

CENTRE ATTENDANT NOP&EAP

POOL SAFETY OPERATING PROCEDURES

AYLESTONE LEISURE CENTRE

NORMAL OPERATING PROCEDURES

POOL ATTENDANTS DUTIES AND RESPONSIBILITIES

Key Tasks

The key tasks of the centre attendant are:

- To maintain concentrated observation of the pool and pool users to anticipate problems e.g. rowdy behaviour, diving into shallow water etc. and to identify an emergencies quickly. Some bathers in difficulty may shout and splash, others may give little indication of a problem but simply sink below the water. Incident prevention is the key to your role
- To supervise pool equipment when allocated to these duties
- Carry out rescues and initiate other emergency action as and when necessary
- Give immediate first aid in the event of injury to a bather or other emergency
- Communicate with bathers and other pool staff on duty to fulfil the above tasks
- Encourage responsible behaviour by the swimmers – polite and firm reminders should be given to swimmers who are in breach of the rules
- Pool staff positions must be maintained
- Maintain communication with colleagues at all times. Use speech, whistle or hand movements to deliver clear directions
- Ensure all emergency first aid equipment and poolside emergency equipment is present and working correctly. This is checked on a daily basis
- Rotate positions round the poolside
- Maintain safe, clean and hygienic conditions on the poolside and in the changing areas
- Pool covers are used in accordance with manual handling procedures. When placing the covers on or off by remote control, the member of staff must stay present on poolside watching the procedure from start to finish.
- Storage of equipment – the poolside should be kept clear of equipment when not in use. The roller door to the storeroom should be closed at all times to prevent unauthorised access
- The spine-board should be rinsed under the shower after use and maintained as per manufacturer's instructions
- Operate at all times according to the details and instructions contained in the centres' Normal Operating Procedures (NOP) and Emergency Action Plans (EAP)
- Promote pool hygiene "**shower before you swim**" with customers
- All staff before leaving the pool area will scan the bottom of both pools before securing the area
- All staff must carry a torpedo buoy with them while on the poolside

In order to carry out these tasks effectively, a sound knowledge of pool rules, normal and emergency procedures and problem areas identified as risk factors elsewhere in this document is required. This knowledge combined with good communication skills both with members of the public and other staff will provide the safe environment required

Bather Observation

A key element in pool attendant duties is bather observation. Pool staff must be aware of warning signs that a potentially dangerous situation is developing.

Look out particularly for the following:

- Worried expression on the face of a bather
- Cries for help
- Crowd gathering
- Deliberate waving of the arm
- Sudden submerging
- Two or more swimmers in very close contact
- A bather in a vertical position
- Hair over the eyes or mouth
- A bather holding a part of their body (i.e. a leg would indicate cramp)
- A bather holding their chest (i.e. heart or breathing problems)

By remaining constantly vigilant and continuously scanning the water, pool staff can detect a problem in its early stages and can be ready to take the appropriate action.

If a member of staff has concerns about the behaviour (e.g. indecent behaviour) between an adult and a child whilst in the pool, they must bring this to the attention of the duty officer who will decide what action needs to be taken. If there are serious concerns then the Child Protection Procedure will commence.

Poolside Rules for Centre Staff

- Pool staff must wear the uniform and name badges provided at all times they are on duty so that they are easily recognized by customers
- Pool staff shall maintain an alert, upright posture and a vigilant demeanour during times of poolside supervision
- Pool staff must **never** leave the pool or an area of the pool unattended. They must not for example leave the pool to get floats or armbands or deal with locker enquiries etc.
- Pool staff must carry a whistle and torpedo buoy with them at all times
- Pool staff shall not take part in social conversation with colleagues or customers when on poolside duty
- Food must not be brought onto the poolside or consumed on the poolside. However, during hot weather conditions pool staff may consume drinks while on the poolside (strictly no alcohol, no hot drinks & no glass containers).
- Pool staff who need to leave the poolside for whatever reason must notify the Duty Officer who will arrange cover at the earliest opportunity
- Pool staff must be in position on the poolside before customers are permitted to enter the water. In addition staff must remain on the poolside at the end of a session until all customers have left the area
- Pool staff should keep the rotation times and relieve their colleagues promptly
- Pool staff must be aware of unsupervised children who appear to be under the age of 8 years old. You may need to question these children, removing them from the water if necessary. The Duty Officer should be called when appropriate
- Staff under the age of 18 years must not be left on poolside on their own and must always work with an experienced member of staff
- A minimum of 50% experienced staff to casual staff must be maintained **wherever possible**

Lifeguard Training

➤ **Frequency of Training**

Regular training is essential for all pool staff as it allows the team to develop and maintain the high standards expected of pool staff. Staff will attend 1 session per month and must attend any specific training arranged in addition to this i.e. CPR training & De-Fib training

Training sessions will take place weekly at random sites. It is compulsory for staff to attend those sessions they are booked on to. Further action may be taken against those staff who do not attend. Other training will be given in addition to this as required

➤ **Training Requirements**

Staff must undertake at least 20 hours of training sessions before their NPLQ update day and must demonstrate on-going attendance at training throughout

It is the responsibility of staff to maintain their National Pool Lifeguard Qualification.

Training sessions will ensure that pool staff:

- ❖ Know and understand pool operating procedures so far as their role may require
- ❖ Understand the safety aspects of their own duties and be fully competent to deal with these

Pool staff should ensure they maintain the necessary knowledge, rescue skills and fitness to pass all elements of the RLSS National Pool Lifeguard Qualification at any time. Regular practice and testing will be organised.

The training sessions are designed to teach and reinforce these skills so that pool staff are able in particular to:

- ❖ Operate the pool's normal operating procedures and emergency action plans
- ❖ Assess potential risk factors
- ❖ Work efficiently as a member of a team
- ❖ Observe the water and affect a prompt rescue. This requires an ability to use the emergency equipment provided for this purpose, enter the water safely, swim, dive to the deepest part of the pool, recover and land a bather in difficulty
- ❖ Give effective resuscitation by rescue breathing and by chest compression (CPR) and use the resuscitation equipment
- ❖ Give emergency first aid
- ❖ Maintain water fitness
- ❖ Deal with spinal injuries. Trained in the use of spine-board and head-splint

Training records will be kept for each pool attendant. These will show initial and refresher training given and qualifications held.

Staff who are not fully trained when first appointed will be restricted in their duties and supervised until the necessary training and experience are acquired.

Call out Procedures

There may be occasions when it is necessary to call another member of staff to the poolside, for example to deal with a customer complaint, first aid situation or to summon additional staff to supervise pool areas. Use the walkie-talkie to summon assistance.

Pool staff must inform the Duty Officer as soon as possible of any accident or emergency in the pool areas. The Duty Officer will decide whether it is appropriate to contact the emergency services.

Accident and incident reports must be completed by the person dealing with the accident and the SO2 form handed to the Duty Officer. It may, in some situations be required to also fill out an Incident Report form. SO2 and incident report form trend analysis will be undertaken on an on-going basis by the facility manager.

Safe use of the Port-a-cabin

The port-a-cabin is situated outside fire exit door 3 (back corridor by the cleaning store). The port-a-cabin is used for equipment storage of little used equipment. As the equipment is seldom used there is only limited times that the staff will be required to enter the port-a-cabin. If equipment is required from the port-a-cabin then two members of staff must be sent to the port-a-cabin. This storage area should only to be used during the hours of day-light. It must be remembered that the ramp to the port-a-cabin is a slope and this may be slippery when wet and this must be taken into account when asking staff to retrieve item from the port-a-cabin (is it essential that the equipment is got out during inclement weather conditions). Waterproof jackets are in the main office for staff use but the port-a-cabin should not be used during inclement weather conditions unless absolutely necessary as the slope may be slippery when wet.

Under no circumstances should the pallet truck be taken into the port-a-cabin. If equipment needs to be stacked onto the pallet truck, it must be left on the flat surface outside the port-a-cabin for the staff to place items onto the pallet truck.

The green porta-cabin is used for table storage. This does not have a slope. Again it is preferable that the porta-cabin is not used in wet weather for taking out or putting away equipment.

OPERATIONAL SYSTEMS

Controlling Access to the Pool

Managers must assess effective measures to prevent unauthorised access to a pool, part of a pool complex, or pools intended to be out of use. These measures may include physical barriers, supervision or both. If physical barriers are used they must not obstruct any emergency exit route.

