



Covid 19: Surf School Checklist

10/07/2020

Following new guidance from government on the 4th and then 10th of July, businesses across the leisure, sport and tourism sectors have been able to open or plan to open shortly.

Surf Schools need to read and act upon the specific guidance for sports and leisure facilities inline with the other relevant guidance documents which are highlighted in the Surfing England Covid 19 Update: Easing restrictions and implications for surf schools and coaching.

This checklist should be used in conjunction with the government's guidance for a [phased return to sport](#), in particular the [guidance for grass roots sports, gyms and leisure facilities](#). It does not replace the need to adhere to those guidance documents, but provides an additional, surf specific set of checks to help surf schools and clubs implement the guidance.

By demonstrating Covid 19 Secure, it allows schools to use more of their indoor facilities and helps to keep their operations running in a safe and compliant way.

We all need to assess and manage the risks of Covid 19 and as employers or operators of sports facilities we have legal responsibilities to protect workers, volunteers, customers and users from risk to their health and safety. This means spending time to understand the guidance, considering the risks they face and doing everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of Covid 19.

Whilst we all continue to adapt our processes and procedures to the evolving guidance, water safety must continue to remain the no.1 priority. If for any reason you feel the usual standards of water safety cannot be met, don't go out.



Communications

Clear and consistent communication with staff, volunteers and customers 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
Risk assessment undertaken in collaboration with staff and displayed in the facility and online			
Staying Covid 19 Secure certificate signed and displayed online / in office			
Bookings and payment all online and in advance of lessons (contactless in school for any additional spend)			
Customer vetting in place to ensure customers are symptom free			
Track and trace contact details held and accessible			
Customer waiver updated, should include your position on resuscitation			
Customer guidance provided to each customer in advance of arrival – detailing where to go, wait, expectations, process etc			
Signage to staff and workers to avoid			

Maintaining hygiene and managing facilities

One of the most crucial 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 alongside hire boards and equipment will need thorough and regular cleaning.

Check	Yes	No	Action / Responsible person
Has the max number of customers on site following social distancing been determined – consider outside space as well as pinch points like changing areas and reception			
Do you have limits on customer numbers in different areas			
Is signage and ground marking in place to control flow of people			
Queueing or safe waiting spaces for arriving customers			

Have all possible indoor activities been moved outside			
Are barriers or screens in place to separate people, for payment or to separate groups			
Have disability customers been considered – can they access everything you need?			
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. If equipment cannot be cleaned between uses, it should not be used			
Clear signage for returning boards and wetsuits, preventing mix up with unused equipment			
Showers and indoor changing to be avoided if possible			

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 are needed at each stage.

Check	Yes	No	Action / Responsible person
Clear lesson plan communicated with staff and customers			
Good verbal communication to arriving customers to explain new rules and expectations			
Clear process for customer arrivals and check in			
Large enough area for customers to wait socially distanced			

Safe process for assigning and returning wetsuits, accessories and boards clearly communicated			
Safe space for customers to get changed (outside ideally) 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 that can be, are moved outside			
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 do 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. The customer experience 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			

Working practice and 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
Working practices have been reviewed – face to face working arrangements should avoided, moving to side to side or back to back			
Partnering or buddying practice deployed. To avoid a group of customers engaging with lots of different staff, 1 coach should take them through as much of the customer journey as possible			
Group arrival times are staggered, or different entrance points and areas are provided			
Use of pick up points rather than handing equipment to each other – for example clients collecting board and wetsuit rather than being handed it			
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 monitor & 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 or are clinically vulnerable			
Any admin or back office staff supported to work from home			
Volunteers are properly supported (see Sport England guidance)			

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 tool to aid the completion of your Covid 19 risk assessment. There is guidance from the [Health and Safety Executive](#) on completing risk assessments.

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 is evolving. 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 first aid equipment 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			

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			
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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>

Working safely during coronavirus <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Working safely during coronavirus – providers of grass roots sport and gym/leisure facilities <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities>

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>

HSE working safely during Covid 19 (incl risk assessments) <https://www.hse.gov.uk/coronavirus/working-safely/index.htm>