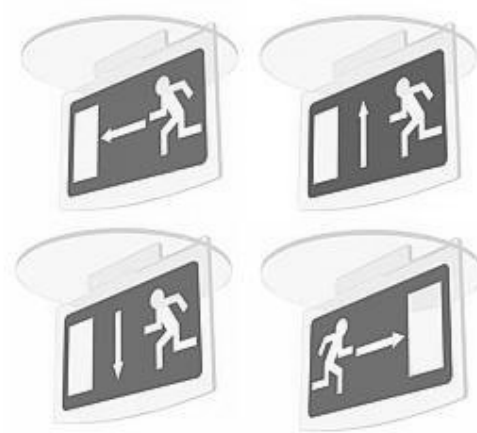


Impulse Leisure - Corringham



EMERGENCY ACTION PLAN (EAP)

Issue 8





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Emergency Action Plan

Title: Introduction	Item: 1.1.1
Category: Policy Statement	Page: 1 of 1

This plan outlines the actions to be taken in the event of a foreseeable emergency at Corringham Leisure Centre.

It must be read along with the following publications;

- Corringham Leisure Centres Work Procedures
- Thurrock Community Leisure Health and Safety Policy
- Safety in Swimming Pools HSE
- Pool Life guarding Handbook RLSS
- Aquatic Spinal Cord Injury Management RLSS
- Life Support RLSS

Copies of this document shall be kept in the Centres Quest Evidence file 1, to ensure that only current plans are in circulation and available for all members of staff to read.

Signed _____ Print name _____
Group Operations Manager

Dated _____



Title: Work Instruction	Item: 1.2.1
Category: Minor Emergencies	Page: 1 of 1

A minor emergency is an incident, which if handled properly, does not result in a life-threatening situation. It would normally be dealt with by the nearest member of staff who should follow the procedure outlined below:

INCIDENT *Member of staff is made/becomes aware of an incident.*

ACTION *For a minor incident on Poolside*

The attendant should notify others in the team that they have to respond to an incident, by blowing two short blasts on their whistle or sounding the poolside alarm if the leisure attendant is on poolside alone.

All available poolside staff and managers must attend the poolside to check the cause for the emergency. The available attendants should continue to observe the Pool, whilst being aware of the incident.

The attendant involved should administer the first aid required or offer the appropriate assistance, e.g. reach and rescue, or dealing with minor cuts and grazes.

If there is a contamination of blood, sick or other bodily fluids on the poolside the procedure for cleaning this area should be followed.

- Clear the area and cone off the area from public.
- Use protective gloves and mop up area with blue roll and dispose of in medical bin
- Use a disinfectant cleaner and scrub down affected area
- Sluice down area with copious amounts of water and squeegee into nearest drain.

The attendant should complete an accident/incident report form and return to duty. The form should also be completed for pool rescues and near misses.

Both sheets of the accident/incident report should be passed onto the Duty Manager to carry out the relevant follow up procedure.

For reportable incidents the Duty Manager should follow the guidelines in the RIDDOR 95 handbook, for what is reportable and how to report. **If in doubt seek further advice. RIDDOR telephone number is 0845 3009923.**

ACTION *For incidents that occur in other areas of the building.*

The same procedure for poolside should be followed informing the Duty Manager if necessary.

NOTE! Due to the nature of a Leisure Centre many different incidents will occur; your response should be based on skills acquired during on going training sessions (e.g. First Aid, Pool Life guarding and Customer Care) if not directly covered in the EAP.



Title: Work Instruction – Overcrowding	Item: 1.2.2
Category: Major Emergencies	Page: 1 of 1

A major emergency is one where an incident occurs resulting in a serious injury or life-threatening situation. Usually it will involve more than one member of staff and may, in extreme situations, involve all members of staff.

Specific incidents and actions to be taken are described in this section of the EAP.

OVERCROWDING

Overcrowding occurs when there are more than **87** in the pool hall and changing area.

Main Pool Hall overcrowding occurs when:

- There is a maximum of **71** bathers in the main pool and only 3 Leisure Attendants are present.
- The maximum bather load of **87** is exceeded.

