



Bathing support area for people with reduced mobility. Bathing Season 2024

Public services for citizens must ensure accessibility as a necessary condition to uphold the rights to equality of opportunity and non-discrimination for people with functional diversity.

Regulations for use

The bathing support service is exclusively for people with reduced mobility or other functional diversity who need support to enter the water and bathe.

Access to both the bathing support service and the associated area and infrastructure (shaded area, inclusive changing module, adapted toilet facilities, service material, etc.) are exclusively for people with functional diversity or reduced mobility.

Furthermore, in order to guarantee good use of the space and the material resources available, the number of companions per user is limited to 4 (1 service user + maximum of 4 companions). Therefore, service workers have the authority to deny access to additional companions during peak times to guarantee fair access and use of the service for all.

To ensure the smooth running of the bathing support service, assistance will be provided under the following conditions:

1. ASSISTANCE POINTS

- Sant Miquel Beach
- Nova Icària Beach
- Fòrum Bathing Area

2. CALENDAR AND SERVICE HOURS AT ASSISTANCE POINTS

Calendar and service hours on Nova Icària Beach and the Fòrum bathing area:

- Mid season: from 23 to 31 March, on 1, 29 and 30 and every weekend in April, from 1 to 24 May and from 12 September to 27 October, from **10.30 am to 6.30 pm**.
- High season: from 25 May to 11 September, from **10.30 am to 7.30 pm**.
- As an exception, due to the holding of the 37th America's Cup in Barcelona, on 30 September and from 1 to 27 October the assistance point on Nova Icària Beach will be open from **10.30 am to 6.30 pm**.

Calendar and service hours for Sant Miquel Beach

- High season: from 25 May to 11 September, from **10.30 am to 7.30 pm**.
- Mid season: from 12 September to 29 September, from **10.30 am to 6.30 pm**.

3. QUEUE MANAGEMENT

The bathing support service for people with reduced mobility who are unable to enter the water independently is provided under the supervision of trained personnel and using amphibious and hydraulic chairs.

Individual users

The following queue management rules have been established to guarantee assistance for everyone wishing to access the service:

- Assistance will be provided on a first come, first served basis.
- When the service user arrives at the assistance point they should request a time slot from the service personnel, who will add them to the waiting list.
- To bathe again on the same day, they will need to request another time slot and their name will be added to the end of the waiting list.
- An advance booking service is available. In this case, the booking will be placed on the waiting list at the time requested. In all cases, booking is voluntary.

Bookings can be made online, by phone or in person at any service point.

Online booking	<p>Via the following web application:</p> <p>https://book.timify.com/services?accountId=648c2d9b5f01dd79c87cfd0d&hideCloseButton=true</p> 
Telephone booking	<p>By calling the general coordination phone number: 607 569 374</p> <p>Opening hours: 10.30 am to 6.15 pm in mid season 10.30 am to 7.15 pm in high season</p>

The technical personnel will be able to provide users with information on capacity at other bathing assistance points if the user is interested in going to another point where they can be assisted sooner. If the user does not wish to go to another point, they will have to wait for assistance according to availability at the beach where they wish to bathe.

In the event that they only need to borrow material resources (apart from amphibious chairs), or only require limited assistance or to use the shaded area, they do not need to add their name to the assisted bathing waiting list.

Organised groups

In order to plan the service and provide the safest possible assistance, organised groups and centres must always book in advance by email (banyassistitbcn@gmail.com), specifying the total number of people in the group, their degree of dependency and the number of supervisors and/or companions in the group. Organised groups will not be assisted without prior booking.

