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PSOP	PSOP – Pool Safety Operating Procedures	Two	Feb 2010

## Introduction

***This plan is for the facilities operated by Everyone Active (Sports & Leisure Management Ltd) at Basildon Sporting Village.***

***It demonstrates the scope of normal and emergency planning.***

## Contents

### Normal Operating Procedure

NOP 1	Details of the Pool / Building
NOP 2	Potential Risk
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NOP 4	Lifeguards Duties and Responsibilities
NOP 5	Systems of Work
NOP 6	Operational Systems
NOP 7	Detailed Work Instructions
NOP 8	First Aid Supplies and Training
NOP 9	Details of the Alarm Systems and any emergency equipment, maintenance arrangements
NOP10	Conditions of hire to outside organisations

### Emergency Action Plan

EAP 1	Emergency Evacuation of the Building– Outbreak of Fire (Fire Alarm)
EAP 2	Emergency Evacuation of the Building – Bomb Threat
EAP 3	Emergency Evacuation of the Building – Emission of Toxic Gases
EAP 4	Emergency Evacuation of the Building – Structural Failure
EAP 5	Controlled Evacuation of the Building – Lighting Failure
EAP 6	Serious Injury to a bather / Discovery of a Casualty in the Water
EAP 7	Serious Injury (Dry Side)
EAP 8	Dealing with other serious incidents
EAP 9	Lack of Water Clarity
EAP 10	Overcrowding
EAP 11	Release of Faeces, Blood or Vomit
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EAP 13	Robbery
EAP 14	Lost Children
EAP 15	Reported/Suspected Child or Vulnerable Adult
EAP 16	Emergency Contact Details

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## Normal Operating Procedures

### NOP 1 - Details of the Pool / Building

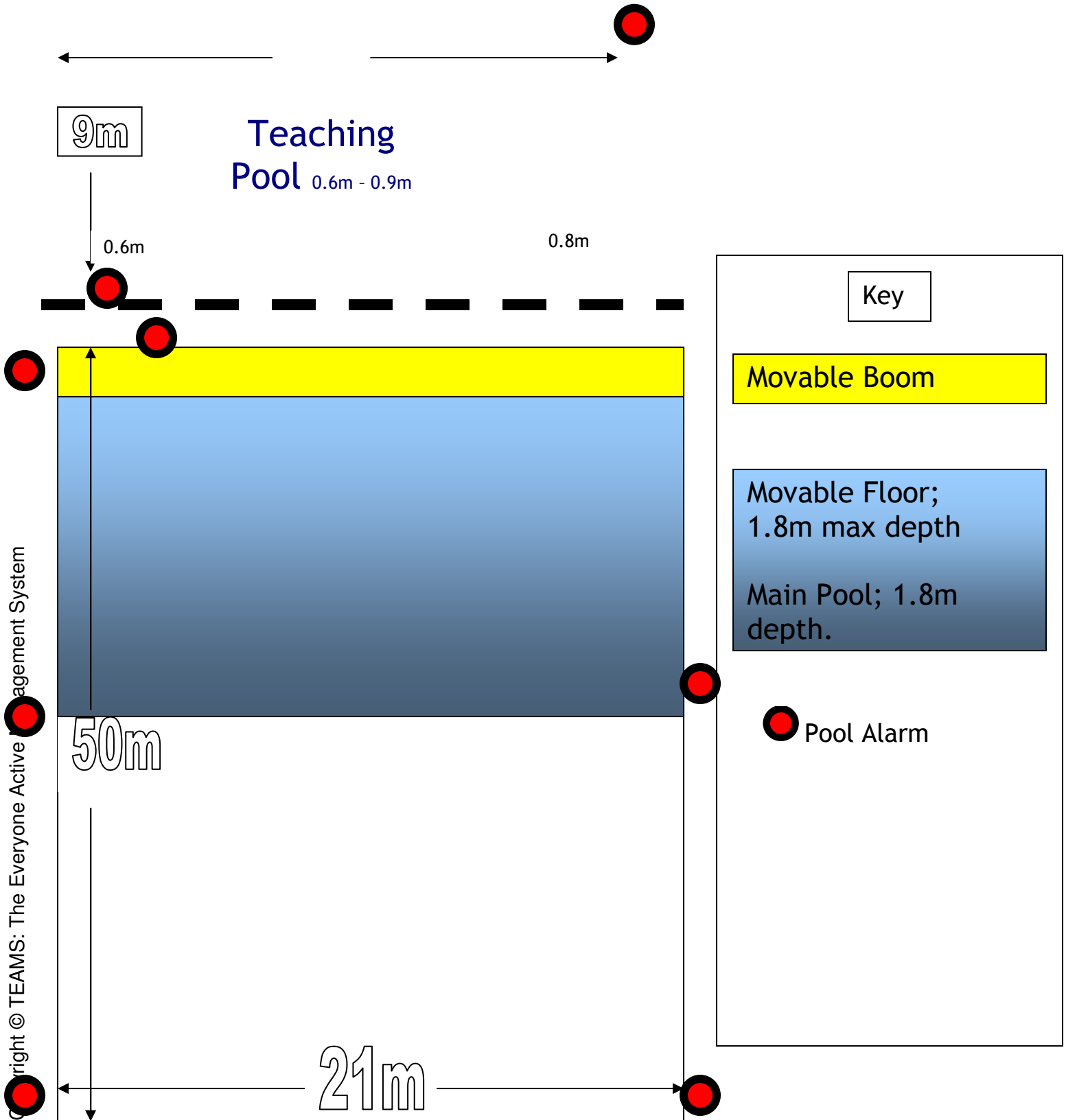
Insert a plan of the building to include

- Fire alarms – See Fire Manual
- Other alarms -
- Emergency exit routes – see evac cards
- Any other relevant information

