**Managing Pool Alone Cases**

**Rationale**

To ensure that Makino Aquatic Centre (MAC) complies with the Recreation Aotearoa Pool Alone Policy

**Objective**

That all children accessing MAC meet the criteria required by Recreation Aotearoa and Water Safety New Zealand

**Linked Policies / Procedures**

DOP-5 Supervision of Children

**Procedure**

In accordance with legislation in place governing public pools, all children under 8 years of age are to be actively supervised by a caregiver 16 years or over to ensure the safety of both themselves and other users.

The initial check on whether a child needs to be supervised or not, will be undertaken by the Customer Service Officer(CSO’s) at reception, however responsibility lies with all staff to ensure that children entering MAC or within the facility are either suitably supervised or meet the criteria to be alone in the complex.

Any child under 8 years of age that arrive at the pool without a caregiver over the age of 16 years, will be deemed as a Pool Alone case. These children will not be permitted to enter the complex.

If a child says they are meeting a caregiver in the pool, then the CSO or person covering reception should use the PA/Tannoy system calling for the name(s) of the caregiver to come to reception. If the caregiver arrives then the AER or person covering reception needs to remind the caregiver of the rules in place in regards to supervision of children (see DOP-5 Supervision of Children).

If contact cannot be made with a caregiver inside the pool, then the child should be asked to provide contact details (name and phone number) of a caregiver. The CSO or person covering reception will then attempt to make contact with the caregiver. If contact is made, the caregiver is to be advised of the rules regarding children under 8 years of age being supervised within the complex.

If no contact can be made or the child is to be under facility care for more than 30 minutes then the Feilding Police are to be contacted on **06 323- 6363**

Signage can be found at the reception, around the complex and in the advertising brochures confirming the rules in place for children under 8 years of age.

All children under 8 years of age who arrive without appropriate supervision are to be handed a copy of the Pool Alone Letter (for working example see *Appendix 1*). Printed copies of the Pool Alone letter are kept in reception with the coloured wrist bands (see DOP-5 Supervision of Children), actual file location: [Makino Aquatic Centre Pool Alone Letter for Unaccompanied Children Under 8.docx (mdc.govt.nz)](https://jarvis.mdc.govt.nz/site/Aquatics/_layouts/15/WopiFrame2.aspx?sourcedoc=/site/Aquatics/Standard%20Operating%20Procedures/Makino%20Aquatic%20Centre%20Pool%20Alone%20Letter%20for%20Unaccompanied%20Children%20Under%208.docx&action=default)

The Pool Alone Register is to be completed for any child that is refused entry or referred to the Feilding Police. This register will be reviewed quarterly by the Aquatics Experience and Education Supervisor. For working example see *Appendix 2,* actual file location is on Jarvis: [Pool Alone Cases Register.docx (mdc.govt.nz)](https://jarvis.mdc.govt.nz/site/Aquatics/_layouts/15/WopiFrame.aspx?sourcedoc=/site/Aquatics/Standard%20Operating%20Procedures/Pool%20Alone%20Cases%20Register.docx&action=default)

**Child Under 8 Years of Age on poolside.**

Life Guards (LG) must question a child on poolside if concerns are raised that the child may be under the age of 8 years.

Such questions may be ‘who is with you today?’ ‘What’s your date of birth?’ etc. If a child identified that they are with a caregiver then the caregiver should be approached to confirm that they are responsible for the child and remind them of the rules in place for supervision of children.

If no caregiver over the age of 16 years of age can be found then the child is to be asked to leave the pool area immediately. The child should be taken to reception and handed to an CSO or person covering reception for contact to be made with caregiver – see details above, or for the police to be contacted.

A supervision letter can be issued to the parent/caregiver detailing their responsibilities. See Appendix 3

It is not the responsibility of LG’s to babysit children.

**Reference**

Section 10B of the Summary Offences Act 1981

Recreation Aotearoa

Water Safety New Zealand

SafeKids Aotearoa

**Appendix 1**

**Pool Alone Letter – Example**



Makino Aquatic Centre

10 Council Place

Private Bag 10001

Feilding 4743

Phone 06 323 5312

Email makino@mdc.govt.nz

Web www.makino.co.nz

**File location:**

**https://jarvis.mdc.govt.nz/site/Aquatics/Standard%20Operating%20Procedures/Forms/cByName.aspx**

Date to be inserted.

Dear Caregiver

Your child arrived today at the Makino Aquatic Centre without appropriate supervision and therefore was refused entry to the pool.

Our policy, in accordance with Recreation Aotearoa and Water Safety New Zealand is that **ALL children under 8 years of age must be Actively Supervised by a caregiver 16 years or over.**

Actively Supervised means: Watching your child at all times, able to provide immediate assistance.

This rule along with other rules and guidelines have been put in place to ensure a safe environment is maintained at all times for all customers.

If you have questions regarding this letter or the requirements for supervision of children under 8 years of age then please feel free to contact the Makino on the numbers above.

Yours sincerely

\*Aimee

Aimee Flanders

**Aquatics Services Manager**

**Appendix 2**

**Pool Alone Cases Register – Example.**

**File location:** [Pool Alone Cases Register.docx (mdc.govt.nz)](https://jarvis.mdc.govt.nz/site/Aquatics/_layouts/15/WopiFrame.aspx?sourcedoc=/site/Aquatics/Standard%20Operating%20Procedures/Pool%20Alone%20Cases%20Register.docx&action=default)

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| --- | --- | --- | --- | --- |
| **Date** | **Name of Child  (if known)** | **Time refused entry** | **Referred to Feilding Police (Yes/No)** | **Staff Member** |
| **01/01/2017** | **Adam** | **11.50am** | **No** | **John Smith** |
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**Appendix 3**



Makino Aquatic Centre

10 Council Place

Private Bag 10001

Feilding 4743

Phone 06 323 5312

Email makino@mdc.govt.nz

Web www.makino.co.nz

Date:

Dear Caregiver/Parent

Your child was left unsupervised at the Makino Aquatic Centre today.

Our policy, in accordance with Recreation Aotearoa and Water Safety New Zealand is that **ALL children under 8 years of age must be Actively Supervised by a caregiver 16 years or over.**

Actively Supervised means: Watching your child at all times, able to provide immediate assistance.

This rule along with other rules and guidelines have been put in place to ensure a safe environment is maintained at all times for all customers.

If you have questions regarding this letter or the requirements for supervision of children under 8 years of age then please feel free to contact the Makino on the numbers above.

Yours sincerely

A picture containing necklet, accessory, enamel

Description automatically generated

Sharon Gates

**Aquatics Operations Supervisor**