



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

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

### **Usage Regulations**

The bathing support service is exclusively intended for people with reduced mobility or any other functional diversity who need assistance with changing, accessing the water and enjoying bathing.

Both access to the bathing support service and access to the associated space and infrastructure (shaded area, inclusive changing module, adapted toilet, service equipment, etc.) are exclusively for people with verifiable functional diversity through an official document, which the service workers may request if they deem it necessary to verify the eligibility of the individuals applying for the service.

In addition, to ensure the proper use of the space and available material resources, the number of companions per user is limited to 4 (1 user + a maximum of 4 companions). Therefore, the service workers have the authority to deny access to additional companions during peak times to guarantee equitable access and use of the service for everyone.

To ensure the correct functioning of the service, the provision of bathing support must comply with the following conditions:

#### **1. ASSISTANCE POINTS**

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

#### **2. CALENDAR AND SERVICE HOURS AT ASSISTANCE POINTS**

##### **Timetable and service hours for Nova Icària Beach and the Fòrum Bathing Area:**

- Mid season: from 23 to 31 March, on the 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**.
- Exceptionally, due to the celebration of the 37th edition of the America's Cup in Barcelona, the Nova Icària Beach service point will be operational on 30 September and from 1 to 27 October, from **10.30 am to 6.30 pm**.

##### **Timetable 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 to 29 September, from **10.30 am to 6.30 pm**.

### 3. ADVANCE BOOKING

The bathing support service for people with reduced mobility who are unable to access the water independently will be provided under the supervision of technical staff and through the use of **amphibious and/or hydraulic chairs**. To use this service, **it is mandatory to book in advance**, reserving a day and timeslot for **individual users** and **organised groups**. In this way, the service assistance is guaranteed, and the users' waiting time is reduced.

#### **PLEASE NOTE:**

**Bookings made** for using amphibious and/or hydraulic chairs **guarantee one bathing session** with full attention and assistance. **Under no circumstances does a single booking imply the possibility of taking successive bathing sessions.** If the user wishes to receive assistance for bathing more than once on the same day, they must make bookings for other time slots, either through online booking or by approaching the staff, who can check the availability at each point to allow more than one bathing session for the same person.

- Organised groups

To plan the service and ensure the highest level of safety during the bathing assistance, **organised groups and centres are required to book** by telephone, specifying the total number of attendees and their level of dependency. **Otherwise, the group's bathing assistance and availability of space in the reserved area cannot be guaranteed.**

- Individual users

Users and individual users can also access the service **without advance booking**. However, in these cases, **we CANNOT GUARANTEE service**, which will be subject to availability at each assistance point. Technical staff may redirect users without a booking to other beaches with immediate service availability. If the user does not wish to travel to another location, they will have to wait for assistance based on availability at the desired beach.

If only the loan of equipment, minor assistance or use of the shaded area is required, **there is no need to make an advance booking**. However, **it is recommended that the space is booked** to avoid overcrowding and to provide appropriate care for everyone.

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

<b>Online booking</b>	Through the following web application <a href="https://book.timify.com/services?accountId=648c2d9b5f01dd79c87cfd0d&amp;hideCloseButton=true">https://book.timify.com/services?accountId=648c2d9b5f01dd79c87cfd0d&amp;hideCloseButton=true</a>
<b>Telephone booking</b>	By calling the general coordination phone number: <b>607569374</b> Opening hours: 10.30 am - 6.15 pm during mid-season 10.30 am - 7.15 pm during high season

#### 4. SERVICE PROVISION AND SEA CONDITIONS

The state of the sea is indicated by the placement of flags on all beaches. To provide safe bathing assistance for users and staff, the normal service provision may be altered by maritime conditions, as detailed below.