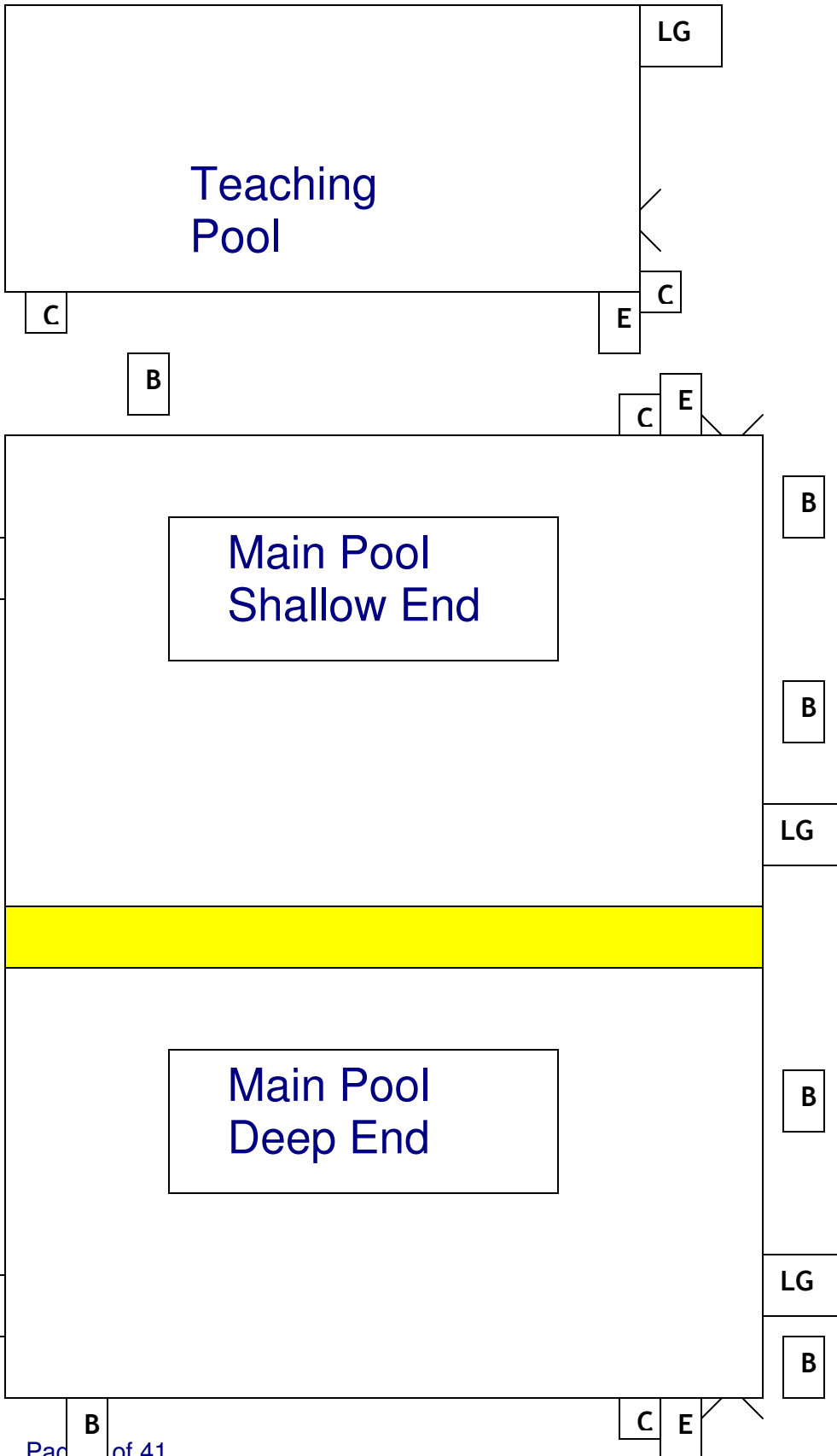
Insert plans of the pool to include the lifeguarding points for each type of session to include

- Position of the pool alarms  
Located on each Lifeguard Chair.
- Dimensions and depth  
See following page.
- Features  
Moveable Floor.
- Equipment

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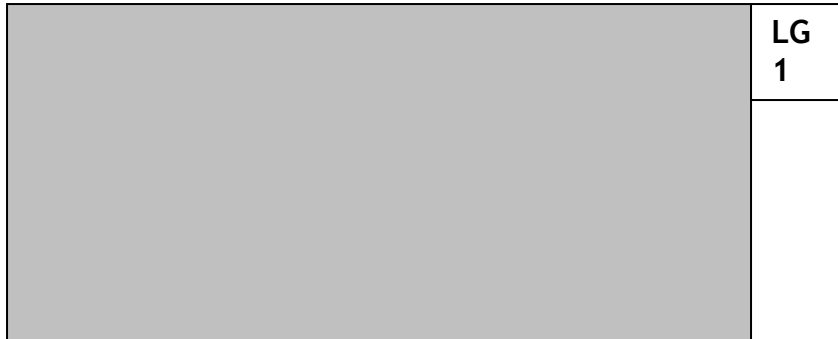


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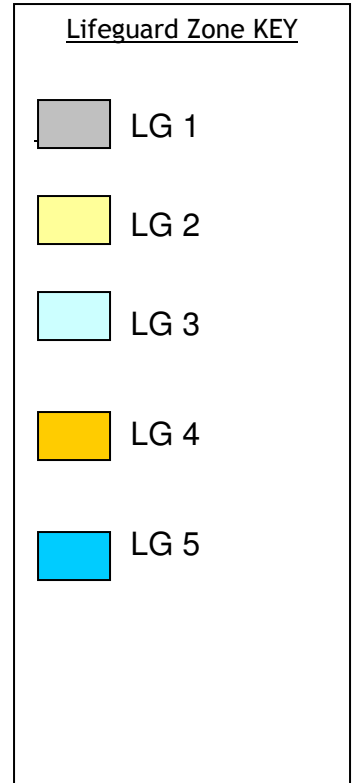


KEY	
	Fire Exit
<b>C</b>	Fire Alarm Call Point
<b>E</b>	Fire Extinguisher
<b>B</b>	Fire Alarm Beacon
<b>LG</b>	Lifeguard Chair

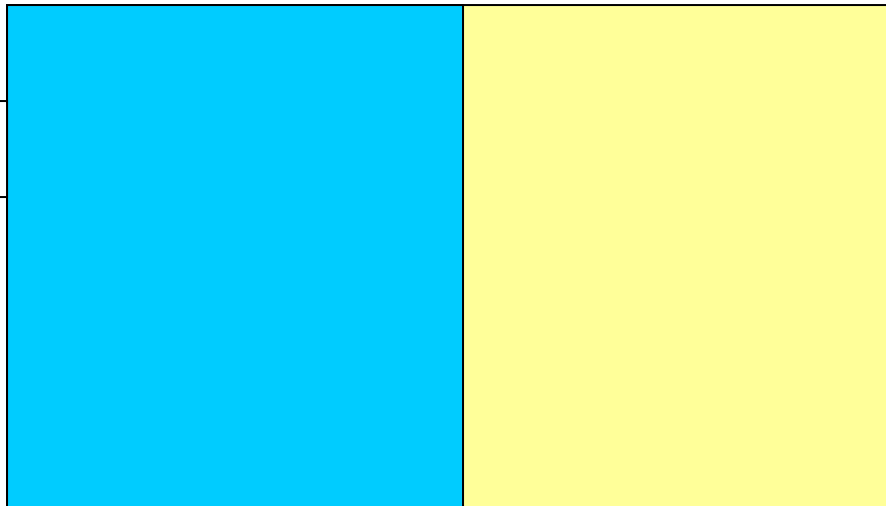
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LG  
1



LG  
5



LG  
2



LG  
4

LG  
3

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## Normal Operating Procedures

### NOP 2 - Potential Risk

Insert key risk assessments

#### Poolside Glare

The lifeguard will radio for the Duty Manger to come to poolside. The Duty Manager will decide where the lifeguard should re-position the chair or patrolling area.

