Pool Safety Operating Procedures

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Lin Borthwick
HR Manager
Normal Operating Plan (NOP)

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Foreword

The Health and Safety Commission has made the recommendation that every pool operator should prepare a written operating procedure setting out the organisation and arrangements for ensuring user safety. This document will be a reference for all employees and clubs.

**IT IS ESSENTIAL READING**

Individual members of staff have a responsibility to know and fully understand the contents of this document and all documents referred to within, in addition each member of staff has a duty of care to customers, to other staff and to themselves.

**Objectives and Scope**

It is the objective of the centre to ensure that swimming pool activities are controlled to minimise risk and maintain a safe, enjoyable and beneficial service.

The Pool Safety Operating Procedure consists of the Normal Operating Plan (NOP) and the Emergency Action Plans (EAP) that are in operation for the Pool, changing facilities, plant and equipment.
NORMAL OPERATING PROCEDURE

1. Approach to Safety

1.1 Safety Policy Statement

The Health and Safety Policy statement sets out the policy for protecting the health and safety of employees at work, this written policy statement will be given to employees on induction (appendix 11). It is also on display in key staff areas.

1.2 The Role of Risk Assessment

Risk Assessments are completed to identify hazards, assess risks and indicate as far as practicable the measures required to control these hazards and risks associated with the pool. Risk assessments are reviewed yearly or after an accident or incident or a change in the activity or work progress.

1.3 Known Swimming Hazards

The following have been factors that in the past or in other swimming pools have proven to increase the normal margin of risk involved with swimming.

- Prior health problems e.g. heart, asthma, epilepsy etc
- Young and inexperienced swimmers
- Alcohol and drugs or food consumption prior to swimming
- Unauthorised access to pools intended to be out of use
- Weak – non swimmers straying out of their depth
- Diving into insufficient depth of water
- Unruly behaviour and misuse of equipment
- Unclear pool water
- Absence of inadequate response by lifeguards in an emergency
- Quiet bathing load times
- Excitable occasions such as parties
- Boisterous swimmers and show offs
- Lane rope crawlers and customers hanging on to the side of the pool
- Unaccompanied children or inadequate supervision of children
- Parents or carers teaching
- Customers using floats, inflatables or other such items
- Elderly customers
- Customers with disabilities or special needs

1.4 Pool Hazards General

- Slipping accidents on the poolside – running is not allowed
- Pool staff must be aware of the pool depth and make customers aware should they appear to be out of their depth
- Diving will only be permitted from the pool side in the deep end of the pool, the water must not be less than 1.5 metres deep.
1. Approach to Safety

- There is a small risk of entrapment, (hair or fingers trapped) in either pool inlets, outlets and other grilles.

1.5 Reporting of Accidents

- All accidents and incidents however minor must be reported to the Duty Manager and recorded using an internal accident form. The original must be passed to the Human Resources Manager who will retain a copy for a minimum of 5 years.

- Incidents of aggression to staff, including threats, abuse and dangerous occurrences must be reported to the Duty Manager who will ensure a form is completed recording the nature of the incident. A copy of the form will be passed to the Human Resource Manager who will ensure that it filed and kept for a period of 5 years or action taken as required.

- Incidents involving the evacuation or closure of the centre will require the Duty Manager to complete the evacuation form which is to be kept filed in the Duty Manager’s office and then the Archive Room for a period of 2 years.

- If the pool alarm is activated due to a drowning situation then the Rescue Form  must be completed by the Duty Manager and then passed to the Human Resource Manager for appropriate action or filing (the form must be kept for a minimum of 5 years from the date of the incident)

1.6 First Aid Supplies and Provision

- First aid supplies will be located in the first aid room located adjacent to the small learner pool

- First aid supplies will be checked weekly by the Duty Management team and noted on the appropriate checklist. This will ensure that adequate supplies are available, however all trained first aider’s should regularly check that the first aid supplies are adequately stocked and if they need to use anything from supplies to inform the Duty Manager to ensure that the items are replaced.

- All Leisure Assistants will be issued with a face shield that they are required to bring with them on every shift. If you do not have yours with you see the Duty Manager at the earliest opportunity.

- There will be a minimum of 1 First Aid at Work member of staff on duty when the centre in open for business

- The First Aid Room poolside will contain the following equipment
  - Stocked First aid cabinet.
  - First aid couch
  - Waste bin
  - Spinal board
  - Neck brace
1. **Approach to Safety**

- Adult and child resuscitator masks
- Accident report forms
- First aid box
- Clinical blood waste bin
- Bodily waste disposal kit
- Space blankets (used to keep warm during an evacuation)
- Ordinary blankets
- Rescue forms

All Leisure Assistants will have completed some first aid training as part of their Lifeguard qualification, those lifeguards employed in a senior role will be expected to hold the three day first aid at work qualification.

1.7 **Alarm Testing**

All alarms will be tested on a regular basis as follows:

- Drowning alarm daily – recorded on DM check sheets
- Fire alarm daily - recorded on DM check sheets
- Lift alarm daily - recorded on DM check sheets
- Disabled alarms daily - recorded on DM check sheets

1.8 **Pool Supervision**

- Leisure Assistants will maintain an alert, upright posture during times of pool supervision. Leisure assistants are not to lean against the barriers, lifeguard chairs or spectator areas.
- Leisure Assistants must maintain concentration and observation of the pool and pool users knowing how many bathers are in the pool at any time.
- Leisure Assistants must be pro-active when poolside, ensuring that they observe and act on any potential problems before they occur.
- Poolside staff must supervise the use of pool equipment when in use
- Effective control and firm supervision should be applied at all times to both public and off duty staff.
- No off duty member of staff will effect the work of Leisure Assistant undertaking their duties
- Leisure Assistants will be discrete should a customer have made it known that they have a health problem that may pose a risk when in the pool such as asthma, heart condition or epilepsy.
- Leisure Assistants having to inform other lifeguards of any potential risks or problems should do so without compromising the safety of customers in the pool
- Leisure Assistants will be required to observe the 10:20 system that is to scan their zone of supervision in 10 seconds and be close enough to get to an incident within 20 seconds. (See appendix 10 for lifeguarding zones)
1. Approach to Safety

1.9 Proactive Supervision of the Pool

The following should be looked for and appropriate action taken in each event to prevent a situation from worsening. This list is not exhaustive.

- Worried expression on the face of a swimmer
- Cries for help
- Crowd gathering
- Deliberate waving of arms
- Sudden submerging
- Two or more swimmers in very close contact
- A swimmer in a vertical position in the water
- Hair over the eyes or mouth of a swimmer
- Areas of the pool known to become congested
- The number in the pool
- Erratic swimming by individual bathers
- Edging down the pool using a float or holding on the side

1.10 Zones of Supervision and Lifeguard Positions

<table>
<thead>
<tr>
<th>Pool</th>
<th>Static or Mobile</th>
<th>Area of Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Pool fixed</td>
<td>2 x Static</td>
<td>Main pool Zones in accordance with Appendix 10</td>
</tr>
<tr>
<td>Elevated chair</td>
<td>1 x Patrolling</td>
<td></td>
</tr>
<tr>
<td>Learner Pool</td>
<td>1 x mobile</td>
<td>Learner Pool entirety</td>
</tr>
</tbody>
</table>

1.11 Leisure Assistant Duties and Responsibilities

a. Should the Leisure Assistant have concerns regarding Health and Safety issues then they are to speak with the Duty Manager immediately or a member of the Senior Management team.

b. The Duty Manager and the nominated Senior Leisure Assistants on poolside will take direct responsibility for the pool standards.

c. Customers will only be allowed access to the pool once the pool chemical test has been carried out and approved by the Duty Manager on opening the centre each day.

d. Leisure Assistants must be in position before users are allowed to access the pool. In addition Leisure Assistants must remain on duty and in position at the end of a session until all the customers have vacated the pool and it is secure.

e. All poolside staff are required to have a clear understanding and follow both the Normal Operating Plan (NOP) and Emergency Action Procedures (EAP’s) for the Centre

f. Leisure Assistants must wear their uniform at all times whilst on duty and follow the code for uniforms found in the staff handbook, and in accordance with the staff induction. Sweatshirts or jogging bottoms are not to be worn poolside. Trainers will be worn with the uniform.
1. **Approach to Safety**

g. Leisure Assistants will be provided with a whistle on starting employment with the centre. Leisure Assistants have a duty to bring the whistle with them every time they are at work and they must have it with them when working poolside at all times. If for any reason you do not have a whistle see the Duty Manager prior to lifeguarding on poolside.

h. Leisure Assistants must not leave their designated position poolside or leave their area of the pool unattended. First priority of a Leisure Assistant working poolside is to ensure the safety of the customers.

i. Poolside staff will not carry out social conversations with colleagues or customer when on poolside duty. Eyes must remain on the Pool at all times.

j. Food and drink are strictly forbidden whilst on duty, mobile phones should be switched off and left in the staff room or other secure locker area. Adequate breaks will be provided for drinks and food.

k. Poolside staff that need to leave the poolside for some reason must first radio the Duty Manager who will arrange cover at the earliest opportunity.

l. Poolside staff must scan the bottom of the pool regularly to ensure that no one is on the bottom of the pool in difficulty.

