

WYSA
Operating Procedures

GENERIC
May 2022

INTRODUCTION

The purpose of this manual is to provide a framework of operational procedures for activities provided by this Centre, so that it is clearly laid out and understood by all those delivering and supervising sessions.

The ultimate responsibility for all activities taking place at Aztec Upton Warren is with the Aztec Duty Manager, unless they are not present, in which case it will be with the WYSA Senior Instructor. This situation will not arise unless the only activity taking place at Aztec is the WYSA session.

Procedures are continually being reviewed and updated in response to the identification of hazards and recommendations received from National Governing Bodies. Any updates to this document will be emailed to and WYSA Instructors from Aztec Operations Manager via WYSA Chair (currently Vivien Brookes) and any personal copies should be amended.

Throughout this manual reference will be made to the Royal Yachting Association (RYA).

This set of WYSA Operating Procedures is intended to encourage the highest possible standards of safety, behaviour, tuition and supervision for both WYSA volunteers and sailors.

The standards and responsibilities outlined are not recommendations; they are the standing orders by which we operate. They are based on common sense, risk assessment findings and experience, and should not be compromised in any way.

The WYSA Operating Procedures have been developed from a combination of industry best practice, National Governing Body recommendations and local procedures based upon observation of systems and practices which are tried and tested and relate directly to the nature of activities and the locations used by the centre. Guidelines should be used along with a dynamic risk assessment of the current weather conditions, group, equipment being used and venue.

If Instructors are unsure in any way as to what is expected of them, they should consult the WYSA Senior Instructor.

Everybody has a legal responsibility to report hazards. If you are aware of anything which is likely to harm someone it is your duty to inform the WYSA Senior Instructor who, if relevant, will pass the information on to the Aztec Duty Manager, or email Aztec Operations Manager.

GENERAL GUIDELINES

Staff Responsibilities

WYSA Instructors should be qualified to the level stated in the activity sections of these WYSA Operating Procedures.

WYSA Instructors will use the teaching systems and safety procedures of the appropriate National Governing body / Aztec Upton Warren sign off, while adhering to the WYSA Operating Procedures laid out in this document and will not adopt practices that are contrary to those advocated. In addition, the instructor will continually carry out a dynamic Risk Assessment to ensure that the activity is being carried out safely.

WYSA Instructors are responsible for keeping abreast of changes to the way that an activity is run and current best practice and to undergo further training where necessary. All WYSA Instructors will hold a current first aid certificate.

WYSA Instructors will undergo a Disclosure and Barring Service check for protection of children and be aware of safeguarding matters. Any suspicions of abuse should be treated with the utmost care, and reported to WYSA Senior Instructor and WYSA Safeguarding Officer, who will seek professional advice.

Professional Attitude

- WYSA Instructors are expected to show a professional attitude in their relationship to WYSA volunteers, sailors and parents and guardians.
- Punctual, arriving fit for work in time to make sure that they are prepared for their session.
- Appearance must be neat and tidy, wearing clothing and equipment appropriate to their role and the weather conditions, also considering their health and safety.
- All interactions with other instructors, sailors, parents and guardians must be unbiased, considered, professional, appropriate and respectful.
- Any concerns about colleagues or grievances must be dealt with in a professional and considered manner through the WYSA Senior Instructor.
- Equipment must be handled with care and used only for its intended use within the scope of its instructions.

The WYSA Senior Instructor will be responsible for the WYSA session.

The Aztec Duty Manager and the WYSA Senior Instructor can stop the WYSA session if they consider that the conditions, participants or instructors are not appropriate for the situation or are causing some danger. It is the responsibility of the WYSA Senior Instructor to oversee the activities that are taking place onsite and manage any incidents that may occur.

If the WYSA Senior Instructor finds that a situation is beyond the scope of their remit, they may contact the Aztec Operation Manager or Directors.

The WYSA Senior Instructor will hold a briefing for Instructors before the forthcoming session and respond to any queries from Instructors.