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## Normal Operating Procedures

### NOP 3 - Dealing with the Public

#### NOP 3.1 Admission Rules

- Children under the age of 8 years shall not be admitted to the facilities unless accompanied and supervised by their parent, or an adult aged 18 or over (with a maximum of 2 children per adult in the swimming pool).
- All children not yet toilet trained should wear Aquanappies which can be purchased from reception.
- Please do not swim if you have just eaten or drunk or have an upset stomach.
- Permission must be obtained from Duty Manager before taking any video or photographic images in the building.
- Customers must wear appropriate clothing for their activity.

#### NOP 3.2 Controlling Admissions

- The maximum number for the Main Pool in 50m mode is **350**
- The maximum number for the Main Pool in 25m mode is **175 in each side**
- The maximum number for the Teaching Pool is **50**

##### **NOP 3.2.2 The Lifeguard will**

1. Every 30 minutes on Poolside, undertake a headcount of people in the main and teaching pools and record it in the Pool Operations Book. If the number reaches 90% of the maximum occupancy of the pool Contact the Duty Manager as per the EAP.

#### **If using a one in one out system**

##### **NOP 3.2.1 The Receptionist will**

##### On a customer wishing to pay for a swim at Reception

1. Liaise with Lifeguard regarding Pool headcounts every 30 minutes.
2. Highlight to the customer that there may be a waiting period
3. Liaise with the Lifeguard team and let further bathers in on a one out – one in system.

##### **NOP 3.2.2 The Lifeguard will**

2. Every 30 minutes on Poolside, undertake a headcount of people in the main and teaching pools and record it in the Pool Operations Book. If the number reaches 90% of the maximum occupancy of the pool Contact the Duty Manager as per the EAP.
3. During all sessions liaise with the Reception team regarding the headcounts and if the pool is at capacity and then bathers leave the pool area, inform the receptionist who will allow more bathers in at Reception on a one out – one in system.

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**Pool Rules**

- No running
- No diving
- No bombing
- No acrobatics or gymnastics
- No pushing
- No ducking
- No shouting
- No swimming under diving boards
- No walking along the boom when the pool is in two 25 meter mode.
- Rafts must be kept away from the sides of the pool
- Under 8's must be supervised by their parent or an adult over the age of 18 (to a maximum of 2 children per adult)
- No swimming under the influence of drugs or alcohol
- No food or drink to be consumed
- Children not yet toilet trained should wear Aquanappies which can be purchased from reception



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## Normal Operating Procedures

### NOP 4 - Lifeguards Duties and Responsibilities

#### NOP 4.1 Lifeguard Training

##### NOP 4.1.1 The General Manager will

##### Prior to Lifeguards working on poolside

1. Ensure they hold a current National Pool Lifeguard Qualification (NPLQ).
2. Ensure they attend and pass an NPLQ SLM Competency Test prior to working.
3. Ensure they undertake monthly training and competency assessment at the site they work at in line with the SLM Lifeguard Training Plan.
4. Ensure they undertake an SLM Induction including the Pool Safety Operating Procedures (PSOP)
5. Ensure all training is recorded in the individuals training file.

#### NOP 4.2 Lifeguard Duties and Responsibilities

##### NOP 4.2.1 Lifeguards will

##### At all times

1. Turn up for work physically fit, have good vision and hearing and be mentally alert
2. Keep a close watch over the pool and the pool users, exercising the appropriate level of control
3. Communicate effectively with pool users, and colleagues
4. Anticipate problems and prevent accidents
5. Intervene to prevent behaviour which is unsafe
6. Identify emergencies quickly and take appropriate action
7. Carry out rescues from the water
8. Give immediate first aid to any casualty
9. Be able to supervise.

#### 4.3 Lifeguard Supervision Requirements for Activities and Equipment

Main Pool Activity	Minimum number of lifeguards	Busy Conditions
Swimming Lessons, Swimming Club, Aqua classes (Whole Pool)	2	2
Pool size 50m x 21m or 1050m <sup>2</sup>	4	5 / 6
Teaching Pool Activity	Minimum number of lifeguards	Busy Conditions
Swimming Lessons, Swimming Club, Aqua classes, Public session (Whole Pool)	1	1

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### 4.3 Lifeguard Supervision Requirements For all Sessions

The following sessions in the **main pool** (25 m mode) require minimum of 2 lifeguards each side

All Pool Activity

The following sessions in the **main pool** (25 m mode) require a minimum of 3 lifeguards each side

Galas/Private Hire  
Wet 'N' Wild  
Inflatable session

An additional lifeguard will be arranged when pool is at 66% of maximum bather load (**116 bathers in 25m mode**) (**233 in 50m mode**).

All sessions in the **main pool** (50 m mode) require a minimum of 4 lifeguards.

All sessions in the **teaching pool** require a minimum of 1Lifeguard.

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## Normal Operating Procedures

### NOP 5 - Systems of Work

#### NOP 5.1 Lines of Supervision

##### **NOP 5.1.1 The General Manager will:**

1. Ensure that there is a Duty Manager on at all times the Centre is open.
2. Ensure that there is First Aid at Work qualified colleague on at all times the Centre is open

##### **NOP 5.1.2 The Duty Manager will:**

1. Undertake early morning check of the building (including pool water, pool alarm checks, and pool equipment checks, cleaning and maintenance) using the Dry, Fitness and Poolside Safety and Operations books.
2. Plan colleagues work patterns on shift noting any special events that are planned throughout the day.
3. Check all colleagues turn up to work on time and are ready to work (physically fit and mentally alert) wearing the correct uniform (yellow shirt, red shorts and white trainers), your whistle (for outdoor pools this includes a broad brimmed hat, polarising sunglasses and sun block) and with jewellery kept to a minimum.
4. Check operations and cleaning tasks are being done in accordance with the safety and operations book and cleaning procedure.

#### NOP 5.2 Call Out Procedures

##### **NOP 5.2.1 The Lifeguard will:**

1. When enforcing the pool rules always try and explain the reasons behind why you are taking action to the individual. Do not shout.
2. If the misbehaviour continues, contact the Duty Manager.
3. If a member of public needs assistance with a non urgent issue. Contact the Duty Manager via the radio for assistance. Explain to the customer that someone will be coming to assist them as you must maintain vigilance of the pool.
4. Once your replacement arrives, highlight any current concerns (weak swimmers, boisterous behaviour, pool numbers) and move to next position.
5. If the next position is off poolside, check changing room area picking up litter on route, sign off changing room checks and report any deficiencies to the Duty Manager.
6. Undertake tasks as detailed by the Duty Manager.

