close to flagged areas, on crowded beach areas).
* In low patronage areas, vehicles shall not use excessive speed (and may not exceed 30kph).
* Speed shall only be used in an emergency situation or matter of urgency and at all times the driver must take every precaution to ensure the safety of themselves, passengers and all other beach users.
* Headlights and Hazard Lights shall be “on” at all times whilst the vehicle is operating.
* Surf Life Saving members shall adhere to all legal requirements and the operating procedures outlined in the owners/operators manual for each respective ATV Quad Bike & LUV Side-by-Side - including but not limited to:
* Your club Health & Safety Manual (Appendix 6A – Hazard Register)
* Licensing for drivers
* Wearing of safety helmets
* Wearing of safety belts
* Number of passengers
* Carriage of equipment
* Operating environment and suitability for terrain
* Speed
* Towing capability and
* Wearing of safety equipment (e.g. footwear)
* It is important to remember that most beaches are also considered roads by local authorities.
* During high patronage days, cones should be used to designate a vehicle zone through relevant areas (from tower to flags/water’s edge/low patronage area).
* Vehicles are to keep to one set of tracks below the waterline where possible.
* The preferred colour scheme vehicles shall be red or yellow with identification words “Surf Rescue” on the front, sides and rear of the vehicle. Writing should be yellow in colour (or red where a vehicle is yellow).
* Safety information labels shall be considered as permanent parts of the vehicle. If a label comes off or is hard to read, contact your dealer for a replacement.
* Sponsorship signage should not interfere with the visibility of identification and safety information labels.
* Maintenance shall be carried out in accordance with manufacturer’s instructions, although, more regular maintenance will be needed to combat the harsh conditions of operating in a beach environment. The condition of the equipment also impacts on the public image of surf lifesaving. It is important that operators ensure the vehicle is in good condition at all times.
* Fuel shall be used in accordance with the manufacturer’s guidelines and shall be stored in an appropriate container in a suitable location. New Zealand fuel storage guidelines must be adhered to.
* Passengers are not to be carried on the ATV Quad Bike and/or LUV Side-by-Side unless permitted by the manufacturer’s specifications. If passengers are being carried as part of a Patrolling operation (other Lifeguards) they must wear a fitted helmet.
* Never exceed the stated load limits for an ATV Quad Bike and/or LUV Side-by-Side. Cargo should be properly distributed and securely attached. Reduce speed and follow instructions for carrying cargo or towing a trailer. Allow greater distances for braking.
* Always inspect the ATV Quad Bike and/or LUV Side-by-Side each time before use to make sure it is in a safe operating condition.
* Always follow the inspection and maintenance procedures described in the ATV owners/operators manual and/or Club SOPs.

It is the responsibility of the clubs operating an ATV / Quad Bike and/or LUV Side-by-Side to have them registered and licensed under Registration class EA for 6 to 15 months at a time. This is important and can affect insurance.

Forms may be collected from the AA, AMI, Vehicle Testing NZ and Vehicle Inspection NZ. Phone the Motor Registration Centre on 0800 108 809 if you have any queries. Although not requiring a warrant of fitness, certain equipment must be maintained to WOF standard

## 5.11 LOST/MISSING PERSON OR VESSEL

Search and Rescue Operations should only be carried out if the patrol has the confidence and training to deal with the situation. If in any doubt, the after-hours callout squad and/or the NZ Police should be contacted promptly (depending on the type of search).

Before conducting a search, the patrol must ensure the safety of patrons in the patrolled area. There are three types of searches Surf Lifeguards are often called on to carry out:

**Lost Person:** Where a family member, friend, guardian, or external agency (Police, Coastguard) approaches the lifeguard/patrol and reports a person missing (either ‘on land’ or ‘in-water’).

**Found Person:** Where the patrol either a) is approached by a member of the pubic who has lost their group/parent/guardian b) comes across someone who appears distressed and lost or 3) when a member of the public finds the child/person and hands them over to a patrol member.

**Missing Vessel:** Where lifeguards are asked (by a member of the public or an external agency) to assist with the search of a marine vessel identified as missing.

**It is not recommended to carry out night time activities unless trained in Night Operation Procedures.**

The Surf Lifeguard/patrol member should initially follow the following escalating procedure for a lost or found person:

|  |  |
| --- | --- |
| **Action** | **Suggested Timeframe** |
| * Critical Information Gathering | 0 – 2 minutes |
| * Preliminary Observation/Scan * Secondary Information Gathering | 2 – 5 minutes |
| * Initial Search | 5 – 10 minutes |
| * Activate EMS (Police) * Coordinated Search by Patrol Captain until external agency arrives and takes command. | 10 minutes |

Information gathering:

**Critical** information you need to obtain from the informant about the missing person/vessel:

* Name(s)/nicknames or name of vessel
* Last known point (where was the person/vessel last seen?)
* General description (e.g. height, weight, hair colour) or vessel description.

**Secondary** information you need to obtain and pass on to members of the patrol team/Police:

* What they were wearing last (clothing, togs etc.)
* Last time they were seen and by whom?
* Does the missing person have any known medical problems (Diabetes, Epilepsy etc.)?
* Swimming ability (experienced, good, average, poor).
* Does the missing person have any floatation equipment with them (boogie board etc.)?
* How well do they know the area?
* Where has the informant already looked?
* Contact details of the informant (name, address, phone number, date of birth)
* For a missing vessel, ask what the intended travel route was.