Preventing Unauthorised Access

- **Pool Hall:** The pool hall will be staffed at all times when bathers/spectators are present. Access will not be given to customers when the pool hall is closed. All exit doors are supervised by staff during emergency procedures. All doors and the shutter must be locked when pools are not in use.
- **Capacities:** The capacity of the building as a whole and the pools themselves will vary according to the activity taking place within.

As a general rule the maximum bather load for both pools during normal operation is **126**.

When a lane rope is operational in the main pool for special sessions (e.g. swim lessons) bather load is **61** in main pool.

- **Constant Monitoring:** pool staff must be alert to bathing capacities and if maximum numbers are being approached, the duty officer must be informed who will then decide on the appropriate course of action. See EAP reference
- **Contractors:** All contractors will report to the reception and the Duty Officer will be called to acquire safety arrangements as deemed necessary for work in wet areas and receive instructions of any relevant information that may affect their work. A safe system of work will be agreed by both parties. There is a folder in the reception for contractors (Permit to Work folder) and all contractors will be given a visitor badge to wear while on site.
- **Visitors/Spectators:** Visitors and spectators will report to Reception. Visitors will require a name badge. Seated spectator areas are provided on the balcony, and in the central aisles on poolside (this area is strictly for those supervising disabled person/s). Overshoes are to be put over normal shoes to prevent a build-up of bacteria on the poolside. Customers may take their shoes off and walk barefoot on the poolside if they wish to.
- **Pool Hygiene – Customers:** Customers should be encouraged to use the toilets, showers and foot baths before entering the pool to reduce the amount of pollution and consequently chemicals added to the pool. Signs are displayed within the changing rooms and leaflets are available, encouraging such behaviour. They should also be advised that such action significantly reduces the amount of dirt and bacteria that would otherwise end up in the pool.

It is particularly important to emphasise the aspect of visiting the toilet to children who should be encouraged to empty their bladder prior to entering the swimming pool. Babies and young children must wear swim pants or costumes in the pool.

- **Diving in Pools Policy:** ISRM has produced a policy document on diving in pools to which this centre complies. The policy is as follows:
 - ❖ No diving is permitted in a depth of water less than 1.5 metres. Signs are erected stating this
 - ❖ Running dives are prohibited due to the increased velocity of entry combined with the possibility of higher take off and probable steeper angle of entry. Running dives also increases the dangers of slipping and striking the side or passing swimmers.
 - ❖ Customers performing shallow racing type dives should ensure that no other swimmers are in the area into which they are going to dive.

- **Use of Snorkels, Face Masks and Fins:** The use of this equipment is not permitted during public sessions for the following reasons:
 - ❖ Fins and face masks may present a hazard to other pool users
 - ❖ Snorkels allow the user to breathe while face down making it difficult for the pool staff to see if the user is in difficulty
 - ❖ Some face masks comprise glass, breakage of which can cause serious injury to the user and considerable problems in complete removal from the pool
- **Pool Hygiene – Cleaning Procedure:** Floor surfaces both in the changing rooms should be kept clean. Floors should be thoroughly cleaned at least once per day with the use of a high pressure hose (if available) otherwise scrubbing brushes should be used.

Toilets and changing rooms are inspected on an hourly basis and cleaned by pool staff to encourage the correct behaviour by customers. Posters are in place to encourage users to shower and use the toilet before entering the pool.

- **Pool Humidity:** The matter will be brought to the attention of the facility manager. A decision will then be taken by the facility manager and his/her line manager or the head of sports. A decision will then be made regarding the action to take which could ultimately include closure of the pool.

DETAILS OF POOLS

- **Main Pool** (25m x 9m)
The main pool is deck level ranging in depth from 0.9m – 2m (Length X Width X average depth (1.45) X 7.5 = 2446 gallons)
- **Teaching Pool** (18m x 5m)
The teaching pool is deck level ranging in depth from 0.9m – 1m (Length X Width X Average Depth (0.95) X 7.5 = 641.25 gallons)
- **Disabled Persons Access**

Disabled persons access is gained through the poolside changing rooms or from the poolside.

On the poolside there are gradual sloping steps and a pool hoist available to aid entry/exit to both pools.

A radar key is required in order for a disabled person to gain entry to the changing rooms this can be located on poolside.

- **Plans of the Building and the Layout (see end of document)**

A general plan of the building showing the emergency exits can be found in staff areas. This should be consulted to ensure adequate awareness of the building. All staff should be completely familiar with all of the details in order that they can carry out their duties safely and efficiently. Building plans are as shown on page 32 of this document.

SYSYSTEMS OF WORK

- **Procedures**

The pools must be supervised at all times whenever swimmers or spectators are present. Lifeguards must carry a torpedo buoy with them at all times while on the poolside. Lifeguard in the high chair has a torpedo boy just under the seat so should not take it in the high chair with them, this is due to the risk of the lifeguard getting entangled in the cord while trying to get up or down from the high chair. The first member of pool staff to go onto the poolside in the morning should ensure that they take the walkie-talkie with them and attach it to the highchair. Fitness suite & reception also have walkie-talkies but these are stored in their respective areas. CODE 10 indicates an emergency (anything out of the ordinary) within the centre. The Duty Officer should carry a walkie-talkie with them whilst on shift. ATP should also take a walkie-talkie to the ATP with them.

Staff must **never** leave the poolside without the authorization of the Duty Officer for any situation outside the normal rotation of staff i.e. where one staff member relieves another to go and perform other duties within the centre. The Duty Officer would substitute one member of staff with another to keep the full complement of staff. The rule still applies at the end of the shift. If someone is late relieving a member of staff from their duty, the original staff member must remain on the poolside and make the Duty Officer aware of the situation. The Duty Officer will then make arrangements for the member of staff to leave the pool as soon as possible. Additional pay will be given to the nearest quarter of an hour to the member of staff staying beyond their allocated hours.

Food is **not** allowed to be consumed on the poolside by staff. In instances of hot weather conditions or inadequate ventilation, staff may have their own plastic water bottle to avoid dehydration.

The maximum bather load is **126 (81 in Main pool & 45 in Teaching pool in normal public sessions)** Staff must contact the Duty Officer when the maximum bather load is approaching.

Staff must never accept any kind of valuables, money or personal belongings for safe keeping from customers, lockers **must** be used.

At no time should staff congregate at any area on poolside, failure to observe these guidelines may result in disciplinary action being taken. When relieving another lifeguard from duty, only relevant bather safety information must be exchanged between staff.

Remember these standards are to protect the safety of the public and your own personal position. **Watching the pool in accordance with these procedures is your responsibility and it is the most important part of your job.**

➤ **Poolside Positions**

Position 1 Shallow end Main pool

Position 2 High Chair between main & teaching pool

Position 3 Main pool – far side between middle steps and deep end steps

Position 4 Teaching pool – only used during busy periods & swim parties

Position 5 Main pool – deep end

At times it may be necessary to shift positions due to glare, the lifeguard should move a suitable position on the poolside where they can still fulfil their duties with increased visibility.

➤ **Poolside Procedures**

When running at full capacity the pool will operate with four staff on, staffing levels permitting (if only 3 staff then the duty officer can be called upon to assist with pool cover). During evening public swim and swimming lessons and during the weekend there should be 4 staff on shift, 2 lifeguards on the main pool and 1 lifeguard supervising the teaching pool. If necessary the Duty Officer will also be present on the poolside during heavy bather loads. Any reduction in lifeguards is at the Duty Officers discretion.

As bather loads decrease the Duty Officer will decrease the staffing levels as appropriate at the time. Staffing may be reduced down to 2 members of staff during quiet periods at the Duty Officers discretion if only one pool is in use.

Staff should rotate round the poolside positions at half hour intervals unless otherwise directed by the Duty Officer. The Duty Officer must ensure that staff are not on poolside for more than two and a half hours in any period. In cases of hot weather conditions rotation times will reduce at the discretion of the duty officer.

Each position holds its own procedure/responsibility areas which are as follows

❖ **Position 1- Shallow End Main Pool – Zone 1**

The importance of this position should not be under-estimated as a number of duties are carried out which have an effect on the way the centre is operated. The shallow end of the pool should be observed from this position.

Staff should also:

- collect swim tickets from bathers
- Request proof of purchase – such as swim receipt
- inform Duty Officer of any problems on the poolside
- advise Duty Officer/reception when bather load is nearing the maximum
- Monitor/assess bathers as they come onto the pool area and help pinpoint individuals at risk e.g. People under the influence of alcohol/drugs, the elderly, people who declare medical conditions such as diabetes, asthma, epilepsy etc.

