

Instructors and Volunteers code of conduct

Do's

- 1) Comply with the Swim England code of ethic protecting Individuals rights (copy available on request)
- 2) Instructors and volunteers can help members into and out of the pool, from and to the Shower area providing they have done the Handling and assisting course provided periodically by Swim Inspiration. We should not help outside that area
- 3) Help can be given to members for support in the water and stoke development where the member has requested it. The Volunteer or Instructors qualifications should be in born in mind and assistance can only be given if the person is qualified to give that instruction or been shown how to assist by a qualified person
- 4) There are instances where contact has to be made see DON'TS 2 below (such as assisted floating) and here you should tell the member exactly what you are doing and ask permission. For example. "I am going to support you in the water. I will put one hand under you head to support it and the back of my other hand in the small of your back. Is that ok?"
- 5) We are there to help the members as much as we can. This would also include the social elements of the group such as talking with them about whatever they want to talk about. Please bear in mind it is important that when expressing an opinion, it is couch as a personal view and just a topic of conversation.
- 6) See Point 4 of Don't If there are any issues with a member in the medical arena, please alert the lifeguard. They have procedures already in place to escalate any issues which may occur. If you have done the First aid at work course it is still the responsibility of the Splash to deal with any medical emergencies. We can only assist
- 7) If you are asked to help out with a piece of equipment that you are not sure how to use please ask one of the instructors. Also please check before using that the piece of equipment is serviceable. If not please report to the head Instructor

Don'ts

- 1) We are excluded from helping people change to and from swimming costumes by our insurance policy. If assistance is required in this area, it should be provided by the members Carer. It is one of the reasons we allow carers free.

- 2) Touching members should be avoided wherever possible. This excludes where the member is in trouble and immediate action is required.
- 3) We are not permitted to give advice outside of our qualifications and even there it is to be avoided where possible. We are a swimming group with qualified instructors where we can give advice however our insurance would not cover anything outside that, should anything go wrong. For example, if asked what to do about a pain the answer should always be, "I am not a doctor if it is a real problem to you see your doctor". Also if asked for advice on whether to attend a session the response should be "I am not qualified to advice on that if you are uncertain then give it a miss this session and ask your doctor"
- 4) The instructors and volunteers are not generally qualified to give medical assistance. We have talked to the splash and have agreed that any assistance in this area should be dealt with by the lifeguard or first aider at the splash. Our part in this is to keep an eye on everyone and bring any issues to the attention of the lifeguard. We appreciate that this is hard to do and if someone slips near you or runs into problems it is automatic to help and act. This is ok but if things escalate and you cannot cope do not hesitate to refer.

Number of Instructors, volunteers and Members

The group numbers are very hard to predict before the start of a session because of the nature of the group, how people feel on the day and personal matters which need dealing with. In addition we do not want to over formalise the group with asking people to "book a place". One of the reasons the group works is because of its informal relaxed feel. Because of this it is difficult to predict how many instructors we need at any one session. The reason for the below is to have some guidelines (and they are only Guidelines) on what we should be aiming for. An ideal number for me is 15 to 20. Above this then again because we have such a broad range of abilities it can get crowded.

- 1) We should try and have a minimum of 4 Instructors and Volunteers to each session
- 2) Some of the group require a one to one with a volunteer. In this situation can we rotate the person so that one instructor/volunteer is not with that person for the whole session
- 3) Above 20 people can we be a bit more stringent about lane discipline. We have the lane ropes in and the arrows indicating a "direction of travel". If a member is traveling in the wrong direction, please let them know. **Also if we have more than 4 people swimming lanes in the fast lane. We should stop people doing "deep water" exercises in that lane**

- 4) If we have above 24 people then we should have areas of activity. We already have a warm up and the balance (or aqua yoga) which should continue. But for the last half hour we should have alternative group activities such as Group stroke enhancement (crawl, breast stroke, treading water, Push offs, diving to the bottom) It could also include group sessions on the steps or even a games session. **Wendy has put some ideas into the Equipment store which we can use as ideas around the sides and One Teacher in the deep lane for the swimmers.**
- 5) If there are over 30 then we should have one of the instructors/volunteers on the side of the pool (opposite the lifeguard). This is to keep an overall watch on the group and try and predict possible collisions.
- 6) Over 30 remove the first “shallow” rope to give a wider area for activities if we get this many we should also ask one of the management team to help as a volunteer from those who have done the “Introducing people with disabilities to swimming” and the “Handling and assisting” course.