Please remember to keep the informant with a member of the patrol at all times. Police will want to speak with the informant if the missing person has not been found before the Police arrive.

Many missing persons are found quickly (especially children) in nearby areas and can be located promptly by conducting a “likely point” search. This can be conducted promptly. As each area has been cleared the “likely point” search team should report to the Patrol Captain.

Direct the family and friends, available lifeguards (and bystanders if necessary) to check:

* The missing person's home
* Changing rooms
* Playground (if a child)
* Picnic areas
* Shop/kiosk
* Car park/missing person’s vehicle

Formulate a Search Plan (an example is provided below).

*Always ensure the safety of the patrolled area before allocating patrol resources (lifeguards and equipment) to a search.*

**Example Search Plan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Search**  **Team** | **Search Area** | **Hazards to watch out for** | **Team Members (List)** | **Search Type** | **Call Sign**  **(Radio)** | **Search commenced at: (time)** |
| Alpha | Track to Waimama Bay and Waimama Bay | Rough terrain  Wear boots | Sally  Nigel  Nathan  Dylan | Track search + 2m either side | Whiritoa Alpha | 1000 |
| Bravo | Coastline From Lagoon to Waimama Bay | Large Surf and Rocks | Mike  Danny | Shoreline sweep and scan in IRB | Whiritoa Inflatable | 1005 |
| Charlie | Carpark, Kiosk, Playground | Traffic | Richard  Samantha | Walk around areas and search | Whiritoa Charlie | 1005 |
| Delta | Missing Persons home | Traffic | Haydn  Tasha | Drive to persons home. Keep eye to/from incase missing person in transit. | Whiritoa Delta. | 1010 |

## 5.12 SAND STRUCTURE COLLAPSE

The purpose of this guideline is to outline the hazards associated with digging sand holes at the beach and to highlight how patrol members can control it as a risk.

**Sand structures/digging cause hazards because;**

* Sand obscures and exposes other hidden hazards such as glass, munitions, sharp objects and other items that may have been buried.
* Sand can become unstable when nearing down towards sea level (creates movement).
* Sand is unstable and can’t be trusted as it may collapse at any time without warning (especially hazardous with tunnels).
* A toddler is obscured from view when digging inside a deep hole and cannot be seen in the event of a collapse.
* Holes/tunnels prevent uneven surfaces to Surf Lifeguards when responding to an incident on foot or while operating vehicles/ATV, especially in times of poor light, bright sunlight or when attention is diverted out to sea.
* Digging into the side of a sand dune creates an unstable overhang that can collapse at any time.

**Guidelines for patrol members**

* Discourage deep sand digging where possible.
* Act proactively by talking to parents or caregivers if a potential sand structure collapse risk is identified (i.e. a large hole or tunnel with children playing inside).
* Ensure your surf club has a few shovels/spades that could be used in the event of a sand structure collapse.
* Encourage children and parents to fill in any holes that have been created to minimise the risk to lifeguards during the response to an emergency.

**In the event of a sand structure collapse**

* If a patient requires digging out of a collapsed sand structure then call 111
* Send other members to get digging equipment/oxygen equipment from the surf club.
* Ask bystanders/witness about location and depth any people thought to be trapped under sand.
* Use bystanders and all available lifeguards to clear sand with hands as quickly as possible.
* Be careful when using digging equipment (spades and shovels) as these may seriously injure the person underneath. Use digging equipment in a sweeping motion to push sand away (rather than a digging motion or stabbing the spade/shovel into the sand).
* Once the trapped person is found, remove from the hole/tunnel immediately.
* Check and maintain Airway, Breathing, Circulation (apply oxygen if needed).

## 5.13 BODY RECOVERY PROTOCOL

Also see ‘Body Recovery’ Policy.

<https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

Dealing with fatalities and human remains is an unfortunate event that may be faced by Surf Lifeguards. If a body has washed up in your vicinity, it should only be moved if there is a danger of it being washed away.

Patrolling lifeguards may be requested by the Police to become involved in the recovery of human remains either on land or in water. Only Lifeguards over 18 Years of age should be involved in body recovery work.

Once body recovery has been completed, an Incident Form needs to be completed and all members involved should be referred for Critical Incident Stress Debriefing. See ‘Critical Incident Management Procedures’ Policy. <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

**Patrol Captain considerations**

In the first instance the Patrol Captain must decide if it is absolutely necessary to handle a body. The Police ask that human remains are interfered with only if they will otherwise be lost. Even so, it is at the Patrol Captain’s discretion to decide to intervene in what can be an extremely traumatic task for lifeguards.

Considerations may include:

* Minimising impact on lifeguards
* Likelihood of losing contact with the remains
* Experience, age and maturity of lifeguards present

In all cases, human remains should be handled with dignity and respect. Beyond the considerations of rescue and resuscitation attempts, crowd control and privacy is a key factor.

**What to Expect from Police**

Police work as agents of the Coroner and must collect information relating to deaths to establish who has died, where they died, how they died and when they died. Police will take charge of the scene and organise the transportation of the remains from the scene. Dealing with human remains is the responsibility of the Police, not Surf Lifeguards. However, lifeguards are the experts in the surf environment and can offer substantial assistance to Police when human remains are in the water. Furthermore lifeguards can minimise crowd exposure to the remains during the time it takes for Police to arrive at the scene to protect the psychological wellbeing of members of the public and other lifeguards.