m. Leisure Assistants must carry out rescues and initiate other emergency actions as required and as detailed in these procedures, the EAP and as instructed during training sessions and their NPLQ training.

n. Poolside staff may need to maintain communication with other poolside staff this can be done via the radio and whistle.

o. Emergency first aid equipment will be located in the first aid room adjacent to the learner pool. Nominated Senior Lifeguards commencing a shift should check that the equipment is available and ready for use.

p. Leisure Assistants when on dry will be required to maintain a safe, clean and hygienic condition on the poolside and village change.

q. Personnel telephone calls will not be transferred to the poolside phone, should there be an emergency then the Duty Manager can be contacted (via the walkie talkie) who will pass on a message, but this is only for emergency situations.

r. Poolside Staff are not to chew gum whilst on duty, customers chewing gum should be asked politely to remove it before entering the water.

s. Members of the public suspected of being under the influence of drugs or alcohol should not be granted admittance until the Duty Manager has been called and assessed the situation. Leisure Assistants will be aware via their NPLQ training that some medical conditions can give the impression of an excess of alcohol or drugs for example diabetes.

t. No electrical equipment is allowed poolside, without prior permission of the Duty Manager.

u. Leisure Assistants are not to leave their position to set up equipment, other staff who are dry side are to set up and this includes lane ropes, chairs, inflatables etc.
1. Approach to Safety

1.12 Controlling Bathing Loads

The Maximum number of bathers in a pool at any one time is based on a calculation of metres per person.
The following table indicates the maximum guidelines for both the main pool and the learner pool with Lifeguard ratios:

<table>
<thead>
<tr>
<th>Pool</th>
<th>Max number of bathers</th>
<th>Minimum number of Lifeguards</th>
<th>Min number of lifeguards when bathing load above 100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main pool</td>
<td>141</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Learner pool</td>
<td>40</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

1.13 The Band Call Out System to operate as follows:

During peak times it may be necessary to operate the pool band system. Poolside staff will notify Reception when the pool is getting close to capacity to instigate the Band System. The selling of bands will then be controlled from Reception.

When the Band System is in use, members/guests will receive as a minimum a 45 minute swim, which allows for them to take 15 minutes to get changed.

Silver and Gold Members who have the swim option will need to wait at reception if the pool is at Capacity. We have allowed for 13 at anyone time to be swimming in the Pool, but this is for those who have entered the Pool via the Gym or Health Spa. Therefore our band numbers available to sell swim tickets is the total capacity minus the allowance of 10 members.

If a Silver or Gold Member tries to access the pool and it is at capacity they will need to wait until the next colour of bands is called out. Remember all our services provided are subject to availability.
1. Approach to Safety

The Band Call Out System

a) Preparation

Customer Services will need;
- 3 boxes two marked Main Pool one marked Small Pool
- 5 different colour bands (4 used 5th to restart process) Each colour will need to have exactly 42 number of bands.
- Place 10 bands in Small Pool box and 16 in each Main Pool box
- Book of cloakroom tickets
- Band call out logging sheet
- 3 signs available to say Swimming Only Queue

Pool side need the containers to collect the bands when colours are called out.

b) When to Start

Senior Lifeguard on poolside notifies Reception (via radio) to start the Band Call Out system as numbers have reached either 30 in Small Pool or 110 in Main Pool.

c) Selling The First Colour

Customer services starts to sell the first colour of bands.

Remember to ask which pool they will be using and give a band to each individual, from the appropriate container.

(Keep all other colour of bands slightly out of reach)

d) After The First Colour

(When you have to reach for the new colour of bands - for order see sheet)

Write the time on the Band Call Out Logging Sheet, next to the colour you have just finished selling and then complete the call out time column for that colour by adding one hour.

Complete this process until you have four band colours (last colour band sales is based on main pool sales)

e) Calling People Out

Call people out when their time is up by pressing that colour at reception.
Check first to see if it is necessary by judging are there more people waiting to enter the pool.

(Remember you can call them out anytime after their time is up)

f) Pool at Capacity (Sales Closed)

Check sheet and see when the next colour (which means approx 42 people, 32 from the main pool and 10 from the small pool) are due out then advise customers.

Customer waiting 10 15 mins – May wish to stay in queue (use one/two tills, and put up the Swimming Only signs)
1. Approach to Safety

Customer waiting 20 mins plus – give them each a cloakroom ticket and tell them to listen out for their number to be called out on the tannoy. (They can go for a coffee etc)

g) Reopening Pool Sales
10 mins before the bands are to be called out. Put out a tannoy call for the corresponding number of people holding cloak room tickets. Make a note of the number you have called up too. Call out your band colour and then start selling the fifth colour to these people. (this allows time for the first colour to come back from poolside)

h) Ongoing
Senior Lifeguard to make sure bands go back to Reception promptly.

Senior Lifeguard will advise Reception when the pool is becoming quiet and there may not be a need to continue to operate the Band System. Obviously this will need to take into account numbers in the village change about to come through and numbers at reception about to pay for a swim.
There should be a high level of communication on the radio between Reception and the Senior Lifeguard to ensure that people are not kept waiting or removed from the Pool unnecessarily.

1.14 Number of Poolside Staff

- The pool rota will indicate the minimum number of lifeguards that are to be on duty poolside and dry side at any one time.
- Theses numbers are decided by carry out detailed Risk Assessments and guidelines laid down by Health and Safety. The minimum numbers that will be employed to work are detailed in 1.12 of this document.
- If the Leisure Assistant feels at any time that there is a requirement for additional lifeguards they must immediately contact the Duty Manager. (via the walkie talkie)

1.15 Lifeguard Rotation on Poolside

- The Duty Manager will provide an accurate rota on the poolside and this will also cover dry side activities; this will show rotation, names and breaks. The rota will also show who the nominated Senior Leisure Assistants are.
- Duty Managers when arranging staff cover and preparing rotas will need to take into consideration the need to balance inexperience poolside staff with experience poolside staff. As planned holiday only one Senior Leisure Assistant (full time staff) per shift can take leave at a time.
- No more than 60 minutes will be spent on poolsi de without a break (a break being a period away from the pool). Normally lifeguards will rotate every 30 minutes following the pool rota.
- Changeovers must be done quickly and efficiently. A lifeguard should not vacate their position unit the replacement has arrived and is ready to take over pool supervision.
- Only the Duty Manager can amend pool rotas, any amendments should be initialled.
- The Duty Manager must ensure that the rota is always up to date and accurate.
1. Approach to Safety

1.16 Pool Rules for Bathers

- No Running
- No Fighting
- No Bullying
- No pushing or throwing other bathers into the pool
- No facemasks, flippers, snorkels or hand paddles
- No outdoor shoes on poolside
- No food or drink on poolside
- No spectators on poolside
- No smoking
- Non swimmers and weak swimmers must remain in an area of the pool that is within their ability
- NO diving into depths less than 1.5 metres
- No jumping onto floats or inflatables
- No ducking, bombing, petting or acrobatics
- No prams or pushchairs on poolside
- Non swimmers and swimmers wearing armbands will be restricted to the shallow end or learner pool.
- Where lane swimming is provided (fast and a slow lane) for customers they must swim lengths in the direction indicated and in the lane most appropriate to their speed and ability during these specified swim times. (see pool layout plan on poolside)
- Swimmers must not hang onto swim ropes or use them to get out of the pool
- Bathers must be suitably attired in appropriate swim wear, no cut off jeans or thongs etc will be allowed

1.17 Child Admission Policy

Specific attention must be given to all children this includes looking specifically for weak swimmers and non swimmers whilst maintaining vision of your zone.

All children under the age of 8 must be accompanied by someone of at least 16 years of age. They must go into the water with the children they are accompanying, this person must be in close contact with the child or children who are weak or non swimmers. If it is noticed that this is not occurring then whilst maintaining vision of your zone you must inform the adult to keep the child under constant supervision, any problems the Duty Manager must be informed immediately.

The following safety rules apply to the pools with regards to age limits and adult/ child ratios and supervision.

<table>
<thead>
<tr>
<th>Pool</th>
<th>Aged under 4</th>
<th>Aged 4 -8</th>
<th>Mixed age group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner Pool</td>
<td>1 adult to 2 children</td>
<td>1 adult to 4 children</td>
<td>1 adult to 3 children</td>
</tr>
<tr>
<td>Main Pool</td>
<td>1 adult 1 child</td>
<td>1 adult 2 children</td>
<td>1 adult 1 child</td>
</tr>
</tbody>
</table>
1. Approach to Safety

1.18 Dealing with the public

When dealing with any problems or issues involving children in the centre especially in the pool area you must ensure that the situation is safe and then ask the child who they are with and try and speak directly to the adult in the first place. If however they have come unaccompanied then make sure that it is clear that the child is not being told off as children being pulled to one side can find this traumatic. If you are unsure of how to deal with a situation of this nature then call the Duty Manager.

1.19 Swim Nappies

Children who are not yet toilet trained and who still need to wear nappies must wear a swim nappy before entry to the pool or learner pool this will normally apply to children under the age of 3. Ordinary nappies are not allowed to be worn in the pool. Swim nappies will be able to be purchased from Customer Services.

