

School Groups Risk Assessment and Method Statement (RAMS)

Cover Information

Organisation: Polynesian Spa

Address: 1000 Hinemoa Street, Rotorua, 3010

Contact: Matthew Gardner – Pools Operations Manager

Emergency Contact (on-site): Duty Manager (can be contacted via radio by any Pools team member if requested)

Scope:

This RAMS document sets out the safety measures, hazards, and control procedures in place for visiting school groups. It applies to all areas accessed by students, caregivers, and teachers during organised group bookings.

1. General Site Risks (Applies Across All Areas)

- **Slips/Trips:** Controlled with non-slip mats, wet floor signage, and regular cleaning.
- **Drowning/Medical Emergencies:** PLPC-qualified lifeguards on duty at all times; rescue equipment and AEDs available.
- **Dehydration/Heat Stress:** Bathing time limits advised, hydration signage, water fountains available.
- **Behavioural Risks:** Lifeguards and teachers/group leaders monitor and enforce rules.
- **Child Protection:** Polynesian Spa staff are police vetted under the Children's Act 2014. Safeguarding procedures apply in changing areas.
- **Aggressive/Unruly Customers:** Managed under incident procedures; Duty Manager to intervene where needed.

Hydrogen Sulphide Gas (H₂S):

Polynesian Spa is a natural geothermal environment, and very low background levels of H₂S may occasionally be present in the air.

- All public bathing pools used by school groups are located outdoors, where natural airflow prevents any build-up.
- As an added precaution, Polynesian Spa actively monitors H₂S levels across the entire site every day.
- Duty Managers are trained in H₂S awareness and response.
- Ventilation systems and back-up safety equipment are in place for staff working in enclosed plant areas (not accessible to the public).

Visiting school groups are not at risk from H₂S exposure — monitoring systems are in place to maintain the highest standard of safety.

2. Pool Alone Policy

Polynesian Spa operates a Pool Alone Policy to ensure children are safely supervised at all times. Group leaders and caregivers remain responsible for student supervision, with lifeguards providing an additional layer of safety.

- **● Red Wristbands – Children Under 5**
 - Must be directly supervised by a caregiver (aged 16+) who is in the water and within arm's reach at all times.
 - Applies regardless of swimming ability or water depth.
 - Caregiver must be in the *same pool* as the child.
 - Supervision from poolside, nearby seating, or another pool is not permitted.
 - **● Green Wristbands – Children Aged 5–7**
 - Must be actively supervised by a caregiver (aged 16+) in the same pool.
 - Caregivers must remain attentive, watching, and ready to assist immediately.
 - Supervising from another pool, across the facility, or while distracted (e.g., phone use, reading) is not permitted.
 - **Children Under 12**
 - Must be accompanied by a caregiver at all times while on site.
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3. Behaviour Expectations for School Groups

Polynesian Spa is a shared public facility. While school groups are welcome, all visitors must respect the safety and comfort of others.

- Group leaders remain responsible for student behaviour at all times.
 - Lifeguards will intervene if behaviour poses a safety risk (e.g., rough play, running, diving).
 - If behaviour becomes unsafe or disrupts the experience of other guests, **lifeguards will approach the group supervisor for correction.**
 - **Failure to adhere may result in the session being paused until expectations are met.**
 - Repeated unsafe or disruptive behaviour may result in the group being asked to leave the pools.
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4. Swimwear Guidelines

Polynesian Spa operates a strict swimwear policy to ensure safety, hygiene, and water quality.

Requirements:

- Swimwear must be worn in all pools.
- Rash shirts, board shorts, or other synthetic swim fabrics (lycra, nylon, polyester) are permitted.
- Cotton clothing (t-shirts, pants, underwear) is not permitted in the pools at any time.
- Babies must wear swimming nappies.

Why Swimwear is Required:

- Clothing not designed for swimming can affect water quality and damage equipment.
- Dyed or non-swim fabrics may bleed into the water, altering water chemistry.
- Non-swim fabrics break down and clog filters, reducing water quality.

If Swimwear is Forgotten:

- Swimwear is available for hire from the Pools Reception.
- Anyone not in appropriate swimwear will be asked to exit the water until correct swimwear is worn.

5. Area-Specific RAMS

Family Pools

Task Overview:

The Family Pools provide a safe, family-friendly bathing environment for parents, children, and guardians. Polynesian Spa lifeguards and school staff work together to ensure safety.

Risk Assessment Table:

Hazard	Potential Risk	Risk Rating	Control Measures	Responsible Person(s)
Children in water	Drowning, injury, distress	High	Lifeguards always present; Bathe Smart info at reception; school leaders must supervise	Lifeguards, Teachers, Group Leaders
Wet floors/steps	Slips, trips, falls	High	Non-slip mats, signage, regular cleaning & maintenance	Lifeguards, Maintenance
Diving/jumping	Spinal injury, collisions	High	“No Diving” signage; enforced by lifeguards	Lifeguards
Excessive time in hot water	Dehydration, fainting	Medium	Time limit guidance; hydration reminders; water fountains	Lifeguards, Teachers
Behavioural issues	Horseplay, running	High	Lifeguards enforce pool rules; teachers/group leaders supervise	Lifeguards, Teachers
Medical incidents	Asthma, fainting, injury	High	Lifeguards trained in first aid; AED on site; emergency procedures	Lifeguards, Duty Manager

Pavilion Pools

Task Overview:

The Pavilion Pools provide a quiet bathing environment set in landscaped gardens, with geothermal mineral waters ranging from warm to hot. Lifeguards and teachers work together to maintain a safe, controlled environment.

