

**THE GLIDE SURF SCHOOL
NORMAL OPERATING PROCEDURE
&
EMERGENCY ACTION PLAN**

**STAND UP PADDLE BOARD LESSONS
COACHING & INSTRUCTION AT MILLFARM
CAMPING AND LAKES**

Revised 20th June 2022

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1. INTRODUCTION

It is essential that The Glide Surf School staff is fully aware of their role and are able to understand how to operate the MillFarm Camping and Lakes location as well as recognise the potential hazards that exist or may arise.

Although the MillFarm Camping and Lakes launch areas are safe, incidents do occur as a result of the clients, staff and public misuse and accident. In accordance with these potential hazards, this document as the **NORMAL OPERATING PROCEDURE (NOP)** sets out to make them known and together with a risk assessment how to operate avoiding the potential hazards by The Glide Surf School staff instructors and customers/clients. In case of an emergency the guidelines to follow will be outlined in our Emergency Action Plan.

This NOP document along with the RISK ASSESSMENT and EMERGENCY ACTION PLAN document will be reviewed annually and added to if necessary. If throughout the duration of the year it is found the document needs to be added to by carry out the tasks then it will be so with immediate effect.

'Stand up paddle boarding' will be referred to as 'SUP' through this normal operating procedure.'

2. GENERAL

Maps 1,2,3,4 of MillFarm and both the Lakes used (1 & 2) and a launch point area has been provided. This marks the vehicle access and car parking points (A), The Glide Surf School coaching and instruction entry and exit point (B & C), The Glide Surf School staff and client walking route to the launch point (D & E) and the location of nearest telephone for emergencies at the MillFarm Camping and Lake (F), the public / customer toilet (G)

All Staff who are instructing providing lessons will hold the equivalent of a Foundation Level 1 SUP qualification as well as a valid beach lifeguard or SUP safety and rescue award.

Lifesaving and first aid kit is available in the Glide Surf School emergency and safety box.

The known hazards and normal operating procedures are included in this report however it should be read in conjunction with the Glide Surf School Risk Assessment.

The Glide Surf School instructor will have access to a first aid kit in the Glide Surf School truck and also available at the side of the lake being use.

The Glide Surf staff / instructor will also be aware of the both this NOP and risk assessment.

There will be a safety equipment box available to the staff/instructors at all times. This will include mobile phone and dry pouch, x2 tow lines, thermal blanket, water bottle, spare hat, sun cream, sunglasses, first aid kit.

3. GREET CUSTOMERS

The customers/clients will be familiarised with their instructor in the car park before the lesson starts. They will also have access to the relevant NOP's and risk assessment via the website should they wish too.

The customers/clients will also be informed of designated meeting point in the car park by the truck. This will be necessary in the case of an emergency meeting point off of the lake.

4. PUPIL INFORMATION

When making a booking each customer/client will need to supply the Glide Surf School with their full name, contact information (email and mobile no.) Post Code and also any medical conditions that may hinder them during the lesson. All this must be obtained prior to the start of lesson. These will be listed under their booking notes. A contact number is requested and stored under booking information in the case of a minor U18's a parent/guardian so as there is someone to be contacted in case of an emergency.

Each pupil must be able to swim competently and be confident in the water.

Each pupil will be made aware that no jewellery or glasses must be worn during the Glide Surf School SUP lessons. If certain severe medical cases glasses need to be worn they will be done so at the customer/clients own risk.

Each pupil will make sure all they stay close to the rest of the group and instructors within easy visual distance at all times.

5. EQUIPMENT PROVIDED

All SUP LESSONS customer/clients will be provided with a SUP board, paddle and buoyancy aid that is sufficient and most ideal for their size and height.

All initial introduction stage of the SUP LESSONS will be undertaken using the 3 yellow marker buoys. These will positioned so as aid the pupils and not to interfere or restrict in anyway and be clearly visible from each other buoy.

Pupils will be provided with indication rash vests if not wearing a buoyancy aid, to clearly show they are part of the group. They must stay fairly near to each other at all times and will so as they will be easier to spot and observe.

6. THE INSTRUCTOR

The instructors will also at all times wear indication vests (Blue) so as to be easily identifiable. They will carry a whistle on them at all times whilst instructing and a SUP rescue board and a tow line will be available in the safety equipment bag. SUP LESSON group size per instructor will be no more than eight persons.

