CODE OF CONDUCT

ZWEMSCHOOL

DOOR PROFESSIONALS VOOR KINDEREN

MISI©
MASTERS IN SWIMMING IMPROVEMENT

MISI©
MASTERS IN SWIMMING INSTRUCTION

The Code of Conduct for the Swimming Industry The interaction between swimming pool employees and visitors and swimming students cannot be regulated in detail. Certainly not when physical contact is necessary in the form of instruction, correction or assistance (think of visitors with a disability) or to prevent drowning or another unsafe situation or is necessary for maintaining order and safety. Nevertheless, it is advisable to establish principles and rules of conduct on the basis of which the boundary between permitted and undesirable behavior of swimming pool employees in specific situations can be determined. The aim of this is to protect all persons involved and to restore public confidence in the swimming industry.

These rules of conduct are intended as a guideline for correct behavior of swimming pool employees. The various examples of undesirable behavior mentioned in the code of conduct are therefore not exhaustive or static.
A number of terms used in the Code of Conduct are defined below.

Swimming pool employee In the code of conduct, 'swimming pool employee' is understood to mean a natural person who, regardless of the legal status of the working relationship (civil servant, employee, seconded worker, self-employed person, temporary worker, volunteer, intern, pupil, etc.), performs work in the:

- executive staff, for example in the position of swimming pool employee or swimming instructor;
- facility staff, for example in the position of canteen employee, maintenance employee,
- counter employee;
- management staff;
- administrative
- staff; administrative
- staff; supervisory staff, for example the diploma swimming reporters

Visitor
'Visitor' means: any (natural) person, other than a swimming pool employee, who visits the swimming pool.

Swimming student 'Swimming student' means: any visitor who receives swimming lessons from a swimming pool employee.

Logbook
'Logbook' means: a register, written or digital, in which the swimming pool employee can record the events mentioned in the code of conduct.

Principles of professional practice in general

A swimming pool employee

1. strives to practice his/her profession as well as possible and in doing so takes into account the views and positions of the professional group as laid down in the code of conduct; is constantly aware of his/her exemplary function when practicing his/her profession;

2. takes his/her own responsibility for his/her professional practice within the limits of swimming education and within the applicable regulations of the swimming pool where he/she works;

3. observes the limits of his/her professional expertise; if the nature and extent of problems exceed his/her expertise, he/she is obliged to call in other experts; for example, in the event of suspected abuse and maltreatment (in the home situation);

4. is responsible for further development of his/her professionalism; also in the area of social interaction and correct communication with visitors, parents and children;

5. does his/her work as a member of a team, with collegial responsibility;

6. maintains professional contacts with colleagues within the swimming pool and with the swimming pool management;

7. communicates correctly with colleagues and management in words, gestures, in writing and by electronic means;

8. ensures that colleagues adhere to the code of conduct. Where appropriate, addresses colleagues on undesirable behaviour;

9. Informs his/her supervisor in the event of undesirable conduct or disregard of the code of conduct by a colleague.

Code of Conduct for the Swimming Industry

The pool employee in contact with visitors

1. provides an environment and atmosphere in which swimming pool visitors, including swimming students, children and parents, feel safe; by being visible, supervising and consistently enforcing the rules;

2. has the duty to protect visitors against (abuse of) power, (sexual) intimidation and other undesirable forms of conduct within the swimming pool;

3. realizes at all times that certain situations and/or actions may be experienced by the visitor as (sexual) intimidation or may lead to accusations of undesirable behavior;

4. avoids 1 on 1 situations with visitors in a closed space, unless this is necessary from a safety and/or health perspective, such as in the event that first aid must be provided, life-saving actions must be performed or the pool must be evacuated due to calamities. Such a situation is always recorded in the logbook and reported to the manager;

5. shall only enter a changing room, shower room or similar space where a visitor is present after the visitor has requested permission in advance and shall subsequently justify his/her entry into the changing room/shower room to his/her supervisor; if it is nevertheless necessary for reasons of safety and health of the visitor to enter this space, as in the cases referred to in Article 4, he/she shall announce this clearly and with reasons. Such a situation shall always be recorded in the logbook and reported to the supervisor. The visitor shall be granted as much privacy as possible;

6. in his/her contacts with the visitor, only has physical contact to the extent that this is functional and/or necessary, for example for educational reasons or for reasons of the visitor's safety or health, for example when first aid must be provided or life-saving actions must be performed. Does not touch the visitor in such a way that the visitor and/or the employee themselves can reasonably expect to experience this contact as sexual, aggressive or intimidating;

7. respects the visitor and refrains from treating the visitor in a manner that affects the visitor's dignity; for example, no intimidation, threats, coercion, aggression, bullying, ambiguities, unwanted intimacies, etc.
Visitors will not be discriminated against on the basis of gender, race, sexual preference, religious belief, cultural identity, sexual preference, disability or for any other reason;

8. shows commitment to the visitor but always maintains and preserves a professional distance in his/her contacts with the visitor;

9. does not intrude further into the (private) life of the visitor than is necessary for the performance of his/her duties; this also applies to contacts via electronic means of communication;

10. clearly indicates his/her boundaries if a visitor insists on intimacy; this also applies if intimacy is insisted on via electronic means of communication.