	Sant Miquel and Nova Icària	Fòrum Bathing Area
<b>Green Flag</b>	Full Service	Full Service
<b>Yellow Flag</b> (bathing-water quality)	<p><b><u>PARTIAL BATHING RESTRICTIONS</u></b></p> <ul style="list-style-type: none"> <li>● The user must sign a document agreeing to the current conditions.</li> <li>● Crutches, vests and other flotation devices are provided so that the user, <u>either independently or with the help of personal companions</u>, can enter the water.</li> <li>● <u>There is no service with amphibious chairs</u>, nor are these items available for loan.</li> <li>● The service staff <u>does not provide in-water accompaniment</u>.</li> </ul>	<p><b><u>PARTIAL BATHING RESTRICTIONS</u></b></p> <ul style="list-style-type: none"> <li>● The user must sign a document agreeing to the current conditions.</li> <li>● The hydraulic chair service is provided for water access for bathing.</li> <li>● The service staff <u>does not provide in-water accompaniment</u>.</li> </ul>
<b>Yellow Flag</b> (state of the sea, presence of jellyfish)	<p><b><u>TOTAL BATHING RESTRICTIONS</u></b></p> <ul style="list-style-type: none"> <li>● <u>Access to the water is not allowed</u> for users alone or accompanied for safety reasons.</li> <li>● Guests can still enjoy the facilities and use the showers, shaded areas, sun loungers, changing rooms and adapted toilets.</li> </ul>	
<b>Red Flag</b> (state of the sea, presence of jellyfish)		



## 5. GENERAL RULES

- The bathing support staff assists with entering and exiting the water using the amphibious or hydraulic chair and any necessary transfers.
- The bathing time is unlimited, provided the user is autonomous in the water. If assistance or direct supervision is required, the maximum allotted time is 20 minutes, which may be extended if the demand from other users permits.
- In the event of a sudden change in bathing conditions due to meteorological incidents, such as **the formation of a breaker** that prevents safe water access or **damage to the water access walkway infrastructure**, bathing support may be limited until the issue is resolved or sea conditions have improved. In any case, the service coordination will always communicate this situation to the municipal technical staff of the Beach Operational Management Service, who will make the appropriate decisions to ensure safe bathing for both users and staff.
- Service users and staff must always maintain appropriate and respectful behaviour towards others. The service has a **protocol for addressing situations of gender-based violence**. Additionally, the beaches of Barcelona have a **lilac point** at the Beaches Directorate building on the Bogatell breakwater, available from 8.00 am to 8.00 pm to attend to any incidents related to disrespectful behaviour linked to the assisted bathing service.
- **Life jackets or personal flotation devices**

The service provides life jackets or personal flotation devices to ensure the safety of service users who request them.

If a person does not wish to wear the life jacket or personal flotation device, they must explicitly waive 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 opts to use their own life jacket or personal flotation device, they must sign a document assuming responsibility for any potential consequences arising from the use or condition of their own jacket or device.

### - Bathing conditions

The user and their companions or personal carers assume responsibility for any consequences, damages and injuries to themselves and/or others that may arise from the use and handling of equipment and service devices that are provided to them, either fully or partially.

Once in the water:

- a) If the user has autonomy for bathing, they may leave the amphibious/hydraulic chair. When they have finished bathing, they must request support to exit the water.
- b) If the user does not have bathing autonomy:
  - They can leave the amphibious chair if they are wearing a life jacket or personal flotation device and will have the accompaniment of companions or personal carers and, if necessary, direct supervision from the service staff for a limited time (20 minutes).
  - If the person explicitly waives the use of the life jacket or personal flotation device, they must remain in the amphibious chair, always with the support of companions or personal carers, and if necessary, direct supervision from the service staff for a limited time.