This member of staff should promote use of showers prior to swimming to members of the public.

There may be glare from the windows, if glare obstructs your view pull the blinds down using the cords. If your view is still obstructed by the glare move over towards the post for the electric hoist, from here the glare should not obstruct your view. Do not lean on the post or the wall. Moving position should alleviate the glare.

The customer service aspect of this position is also important; staff should speak to customers in a friendly and helpful manner and deal with queries and questions effectively. Staff should avoid casual conversations with customers.

❖ Position 2 – High Chair – Zone 2

The attendant in this position will have a general responsibility for both pools but will pay particular attention to the main pool when only two attendants are on duty, observing the shallow to the deep ends of the pool.

The member of staff should **NOT** take a torpedo buoy into the high chair with them as there is the risk of the lifeguard becoming entangled in the cord when coming down from the chair. There are torpedo buoys under the seat of the high chair so that the lifeguard can grab it when needed.

The walkie-talkie is attached to the lifeguard high chair; this is used for communication purposes only and must be used in a professional manner. **CODE 10** indicates a serious incident within the centre.

❖ Position 3 – Teaching Pool – Zone 3

Responsible for the general supervision of the teaching pool and applying the no diving rule. The member of staff will patrol round the pool and must not congregate on the middle between both pools with other lifeguards. A clear view of the bottom of the pool can be made when positioned in front of the store doors midway across the width of the pool looking towards the pool entrance.

❖ Position 4 – Far side main pool – Zone 4

This position is **NOT** to be used when lane rope is in for swimming lessons. Position is responsible for the general supervision of the main pool, paying attention to the rules about not diving and no armbands past this point (from 1.5m). Vigilance and observation is required at all times.

❖ Position 5 – Deep end Main Pool

This position is responsible for the deep end of the main pool depending on the number of bathers in the pool.

All areas of the pool and its environs must be adequately observed and supervised. Each zone needs to be continuously scanned using the 10:20 system. Zones will include the water area above and below the surface plus steps, equipment, walkways, entrances and poolside/pool hall.

The only place on the poolside in where staff may sit down is the high chair. It is every member of staff's own responsibility to operate their position correctly and professionally at all times. This is an important aspect of your job and any member of staff found to be acting in an unprofessional manner will face disciplinary action.

The above procedures are non-negotiable and can only be altered at the discretion of the Duty Officer.

In addition the following rules apply:

- i. When talking to staff or public whilst watching the pool – ensure that you are not distracted and remain watching the pool
- ii. no diving below a depth of 1.5m of water
- iii. no snorkel mask/equipment to be allowed as these require special breathing techniques, these items are only allowed during specialised sessions i.e. Thursday night LUEC
- iv. Failure of poolside equipment needs to be reported to the Duty Officer immediately e.g. alarms, broken tiles, lighting etc.
- v. report concern over clarity of water immediately to the Duty Officer
- vi. ensure correct swimwear is worn and any additional clothing e.g. T-shirts are agreed with the duty officer
- vii. babies and small children must wear swim-pants or some protection to avoid pollution entering the pool
- viii. locker problems will be dealt with by the Duty Officer or a member of staff not on poolside duty
- ix. Staff must enforce the rules of the pool as outlined on the information on the poolside i.e. NO running, jumping, bombing, petting, eating, acrobatics, smoking etc.
- x. be aware of the possibility of entrapment dangers arising from inlets, outlets and other grills
- xi. do not allow public to congregate around entrances, footbaths and steps
- xii. Bring to the attention of parents or guardians areas of concern when the use of armbands/buoyancy aids without a kite mark or BS EN standards are being used and explain also that armbands are not a lifesaving device.

Any alteration or reduction of staff for any session is at the discretion of the duty officer who will need to complete a risk assessment before any reduction of staff numbers is made. This needs to be recorded in the duty officer day book

All staff when leaving the pool area staff should scan the bottom of both pools before putting the pool covers on and securing the area. (i.e. before locking the poolside in between session and the evening lock up).

When there is no public or groups using the pool – Lifeguards must ensure all poolside access doors are locked and the poolside entrance shutter is pulled down and secured in the locked position before they leave the poolside. No members of the public should be able to gain entry to the poolside if there are no lifeguards present on the poolside.

ADMISSIONS POLICY

The purpose of this policy is to ensure the safety and wellbeing of all who use its facilities.

Swimming in Public Sessions

- ❖ All children under the age of 8 years must be accompanied by a responsible person **over** the age of 16 years who will be required to supervise the child in the water at all times.
- ❖ The maximum number of children the responsible person may safely supervise are:
 - ❑ 1 Adult to one child up to the age of 4 years
 - ❑ 1 Adult to two children 4-7 years
 - ❑ 1 Adult to two children under 7 years, which includes one child under 4 years, that child **MUST** wear a buoyancy aid
 - ❑ The ratio of adult to children may be increased at the discretion of the management where the child(ren) are deemed competent swimmers.

Definition: Competent Swimmer

In a continuous cycle, jump from the poolside into 1.5 metres of water and tread water for one minute. Swim 50 metres in two minutes

Programmed Sessions (Swim Parties/Parent & Baby sessions) – Exclusive use (Teaching Pool only)

- ❖ 1 Adult to 3 children 4-7 years, with non-swimmers wearing buoyancy aids
- ❖ 1 Adult to 2 children under the age of 4 years who are wearing buoyancy aids

Prior Medical Condition

- ❖ . It is essential that staff discretely communicate any information received to each other especially during changeovers of staff.

Persons With Open Wounds Or Contagious Skin Condition

- ❖ If it is likely that an infection might be passed onto another person, for their safety and wellbeing, the management will exercise the right to refuse admission or ask any person to leave if they have open wounds or a skin condition that may be contagious.
- ❖ The management reserve the right to exclude/refuse/ban members of the public in the event of non-compliance of the policy including unacceptable behaviour.

Children’s use of Changing Rooms

Children under the age of 8 years will be allowed into the opposite sex changing areas when accompanied by a responsible person. The safety of the minor is paramount and a child under the age of 8 years, who is deemed too young to swim unaccompanied by a responsible person, is also too young to fend for him or herself in the changing rooms and change unaccompanied. Under 8’s unaccompanied in the changing area could result in the child being able to enter the pool areas on their own without the protection of the responsible adult, thus increase the risk of drowning.

Opposite sex children under 8 years however may embarrass some adult users, hence discretion should be used and consideration given by the responsible adult and other adult users in the presence of the child. Child safety is the most important consideration. The use of the family changing room is available and if this is already in use the facility may allow use of the disabled changing rooms.

Publicity material is displayed regarding the under 8’s admissions and changing rooms policy.

Communication

The walkie-talkie should be used in the first instance when contacting another member of staff. An internal telephone system allows staff to be contacted in most areas of the centre. . **External calls should not be accepted on the poolside.** Explain to the caller that the member of staff will return their call when relieved from their poolside duties.

A Public Announcement system is available to contact staff/public. Messages should not be given out over the system, but staff/public should be asked to contact the appropriate area/person. Generally, these should be used throughout the day by the Duty Officer, Receptionists/Door Staff as required.

Personal mobile phones must not be taken on poolside and are not to be switched on whilst on duty. Use of mobile phones whilst on poolside for speaking or texting could lead to disciplinary action.

After the swimming pool is closed for the night and the last receptionist has logged off the phone system, then the centre attendant on the lock up with the Duty Officer may carry their mobile phone with them. This is due to the reception phones not working after the last receptionist has logged off. Their mobile phone should only be used in emergencies such as to summon the emergency services.