RADIO USE

WYSA Instructors will be assigned a WYSA radio at the beginning of the WYSA session.

The Instructor radios have a number of features as shown below. These include;

- | | | |
|-----------------------|-------------------|---------------------|
| 1. Whistle | 4. Volume | 7. Headphone port |
| 2. Clip | 5. "Hold to talk" | 8. Light on/off |
| 3. Lanyard attachment | 6. Charging port | 9. Emergency button |



In addition to this the radios are waterproof and float with the screen facing up (for a short time), however when Activity Staff go on the water the radios lanyard should be attached to the Activity Staff, as well as ensuring that the charging and headphone ports are sealed (number 6 and 7).

The Aztec activity staff and WYSA instructor radio channel is 4.1. Radio manner should be clear, precise and relevant. When using the radio Instructors should follow the process below process:

Standard Use

- “WYSA Instructor name” to ...”WYSA Instructor name”
- Go ahead “WYSA Instructor name”
- Message/response
- Close conversation, ie over, cheers, thanks.

Emergency Use

The radios also feature a red/orange button on the top of the radio, this is the emergency button and should only be used by the Aztec Duty Manager. The button will sound all radios with an alarm while simultaneously flashing the red light if the red button is pressed and held for a length of time.

If the radios emergency button is used all activities must be halted with immediate effect. The Aztec Duty Manager will then advise the WYSA Senior Instructors Aztec and Aztec Activity Staff what further action to be taken.

In the event of a serious incident, the reporting WYSA Instructors should radio the WYSA Senior Instructor to inform them that a “serious incident” urgently requires they join the WYSA Instructor in question. If the incident is in the fatal/life threatening or serious, but not life threatening categories, the WYSA Senior Instructor must inform the Aztec Duty Manager, if they are present.

Appropriate Use of Radios

Everyone who has a radio can hear what you broadcast, as can group members and members of the public who are close to a staff member who has a radio.

Please ensure that radio traffic is kept to a minimum, is professional and relevant to the running of your activity.

EMERGENCY PROCEDURES

Introduction

All WYSA Instructors that are responsible for the operation of the activities detailed in this Document will hold a valid recognised First Aid certificate.

The WYSA Senior Instructor will obtain individual first aid kits from Aztec Duty Manager for all WYSA instructors. In addition there is a large first aid kit with the WYSA volunteer responsible for taking the register.

CATEGORIES

Fatal or life threatening, Examples of this category are:

- Severe head injury.
- Asphyxia.
- Cardiac arrest.
- Bleeding from severe wounds.
- High percentage burns.

- Severe external / internal injuries sustained resulting from a fall.
- Symptoms of a known serious medical condition, eg diabetic coma.
- Late stages of hypothermia.
- Suspected spinal injuries.
- Anaphylactic shock.

Serious but non-life threatening, Examples of this category are:

- Suspected fractures to the limbs.
- Early stages of hypothermia.
- Medium percentage burns.
- Non-severe head wounds.
- Dislocations.
- Symptoms of a known less serious medical condition, eg epileptic fit, minor asthmatic attack.

Minor Injury, Examples of this category are:

- Cuts and grazes.
- Minor burns.
- Insect bites and stings.
- Blisters.
- Symptoms of known medical condition eg migraine, allergies.

SEQUENCE OF ACTION

Fatal or life threatening

Ensure the safety of the rest of the group and yourself. If the incident has occurred on site, then the remainder of the group must be sent to a safe location. If the incident has occurred off site, then the instructor must ensure the continued safety of the remainder of the group.

Administer emergency aid to the casualty(ies). Treat any known medical condition as appropriate.

At the earliest opportunity, the WYSA Senior Instructor should be notified so that they can oversee the management of the incident in conjunction with the Aztec Duty Manager, if present and contact the emergency services as appropriate or required for the situation. The WYSA Senior Instructor will require the following information:

- The exact nature of the emergency.
- The current status of the casualty or casualties (responsiveness, pulse and breathing).
- The number of and names of casualties.
- The exact location of the incident.