- **Roles of the bathing support staff:**

- ✓ Welcome the users, confirm the advance booking, and explain to them the user rules and procedures.
- ✓ Provide instructions and supervise 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.
- ✓ Assist with the transfer from the wheelchair to the amphibious chair. If applicable, this should be done with the support of a hoist.
- ✓ Help transfer from the amphibious chair to the shower or the personal chair, using the hoist whenever necessary.
- ✓ Conduct transfers with the amphibious chair to the breakwater to facilitate water access with the companion/carer and the return to the requested shower/ pergola area, and handle the hydraulic chair for entering and exiting the water in the Fòrum bathing area.
- ✓ Assist the user in getting out and returning to the amphibious or hydraulic chair when necessary.
- ✓ Supervise the user who requests it in the water for a limited time.

- **It is NOT the role of the bathing support staff:**

- ✗ Other needs the person may have including changing clothes, personal cleaning, applying lotion, looking after belongings, etc.

The user of the service or their legal guardians and personal companions/carers must declare in writing that they are aware of and accept these regulations and sign the document that the service's responsible technicians will provide on the first day of bathing. This signature is valid for the entire bathing season, provided the companions are the same.

Barcelona, \_\_\_\_\_ 2024



Point of service (mark with X)

- ☐ *Sant Miquel*
- ☐ *Nova Icària*
- ☐ *Fòrum Bathing Area*

**SERVICE USER:**

I, \_\_\_\_\_,  
DNI \_\_\_\_\_, declare that I have read these regulations and accept the  
terms and conditions established for using the bathing support service for people with reduced mobility.

Signature

I, \_\_\_\_\_,  
DNI \_\_\_\_\_, as the legal representative of Mr/Mrs  
\_\_\_\_\_, DNI \_\_\_\_\_, declare that I  
have read these regulations and accept the terms and conditions established for using the bathing  
support service for people with reduced mobility.

Signature



Point of service (mark with X)

- ☐ *Sant Miquel*
- ☐ *Nova Icària*
- ☐ *Fòrum Bathing Area*

**PERSONAL COMPANION/CARER 1:**

I, \_\_\_\_\_,

DNI \_\_\_\_\_, declare that I have read these regulations and accept the terms and conditions established for using the bathing support service for people with reduced mobility.

Signature

**PERSONAL COMPANION/CARER 2:**

I, \_\_\_\_\_,

DNI \_\_\_\_\_, declare that I have read these regulations and accept the terms and conditions established for using the bathing support service for people with reduced mobility.

Signature

In accordance with the new European General Data Protection Regulation (GDPR), we inform you that your data will be processed by Barcelona Cicle de l'Aigua, SA (BCASA), a municipal company of the Barcelona City Council, under the authority of processing activity 0023 with the purpose of managing incidents and the development of assisted bathing, legitimised by your consent

Your data will be transferred to **ILUNION OUTSOURCING S.A.**, the company responsible for providing the assisted bathing service at the beaches of Barcelona, as the company awarded the tender by Barcelona Cicle de l'Aigua SA, (BCASA) file 23/0166.

☐

I give my express and informed consent to the processing of personal data.

**Please note:**

- Your data will not be shared with third parties except where legally required.
- You have the right to access, rectify and delete your data, and request the limitation of access to these data. Additionally, you can contact the Data Protection Officer of Barcelona Cicle de l'Aigua, SA (BCASA) and obtain additional information on the website: <https://www.bcasa.cat/CAT/proteccio-dades.asp>
- Your data will be deleted once the legal obligations arising from the management of activities related to the stated purposes are fulfilled.

Point of service (mark with X)

- ☐ *Sant Miquel*
- ☐ *Nova Icària*
- ☐ *Fòrum Bathing Area*

### Assumption of personal responsibility under yellow flag conditions due to water quality

The users and personal companions, the undersigned, assume the responsibility for the consequences of entering the water under yellow flag conditions due to alterations in water quality and exempt the service-providing company and the Barcelona City Council from any consequences arising from bathing under these conditions.

The service is restricted to what is defined in these usage regulations, and the bathing is done with personal autonomy without requesting assistance from the service staff in the water. Any attention needed in the water will be treated as a rescue situation and attended to by the Lifeguard and Rescue service.

