

## Mountains to Sea Conservation Trust – Annual safety review – September 2020

Much of the Trust's credibility is based on outstanding safety standards. Its aim is to maintain this exceptionally high safety record and to continually improve safety management and procedures.

The culture of our organisation remains strong and committed to the health and safety of our participants. This year has seen an increase in online regional catch ups and H & S discussion in response to the new Covid 19 hazard.



**Overlapping duties of care** An example of this is our MOU with Sea Shuttle Bay of Islands to ensure everyone's H & S obligations were clear. The MOU was made due to this being the first event of this nature in the BOI.



### Annual Safety objectives 2019 - 2020

#### Last years objectives

**Objective One;** Implement Google quiz for acknowledging understanding of H & S (SMP/SOP) changes.

The team agrees that it is a great way to keep up to date with any changes. 23/28 completed for WBC and 15/24 for EMR (now 24/24 for EMR) .Google calendar reminder . All in favour of individuals completing (rather than in groups). Good chance to refresh. Nicole suggested adding a number of questions and how long it should take e.g 30 mins . All in favour

**Objective Two; Continue to implement H & S regional meetings**

Yes these have been adopted well in the regions and will be supplied with their reports due by July

**Objective Three; Implement volunteer rating system for EMR and training ops for community guided snorkel day**

These have been very beneficial to the Auckland team . They have also been running special trips for committed volunteers. Share success with rest of EMR team to regions where applicable (i.e. doing more than just a couple of events)

**Objective Four; Increase number of volunteers involved in delivery of WBC and H & S.**

Yes clear roles established for WBC volunteers on registration form. Questions around volunteer checklist for briefings and the WBC permission form - Kim to look into

Clarify that volunteers are not responsible for supervising students/groups directly? **Action** Design briefing checklist for freshwater volunteers

**Health and Safety Committee (HSC).**

The team was picked as our committee at our national coordinator meeting (this year via zoom). The health and safety committee is appointed annually and meets via zoom.

Appointed H&S reps for 2020/2021:

- Ella Walmsley (Auckland)
- Freya McCall (Nelson/Tasman)
- Nick Hempston (Canterbury)
- Nicole Sturgess (Taranaki)
- Sophie Journee (Auckland)
- Jorge Jimenez (Wellington)
- Nina Pivac (Northland and National)
- Liz Gibson (Wellington)
- Samara Nicholas (Northland and National)
- Geoff Butturini (Trustee H & S rep)

**Regional coordinators**

Regional coordinators run the EMR and WBC programmes in other areas (including tasks of programme coordinators). These regional coordinators would be the main contact for the region, are the safety representatives and are administered under the regional provider organisation. Regional coordinators have the responsibility of reporting and evaluating to national programme coordinators. This includes incident reporting and ensuring that regional internal H & S meetings take place. They must ensure the completion site safety checklists and safety/event plans and internal meetings as required for their area. **From November 2020 onwards regional coordinators will also be the regions child protection officers.**

| Region                    | EMR  | WBC            |
|---------------------------|--|----------------|
| Northland                 | Samara Nicholas  | Isabel Krauss  |
| Auckland                  | Lorna Doogan (Sophie Journee & Samara Nicholas when Lorna on maternity leave to July 2021) | Laura Torre    |
| Coromandel                | Amber Boyd   | Amber Boyd     |
| Gisborne                  | Amy-Rose Hardy   | Amy-Rose Hardy |
| Otago/Rakiura - satellite | Lorna Doogan   | N/A            |

|               |                      |                |
|---------------|----------------------|----------------|
| Wellington    | Jorge Jimenez        | Liz Gibson     |
| Taranaki      | Elvisa Van der Ieden | N/A            |
| Nelson/Tasman | Freya McCall         | Freya McCall   |
| Canterbury    | N/A                  | Kirsty Brennan |

*EMR defines satellite regions as areas where we deliver events under the direct supervision of an endorsed coordinator in collaboration with a regional organisation, in absence of a provider organisation being established.*

## **H& S contracts that were due to expire in May were extended to the end of September due to Covid 19**

### **Mountains to Sea Wananga 2020**

New team members and some other coordinators from the regions were due to attend the April 2020 wananga and team training, but this was postponed due to COVID 19. We have rescheduled to April 2021 (due to COVID uncertainty at the time) . The new Auckland and Wellington team members attended a specialized EMR SOP training and SSI snorkel course in Auckland.