The WYSA Senior Instructor needs to appoint somebody to meet the ambulance at the main car park and direct them to the casualty.

As soon as possible the Aztec Duty Manager if present, or if not the WYSA Senior Instructor should contact the Aztec Operations Manager or Directors and inform them of the occurrence of the incident.

Aztec Operations Manager:

Alistair Hodgson | 07939 985145

Aztec Directors:

Mark Spence | 07930 590226

Craig Spence | 07833 253640

The WYSA Senior Instructor must record the key information, actions and communications that have been taken using an Incident Log and Monitoring Sheet which is found in the First Aid grab bag and Aztec Duty Manager's folder.

For all onsite locations the WYSA Senior Instructor will arrange for WYSA Instructors to supervise the remainder of the group at their location. This member of staff will restrict access to the telephones, and other outside contact by the group, explaining the reasons for this action. Additionally, the Aztec Duty Manager, if present, otherwise the WYSA Senior Instructor will designate an incident room where all necessary operations can be conducted, for example hospitality for arriving relatives and others associated with the incident.

If possible, any equipment that was associated with the incident must left as it was when the incident occurred and cordoned off so that it remains undisturbed.

WYSA Instructors should not communicate information to do with the incident, in any form, to anyone outside WYSA or Aztec Adventure, other than the emergency services.

In the event of a fatal accident, the Police have the duty of informing parents/next of kin. The WYSA Senior Instructor must have access to all the information regarding sailor's names, contact details etc. This information should be kept with the group details in the staff room, or by the visiting party leader.

Once firm and definite information is available, it may be necessary for all parents to receive information as a form of reassurance even if their own children or relatives have not been involved.

The Aztec Duty Manager, if present, otherwise the WYSA Senior Instructor will decide whether, or not, to contact the Police Force's Duty Inspector and Aztec Upton Warren's Health and Safety Consultants (Newcross International). The Police Duty Inspector can be contacted in the following ways:

- Contact West Mercia Police Operations Room on 999
- Ask for the Force Duty Inspector
- Newcross International 01789 490741: Chris Rowling 07832 232181 or Alan Cole 07922 218465

The WYSA Senior Instructor may also consider other appropriate action, such as emergency transport arrangements for pupils or parents. They may also consider if it is appropriate for them or a senior representative to join the group. It is vital for all persons involved to maintain accurate records of incidents and emergencies.

As soon as possible, the Instructor must complete the appropriate Accident / Injury / Near Miss form which is kept in the staff room in a green folder for instructor led activities. An additional detailed incident report should be written and submit it to the Aztec Operations Manager. They must also ensure that any first aid equipment that has been used is replaced so that the first aid kit is ready to back into service.

Serious but non-life threatening

Ensure the safety of the rest of the group and yourself. If the incident has occurred on site, then the remainder of the group must be sent to a safe location. If the incident has occurred off site, then the instructor must ensure the continued safety of the remainder of the group.

Administer emergency first aid to the casualties. Treat any known medical condition as appropriate.

At the earliest opportunity, the Aztec Duty Manager if present, otherwise the WYSA Senior Instructor and Instructors should be notified so that they can assess the seriousness of the sustained injury in terms of whether an ambulance will be required. They will need the following information:

- The exact nature of the emergency.
- The current status of the casualties (responsiveness, pulse and breathing).
- The number and names of casualties.
- The exact location of the incident.

If the emergency services are called the WYSA Senior Instructor needs to appoint somebody to meet the ambulance at the main car park and direct them to the casualty.

If the casualty is to be taken to hospital, then the casualty will be accompanied by their parent or guardian or other responsible person with the group. This person will inform the parent or guardian. If there is no accompanying parent/guardian the WYSA Senior Instructor will arrange for the parents, carers or next of kin of the casualty to be contacted and informed of situation. Usually the contacted person will take the casualty to hospital. If this is not possible the WYSA Senior Instructor will need to make arrangements to get the casualty to hospital taking into account safeguarding issues.