4. SERVICE PROVISION AND SEA CONDITIONS

	Sant Miquel and Nova Icària	Fòrum Bathing Area
Green Flag	Full Service	Full Service
Yellow Flag (Quality of bathing water and presence of jellyfish)	<p><u>PARTIAL BATHING RESTRICTIONS</u></p> <ul style="list-style-type: none"> ● The user must sign a document agreeing to the current conditions. ● Crutches, swim vests and other buoyancy aids are provided so that users can enter the water <u>either independently or with the help of a personal assistant.</u> ● <u>There is no service with amphibious chairs,</u> nor are these items available for loan. ● Service personnel <u>do not provide assistance in the water.</u> 	<p><u>PARTIAL BATHING RESTRICTIONS</u></p> <ul style="list-style-type: none"> ● The user must sign a document agreeing to the current conditions. ● The hydraulic chair service is provided to enter the water for bathing. ● Service personnel <u>do not provide assistance in the water.</u>
Yellow Flag (Sea conditions)	<ul style="list-style-type: none"> ● <u>The amphibious or hydraulic chair service will not be available to enter the water, nor will any floatation devices or accessibility aids be provided.</u> ● Users may use the facilities and the showers, the shaded area, the loungers, the changing area and the adapted toilet facilities, as usual. 	
Red Flag (Sea conditions, presence of jellyfish and water quality)	<p><u>TOTAL BATHING RESTRICTIONS</u></p> <ul style="list-style-type: none"> ● <u>For safety reasons, entering the water is not allowed</u> for users alone or accompanied. ● Users may use the facilities and the showers, the shaded area, the loungers, the changing area and the adapted toilet facilities, as usual. 	

5. GENERAL RULES

- The bathing support personnel will help users to get in and out of the water with an amphibious or hydraulic chair and will help to transfer users to the loungers, chairs, etc.
- Users are free to bathe for as long as they wish if they are able to stay in the water independently. If they require assistance or direct supervision, they will have to expressly request this from the service personnel, and **the maximum supervision time is 20 minutes**. This may be extended depending on demand.
- **Use of life vests or personal flotation devices:** the service offers life vests and personal flotation devices to guarantee the safety of service users who request them.

If the person does not wish to wear the life vest or the personal flotation device, they will have to expressly state this in writing. In this case, the person must remain in the amphibious chair during the bathing time unless they know how to swim and always with the support of companions or a personal carer.

If the service user uses their own life vest or personal flotation device, they will have to sign a document stating that they take responsibility for any consequences resulting from the use or the state of their life vest or flotation device, with the exception of people under the supervision of organised groups, who must strictly follow the instructions of the service personnel.

- **Bathing conditions:** the user and their companions or personal assistants assume responsibility for the consequences and any damages to themselves or other people resulting from the use or handling of equipment and elements pertaining to the service that are fully or partially ceded to them.

Once in the water:

- a) If the user can bathe autonomously, they may leave the amphibious/hydraulic chair. When they have finished bathing, they must request support to leave the water.
- b) If the user cannot bathe autonomously:
 - They may leave the amphibious chair if they are wearing a life vest or personal flotation device and are accompanied by supervisors or personal assistants. If the service user or their supervisor expressly requests it, they may also receive direct supervision from service personnel for a limited period of time (20 minutes).
 - If the person explicitly refuses to use the life vest or personal flotation device, they will have to remain in the amphibious chair, supported by their companions or personal assistants at all times. When required, they will have to request direct supervision from the service personnel for a limited period of time (20 minutes).

6. DUTIES OF THE BATHING SUPPORT PERSONNEL

Bathing support staff have the following duties:

- ✓ Receiving service users, adding them to the waiting list of people requesting chair-assisted access to the water and explaining the rules of use and procedures.
- ✓ Providing instructions and supervising the procedures that users and their companions/carers must follow to correctly use the equipment.
- ✓ Coordinate all assistance and support procedures for bathing with the users and their companions/carers.
- ✓ Prepare and clean the service materials.
- ✓ Support users to transfer from their wheelchair to the amphibious chair, using a hoist where necessary.



- ✓ Helping users transfer from the amphibious chair to the shower or the personal chair, using the hoist whenever necessary.
- ✓ Transferring users with the amphibious chair to the breakwater to facilitate entry into the water with the companion or personal assistant, and their return to the shower area or the pergola requested by the service user.
- ✓ Operating the hydraulic chair to enable the user to enter and leave the water in the Fòrum bathing area.
- ✓ Assisting the user in getting out and returning to the amphibious or hydraulic chair when necessary.
- ✓ Offering supervision to the service user in the water when expressly requested.

The following are not included among the duties of the bathing support personnel:

- x Any other needs the service user may have, such as help changing their clothes, personal hygiene, applying cream, keeping an eye on their personal belongings during their visit, etc.