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## **NOP 5.3 Work Rotation**

### **NOP 5.3.1 All Lifeguards will**

At all times

1. Turn up to work physically fit (with good vision and hearing), mentally alert, and in good time for your shift, with the correct uniform (yellow shirt, red shorts and white trainers), your whistle and with jewellery kept to a minimum.
2. On arriving on poolside at start of your shift go to allocated position as per the zoning plan for that activity;

When undertaking a Lifeguard Chair Change-over

1. Stand at the side of the chair and listen to any concerns the current lifeguard has (weak swimmers, boisterous behaviour, pool numbers).
2. Notifies the chair lifeguard that you are observing the swimming pool.
3. Once the Chair lifeguard has climbed down, with their back facing the swimming pool, and informed you that they are observing the swimming pool. Climbs up the steps facing the chair onto the seat
4. Notify the observing lifeguard that you are in a position lifeguard the pool

When undertaking a Patrolling Lifeguard Change-over

1. Facing the poolside and maintaining vigilance, listen to any concerns the current lifeguard has (weak swimmers, boisterous behaviour, pool numbers).
2. Take the torpedo buoy and either hold it over the shoulder with the strap at the front of the body. (the torpedo buoy is placed at the rear of the shoulder in a vertical plane), or hold it across the body in front of you. The strap is held over the wrist or the shoulder.
3. Notify the observing lifeguard that you are in a position lifeguard the pool
4. Maintain vigilance throughout your rotation on poolside.
5. Ensure that the pool rules are adhered to

## **NOP 5.4 Maximum poolside working times**

### **NOP 5.4.1 The Duty Manager will:**

1. Ensure all colleagues are organised to undertake Lifeguard duties for no more than 60 minutes without a break. In exceptional circumstance this can be increased to 90 minutes.

Activities	Duty Spells
All Pool Activity (Main & Teaching Pool)	60 minutes

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## Normal Operating Procedures

### NOP 6 - Operational Systems

#### NOP 6.1 Controlling Access

**The General Manager will:**

1. Ensure that all non public areas will be fitted with coded locks and door closures to prevent unauthorised public access.

**NOP 6.1.1 The Duty Manager will:**

**Teaching Pool**

At the end of the Teaching Pool session the door access to the Changing Room onto Teaching Poolside will be locked and the gate closed and padlocked to prevent access to the Teaching Pool Hall.

**Main Pool**

At the end of the Main Pool activity 1 Lifeguard must remain in the Pool Hall until the Changing Village is vacated. Then the two entrances to the Changing Village will be locked along with the exit door adjacent to LG chair by the first aid room, to prevent access to the Main Pool Hall.

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## Normal Operating Procedures

### NOP 7 - Detailed Work Instructions

#### NOP 7.1 Pool Safe Systems of Work

*List all detailed work instructions related to the set up and running of the pool and highlight where the Safe System of Work is displayed.*

Ref	Safe System of Work	Location
1	Cleaning the Pool.	To be written by SSC
2	Lane Rope Set Up	Safe Systems of Work Folder
3	Gala Set Up	To be written by SSC
4	Aqua Run Set Up	To be written by SSC
5	Boom move	To be written by SSC
6	Moveable floor	To be written by SSC
7		
8		
9		
10		
11		
12		
13		
14		

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## Normal Operating Procedures

### NOP 8 - First Aid Supplies and Training

#### NOP 8.1 Locations of First Aid Equipment

Location	First Aid Equipment
Swimming Pool First Aid Room	Main first aid box Couch Blanket Sharps Box Main first aid box Space Blankets
Crèche	Basic first aid box
Kitchen	Basic first aid box
Fitness Gym	Basic first aid box
Stadium officials tower	Basic first aid box
Reception	Basic first aid box
Gymnastic viewing area	Basic first aid box
Sports Hall (In store)	Basic first aid box
Chlorine store	Eye wash station
Acid store	Eye wash station
Filtration Plant	Eye wash station
Chemical store – viewing gallery	Eye wash station
Chemical store – Changing Village entrance	Eye wash station

#### 8.2 Checks of First Aid Equipment

Contents of First Aid Boxes:

##### **Basic first aid box**

- 6 Assorted individually wrapped sterile dressings, and 1 large individually wrapped dressing
- 2 individually wrapped triangular bandages and 2 safety pins
- disposable gloves
- individual moist cleaning wipes
- cold compress – either chemical or suitable to hold ice. Assortment of plasters (blue coloured for kitchen) (coloured for children/crèche)

##### **Main first aid box**

- 20 Assorted individually wrapped sterile dressings
- 2 sterile eye pads
- 4 individually wrapped triangular bandages
- 6 medium individually wrapped dressings
- 2 large individually wrapped dressings
- disposable gloves
- safety pins
- individual moist cleaning wipes
- cold compress – either chemical or suitable to hold ice
- plasters

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**NOP 8.2.1 The Site Safety Coordinator will**

- Ensure a weekly check of First Aid Kit is undertaken to ensure sufficient stock is replenished.

## **8.3 First Aiders**

**NOP 8.3.1 The General Manager will;**

1. Ensure that a minimum of one qualified first aider (Holding a current 4-day First Aid at Work course approved by the Health and Safety Executive) must be present at all times when the premises are in use.

## **8.4 Disposal of Sharps**

A 'sharp' is any sharp object that can puncture the skin and may be contaminated with blood or any other bodily fluid.

**NOP 8.4.1 All Colleagues will;**

On discovering a sharp.

1. Cordon off area from public
2. Collect yellow sharps bin located in the first aid room
3. Place Sharps in the yellow sharps bin using the litter picker.
4. Close the Sharps bin and carry by the handle back to the first aid room.

**NOP 8.4.2 General Manager will;**

Once the Sharps Bin is 2/3rds full

1. Arrange for the sharps bin to be disposed of through PHS.



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## Normal Operating Procedures

### NOP 9 - Details of the Alarm Systems and any emergency equipment and emergency arrangements

#### NOP 9.1 Alarm Systems and testing

Pool Alarm	
Operation	See Emergency Action Plan
Locations	See Pool Plan – NOP 1
Action to take on Hearing Alarm	See Emergency Action Plan
Testing Arrangements	Tested Daily by the Duty Manager and Recorded in the Pool Operations Book
Maintenance Arrangements	<i>Detail Maintenance Arrangements - to be arranged</i>

Fire Alarm	
Operation	See Emergency Action Plan
Locations	See Pool Plan – NOP 1
Action to take on Hearing Alarm	See Emergency Action Plan
Testing Arrangements	Tested Weekly by the Duty Manager and Recorded in the Dry Operations Book
Maintenance Arrangements	6 monthly maintenance by Leader Systems – 01788 542220 or Chris Onions – 07973 961977

Assistant Alarm	
Operation	<i>Detail how the alarm is operated</i>
Locations	<i>Detail Locations (as per plan)</i>
Action to take on Hearing Alarm	<i>Detail who does what when hearing the Alarm</i>
Testing Arrangements	<i>Detail testing regime</i>
Maintenance Arrangements	<i>Detail Maintenance Arrangements</i>

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## NOP 9.2 Emergency Equipment

Type	Location (s)	Checks	Maintenance
Torpedo Buoys	<i>See Pool Plan</i>	Daily by the Duty Manager and Recorded in the Pool Operations Book	<i>As and when required</i>
Spinal Board	<i>See Pool Plan</i>	Daily by the Duty Manager and Recorded in the Pool Operations Book	<i>As and when required</i>

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## Normal Operating Procedures

### NOP 10 - Conditions of Hire to Outside Organisations

Below are the General Rules and Regulations of use for the Centre and Pool and change Room Rules and Regulations. These are only a part of the overall Terms AND Conditions that are issued to outside organisations when they hire the facility.