**Three Likely Situations**

1. Recently living: Less than 30 minutes estimated submersion in water. Lifeguards involved with rescue and/or resuscitation attempt. Always treat as injured and alive (viable patient) until relieved by Police, Ambulance or Rescue Helicopter paramedics.
2. Recently deceased: More than 30 minutes estimated submersion in water. No resuscitation attempted. Patrol Captain to look at securing the body if it is in the water and bring the remains to shore.
3. Long deceased: More than 36 hours estimated submersion in water. If the person is long deceased, the remains may be moderately to highly decomposed making recovery an extremely difficult and distasteful task. Patrol Captain to look at securing the body if it is in the water and bring the remains to shore if it is safe to do so.

**Lifeguard Safety**

It is inappropriate to risk life, psychological or physical injury or equipment damage in body recovery operations. If proceeding, a risk of infection exists and the use of gloves is highly recommended. Lifeguards involved in operational activities should be aware of critical incident stress debriefing (CISD) that aids in maintaining psychological wellbeing. Surf Life Saving Clubs should consider maintaining a body recovery kit that includes:

* Body bag
* Arm length gloves (2 pairs)
* Blanket/sheet
* Plastic bags
* Face masks (cloth)
* Disinfectant

*Body Bags and gloves are available from: Regal Manufacturers Ltd, 17 Collins Ave Linden Wellington (04) 232 8168.*

**Body Recovery Basics**

|  |  |
| --- | --- |
| In Water | On land |
| * Assess situation * Recover body if possible * Minimise direct contact with body * If no recovery is possible mark or note location and if possible, maintain contact/sight of the body | * Assess situation * If necessary ensure body is retrieved above waterline * If body must be moved, note any details and keep as close as possible to the original site |

**General Principles**

* The body should be disturbed as little as possible
* The Police should be notified as soon as practicable
* Isolate the area

**Consider**

* Members of the public
* Relatives/friends
* The deceased person
* Note locations, times and other relevant details
* Keep any witnesses close to scene or take contact details

**Transport Arrangements**

Transport of a body or human remains is the responsibility of the Police.

## 5.14 MAJOR ACCIDENTS/INCIDENTS

A major accident/incident may be as follows:

* Missing aquatic user or missing person last seen in the water or a missing child last seen close to the water.
* Aquatic/land based death in your area that has involved lifeguard interaction (both within and outside patrol hours).
* Unconscious patient that is treated by the patrol or a surf club member.
* Any unusual incident.
* Any trauma counselling/peer debrief of Surf Club members.

In the event of an incident, the situation must be treated as serious. Members must be vigilant, follow set guidelines and take appropriate action to minimise the possibility of such accidents. If an incident occurs, it is essential to:

* Take necessary action to bring the victim to safety and apply appropriate first aid treatment in accordance with SLSNZ standard procedures and training.
* Activate EMS ambulance/helicopter as appropriate.
* Obtain names and address of independent (non-club) witnesses and, if possible, written statements.
* Work with SLSNZ to complete a debrief and review.
* Compile detailed reports including SLSNZ paperwork and forward to your Lifesaving Manager as soon as possible.
* Direct any media enquiries to SLSNZ.
* Under no circumstances is any club member to admit liability or negligence.

As soon as the immediate problem of the accident is controlled, the senior club officer must take full notes of the incident. Use the appropriate SLSNZ report form(s) to assist with the collection of relevant information:

* Times
* Sea conditions
* Wind direction
* Persons involved
* Names and addresses of witnesses
* Sequence of events
* Purpose and use of equipment
* Crew/operator
* Speed of craft, etc.
* Ensure all log books are completed
* Refer to ‘Critical Incident Management Procedures’ Policy <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

In most case a representative from SLSNZ will be able to assist with this.

## 5.15 INFORMING SLSNZ OF A SERIOUS INCIDENT

Immediately report the incident to your Lifesaving Manager who will decide to either attend in person or send a nominated representative to the scene. The representative will begin to gather information on the incident to complete an initial report.

This initial report must be forwarded to SLSNZ within 24hrs and must contain at least the following information:

* Location
* Time
* Date
* Number of patients
* Name of patients
* Age of patients
* Gender of patients
* Brief circumstances
* Type of rescue equipment used
* The hospital the patient(s) transported to

Refer to ‘Critical Incident Management Procedures’ Policy <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Regional Staff** | **Name** | **Phone** | | **Email** |
| Club & Member Development Officer |  |  |  | |
| National Lifesaving Manager | Allan Mundy | 0272452660 | allan.mundy@surflifesaving.org.nz | |
| Regional Manager |  |  |  | |

## 5.16 LOST PROPERTY

From time to time, members of the public hand in lost valuables or items of clothing to the patrol. In other situations, Surf Lifeguards may pick up items whilst undertaking patrolling duties that appear lost.

In both situations, confirm that the owner of the property is not in the immediate vicinity. Check the item for ownership information (such as ID in a wallet, name on clothing, engraving on jewelry).