As soon as possible inform the Aztec Duty Manager, if present, otherwise WYSA Senior Instructor, should contact the Aztec Operations Manager, and inform them of the occurrence of the incident.

Aztec Operations Manager:

Alistair Hodgson | 07939 985145

Aztec Directors:

Mark Spence | 07930 590226

Craig Spence | 07833 253640

For all onsite locations the WYSA Senior Instructor will arrange for WYSA Instructors to supervise the remainder of the group. This member of staff will restrict the access to the telephones and other outside contact by the group, explaining the reasons for this action. Additionally, the Aztec Duty Manager if present, otherwise the WYSA Senior Instructor will designate an incident room where all necessary operations can be conducted from, for example hospitality for arriving relatives and others associated with the incident.

WYSA volunteers should not communicate information relating to the incident to anyone outside WYSA or Aztec Adventure, other than the emergency services.

It is vital for all persons involved to maintain accurate records of occurrences and emergencies.

As soon as possible, the WYSA Senior Instructor must complete the appropriate Accident / Injury / Near Miss form, which is kept in the Staff Room in a green folder.

An additional detailed incident report should be written and submitted to the Aztec Operations Manager.

Minor Injury

Ensure the safety of the remainder of the group and yourself.

Administer First Aid to the injured members of the group. Treat known medical conditions.

Continue with the activity being undertaken, keeping close observation on the condition of the injured member of the group. If the condition deteriorates then take the relevant action as detailed above.

As soon as possible, the instructor must complete the appropriate Accident, Injury or Near Miss form which is kept in the staff room in a green folder for Instructor led activities.

The WYSA Senior Instructor should arrange for any first aid kit removed from the WYSA first aid kit to be replaced.

Parents should be informed and given details of any treatment.

Recording of Near Misses

An event not causing harm but having the potential to cause injury or ill health. It is important to record such incidents in detail, the same way that we would record an accident so that we can learn from them. They need to be recorded on the same green sheet as accidents, circling the near miss heading at the top of the sheet. Once completed they need to be submitted to the Aztec Operations Manager.

Recording of Incidents

Incidents are noteworthy happenings that are neither accidents nor near misses, for example, a disagreement, an inappropriate happening, or someone requiring a rescue on a climbing activity. These need to be recorded on the same green sheet as accidents, circling the incident heading at the top of the sheet. Once completed they need to be submitted to the Aztec Operations Manager.

Lightning

If lightning is observed, it must be reported to the WYSA Senior Instructor who must inform the Aztec Duty Manager if present who will monitor the situation; if there is no Aztec Duty Manager present the WYSA Senior Instructor will do this. If thunder occurs within 30 seconds of lightning being observed the Aztec Duty Manager if present, otherwise the WYSA Senior Instructor will communicate their decision over the UHF radio. All Instructors will stop their activity and remove their participants from the activity in a timely and controlled manner. If the group has been allocated a space they should return there unless it is a marquee, if not they should congregate either under the balcony or outside the changing rooms. Sessions should not resume for at least 30 minutes after the most recent occurrence of thunder within 30 seconds of lightning, and not until the Aztec Duty Manager if present, otherwise the WYSA Senior Instructor has communicated that it is safe to do so.

If you have any concerns about adverse weather consult the WYSA Senior Instructor.

FIRE ALARM PROCEDURE

The muster point for all groups is on the kayak beach

Go to the muster point and communicate with the Aztec Duty Manager. If the Aztec Duty Manager is not on site but the café is open, communicate with café staff. If WYSA are operating the only activity on site, call the fire brigade and account for everyone.

