



THUMBS UP SURF

SOP Surf Instruction

1/12/2021

ALL STAFF MUST BE 100% FAMILIAR WITH SOP

SOP INDEX:

1. Pre-Lesson
2. Arrival
3. RESCUE MANAGEMENT
4. EMERGENCY SERVICES
5. EXPECTED LEVEL OF PERFORMANCE
6. CONTINUITY OF SUPERVISION
7. COMMUNICATION
8. AFTERCARE
9. PUBLIC RELATIONS
10. REPORTING/RECORDING OF INCIDENTS

Pre Lesson:

Surf Instructors, should be changed into surf gear, know their surf groups and equipment, and be 'ready to go' when customers arrive. Instructors should have already checked the surf and know where they will bring their group. Instructors should already have a lesson plan in mind and techniques ready to teach their students.

Arrival:

Introduce yourself to your students right away. If they are repeat customers, let them know that they will be surfing in your group that day. Make sure your customers have appropriate surf clothing & sun care. Let your customers know where to keep their belongings and where they should wait on the beach if needed. Show customers how to carry their boards, put kids into teams with lighter boards.

RESCUE MANAGEMENT:

MINOR INCIDENT (AQUATIC / LAND-BASED)

A minor incident / injury is an accident which can be dealt with quickly, and is not life threatening.

PROCEDURE:

1. Instructor responding to the minor incident should call for another qualified instructor to cover their position & notify manager of the situation.
2. Notify other relevant staff of situation verbally or via comms
3. Treat and if necessary inform lifeguards/lifesavers and relevant emergency services.
4. Inform parents / next of kin if needed
5. Fill in an incident report form
6. Replenish first aid supplies
7. Debrief

MAJOR INCIDENT (AQUATIC / LAND-BASED)

A major incident / injury is an accident requiring emergency services and/or hospital services.

PROCEDURE:

- 1.Raise alarm (3 whistle/horn blasts, and notify manager)
- 2.Remove remainder of group from water/area (Recall Signal)
- 3.Member of staff to inform Lifeguard / Emergency Services (usually manager)

IF LIFEGUARDS NOT PRESENT / IMMEDIATELY AVAILABLE:

- 4.Effect rescue (back up from team members if needed)
- 5.Remove casualty to a safe place if appropriate (not in circumstances of spinal injury)
- 6.Effect Primary Survey (DRSABCD)
- 7.Effect Secondary Survey (if trained to do so)
- 8.Diagnose extent of injury and treat if necessary
- 9.Warmth / Rest / Reassurance
- 10.Inform parents / guardian of situation
- 11.Take further action as appropriate
- 12.File an incident Report form
- 13.Replenish first aid supplies
- 14.Ensure all rescue equipment is back in place
- 15.Debrief

EMERGENCY SERVICES:

ThumbsUpSurf staff will treat the casualty until lifeguard /ambulance personnel arrive. Once advanced medical personnel start to treat the casualty the responsibility will become theirs.

EXPECTED LEVEL OF PERFORMANCE:

Qualified staff of ThumbsUpSurf are expected to deal with emergencies as efficiently and effectively as possible. Prior training (Surf Rescue qualifications / first aid training) will enable them to do so.

CONTINUITY OF SUPERVISION DURING RESCUE:

In case of an emergency, staff must ensure they are 100% familiar with rescue Scenarios EAP. No member of staff will initiate a rescue until their group has been effectively removed from water or supervision has been passed on to another qualified instructor.

COMMUNICATION PROCEDURE:

Throughout emergency procedure, all members of staff are trained to communicate efficiently within the team and also externally with lifeguards/ambulance service. An instructor will carry a mobile telephone/radio with each group whilst in the water in their first aid kit, and every instructor will carry a whistle to attract attention.

COMMUNICATION

1. 3 loud blasts of the whistle to signal an emergency.
2. Hand raised above head by all coaches along with verbal communication and assistance to ensure all participants return to shore immediately where they are to assemble at the warm-up area.
3. Mobile phone used to call the ambulance/emergency services. Should a lack of phone reception disallow a call to be made, then a nominated coach is to travel to the nearest area of cell reception or to a landline.
4. Coaches will provide the required treatment suited to the emergency until paramedics arrive at which point they will assist in any way possible.

AFTERCARE:

All those involved in emergency procedure to be debriefed. Any student of ThumbsUpSurf who is involved in an emergency will be given the opportunity to talk to those involved in rescue and sufficient aftercare will be issued.

PUBLIC RELATIONS:

After any incident / emergency, no comments should be made, and all enquiries should be passed on and dealt with by management.

REPORTING/RECORDING OF INCIDENTS:

All incidents must be reported and recorded in the accident record book and incident report forms must be filed.