The instructor will make sure all the group stay together as best possible and within easy visual distance on the lake at all times.

The Glide Surf School instructor will hold a valid Level 1 FLAT WATER SUP qualification. They will also hold a SLSGB Beach Lifeguard Award or equivalent lifesaving/ SUP safety rescue award. They will also hold a valid DBS when above 18yrs old.

7. THE POTENTIAL HAZARDS –

See risk assessment for extra info and a list of controls.

- Trailer/equipment
- Other users from MillFarm Camping and Lakes car park. Summer time and busy public drinking/eating times
- Transporting Equipment
- Stacking equipment by the river side
- Entering the water
- Water Temperature depending on season
- On the water
- Tides and water flow
- Wind speed and direction increases or changes direction during the lesson.
- Air temperature dropping during evening lessons
- Sunshine and hot temperatures
- Thunder and lightening
- Leashes getting caught on submerged objects
- Wildlife
- Falling braches and overhanging trees
- Alcohol and drug use
- Customers/Clients

8. FIRST AID EQUIPMENT AND TREATMENT

In the case of a minor injury, a first aid kit is available at all times in The Glide Surf School trailer. Minor incidents can be dealt with by the instructor. In the case of a serious incident normal 999 procedures would be followed.

The First Aid Kit must be checked on a regular basis, this consists of:

- Guidance Card 1
- Individually wrapped sterile adhesive dressings (assorted sizes) 20
- Sterile eye pads, with attachments 2
- Individually wrapped triangular bandages 6
- Safety Pins 6
- Med. Sized sterile un-mediated wound dressings (10cm x 8cm) 6
- Large. Sized sterile un-medicated wound dressings (13cm x 9cm) 2
- Ex. Large. Sized sterile un-medicated wound dressings (28cmx17.5cm) 3
- Scissors 1
- Tweezers 1
- Cotton wool pads 5
- Cotton wool swabs 5
- Personal resuscitation mask 1
- Protective Gloves 3

9. RECORD KEEPING OF FIRST AID INCIDENTS

Full details must be recorded on the appropriate form of any incident which occurs, with particular reference to names and contact details of the persons concerned. This is kept inside the Glide Surf School truck when off site and then stored back at the Glide Surf School premises in Cromer all times. Any incident in accordance with section 18c of the Broads Authority Commercial Paddling Scheme will be reported to the Broads Authority within 72hrs.

10. EQUIPMENT

All SUP equipment will be of a high standard and quality and suitable for the activity and the pupils size, weight and ability. There will be an annual check as well as regularly checked by staff/instructors before and after each SUP lesson on the broads and replaced if deemed unsafe to use. Any equipment inspection changes will be recorded down on the SUP equipment list. The customers/clients will also be shown how to check their own equipment before and after use.

Rescue equipment i.e. a SUP rescue board and tow line must be available to the instructor at all times during the lesson. During SUP LESSONS the instructor will be able to use their own board for any safety of rescue.

11. BUOYANCY AIDS FOR SUP

These items will be compulsory for anyone U18 and optional for adults made available and used correctly by each customer/client and instructor during the lesson. They will be placed on before entering the water and not taken off until safely off the water on dry land.

12. STATIONARY EQUIPMENT ON THE RIVER BANK

All equipment belonging to the surf school will only be put on and off the trailer by the Glide Surf School staff/instructors. Once off the trailer all customers/clients will be shown verbally and demonstrated on how to transport the equipment safely. All equipment will be placed in safe area out of the way of the public who are walking in public areas and driving in the car park area.

13. BEFORE THE LESSON

All pupils and members of the group just watching will be welcomed and given an safety brief below by the staff and coaches:

- Car parking / fire / emergency meeting area
- Toilet area opposite main lake
- Changing and storage
- Land coaching areas and viewing area
- Lake Logistics
 - Entrance and exit area 1 & 2.
 - Lake marker buoys
 - Keeping 2m from the bank and not holding branches, down into safety position.
 - Depth of lake, shallow and deep areas.
 - Avoid swallowing water.
 - Safety whistle: 3 blasts = emergency and exit
 1 blast and head tap = In to coach
 1 blast and raised hand = return to land

14. COMPLETION OF LESSON

All customers/clients will check their own equipment again for any damage or problems. This will be overseen by the staff/instructors. All customers/clients will change either in the car park in their own vehicles or on the side of the river bank out of the public way. Any additional individual feedback from the session can be available to the pupils if required.