#### 1. Rules and Regulations of Use (General)

- a. Set up and down of equipment will be undertaken during your hire time.
- b. The following must not be brought onto the Premises without the written permission of the General Manager.
  - i. Crockery and glass
  - ii. Pets (except guide dogs)
  - iii. Food, drink or retail items
- c. Permission must be obtained from Duty Manager before taking any video or photographic images in the building.
- d. Appropriate clothing must be worn for all activities.
  - i. Outdoor shoes must not be worn on poolside or in wet side changing areas.
  - ii. Non marking soles must be worn in all activity areas.
- e. Young people under 18 years old are not allowed into the facility after 8.00pm unless accompanied by an adult or taking part in an activity.
- f. Young people under 8 years old must be supervised by their parent or adult over the age of 18 at all times unless taking part in a supervised activity.
- g. Children over the age of 8 years must change in their respective changing rooms.
- h. The hirer shall keep all noise at a level which is acceptable and will reduce noise levels immediately if instructed by a manager.
- i. On arrival at, and departure of the centre, users must show consideration towards local residents living near the centre, particularly during the evening.
- j. No user shall grant sound or television broadcasting or filming rights without prior conditional consent of the management. The consent may impose conditions with which you must comply.
- k. The centre and third parties may carry out general filming and sound recording. Admission to the centre signifies your consent to them being used in perpetuity and in all media without any rights to payment.
- l. You must park only in the designated parking places.
- m. Only cars displaying disabled badges may park in the disabled parking bays.

#### 2. Rules and Regulations of Use (One Off Hires and Club Block Bookings)

- a. Your application is only confirmed when you receive written confirmation from the centre.
- b. Acceptance of your booking does not guarantee further bookings.
- c. You must supply prior to your first session a copy of;
  - i. Details of all coaches, including first aid, coaching qualifications and CRB checks.
  - ii. Affiliation details the club has with the governing body,
  - iii. Insurance for public liability covering £5,000,000
- d. If the management are of the opinion that the hirer is not making suitable use of the facilities, the management reserves the right to re-allocate any unused parts.
- e. No equipment or substances shall be brought onto site without prior permission of the General Manager (all electrical certification and COSHH sheets will need to be supplied prior to permission being given).
- f. The hirer should ensure that suitably qualified persons appropriate to the activity shall be in attendance at all times. Copies of these qualifications should be passed to the management at the point of booking.
- g. The hirer must provide set up plans and method statements for setting up equipment on site.
- h. No structural or other alterations shall be made to the fabric of the building or any furniture fixture or fittings without written permission of the General Manager.
- i. No banners, leaflets or posters shall be placed within the boundaries of the Centre without the approval of the General Manager.
- j. The hirer must give notification of any flammable material brought onto site.
- k. SLM reserve the right to enter any part of the facility at any time with or without a third party without stating a reason.
- l. No hirer is permitted to give away goldfish or any live animals as prizes.
- m. Give exhibitions, demonstration or performances of hypnotism on our premises.
- n. Use our premises for gaming or wagering other than lawful gaming carried out in line with the gaming act 1968.
- o. Collect monies on the premises from participants other than by written consent of the manager.
- p. We will provide lifeguards for all pool bookings and this will be charged for accordingly.
- q. We will provide hirers with copies of our Normal Operating Procedures and Emergency Action Plan, you as the hirer must sign to the effect that these have been read and understood.

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### 3. Rules and Regulations (Swimming Pool)

- a. The hirer must supply information on numbers participating and their swimming skills and detail on the hirer's form, the individual who will be in charge of the group.
- b. All participants must shower before entering the pool and follow the Pool Rules as laid out below.
- c. No running
- d. No diving in prohibited areas
- e. No bombing No acrobatics, pushing, ducking or shouting
- f. No swimming under the diving boards
- g. Under 8's must be supervised by their parent or adult over the age of 18 (maximum of 2 children per adult)
- h. No one with a recent history of diarrhoea should swim
- i. Rafts must be kept away from the sides of the pool
- j. No swimming under the influence of drug or alcohol
- k. No food or drink to be consumed
- l. Children not yet toilet trained should wear Aquanappies which can be purchased from Reception

### 4. Rules and Regulations (Changing Rooms)

- a. Children over the age of 8 years must change in their respective changing rooms.
- b. Any articles we find, including items left in lockers at the end of the day, will be removed.
- c. Clothing left in cubicles will be removed to lost property. (Items are kept for one month before disposal.)

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## Emergency Action Plan

### EAP 1 - Emergency Evacuation of the Building– Outbreak of Fire

#### EAP 1.1 Colleagues will:

On becoming aware of a fire

1. Activate the Fire Alarm
2. Locate and remove local evacuation card from the wall
3. Evacuate your current evacuation area as detailed on the evacuation cards. Do not delay your own evacuation by entering into arguments with customers - be firm in insisting that customers evacuate on instruction.
4. Report to the Assembly Point which is **outside of crèche on grass area** inform the Duty Manager of the Situation and pass the evacuation card.

#### EAP 1.2 The Duty Manager Will:

On hearing the fire alarm which is a **two tone siren**

1. Go directly to Reception
2. Contact the Fire Brigade by dialling **(9)999** to contact an ambulance giving the sites address  
Basildon Sporting Village  
Cranes Farm Rd  
Basildon  
Essex  
SS14 3GR
3. Collect the Evacuation Pack (includes loud hailer, high visibility vests, evacuation card overview, fire alarm reset key, refuge fire exit keys, service gate key, torches, accident / incident investigation forms and mobile phone)
4. Check fire panel to determine where the fire alarm was triggered
5. Check refuge areas to determine if occupied
6. Put on high visibility jacket
7. Go to the assembly point at **outside of crèche on grass area**.
8. Collect evacuation cards from colleagues and determine any areas not evacuated or any colleagues that have not reported to assembly point that should have against the evacuation card overview in the evacuation pack.
9. Nominate someone to put on a high visibility jacket to meet the emergency services
10. Nominate someone to put on a high visibility jacket to prevent people re-entering the Centre.
11. If informed that the evacuation is real,
  - a. Radio or send a colleague around the outside of the building to the Crèche and Swimming Pool and inform them to make their way to the assembly point.
  - b. Check the refuge area using the phone next to the fire panel. If required arrange for the evacuation of the refuge area using the evacuation chair located in Reception.
12. Liaise with Emergency Service on Arrival informing them of the situation.
  - a. Pass them the evacuation card overview, highlighting the zones cleared and zones not cleared and key hazards.
  - b. Highlight the fire panel and the zone activated.

