

Spas (pools over 36 degrees), Saunas and Steam Rooms

- Are these areas in view of lifeguards?
- Are there rules displayed for use of these areas?
- Does this match what is in the NOP?
- Can customers easily read them?

Learn To Swim Pools

- Appropriate signage must be displayed if pool is not lifeguarded.
- If LTS staff are also lifeguards, then PLPC evidence must be sighted for them too.

Questions for Staff

When questioning staff, it is a good idea to pick the most senior member and the most junior member on site at the time. Some staff get quite nervous about talking with the assessor so remember to reassure them it is not a pass or fail for them but just a measure of how well they know their role. Ask questions appropriate to their position and role.

Supervision

- What area are you supervising?
- What are the hazards, blind spots, areas of concern?
- What is the pool alone policy?
- How do you deal with it in this facility?
- What is the ratio for lifeguards to swimmers?
- What would you do if it wasn't being followed?
- Who is rostered on for after-hours bookings?
- Ask PLSA staff if a PLPC staff member is always rostered on with them?
- What is the supervision policy for this facility?
- OR how many lifeguards are required on poolside at any one time and when do you increase the level of supervision

Training

- How often do you have training?
- When did you last do Spinal or CPR training?

Emergency Action Plan

- What is the EAP?
- Where is it?
- What does it tell you?
- What is your evacuation procedure?
- When would you complete an incident report?
- What is the process?
- Who would you give it to?
- What would happen now if someone had a suspected spinal injury?
- What would happen now if someone had a heart attack?
- How often do you have to complete water testing?
- If you have an issue with a problem customer, what do you do?
- If you just found a faecal in this pool, what would you do?

Incident Response

- How do you report a hazard in this facility? What do you do if you find a hazard?
- How do you report an accident or incident in this facility?
- Can you give me an example of an incident you have had to deal with and what was the outcome?
- How do you evacuate this facility?
- Where is your first aid station, defib or emergency equipment, spinal board?
- When were you last trained using this equipment?

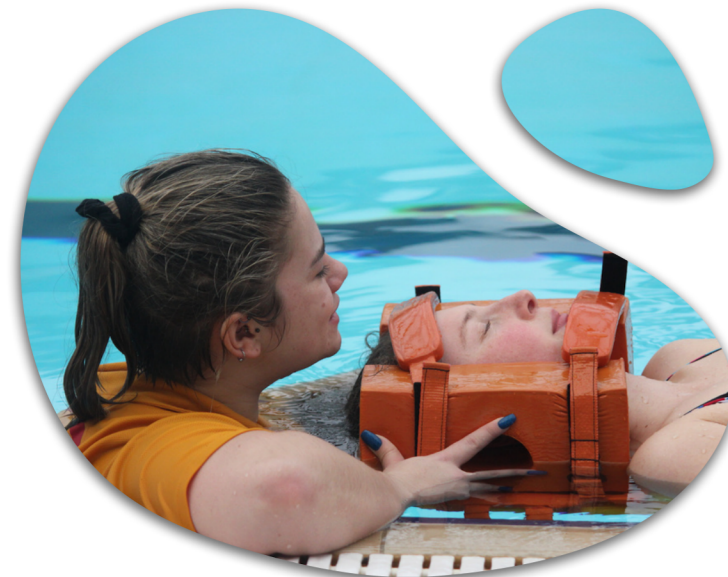
For a Newer Staff Member

- What or how was your induction completed within this facility?
- Do you feel it was adequate?
- What training have you completed over the last month, 3 months, or 6 months? (Depending on how often they train)
- Can you tell me where a copy of the NOP or EAP is?
- How were you trained about the NOP? And the EAP?
- Tell me how you are currently supervising the pool?
- What are you looking for?
- If a large group of 120 school children came in now, what would you need to do?
- Have you dealt with a faecal incident?



ASSESSORS HANDY REFERENCE GUIDE

This booklet is designed to give assessors a quick reference guide to criteria and evidence requirements during the site visits.





Site Visit


A typical visit may look like this:

- Ask the host to show you around their site
- Take some time on your own to observe the facility in operation and get a feel for the day-to-day operations.
- Speak with staff both lifeguards and customer service staff.
- Feedback to the manager and complete any documentation that's required


Water Quality (NZS5826:2010)

- Is the water testing area clean and tidy?
- Are the NZS displayed for the lifeguards to check against.
- Are there instructions on how to perform water tests displayed?
- Are the results recorded correctly and are they in range.?
- Is there any detail about corrective actions taken.

Frequency of Water Quality Testing

	Swimming pools	Spa pools
FAC & pH	Every 3 hours	Every 2 hours
TAC / CAC	Daily	Daily
Alkalinity	Weekly	Weekly
Calcium	Weekly	Weekly
TDS	Weekly	Daily
Microbiological Testing	Monthly	Monthly

Range of Water Quality Testing

	Most desirable	Lowest Value	Highest Value
PH	7.4 – 7.6	7.2	8.0
Alkalinity	60-120mg/l	100mg/l	200mg/l
Calcium	See saturation index (SI)	40mg/l	300mg/l
(FAC) Pool	2.5– 5.0 mg/l	1.5mg/l	7.0mg/l
(FAC) Spa	3.0– 5.0 mg/l	2.0 mg/l	7.0 mg/l
(CAC)	< 0.5 mg/l	Not detectable	1.5 mg/l
Cyanuric Acid	30 – 60 mg/l	25 mg/l	100 mg/l
TDS Pools	< 1,000 mg/l above makeup water		
TDS Spas	< 2,000 mg/l above make up water		

Microbiological Water Quality Criteria

Test	Level
Standard Plate Count	Less than 200 per mL
Faecal Coliforms or (E.coli)	Less than 1 per 100 mL
Staphylococcus aureus	Less than 100 per 100mL
Pseudomonas aeruginosa	Less than 10 per 100 mL

Chemical Inventory

- Is there a hard copy of chemical inventory on site?
- Where is it stored and is it easily accessible for emergency services?
- Are chemicals stored correctly?
- Is the plant room clean and tidy?
- Is there a spill kit and PPE?
- Are these in good condition?

Are the SDS sheets displayed with the chemicals, and in date (within 5 years)?



Hazardous Substances Toolkit (QR) can assist in producing the chemical inventory.

Health and Safety

- 4 months' worth of Health & Safety meeting minutes or staff meetings where Health and Safety is addressed.
- Is there emergency equipment and first aid kit?
- Is it stored where stated in the NOP?
- Is it in good condition?

Look at general Health and Safety particularly in regard to the public such as equipment stored on pool edges, locks on plantroom doors etc.

Staff Training

- Is there a staff training plan?
- Is there signed evidence of staff attending training?
- Is quarterly training done?
- Ask staff about training frequency and quality?

Qualifications

- Ask to see the current roster.
- Cross reference with lifeguard qualifications including PLPC and first aid.

NOP/EAP/PRMP/H&S

- Is there a hard copy of NOP, EAP and PRMP on site?
- Is it easily accessible to staff?
- Ask staff if they know where to find it?

Supervision

- Check the signage matches NOPs.
- Can customers easily read it?
- Check the condition of signage. Is it faded?
- Question lifeguards and reception staff on their knowledge of Pool Alone policy and ratios.