Staffing Levels

For evacuation purposes and to ensure the correct supervision for swimming sessions the following numbers of staff are required:

<u>Session</u>	<u>No. of Staff</u>	<u>Risk Level</u>
Early Morning Swimming	2	Low
General Public (main pool)	2	High
General Public (main pool – 50 or more)	3	High
<u>General Public (both pools)</u>	<u>3</u>	<u>High</u>
<u>General Public (both pools – 50 or more)</u>	<u>4</u>	<u>High</u>

Lunchtime (both pools)	3	Low
50+ / Leisure-Pass	3/4	High
Parent & Child (small pool)	1-2	Low
Women Only (main pool)	2	Medium
50+ Exercise Group	1	High
School swimming both pools	2	Low
Splash Session – Both Pools	4	Medium

Programmed Special Sessions

- i) **Pyramid Club** – a special needs group whose users may require assistance when entering/exiting the pools. Portable steps should be used to allow easy access, it may be necessary for the hoist to be used.
- ii) **School Swimming** – the provision of a lifeguard to supervise school lessons is required in addition to the school teachers and/or school instructor. Schools should have **2** lifeguards on the poolside if they are using both pools, one lifeguard for each pool. See schools' Swimming Guidelines booklet (Appendix A). During emergency procedures **centre staff** will take full control of evacuating areas.
- iii) **Private Hire** – sessions must be supervised by NPLQ qualified person on the poolside. These qualifications must be shown to the Duty Officer and a copy kept on site before the event commences. A copy of the centres' EAP's will be given to the hirer at the time of booking and their responsibilities explained. Functions have a Duty Officer on shift who must work from the reception area to prevent access to non-party goers & ensure that bottles & glasses are not taken outside.

iv) **Splash Sessions**

- Equipment must be checked before commencement of the session by staff on the poolside.
- Maximum number of bathers must not exceed **85**
- The duty officer must confirm with reception the number allowed after our play-scheme has gone through
- Staffing levels required are

1 x position 1 Shallow end main pool

1 x position 2 Lifeguard highchair

1 x position 3 teaching pool

1 x position 4 far side main pool

- Staff must ensure that all play mats are kept to the centre of the pool.
- Staff must ensure people do not jump directly onto the mats from the poolside
- Staff must remain observant and ensure no-one gets trapped under the mats in the pool

v) **Swimming Lessons**

- All instructors employed will have their ASA teaching qualification but no longer have to hold any type of lifesaving/lifeguarding qualification
- Teacher pupil ratios will comply with the ASA National Teaching Plan
- 4-6pm Monday – Friday is solely used for swimming lesson & should have 3 lifeguards on poolside (2 M/P & 1 T/P). A lane will be in operation on the far side of the main pool for which the swim instructor will be responsible; the lifeguards should still be including this lane in their pool supervision. **When lane rope is in use the maximum number of bathers must not exceed 61 in the main pool.** It is advised that instructors teach from the poolside but it is at the discretion of the individual instructor if they choose to enter the water during swimming lessons they must be aware of the dangers involved in child protection & poor supervision of the rest of the group.

vi) **Swim Clubs**

Instructors/coaches employed by the club, will be qualified by the ASA. Ratio 1:30. In addition there will be one lifeguard who has a current NPLQ

vii) Aqua Aerobics

Instructors will be qualified by the YMCA/ASA. Ratio 1:30

viii) Sub Aqua and Snorkelling

Instructors must be qualified by the BSAC. Ratio 1:4

Rescue divers must be qualified by the BSAC. Ratio 1:15

Sub aqua/snorkelling group provide their own lifeguard.

It is the responsibility of the Sub Aqua Club hiring the pool to provide their own lifeguard. Centre staff are on hand to assist when the casualty has been removed from the pool. Rescuing a diver requires specialist training to retrieve and remove a casualty from the water.

x) Swim Parties

Overseen by a lifeguard with a current NPLQ, safety talk given before participants are allowed into the water.

xi) Swimming Galas

It is the responsibility of the hirer in agreement with the management to ensure that there are qualified lifeguards in attendance and to comply with the rules on the Hire Agreement Form. During emergency situations centre staff will take full control of the area.

xi) Swimming Clubs teaching Diving in Pool – Shallow end.

Coaches/instructors should ensure that swimmers diving in the shallow end have completed the diving qualification before being allowed to dive in the shallow end of the pool.

All issues relating to Health & Safety are the prime responsibility of the Operator – the Facility Manager. Diving into the shallow end of a swimming pool is potentially a dangerous practice even with training. However the Operator is aware of this and providing the clubs adhere to a strict Code of Practice and the

Operator is confident that all reasonable precautions have been taken, diving into a shallow end under controlled conditions is reasonable.

Swimming Clubs

1. Swimmers must have achieved the Competitive Start level and have been taught by a person qualified in teaching the Competitive start.
2. Documented evidence must be kept by the club on each individual pupil clearly showing their progress and the name of the trainer/instructor carrying out the training on each and every occasion. The individual pupil must have reached the appropriate competence level of diving into shallow water before being allowed to be taught from a diving block.
3. Diving into the Shallow End must be controlled on a one to one basis (one pupil one instructor). This applies to diving from the poolside or from a starting block.
4. In the event of an accident it will be the club's responsibility to produce documentary evidence to any investigation or enquiry.
5. If in the opinion of the Operator a situation develops that comprises the Operators position, the Operator has absolute authority to stop the activity until such time as they consider it safe to continue.

IMPORTANT INFORMATION

It cannot be stressed enough about the dangers of diving into the shallow end of swimming pools. It is essential that the Club keep clear and up to date records of all swimmers training and practicing diving into the shallow end of a swimming pool as the Operator will periodically have to check them.

NB. Copies of instructors' qualifications for the above sessions must be held on site.

Uniform / Name Badges

All staff are required to wear the uniform and name badges provided in the correct manner and present a quality image to the public. The uniform enables staff to be identified easily. Any member of staff arriving for work without the correct uniform should report to the duty officer/facility manager. It is important that staff are changed and ready to start work at the beginning of their shift.

Customer Care/Professional Behaviour

Staff should be approachable, helpful and polite when dealing with centre users and visitors, be prepared to offer assistance where there is an obvious need.

Staff should be vigilant and safety conscious at all times and should be fully aware of the recommended procedures which are to be adopted in the event of emergencies.

All staff need to be aware of the Code of Conduct, a copy of which is displayed in the staff area.

All new staff are given an induction at the start of their employment at which copies of the Pool Safety Operating Procedures (PSOP's), Normal Operating Procedures (NOP's) and Emergency Action Plans (EAP's) are received.

Staff should be aware of their allocated evacuation areas and duties and must check this at the start of each shift.

All staff are trained in child protection and any suspicions of child abuse must be reported to the management team immediately. Staff should be aware of the Council's Anti-bullying policy and report any such incidents to the Duty Officer.

POTENTIAL RISK FACTORS

Awareness of Risks – Main Hazards and High Risk Users

Known Hazards

The following have been factors in past fatalities (or serious injuries) in swimming pools in the United Kingdom and should therefore be considered as possibilities:

- a) Prior health problems e.g. heart problems, asthma. Epilepsy etc.
- b) Youth and inexperience (half of those who drown are aged under 15 years)
- c) Alcohol, drugs or food before swimming
- d) Unauthorised access to pools intended to be out of use
- e) Weak or non-swimmers straying out of their depth
- f) Diving into insufficient depth of water (leading to concussion or injury to head, spine and neck)
- g) Unruly behaviour and misuse of equipment
- h) Unclear pool water, preventing casualties from being seen
- i) Absence of or inadequate response by pool attendants in an emergency

Pool and Pool Hazards

Pool staff must watch out for the following pool hazards:-

- a) Pool staff must be conscious of the likelihood of slipping accidents on the poolside. Do not allow running or any other activity which could lead to an injury
- b) Specific observation must be made of the exit area from the changing rooms leading onto the poolside where access can be made directly into the water
- c) Similarly young children may run from the shallow pool area to the deeper water of the main pool
- d) Pool staff must know the pool's water depths and make customers aware of the dangers, particularly those about to get out of their depth or wearing buoyancy aids
- e) The Diving in Pools regulations must be rigorously enforced to prevent diving into water below 1.5 deep

- f) Pool staff must be aware of the possible entrapment danger arising from inlets, outlets and other grills
- g) Blind spots may be encountered in any pool which staff should be made aware of and provision made for bringing the hidden area into view
- h) Blind spots can be created by light or sunshine through the windows. Staff should use the window blinds or adjust their poolside position to avoid glare on the water
- i) Pool users should be discouraged from placing any part of their body directly over both above and submerged inlets and outlets
- j) Entrances to pool hall should be locked when not in use (e.g. cancellation of swim sessions or the last session of the day)

Customers at Risk

Once bathers are in the water it is much more difficult to spot potential problems. Those who need to be carefully watched include:

- a) Weak swimmers especially young children
- b) The boisterous and show-offs
- c) Scum channel rope crawlers
- d) Those wearing arm bands or other forms of buoyancy aid
- e) Unaccompanied children or inadequately supervised by a responsible adult
- f) Parents/carers "teaching"
- g) Customers using floats, inflatables and other such equipment
- h) Elderly customers who appear frail or nervous
- i) Customers with disabilities/special needs
- j) Customers under the influence of drink and/or drugs

Exclusions

The receptionist (or pool staff on duty at the shallow end of the main pool), are best placed to observe bathers who may be considered to be a particular risk before they enter the area

- a) Those under the influence of alcohol and/or drugs
- b) People in poor health
- c) The elderly who appear frail or nervous
- d) Unaccompanied children
- e) Those who appear nervous or afraid
- f) Adherence to admission policy

Persons who appear to be intoxicated, or not well enough to enter the water, must be excluded. Appropriate consideration must be given to those customers who may have a disability and appear to pose a risk. Many persons in this category will have been referred by a doctor for exercise and are invariably able to swim safely. If in any doubt a duty officer should always be consulted.