1.20 Photography

Photography or video of any kind including pictures or videos taken by a mobile phone is prohibited in a public place unless approved by the Duty Manager and the appropriate form signed by those taking part in the photograph.

1.21 Pool Closure

When the pool is closed and the Leisure Assistant is ready to leave the poolside they should ensure that all doors and barriers are locked to prevent unauthorised access this includes all points of entry to the Pool or Village Change area.

The Leisure Assistant must scan the bottom of the pool to ensure that no one is left in the water before the area is closed and secured, at no time should the Leisure Assistant leave the poolside below the stated ratio even for a few seconds whilst bathers are present.

1.22 Communication on Poolside

- Lifeguards will communicate with each other on poolside via the use of
- A whistle – one blast - to speak to a member of public
- Two blasts - to communicate with another lifeguard
- Three blasts – emergency action, to alert other lifeguards
- A radio will be kept poolside and is used for essential communications only, whilst using you must continue to lifeguard your zone effectively
- Internal telephone will also be on poolside located at the control point. (This for Duty Manager use only)
1. Approach to Safety

1.23 Lost Property

At the end of the evening all changing and poolside areas will be cleared of lost property. All items found are to be treated with respect and should be taken to Customer Services and placed in the lost property box where they will be logged and bagged accordingly, the next morning by customer services. Wet items should be placed (the night before) in the identified area in the plant room to dry off and in the morning (when dry) taken to customer services by the Duty Manager.
2. Disability Access Facilities

Staff must be fully trained in the use of the disability access equipment before they will be allowed to use or assist. Staff who are untrained or who need additional training must speak to the Duty Manager, at the earliest opportunity.

2.1 Pool Hoists Usage

Leisure Assistants must carry out a visual inspection to ensure the hoist appears to be in good working order, formal inspections of the equipment will be made weekly as per the equipment checklist. If the person requires a helper then the helper must be in the water and ready to assist before the chair is lowered.

Using your POOL LIFT

Transferring to Poolside with chair

The chair arms fold back for easy customer access. Once the customer is suitably dressed for swimming, transfer him/her into the chair.

WARNING

- Always ensure the brakes are on during transfer onto the chair.
- Ensure the arm rests are folded forward, encircling the customer for safety.
- Never leave the customer unattended.
- Check water depth and customer ability.

Attaching the chair to the POOL LIFT

1) Rotate the POOL LIFT away from the pool. (Turn the rotation lock anti-clockwise to rotate turn clockwise to lock).

2) WARNING

- Make sure that the rotation lock is on before attaching the chair.

3) Reverse the chair unit, sideways on, towards the POOL LIFT mast until the top of the support frame comes into the close proximity of the mast.

WARNING

- Adjust the height of the mast so that the hook up bar (with retaining catch) can be positioned under the top of the chair support frame.
- The top of the support frame must be firmly attached to the hook up bar and the retaining catch must have operated to hold the frame tube.
2. Disability Access Facilities Contd.

Using your POOL LIFT

4) Raise the mast so that the chair wheels are clear of the ground.

5) Remove the sub-chassis.

To help this action, take the customers feet off the foot rest by using the leg rest if desired. Operate the catch, situated under the left side of the seat, and gently move the sub-chassis backwards until free.

6) Release the POOL LIFT rotation lock by turning anti-clockwise.

WARNING

- Ensure there is someone in the pool ready to help the customer into the water.

7) Move the customer over the pool by pushing sideways on the boom, until the desired position is reached.

WARNING

- Engage the rotation lock firmly.

8) Lower the customer until deep enough in the water, indicated by the helper in the pool (usually mid-chest).

9) Fold back the chair arm rest(s) to get customer access, if required.

10) After the customer has been received by the helper in the pool, remove the mast from the water or return to repeat the procedure for the next customer.

WARNING

- There should always be someone at the poolside competent to operate the POOL LIFT while the customer(s) is in the water.

Transfer out of the pool

1) Fold back the chair arms, then lower the chair into the pool to the same depth as before.

2) The helper should put the customer in the chair or stretcher and fold the encircling arm rests on the chair back around the customer,

3) Put the safety rails around the customer.
2. Disability Access Facilities Contd.

WARNING

If using the Swim chair and it has been removed from the POOL LIFT mast in the pool, ensure it is correctly connected to the mast and that the chair retaining catch has operated before returning the customer to the chair.

- Avoid any part of the customers or caregiver's body coming between parts of the lifter that join together or touch during operation e.g. when attaching seat to mast etc.

4) When customer and helper are ready, raise the customer from the pool until high enough to clear the poolside.

5) Release the rotation lock and rotate back over the pool side by pulling the boom towards you.

6) When in position for transfer, engage the rotation lock.

7) Raise the seat sufficiently high enough above the floor and insert the prongs of the sub-chassis unit into the chair frame tubes until the retaining catch works and locks.

8) Begin to lower the mast and at the same time open the chair retaining catch on the mast, just before the wheels of the sub-chassis contact the floor.

9) Continue to lower the mast, keeping the chair retaining catch open, until the chair frame tube is clear of the hook up point.

10) Push the chair away from the POOL LIFT, apply the brakes and prepare the customer for return to the changing room.

WARNING

- Ensure the brakes are applied whenever the chair is not being moved.

2.2 Changing Table

Disabled customers/special needs adults etc who are not toilet trained and who still need to wear nappies must wear a swim nappy before entry to the pool or learner pool. Ordinary nappies are not allowed to be worn in the pool. Special needs adults (without nappies on) should be advised whenever possible to use the toilet prior to using the Pool. Signs will be on display to this effect. A stronger line may need to be taken to persistent offenders, the Duty Manager should be informed if you have any concerns.
3. Specialist Activities

3.1 Specialist Activities

Risk assessments for such activities have been carried out. Specialist activities such as Scuba Diving and Canoe Polo must have suitably qualified and competent persons present who control the sessions in addition to normal lifeguarding provisions. The competent persons will have significant experience within the activity and hold a qualification appropriate to supervise the activity i.e. for scuba diving sessions a dive master or dive instructor must be present at all times. These qualifications will be photocopied and the bookings administrator will keep a copy on file.

3.2 Inflatables

Where inflatables are to be used during one of our planned inflatable sessions, lifeguarding ratios must form part of the Risk Assessment and will be as follows:

Lifeguards will be positioned in set areas to ensure all parts of the pool and areas underneath the inflatable can be seen. See appendix 10

The maximum bather loads will be decreased to a higher staff to public ratio the inflatable pool risk assessment is to identify this. Numbers of bathers will be counted in through reception and these numbers are not to be exceeded.

All lifeguards will have done a shadow shift and received training before they can lifeguard the inflatables. The Duty Manager must ensure that only experienced lifeguards are used for these sessions.

3.3 Club Use / Private Hire/ Gala’s

Specific periods are set aside for club use this may entail the whole of the pool or part of the pool and the public will still use the other part.

All clubs are held to the normal pool behaviour rules.

All clubs and private hires shall have sufficient lifeguards to maintain a safe environment at all times. This shall be in line with the management of Health and Safety in Swimming Pools’ guidelines.

Lifeguard ratios will always been maintained in accordance with this document, one of which will always be a lifeguard from HDST and this lifeguard will ensure that pool standards are maintained. This will mean correcting sub standard performance from external lifeguards immediately and reporting any issues immediately after to the Duty Manager.

3.4 Swimming Lessons

Swimming lessons run for a duration of 25 / 55 minutes with a 5 minute registration time.

Risk assessments will be carried out on swimming lessons. For a copy of the Risk Assessment please see the HR Manager.
### 3. Specialist Activities

**Guidelines for swimming lessons are as follows:**

<table>
<thead>
<tr>
<th>Class</th>
<th>Ratio Range</th>
<th>ASA Max Guidelines</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult and Child</td>
<td>12:1</td>
<td>12:1</td>
<td>Up to 12 pairs (1 adult and 1 child) to each teacher</td>
</tr>
<tr>
<td>Pre-school</td>
<td>12:1</td>
<td>12:1</td>
<td>3-4 years</td>
</tr>
<tr>
<td>4 year olds</td>
<td>12:1</td>
<td>12:1</td>
<td>4 – school age</td>
</tr>
<tr>
<td>Non swimmers and beginners</td>
<td>12:1</td>
<td>12:1</td>
<td>Young children or adults being introduced to swimming</td>
</tr>
<tr>
<td>Schools swimming</td>
<td>12:1 non swimmers 20:1 swimmers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improving swimmers</td>
<td>12:1</td>
<td>20:1</td>
<td>Swimmers of similar ability to one another who can swim a minimum of 10 metre length completely unaided on their front and back, pupils should not be out of their depth.</td>
</tr>
<tr>
<td>Swimmers</td>
<td>20:1</td>
<td>20:1</td>
<td>Those swimmers who can swim at least 25 metres competently and unaided on their front and back and tread water for 2 minutes</td>
</tr>
<tr>
<td>Advanced swimmers</td>
<td>20:1</td>
<td>20:1</td>
<td>Those that can swim at least 200 metres</td>
</tr>
<tr>
<td>Competitive swimmers</td>
<td>30:1</td>
<td>30:1</td>
<td>Swimming clubs with one lifeguard present and one from HDST.</td>
</tr>
<tr>
<td>Water Polo</td>
<td>16:1 junior course 20:1</td>
<td>20:1</td>
<td>2 lifeguards present</td>
</tr>
<tr>
<td>Water Polo</td>
<td>20:1 adult session 20:1</td>
<td>20:1</td>
<td>1 lifeguard present</td>
</tr>
<tr>
<td>Aerobics in deep water</td>
<td>20:1</td>
<td>20:1</td>
<td>Clients must be competent swimmers (swim 25m and tread water for 30 secs) or be wearing buoyancy aid.</td>
</tr>
<tr>
<td>Aerobics in small pool</td>
<td>30:1</td>
<td>30:1</td>
<td>All pupils in standing depth water no lifeguard required</td>
</tr>
<tr>
<td>Water Aerobics</td>
<td>50:1 (with lifeguard) 30:1 (no lifeguard)</td>
<td>30:1</td>
<td>Clients must be restricted to water within which they can safety stand and all must be able to stand from lying in the water</td>
</tr>
<tr>
<td>Diving beginners and improvers</td>
<td>12:1</td>
<td>12:1</td>
<td>Divers of similar ability who are comfortable and confident in deep water</td>
</tr>
<tr>
<td>Sub Aqua</td>
<td>15</td>
<td></td>
<td>One present</td>
</tr>
</tbody>
</table>
3. Specialist Activities

