

# Dorset Adventure Park Policies and Procedures



## **Health & Safety at Work Act 1974**

The Health and Safety at Work Act is wide ranging and includes all people at work.

It poses a duty of care on all staff.

It includes both the protection of people at work and the prevention of risks to the health & safety of the general public, which may arise from work activities.

Health & safety is of major importance.

Liz Mulliner is responsible for health and safety at Dorset Adventure Park. If you have any concerns please contact her immediately. In her absence contact Mikey Sayles.

Risk assessments are carried out by a suitably qualified individual. It is your duty to read and understand the content and apply the control measures.

A first aid kit must be present in the office, present by the side of both lakes and must be carried when supervising the Mud Trail.

Appropriate personal protective equipment must be worn and inspected by a suitably qualified individual.

Use effective manual handling techniques to move items. Take great care and do not expose yourself to injury. Always think about your actions.

All incidents or near misses must be reported through completing an incident form.

If you have any concerns or ideas for improvement you must raise this formally with your line manager.

## **Induction & Activity Sign Off**

All staff must have completed the induction framework.

You must be familiar with the following documents:

- Terms & Conditions – Full-time or Freelance
- Policies and Procedures document
- Standard Operating Procedures for Waterpark and Mud Trail
- Risk Assessments
- Informed Consent Process

You must also be:

- Familiar with the site.
- Signed off to Lifeguard by a relevant senior staff member.

You must be confident you can do what you say you can. If you are not, raise the matter.

## **Monitoring**

You will be observed delivering sessions by senior staff with feedback provided. The frequency will vary depending on your role and experience.

## **Ratios**

You must operate to ratios outlined in our risk assessments. If in doubt, ask your line manager.

## **Equipment**

You must check equipment prior to use.

If equipment is damaged you must place it in the relevant location.

Primary safety equipment is checked on a regular basis – I.e. Buoyancy Aids

First aid kits are checked on a monthly basis, however you should check prior to use.

You are able to use your own PPE if it is fit for purpose.

Be responsible with our equipment please, it's expensive.

## **Informed Consent**

Participants taking part in activities with Dorset Adventure Park must complete a waiver if they are over 18. If they are under 18 this must be completed by a parent or guardian.

School trip leaders must sign a group consent form on behalf of the whole group.

## Incident Procedures

All incidents and near misses must be recorded through an incident form and sent to Liz Mulliner. In her absence send incident reports to Mikey Sayles.

These include:

- Near misses
- Child protection or equality concerns
- Injuries and illness
- Behavioural issues
- Other

For minor incidents, we encourage staff to deal with the situation in accordance with your first aid and emergency procedures training.

For serious incidents our Emergency Action Plan (EAP) outlines the process.

## Emergency Action Plan

Specific EAPs for the Waterpark and Mud Trail are detailed in the Standard Operating Procedures.

For general incidents around the park follow the following procedures:

1. Take control of the situation considering self, group and casualty.
2. If appropriate contact the emergency services as soon as possible.
3. Call the Duty Manager for that day over the radio for assistance.
4. Manage the situation.
5. If required, access for emergency vehicles in from the B3351 Studland Road. What 3 words locations are as follows:

<b>Site entrance</b>	unlucky.outsmart.stacks
<b>Helicopter landing Kelly's field</b>	skinning.listen.hiking
<b>Helicopter landing Richard's field</b>	pity.field.advantage

6. Duty Manager to communicate with next of kin/press.

## External Communications

1. Do not speak to the press.
2. Do not speculate on the causes.
3. Do say, 'our directors will be in touch with the press as soon as they have further information'.

## **Child and Vulnerable Adult Protection**

We consider the welfare and protection of children and vulnerable adults to be of paramount consideration.

The Children Act 1989 indicates that anyone who has the care of a child should "do what is reasonable in all circumstances for the purpose of safeguarding or promoting the child's welfare". The same applies to vulnerable adults.

The directors are ultimately responsible for child and vulnerable adult protection within Dorset Adventure Park.

Rob Mulliner is the Designated Child and Vulnerable Adult Protection Officer.

### **If a child or vulnerable adult makes a disclosure:**

Allow the person to speak.

At the earliest opportunity remind the person about the confidentiality policy (See below).

Don't promise to keep it to yourself.

Pass no judgement.

Immediately inform a senior member of staff.

Record the facts in writing.

### **If you receive an allegation about any adult or yourself:**

Immediately tell a senior member of staff.

Record the facts and give the senior member of staff a copy.

Ensure you never place yourself in a position that could cause any doubts to your actions.

### **If you suspect a child or vulnerable adult is being abused:**

Immediately inform a senior member of staff.

Record the facts and give the senior member of staff a copy.

We are not trained social workers and must never enter into counselling or investigative procedures.

## **Confidentiality Policy:**

'As the child or vulnerable adult would hear'

Anything that you confidentially choose to say or share with a member of our staff will be treated with the utmost respect. But you should understand that, for your own safety, our staff are not allowed to keep secrets. If you do say or share anything confidential with a member of staff, she or he may have to share it with another member of the staff team.

However, unless there is a serious risk of harm to someone, we generally will not pass any confidential information about you to anyone outside Dorset Adventure Park without your permission.