Children who are under the age of 8 not accompanied by a responsible adult over the age of 16 should not be allowed admission.

Risk Assessments

The management of Health & Safety at Work Regulations require that employees assess the risk arising from their activities both to members of staff and customers. The risks of providing pool facilities have been assessed. Details of these assessments are held in the Duty Officer's office & on the H drive which include:

- Manual handling
- COSHH
- Fire risk assessment
- Activity assessments
- Area assessments

Staff are trained in all procedures and training occurs on a regular basis to ensure that staff are familiar with the safety procedures. However, all staff have a responsibility to contribute to ensuring that procedures for safe operation maintain their relevancy over time. All staff should inform a member of the management team if they are aware of changing circumstances which affect safety procedures.

DEALING WITH THE PUBLIC

Safety Education

Any pool will be safer if customers are aware of potential risks and act responsibly. There are a number of ways in which these risks may be drawn to the customers' attention:

- a) Notices displayed throughout the building particularly at reception, in changing areas and on the poolside. Signs are displayed indicating water depths and general pool rules (e.g. diving)
- b) Safety aspects are incorporated into publicity material including Normal Operating Procedures and Emergency Action Plans available for organised groups, including school parties
- c) Reference to safety aspects are incorporated into contracts with clubs, schools and other organisations hiring the pools
- d) Verbal reminders will be given as necessary by pool staff. It is vital both in customer care terms and to enable customers to understand the rationale behind rules and regulations, that they are given appropriate explanation

Communication with Customers

Pool staff should deal with customers politely but, where necessary firmly, especially in situations where health & safety might be at risk. Creating the right image and atmosphere may simply involve a smile or friendly greeting when a customer enters the pool or a straightforward explanation of the rules. Professional pool staff must remain calm and collected during all customer incidents or when handling complaints.

In dealing with customers, especially where there is a potential discipline problem, the following should be considered:

- a) Smile and appear approachable
- b) Use eye contact
- c) Be courteous
- d) Be seen to care
- e) Be specific and give reasons for any warning instruction
- f) Do not display anger or use inappropriate language
- g) Do not intimidate a customer
- h) Use a whistle sparingly or else it loses the effect. It is important to remember that a whistle will only attract attention and needs to be followed by a verbal or visual instruction. If using hand signals ensure that they are made in such a way as to be quite obvious and not open to misinterpretation
- i) Remember that many barriers to communication exist. The customer with whom you are trying to communicate may have a hearing or sight impediment or may not speak English as their first language

Poolside Rules for Bathers/Spectators

- a) No running on the poolside
- b) No fighting, bullying, pushing or throwing other bathers into the pool
- c) No face masks, flippers or snorkels to be used during casual/public sessions
- d) No eating or drinking on the poolside
- e) Spectator seating areas are provided on the balcony, seating is provided in the central aisles only for customers who have been given permission (i.e. carer for a disabled person)
- f) No smoking
- g) Non-swimmers and weak swimmers must remain in the areas of the pool in which they can stand up easily

- h) No jumping onto floats/rafts or inflatables from the poolside
- i) No diving into depths of less than 1.5 metres
- j) The use of cameras, video cameras and other filming equipment will not be allowed in the following areas:
 - All changing areas
 - Team changing areas
 - Toilet areas

Notices will be displayed in the areas identified above.

The use of cameras, video cameras and other filming equipment will be allowed in the following areas with photography consent form. Notices are displayed stating this requirement:

For hirers of the facility e.g. functions and children's birthday parties, it shall be the responsibility of the hirer to secure permission from the parents of guests whose children will be photographed/filmed or likely to be incorporated into any video/film or photograph. This requirement is included in the party guidelines, which is read and signed as understood at the time of booking a party or function.

All clubs using our facilities have the responsibility for ensuring/obtaining written parental permission for any children participating in any form of sporting activity which requires them to be photographed or filmed both on and off the premises e.g. competitions.

CUSTOMERS WHO FAIL TO COMPLY WITH THE ABOVE RULES WILL BE ASKED TO LEAVE THE CENTRE.

LEICESTER CITY COUNCIL RESERVES THE RIGHT TO REFUSE ADMISSION

FIRST AID SUPPLIES AND TRAINING

First Aid Supplies

It should be remembered however that in many instances first aid should be administered where the accident occurred.

Provision for first aid is also available in the baby change area off the ground floor corridor. The location of first aid boxes and spinal board is given during staff inductions.

Staff will be responsible for checking the contents of the first aid boxes on a weekly basis, recording this action and informing the duty officer of the need to re-order supplies. However it is the responsibility of all pool staff to re-fill first aid kits should one obviously be running low of stocks.

First Aiders

All pool staff possess a current NPLQ (this now includes the equivalent of the previous appointed persons with the inclusion of de-fib training) or full First Aid at Work certificate. On any shift there will be a sufficient number of qualified staff to ensure that this rule is adhered to. A list of current qualified staff is kept on the facility training records.

Reception will do a call out if a first aider is required. If it is an emergency then the receptionist will do a call out for "**CODE 10**" to the affected area. This will ensure that available staff including the Duty Officer attends to the call out without causing panic to the customers.

First Aid Training

Basic training and refresher training will be carried out at regular intervals in-house. Staff holding an NPLQ must attend 1 session per month, failure to do so may result in disciplinary action being taken.

Disposal of Sharps

Any member of staff finding a used hypodermic syringe or razorblade should ensure that it is disposed of in the following manner:

- a) Put gloves on and use a litter picker to pick up any needles – try to avoid picking up sharps by hand but if absolutely necessary – follow the below rules to protect yourself
- b) Put on gloves, supplies of which can be found in all first aid boxes, before picking up the syringe or razorblade in order to protect yourself against inadvertent pricking of the skin. Pick the item up from the non-pointed end
- c) Very carefully place the object in the sharps box, located in the plant room
- d) Arrangements will be made by the Duty Officer for the disposal of the Sharps. They are capable of holding several needles.
- e) If you prick yourself on something which may be contaminated with someone else's blood, squeeze the wound to make it bleed, wash it thoroughly with soap and water and cover the wound with a waterproof plaster
- f) Report the accident on the Council's accident form

Please note that this is not a special precaution because of HIV/AIDS. Other illnesses such as Hepatitis B are much more infectious. If you think your wound could have come into contact with infected blood seek medical advice immediately.

Disposal of Soiled Dressings These should be placed in the bins supplied for clinical waste. Best practice would be to wear PPE when handling soiled dressings

Automated External Defibrillators (AED)

The AED needs to be stored in a central location (ALC behind the reception desk), be accessible at all times but not locked away.

The AED must be checked daily that it is in working order and the expiry dates are ok for both the pads and the battery. This is done by seeing if the green light is blinking above the power button and looking at the front and back of the unit to see the date have not expired.

The other equipment that would need to be checked is in place is:

- Razors or wax strips
- Extra pads, one set in the DEFIB box and a spare set in the D/O safe
- Alcohol wipes
- Small towel
- Scissors
- Gloves

Once a month the AED should be checked for the following:

- Cracks
- Dirt
- Damage to the case and wiring
- Sterilized seal still in place

AED training will be delivered as part of the in-house training programme and coincide with the CPR and NPLQ training for staff. Any waste for the AED must be disposed of in line with the Local Authority Regulations: place in yellow medical waste bag for incineration. **Pads must be retained for a period of time if death has occurred as these may be required by the coroner for further investigation.**

DETAILS OF ALARM SYSTEMS AND ANY EMERGENCY EQUIPMENT MAINTENANCE ARRANGEMENTS

Drowning Alarm System

- a) Basic description – the drowning alarm system comprises alarm buttons which are installed at various locations throughout the pool Location of alarm transmitters x 8

Main Pool:

Shallow end main pool X1

Outside walls x 4

Teaching Pool:

Outside walls x 2

Pillar at base of stairs x 1

- b) Action to be taken on hearing the alarm;
This is covered in the Emergency Action Plans document
- c) Procedure for testing
The system is tested daily. The test is recorded on the appropriate sheet together with any relevant comments. It should be signed by the members of staff carrying out the test.