3.5 Swimming Lessons and Standards

- Swimming teachers must hold a current ASA/STA swimming teachers award.
- Each swimming teacher will receive a full induction prior to teaching by the sites Swimming Co-ordinator.
- Customers taking swimming lessons will not enter the poolside more than 5 mins before their lesson commences and wait quietly.
- Children are not allowed to enter the water before or after their lesson unless accompanied in the water by a parent or guardian.
- Customers will receive “children’s swimming lesson rules” which will be issued when payment or enrolment has taken place.
- Swimming teachers must be prepared and on poolside at the start of the swimming session. Swimming lessons must be conducted in accordance with the ASA/STA guidelines.
- Swimming teachers must teach from the poolside and the whole class should be in their field of vision at all times.
- Food and drink are not allowed on the poolside.
- Parents and guardians will not be allowed poolside. A spectator seating area above the pool is provided.
- Shoes of any description (trainers only allowed for Lifeguards) are not to be worn poolside.
- In an emergency the teachers will look after the children in accordance with their training.

3.6 Movable Floor Operation

This is only to be carried out by the Duty Manager or the Facilities Manager.
4. Poolside Staff

4.1 Staff Induction

The HR Manager will ensure that all staff receive an induction by the Duty Manager prior to commencing duties on their own. For Leisure Assistants this will include a generic induction, swim test, health and safety induction and manual handling/trampoline induction. The new member of staff will then shadow another member of staff for one shift before they will be ready to work. The HR Manager will ensure that all staff are signed off for inductions and pass a competency test which is signed off before they can commence work, officially in their own capacity on the rota. All staff will be on a 6 month probation which will be reviewed monthly by the Operations Manager.

4.2 Staff Uniform & Appearance

HDST believes that it is important that every area of our activities should reflect the commitment to customer service delivered to a high standard, to which end the appearance of our employees is no exception.

Earrings are permissible for both sexes, but no other ornament that pierces the skin is permitted. Hair should be clean and always under control. There are no general rules regarding length or style for either sex provided length, etc does not endanger safety or hygiene, and looks tidy and well groomed.

HDST reserves the right to insist that employees do not wear jewellery that HDST believes could cause offence to customers or other members of staff.

Should any employee have difficulties in maintaining these standards, they are advised to discuss the matter with the Duty Manager (or Human Resources Manager if they prefer) in the first instance.

Employees who do not comply with these standards will be subject to HDST’s normal disciplinary procedure. In serious cases, where we find an employee’s appearance unacceptable the employee will be required to return home to change. No pay will be given for the duration of the absence from work. Leisure Assistants will be provided with uniform, it must be worn throughout working hours and worn only in connection with work and travelling to and from such work. It must be kept in a neat and tidy condition.

Trainers are to be worn by all Leisure Assistants and these must be in a clean condition.

Whistles will be issued and must be used in accordance the guidelines.
4. Poolside Staff

4.3 Breaks

Leisure Assistants over the age of 18 working more than a 6 hour shift will be entitled to a ½ hour break which is unpaid, this break can only be taken once the Duty Manager has agreed that they may leave their post. Staff taking unofficial breaks will face disciplinary action. Staff under the age of 18 will be entitled to a ½ hour unpaid break after 4 ½ hours work.

4.4 Leisure Assistants Behaviours

Leisure Assistants will not eat or drink during shift time this is to be kept to authorised breaks previously agreed with the Duty Manager, and as indicated on the Pool rota.

Leisure Assistants will be in their correct positions and in reach of the rescue equipment. Leisure Assistants stood together and or talking is not acceptable. At shift change and rota changeovers customer information will be exchanged. Leisure Assistants are not to leave their post until the changeover has been carried out.

The Senior Leisure Assistant on dry side will carry the radio at all times.

The poolside is to be kept clear of any rubbish and decked down by the last shift of the day.

4.5 Training Sessions

All NPLQ qualified staff must attend one 2 hour staff training session on a monthly basis to be deemed competent to work. Sessions are held on the second Sunday of the month and the last Sunday of the month from 7p.m. to 9pm. It is the Leisure Assistants responsibility to ensure that the Training Officer signs their log book at the end of each training session. This two hour session will be unpaid. Any body who allows their training to lapse will render themselves unqualified to perform their contracted duties.

This training session will include the following:

1. A fitness programme to include timed swims and towing and rescue method
2. Simulated incident training, working in a team
3. A dive to the bottom of the deepest part of the pool to recover a simulated casualty
4. The use of poolside rescue equipment
5. Revision to the PSOP due to changes
6. Refresher training in supervision and scanning techniques

The Operations Manager will organise the training plan and training session, HR will record the training and update the computerised and manual records.

- Staff failing to attend the training will be removed from the lifeguard rota, if they do not attend 3 times they may be removed from employment with HDST.
4. Poolside Staff

- All Lifeguards will hold a current NPLQ qualification

- Competent trainer assessors will carry out the training of lifeguards (unit 1 and unit 2) on site

- It is the responsibility of each member of staff to ensure they complete the required number of hours and the whole syllabus in order to retain the NPLQ qualification with the 2 year period.

The regular Sunday training sessions are also to be viewed as team meetings for the purpose of disseminating management information to employees. During these sessions, everyone will be given an opportunity to feedback their own thoughts and ideas and actively participate in all discussions.
5. Child Protection

Leisure Assistants must take all reasonable steps to ensure the safety and well being of a children or young persons. Young people need to be protected from personal injury and accidents and from physical, emotional, sexual abuse and neglect.

5.1 Expected Behaviour Towards Children And Young People In Their Care

Employee, volunteers and self-employed persons are required to:

- Be welcoming, approachable, understanding and patient and listen to what children have to say.

- Children and young people learn the majority of their behaviour from adults and it is essential that employees, volunteers and self employed set a good example at all times.

- Be polite and courteous at all times regardless of a child or young persons attitude or behaviour. You should consider your own body language, tone and pitch of voice, you should be fair and consistent with all children and young people at all times.

- Respect, value and treat all children and young people as individuals, give praise and encouragement where appropriate and have realistic expectation of each child or young person.

- Be professional, trustworthy and responsible at all times. It is important never to divulge information a child or young person has given in confidence. The only exception to this should be when there is a concern that a child or young person is being abused or would be at risk if this information were not passed on to the relevant authority.

- Any information passed on should be to authorised personnel only.

However in extreme cases such as risk to life or limb it may be necessary to restrain a child or young person in distress, or a child or young person being physically abusive to another child or young person or member of staff, where they can cause harm to themselves or others.

5.2 Unacceptable Practices

There are a number of tactics in dealing with children and young persons that are seriously unproductive and can form no part of good practice in caring for them. In order to ensure delivery of the best possible services the following practices are unacceptable and employees found conducting themselves in this way would face disciplinary action.
5. **Child Protection**

- use of physical punishment, hitting, slapping, pushing etc.
- use of foul or offensive language at anytime
- shouting at children or young people (unless of course to warn of danger)
- ridiculing or humiliating children or young persons through words or gestures
- sexualised behaviour of any nature, this includes the telling of rude jokes or stories in the presence of children and young persons
- inappropriate touching, molesting or abuse of children or young persons
- divulging confidential information to unauthorised personnel

**If you become concerned for any of the above reasons you must do the following:**

1. Make a brief note of what you saw and what made you concerned and report it immediately to the Duty Manager.

2. The Duty Manager will advise the HR Manager at the earliest opportunity and the HR Manager will contact Social Services (01279 434641) for further advice. A Duty Social Worker will discuss the HR Managers concerns and what action should be taken. They will need details of the child, parent, family and the incident that caused your concern.