The item which is handed in to the patrol by a member of the public is to be recorded into a ‘Lost Property Register’ with the following information:

* Item name and description
* Date/time handed in
* Location the item was found (either by the lifeguard or member of public)
* Name, address, phone number of the person who handed the item in

The item should then be locked away in a secure manner.

If the item is valuable such as jewelry, watch, cell phone, wallet/purse, or money, the NZ Police must be contacted and they will arrange pick up of the valuables.

Items, which are not deemed to be ‘valuable’, are to be kept in a secure manner. At some stage during the patrol contact the NZ Police and seek advice on what to do with the items.

If a member of the public reports a lost valuable item, record their details into the Lost Property Register and include:

* Item name and description
* Date/time the item was lost
* Location the item was lost or last seen
* Name, address, phone number of the person who has lost the item

If a member of the public wishes to claim an item of lost property that has been handed in then collect the following information and record into the Lost Property Register:

* Name (obtain identification if possible)
* Address
* Telephone number

It is important that the person claiming the items can give an accurate description of the items involved. If you are unsure about the authenticity of the person claiming the items, refer it to the police.

# 6.0 LIFEGUARD WELLBEING AND HEALTH & SAFETY

Providing for the health and safety of all lifeguards and other volunteer SLS volunteers must be the first priority of all patrols. By providing for the health and safety of lifeguards, you ensure that they in turn are able to prevent drowning and save lives on our beaches. Think and act - SAFETY FIRST.

## 6.1 CRITICAL INCIDENT STRESS DEBRIEFING (CISD)

Refer to ‘Critical Incident Management Procedures’ Policy <https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

Major incidents or serious trauma can often have significant effects on rescuers’ physical and mental health and well-being. Following such incidents there may be a need for early intervention and critical incident stress debriefing. What may appear minor to one person may seem very stressful to another, so in all cases exercise the benefit of the doubt and look for ways to assist lifeguard resilience and recovery.

Acute stress reactions are common, but often subtle. Lifeguards may show difficulties in the days and weeks an event. Stress reactions develop in people facing stress, threat or loss and are responses that help the person to cope. They can be unpleasant and distressing at the time, however, these reactions usually start to settle down after a few days or weeks.

Post trauma reactions can include the following:

**Withdrawal**

* Numbness, depression
* Withdrawal from family and friends
* Avoidance of incident site

**Re-experiencing**

* Fear of returning to patrol
* Intrusive thoughts of event
* Flashbacks and nightmares
* Hyper-alertness

**Other Reactions**

* Difficulty in handling patrol
* Sleep difficulties
* Patrol-related accidents
* Irritability and outbursts
* Memory loss
* Concentration lapses
* Physical problems
* Alcohol/substance abuse
* Health problems
* Change in appetite

**Critical Incident Stress Debriefing**

A debriefing session can be on an individual basis but is normally in a group session. The focus is to normalise the trauma and develop appropriate support. A debriefing is a group meeting designed to prevent long term post trauma psychological consequences. Debriefings are normally of limited duration (approximately 90 minutes). The debriefing accommodates those experiencing the incident with emphasis on coping skills and self-referrals for further assistance.

**Post-Trauma Counselling**

Counselling sessions are extensions of debriefings and include continued discussion of the traumatic event, post-trauma consequences and further development of coping skills. Some people who participate in a debriefing require further services in the form of individual counselling. This is available as part of the free service to members and it is preferred that you arrange this through SLSNZ by contacting your Club Development Officer.

All inquiries into this free service will be treated in the strictest of confidence. Employee Assistance Programme (EAP) Services have been contracted to provide this service to our membership. Please arrange CISD work through your Club Development Officer.

A SLSNZ Incident Report Form and other related forms must be completed and lodged - refer to 5.4 Incident Flow Chart, when an initial Critical Incident Stress Debriefing and or Post-Trauma Counselling session is arranged.

## 6.2 LIFEGUARD DEHYDRATION and UV EXPOSURE

Lifeguards should be aware of the risks of heat exhaustion and heat stroke in the beach environment, and appropriate steps to stay well hydrated.

Lifeguards should be aware of the skin cancer risk posed by sun exposure. Even on overcast or cool days, UV exposure in New Zealand poses a significant health threat to exposed skin. The best protection is to seek shade from the sun and reflected light. Next best is covering exposed skin with full-brimmed hats, wearing sunglasses, and using long-sleeve UV-protective clothing. Sunscreen is less effective than shade and clothing, but still critically important in the protection exposed skin. It should be applied at least two hourly and in sufficient quantities to be effective.

## 6.3 INFECTION RISKS

Water quality at NZ beaches can vary, especially within estuaries or near river mouths. Lifeguards and other beach users are at some risk of water borne infectious diseases, though this risk is generally low. Adhering to beach closure advice given by local authorities helps minimise this risk. Showering after swimming is another way of reducing infection risk.

Open wounds are at particular risk of infection in the marine environment. Avoid swimming with open wounds, and ensure any new wounds are immediately irrigated with plenty of tap water and receive appropriate medical follow-up.