If any alarm transmitter is found to be faulty the Duty Officer must be informed immediately. The Duty Officer must take immediate action and communicate all remedial arrangements to all staff until fully functional.

Fire Alarm System

- a) Basic description – the fire alarm system is located in the entrance area and detailed in the centre's Emergency Action Plan document. Once the alarm is triggered the emergency procedure is activated
- b) Action may be taken by staff on hearing the alarm – this is covered in detail in the Emergency Action Plans
- c) Procedure for fire alarm testing – the system is tested weekly by staff. This is recorded on the appropriate sheet. If any part of the alarm system is found to be faulty the Duty Officer shall decide whether it is safe for the building to remain open.
- d) **Location of alarm points:**

ZONES	AREA	NUMBER OF POINTS	WHERE SITED
1	Main entrance & reception	2	a) Main entrance b) Entrance to dry change
2	Café/cellar/baby change/library	1	a) Café / fire exit
3	Plant room	1	a) Fire exit
4	Ancillary hall	1	a) Main shutter
5	Sports hall	4	a) Fire exit – car park side b) Fire exit - car park side c) Fire exit – yellow door d) entrance
6	pool	3	a) bottom of stairs b) fire exit c) fire exit – male wet change
7	Sports hall balcony	3	a) entrance b) top of stairwell c) bottom of stairwell
8	Offices	2	a) top of stairwell b) staff room
9	1 st floor bar store	2	a) next to rear entrance b) opposite main entrance
10	Lounge lobby	1	a) entrance to Townsend Suite
11	Rear stairs	2	a) fire exit next to cleaning store b) top of stairs

Pool Emergency Equipment

Other equipment provided for the use of pool staff in an emergency situation include reaching poles and spine boards. The location of these items of equipment will be given during induction.

Pool staff are required to check these items on a daily basis for their integrity and suitability for use. The appropriate record sheet should be completed at the time of checking, together with any relevant notes. Any items that are missing or damaged should be brought to the immediate attention of the Duty Officer who will arrange for their repair or replacement as appropriate. Any item not considered

safe to use shall be clearly marked 'out of order' and removed from the poolside. Wherever possible a replacement should be provided. Failing this staff should be advised on the non-availability of safety equipment.

Equipment & Location

M/P = Main Pool **T/P** = Teaching Pool

TORPEDO BUOYS

To be carried by all lifeguards while on the poolside.

M/P shallow end left

M/P lifeguard chair. The torpedo buoy will be placed under the chair and not carried whilst on the high chair.

RINGS

T/P left

M/P deep end right

M/P deep end left

M/P middle right

THROW ROPES

M/P deep end

M/P deep end right

M/P deep end left

M/P middle right

M/P shallow end left

REACHING POLES

M/P deep end

M/P deep end right

M/P deep end left

M/P middle right

M/P shallow end left

T/P middle left

DEFIB Behind main reception

SPINE BOARD/PXB BOARD Shallow End Main Pool

FIRST AID BOX Shallow End Main Pool

DROWNING ALARMS 1-9 - Outside walls of poolside (high level drowning alarm is no longer in use)

Fire Fighting Appliances

- a) Types of extinguishers – the following types of extinguishers are provided:
 - Water Cylinder (Red)
 - CO2 Cylinder (Black) for electrical fires only
 - Foam (red with coloured square)
 - Fire Blankets

- b) Maintenance of extinguishers – the extinguishers will be checked on a daily basis by staff and recorded on the fire record sheet. Any extinguishers found to be used or partially used will be noted on the record sheet and reported to the Duty Officer who will arrange for their re-filling.
- c) A replacement maintenance contract exists for an annual check to be made of all extinguishers.
- d) A list of firefighting equipment & its location can be found in the Emergency Action Plan.

EMERGENCY ACTION PLAN

OVERCROWDING

Overcrowding should not occur, as the session control system should keep numbers below the maximum bather capacity.

- Capacities:- the capacity of the building as a whole and the pools themselves will vary according to the activity taking place within.
- As a general rule, maximum bather load for both pools during normal operation is **126**
- When a lane rope is operational in the main pool for special sessions (e.g. swimming lessons) bather load is reduced to **61** in the main pool.
- Main Hall capacity – 600 (400 if using tables/chairs etc.)
- Bar Capacity – 120.
- Meeting Room capacity – 30
- Dance Studio capacity - 30

However, certain areas within the centre may become overcrowded and if this occurs the following procedures should be adopted.

For swimming pool admissions during busy periods (free swims etc.) reception will be given bands and when they have ran out of bands they will cease admissions until the next available session. This will prevent the pool from becoming overcrowded. Every person of age (even under 5's must be accounted for in the bands system).

Centre Attendants

Centre attendants will be the first to realise that the pools are approaching the maximum bather load. Reception are given 100 bands & as these are used to monitor the number going into the pool, these bands will be handed to the centre attendants as pool users come through the changing rooms. If anyone comes through (during busy periods only) without a band then send the customer back into the changing rooms to collect their band, if they are claiming that they didn't have a band then they should be sent back to reception who will contact the duty officer. Walkie-talkies are now sited on the poolside highchair, in reception, in the fitness suite and the Duty Officer carries one – this allows easy communication within the centre but must be used in a professional manner. Centre attendants can communicate easily with reception and the Duty Officer to ensure that bather loads are not exceeded.

DISORDERLY BEHAVIOUR

All Centre Staff

Any behaviour which is likely to cause a nuisance or is dangerous to other users should be stopped immediately particularly in the pool hall.

Speak to the customer in a firm but non-aggressive manner indicating your reasons. Try to diffuse the situation tactfully

If the behaviour persists, give further warnings but do not become involved in an argument with the person

In all cases it is important that the attention of centre staff during this type of incident is not drawn away from their primary duties particularly in the pool hall

If your warnings have no effect, or the behaviour becomes serious, call the Duty Officer for assistance

LOCKER PROBLEMS

If a customer has a problem with their locker they will report it to either the main reception desk or speak to one of the lifeguards on the poolside. Reception will call a member of staff to assist with the locker problem.

If a locker has been broken into or forcibly opened then the Duty Officer should be called. The Duty Officer will speak to the customer to ascertain the detail of the locker contents, what time they put the belongings in the locker & what time they discovered the theft. Armed with all these details the Duty Officer will advise the customer to contact a member of family or a friend who can bring them spare clothes or spare car keys etc. The Duty Officer will check through the CCTV to see if anyone can be seen leaving with the stolen items. The customer should contact the police to report the theft. Incident report forms should be completed by any member of staff who dealt with the customer.

PANIC ALARMS

Panic alarms are situated in all of the disabled toilets & all of the disabled changing rooms. If the alarm is activated it will sound in the reception & in the area where it was activated. A member of staff will proceed to the activation point & knock on the door; it may have been activated by the person accidentally. If no-one answers then put the key in the door & open it slowly. If there is no-one in the room then cancel the alarm by pressing the re-set button on the alarm box. If there is an injured person in the room call for assistance & treat the casualty in accordance with first aid training.

LACK OF WATER CLARITY

Centre Attendants

If the clarity of the water deteriorates alert the Duty Officer immediately. Centre Attendants' must clear the pool if it is unsafe or at the very least move customers to the shallow end of the pool while the Duty Officer is being contacted.

FIRE EVACUATION - When the Fire Alarm sounds, a continuous bell will ring.

It is important that you fully understand these procedures and that you familiarise yourself with the site of Fire Alarms, Fire Extinguishers and Exits.