5.3 **Protection For Employees Working With Children And Young People**

Whilst the protection and welfare of children and young people is of paramount importance, it is also vital to protect yourself. Therefore in order to protect yourself you should not:

- divulge personal information to children or young people
- give lifts to children or young persons in your own car without parental consent
- invite a child or young person to your home without parental consent
- avoid being alone with a child or young person in a closed room unnecessarily, and this includes when administering first aid, where possible leave the door open.
- or give frequent one to one attention to a particular child or young person away from the main group

Staff who have concerns regarding any aspect of their relationship with a child or young person should discuss these with the Duty Manager at their earliest opportunity.
5. Child Protection

Staff will not be expected to tolerate physical or verbal abuse from children and young people and in such cases the child or young persons parent, guardian or carer should be contacted and asked to collect them from the centre. The Duty Manager should discuss the matter further with the parent, guardian or carer regarding future conduct of the child or young person whilst within the centre. The Duty Manager should advise the Operations Manager of such an incident at the earliest opportunity, by filling out an incident form.

5.4 Procedure For Checking Staff

Harlow & District Sports Trust (HDST) is committed to providing safe, quality services for children and young people and to ensure that only the most suitable people are employed to provide these services.

The following checks are made on all employees; volunteers and self-employed persons entrusted with the care and protection of children and young persons.

**Enhanced Criminal Record Bureau checks**: these identify any relevant convictions that may prevent a person from being employed in this particular profession. All Leisure Assistants will be required to provide a Criminal Record Bureau or undertake one through HDST before appointment can be made, this will be encompassed through the Protection of Children Act from March 2002.
6. **About The Pool**

6.1 **Pool Dimensions**

<table>
<thead>
<tr>
<th>Dimension – Main Pool</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>25 M</td>
</tr>
<tr>
<td>Width</td>
<td>18 M</td>
</tr>
<tr>
<td>Deepest Depth</td>
<td>2 M</td>
</tr>
<tr>
<td>Shallowest Depth</td>
<td>1.2 M</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dimension Learner Pool</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>18 M</td>
</tr>
<tr>
<td>Width</td>
<td>7 M</td>
</tr>
<tr>
<td>Deepest Depth</td>
<td>.9 M</td>
</tr>
<tr>
<td>Shallowest Depth</td>
<td>.5 M</td>
</tr>
</tbody>
</table>

6.2 **Features and Equipment**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifeguard control point – central point</td>
<td>This is the lifeguard chair at the shallow</td>
</tr>
<tr>
<td>controlling access to both pools and</td>
<td>end. You will find the rota, telephone etc.</td>
</tr>
<tr>
<td>operation of band system</td>
<td></td>
</tr>
<tr>
<td>Free standing elevated lifeguard chair</td>
<td>Yes two</td>
</tr>
<tr>
<td>Disabled persons poolside wheelchair hoist</td>
<td>One available</td>
</tr>
<tr>
<td>Pool floor vacuum</td>
<td>Yes</td>
</tr>
<tr>
<td>Swimming pool lane marker ropes 25m</td>
<td>Yes</td>
</tr>
<tr>
<td>Pool scoop</td>
<td>Yes</td>
</tr>
<tr>
<td>Pool skimmer net</td>
<td>Yes</td>
</tr>
<tr>
<td>Pool bottom brush</td>
<td>Yes</td>
</tr>
</tbody>
</table>

6.3 **Pool Side Rescue Equipment**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spine board</td>
<td>One (First Aid Room)</td>
</tr>
<tr>
<td>Reaching poles</td>
<td>Three (One by each Lifeguard Chair)</td>
</tr>
<tr>
<td>Lifesaving safety throw bag</td>
<td>Three (One by each Lifeguard Chair)</td>
</tr>
<tr>
<td>Life hook and pole</td>
<td>One</td>
</tr>
<tr>
<td>Rescue torpedo buoy</td>
<td>Two</td>
</tr>
</tbody>
</table>

6.4 **Swimming Pool Set Ups**

A detailed set of instructions for the pool will be found in the layout file and on poolside.
6. **About The Pool**

6.5 **Plan of the Building**

Staff must familiarise themselves constantly in relation to the nearest location for fire refuge points, fire alarm call points and the emergency exit routes. Pool alarms are located by the lifeguarding positions.

6.6 **Water Treatment, Quality and Environmental Condition**

The following table indicates the acceptable range for swimming pool readings:

<table>
<thead>
<tr>
<th>Reading</th>
<th>Main Pool 29-30°, Learner Pool 31-32°</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Temperature</td>
<td>Main Pool 29-30°, Learner Pool 31-32°</td>
</tr>
<tr>
<td>Pool Hall Temperature</td>
<td>30-32°</td>
</tr>
<tr>
<td>Free Chlorine</td>
<td>0.5 – 2.00 mg/l</td>
</tr>
<tr>
<td>Total</td>
<td>1.5- 3.0</td>
</tr>
<tr>
<td>Combined</td>
<td>0.5 – 1.5</td>
</tr>
<tr>
<td>PH</td>
<td>7.2-7.6</td>
</tr>
<tr>
<td>Alkalinity</td>
<td>100-200</td>
</tr>
<tr>
<td>Calcium Hardness</td>
<td>60-100</td>
</tr>
<tr>
<td>TDS</td>
<td>1000 above incoming water</td>
</tr>
<tr>
<td>Circulation Rate</td>
<td>Main Pool 2.5 hours</td>
</tr>
<tr>
<td></td>
<td>Learner Pool 1 hour</td>
</tr>
</tbody>
</table>

Should any of the readings fall below the recommend range the Maintenance Technician or Facilities Manager should be contacted. (See also the guidance chart for Duty Managers in the First Aid Room.)
Emergency Action Plans (EAP’s)

7. Emergency Procedures

7.1 Drowning Procedure
This is applicable to all operational staff, including dry side, but not coaches. For the emergency procedure see Appendix 1.

After the incident has been dealt with the Duty Manager will record the incident on the relevant forms (Accident Report Form, incident report form) and take statements from all staff involved in the incident and shall follow the steps as detailed in the “Major Incidents Resulting in Serious Injury or Death Procedure”.

Members of the public will be allowed back into the pools once the Duty Manager and Leisure Assistants are ready to do so and fit for duty.

7.2 Fire Drill
This is applicable to all staff. For the emergency procedure see Appendix 2.

7.3 Power Cut Procedure
This is applicable to all staff. For the emergency procedure see Appendix 3.

7.4 First Aid Procedure
This is applicable to all staff, but only first aid qualified staff authorised by HDST are permitted to administer First Aid. For the emergency procedure see Appendix 4.

7.5 Toxic / Natural Gas Leak
This is applicable to all staff. For the emergency procedure see Appendix 5.

7.6 Bomb Threat Procedure
This is applicable to all staff. For the emergency procedure see Appendix 6.

7.7 Releasing The Lift Procedure
All staff should read the procedure but only Duty Managers trained to do so are permitted to release the lift. For the emergency procedure see Appendix 7.

7.8 Pool entrapment
This is applicable to all staff. For the emergency procedure see Appendix 8.
7. **Emergency Procedures**

7.9 **Structural failure**
This is applicable to all staff. For the emergency procedure see Appendix 9

7.10 **Discovery of a fire**
All staff shall on discovery of a fire no matter how small immediately raise the alarm by the quickest means, this will usually be by means of break glass fire alarm point which are located around the building.

If the fire is small and the employee has been trained and is confident in the use of fire extinguishers they may tackle the fire with the use of the correct fire extinguisher.

At no time should a member of staff place themselves in danger, the safety of employees and customers is of the utmost importance

If the fire alarm is raised the pool will be cleared of all swimmers and they will be asked to remain by the fire exit doors to the far side of the pool (roadside) Swimmers will be stopped from entering the changing area by the Leisure Assistant who is on dry side patrol.

Lifeguards will issue swimmers with space blankets to help retain personal heat. The centre will have sufficient blankets to provide all swimmers with blankets if the pool is at maximum capacity.

Swimmers will only be issued space blankets if asked to leave the warmth of the pool hall

One Leisure Assistant will remain with the bathers at all times and await further instructions via radio or tannoy. All other staff will proceed to the control point listed below once the pool is empty of bathers.

If the building has to be evacuated then space blankets will be issued to all in order of priority for example young and elderly first.

7.11 **Alarms - Poolside, Disabled and Panic**
During you Health and Safety induction you will be introduced to the following alarm sounds:
- Pool Drowning Alarm
- Panic Alarms
- Disabled Toilet/Changing room Alarms

You will also be told how to react in the event of them being sounded
8. Emergency Actions

8.1 Minor Emergency on Poolside (no rescue required – Only first aid treatment)

A minor emergency is an incident which if handled properly poses little danger and does not result in a life threatening situation. If a minor emergency occurs on poolside requiring first aid, staff will take the following action:

- The Leisure Assistant who is the nearest to the incident or is notified of the incident shall call the Duty Manager via radio or phone “Code 3 poolside, Code 3 poolside”
- The casualty shall be shown to the first aid room, the lifeguard can stand at the entrance to the first aid room but must not enter and must maintain supervision of the pool.
- When the Duty Manager arrives the Duty Manager or Leisure Assistant (if qualified) will carry out first aid in accordance with their training in the first aid room, leaving the door open.
- The Duty Manager will complete the necessary accident report form.
- If the casualty is a child then the child’s parent or guardian should accompany the child to the First Aid room. If the parent or guardian is not on site then a second member of staff must be on hand to witness the first aid taking place.