### **Safety feedback**

In the 2019/20 season in Northland, 100% of our snorkel day participants felt safe and enjoyed the day! 9 out of 10 participants learned something new during the day and indicated that their marine conservation knowledge had increased as a result of the event.

*Safety was important and demonstrated by our instructor. Friendly, helpful and very informative. Thank you so much for an amazing day. our children learnt a lot, felt safe and are eager for the next one. - Keryn Pivac*

*Fantastic Day. Great Day, one of my boys had never snorkeled before and at the end he was very confident and had an amazing time. Great staff and volunteers. Thank you so much! - anonymous*

*Really good to experience these 'hidden' places in our backyard. - anonymous*

*Tangaroa i te titi, Tangaroa i te tata - Aroha Ellis*



*Pamapurua School at Rangiputa Beach after their snorkel with EMR leader Oliver Bone*

### **New annual safety objectives for 2019 - 2020 include:**

| <b>Objective</b>   | <b>We will show we have met this objective by:</b>          |
|--|---|
| <b>Objective 1:</b> 100% uptake and completion of quiz for acknowledging understanding of H & S (SMP/SOP) changes. | MUST be completed for sole delivery and endorsement status. |

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| <b>Objective 2:</b> Increase active participation in COVID 19 safety plan via bi monthly regional catch ups.  | All regions contribute to bi monthly catch ups   |
| <b>Objective 3:</b> Increase opportunities to resource and upskill teams in the area of child protection. Compare to similar organisations as our own. Look into PD opportunities such as Safeguarding Children <a href="https://safeguardingchildren.org.nz/">https://safeguardingchildren.org.nz/</a> | Regional coordinators (child protection officers) have PD in this area<br>Trial police vetting of volunteers |
| <b>Objective 4:</b> Increase recording of management of medical conditions during snorkel days  | Recorded on back of registration forms or captured during on-line registration                               |

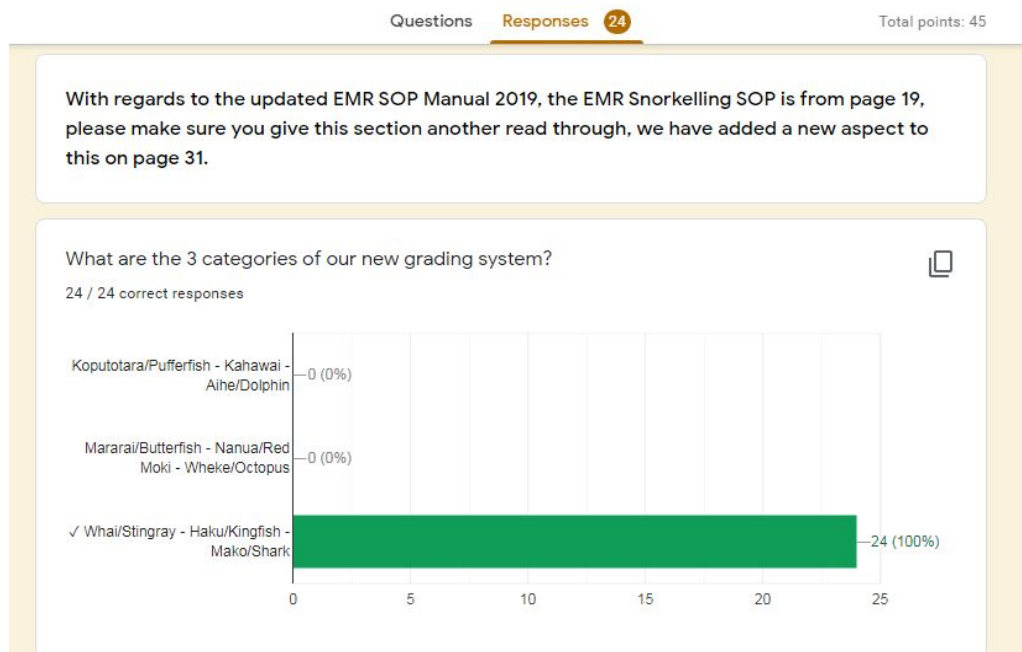
A review of our SMS and EMR SOP manual was undertaken (a list of changes are attached as an appendix).