Other infectious disease health risks to lifeguards include meningitis (often spread among teenagers and people living together in groups), hepatitis B/C and HIV (typically from needle stick injuries and possibly from exposure of open wounds to patients’ blood), as well as viral illnesses such as flu, glandular fever, or herpes infections. Avoiding contact with other people’s saliva/secretions, not touching one’s face, and covering one’s cough are easy ways of avoiding spreading minor infections. Perhaps the best advice is avoid coming to the surf club if you are sick, (have a fever, a cough, or diarrhoea) and infecting others. Phone in to your patrol captain, and take time off at home to recover.

Immunisations: It is strongly recommended that members be fully immunised against vaccine-preventable diseases, and maintain their immunisations up-to-date. This helps reduce the health risk to fellow lifeguards, as well as members of the public who may cannot be fully immunised (babies, pregnant women, people with cancer or immunocompromised, people with vaccine allergies, etc.). It also protects the individual being immunised from developing a vaccine-preventable disease.

Recommended for all lifeguards are the immunisations on the National Immunisation Schedule, as well as the hepatitis B vaccine series. This may not be government funded for certain age groups, but is still strongly recommended for all lifeguards. Funding could be raised through a club-level initiative. Meningococcal immunisation should be undertaken when and if advised by health authorities. Influenza vaccination is important for people like lifeguards, because of the risk they pose to the wider public during the period when they “infectious but unaware”. As is common with many infectious diseases, there is a time when people are infectious to others, but have not yet developed any symptoms themselves, and so do not know to self-quarantine. Vaccination helps prevent wider spread of the disease as well as lower severity to the individual when infected.

Mouth to Mouth: It should be noted that there is virtually no risk of infection to rescuers who provide CPR, even and including mouth-to-mouth ventilations. The risk of contracting HIV from mouth to mouth ventilation, for example, has been estimated at less than one in a million.

Personal Protective Equipment: The expectation is that lifeguards will use personal protective equipment in cases where there is any chance of infection or cross-contamination. It is highly recommended that lifeguards use gloves, masks, eye protection, and barrier devices (such as face shields).

## 6.4 POST EXPOSURE/INCIDENT ACTION

Following injury, lifeguards should seek medical advice. Your doctor will access the injury and recommend the suitable treatment, usually an injection. If a lifeguard feels they have been put at risk through lifesaving duties they are encouraged to follow the following risk minimisation protocol;

* Fill out a SLSNZ Accident and Incident Report as well as a SLSNZ Incident Report and send these along with any proof of expenditure (receipts etc.) relating to the incident to your Club Development Officer.

## 6.5 Health & Safety Best Practices

Health & Safety Best Practices require individuals and clubs to fulfil the following duties;

1. Identify the work, e.g. establish and maintain a safe beach patrol.
2. Identify those that will be affected by the work, e.g. lifeguards, beach users, other individuals and groups in or around the patrolled area.
3. Identify any hazards and risks associated with the work, e.g. a) hazard = rip, risk = potential loss of life, b) hazard = large dumping shore break, risk = potential for serious injury and or loss of life, c) hazard = vehicles in and around the patrol area, risks = potential injury to other beach users
4. Assess the probability and consequences of the risks.

Probability scale:

|  |  |  |
| --- | --- | --- |
| Score | Scale | Frequency of accident or illness |
| 1 | Rare | Would only occur in exceptional circumstances. |
| 2 | Unlikely | Incident conceivable at some time, but only remotely possible. |
| 3 | Possible | Could occur at some time, has probably happened in the past. |
| 4 | Likely | Will probably occur in most circumstances, known to have happened in the past. |
| 5 | Almost certain | Expected to occur in most circumstances, regularly occurred in the past. |

Consequence scale:

|  |  |  |
| --- | --- | --- |
| Score | Scale | Severity of accident or illness |
| 1 | Insignificant Injuries | No real injury or illness resulting – e.g. minor bumps, bruises or abrasions. |
| 2 | Minor Injuries | First aid or minor medical treatment is required – e.g. sprains, strains and cuts. |
| 3 | Significant Injuries | Injury or illness requiring treatment by a qualified medical practitioner such as a GP or Emergency Department, e.g. fractures, dislocations or wounds needing stitches. |
| 4 | Serious Injuries | Life or limb threatening Injury or illness requiring immediate emergency medical assistance (hospitalisation), e.g. multiple trauma in juries with potential for permanent disablement. |
| 5 | Fatality | One or more multiple fatalities are possible. |

A risk assessment category (Critical, High, Moderate or Low) for each hazard should be considered by using the following chart. Hazards with the highest rating should be given priority (refer to Page 10 of this document for the Table)

6. Apply Control Measures e.g. a) position the flags in a safe zone away from the rip, b) place signs warning potential users of the shore dump, have lifeguards inform beach users of the potential risks, c) place signs warning beach users of the presence of vehicles, place signs warning vehicle users of the need to slow down around other beach users, consider contacting the police for assistance if required.