Once the emergency services have informed the Duty Manager that the building can be used again

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1. Silence the fire alarm
  - i. *Silence the fire alarm by hitting silence and reset*
  - ii. *(restart any services <list services> automatically shut off by the Fire Alarm in liaison with maintenance team)*
2. Thank the customers for their patience, understanding and help in evacuating the Centre.
3. Inform them that they can continue their activities.
4. Record evacuation on an accident / incident investigation form and a major incident support pack
5. Record evacuation training forms for all Colleagues present
6. Inform General Manager / Contract Manager and Regional Service Coordinator of any unplanned evacuation.
7. Inform Group Health and Safety / Quality Manager of any full evacuations that are not false alarms.

If the emergency services inform you that the building cannot be reoccupied

1. Inform colleagues and customers to go to (*investigating secondary evacuation point – to be arranged*).
2. Inform customers that their belongings can be picked up once the Centre reopens.
3. Record evacuation on an accident / incident investigation form and complete a major incident support pack
4. Record evacuation training forms for all Colleagues present
5. Inform General Manager / Contract Manager, Regional Service Coordinator and Group Health and Safety Manager of the evacuation.

### **EAP 1.3 Other Colleagues will**

On hearing the evacuation alarm which is a *two tone siren*

1. Locate and remove local evacuation card from the wall
2. Evacuate your current evacuation area as detailed on the evacuation cards. Do not delay your own evacuation by entering into arguments with customers - be firm in insisting that customers evacuate on instruction.
3. Leave by the designated exit (if available) and go to the assembly point at *outside of crèche on grass area*
4. Report to the Manager on Duty and give them the evacuation card.
5. Undertake instructions as given by the Duty Manager

### **EAP 1.4 Lifeguards on Poolside will**

On hearing the evacuation alarm which is a *two tone siren*

1. Locate and remove local evacuation card from the wall
2. Evacuate your current evacuation area as detailed on the evacuation cards. Do not delay your own evacuation by entering into arguments with customers - be firm in insisting that customers evacuate on instruction.
3. Group customers by the *Learner Pool & Main Pool* fire exit on poolside and prepare to issue space blankets located in the first aid room.
4. The second Main Pool Lifeguard will get the key for the access gate (located on hook on wall adjacent to fire exit) exit the building via the Main Pool right hand fire exit and open the access gate enabling customers vacating on the stadium side to gain access to front car park on route to the assembly point.
5. Await Manager on Duty to inform you if full evacuation to the assembly point at the back of the disabled car park is necessary. (If there is a clear and present danger under take a full evacuation without the Manager on Duty's confirmation.)

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**EAP 1.5 Class Instructors will**

On hearing the evacuation alarm which is a *two tone siren*

1. Locate and remove local evacuation card from the wall
2. Evacuate your current evacuation area as detailed on the evacuation cards. Do not delay your own evacuation by entering into arguments with customers - be firm in insisting that customers evacuate on instruction.
3. If on Poolside, follow the poolside lifeguards instructions, group your class up by the fire exit and wait the duty managers instructions to evacuate your class to the assembly point).

*If you have any other areas with a two stage evacuation this must be discussed with the Regional and Group Health and Safety / Quality Manager before initiating.*

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## Emergency Action Plan

### EAP 2 - Emergency Evacuation of the Building– Bomb Threat

#### EAP 2.1 Receptionists will

On receiving a bomb threat

1. Locate and remove local evacuation card from the wall
2. Note information regarding the call on the evacuation card
3. Contact Duty Manager and inform him of the situation
4. Set off the fire alarm via the break glass point next to the front entrance doors
5. Undertake evacuation as per EAP 1.

#### EAP 2.2 The Duty Manager will

On being made aware of a bomb threat

1. Go directly to Reception
2. Contact the Police by dialling (9)999 and giving the sites address.  
Basildon Sporting Village  
Cranes Farm Rd  
Basildon  
Essex  
SS14 3GR
3. Undertake actions as per EAP 1



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## Emergency Action Plan

### EAP 3 - Emergency Evacuation of the Building– Structural Failure

#### EAP 3.1 Colleagues will

##### On identifying structural failure

1. Set off the fire alarm via the nearest available break glass point
2. Undertake evacuation as per EAP 1.

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## Emergency Action Plan

### EAP 4 - Emergency Evacuation of the Building– Escape of Poisonous Gases

#### EAP 4.1      Colleagues will

On identifying escape of poisonous gasses

1. Set off the fire alarm via the nearest available break glass point
2. Undertake evacuation as per EAP 1.

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## Emergency Action Plan

### EAP 5 - Controlled Evacuation of the Building– Lighting Failure

#### EAP 5.1 All Colleagues will

When there is a lighting failure in their area.

1. Stop the activity in your area until an assessment can be made of the risks of continuing.
2. If on Poolside ask all users to get out of the pool and await the Manager on Duty's instructions.
3. Contact the Duty Manager by *Radios* and await instructions

#### EAP 5.2 Duty Manager will

On being made aware of a lighting failure in their area

1. Work out extent of power cut.
2. Contact Electricity Board on (*enter contact number of local electricity provider*) to establish expected time that power will be restored.

If power failure is expected to be more that 5 minutes.

3. Arrange for Receptionist to give out credit notes to customers
4. Initiate a controlled evacuation of each area, apologising for the inconvenience, allowing people to get changed and collect their belongings where it is light enough and safe to do so.
5. Contact General and Contract Manager and Client and inform them of imminent closure.
6. Record evacuation on an accident / incident investigation form and a major incident support pack
7. Record evacuation training forms for all Staff present
8. Complete locking routine and post closure on front doors.

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## Emergency Action Plan

### **EAP 6 – Serious Injury to a bather / Discovery of a casualty in the water.**

#### **EAP 6.1 Lifeguards will**

On becoming aware of a serious injury to a bather

1. Activate the Pool Alarm
2. Blow three whistles
3. Initiate Rescue

#### **EAP 6.2 Receptionists will**

On hearing the pool alarm which is a *buzzing from control box, or the pager beeping*

1. Put out a **PA** announcement 'All Lifeguards & Management to poolside immediately' for other areas alarms 'All Colleagues to 'indicate area' immediately'
2. Stop admissions to the swimming pool
3. If request by the Duty Manager, Dial (9)999 to contact an ambulance giving the sites address  
Basildon Sporting Village  
Cranes Farm Rd  
Basildon  
Essex  
SS14 3GR
4. Allocate a high visibility jacket from the major incident pack to the colleague meeting the ambulance.

