

Social Distancing: Surf School Checklist

19/05/2020

At present, surf schools are only allowed to open for the delivery of 1:1 coaching and must not deliver group lessons. This document is designed to support surf schools evolve their operating procedures, emergency operating procedures and risk assessments in readiness for the time when Sport England and Department of Culture, Media and Sport confirm group coaching / lessons can recommence.

All activity must be inline with the government's main guidance on health, social distancing and hygiene (see links at the end of this document). Participants and staff must be able to maintain a safe two meter distance, good hygiene practices must be in place, equipment regularly cleaned and checks to ensure anyone displaying symptoms or may have been exposed to the virus does not take part and remains at home.

It is important to stress, water safety remains the no.1 priority, any measures taken to protect customers and staff from coronavirus should not detract from your ability to safely deliver surf lessons.

Communications

Clear and consistent communication with staff and participants setting out how you are controlling the risk and what you expect from all parties is a core requirement of getting back into operation. Consider the best way of communication with customers to ensure they understand the guidelines and your new operating procedures in advance of booking.

Check	Yes	No	Action / Responsible person
Clear action plan detailing steps you are taking in place and published on your website			
Bookings and payment all online and in advance of lessons			
Customer guidance provided to each customer in advance of arrival – detailing where to go, wait, expectations, process etc			
Customer vetting in place to ensure customers are symptom free, not in high risk groups etc			
Customer waiver updated, should include your position on resuscitation			

Maintaining Hygiene

One of the most crucial aspect to consider, how will you support your staff and customers to maintain good hygiene?

What protocols will you put in place to limit coronavirus transmission? Touch points like door handles, keyboards and gates along with other high traffic areas like changing spaces will need thorough and regular cleaning.

Check	Yes	No	Action / Responsible person
Hygiene and handwashing posters in place			
Hand sanitiser in multiple locations + toilets			
Cleaning rota with cleaning points, timings and responsible person			
Use and cleaning guidelines in place for toilets and facilities (including paper towels for hand drying)			
Enhanced cleaning at touchpoints and key times (before and after lessons)			
Thorough wetsuit, accessory and board cleaning and sanitising in place			
Clear signage for returning boards and wetsuits, preventing mix up with unused equipment			

Customer Journey

How do you apply the hygiene and social distancing measures to your customers. Where do customers arrive, how do they check in and where do they wait. How do they select their wetsuit, where do they get changed, how do they collect and return their board, where are their belongings stored etc. Walk through your complete customer journey from booking to post lesson comms and consider what changes might be needed at each stage.

Check	Yes	No	Action / Responsible person
Clear lesson plan communicated with staff and customers			
Process for assessing customer ability in advance of lessons – that they are swimmers, self sufficient in water etc			
Clear process for customer arrivals and check in			
Sheltered place for customers to wait outside			
Safe process for assigning and returning wetsuits, accessories and boards clearly communicated			

Safe space for customers to get changed outside– catering for social distancing and hygiene measures.			
Safe place for storage of valuables			
Clear signage in place allowing people to find destinations quickly – be it toilet, beach or wetsuit return			
Clear process flow with arrow markings if possible to reduce any congestion			
All activities moved outside, only toilets and throughways should be accessible to customers.			
Weather protection in place and sufficient to deliver check in, briefings, changing etc			
Pinch points have been identified and listed, for example in access points, and measures (e.g. alternative routes, signage etc) implemented to reduce congestion.			
Monitoring measures in place with corrective actions available, such as reducing capacity, if needed			

Lesson Plans

What changes might you need to make to your lesson plans to ensure social distancing is in place, whilst still maintaining the highest levels of safety for your customers. It's unlikely to be acceptable to push / pull clients into waves, so many mean adapting your teaching practice and the level of support and technique developed before getting in the water. The customer experience also remains important, delivering a fun, positive introduction to surfing.

Check	Yes	No	Action / Responsible person
Has the lesson plan been worked through and updated			
Is the lesson plan shared with customers in advance			
Are responsibilities clearly demarked – who checks equipment is clean, who does the briefing etc			
Have coaches been trained to deliver the new plans, including where they are delivered alongside the content			
Have the coaches been trained to spot coronavirus symptoms and do they understand what action to take if spotted in customers			
Are your rules on water safety and social distancing clear and on display.			