1. Monitor hazards, risks and control measures and adjust or modify as necessary.

# 7.0 POLICY REGISTER POM SECTION C 2019-20 SEASON

<https://www.surflifesaving.org.nz/organisation/about-us/management-documents/slsnz-policies>

### Lifesaving Policies and Procedures:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Policy Name** | **Operational Area** | **Policy Status** | **Date Published** | **Date for Renewal** |
| [Accreditation of Regional Call-Out Squads](https://www.surflifesaving.org.nz/media/460470/sls024-accreditation-of-regional-callout-squads.pdf) | Lifesaving | Current - Review required | 2014 |  |
| [Annual Volunteer Surf Lifeguard Refreshers](https://www.surflifesaving.org.nz/media/931534/sls018-vlps-annual-volunteer-surf-lifeguard-refreshers_v3_2016.pdf) | Lifesaving | Current | 2016 |  |
| [All Terrain Vehicle (ATV)](https://www.surflifesaving.org.nz/media/987276/sls033_atv_v2.pdf) | Lifesaving | Under Review |  |  |
| Approved IRB Specifications | Lifesaving | Include in Rescue Assets Specification Manual |  |  |
| [Billing for Use of Rescue Assets](https://www.surflifesaving.org.nz/media/931539/sls025-billing-for-use-of-rescue-assets-v3-2017.pdf) | Lifesaving | Current | 2017 |  |
| [Body Recovery](https://www.surflifesaving.org.nz/media/931548/sls005-body-recovery_v2_2016.pdf) | Lifesaving | Current | 2016 |  |
| [Breaching Patrol Standards](https://www.surflifesaving.org.nz/media/931485/sls029-breaching-patrol-standardsv3_2017.pdf) | Lifesaving | Under Review | 2017 |  |
| [Buoyancy Support in IRBs](https://www.surflifesaving.org.nz/media/148076/sls013-vlps-buoyancy-support-in-irbs.pdf) | Lifesaving | Current - Review required | 2012 |  |
| CIM Procedures | Lifesaving | Under Development |  |  |
| Crewing IRB's (IRB Crew Policy & Procedures) | Lifesaving | Under Development |  |  |
| [Critical Incident Management Procedures](https://www.surflifesaving.org.nz/media/931536/sls020-critical-incident-management-procedures.pdf) | Lifesaving | Current - Review required | 2015 |  |
| [Designation of Lifesaving Patrolled Area](https://www.surflifesaving.org.nz/media/931555/sls016-vlps-designation-of-lifesaving-patrolled-area_v2_2016.pdf) | Lifesaving | Current | 2016 |  |
| [Disaster Survival and Preparedness](https://www.surflifesaving.org.nz/media/148084/sls021-disaster-survival-and-preparedness.pdf) | Lifesaving | Current - Review required | 2011 |  |
| [Equipment](https://www.surflifesaving.org.nz/media/460463/sls011-vlps-equipment.pdf) | Lifesaving | Current - Review required | 2014 |  |
| [Event Lifeguard Policy](https://www.surflifesaving.org.nz/media/988081/sls008-event-lifeguard-policy-v3.pdf) | Lifesaving | Current - Review required | 2014 |  |
| [Helmet use in Powered Craft and Lifeguarding around Rocks](https://www.surflifesaving.org.nz/media/987430/sls031-helmet-use-in-lifeguard-operations.pdf) | Lifesaving | Under Review | 2017 |  |
| IRB Specifications | Lifesaving | Include in Rescue Asset Specifications Manual |  |  |
| [Lifeguard Uniform](https://www.surflifesaving.org.nz/media/931550/sls009-lifeguard-uniform_v2_2016.pdf) | Lifesaving | Under Review |  |  |
| [Lifesaving Activities Around Rocks](https://www.surflifesaving.org.nz/media/987431/sls032lifesaving-activities-around-rocks-v24-17_12_18.pdf) | Lifesaving | Under Review |  |  |
| [Member Injuries](https://www.surflifesaving.org.nz/media/931545/sls001-member-injuries_v2_2016.pdf) | Lifesaving | Current - Review required |  |  |
| [Membership to Surf Life Saving New Zealand](https://www.surflifesaving.org.nz/media/931535/sls019-membership-to-surf-life-saving-in-new-zealand_v3_2016.pdf) | Lifesaving | Current - Review required | 2012 |  |
| [Methoxyflurane for Clubs](https://www.surflifesaving.org.nz/media/987081/sls037-methoxyflurane-for-club-v3.pdf) | Lifesaving | Current | 2017 |  |
| [Minimum Equipment for SAR](https://www.surflifesaving.org.nz/media/460472/sls026-minimum-equipment-for-sar.pdf) | Lifesaving | Under Review | 2011 |  |
| [Number of Lifeguards](https://www.surflifesaving.org.nz/media/931553/sls014-vlps-number-of-lifeguards_v3_2016.pdf) | Lifesaving | Current | 2016 |  |
| [Patrol Captains Reports](https://www.surflifesaving.org.nz/media/931554/sls015-vlps-patrol-captains-reports_v2_2016.pdf) | Lifesaving | Current | 2016 |  |
| [Patrol Support](https://www.surflifesaving.org.nz/media/797768/sls006-patrol-support.pdf) | Lifesaving | Current - Review required | 2015 |  |
| [POM](https://www.surflifesaving.org.nz/media/988082/sls010-pom_v4_2019.pdf) | Lifesaving | Current | 2016 |  |
| [Proactive Lifesaving](https://www.surflifesaving.org.nz/media/931533/sls017-vlps-proactive-lifesaving_v3_2016.pdf) | Lifesaving | Current | 2016 |  |
| [Prototype Experimental Equipment](https://www.surflifesaving.org.nz/media/931549/sls007-prototype-experimental-equipment_v2_2016.pdf) | Lifesaving | Current | 2017 |  |
| [Rescue of the Month](https://www.surflifesaving.org.nz/media/931547/sls003-rescue-of-the-month_v3_2017.pdf) | Lifesaving | Current | 2017 | 2018 |
| [Responding to Incidents in Private Motor Vehicles](https://www.surflifesaving.org.nz/media/931540/sls027-responding-to-incidents-in-private-motor-vehiclesv2.pdf) | Lifesaving | Current | 2017 |  |
| [Search and Rescue Operations](https://www.surflifesaving.org.nz/media/931538/sls023-search-and-rescue-operations.pdf) | Lifesaving | Current - Review required | 2014 |  |
| [Shark Safety](https://www.surflifesaving.org.nz/media/460456/sls004-shark-safety.pdf) | Lifesaving | Current - Review required | 2014 |  |
| [Tsunami Response](https://www.surflifesaving.org.nz/media/931537/sls022-vlps-tsunami-alert-response-plan.pdf) | Lifesaving | Under Review | 2014 |  |
| [Use of Rescue Water Craft (RWC)](https://www.surflifesaving.org.nz/media/889908/sls030_use_of_rescue_water_craftv2.pdf) | Lifesaving | Current - Review required | 2015 |  |