15. THE END OF WORKING SESSION

Once returned back to the Glide Surf School base in Cromer all SUP boards, paddles, wetsuits, buoyancy aids must be cleaned/disinfected and checked for damage, and prepared for the next day. The Glide Surf School trailer will be cleaned thoroughly and any preparations for the following day's activities will be carried out before leaving the Glide Surf School base. If a particularly late finish has occurred then this process can be carried out the following morning before lesson start again.

16. EMERGENCY ACTION PLAN

In the case of an incident at Millfarm Camping Lakes the head instructor will be informed as soon as possible, and the decision will be taken as to whether it is necessary to contact the emergency services. A mobile phone will be available at all times to all the Glide Surf School SUP instructors so they can call:

Serious accident:	Ambulance 999
Bomb threat, disorderly behaviour, and theft:	Police 999
Fire, flood, and gas leak:	Fire Brigade 999

Minor Emergencies

A minor emergency is an incident, which, if handled properly, does not result in a life-threatening situation. In each case however, it is important that the incident is recorded for further analysis. The casualty can if need be taken to:

Cromer Minor Injuries at Cromer Hospital, Mill Road, Cromer, NR27 OBQ. Tel. 01263 286286

Major Emergencies

A major emergency is one where an incident occurs resulting in serious injury or a life-threatening situation. As with minor emergencies, the response to most major emergencies follows a general pattern.

Major Emergencies

- SUP Instructor sounds a whistle, performs appropriate signal to group and alerts the head instructor.
- SUP Instructor and Head instructor (if required) will assess the situation and call for appropriate emergency support personnel or equipment (ambulance etc).
- Qualified instructors initiate first aid procedures and report to ambulance staff.
- Head instructor completes Incident and Accident Report Forms.

In the case of a fire then all clients will gather at the designated meeting point in the car park closest to lake 1 or 2. A head count will then be taken to ensure all persons are present.

Head injuries

All head injuries are treated as serious injuries, and assessment and treatment is carried out with extreme care.

Persons with face/head injuries will not be allowed to return to immediately back in the surf/SUP lesson. They are also advised to seek out further advanced medical attention and monitored for 72hrs after the incident.

Where injury is serious an ambulance will be called.

If there is any doubt as to the seriousness to the injury an ambulance will be called, as there is always a possibility of delayed concussion/loss of consciousness occurring.

Ambulance Crew Responsibilities

The Glide Surf School Instructor has the initial responsibility to care for and treat casualties prior to the arrival of the ambulance crew. They will then decide who is then best to continue with care and any treatment until if necessary. The instructor's responsibility may end once the ambulance crew start to care and treat the casualty.

The ambulance crew have full responsibility to transport unaccompanied children to hospital. The Glide Surf school instructor or head instructor will have the responsibility to inform parents or the emergency contact.

In the water

In the case of an emergency the emergency signal will be sounded and displayed to the group. The group will exit the lake and meet on the lake side and then the designated meeting point in the car park if necessary.

In the case of a first aid incident, the instructor will remove the group from the lake to a safe designated meeting point on the lake side or car park. The instructor will then assess the situation and the casualty as to what procedure to follow next. If needed, assistance will be requested from another instructor or pupil. The instructor will then decide who is then best to continue with care and any treatment of the casualty until if necessary, an ambulance crew arrive .

Drowning

If a casualty, is found unconscious in the water, then the group will be removed immediately from the water to a safe designated meeting point on the lake side or car park. The Surf School Instructor can take the initial responsibility to care for and treat casualties using DRABC and secondary survey. This will continue until the ambulance crew arrive. The responsibility of any treatment and care will then

be handed over to the ambulance crew. If the casualty is conscious before the ambulance crew arrive a detailed description must be given along with ensuring secondary drowning is checked for up to 72 hours after the event.

17. STAFF TRAINING

Staff training will be completed annually and generally at the start of each season during March. This will include a guided tour of all working areas and equipment, reading the risk assessments, NOP, EAP and going through their job description roles. This will be logged and monitored through the year.

MAP 1



MAP 2



MAP 3



MAP 4