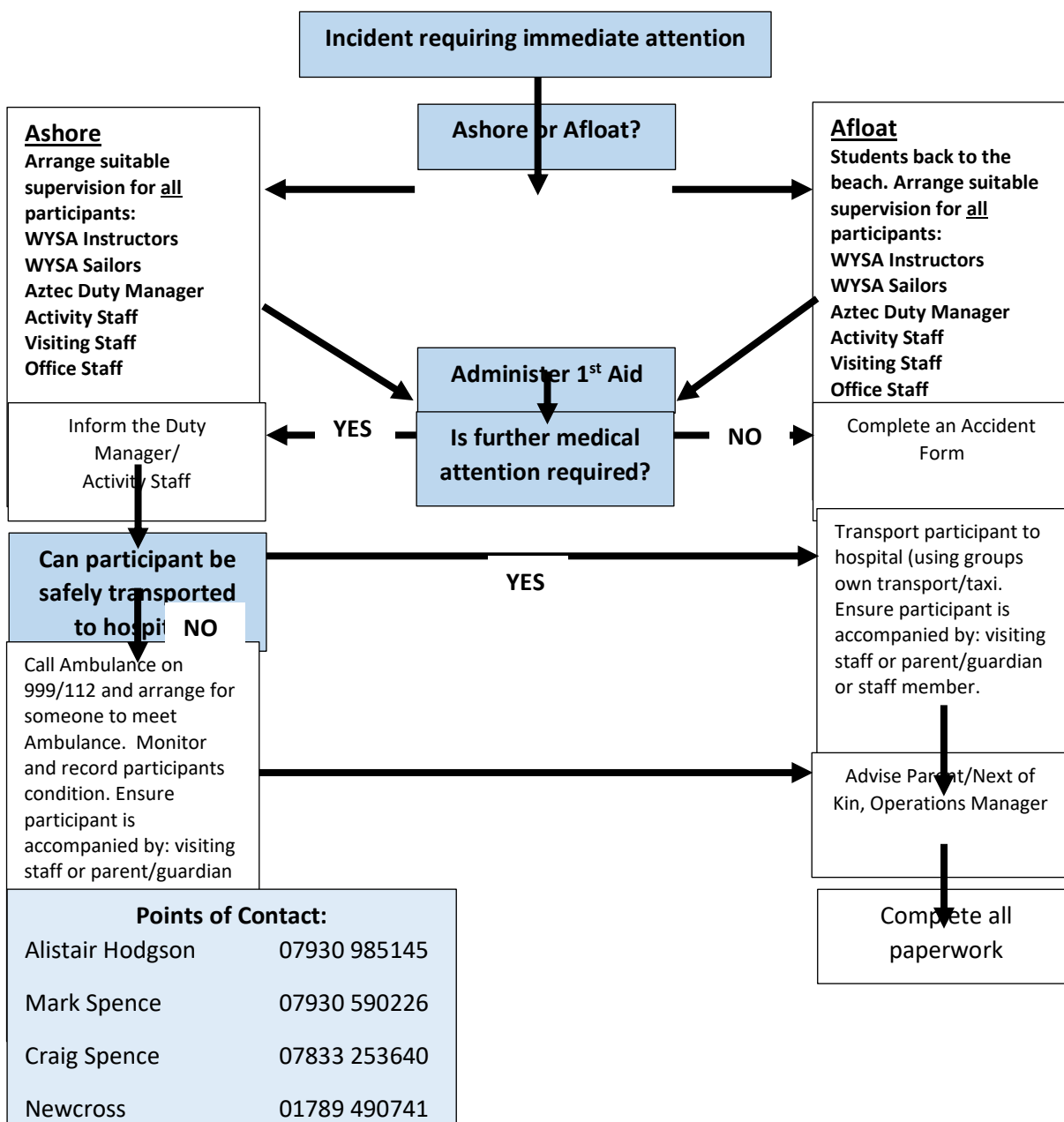
On the sounding of a fire alarm:

- All WYSA Instructors should go to the muster point and take their sailors with them. A WYSA volunteer will take the WYSA register to the muster point.
- The Aztec Duty Manager if present, otherwise the WYSA Senior Instructor will put on a "Fire Warden" high-viz vest (located in Aztec Staff Room) and collect information about who is on site from the WYSA Admin Volunteer and proceed to the muster point on the kayak beach where they will work with the instructors and visiting staff to account for all group members.

The muster point for the café is on the grass at the far end of the car park on the lake side.