ZONES	AREA	NUMBER OF POINTS	WHERE SITED
1	Main entrance & reception	2	c) Main entrance d) Entrance to dry change
2	Café/cellar/baby change/library	1	b) Café / fire exit
3	Plant room	1	b) Fire exit
4	Ancillary hall	1	b) Main shutter
5	Sports hall	4	e) Fire exit – car park side f) Fire exit - car park side g) Fire exit – yellow door h) entrance
6	pool	3	d) bottom of stairs e) fire exit f) fire exit – male wet change
7	Sports hall balcony	3	d) entrance e) top of stairwell f) bottom of stairwell
8	Offices	2	c) top of stairwell d) staff room
9	1 st floor bar store	2	c) next to rear entrance d) opposite main entrance
10	Lounge lobby	1	b) entrance to Townsend Suite
11	Rear stairs	2	c) fire exit next to cleaning store d) top of stairs

Fire Fighting Equipment

WHERE SITED
Reception- Foam and CO2
Outside main Sports Hall- Water and CO2
Corridor-Wet Change- 2 x Water
Poolside-3 x Water + 1 x Foam
Library/Café-Water & Foam
Cellar Corridor-CO2
Outside Dance Studio -Water
Inside Dance Studio -Water
Main Hall Store- Water and CO2
Main hall Fencing Store- Water
Ancillary Hall- Water
Plant Room Steps- Water/CO2/Foam
Chemical Store- CO2/2 x Water
Outside Archive Store- Water
Balcony Entrance- Water
Outside Free Weights Room- Foam and Water
Bar Entrance- Foam
Bar Far End- Foam and Water
Bar Kitchen- CO2/Foam/Blanket
Bar Serving- Foam
Duty Officers Office- CO2
Staff Area- Water and CO2
Viewing Balcony- Water
Free Weights Room - 2x Water
Fitness Suite - 2x water and 1 Foam
Admin office – x2 CO2
Committee room – x1 CO2

ON DISCOVERING A FIRE

Upon discovering a fire you are to raise the alarm using the nearest break glass point. You are to clear the public from the area by the most appropriate means, then report to the Duty Officer at the fire alarm panel closing any doors behind you. You are then to inform the Duty Officer of the action you have taken and provide details about the fire (location, size). The Duty Officer will issue instructions to all available members of staff utilising the fire evacuation cue cards to ensure the building is cleared in the safest manner.

Staff on Poolside

Upon hearing the alarm clear the pool hall area, directing the public to the nearest appropriate Fire Exit. The member of staff at the High Chair position will take the radar key and check and evacuate the disabled changing areas situated on the poolside. If the disabled toilet is locked from the inside use attachment with key to unlock door. Get swimmers lined up at the fire exit doors and wait for further instruction. Only evacuate if instructed to do so by the Duty Officer.

One member of staff will stay on the poolside with the customers lined up by the fire exit while the other member of staff checks both wet changes before informing the other member of staff that the areas are clear and then report to the Duty Officer at the fire alarm panel in the reception area.

If we evacuate, you are to assemble at the assembly point in the car park near the recycle bins and wait until the Duty Officer Issues further instruction.

Foil blankets and over shoes should be given to members of public who have been in the pool. The foil blankets can be found in the pool store in red containers and the overshoes are in the overshoe container by the poolside main entrance

Staff not on poolside (when alarm is raised)

When the Fire Alarm sounds, a continuous bell will ring. The staff should collect the signing in book from the table by the staff area entrance/exit, check offices and committee room before proceeding ASAP to the fire alarm panel to receive instruction from the Duty Officer.

Staff off the pool or office staff will need to check and clear the staff areas and staff changing room before they proceed to the reception. Staff on a break or office staff should clear the meeting room 1 (also known as the committee room) and meeting room 2 (the old spin room) before they proceed to the reception. Once allocated an area on the cue card (using Cue Card prompts) instruct members of the public in a calm and reassuring manner to leave the building by the nearest appropriate Fire Exit. When all of your area is cleared, follow the public out of the building and close the fire exit behind you. Go to the fire assembly point. Do not collect any personal belongings

The assembly point is located by the recycle bins in the main Car Park away from the building. The second assembly point will be at the front of the building on the main concourse. Dependant on wind direction, the Duty Officer will decide which assembly point to use.

LOST CHILD IN DRY SIDE

If a parent reports a child missing staff must contact the duty officer immediately

Staff on other duties to make a thorough search of the building

In the event the child not being found the duty officer will liaise with the parent / guardian of what actions will be taken

Duty officer and staff to complete incident reports

Senior management to be informed

LOST CHILD IN POOL AREA

If a parent reports a child missing staff must contact the duty officer immediately

Staff on pool to clear the pool immediately

Staff on other duties to make a thorough search of the building

In the event the child not being found the duty officer will liaise with the parent / guardian of what actions will be taken

Duty officer and staff to complete incident reports

Senior management to be informed

LOST CHILD PRE-SCHOOL GYM SESSION

The leader of the session will contact the duty officer urgently as well as telling other pre-school staff/instructors.

Pre-school assistant / instructor to gather all children into a group and keep them assembled together, complete a roll call

An immediate search of the building and surrounding areas to be completed by centre staff

Contact to be made with the parent/carer via the reception if child not found

If child not found the duty officer will contact the police upon consultation with the parent / carer

Duty Officer and appropriate staff to complete incident report forms

Senior management are to be informed.

Evacuation of Disabled People

It is anticipated that the largest number of regular disabled people in the Centre at any one time will be during the Pyramid Club session on a Tuesday evening 7-10 pm, and also during the Disc Club session on a Thursday evening 7-9.30 pm (Although neither of these groups use the first floor they may need to if they have an event or if we have additional bookings).

However, the following will apply at any time:

According to the official Fire Regulations there is a restriction on the number of people with severe mobility problems/wheelchair bound that can be on the **first floor** of the Centre at any one time

i.e. This refers to those who would be unable to safely get down the stairs by themselves in an evacuation situation. Evac-chairs are located on first floor outside the Townsend suite, first floor sports hall balcony by the archive store and first floor at the back of the gym in the corridor leading down to fire door 3

The number is: **16 people**

The member of staff evacuating the first floor would have to:

1. Direct able bodied people to the main exit in the Reception area
2. Disabled and wheelchair users and their helpers should wait in PHASE ONE area (fire point at main entrance to bar) for further instructions from the Duty Officer This is the refuge area
3. The member of staff should ensure that the escape routes are not blocked

In the event of known fire/smoke: DO NOT USE THE LIFT

Direct able bodied persons to main exit in Reception area

Disabled and wheelchair users and their helpers should be directed to **PHASE TWO** area (back staircase by the fitness studio) for evacuation to proceed

One member of the bar staff to be responsible for evacuating the bar, and top corridor toilets. Second staff member to assist able bodied people downstairs then to return to assist in **PHASE ONE** (top of the main stair case outside the bar) or **PHASE TWO** or **PHASE THREE** (top of the sports hall evacuation stairs)

The Duty Officer/Manager is responsible for a decision on appropriate evacuation and fire exits

Poolside Evacuation of Disabled Users

In the event of fire alarm sounding:

Staff and helpers to clear the pool using portable steps and pool hoist

Everyone to wait on the poolside for instruction from Duty Officer upon which exit to be used for the evacuation, users should be lined up by the fire exit door and be issued with foil blankets and overshoes.

To enable ease of evacuation of disabled users, able bodied persons should be evacuated first as this will free the staff to concentrate on safely evacuating the disabled users

EVACUATION OF YOUNG PEOPLE (I.E. SCHOOL GROUPS)

POOL

If the group are in the pool then press the drowning alarm

With the assistance of the school teachers, line the children up by the fire exit and issue foil blankets.

The school teachers should take a register to ensure that all the children are present

One lifeguard waits with the group while the others go to reception to assist with the building evacuation

When instructed to do so, leave by the most appropriate fire exit and take the group over to the assembly point by the recycle point.

Do not allow the group to re-enter the building until instructed to do so by either the duty officer or the fire officer

OTHER AREAS OF THE BUILDING

On hearing the fire alarm, the member of staff with the cue card for that area will go to the part of the building that you know the group are in and assist with the evacuation. Instruct the teachers to keep the group calm while taking them over to the evacuation point

Leave by the most appropriate fire exit and take the group over to the assembly point at the recycle bins

The group teachers will carry out a register to ensure that all the children and staff are present.

Do not allow the group to re-enter the building until instructed to do so by either the duty officer or the fire officer

BOMB THREAT

Centre Attendants

Do not broadcast the evacuation as a bomb alert

Instruct members of the public in a calm and reassuring way to leave the building by the nearest available exit, and to assemble on **Aylestone Recreation Ground** middle of the ATP pitch).

Once your immediate area is cleared, report to the duty officer and then follow the public out of the building and go to the evacuation point (see above).

DO NOT AT ANY TIME RE-ENTER THE BUILDING UNLESS DIRECTED TO DO SO BY THE DUTY OFFICER OR THE POLICE INCIDENT OFFICER

Having assembled on the Recreation ground (at the back of the ATP) a role call will be made by the designated Duty Officer. After a role call reassure members of the public

Ensure that you know who the incident officer is and follow their instructions

DEALING WITH BODILY FLUIDS DEPOSITED ON FLOOR AREAS (blood, vomit, faeces etc.)