The above sets out the rules for dealing with 'visitors' in general. The following describes specific additional rules for swimming students and their parents/guardians. These two groups are primarily visitors to the swimming pool, but unlike regular visitors, swimming students have social contact with their swimming instructor during swimming lessons.

There is direct contact between swimming student and swimming instructor within a situation of dependency.
Also in the contact with their parents/guardians there is such a relationship of dependency between swimming instructor and parent/guardian, whereby the swimming instructor has professional authority by virtue of his/her profession. The above also applies in certain cases to other swimming pool employees than swimming instructors.

All rules for dealing with visitors apply accordingly to dealing with swimming students and parents/guardians. On the other hand, the rules formulated below for dealing with swimming students and parents/guardians apply accordingly to dealing with visitors.

The swimming pool employee in contact with swimming students

1. respects the swimming student in look, word, gesture and does not make any images of him/her, unless the swimming students and/or their parents themselves request the making of images and in that case in such a way that the swimming student's dignity is not affected and the image cannot be considered sexual.

experienced;

2. shall certainly not abuse the relationship of power and dependence arising from his/her profession;

3. refrains from any form of intimidation, i.e.: intimidating, humiliating, threatening, coercing, name-calling, ignoring, bullying, racism, homophobia, sexual harassment, discrimination based on gender, race, belief, sexual preference, disability or for any other reason; children are addressed by their name and certainly not based on their physical characteristics or specific behavior;

4. ensures social safety within his/her lessons, especially for less gifted swimming students; unnecessary comparison situations and situations that accentuate physical appearance are avoided;

5. ensures that necessary physical contact is functional and cannot be misunderstood. Functional touches such as technique, posture and breathing corrections are preceded as much as possible by an announcement of the touch and are accompanied by an explanation of the reason for the touch.

The pool employee in contact with parents/guardians:

1. respects the parent/guardian in look, word and gesture;

2. provides honest and relevant information about progress/performance and (movement) behavior to coordinators, who then inform the parents/guardians about the swimming student;

3. is visible during the lesson situation. If the situation requires a 1 on 1 setting, the employee will discuss this with his/her supervisor and ask the parents for permission.
The pool employee also reports such a situation in the logbook;

4. realizes that certain instructional actions can be misunderstood by parents/ guardians and can lead to accusations of (sexual) intimidation; is therefore prepared at all times to
account for the pedagogical approach followed/the method of instruction, to parents/ guardians and manager. The use of a pedagogical approach that is not applied as standard, is reported by the pool employee in the logbook and to the parents/guardians.

General rules for swimming pool employees

1. First of all, it is essential to arrive and be present during working hours, as punctuality is crucial for the smooth running of business processes. Make sure you are on time (10 minutes before the first lesson) and that your materials are ready before the start of the lesson.

2. In addition, it is essential to comply with safety regulations, so that both your safety and that of your colleagues is guaranteed. Pay special attention to stray material.

3. Respect and professionalism in dealing with colleagues and customers is also crucial; this includes avoiding discriminatory or inappropriate behaviour and promoting an inclusive working atmosphere.

4. Furthermore, you must ensure confidentiality and integrity, especially when dealing with sensitive company information.

5. It is very important that conversations with customers are conducted by the coordinators as much as possible, or take place in consultation with them.

6. It is not allowed to use a telephone in the swimming pool, unless this is necessary for the execution of your work or there is another urgent reason. This also applies to your other possessions that are not necessary for teaching, think of bags, etc.

7. You are responsible for picking up your tablet for class and returning it. If for any reason you are unable to pick up your tablet, we kindly request that you request a replacement device in a timely manner. This is crucial so that you are able to continuously record data and do not miss any important information.

8. It is essential that you focus solely on your own teaching activities and do not interfere with the lessons of your colleagues. This not only promotes a respectful and professional working environment, but also allows everyone to develop their own teaching methods and strategies without unwanted interference.

9. When teaching in deep pools it is crucial to only enter the water when absolutely necessary. Most instruction can also be given from dry land. In the water your vision is limited, which can endanger the safety of yourself and your students. It is difficult to keep an overview of the activities around you, which can lead to dangerous situations.

By following these rules, employees contribute to a positive and productive work environment.