Barcelona, \_\_\_\_\_ 2024

### SERVICE USER:

I, \_\_\_\_\_,

DNI \_\_\_\_\_, declare that I have read these regulations and accept the terms and conditions established for using the bathing support service for people with reduced mobility.

Signature

I, \_\_\_\_\_,

DNI \_\_\_\_\_, as the legal representative of Mr/Mrs

\_\_\_\_\_, DNI \_\_\_\_\_, declare that I have read these regulations and accept the terms and conditions established for using the bathing support service for people with reduced mobility.

Signature



**PERSONAL COMPANION/CARER 1:**

I, \_\_\_\_\_,  
DNI \_\_\_\_\_, declare that I have read these regulations and accept the  
terms and conditions established for using the bathing support service for people with reduced mobility.

Signature

**PERSONAL COMPANION/CARER 2:**

I, \_\_\_\_\_,  
DNI \_\_\_\_\_, declare that I have read these regulations and accept the  
terms and conditions established for using the bathing support service for people with reduced mobility.

Signature

In accordance with the new European General Data Protection Regulation (GDPR), we inform you that your data will be processed by Barcelona Cicle de l'Aigua, SA (BCASA), a municipal company of the Barcelona City Council, under the authority of processing activity 0023 with the purpose of managing incidents and the development of assisted bathing, legitimised by your consent

Your data will be transferred to ILUNION OUTSOURCING S.A., the company responsible for providing the assisted bathing service at the beaches of Barcelona, as the company awarded the tender by Barcelona Cicle de l'Aigua SA, (BCASA) file 23/0166.

☐

I give my express and informed consent to the processing of personal data.

**Please note:**

- Your data will not be shared with third parties except where legally required.
- You have the right to access, rectify and delete your data, and request the limitation of access to these data. Additionally, you can contact the Data Protection Officer of Barcelona Cicle de l'Aigua, SA (BCASA) and obtain additional information on the website: <https://www.bcasa.cat/CAT/proteccio-dades.asp>
- Your data will be deleted once the legal obligations arising from the management of activities related to the stated purposes are fulfilled.

### Assumption of personal responsibility for waiving the use of the life jacket

The use of the life jacket is mandatory for all users who use the amphibious and/or hydraulic chairs of the assisted bathing service for water access.

I, \_\_\_\_\_,  
DNI \_\_\_\_\_, declare that I have read and accepted the service regulations and assume the responsibility for **NOT** using the life jacket offered to me, and therefore, I exempt the service-providing company, ILUNION OUTSOURCING S.A., and the Barcelona City Council from any consequences arising from waiving the use of this jacket.

For my bathing, I will use \_\_\_\_\_,  
although it is not certified as a safety device. Therefore, I exempt ILUNION OUTSOURCING S.A., and the Barcelona City Council from any consequences arising from the use of this device.

I sign this document and give it validity for the entire 2024 bathing season

Date

Signature

In accordance with the new European General Data Protection Regulation (GDPR), we inform you that your data will be processed by Barcelona Cicle de l'Aigua, SA (BCASA), a municipal company of the Barcelona City Council, under the authority of processing activity 0023 with the purpose of managing incidents and the development of assisted bathing, legitimised by your consent

Your data will be transferred ILUNION OUTSOURCING S.A., the company responsible for providing the assisted bathing service at the beaches of Barcelona, as the company awarded the tender by Barcelona Cicle de l'Aigua SA, (BCASA) file 23/0166.

☐

I give my express and informed consent to the processing of personal data.

#### **Please note:**

- Your data will not be shared with third parties except where legally required.
- You have the right to access, rectify and delete your data, and request the limitation of access to these data. Additionally, you can contact the Data Protection Officer of Barcelona Cicle de l'Aigua, SA (BCASA) and obtain additional information on the website: <https://www.bcasa.cat/CAT/proteccio-dades.asp>
- Your data will be deleted once the legal obligations arising from the management of activities related to the stated purposes are fulfilled.