Customer safety cannot be compromised.			
What measures are in place to address non compliant behaviour			

Looking after staff

All staff must understand your new procedures. Understandably, staff may also need additional support during this period.

Check	Yes	No	Action / Responsible person
All workers have been engaged to explain and agree changes in working arrangements			
There are clear and consistent training materials and communications for staff			
You have a mechanism to collect feedback from staff, there may be unforeseen impacts from the changes to working practices			
You have measures in place to support the mental well being of staff, such as those published in https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19			
There is clear instruction and support for staff that need to self isolate			

Normal Operating Procedures

The checklist is a point of reference to help update normal operating procedures. Once updated, your new NOP will need to be clearly communicated with your team, additional training and some physical changes may need to be implemented and copies of the procedure should be readily available for anyone working from your facility.

COVID 19 risk assessment

The checklist also provides a useful basis for a Covid 19 risk assessment. Your main risk assessment will need to be updated to reflect any changes in operating procedures and to incorporate Covid 19 as a risk and demonstrate it is being adequately controlled.

Emergency Operating Procedures

It is essential that your EOP is updated and clearly explained to staff. The health and wellbeing of staff and customers is paramount and you must insure the Covid 19 measures instigated do not impact your ability to deal with an emergency situation.

The government's current guidance to first responders is here:

<https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov>

The guidelines include the administration of CPR, but bear in mind this position may change by the time group lessons are able to commence. Based on the current guidance, if you give resuscitation to an individual in your care, given the vetting undertaken before the lesson to minimise the risk they have the virus and considering the immediate threat to life, we suggest use of face mask or ambu bag to deliver breaths. We also suggest client waivers are updated with your position on resuscitation.

The EOP will need to be regularly reviewed as the guidance is likely to continue to evolve, meaning regular communication with staff will be essential. It is important that you are clear in the event of a worst case scenario, such as a drowning, exactly what measures you would deploy – for example your approach to resuscitation. Your team will need to be fully briefed, the correct PPE will need to be in place, additional training may be required and the EOP clearly displayed.

Check	Yes	No	Action / Responsible person
EOP includes a response plan for suspected infection			
A space nominated to safely isolate and monitor suspected infection cases identified			
Clear directions on who to contact for assistance in place			
A plan to communicate with other customers and staff			
There is clear instruction and support for staff that need to self isolate			
All staff are clear on emergency recover procedures – what to do in event of a resuscitation scenario			
Any additional PPE is procured, in place and staff trained in it's use			
First aid kit is up to date and we suggest inclusion of: pocket face mask, ambu bag (if trained to use), gloves, apron and sanitiser			

Other considerations:

Your local community

There has been tension over the unlimited travel distance that allows surfers from across the country to visit the coast, with some coastal communities having genuine concerns about increased transmission risk.

- Have you considered your local community and their perspective on lessons starting again
- Are you in an already crowded location, how could you minimise you impact on crowds
- Many coastal car parks remain closed, how will you and your client access the beach

- Will your clients be able to access basic welfare - toilets, food etc

Covid 19 Government Support

There a number of government schemes available to support individuals and businesses. If you are benefiting under these provisions, it is important to consider how opening will impact your ability to claim.

- If you have staff on furlough, they may not be able to coach – there are new rules due out soon on part time return to work under furlough
- If you or your coaches are self employed, coaching may impact your ability to claim under the Self Employed Income Support Scheme

Insurance

As a matter of course we recommend you check your position with your insurance provider. What level of cover do you have, how does that protect you in a range of scenarios and with what prerequisites. For instance:

- Are you currently covered to coach?
- What if you need to perform a rescue and give resuscitation
- What if you are involved in the rescue of another water user
- What if you catch Covid 19 from a client
- What if you pass Covid 19 to a client
- Etc

Government Guidance

1:1 Coaching <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-phased-return-of-sport-and-recreation/guidance-for-personal-trainers-and-coaches-on-the-phased-return-of-sport-and-recreation>

Outdoor sporting facilities <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-phased-return-of-sport-and-recreation/guidance-for-providers-of-outdoor-facilities-on-the-phased-return-of-sport-and-recreation>

First Responders <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov>

Social Distancing www.gov.uk/government/publications/staying-alert-and-safe-social-distancing

Guidance for the workplace (outdoor) <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>

Gov main portal for all Covid 19 guidance: <https://www.gov.uk/coronavirus>