Teaching/Splash Pool Hall overcrowding occurs when:

- **16** bathers in the teaching pool *unless the bathers are mostly young, small children then the maximum is 20*

Aerobics Studio overcrowding occurs when:

- Aerobic classes (excluding flexi bar and Urban rebounding) exceed **30** participants
- Flexi bar class exceeds **17** participants
- Urban Rebounding classes exceed **13** participants
- Active Kids Aerobics exceed **25** participants

Wellness Fitness Suite overcrowding occurs when:

- Every piece of equipment is in use and numbers exceed **102** members

Health Suite overcrowding occurs when:

- There are more than **8** people in the steam room
- There are more than **12** people in the sauna
- More than a total of **20** people within the health suite area

Overcrowding occurs in any situation within the building in which the Duty Manager does not feel in control.

ACTION The relevant member of staff will inform Reception immediately they feel that overcrowding has occurred, via the locations telephone.

When the Receptionist is informed they will immediately stop selling tickets and inform the Duty Manager as soon as possible.

The Duty Manager will decide when admissions can be resumed.



Title: Work Instruction – Disorderly Behaviour	Item: 1.2.3
Category: Major Emergencies	Page: 1 of 1

DISORDERLY BEHAVIOUR

Disorderly behaviour occurs when members of the public continually break the Centre’s rules and regulations.

ACTION A member of staff observing disorderly behaviour should politely request that the person/s leave the building, with a reminder of the reason for their expulsion. If this request is ignored, the Duty Manager should be informed. The Duty Manager will repeat the request to leave the building. If this is ignored, the Police shall be called and it then becomes a Police matter.

When and who made call, are to be recorded in the Duty Managers daily diary.

Under no circumstances should there be physical involvement with a member of the public other than to defend themselves (as per the Violence Towards Staff Policy). Persistent offenders will be told they are no longer welcome in the building.

All incidents of verbal or physical abuse should be reported to the Duty Manager and recorded on an accident/incident form.



Title: Work Instruction – Water Quality	Item: 1.2.4
Category: Major Emergencies	Page: 1 of 1

WATER QUALITY

Lack of water clarity occurs;

- When in the opinion of a member of staff, a bather at the bottom of any pool cannot easily be seen.

ACTION The member of staff concerned about water clarity should contact the Duty Manager, who will decide whether to close the Pool.
If the pool is to be closed, bathers should be asked to leave the Pool and use another Pool (if available) until water clarity is restored. If this is not possible all Pools should be cleared of bathers, who will be offered a credit note if requested.

- Water contamination e.g. Vomiting / Diarrhoea into pool water.

ACTION If it is established that a person has had stomach problems including diarrhoea and sickness and has passed such fluids to pool water, the pool must be closed immediately.

The following procedure must be carried out before the pool can re-open.

- Super chlorinate the pool water i.e. to at least 5 ppm.
- Carry out a backwash procedure.
- Allow normal operation for six full turnovers i.e.
Main Pool 12 hours
Teaching Pool 3 hours
- Carry out a further backwash procedure.

The above procedure need not be carried out if;

- Solid faeces are passed to pool water.
- A baby or very small child vomits into the water. This is usually a result of feeding habits or swallowing of pool water.



Title: Work Instruction – Evacuation Procedure	Item: I.2.5
Category: Major Emergencies	Page: 1 of 3

EVACUATION PROCEDURE

Certain circumstances described in the EAP will dictate that the building has to be evacuated. This procedure outlines how this is done.

ACTION On hearing the Fire Alarm staff will start to evacuate the building. The fire alarm is a continuous high-pitched alarm.

All available members of staff (except as described below) will immediately report to Reception.

POOL STAFF

The staff remaining on poolside will clear the pools and line up the bathers by the fire exits. The fire exit in the main pool is located at the end of the water slide. The teaching pool fire exit is located at the shallow end of the teaching pool. Once the member of staff has been told to evacuate these areas, the public should be escorted to muster point on the path opposite the entrance of the building. If there is no need to a full evacuation, the members of public can return to the water when safe to do so. (1 member of staff in each pool to line up bathers ready to exit the area). All 'spare' poolside staff are to report to reception and receive a zone card to aid the evacuation the building.

