



## Coasteering NOPS during COVID -19

Used in addition to company specific NOPS, for the duration of the coronavirus pandemic, and to change in accordance with Government guidelines.

This document has been broken down into three sections: What to do before, during and after the coasteering session.

**Before** – including dealing with enquiries, bookings and preparing for the coasteering session.

- Carry out additional staff training re. handing out equipment, Risk Assessment, Group Management & Rescue operations, guiding, etc.
- Minimise the members of your team interacting with groups AND each other. For example, run staff meetings remotely; run sessions using only 1 staff member; if possible, do more by phone with clients, wear PPE when appropriate.
- Booking procedures, including the information on your website:
  1. Update your website to show you have a Covid-19 policy in place.
  2. Advise customers that we will be operating to the NCC and Government guidelines.
  3. Make it clear that group sizes will be reduced accordingly and in line with latest government guidelines.
  4. Include an up-to-date list of symptoms and explain that anyone with any of these should not attend.
  5. You may wish to exclude certain age groups e.g. >70 years, or other vulnerable groups.
  6. As the operation of coasteering will be different, you may need to make it clear that participants must be able to swim unassisted, put on a wetsuit unassisted, be with an accompanying adult at all times, etc. in accordance with your 'during' NOPS.
  7. You may wish to explain any different arrangements for changing and public conveniences, e.g. changing outside and a lack of public toilets.
- Make it clear to any participants who have booked, that if any member of their group develops symptoms subsequent to booking, that they must inform you and not attend the session. You may wish to check with your group e.g. 24 hours before the session, that they are all still OK to take part.
- Develop a system for clients/staff to inform the company if COVID symptoms develop within an appropriate time period after the activity. Each company needs a clear follow-up process for other clients/staff members of that group involved. Make it clear that their information may be retained (for a period in accordance with Government guidelines). This needs to be in your documentation when the client originally signs up i.e. they are agreeing that their info (anonymized – e.g. “a member of the group has displayed symptoms”), can be shared with others, for a specified time due to COVID circumstances. Appropriate members of the group and staff will be informed as required as per government guidelines.
- Be careful about storing personal information. This needs to link to your aftercare process e.g. if you are asking them if they develop symptoms after they have your session you will need their permission to inform others in the group and your staff team.



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- Adjust the route as necessary, i.e. smaller jumps, less challenging obstacles. Downgrade maximum swells you would normally operate in to help maintain social distancing (less chance of rescues or need to give hands-on assistance).
- Double check [SLSGB/ResusUK](#) guidelines regarding CPR protocols.
- The relevant PPE for rescue scenarios needs to consider social distancing measures and be carried on the guide (or in a drybag).
- Client safety briefing to explain the relevant measures to minimise the spread of COVID e.g. what to expect in the session, the coaching style of guiding and clients' increased role in rescues and supporting each other.

### **During:**

- All clients and staff clean hands upon arrival.
- Consider a system for timings for arrival/changing/separation in stages – staggered starts?
- You will need to have a system for distributing equipment that maintains social distancing and does not risk contamination of equipment by staff before it is given to participants.
- Consider a new policy for storing participants valuables to maintain social distancing and avoid contamination e.g. car keys, jewellery, bags, etc.
- The main source of contamination is between the guide and client. Strict social distancing needs to be maintained between guide and client throughout the activity. With the understanding being that the participants can assist and be in close proximity to each other as per Government guidelines.
- In order to bring down the likelihood of needing to do a rescue in the first place the activity may need to be adjusted so that the participants are able to self-assist and navigate the route themselves with the guide's observation and coaching:
  - Less swell, wind etc.... if you believe the conditions will necessitate a more hands on approach with exits, swimming, and play spots then it should not go ahead. E.g. a participant should be able to exit the water at any point around the route un-assisted or with a little help from a fellow group member (not the guide).
  - Reduce risk at all stages of activity, e.g. spotting and jumps. Give demonstrations and guidance on a very safe, small ledge. Clients to jump independently and only progress in height if technique is good. Jump sites to be reviewed to ensure you only use sites that do not require close management. Guides to observe from a safe distance, that is close enough to rescue if necessary.
- Hands free rescue if possible, based on the rescue principal: Shout, Reach, Throw, Row, Go. This is based on clients being fully briefed and coached in these techniques. With water-based rescues you should always coach a group member to assist first wherever possible. If you need to assist, use distance rescue aides first (throw line, tube, sling etc.).



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- If an injury is sustained on dry land, e.g. a broken limb, ask a group member to assist first wherever possible. If absolutely necessary, give First Aid and use appropriate PPE whilst following your EAP.
- For a suspected spinal injury. Ask group members to assist at first, wherever possible. If absolutely necessary, give First Aid and use appropriate PPE whilst following your EAP.

### **After** – including kit management and client and staff aftercare.

- Encourage clients to do as much washing of kit as possible e.g. dunking, rinsing, putting on hangers, under staff supervision.
- ALL kit needs to be thoroughly cleaned including buoyancy aids/helmets as well as wetsuits.
- Cleaning products: Do your own research to find a cleaning product that kills Covid-19 and make sure it is used strictly to manufacturer's instructions.
- Wear adequate PPE to wash out kit at ALL times. Wash hands thoroughly afterwards.
- Use equipment rotation when possible and leave it as long as possible before use with another group.
- Remind clients that if anyone in their household shows symptoms (as per government guidelines) after the activity, they need to report it to you so that you can inform any other clients and staff.
- All clients and staff clean hands before leaving.