Emergency preparedness, SOP practise and health and safety feedback and communication was achieved at our annual Mountains to Sea coordinator meeting (refer to coordinator meeting notes for 2020). We have also implemented the new H & S regional meetings for EMR and emergency practise.

### H & S Quizes

These have recently become compulsory for all endorsed coordinators to encourage completion in a timely manner. From the 2020 review of our SMS, the completion of the annual quiz will be recorded on the personnel file to keep up with endorsement status.

📁 ☆ All changes saved in Drive



### Volunteer training

We have had increased training opportunities for our volunteer teams, especially in Auckland where we have the highest number of events and volunteers. The volunteer rating system of Senior, Assistant, Trainee, Land based has worked well for our Auckland team. Auckland recently held a training day at the pools, Taranaki just had a training day and Northland have one planned



for the beginning of November. Because we are working on online signing of volunteer forms, we are now asking our volunteers to re-sign the terms on the actual day of the event to reinforce volunteer roles for community guided snorkel days when we are using 5 or more volunteers on the same day.

### **Feedback from volunteers - trip reports**

*Sunday the 2nd of February started out the same as most EMR snorkel days do. Wake up. Splash some water on my face. COFFEE. Then toddle off to another beautiful location in the Hauraki Gulf to get some people in the water!*

*Today we were showcasing Takapuna beach and boy did the weather turn it out! We were treated to the best conditions we have ever seen on the reef, with great visibility and beautiful blue skies. A lot of people aren't aware of the unique lava formed reef systems and amazing array of life just metres from the busy urban beach. This is the second time I had the pleasure of showing people around this underwater metropolis, so I had a good idea of the hot spots to highlight.*

*Being one of the most easily accessible snorkel days in Auckland, we expected it to be a busy one and it did not disappoint, with the first willing participants showing up half an hour before start time. I love the enthusiasm to get in the water!*

*After Courtney's safety briefing to start the day (safety first), it was straight in the water. My first group were very excited to get in, with some having never been snorkelling in the ocean. We were treated to speedy spotties, plump parore, sneaky snapper, tremendous trevally and tiny triplefins. The group were absolutely enthralled, as were the 3 other groups I took out. That is by far the best thing about being a part of these snorkel days. The absolute happiness that immersion in the marine environment provides for people from all different walks of life, with all different experiences of the ocean. Today we had put 242 smiles on 242 faces. 242 record breaking smiles. Can't top that.*

*But wait, you can. During the day one of our senior snorkel guides dropped her brand new underwater camera, purchased that week, into the weed on the reef. So after the last rotation and all of the gear was cleaned and packed down for the day, her and I jumped back into the water to put our search and navigation skills to the test. Turns out we are pretty good with retrieval of lost items 😊*

*A massive thank you to the amazing Auckland co-ordinators Lorna and Sophie, and all the wonderful volunteers. Written by Katie McClaren*

### **Incident Reports**

Incident reports have been reviewed and the register updated.

As a result of incident reporting we have some new hazards to add to our register

- Skin caught in wetsuit zippers
- Disorderly people
- Bullying behaviour
- Moving vehicles and inadequate maneuvering of a bus
- Lodgement of pebbles

No trends were identified during our investigations

### **Technical advice**

We have received technical advice via external sources such as Kent Erickson. This resulted in phasing in requirement for all 3 unit standards in first aid space be included in first aid training including

6402 – CPR etc

6401 – one patient with isolated injury or medical condition

6400 – managing first aid in emergency situations where the range is more than one patient and at least one medical emergency and two significant traumas. Hypothermia, hyperthermia and

anaphylaxis are also in the 6400 range, not 6401. We are also going to make some training videos to support training in managing hypo/hyperthermia and anaphylaxis, as bare minimum first aid does not necessarily include training in hyper/hypothermia and anaphylaxis. This is important as it reduces the possibility of any inconsistency in procedures and knowledge across our organisation.

For consistency we have removed reference to 'near-drowning' this phrase, along with secondary drowning' is no longer used.