8.2 Evacuation Meeting/Control Point
The centre has one control/assembly point, and it is in the main car park opposite Leisurezone’s front entrance.

Control Points will have the Evacuation Plans, Control Checklist and Centre Plans.

8.3 Power Failure

Should the lights/power fail the emergency lighting will come on automatically.

All swimmers must be cleared out of the pool and as a group they should wait at the learner pool end with staff for further instructions from the Duty Manager.

8.4 Spinal Injury Management

Due to the unforeseeable nature of spinal injuries the correct method of applying a rescue in all cases cannot be given. Each Staff member will act in accordance with their training and lifeguard qualification.

Lifeguards may need to minimise pool water creating movement. For example the moveable floor, other swimmers or approaching the casualty.

Spine boards must be used and these are located in the First Aid Room.

All treatment given must be to the level of the Leisure Assistants training in first aid provision.
8. Emergency Action

8.5 Lack of Water Clarity

If the pool water becomes cloudy the poolside staff shall contact the Duty Manager. The Duty Manager will immediately notify the Facilities Manager. If remedial action is not possible or not effective quickly the Duty Manager may initially stop all new admissions and decide whether it is safe for the pool to remain open.

Extra staff may be drafted in to assist in pool supervision. Areas may be roped off if necessary however ensuring that overcrowding of the remaining area open does not pose a hazard and falls within the recommended guidelines.

The Duty Manager will carry out increased inspections a water tests in order to ensure that the remedial action is taking effect and that the situation is not deteriorating. The Duty Manager will liaise with the Facilities Manager and keep him informed on progress.

If the clarity suddenly worsens so that there is difficulty in seeing the bottom of the pool the Duty Manager will be informed immediately and he/she will advise Customer Services to halt further admissions and then assess the situation. Throwing a diving brick into the water and determining whether it is visible on the bottom in the area of worst visibility from the normal lifeguarding position may assess clarity.

If the brick cannot be seen with ease the pool staff will clear the pool immediately by the quickest means possible. A Lifeguard may need to enter the cloudy part of the water to ensure no one has been left in the pool bottom.

The Duty Manager may at any time consult with the Facilities Manager but the overall decision as to the safety of the pool is down to the Duty Manager.

When the situation improves customers may be readmitted. The Duty Manager is to complete an incident form/report.
8. Emergency Action

8.6 Emergency Call Signs

The following emergency codes should be used in the event of an emergency situation to obtain the required assistance via radio or Reception PA.

<table>
<thead>
<tr>
<th>CODE</th>
<th>Type of Emergency</th>
<th>Action to be taken by Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 plus specific area</td>
<td>Major emergency</td>
<td>All staff to that area</td>
</tr>
<tr>
<td></td>
<td>Drowning Procedure</td>
<td>Safety announcement or radio message will be</td>
</tr>
<tr>
<td></td>
<td>Fire Drill</td>
<td>“code 1 to (area) code 1 to (area)”</td>
</tr>
<tr>
<td></td>
<td>Spa Alarm</td>
<td>As per emergency procedures and further instructions from the Duty Manager.</td>
</tr>
<tr>
<td></td>
<td>Sauna Alarm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toxic Gas Alarm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bomb Alert</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Structural Failure</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pool Entrapment</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Standby for instructions</td>
<td></td>
</tr>
<tr>
<td>3 plus specific area</td>
<td>Power Cut</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Disabled alarm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Releasing the Lift</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Minor First Aid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Overflow alarm</td>
<td></td>
</tr>
</tbody>
</table>

8.7 Dealing with Disorderly Behaviour/Violence to Staff

All Pool rules should be observed by members of the public for their safety and the safety and enjoyment of others.

If a lifeguard observes an individual or group engaging in anti social behaviour being a nuisance or interfering with the enjoyment of other users the following action will be taken.

- The Leisure Assistant intervenes and gives an initial warning to the group or individual indicating reasons why the behaviour is inappropriate.

- If the behaviour persists by the individual or group the Leisure Assistant will give a final warning about their behaviour and advises the group the “if it continues they will leave us with no other alternative than to ask them to leave” if it does not improve the individual or group will be asked to leave the pool and centre.

- If the behaviour persists then the Leisure Assistant will contact the Duty Manager via the radio. The Duty Manager will ask the individual or group to leave the premises.

- If the individual/group refuses to leave then the Duty Manager will contact the local police. The Duty Manager will inform the individual or group that the police have been called.
8. Emergency Action

- In extreme cases where disorderly behaviour persists even after the police have been called and it is causing concern for the safety of other pool users the pool alarm will be activated to clear the pools and the Leisure Assistants will ask customers to gather by the fire exits. If customers wish to leave they will be issued with credit notes.

8.8 Overcrowding in the Pools

The pools have a maximum bather load of

<table>
<thead>
<tr>
<th>Pool</th>
<th>Max number of batters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main pool</td>
<td>141</td>
</tr>
<tr>
<td>Learner pool</td>
<td>40</td>
</tr>
</tbody>
</table>

All Lifeguards must take regular head counts to ensure that the maximum bather load has not been exceeded.

Once the maximum number of people in the pool becomes close to the maximum bathing load (within 10) the Duty Manager must be informed. The Lifeguard in the pool chair nearest the village change has the direct responsibility of notifying the Duty Manager. The Duty Manager will then stop admission to the pool until the bather numbers are reduced to an appropriate number. If at any time the capacity of the pool has been reached no more bathers should be allowed to enter the Pool Hall until the numbers have been reduced.

8.9 Dealing with Blood and Vomit

If substantial amount of blood or vomit are spilled into the pool, it will be temporarily cleared of people to allow the pollution to disperse and any infectious particles within to be neutralised by the disinfectant in the water.

Any physical matter will be removed by the most suitable method i.e. pool scoop, strainer net etc.

Spillages of blood or vomit on the poolside will be contained and wiped up with the appropriate cleaning cloths. This should be done with the use of the body fluid spill packs located in the first aid room.

Any cloths used for this purpose will be disposed of immediately as clinical waste and a bin marked clinical waste will be located in the First Aid room.

The Duty Manager will fill in an incident report form, which will be passed to the Human Resources Manager for countersignature and filing.

may involve the closure of the Pool for a short period, Duty Managers are to be notified immediately. All matter removed must be dealt with discretely and in a suitable method.
8. Emergency Action

8.10 Dealing with Solid Stools

If the presence of these are spotted or are reported by customers they will be immediately retrieved from the pool. Removal shall be done via the use of the net or pool scoop. This

After the pool is totally clear of all matter the Duty Manager will carry out a pool test to establish that all pool readings are within the recommended ranges. If they are, then no further action is needed. If the readings are below the normal range then the Pool should be closed and the Facilities Manager will need to be informed. The pool can be re-opened once the readings return to normal.

8.11 Dealing with Diarrhoea

If a substantial amount of loose runny stools (diarrhoea) is introduced into the water the pool will immediately be closed to all swimmers. All swimmers will be advised to shower on leaving the pool. Swimmers shall not be allowed to enter into another pool without showering first.

The Duty Manager will immediately arrange for the free chlorine to be raised to the top of the range details of this are in the First Aid Room.
A flocculent will be added to the pool circulation prior to the filter – the Facilities Manager will need to be contacted by the Duty Manager.
The pool bottom will be cleaned and any surface matter removed and disposed of in the most suitable manner.

The Duty Manager will inform Customer Services to cancel any lessons or clubs that should be using the pool during the closed period.
The Duty Manager will place a sign on the main reception informing of the pool closure and apologising for any inconvenience caused. It will also state when the Pool is expected to reopen.

The Duty Manager may issue credit notes at their discretion

The pool will remain closed for the duration of the six turnover cycles these times are detailed below. After this period the pool filters must be backwashed. Once the Facilities Manager has determined that the free chlorine levels are within the appropriate range the pool will be re-opened to the public.

<table>
<thead>
<tr>
<th>Pool</th>
<th>Full turnover period in hours</th>
<th>6 turnovers required = hours listed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>2.5 hours</td>
<td>15 hours</td>
</tr>
<tr>
<td>Learner pool</td>
<td>1 hour</td>
<td>6 hours</td>
</tr>
</tbody>
</table>
8. Emergency Action

8.12 Glass in Pool

Should staff become aware that a glass container has been broken on the poolside and there is now glass in the pool the pool will be cleared of people by the quickest method.

This will be done if possible without using the area of the pool where the glass was first located.

The Duty Manager will inform the Facilities Manager and the action may mean that the pool is drained/cleaned over a couple of days and closed to the public whilst this is carried out. The Chief Executive must be informed and consulted before a pool closure takes place.

8.13 Reporting a Lost Person

If a person is reported as being lost in the area of the pool a detailed search of the pool should take place at once.

Clear people from the pool if necessary using whistles or if necessary the pool alarm.