- The café staff will put on a 'Fire Warden' high-viz vest and clear the café and go to the muster point.

- The person working in Reception if present, otherwise the café staff will telephone the Fire Service, put on a 'Fire Warden' high-viz vest and go to the car park muster point with the gate key. They will act as liaison with the Fire Service and the Aztec Duty Manager.
- Once the situation is stable, Aztec Duty Manager, if otherwise the café staff will contact the Aztec Operations Manager, or one of the Directors, to advise them of the incident and ask for assistance with dealing with the fire alarm.



Meeting the Group Leader

WYSA Instructors must be made aware of any medical needs within their group.

Meeting the Group

WYSA Instructors should meet their group and introduce themselves and outline the aims and objectives of the session.

WYSA Instructors must identify any student with medical / special needs / problems with height or water confidence within the group and ensure that consideration is given so that the session is appropriate, while remaining within the Operating Procedure.

Included in the welcome briefing:

- What to do if the fire alarm goes off.
- The site is non-smoking.
- Location of changing rooms-emphasising that bags must not be left there but stored in their allocated place.
- The sort of behaviour that is expected, especially relating to safety and the care and respect that needs to be given to other centre users.
- Students should be informed that no eating or chewing is allowed during activity sessions, jewellery needs to be removed as well as hair being tied back. The clothing needs to be appropriate to the session and the weather. e.g. no loose clothing for archery and no dangling draw cords for climbing activities.
- What the session times will be.
- Weather that is expected and advice on personal clothing for the session.
- Must not go onto pontoons or boats without the supervision/permission of an Aztec staff member and must be wearing a buoyancy aid.
- Must not enter any activity areas, or go onto any equipment without the permission and supervision of an Aztec staff member.

Pre Activity

Students and staff should be prepared suitably for the session this should include removal of jewellery, long hair tied back and suitable clothing and footwear for the activity and the weather, mobile stored safely and not taken on session.

All equipment, must be visually inspected before use, eg sailing dinghy or powerboat. If you are ever in any doubt about the integrity of the equipment do not use it and consult the Aztec Duty Manager.

A brief description of the activity and what it will physically involve should be given at the start of the session. When appropriate, discuss what risks and control measures are involved.

Where appropriate a warm up should be carried out before any physically demanding activities.

During the Activity

WYSA volunteers must constantly dynamically risk assess to ensure continuous safety of themselves and the group considering group behaviour, aptitude, the weather and equipment.

Take appropriate breaks for dehydration or warming up.