<https://www.nzrc.org.nz/news/drowning-terminology-hung-out-to-dry/>

We have now included some references for some of the first aid-related procedures, for example, in-water resuscitation. ie . [ANZCOR Drowning Guideline](#)

Pocket masks will now be a requirement for all first aid kits associated with in-water activities.

### **Legislation**

We added the Child Protection Act 2014 to our list of relevant legislation.

### **Industry Involvement**

We have sought wider industry involvement by attending meetings such as the Northland Aquatic breakfast forum to discuss H & S and impacts of COVID 19 on our industry. This annual event is a good way to interact with other people in the industry and has led to an increased relationship with Water Safety New Zealand. So far this year there have been 3 drownings related to snorkelling. The most recent stats can be found at [www.watersafety.org.nz](http://www.watersafety.org.nz) EMR contributed time and images for the new (yet to be released) Good Practise Guide (GPG) for snorkelling and we also reviewed

<https://www.supportadventure.co.nz/assets/GPGs/General-Good-Practice-Guidelines.pdf>

### **Safety improvement plan**

Funding for monitoring and evaluating safety performance via internal audits has been maintained and we have had an increase of online zoom meetings. Refer to the internal audit report.

We trialled using an external snorkel instructor via an agreement with SSI. We are currently investigating moving back to unit standards for snorkelling 28391 Snorkel dive in open water and 28436 instruct and assess client snorkel dives in open water . No unit standard requirement for those with existing Dive master or higher scuba instructor qualification. Implement EMR SOP training at national wananga.

We will continue to develop our online evaluation system.

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| Look into renting a EAD for events  |
| <a href="https://www.stjohn.org.nz/what-we-do/event-services/rent-aed/">https://www.stjohn.org.nz/what-we-do/event-services/rent-aed/</a>   |
| Continue to implement grading system for snorkellers  |
| Implement H & S updates and amendments communication online google quiz - now compulsory for endorsement status   |
| Involve more external experts for training videos   |
| Produce training videos for treatment for injuries caused by hazardous marine life, anaphylaxis and hypothermia, managing groups in an emergency, pocket mask use in water            |
| Continue to Increase training opportunities for our volunteers  |
| Continue to use volunteer rating system for EMR   |
| Implement EMR SOP training at wananga - investigate moving back to unit standards for snorkelling 28391 Snorkel dive in open water and 28436 instruct and assess client snorkel dives |



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| in open water . No unit standard requirement for those with existing Dive master or scuba instructor qualification |
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| Trial police vetting for all volunteers (excluding those provided by a school or under the age of 17) |
|---|

Some members of the Northland team recently took part in first aid training, including practising emergency situations and trailing the use of pocket masks, as part of our continued improvement, we will be making training videos



#### **TOP management approval**

This report has been circulated to top management and will be tabled at our Annual General Meeting on September 23rd 2020 for final approval.

#### **Appendix 1**

## Summary of Amendments to SMS (but not limited to)

### **Safety Management Plan (SMP) Version 9 - September 2020**

- Annual safety objectives page 29
- Updated roles page 30
- Updated staff competency requirements - first aid and EMR snorkel instructor requirements – page 42
- Document control - reference to google drive – 79
- Continued improvement – page 82
- Updated legislation – appendix 2
- Vetting Policy - trial volunteer vetting – appendix 3
- Child protection policy - appendix 9
- Contract for services template – appendix 4
- Remove EMR sanitisation policy (keep in EMR SOP instead)
- Inclusion of COVID 19 Safety plan appendix 10
- Trailer policy updated appendix 5
- Updated RAMS appendix 12

### **Experiencing Marine Reserves (EMR) snorkelling activity Standard Operating Procedures (SOP) Manual, September 2019 - now 2020**