8.14 Reporting a Violent Incident

See aggressive and violent customer procedure appendix 3

8.15 Contacting the Police via 999

This is to be used when

- Staff/customers are in immediate fear of assault/personal violence or have been assaulted.
- A criminal offence/criminal damage has been committed and the aggressors(s) are still on the premises or in the location
- There is a breach of the peace

**Contacting the Police via the Central Station number 01279 641212 or 03003334444**

To be used when:

- Customers are engaging in anti-social or nuisance behaviour, staff have asked them to leave the premises but they refuse
- Individuals or groups who staff suspect of under age drinking or drug abuse who are causing problems in the centre but pose no immediate threat to staff or other customers
- Individuals or groups repeatedly turning up at the centre after they have been banned from the premises.
8. Emergency Action

8.16 Staff Emergency Procedure Training

This will be through the initial induction training and ongoing monthly staff training

Procedure Reference Documents

Managing Health and Safety in Swimming Pools
Internal Documents – Staff Handbook
The Health and Safety Commission
The Health and Safety at Work Act 1974
Management of Health and Safety at Work Regulations 1999
Manual Handling Operations Regulations 1992
COSH (Control of Substances Hazardous to Health Regulations 2002)
## Drowning procedure

<table>
<thead>
<tr>
<th>Note</th>
<th>If possible do not recover the casualty by direct entry into the water, use other methods as per training, i.e. rescue equipment, talk them to poolside etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td><strong>Leisure assistant</strong> sound pool alarm prior to entering the water.</td>
</tr>
</tbody>
</table>
| 2 | On hearing the pool alarm **Customer services** staff will announce over the PA system “**Code 1 to poolside, Code 1 to Poolside**” The code1 should also be repeated via the radio.  

After making the Code 1 call to Poolside **Customer Services** will announce “**If there is a medical Doctor in the centre can they please make themselves known at Reception immediately.**” |
| 3 | On hearing the Code 1 call **all available staff** proceed to Poolside |
| 4 | **Leisure assistant** team on poolside clear the pools and then assist with the rescue.  
Arriving staff to continue to clear the poolside as directed by the **Duty Manager** |
| 5 | **Duty Manager** will make the decision to call for an ambulance and notify **Customer Services** to this effect. One member of staff will be sent to meet and give information to the ambulance crew on arrival  

**Customer Services** if advised by the Duty Manager will call for an ambulance, and state  
- It is a drowning incident of a serious nature  
- Come to Harlow Leisurezone. CM20 3DT  
- Drive straight up to the main entrance and a member of staff will meet them. |
| 6 | If serious injury **Leisure assistants** should be removed all public from the viewing gallery of the incident or the area should be sealed off if necessary |
| Note | **All staff** shall receive counselling (if required) via their line manager or HR Manager or private counselling service |
Appendix 2

Fire drill & Emergency Evacuation Procedure

Leisurezone alarm warning system
Intermittent Warble

1. The Duty Manager will contact Customer Services to locate the fire/fault & then will proceed to the area.

   Automated Fire System will announce “Attention please, attention please. We are investigating an alarm condition. It may be necessary to evacuate the building. Please await further announcements" Then if necessary followed by, “Attention please, attention please. Please leave the building immediately. Please leave the building immediately by the nearest exit.”

   All Staff will ensure that everyone leaves the area as quickly and orderly as possible. All Staff should then go to the assembly point and take part in the roll call procedure there. All Staff will assist the Duty Manager to ensure that no-one re-enters until permission granted to do so is given by the Duty Manager.

   Customer Services, Sports Development Officer and the Facilities Manager will assist with the evacuation of the ground floor.

   Gym staff to evacuate the gym, health suite and changing rooms on the first floor to the fire exit doors.

   Administration staff will evacuate the first floor admin office to the fire exits.

   Dry side Leisure Assistants will evacuate the ground floor to fire exits.

   Wet side Leisure Assistants, Swimming Co-ordinator, Swim Teachers will evacuate the pool and village change to the nearest fire exits.

   Coaches to evacuate their classes to the nearest fire exits.

   Physio, Catering, Hairdresser, Science Alive and Rental Office areas will evacuate their clients to the nearest fire exits and report to the Duty Manager that their areas are clear.

   Cleaners and the Maintenance Assistant will assist to clear the area they are working in and proceed to the nearest fire exit.

2. If a fire then the Duty Manager will instruct Customer Services to begin a full evacuation by calling out the fire and rescue services by dialling 999 and announcing on the PA (if the automated system is not continuing).

   “this is a public announcement, would all customers please leave the building immediately via the nearest fire exit”

   As staff evacuate areas they will ensure a rapid, methodical search is undertaken so that no-one remains in storerooms, toilets and similar areas and then report to the Duty Manager located in Reception. Should the fire be located in the Reception area then the Duty Manager will be located outside the building in the Car Park known as Assembly Point 1.

3. The Duty Manager will await the fire brigade

   The Duty Manager will inform the CEO should they not be on site.

   The Duty Manager will inform staff which assembly point is to be used i.e. Assembly Point 1 or 2.

4. The Duty Manager will update staff, assist the fire brigade & follow their advice, staff will keep all customers informed on possible re-entry.

5. If it is a false alarm the Duty Manager will advise Customer Services who will announce “It is now safe to return to the building and resume your activities.”

NB. Lifts not in use and people with mobility issues may choose to proceed to the Refuge Points.
# Power Cut Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Duty Manager</strong> take the torch from the duty managers office and proceed immediately to the lift to ensure nobody is stuck.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>If there is a member stuck in the lift please confirm that you are aware that they are there reassure them that they would be released soon.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Duty Manager</strong> to call the electricity supplier EDF Energy on 08007838866 quoting contract number MPAN No S008450781014572129554 to find out a estimated time scale</td>
</tr>
<tr>
<td></td>
<td>Less than 5 minutes</td>
</tr>
<tr>
<td>4</td>
<td><strong>Studio instructors</strong> are to reassure participants in the class and wait for an update.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Gym instructors</strong> are to walk the floor ensuring there is no first aid requirements as a result of sudden power loss to the gym equipment.</td>
</tr>
<tr>
<td>6</td>
<td><strong>Customer services</strong> are to proceed to toilets and changing rooms to ensure members are safe.</td>
</tr>
</tbody>
</table>

## Re-entry / regain power

<table>
<thead>
<tr>
<th>Step</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Customer services</strong> reboot MRM and DOORMAN</td>
</tr>
<tr>
<td>2</td>
<td><strong>Duty Manager</strong> check plant room to ensure normal operation has resumed.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Duty Manager</strong> call Kevin by ringing 07775811549 to ensure there has been no damage to the server and that it is functioning as it should.</td>
</tr>
</tbody>
</table>
# First Aid Procedure

<table>
<thead>
<tr>
<th>STEP</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Customer services notified of incident to contact the Duty Manager</td>
</tr>
<tr>
<td>2</td>
<td>Customer Services if it is a serious incident should dial for an ambulance immediately, and then put out a call “If there is a doctor on the premise please come to reception immediately”</td>
</tr>
<tr>
<td>3</td>
<td>Duty Manager once notified to proceed to incident &amp; administer first aid</td>
</tr>
<tr>
<td>4</td>
<td>Duty Manager contact reception if serious incident &amp; confirm ambulance.</td>
</tr>
<tr>
<td>5</td>
<td>Duty Manager fill out accident form.</td>
</tr>
</tbody>
</table>
## Toxic/Natural Gas Leak

<table>
<thead>
<tr>
<th>STEP</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>On discovery of a suspected gas leak of any kind notify the Duty Manager immediately.</td>
</tr>
<tr>
<td>2</td>
<td>Duty Manager will commence the emergency evacuation procedure by sounding the fire alarm and evacuating the building to meet at the assembly point.</td>
</tr>
<tr>
<td>3</td>
<td>Duty Manager to call the emergency services (fire brigade) and be advised.</td>
</tr>
<tr>
<td>4</td>
<td>All staff be aware of wind direction during evacuation.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Duty Manager will require COSHH sheets of all chemicals stored in the plant room and be knowledgeable of isolation points.</td>
</tr>
<tr>
<td>5</td>
<td>Duty Manager to inform CEO and the Facilities Manager at the earliest opportunity.</td>
</tr>
<tr>
<td>6</td>
<td>Nobody is to attempt to re-enter the building until the Emergency Services have advised the Duty Manager it is safe to do so.</td>
</tr>
</tbody>
</table>
## Bomb Threat Procedure

<table>
<thead>
<tr>
<th>STEP</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| 1    | If you receive a bomb threat, treat it as genuine no matter how convincing or unconvincing the caller sounds. **Listen and write:**  
  - Make a note of the code name if any.  
  - Listen out for any noise in the background  
  - Write down what is said  
  - Make a note of any accent  
  - Ask where the bomb is and when it will go off |
| 2    | Notify the Duty Manager immediately |
| 3    | Duty Manager to call the police and be advised. |
| 4    | Duty Manager to evacuate if there are any concerns for public safety. (sound fire alarm). |
| 5    | Duty Manager to inform CEO at the earliest opportunity |
Releasing the Lift Procedure