Any confidential information that we keep about you will be kept in a safe in a secure place. If you want to know what the information is about, or why we need to keep it, just ask a senior member of staff.

## **Code of Conduct for Staff:**

- Treat children, young people and vulnerable adults with the respect they deserve.
- Provide an example of good conduct through your own actions.
- Be pro-active and prevent 1:1 situations with a young person.
- Never enter an enclosed space such as a changing room in a 1:1 situation. Always make sure another adult is present.
- When students get changed before and after sessions, provide dedicated areas which provide the upmost privacy possible. The disabled toilet is available for individuals to change in for those who are not conformable with the communal changing areas.
- Staff members accompanying the group must be shown where they can change away from the children.
- Consider whether it is appropriate to discuss certain facts about your life with children and young people. Why are they asking? Could it lead to allegations?

## **Acting in Loco Parentis:**

Whilst working for Dorset Adventure Park, you will not be in Loco – Parentis of the group. This means are acting as the parent. There is a duty of care under the Children's Act 1989. This level duty is defined as being a 'reasonable parent'.

All groups are accompanied by either a parent or teacher, so there are not occasions when you will be acting in loco parentis.

## **Behaviour Policy**

Any participant in breach of our health and safety policy will be advised that they are acting dangerously and are required to discontinue any such action or behaviour.

Any participant who continues to act in breach of our health and safety policy will be required to leave the activity area and enter an adjacent safe area under supervision from activity staff.

Any participant who refuses to stop breaching health and safety policy must be kept as safe as is possible through clear instruction and actions.

Incidents must be recorded in writing.

## **Fire Safety**

Michael Sayles is responsible for overseeing fire safety.

All staff have a responsibility to maintain a safe working environment.

All staff must ensure they are familiar with the layout of the site, location of firefighting equipment, fire alarm points and escape routes. This information is detailed on the Fire Extinguisher plan in the Daily Docs file in reception, and is covered during staff inductions.

All of our buildings are very small and the exits are very obvious. The Fire Assembly point is clearly marked.

In case of fire follow the **Fire Emergency Action Procedure:**

1. Raise the alarm (situated outside Reception).
2. Leave the building.
3. Instruct customers too follow staff to the Fire Assembly Point
3. Walk quietly and sensibly to the meeting point (the tyre pyramid on Mud Trail Zone A). Guide customers on site to follow.
4. Senior staff member to take register of all staff.
5. Senior staff are to ensure all buildings and other areas of the site are cleared of people and everybody is at the Fire Assembly Point.
6. Only tackle the fire with extinguishers if safe to do so. Do not put yourself in harms way.
7. You must call the fire service as soon as is reasonable.

If required, access for emergency vehicles in from the B3351 Studland Road. What 3 words locations are as follows:

**Site entrance**

**Helicopter landing Kelly's field**

**Helicopter landing Richard's field**

unlucky.outsmart.stacks

skinning.listen.hiking

pity.field.advantage

## **Data Protection**

Dorset Adventure Park asks for appropriate information to ensure the safety and welfare of participants. We need to ensure that anyone that handles such data, treat personal information lawfully and correctly.

If you have been provided with personal information please ensure this data is kept confidential and disposed of appropriately.

## **Equality & Diversity**

At Dorset Adventure Park, we expect our staff to treat and respect all clients and fellow employees on their merits irrespective of gender, mental or physical disability, sexual orientation, age, creed, marital status, race or ethnic/national origin thus dispelling any prejudices.

Any employee who has a question or concern regarding any type of discrimination or harassment is encouraged to bring it to the attention of their Directors – Liz Mulliner and Rob Mulliner. If the complaint is about your directors, contact ACAS on 08457 47 47 47 or [www.acas.org.uk](http://www.acas.org.uk) for further advice and guidance.

## **Equipment**

Equipment must be used in line with manufacturer's guidelines.

Equipment must be checked in line with your NGB or technical advisor training prior to, during and after your session.

On return please ensure the equipment is left in a clean and tidy manner, with any broken equipment placed in the damaged bin and reported to Liz Mulliner.

Personal use of PPE – I.e. helmets, buoyancy aids etc is permitted.

## **Dress Code and Personal Presentation**

Staff must be clean and well presented.

Staff must wear uniform unless it is inappropriate to do so, see below.

As a guide it is reasonable to wear clothing appropriate to the conditions you are working in e.g. a non-uniform waterproof shell when working in the rain IF you have not been supplied with an appropriate uniform jacket.

Facial hair must be neat.

Hair must be brushed and neat.

Excessive jewellery may not be worn.

Piercings should be discreet.

Tattoos should be covered.

Smoking in public places is not permitted in company uniform.

You must not smell of tobacco smoke.

## **Disciplinary & Grievance Procedures**

Dorset Adventure Park adopts policies promoted by ACAS for effective management of conflict.

If you would like further information on our policies please contact Liz Mulliner, or in her absence contact Rob Mulliner.

Our grievance procedure involves 4 steps:

- Dealing with the grievance informally
- Formal written grievance
- Grievance hearing
- Appeal

Our disciplinary procedure involves 3 steps:

- First warning
- Final written warning
- Dismissal or action short of dismissal
- Dismissal may result from a single instance of gross misconduct