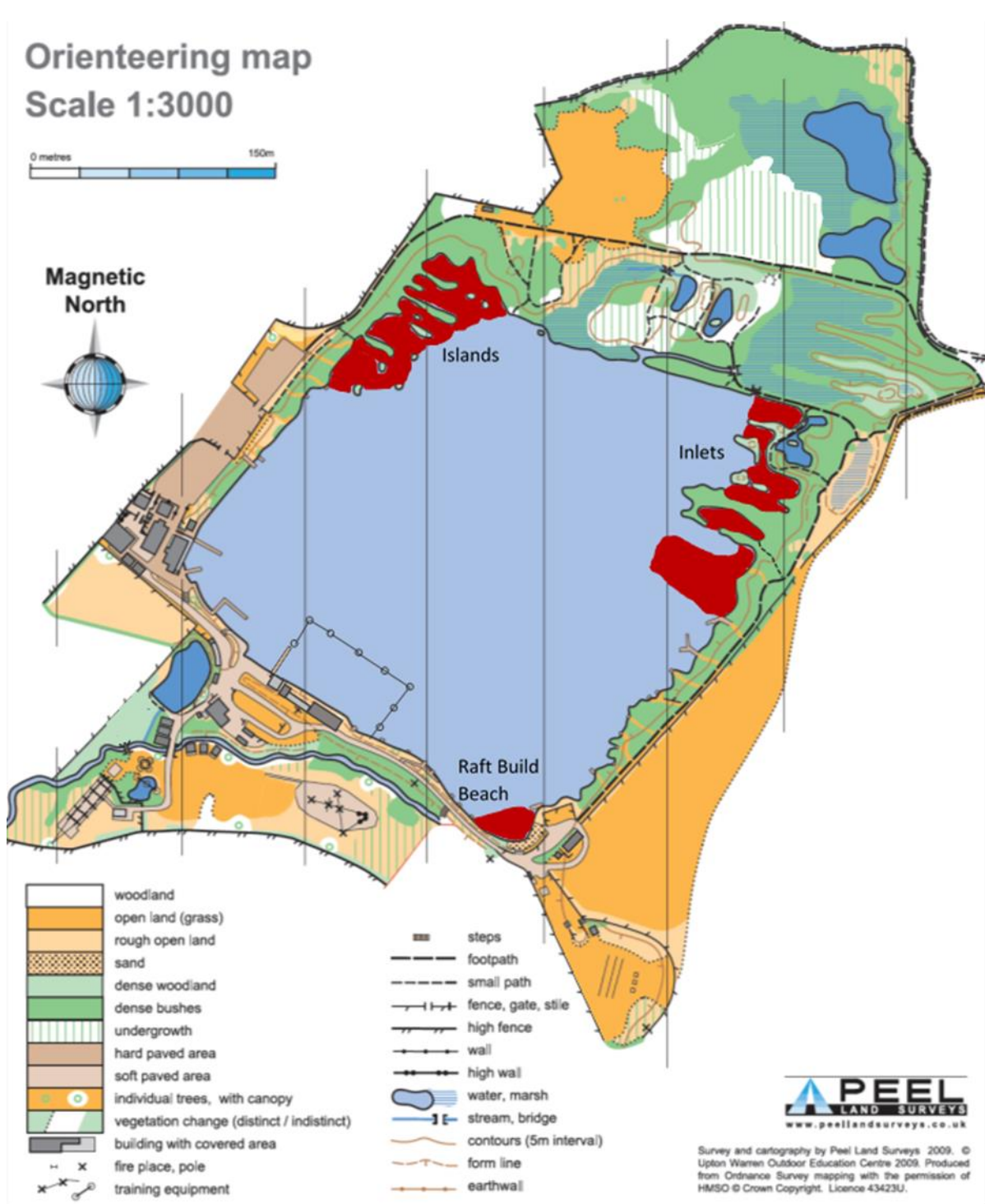
Good group control should always be maintained by using principles such as line of sight and communication. Regular head counts are essential for all activities.

On the water group control should include keeping all participants out of the aqua park area.

The activity base including any classroom used, should be left in a clean, safe, tidy and reusable condition and all associated equipment should be returned to its appropriate storage location.

Once the session is over the group's folder should be removed from 'the who's on site' board, details of the activity filled in and if appropriate, action for the next session. The folder should then be returned to the green basket in the staffroom.

MAP OF AZTEC UPTON WARREN LAKE



THIS SECTION IS FOR INFORMATION ONLY

Inspection of Equipment

Poles Course and Associated Equipment

- Structure only annual Check by Type C Inspector (High Time)-certificated.
- Quarterly by competent person experienced in inspection with a knowledge of ropes course construction. -Recorded.
- Visual pre use check by Activity Staff.

Aqua Park

- Visual inspection for positioning, integrity, inflation and cleanliness takes place before the Aqua Park is used at the start of the operational day. -Recorded. At least once a week the check is carried out by a senior member of staff.

Activity Bases

- Inspected quarterly by a senior member of staff. -Recorded.

Powerboat Engines

- Inspected and serviced annually by the AC Outboards.

Poles Course Harnesses

- Inspected quarterly by an ERCA poles course Instructor. -Recorded.

Poles Course and Climbing Helmets

- Inspected quarterly by an ERCA poles course Instructor. -Recorded.

Climbing Harnesses

- Inspected quarterly by an ERCA poles course Instructor. -Recorded.

Access Harnesses

- Inspected quarterly by an ERCA poles course Instructor. -Recorded.