<table>
<thead>
<tr>
<th>Note</th>
<th>MANUAL RELEASE MUST ONLY BE CARRIED OUT BY TRAINED AND COMPETENT PERSONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Should you become aware that someone is trapped in the lift firstly reassure them that they will be released very soon, contact the following qualified personnel immediately;</td>
</tr>
<tr>
<td></td>
<td>• Facilities Manage</td>
</tr>
<tr>
<td></td>
<td>• Operations Manager</td>
</tr>
<tr>
<td></td>
<td>• Duty Manager</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Note</th>
<th>The lift control panel and door release keys are both kept in the Duty Manager's office</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>If unsuccessful in releasing the lift manually Customer Services will be requested to contact the lift service company. There call centre is manned 24 hours a day so someone will always be available to answer a call and alert an engineer if required. The number to call is:</td>
</tr>
<tr>
<td></td>
<td>0800 652 0690</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Note</th>
<th>Good communication between the passengers and building personnel is extremely important to reassure the passengers that help is on the way</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Try to establish the following information to assist in releasing the lift;</td>
</tr>
<tr>
<td></td>
<td>1. How many people are in the lift?</td>
</tr>
<tr>
<td></td>
<td>2. Is everyone O.K.?</td>
</tr>
<tr>
<td></td>
<td>3. Are the lift lights working?</td>
</tr>
<tr>
<td></td>
<td>4. Is any of the floor call buttons lit?</td>
</tr>
<tr>
<td></td>
<td>5. Is there a floor number displayed on the operating panel position indicator?</td>
</tr>
<tr>
<td></td>
<td>6. What floor is the lift closest to?</td>
</tr>
<tr>
<td></td>
<td>7. In which direction was the lift travelling when it stopped</td>
</tr>
</tbody>
</table>

| 4    | If unsuccessful in releasing the lift manually and Customer Services are unable to contact the lift service company then the emergency service must be called by dialling 9999, 8999 |

| 5    | As soon as the lift is cleared of passengers the Duty Manager will ensure that the power to the lifts is isolated and a sign explaining that the lift is out of order until further notice is placed on each entrance of the lift affected. These measures are to prevent a recurrence until the lift is repaired. |
# Structural Failure

<table>
<thead>
<tr>
<th>Note</th>
<th>The large metal A frame in reception is the main load bearing structure for the building.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>All</strong> Immediately contact the Duty Manager. If severe evacuate area immediately and prevent further access.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Duty Manager</strong> to notify Facilities team immediately if team on site</td>
</tr>
<tr>
<td>3</td>
<td><strong>Duty Manager</strong> If incident is severe enough is to break fire point to activate a full evacuation as per Fire alarm procedures.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td><strong>All Staff</strong> Take into consideration the location of structural failure when evacuating area.</td>
</tr>
<tr>
<td>4</td>
<td><strong>Duty Manager</strong> to ensure that no one re-enters until authorised / safe to do so.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Duty Manager</strong> to contact Fire brigade and be advised on whether the building is safe to return.</td>
</tr>
<tr>
<td>6</td>
<td><strong>Duty Manager</strong> will consult with the Facilities Manager immediately, and then the fire service as to the safety of the area and then update the Chief Executive.</td>
</tr>
<tr>
<td>7</td>
<td><strong>Facilities Manager</strong> will liaise with the Duty Manager and complete the Accident/Incident form.</td>
</tr>
</tbody>
</table>
## Pool Entrapment

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>If a Leisure Assistant spots a casualty they will attract the attention of the other Leisure Assistant and activating the pool alarm.</td>
</tr>
<tr>
<td>2</td>
<td>Customer Services Advisor will announce over the PA system Code 1 to poolside this will be repeated twice and the same message repeated over the radio.</td>
</tr>
<tr>
<td>3</td>
<td>The Duty Manager or other qualified pool plant staff will enter the pool plant room and shut down the pool plant immediately by pressing the emergency stop button situated on the main power board which indicates which pump is running etc.</td>
</tr>
<tr>
<td>4</td>
<td>Poolside staff will attempt to free the casualty using the entrapment kit located in the first aid room poolside, then administer the appropriate first aid</td>
</tr>
<tr>
<td>5</td>
<td>If the casualty is under water staff will need to try and get air in them, this can be done by a Leisure Assistant swimming down to them and giving them mouth to mouth</td>
</tr>
<tr>
<td>6</td>
<td>The Duty Manager may request Reception to call for an ambulance; they will give as much detail as possible. It may be necessary to also call the fire brigade. One member of staff will be assigned to wait and greet the emergency services to brief them and escort them to the area on their arrival.</td>
</tr>
<tr>
<td>7</td>
<td>If practical and possible all public should be removed from the viewing area of the incident or the area should be sealed off.</td>
</tr>
</tbody>
</table>

**Note**: All staff shall receive counselling (if required) via their line manager or HR Manager or private counselling service.
Based on 2 lifeguards on main pool

Changing room village

Appendix 10
First aid

Key:
- Deep end Zone
- Shallow end Zone
- Learner pool Zone
- Poolside drowning alarm

Deep end static Lifeguard
Shallow end static Lifeguard
Learner Pool patrol area

Ref: Pool safety operating procedure LB/JH/TG March 18th final 2010
Location: Operations Manual
Based on 3 lifeguard on Main pool

Changing room village

First aid

Patrol area

Shallow end static Lifeguard

Lifeguard

Key

Middle of main pool zone
Deep end Zone
Shallow end Zone
Learner pool Zone
Poolside drowning alarm

Ref: Pool safety operating procedure LB/JH/TG March 18th final 2010  Location: Operations Manual
Based on 1 lifeguard from HDST & 1 from Swimming club

Changing room village

Ref: Pool safety operating procedure LB/JH/TG March 18th final 2010     Location: Operations Manual 49
Based on 5 lifeguards on the main pool 1 in the water to view underside of the inflatable

Deep end static Lifeguard

Shallow end static Lifeguard

Learner Pool patrol area

Deep end patrolling Lifeguard

Shallow end patrolling Lifeguard

Chair

Changing room village

First aid

Key

Inflatable

Deep end Zones

Shallow end Zones

Learner pool Zone

Poolside drowning alarm

Ref: Pool safety operating procedure LB/JH/TG March 18th final 2010

Location: Operations Manual
Health and Safety Policy

1. Changes from last issue

None

2. Procedure Aim

Harlow and District Sports Trust (HDST) regards the management of health and safety as an integral part of its business and as a management priority. The key principles that underwrite this policy are:

- To comply with legislation
- To create a safe working environment for our staff
- To provide a safe working environment for our customers and all visitors to the centre
- To act in a proactive way and keep all accidents and incidents to a minimum and to take appropriate remedial action when they do occur.
- To adopt a best practice health and safety culture
- To contribute to the establishment of a professional culture
- To maintain a solid reputation amongst Sportcentre members

3. Procedure Method

3.1 Responsibilities - The Chief Executive has overall responsibility for the organisation’s health & safety. The Health & Safety Officer (Human Resources Manager) has a responsibility to ensure that staff are appropriately trained and that standards are delivered on a daily basis. Department Managers and Duty Managers when on shift have overall responsibility for implementing the specific arrangements made under this policy, and associated procedures throughout the organisation.

All employees have a responsibility to adhere to the requirements of this policy statement and are expected to read the relevant sections of the manual and take responsibility for their areas, familiarise themselves with its provisions and carry out their defined responsibilities. A copy of the manual will be held in the Operations department, Customer Services, Admin and Human Resources and will be available to all employees on request.

Employees are expected and encouraged to be proactive on health and safety issues as part of the continued development of the health and safety culture of the organisation and the manual describes the arrangements for employee consultation and feedback.
3.2 Flow Chart Showing Level of Responsibility

3.3 Training - A Health and Safety induction is compulsory for all staff of the Trust. In addition as appropriate the organisation will also provide health and safety training and health and safety advice for all staff. Adequate resources including time and money will be available so that legal obligations may be met. The specific arrangements for this are described in the Health and Safety Management Procedures Manual.

3.4 Qualifications - The Trust will ensure that only competent, trained and suitably qualified staff are employed to carry out the business of the Trust.

3.5 Emergency Procedures - All staff will be trained as appropriate and will be required to be knowledgeable in the organisation’s emergency procedures. The Human Resources Manager will ensure that staff are regularly tested and competent in this area, and will formally record these tests and their outcomes.

3.6 Communications - Staff are encouraged to report any health and safety matters and have a variety of opportunities to provide feedback. Health and safety matters are a standard item on the agenda for the following regular monthly/quarterly meetings:

- Staff Consultative Group
- Operations
- Executive Board

Urgent matters will be passed directly to the Duty Managers who will take the correct course of remedial action required and ensure that the Operations Manager (Health and Safety Officer) is kept fully informed.
3.7 **Risk Assessment** - The Operations Manager will ensure that written risk assessments will be carried out annually for all areas and activities. However when necessary relevant written risk assessments will be reviewed immediately after an incident.

### 4. Monitoring

Our monitoring system when completed will be:

- Enhanced Criminal Record Disclosures for staff working with children which will be applied for before the employee starts work.
- Via accident report analysis
- A variety of daily, weekly checklists
- An annual health and safety audit (independent audits within 2 years)
- “Quest” related health and safety procedures (procedures need to be written)

Whilst internal accident investigation is not a specific legislative requirement, it is considered best practice and will be implemented in all cases both to ensure that essential remedial actions are taken, and to ensure that the Trust can provide appropriate evidence to insurers.

More serious accidents (as detailed in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) are reportable and will be investigated by the enforcement authorities.

**Reference documents**

Health and Safety at Work Act etc. 1974
Health and Safety in Brief          John Ridley
Health and Safety for Management   Highfield
Management of Health and Safety at Work Regulations 1992
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995