# APPENDICES

# APPENDIX 1 - SLSNZ MEDIA GUIDELINES & TIPS FOR CLUBS

All organisations need media profile and none more so than charities like Surf Life Saving. It’s important that we all maximise any media opportunities and convey consistent messaging.

Surf Life Saving Clubs have the ability to play a pivotal role in media relations and many will be contacted by media to comment on activity and incidents at their patrolled location.

The purpose of this document is to provide some guidelines and tips for dealing with media in order to ensure that all media opportunities are maximised and any risk to your club and SLSNZ is minimised wherever possible. Media refers to all print, television, radio and online media (including bloggers).

**Process:**

Surf Life Saving’s standard practice for media is that any stories of national significance need to come through SLSNZ to appoint the appropriate spokesperson with specialist knowledge. We will then allocate one of our senior members of staff, depending on the nature of the story, to comment on behalf of the organisation or the Surf Life Saving movement as a whole. Localised stories that will reach a national audience, i.e. TV news, should also be cleared by SLSNZ before any interviewing or filming takes place.

This approach is consistent across all four regions.

In any multi-agency operation, comment should be left to the lead agency i.e. Police. Any approved comment from Surf Life Saving should be restricted to the part played by lifeguards. Any detail about the incident itself and the patient(s) should be left to Police.

We have close working relationships with a number of related organisations such as Water Safety NZ, Coastguard and Police to name but a few. We keep each other informed about related media so there are no surprises and each of us is keeping to our specialist area of expertise. SLSNZ and clubs should only comment on surf lifesaving activities and leave any comment on other areas to the respective organisation.

Individual clubs are certainly encouraged to undertake media opportunities in relation to their own club, although SLSNZ does still appreciate being kept in the loop so we can offer any support if needed and also so we are aware what's being covered around the country.

**Guidelines for clubs:**

* Comments should be limited to the activities of your club and patrol locations. All matters of national importance should be referred to the SLSNZ Media & Communications Specialist or your Regional Manager who will deal with this accordingly.
* Ensure any comment you make in relation to your club and operational activities is appropriate to the position you hold. If you’re approached by media on a topic where you’re not the club’s appointed spokesperson, advise the journalist that someone will get back to them as soon as possible and take their key details i.e. name, publication, nature of story and information required.
* Don’t make assumptions or comments about what you think might be the case at other clubs or beaches. Always be mindful to emphasise the club aspect as a comment you may make in your local paper may be picked up by national media or reproduced in a digital space if it could be skewed to a national matter.
* Any comment should be from the perspective of your club and not attached to personal views/opinions.
* Be very clear and precise with your comments and don’t give any opportunity to be misquoted. You can say a lot, but if your quote has the potential for media to take a ‘grab’ - sometimes they will choose to use selected words or sentences out of context which can skew the comment.
* Be aware that anything you post on your club’s social media pages can be picked up, used and quoted by media across national and local media- so always be mindful of what you are writing.
* Active lifeguards should wear their full and current red and yellow lifeguard uniform for all photography/ filming/interview requirements. Wearing old, faded or untidy uniform is not presenting a professional image and may not reflect current sponsorship arrangements. Alternatively, a club polo or tidy attire should be worn.
* Capturing patients’ contact details is really important to maximise media and PR opportunities. Wherever possible, strive to collect this information on the incident report form at the conclusion of a rescue.
* You should remember that your comments will often be permanently available and able to be reproduced in other media.

**In a major incident:**

* Always deal with the incident first- the safety of the lifeguards and the public comes first.
* If media are on the beach and in the way- politely advise them there is a rescue in progress and the area needs to be kept clear.
* Offer to pass their details onto the SLSNZ Media & Communications Specialist who will be able to assist.
* Call your Regional Manager who can then advise the SLSNZ Media & Communications

Manager as soon as the incident has been dealt with.

**HELPFUL TIPS**

* Journalists are trained to interview people. If they ask you a question you’re unsure about, don’t be afraid to make a note of it and tell them you’ll come back to them with the answer. It’s better than guessing and then seeing your guess attached to an angle you didn’t consider.
* If you ever say something you realise you shouldn’t have said, or it could be misunderstood or put in the wrong context - tell them your quote ‘is off the record’ – but you must get in quick or it’s fair game for them to quote you.
* If in doubt about what to say, just stick to the facts and explain what happened.