Put on the gloves and the apron (Use body fluid kit)

Apply the absorbent disinfect compound to the spillage. Allow to gel for at least two minutes

Scoop up gelled spillage and dispose of it along with the scoop, into the yellow disposal bag provided

Spray the spill area with the disinfectant provided

Put gloves, paper towel and any other items that have been used into the yellow bag and seal with twist tie. Dispose of the bag safely in the appropriate manner (put it in the yellow hazardous bin in the baby change or in the new dry side disable changing room).

Clean hands with the disinfectant wipe as a safety precaution

Replenish supplies and complete incident reports from all involved

If a solid stool is found in the water

Inform the Duty Officer and clear the area where the substance is located.

Using a scoop specially allocated for this purpose, (located at the deep end of the Main pool or the poolside cleaning store) retrieve the stool quickly. Ensure the scoop is rinsed and disinfected thoroughly after use, using pool water contained in a bucket. Throw contents of bucket down a toilet/drain not back into the pool

As long as there are no further issues with the pool water, complete a water test and as long that is correct and within parameter levels, no further action is necessary.

If loose stools/diarrhoea is found in the pool water:

Inform the Duty Officer and clear the pool of bathers immediately

The Duty Officer will inform reception to stop any further admittance and explain that the pool has had to be closed unexpectedly for **technical reasons**. Notices to this effect should be displayed and complimentary tickets issued as necessary. After informing the facility manager of the issue it may be necessary to inform the press office so that they can make radio announcements of the pool closure.

All bathers should be advised to shower thoroughly

Maintain disinfectant levels at the top of the recommended range

Using a coagulant dosed continually the water should be filtered for six turnover cycles If increasing the variable speed drive if required to aid this process.

The filters should then be backwashed after the completion of 6 turn overs

Allow disinfectant parameters to fall naturally to the normal operation range after the six turnovers of water are complete

The pool can re-open after the six turnovers of pool water are complete. A water test also must be completed before re opening of the pool

A full incident report should be completed and the Facility Manager informed

ATTACKS ON STAFF

The City Council is not prepared to tolerate verbal or physical harassment of its employees including:

Racial

Sexual harassment

Any incident of this nature should be reported immediately to a member of the management team who will investigate and record the incident, upon an accident/incident form and if appropriate, take steps to prevent a recurrence. In doing so they may call upon the professional advice of:-

Head of legal Services

The Departmental Equality Officer

Equality Unit – Chief Executives Department

LIGHTING FAILURE

The action taken will depend to some extent on the availability of natural light and lighting levels at any particular time. If the lighting level is deemed to be inadequate, arrangements must be made to evacuate the pool and any other appropriate areas. Whether this is permanent will depend to some extent on the nature of the lighting failure and whether it is a short or long term problem.

Centre Attendants

Hand torches may need to be made available in some circumstances and a controlled method of changing established where lighting levels are particularly low. (Hand torches are in the blue box in the Duty Officers store)

Should the lights fail; the emergency lighting will come on automatically. Notify the Duty Officer in case they are unaware of the lighting failure. ALC run off a maintained emergency lighting system – this means that our emergency lights are permanently on and will remain on in the event of a lighting failure.

Ensure that the pools are cleared immediately if the lighting failure is in the pool hall and ask customers to wait on the poolside away from the pool edges until further information concerning the situation is available. (Line customers up by the fire exit) Staff to check dry areas and inform customers of the situation (escort customer to the reception area to await further instructions).

If the lighting failure is prolonged customers should be organised in to groups and led into the changing rooms by an attendant to change. Torches are kept in the Duty Officer's Office.

The controlled method of changing will depend on the availability of natural light and emergency lighting. Directions will be given by the Duty Officer

Removal of a casualty with suspected spinal injuries

Initial stages of rescue as detailed above apply

If the casualty is face down they must be turned into a horizontal face up position urgently, if the casualty is in deep water use the vice grip but if the casualty is in shallow (below waist depth) then the head splint method should be used.

Stabilize the casualty's head

Maintain in a horizontal position

Vice Grip

Rescue from deep water (greater than 0.7m) or chest deep of the rescuing life guard

If the casualty is face down apply vice grip as trained and turn the casualty and trawl to shallow water

Other team members will be directed to support the casualty in a horizontal position & secure the head & neck.

Removal of a spinal cord injury from the water using a spine-board requires a minimum of 4 persons and one person on the side.

Head Splint

Spinal Rescue from shallow water (less than waist deep)

Head-splint (Less than waist deep of the rescuing life guard)

If there are only 2 lifeguards on duty and the casualty with suspected spinal injuries is in water less than chest deep (of the rescuing lifeguard) Then the head-splint method should be applied until further assistance is obtained.

Major Emergency

Lifeguard identifying the problem raises the alarm

By pressing the drowning alarm

By using the whistle (3 blasts)

By verbal/visual communication

Lifeguard initiates rescue/first aid procedures and removes casualty from the danger area.

Support team members cover vacated zone and clear the pool

When a member of staff enters the water to recover a casualty, if it is deemed that the casualty is too heavy to lift, the casualty must be towed to shallow water

When lifting a casualty from the water a minimum of two staff must be used at all times and use correct manual handling techniques and the training they have received from the completion of RLSS and NPLQ are adhered to

Duty Officer asks for the defibrillator and summons ambulance/provides specialist equipment/assists in crowd control etc.

All staff involved will need to complete an incident form.

STRUCTURAL FAILURE

Should a structural failure occur or if danger is suspected from the operating structure the building should be evacuated by which ever exit doors are unobstructed by the results of the structural failure.

In the event of a structural failure, cordon off and clear the affected area

Assess the affected area without endangering yourself or others

Inform the Sports Head of Service, Safety Officer **and** the Facility Manager.

If danger is suspected evacuate customers from the building using whichever exit doors are unobstructed by the result of the structural failure. If the structural failure only affect a small area of the building then only evacuate customers from that area and then cordon off that area and report the structural failure to property helpdesk on 454 2100. If the structural failure is deemed (by the Duty Officer) to be sever then a full evacuation will be required. This will be done in the same way as a fire evacuation (only evacuate from the safe exits, any that are obstructed or dangerous should not be used). The duty officer & staff should completed incident report forms.

The duty officer to complete an incident report form

EMISSION OF TOXIC GASES/MAJOR SPILLAGES – PLANT ROOM EVACUATION

The pool water at Aylestone Leisure Centre was previously treated via an on-site ozone generation system. Ozone is a highly toxic gas and any leaks into the atmosphere and will warrant immediate evacuation of the plant room and leisure centre building.

Minor Emergency

Lifeguard is made/becomes aware of an incident

Lifeguard notifies others in the team that they have to respond to an Incident

Other team member(s) move to cover vacated zone

Lifeguards involved administer immediate aid or provide assistance

Lifeguard takes casualty to appropriate location

Lifeguard informs Duty Officer who will then need to complete an incident/accident report (SO2) form, the lifeguards concerned will also need to complete incident report forms

Lifeguard returns to duty

First aid supplies should be replenished

Incident and accident forms are to be completed.

SERIOUS INJURY/ACCIDENT, INCLUDING HEAD INJURY

Any accident or injuries need to be dealt with immediately with the appropriate treatment and care required.

If it is a serious accident/injury use the walkie-talkie or the P.A. system and say **CODE 10** and the area where staff need to attend. Inform the Duty officer.

Ensure the area is safe and that no further harm will come to the casualty/public

Carry out the appropriate first aid as per the First Aid at Work and NPLQ foundation module training

All cases of head injury should be treated as serious anyone with a head injury must not be allowed back into the pool under any circumstances.

The Duty Officer will assess the situation and instruct the receptionist to telephone for an ambulance if required. Instruct one member of staff to meet the ambulance and to take them to the scene of the accident as speedily as possible

SO2 FORMS

All accidents to staff and customers must be reported fully on the appropriate SO2 accident forms

It is important that staff support casualties by speaking to them confidentially and reassuringly

Equipment and First Aid supplies should be replaced

If medical assistance is recommended by staff or ambulance personnel but it is refused by the casualty or parent / guardian then a disclaimer form must be signed by both parties. Again it is good practice to identify a member of staff to scribe all actions taken and to develop a time line of the incident

Head injuries should always be treated for the worst case scenario as head injuries can appear non-serious but can change very quickly. Always advise that a head injury seeks further medical attention either with the hospital or a GP.

NB: Accidents and dangerous occurrences reportable to the Health and Safety Executive shall be reported to the Council's Safety Officer in the first instance, and the appropriate form completed on the same day.

Building plan – Ground Floor



Building plan – First Floor