- Updated roles description
- Updated briefing checklist - include COVID 19 and need for sanitisation monitor and care re zippers and cramp for separate adult briefing
- H & S declaration contract for EMR staff- compulsory to complete quiz for endorsement and introducing phase in requirement for first aid unit standard 6400 (managing emergencies)
- EMR Snorkelling SOP – use of pocket masks & staff competency requirements (6400 unit standard in first aid by 2022) No longer require optrex (clean fresh water is advised for saniwise)
- Volunteer form - trailing police vetting for volunteers
- Updated snorkel guidelines - deleted reference to near drowning - not a term anymore. We will also insert reference to in-water resuscitation, with a endnote for all these procedures, i.e. [ANZCOR Drowning Guideline](#)
- Pre-site assessment - checking school has a full contact list for contact tracing. Asking for information around behaviour and panic
- Snorkel equipment SOP - pocket masks
- School agreement – added reference to Covid Safety plan, covid cancellation clause, requirement for sanitisation monitor for level 1 and 2 and zero tolerance to bullying
- Community Snorkel day roles – including written plan for management of medical conditions
- EMR RAMS Risk Assessment Form Part 1 - added poison centre and 24 hour healthline (updated date)
- EMR RAMS Risk Assessment Form Part 2 - New hazards
  - Skin caught in wetsuit zippers
  - Disorderly people
  - Bullying behaviour
  - Moving vehicles and inadequate maneuvering of a bus
  - lodgement of pebbles



## **WBC SOP's (not subject to Adventure Activity Audit)**

- Updated Kim's address on Organisation Agreement
- Added GMT tripping hazard to RAF
- Updated Risk assessment matrix on PSAF to include level 7 risks (ie. Extreme conditions, difficult adults and early childhood) as well as add year levels correlating to ages.
- Added role descriptions to 1.1 Role Descriptions for WBC Coordinators: Co-Director,
- Deputy National Coordinator, Field Technician, Assistant Coordinator, Specialist
- Contractor.
- Updated Section 1.2 'WBC Coordinator Endorsement Criteria and Training Checklist' in relation to: Require online training, national coordinator endorsement certificate, check fitness ability, minimum drivers license for driving and driving passengers, experience and qualifications.
- Updated gear list in 1.4 'Expectations of a WBC Coordinator'
- Add GMT string line to hazard register
- Added wording around Overlapping duties of care in Section 3.13 'Overlapping Duties – Collaboration and Health and Safety Responsibilities'
- Updated references to WBC SOP year in Section 4.1 'Organisation Agreement'
- Updated Section 4.2 'WBC Training Induction Checklist Form'
- Updated Kim's address on Section 4.3 'Health & Safety Declaration Form'
- Updated Section 4.4 'WBC SOP – Peer Appraisal'
- Updated Section 4.5 'School Agreement Form'
- Updated Section 4.9 'Whitebait Connection Teacher Evaluation – post programme'
- Added Section 4.17 'Pre WBC field activity operation risk assessment form – for fieldwork and events'
- Updated Section 4.19 'WBC Programme Complaints Form' (Kim's address and reference to new MTSCT Complaints Policy)
- Updated Appendix One 'Mountains to Sea Conservation Trust – Annual safety review – September 2019' to most recent objectives.
- Added Ratio Policy (Section 3.14, page 46)
- Added Ecosourcing Policy (Section 3.15, page 48)

## **Appendix 2**

### **Checklist of evidence (audit 2020)**

|  |   |
|--|---|
| Samples of completed H & S forms       | All regions   |
| Sample of induction evidence           | See sample from Taranaki region<br>Personnel file   |
| Internal annual audit - Pair appraisal | See sample from Nelson/Tasman, Northland and Wellington<br>See internal audit record of national visits |
| Coordinator meetings                   | See H & S committee and regional catch up minutes<br>National coordinator meeting                       |
| External technical advice              | See contributions from Kent Erickson for 2020   |

|                                   |   |
|-----------------------------------|---|
| Overlapping duties of care        | List of EMR team for DIVE TUTUKAKA and online MOU renewal.<br>MOU with Bay of Islands sea shuttle for Maunganui Bay Snorkel Day |
| Top management approval           | See MTSCT meeting minutes   |
| Communication                     | See email comms to the teams (EMR/WBC)<br>By-monthly zoom meetings  |
| Emergency practise and discussion | See regional internal H & S meetings<br>On-line training videos in development<br>(continued improvement)                       |
| Incident record                   | See record of incidents and recent incident investigations  |
| National provider agreements      | See sample from Taranaki  |
| Contract for Service              | See sample school/provider agreement  |