**Useful media phrases during emergencies:**

* I can confirm that lifeguards have been called to assist and a rescue crew has (or is about to be) dispatched. But we have no other detail for media at this stage. Please, try us again in 30/40/50 minutes.
* We’ve been asked to refer all media calls to Police, so unfortunately I’m unable to make any comment.
* (For photographers) I’m going to have to ask you to remain right here please. We have an operation underway right now, and beyond this area is a no-go zone. But we will try to get you closer for a photo once things settle.

**Useful media phrases during a serious incident:**

* Give me a couple of minutes please – I need to debrief with my colleagues. But I’ll be back to talk to you as soon as I can.
* I can give you some brief details but I’m only authorised to talk about Surf Life Saving’s role in today’s rescue.
* I’m afraid I’m not authorised to talk to the media yet. Give me a contact number and I’ll make sure someone gets in touch as soon as possible.

**Sidestepping sensitive questions:**

* I need to stop you because these questions should be directed to our national office. I’ll have to refer you to our Media & Communications Specialist.
* That’s a matter you should really address with the Police.
* I’m not authorised to comment on this, I’ll have to refer you to our Media & Communications Specialist.

**Dealing with tragedy:**

* What happened here today is an absolute tragedy for the friends and family of this man/woman.
* It’s not for me to say how or why this tragedy occurred, but I can tell you that someone has lost a family member or friend and that’s going to be devastating for them and all those involved.
* That’s a private matter for the family. It would not be appropriate for me to comment on how they reacted to today’s tragedy.

**At the completion of a rescue:**

* I’m particularly proud of the way our lifeguards performed today.
* This successful rescue is an outstanding example of the professionalism and commitment of volunteer lifeguards.
* New Zealanders should be very proud of their volunteer surf lifeguards. These men and woman put their own lives on the line to rescue people.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **National Staff** | **Name** | **Phone** | **Email** | |
| National Lifesaving Manager | Allan Mundy | 027 245 2660 | | allan.mundy@surflifesaving.org.nz |
| Media & Communications Manager | TBA | Check SLSNZ web site for phone | | media@surflifesaving.org.nz |
| Chief Operations Officer | Adam Wooler | 021 500 279 | | adam.wooler@surflifesaving.org.nz |

# APPENDIX 2 - MINIMUM CONTENTS OF PORTABLE FIRST AID KIT & FIRST AID ROOM

|  |  |
| --- | --- |
| **Recommended contents** | **Check** |
| 1 x small torch |  |
| 1 x clothing shears |  |
| 3 x protective gloves |  |
| 2 x sterile gauze 75x75mm |  |
| 1 x 5m roll 25mm tape |  |
| 1 x resuscitation face shield |  |
| 1 x first aid pamphlet |  |
| 1 x eye pad |  |
| 1 x notepad and pencil |  |
| 1 x stainless scissors |  |
| 3 x plastic bags |  |
| 2 x combined dressing 20x100mm |  |
| 12 x AWC (steri) strips 30x40mm |  |
| 2 x 100mmx1.5m crepe bandage |  |
| 2 x 150mmx1.5m crepe bandage |  |
| 1 x emergency blanket |  |
| 2 x melolite 100x75mm |  |
| 2 x combine dressing 200x200mm |  |
| 2 x 900x1300 triangular bandages |  |
| 6 x safety pins |  |
| 6 x 30ml saline |  |
| 4 x disposable gloves in bag |  |

# APPENDIX 3 - MINIMUM FIRST AID ROOM/TREATMENT FACILITY CONTENTS

|  |  |
| --- | --- |
| **Oxygen/resuscitation kit containing:** | **Check** |
| Size oxygen/resuscitation cylinder (at least ¾ full) with flow regulator connected |  |
| Adult bag/mask resuscitator assembled. Child bag/mask resuscitator assembled |  |
| Suction unit (Laerdal Vvac or similar) |  |
| Adult and child acute mask |  |
| Oxygen supply tubing (2 x spare) |  |
| Oropharyngeal airways (OPA) (sizes 0,1,2,3) |  |
| Penlight torch, pen and paper |  |
| Rescue sheet (space blanket) |  |
| Clothing shears |  |
| Spare stocks of oxygen masks and tubing etc. |  |
| Adult & child non-rebreather mask |  |
|  |  |
| **Other recommended equipment:** |  |
| Pneu splints/cardboard arm and leg splints or better |  |
| Spare full Size A oxygen cylinder |  |
| Disinfectant and cleaning supplies |  |
| Emergency contacts telephone list |  |
| Automated External Defibrillator (AED) |  |
| Spare pads for Automated External Defibrillator |  |
| Appropriate SLSNZ forms |  |
| Patient examination couch/bed |  |
| Dedicated storage facility for first aid supplies. |  |
| Spinal board (backboard stretcher) |  |
| Blankets |  |
| Eyewash bottle |  |
| Sink and hand wash station |  |
| Hygienic waste disposal container |  |
| Aspirin |  |
| Pulse Oximeter |  |
| Glucometer |  |
| Extra supplies of all listed equipment |  |