#### **EAP 6.3 All other Lifeguards Will**

On hearing the *PA announcement*

1. Make your way immediately to the poolside in a safe controlled manner.
2. Shut down all poolside features that could effect rescue
3. Clear the pool hall of bathers and stop all activities
4. Support colleague initiating rescue

#### **EAP 6.4 Duty Manager Will**

On hearing the *PA announcement*

1. Make your way immediately to the poolside in a safe controlled manner.
2. Shut down all poolside features that could effect rescue
3. Clear the pool of bathers and stop all activities
4. If necessary, contact Reception to call ambulance by *radio* indicating nature of emergency in as much detail as possible.
5. Arrange for colleague to put on high visibility jacket and meet the ambulance.
6. Record incident on an accident form and an accident / incident investigation form.
7. Inform Contract Manager of Incident

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8. Reopen Pool and inform Reception to restart admissions when appropriate
9. Reset Pool Alarm.

**EAP 6.5 Contract Manager Will**

On being made aware of the incident

1. Contact the Regional Director and Group Health and Safety / Quality Manager to inform them of the incident.
2. Arrange Counselling as necessary through the Group Health and Safety / Quality Manager.

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## Emergency Action Plan

### EAP 7 – Serious Injury (Dry side)

#### EAP 7.1 Colleagues will

On becoming aware of a serious injury

1. Contact the Duty Manager (or first aide qualified colleague)

#### EAP 7.2 Receptionists will

On being informed of a serious injury

1. Put out a PA announcement 'First Aider to 'indicate area' immediately'.
2. Stop admissions to the indicated area in the short term informing customers for the reason.
3. If request by the Duty Manager, Dial (9)999 to contact an ambulance giving the sites address  
Basildon Sporting Village  
Cranes Farm Rd  
Basildon  
Essex  
SS14 3GR

4. Allocate a high visibility jacket from the major incident pack to the colleague meeting the ambulance.

#### EAP 7.3 Duty Manager Will

On being informed of a first aid incident

10. Make your way immediately to the indicated area in a safe controlled manner.
11. Stop activities as necessary
12. If necessary, contact Reception to call ambulance by *radio* indicating nature of emergency in as much detail as possible.
13. Arrange for colleague to put on high visibility jacket and meet the ambulance.
14. Record incident on an accident form and an accident / incident investigation form.
15. Reopen area and inform Reception to restart admissions when appropriate.

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## Emergency Action Plan

### EAP 8 – Dealing with other Serious Incidents

For any incident involving

- a) Theft;
- b) Physical Assault;
- c) Sexual Assault;
- d) Unauthorised Entry;
- e) Vandalism;
- f) Sexual Harassment;
- g) Dangerous Occurrences;
- h) Obscene/Abusive phone calls
- i) Entry into the pools by a lifeguard for a person not requiring any First Aid treatment;
- j) Any other occurrence (if in doubt - fill out a form);

#### **EAP 8.1 Duty Manager Will**

On being informed of an incident

1. Make your way immediately to the indicated area in a safe controlled manner.
2. Stop activities as necessary
3. If necessary, contact the emergency services.
4. Arrange for colleague to put on high visibility jacket and meet the emergency services
5. Record incident on an accident form and complete an accident / incident investigation form.
6. Contact General Manager and Group Quality Manager as per Emergency Contact Details

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## Emergency Action Plan

### EAP 9 – Lack of Water Clarity

#### EAP 9.1 Lifeguard Will

On becoming aware of poor water clarity

1. Contact Manager on Duty *radio*

#### EAP 9.2 Duty Manager will

On hearing there is poor water clarity

1. Contact Reception to Stop Admissions.
2. Place a black diving brick in the poorest area of visibility,
3. Check if this can be seen from the furthest lifeguarding point
4. Check the pool readings are within the set parameters on the Operations book

If the brick can be seen and the pool readings are within the parameters

1. Keep pool open
2. Investigate reason for lack of clarity
3. Continue to monitor the situation.
4. Complete incident form.

If **EITHER** the brick can **NOT** be seen **OR** the pool readings are **NOT** within the parameters

1. Ask people to leave the pool explaining that due to the lack of clarity the pool will be temporarily closed and they will be given a credit note at Reception.
2. Instruct Reception to issue credit notes to customers
3. Investigate reason for lack of clarity
4. Contact the Site Manager to inform him of the situation and action undertaken.
5. Complete incident form.



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## Emergency Action Plan

### EAP 10 – Overcrowding

#### EAP 10.1 The Colleague monitoring the area will

On becoming aware of an *Poolside* reaching *300*.  
*On becoming aware of the Stadium reaching 625*

1. Contact Manager on Duty *via the radio*

#### EAP 10.2 The Duty Manager will

On hearing that 90% of any area's capacity has been reached

1. Contact Reception to Stop Admissions.
2. Assess Situation
3. Implement a one in one out policy for that area until the numbers reach below 90%
4. Inform queue of the situation, give them an estimated time until they will gain entry into the facility and apologise for any inconvenience.
5. Complete accident / incident investigation form.

*All other areas are controlled by front of house bookings system*

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## Emergency Action Plan

### EAP 11 – Release of Faeces, Blood or Vomit

#### EAP 11.1 The Lifeguard will

On becoming aware of faecal or blood release

1. Contact Manager on Duty *radio*

#### EAP 11.2 Duty Manager will

On seeing solid faeces in the pool

1. Ensure that the faeces are immediately scooped up.
2. Ensure that the scoop is taken to the nearest toilet and flushed
3. Ensure that the scoop is disinfected.
4. Allow re-entry if pool was cleared for the removal

On seeing diarrhoea in the pool

1. Ask people to leave the pool apologising that the pool will be temporarily closed and they will be given a credit note at Reception.
2. Instruct Reception to issue credit notes to customers
3. Ensure the disinfectant levels are raised to the top of their recommended range.
4. Contact Site Manager to inform him of the situation
5. Vacuum and sweep the pool
6. Using a co-agulant, (Alum is the most common), dose continually, in low quantities, prior to the filters for *(insert amount of time for each pool)* until 6 turnover cycles of the pool has taken place
7. Backwash the filters
8. Reopen the pool
9. Complete Incident report pack

On seeing blood / vomit in the pool

1. Clear Pool of Bathers
2. Allow pollution to disperse and any infective particles to be neutralised via disinfection process.
3. Check chlorine and pH values are within normal operating range.
4. Re-open the pool.

On becoming aware of faecal or blood release outside the pool

1. Clear immediate area of customers
2. Do not wash into pool or drains
3. Ensure the area is covered with paper towels and gently flooded with strong disinfectant
4. Ensure it is left for 2 minutes before clearing away with gloves and bagging towels and gloves, which if possible should be incinerated
5. Ensure the affected area is washed down with pool water on the poolside and water and detergent (elsewhere) and left to dry.

