

Check in staff

Check in staff play an important role as the first face of Do3. They are responsible for the following:

Pre-session:

- Ensuring they have had and understood a pre-session briefing from a manager and are clear about what their duties are and how to use equipment
- Ensuring they have read and understood Normal Operating Procedure, Emergency Action Plan, Risk Assessment and information on children swimming.
- Ensuring they understand how to operate radios and communicate in case of queries, concerns or emergencies
- Putting up check-in table(s)
- Setting up check in area with swimmer check in list (on tablet), payment system, cash box, membership cards, marker pens, biro, pre-ordered goods, spare hats and tow floats.
- Writing up temperature on whiteboard if it's being used
- Arrange merchandise display and pricing

During session:

- Checking in swimmers on the tablet
- Directing all first time swimmers to first timer briefing and providing any new information as advised to other swimmers.
- Confirming age of children. All under 16s must wear a wetsuit and use a tow float (tow float provided free of charge). There are specific rules about how closely they must be supervised in the water depending on age and our assessment of ability. See FAQs in silver box.
- Hiring out tow floats
- Issuing orange hats (for loan only) to swimmers intending to swim across the session change.
- Radioing the safety crew to identify any person who is checked in who won't be leaving the lake in between sessions (confirming they have an orange hat)
- Selling any merchandise
- If the water temperature is below 10 degrees let swimmers know that the session manager will give an additional briefing on symptoms of cold water shock/hypothermia and that swimmers will have to check in with staff after each lap
- Answering questions posed by swimmers or spectators, or directing to manager if you are unsure

After session:

- Returning radios and any safety equipment belonging to Do3
- Reporting any incidents, issues or concerns to the session manager

Please note:

- Staff may not use mobile phones when on safety duty except if required to call for emergency assistance
- Staff must present a positive image of Do3 at all times in their behaviour and language
- Staff must wear clothing suitable for their role and the weather conditions, and present a smart image
- Fluorescent jackets will be provided for safety personnel which must be worn at all times when they are on duty
- Radio channels are to be kept clear in case of an emergency rather than being used for general chat