



TOOLBOX TOPIC:

SUMMER LIFEGUARDS ARE MADE IN WINTER - 2024

SCRIPT FOR HOLDING A TOOLBOX TALK



INSTRUCTIONS

- This Toolbox Talk is part of the Belgravia Safety Toolbox Poster Series. A Toolbox Talk is an informal discussion held on the job among team members. It should only take between 7-10 minutes to complete.
- Use this document as a script for leading a discussion about operational compliance with team members. You can hold several Toolbox Talks to capture all team members.
- Attendees must confirm their attendance at a Toolbox Talk by completing the attendance record.

INTRODUCTION

To assist our venues in being ready for our busiest period, this campaign was developed to commence the planning and preparation of our Lifeguard and Duty Manager teams over the lower patronage periods of Winter.

This initiative will ensure that our teams are recruited, qualified, trained and educated during a more manageable period and are raring to go for Summer!

Just follow the simple instructions below to set your team and venue up for success!

WHY ARE WE DOING THIS?

To ease the pressure and stress from venues to build and develop the Lifeguard and Duty Manager teams over our busiest period! Why not better utilise the off-peak period to have our teams better equipped to handle the difficult situations that summer can throw at us!

WHAT IF I AM A SEASONAL VENUE?

Planning for the next summer season shouldn't be left until the last minute. Use the off-season to review your summer incidents, and update your Emergency Management Plan, Risk Assessments, Supervision Plans, Aquatic Operations Manual, Safe Operating Procedures and operational checklists.

This will ensure you can dedicate your attention to the recruitment and onboarding of staff as the summer approaches.

WINTER RECRUITMENT

To help boost your staff numbers during our off-peak period where we are not competing with other operators or Councils, follow the steps in the Winter Recruitment campaign.

This will include advertising via:

- * Social Media
- * Member newsletters
- * Local schools
- * Local community groups & sports associations
- * In venue marketing

Don't wait until September to recruit for your summer roster!

BELGRAVIA ACADEMY COURSES

The Belgravia Academy is certified to deliver the Pool Lifeguard qualification and skill set, as well as First Aid and CPR courses. Use the quieter months to recertify your teams in First Aid, CPR and Lifeguard qualifications to ensure you don't lose them for multiple days during the peak summer period.

Check your Gap Report and the People & Culture dashboard of who has expiring qualifications and organise a large group for the Belgravia Academy to train at once.

REVIEW RISK ASSESSMENTS, DEPLOYMENT PLANS AND PROCEDURES

Use this time after our summer period to reflect on the operations over our busy period and review our key operational documents.

When was the last time you reviewed your:

- Supervision Risk Assessments?
- Lifeguard Deployment Plans with variations based on time of day, environmental factors (glare etc), aquatic programs and bookings, patronage, past incidents?
- Aquatic Operations Manual
- Key Standard Operating Procedures?

Consult with your team and get their insights to continually improve your operations and make the necessary adjustments to your documents



More information on how Belgravia Aquatic Safety, including campaign videos, can be found on B-Connected.



TOOLBOX TOPIC:

SUMMER LIFEGUARDS ARE MADE IN WINTER - 2024

SCRIPT FOR HOLDING A TOOLBOX TALK



INSTRUCTIONS

- This Toolbox Talk is part of the Belgravia Safety Toolbox Poster Series. A Toolbox Talk is an informal discussion held on the job among team members. It should only take between 7-10 minutes to complete.
- Use this document as a script for leading a discussion about operational compliance with team members. You can hold several Toolbox Talks to capture all team members.
- Attendees must confirm their attendance at a Toolbox Talk by completing the attendance record.

REFRESH CPR, FIRST AID & DEFIB SKILLS

Do any of your staff have expiring CPR or First Aid qualification during the summer period? Enrol them early in update courses so they don't risk missing shifts due to qualification lags.

Utilise the Winter period to refresh your team's practical knowledge of your DRSABCD process, general first aid scenarios and following the defib prompts so that when they are operating in high pressure situations, the process becomes like second nature.

Don't forget to ensure your team are comfortable using your venue's oxygen equipment and defib, and they know where they are stored!

IN-SERVICE TRAINING SESSIONS

Winter is the perfect time to continue running your in-service training program and build trust and rapport with your teams.