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## Emergency Action Plan

### EAP 12 – Disorderly Behaviour (including violence to colleagues)

#### EAP 12.1 Lifeguards will

On being aware of any type of disorderly behaviour

1. Inform the individual to stop explaining the reasons why

If the behaviour continues

1. Contact the Duty Manager *via radio*

#### EAP 12.2 Duty Managers will

On being informed of continued disorderly behaviour

1. Ask the customer to leave the activity

If the customer refuses to leave

1. Contact the Police to remove them from the premises via reception.
2. Record on an incident form

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## Emergency Action Plan

### EAP 13 – Robbery

#### **EAP 13.1      Colleagues will**

On being the subject of abusive, threatening or violent behaviour

1. Comply with all instructions given by the robber
2. Remain calm
3. Press a personal threat alarm these are located at **Reception**
4. NEVER PUT YOUR OWN SAFETY AT RISK!
5. Once they have left Contact the Duty Manager and Police as soon as possible

#### **EAP 13.2      Duty Manager will**

On being made aware of the incident

1. Close Reception and ensure no one touches anything.
2. Remove the individuals involved from Reception and ensure someone is with them to check they are OK
3. Complete Accident /Incident Form
4. Contact the Contract Manager to inform him of incident
5. Contact Group Health and Safety / Quality Manager to complete a RIDDOR form

#### **EAP 13.3      Contract Managers Responsibilities**

On being made aware of the incident

1. Contact the Regional Director and Group Health and Safety / Quality Manager to inform them of the incident.
2. Arrange Counselling as necessary through the Group Health and Safety / Quality Manager.

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## Emergency Action Plan

### EAP 14 – Lost Children

#### **EAP 14.1 Colleagues will**

On being made aware of a lost child

1. Contact the Duty Manager.

#### **EAP 14.2 Duty Manager will**

On being made aware of a lost child over the age of 8

1. Put a call out for the child to come to Reception

On being made aware of a lost child under the age of 8 or a child over 8 not responding to a PA announcement

1. Get all available colleagues to come to Reception.
2. Obtain description of Child
3. Inform all colleagues of the description
4. Place colleagues on the Centre entrance / exits to prevent access out of the Centre
5. Ask colleagues to search each zone area

If child is not found following full search of the building

1. Contact the police and inform them of the situation.
2. Complete Accident /Incident Form
3. Contact the Contract Manager to inform him of incident

#### **EAP 14.3 Contract Manager Will**

On being made aware of the incident

1. Contact the Regional Director and Group Health and Safety / Quality Manager to inform them of the incident.

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## Emergency Action Plan

### EAP 15 – Reported / Suspected Child or Vulnerable Adult Abuse

#### EAP 15.1 Colleagues will

On a child informing you about harm they have suffered, OR You suspect abuse because of physical or behavioural patterns OR someone has told you of their concern.

1. Contact the Duty Manager.

#### EAP 15.2 Duty Manager will

On ascertaining that the incident has just occurred at the facility

1. Contact the Police (and Ambulance) as necessary.
2. Complete EA173 Report of Suspected or alleged abuse.
3. Contact General Manager and Child / Vulnerable Adult Safety Officer to discuss incident.
4. Following discussions contact Social Services as necessary.

On incident occurring in the past / outside of facility

1. Sit with individual informing you about the suspected abuse and detail the information on the incident form.
2. Complete EA173 Report of Suspected or alleged abuse.
3. Contact General Manager and Child / Vulnerable Adult Safety Officer (George Lampshire 07554 401322) to discuss incident.
4. Following discussions contact Social Services as necessary.

#### EAP 15.3 General Manager will

On being made aware of the incident

1. Contact the Contract Manager, Regional Director and Group Health and Safety / Quality Manager to inform them of the incident.
2. If a colleague complete an Independent Safeguarding Authority (ISA) Referral Form.

#### EAP 15.4 Referral Contacts

**NSPCC Helpline 0808 800 5000**

<b>Social Services Department</b>	<b>Telephone Number Office Hours</b>	<b>Telephone Number Out Of Hours</b>
Leicestershire District Council (Enderby, Hinckley, Waterfield)	01455 636 964	0116 255 1606
Essex (Epping Contract, Basildon Contract)	0845 603 7634	0845 606 1212
Hertfordshire (East Herts Contract, Watford Contract)	0300 123 4043	0300 123 4043
Havering	01708 433 222	01708 433 999

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Surrey (Spelthorne)	0300 200 1006	01483 517 898
Hampshire (Fareham)	0845 603 5620	0845 600 4555
Dorset (Poole)	01202 714 783	01202 657 279
Dorset (Weymouth)	01305 221 000	01202 657 279
Bristol	North Bristol 0117 903 8700 East / Central 0117 903 6500 South Bristol (Hartcliffe) 0117 353 2200 South Bristol (Knowle) 0117 903 1414	01454 615 165
Warwickshire (Stratford Contract)	01789 269 391	01926 410 410
Mid Suffolk	0808 800 4005	01473 299 669
Worcestershire (Malvern and Tenbury)	0845 607 2000	01905 768 020
Nottinghamshire (Ashfield Contract)	01623 433 433	0300 456 4546
Cambridge	0345 045 5203	01733 234 724
North East Lincolnshire	01472 325 555	01472 325 555
Derbyshire (Greenbank)	0845 605 8058	01629 352 600
Lincolnshire	01522 782 111	01522 782 333

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## Emergency Action Plan

### EAP 16 – Emergency Contact Details

#### EAP 16.1 Duty Managers will

On having any incident that results in the emergency services being called

1. Contact the General Manager. (Tom Fletcher 07940 788076)
2. Contact the Contract Manager (Greg Barsby 07827 805434)
3. Contact the Group Health and Safety Manager (Ben Beevers – 07785 350 173)
4. Contact the Regional Health and Safety Manager (George Lampshire – 07554 4091322)

For a fatality / closure of all / part of the building also call (in priority order)

5. Contact the Regional Director (Duncan Jefford 07941 333 294)
6. Contact the Managing Director (David Bibby – 07785 296 200)
7. Contact the CEO (Stephen Hulme - 07768713003)

#### EAP 16.2 General Managers will

1. Follow the Business Continuity Plan as necessary

#### EAP 16.3 Contract Managers will

1. Contact the Contact the Client. (Paul Brace 01268 294108)
2. Contact Claire James (Public Relations) and inform of situation 07890 922757 or 0161 282 8661 as necessary.
3. Follow the Business Continuity Plan as necessary

#### EAP 16.4 Group Health and Safety Manager

1. Contact colleagues trained in diffusing to attend site as necessary.
2. Arrange counselling for colleagues as appropriate.

#### Emergency Services Contact details

##### **Essex Police**

Non emergency number: 101 or 01245 491491

##### **Basildon Police Station**

Great Oaks, Basildon, Essex, SS14 1EJ

Tel: 101 or 01268 532212

##### **Basildon Hospital**

Nethermayne, Basildon, Essex, SS16 5NL

Tel:0901 226 0260

Switchboard Tel: 01268 524900 or 0845 155 3111

##### **Essex Fire Brigade Head Quarters**

Kelvedon Park, Rivenhall, Witham, Essex, CM8 3HB



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Tel: 01376 576000

**Basildon Fire Station**

Broadmayne, Basildon, Essex, SS14 1EH