**NORMAL OPERATING PROCEDURE (N.O.P.) FOR COASTEERING AT THORNWICK BAY, FLAMBOROUGH.**

**Preparing for a Coasteer Session:**

* Prior to chosen date, look at the weather forecast to check the conditions will be suitable to run the session. Prepare the route, according to the timeslot and conditions.
* Look at prospective participant details to ensure suitability.
* Ensure each instructor is aware of the conditions for that day and any forecast change.
* Check first aid kits are in order, are dry and complete.
* Check all equipment is in safe working order.

**Meeting Participants:**

* Instructors to introduce themselves to clients in a friendly, helpful and informative manner.
* Check Booking Form from clients, enquire on a private basis regarding medical problems, should any have indicated so.
* Enquire if anybody needs to take any medication with them, inhalers, etc. Assess the clients for health and suitability for the activity.
* Instructors then give an overview of the day’s proceedings, including, the location of the activity and the procedure for the return of the kit.
* Clients are sized up and fitted with wetsuits and boots. Time is available to try on the suits, should they so wish. The clients then transport the equipment in their own vehicles to the activity location.
* Clients are advised of the route and given the postcode of the activity location. The meeting place is arranged. A mobile phone number, is also given, should they need any support. The guide may lead the group in his vehicle.

**Meeting Clients at Location:**

* Check all the group has arrived at the location.
* Bring the group together to the meeting place.
* The instructor will inform and explain to clients the correct way to wear and fit all equipment. Including, wetsuits, boots, buoyancy aids and helmets.
* The equipment will then be checked on each client, to ensure fit and all is correctly secured.
* Timings and the proposed route is explained
* Clients are invited to ask any questions.
* Participants are shown how to safely navigate down the path onto the beach with one instructor leading the group and the other one following at the back. The safety talk will begin, once all are gathered on the beach.

**Introducing Clients to the Coasteer Session:**

* Clients are advised to gather round in a semi-circle. They are then briefed on the format for the lesson.
* During this five minute briefing, all safety elements are explained in a serious but informative manner.
* Equipment is checked again, any problems rectified.
* Hand signals are explained and information given on emergency procedures
* The main objectives and formats of the session are explained.
* Safety briefings and procedures are given. Safe water entry is explained. The superman technique is demonstrated, for low level impact. The higher jump technique is explained.
* Clients are advised to enter the water.

**The Coasteer Session:**

* The clients are led into a relatively calm area, with little or no hazards. Here, the group is assessed, any stronger or potentially weaker/less fit members are identified. The final route is then decided, in accordance to this assessment.
* Confidence building exercises are used to ensure participants feel safe and encourage them to become accustomed to the feeling of swimming with wetsuits and buoyancy aids.
* The group is arranged into a suitable formation, according to ability or friends/family. Where necessary, the group is split into smaller groups.
* The groups are guided on our pre-determined route for approximately 2 hours, depending on the time of year and water temperature.

**Ending the Session:**

* The group is guided, safely out of the water and back onto land.
* Instructions are given of the safest route back to the vehicles. The group stay together and walk back to the vehicles.
* When all the group is back at the vehicles, they are advised to change into warm and dry clothes, and take any hydration if required.
* The instructors will have an informal discussion and check for any feedback from clients.
* Any feedback or incidents will be logged and emailed to our Health and Safety Officer.
* All equipment is returned to the Scarborough Surf School instructors and transported back to Cayton Bay.
* Equipment is washed out in fresh water and disinfectant, hung to dry and stored for the next session.