Risk Assessment Table:

Hazard	Potential Risk	Risk Rating	Control Measures	Responsible Person(s)
Wet floors/stone steps	Slips, trips, falls	High	Non-slip mats and signage; regular cleaning and maintenance	Lifeguards, Maintenance
Diving/jumping	Spinal injuries, collisions	High	“No Diving” signage; lifeguards enforce pool rules	Lifeguards
Excessive time in hot water	Dehydration, fainting, heat stress	High	Maximum bathing time guidance; hydration signage; water fountains available	Lifeguards, Teachers
Pool depths	Drowning, unexpected shallow areas	High	Depth signage; lifeguard supervision; clear step/rail access	Lifeguards
Hot water inlets	Burns, scalds	Medium	Temperature checks; signage to warn of hot spots	Lifeguards, Pool Attendants
Medical emergencies	Fainting, asthma, injury	High	Lifeguards first aid trained; AEDs available; Duty Manager support	Lifeguards, Duty Manager
Behavioural issues	Running, horseplay	Medium	Lifeguards enforce rules; teachers maintain direct supervision	Lifeguards, Teachers
Aggressive/unruly guests	Verbal/physical abuse, distress	High	Incident management procedures; unruly guests removed by Duty Manager	Lifeguards, Duty Manager

6. Pools Staff Qualifications

Lifeguards

All Polynesian Spa lifeguards hold the **Pool Lifeguard Practising Certificate (PLPC)** – the nationally recognised qualification for working as a pool lifeguard in New Zealand.

They also hold a current **Comprehensive First Aid Certificate** (NZQA standards 6400, 6401, 6402), which covers:

- Primary assessment and scene management.
- Stable side positioning.
- Cardiopulmonary Resuscitation (CPR) – adult, child, and infant.
- Use of an Automated External Defibrillator (AED).
- Choking management (adult, child, infant).
- Control of life-threatening bleeding.
- Treatment for fractures, sprains, strains, and dislocations.
- Response to medical conditions (heart attack, asthma, diabetes, seizures, stroke, allergies).
- Poisoning and burns (thermal, chemical, electrical).
- Head and spinal injuries.
- Environmental-related conditions (heat, dehydration).

Pool Attendants, Receptionists & Duty Managers

These staff hold a current **Save-a-Life First Aid Certificate** (NZQA standard 6402), which includes:

- Primary assessment and scene management.
 - Stable side positioning.
 - Cardiopulmonary Resuscitation (CPR) – adult, child, and infant.
 - Use of an Automated External Defibrillator (AED).
 - Choking management.
 - Control of life-threatening bleeding.
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7. Method Statement – How School Group Visits Are Managed

- **Arrival & Safety Briefing:** Groups welcomed by staff; safety rules explained.
 - **Supervision:** Lifeguards maintain safe poolside supervision; teachers and group leaders remain responsible for their students.
 - **Rules & Conduct:** No diving, no running, no prolonged immersion. Head-above-water rule applies in hot pools.
 - **Hydration:** Students encouraged to take breaks and hydrate regularly.
 - **Changing & Safeguarding:** Designated changing facilities available; staff and teachers monitor for safety and safeguarding.
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8. Emergency Procedures

- **Medical Incident/Drowning:** Lifeguards initiate trained rescue/first aid response; AEDs on site.
 - **Contamination Incident (vomit/faecal):** Pools closed immediately; contamination procedures followed before reopening.
 - **Fire/Evacuation:** Duty Manager and lifeguards coordinate safe evacuation to muster points.
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9. Record Keeping

- Daily hazard inspections carried out.
 - Water quality and temperatures monitored throughout the day.
 - All incidents recorded and investigated.
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10. Review & Sign-Off

This RAMS pack is reviewed annually or after any significant incident.

Reviewed by: **Matthew Gardner – Pools Operations Manager**

Date: September 2025

Next Review Due: September 2026

School Groups – Teacher Quick Reference

This guide summarises the key safety expectations for school groups visiting Polynesian Spa.

Pool Alone Policy

- **Children Under 5** – Must wear a red wristband and be **within arm's reach** of a caregiver (16+) in the same pool.
 - **Children 5–7** – Must wear a green wristband and be **actively supervised** by a caregiver (16+) in the same pool.
 - **Children Under 12** – Must be accompanied by a caregiver at all times.
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Swimwear Policy

- Swimwear **must** be worn in all pools.
 - Rash shirts, board shorts, lycra/nylon/polyester fabrics are fine.
 - **Cotton clothing and underwear are not permitted.**
 - Babies must wear swimming nappies.
 - Swimwear is available for hire at reception if needed.
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Behaviour Expectations

- Group leaders are responsible for student behaviour at all times.
 - Lifeguards will intervene if behaviour is unsafe (e.g., running, rough play, diving).
 - If issues arise, **lifeguards will approach the group supervisor for correction.**
 - **Failure to follow instructions may result in the session being paused until expectations are met.**
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Lifeguard Coverage

- **PLPC-qualified lifeguards** are on duty at all times.
 - Lifeguards provide safety supervision for the **pool environment.**
 - Teachers and group leaders are responsible for **direct supervision of students.**
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Hydration & Health

- Encourage students to take breaks, hydrate regularly, and avoid staying in hot pools for too long.
 - Water fountains are available.
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Emergency Contact (on-site): Duty Manager – available via radio through any Pools team member.