Buoyancy Aids

- Inspected quarterly by a British Canoeing/RYA Instructor. -Recorded.

Disabled Hoist and Slings

- Inspected by and LOLER inspector within the prior 6 months. -Certificated.

Fire:

- Exits-Inspected monthly by staff with Fire Warden training. -Recorded.
- Doors-Inspected monthly by staff with Fire Warden training. -Recorded.
- Lighting-Inspected monthly by staff with Fire Warden training. -Recorded.
- Extinguisher-Inspected weekly by staff with Fire Warden training. -Recorded.
- Core points--Inspected weekly by staff with Fire Warden training. -Recorded.

Pre-Use Inspections

- Activity Staff carry out visual pre use inspections of all equipment before it is used by any customers.

THIS SECTION IS FOR INFORMATION ONLY

Water Quality Testing (Blue Green Algae)

From the beginning of April through to the end of September there will be a monthly sample of lake water sent away to be tested for the 2006 Bathing Water Directive (Environment Agency).

General Monitoring

The Aztec Duty Manager, with advice from the Aztec Operations Manager or Aztec Director Mark, will visually observe the lake looking at Blue Green Algae conditions.

Careful Monitoring and Action

If the general monitoring finds a cause for concern, every morning before the 08:30 staff briefing the Aztec Duty Manager will take a tour of the lake in boat to carefully assess the Blue Green Algae situation, looking for blooms and areas of scum.



(This sample is 16960 parts of cyanobacterial cells per milliliter)

If the water looks like this or worse, the Aztec Operations Manager, or Aztec Director Mark need to be made aware, so that further water samples can be taken.

Specific Monitoring and Action

If careful monitoring has shown that there are signs of a bloom or scum forming in the main body of the lake, as soon as possible a water sample will be taken with our Blue Green Algae sampling device, (Aqua Troll 500), in three different locations, windward shore, centre of the lake and leeward shore. The results will determine the action which will be taken;

<20,000 parts of cyanobacterial cells per milliliter = Green State.

>20,000 and <100,000 cells/ml = Amber State.

>100,000 cells/ml = Red State.

It may be necessary to cordon off areas of the lake where activity needs to be restricted in accordance with the above scale. If this is the case Activity Staff will be made aware of the situation in the morning meeting and will be kept up to date by the Aztec Duty Manager where necessary. As Blue Green Algae changes throughout the day the water will be tested on several occasions each day.

These actions will continue daily until the monitored level of the main body of the lake drops below 20,000 cells/ml when we will go back to careful monitoring.

Green State

- Use the lake as normal.

Amber State

- Boating activities only, with no swimming by intent. No activities that are likely to cause swimming. Notes will be sent to group leaders before they and their group members attend and parents before they or their children attend. A sign will be located on the Surf Shack informing hire customers about the situation. The notes and signs will inform about the possible effects of Blue Green Algae and the precautions of covering cuts as well as washing/showering after contact with the water.

Red State

- No watersports. Warning signs will be located at the entrance. Access to the lake launch sites will be barricaded off with warning signs and warnings signs will be displayed around the edge of the lake. The Blue Green Algae state will be displayed in the staffroom with attention being drawn to it in the staff briefings.

Health Issues caused by Blue Green Algae

Between 20,000 and 100,000 cells of *Aphanizomenon flos-aquae* (Blue Green Algae) per millilitre in the lake according to the World Health Organisation, poses a relatively low health risk to people who enter the water. The World Health Organisation states that there is a relatively low risk to health, that people may suffer short term adverse outcomes such as skin irritation and/or gastrointestinal illness. >100,000 cells of *Aphanizomenon flos-aquae* (Blue Green Algae) per millilitre in the lake. According to the World Health Organisation, this poses a moderate risk to health. People may suffer adverse health outcomes such as skin irritation and/or gastrointestinal illness that may have a long lasting effect. In the unlikely event of you experiencing any of the symptoms set out above, make the Aztec Operations Manager aware and you should see your GP and inform them of a potential risk of exposure to pathogenic microorganisms.