Ensure you have checked which topics have not been covered and develop a plan to include those elements into your upcoming sessions. Don't forget to have documentation such as minutes, agendas and sign on sheets to use as evidence! Templates can be found here - <https://bit.ly/3zffrvn>

Have you checked out the In-Service Training Manual - <https://rb.gy/phhsb4>

Make your training sessions engaging and rewarding!

B-SAFE TRAINING VIA LENNY

On an annual basis, every team member is required to refresh their knowledge of our WHS systems and processes.

Using this link - <https://lenny.learnupon.com/dashboard> - use the quieter times to request Lifeguards and Duty Managers to complete during their shift. Just ensure that their role on pool deck is covered by a qualified team member! Supervision always comes first!

Team members that are paid for training are more likely to complete it!

SITE INDUCTIONS

Every team member needs to complete a site induction for each venue they are working.

Everyone needs to know the location of the emergency equipment, firefighting equipment, evacuation routes, first aid room and other key elements of the venue.

Use this time to run some group inductions and ensure every team member has been inducted into your venue! Go here to complete your team member's induction - <https://bit.ly/40sN7Bt>

ANNUAL LIFEGUARD SUPERVISION TRAINING (ALIST)

On an annual basis, all team members that are responsible for supervising aquatic areas, such as Lifeguards and Duty Managers, are required to complete the Annual Lifeguard Supervision Training (ALIST) via LENNY.

Winter is the perfect time to refresh the team's knowledge and skills on aquatic supervision and refine their skills to proactively supervise the pools. This can be done at home by following this link - <https://lenny.learnupon.com/catalog/courses/2372068>.

QUALIFICATION GAP REPORT

As we are aware, our organisational KPI is 0% outstanding qualifications on the Gap Report.

Use the quieter period to get on top of your team's qualifications and ensure everything is current and uploaded to FLARE HR (<https://secure.flarehr.com/#!/login>)



More information on how Belgravia Aquatic Safety, including campaign videos, can be found on B-Connected.



TOOLBOX TOPIC:

SUMMER LIFEGUARDS ARE MADE IN WINTER - 2024

SUGGESTED TRAINING CALENDAR

MAY

- B-SAFE TRAINING & SITE INDUCTIONS
- ORGANISE LIFEGUARD COURSES WITH BELGRAVIA ACADEMY
- GAP REPORT

JUNE

- WINTER RECRUITMENT
- ANNUAL LIFEGUARD SUPERVISION TRAINING (ALIST)
- GAP REPORT

JULY

- REVIEW RISK ASSESSMENTS, LIFEGUARD DEPLOYMENT PLANS & STANDARD OPERATING PROCEDURES
- REFRESH SKILLS ON CPR, FIRST AID AND DEFIB
- GAP REPORT

AUGUST

- WINTER RECRUITMENT
- ANNUAL LIFEGUARD SUPERVISION TRAINING (ALIST)
- GAP REPORT

SEPTEMBER

- B-SAFE TRAINING & SITE INDUCTIONS FOR NEW STAFF (INCL LIFEGUARD INDUCTION MANUAL)
- TRAIN ON DEPLOYMENT PLANS AND HAZARD IDENTIFICATION
- SUPERVISION AND RESCUE SKILLS

PLEASE NOTE: THESE INITIATIVES ARE DESIGNED TO BE IN ADDITION TO YOUR REGULAR IN-SERVICE TRAINING THAT ALIGNS WITH RLSSA'S GUIDELINES FOR SAFE POOL OPERATIONS OR POOLSAFE NZ. THIS SHOULD CONTAIN (AT A MINIMUM):

- SCENARIOS
- LIFESAVING & RESCUE SKILLS
- RESUSCIATION
- OXYGEN EQUIPMENT
- FIRST AID
- DEEP WATER RECOVERY
- SPINAL RESPONSE
- DEFIBRILLATOR
- PUBLIC RELATIONS
- PARENTAL SUPERVISION PROGRAMS (KEEP WATCH/WATCH AROUND WATER)
- EMERGENCY PREPAREDNESS & EVACUATIONS

**REMEMBER...AN EMERGENCY MIGHT HAPPEN ANY TIME...
ARE YOU READY?**



More information on how Belgravia Aquatic Safety, including campaign videos, can be found on B-Connected.