GYM STAFF

One member of staff from the gym is to evacuate both levels of the gym using both fire exits at the bottom of the gym and using the single exterior exit on the top level of the gym area. The top fire exit has an evacuation chair for staff to help disabled users out of the building. Once every one has been evacuated from this area, the staff member is to escort the public to muster point at the top of the car park. All other gym staff are to report to reception and receive a zone card to aid the evacuation the building. If there is no gym staff on duty this area will be cleared by the staff member doing an area check.

COFFEE BAR STAFF

One member of the café staff is to evacuate the coffee bar, close down the shutters and doors and exit the building through the closest fire exit, which is situated at the front of the building. Staff and public are to meet at the muster point at the top end of the car park. Any other member of the coffee bar staff should report to reception and receive a zone card to aid the evacuation the building.

AEROBICS

If there is an aerobics session or an activity taking place in the aerobic studio the member of staff taking the session should lead the public out of the building to muster point at the top end of the car park.

RECEPTIONISTS

As soon as the fire alarm is sounded, the receptionists should free up the telephone line and refrain from allowing members of public into the building. The receptionist will gather the zone cards and issue to relevant staff when a fire has been identified. If there are no receptionists on duty another member of staff is to carry out this duty. Once all the zone cards have been handed out, the receptionists should make

there way to the muster point at the top end of the car park, and retrieve all the zone cards back, once the areas have been cleared.

SWIM TEACHERS

On hearing the alarm the swim teachers are to clear their classes from the pool and line them up next to the fire exit ready for evacuation if needed. The swimming teacher will take their register with them in the event of an evacuation and will remain with the children until they have all been reunited with their parents. If it is a false alarm, activities will commence as normal.

BEAUTY THERAPISTS

All therapists should stop all treatments that are being carried out, in a safe and professional manner. They will then evacuate their rooms, health and beauty reception area, disabled toilet and the health suite area, including sauna, steam room and sun bed areas. One therapist should escort the members of public to the muster point at the top end of the car park. If there is an additional member of staff in this area, they will report to reception to be handed a zone card.

DUTY MANAGER

The manager on duty is to identify the area in which the alarm has been activated and investigate that area. On identifying where the fire is or that it is a false alarm they will inform the reception.

If a fire is confirmed (the members of staff holding public in waiting areas will be informed of this by reception via another member of staff) they will evacuate the area in the normal procedure. One member of staff will also take the space blankets out to the bathers that have been evacuated.

The Receptionist/Duty Manager will issue the staff reporting to reception with Evacuation Zone Cards. Staff will also be informed if any of the fire exits are blocked by the emergency. (Zone cards are stored in Reception and one set in the Managers office - in case of fire in Reception).

The member of staff issuing the zone cards should position themselves to prevent further public access to the building (just inside the front entrance).

Staff will immediately clear the areas indicated on their Zone cards, in a calm and authoritative manner, via the nearest fire exit, closing doors to prevent re-admittance wherever possible (except for Bomb Threat where internal doors should be left open).

Staff should clear their area by saying;
"We have an emergency please leave the building by...(nearest)...Fire Exit".

When clearing the pool areas only judgements on the spot by the Duty Manager can determine whether bathers have time to dress and gather their belongings before leaving the building.

After clearing their area each member of staff should exit the building via the fire exits and return to the muster point to return their Evacuation Zone cards to the Duty Manager who will be waiting there. Once the Duty Manager has all the evacuation cards, signing in and out sheets and rotas The Duty Manager can then account for all staff and all areas of the building being checks, which will complete the evacuation of the building (which should be timed by the Duty Manager).



Emergency Action Plan

Staff and public will assemble at the muster point on the path opposite the entrance of the building.

During poor weather or on the advice of the Senior Emergency Services Officer, the Duty Manager should arrange for somewhere warm and dry for evacuees to wait. The OAP COMPLEX opposite our centre, Colin's House (OAP complex) 01375 671162, the telephone number can also be found in the Rolla Dec

No person must be allowed to re-enter the building until the Duty Manager receives permission from the Senior Emergency Services Officer that it is safe to do so.

If there is a false alarm the public will be allowed to return to normal activities once the Duty Manager is satisfied that the evacuation is completed and a time for the evacuation has been obtained.



Title: Work Instruction – Outbreak of Fire	Item: 1.2.6
Category: Major Emergencies	Page: 1 of 1

OUTBREAK OF FIRE

The possible outbreak of fire is indicated by:

- Discovery of fire by staff/members of public before alarms sound.
- Sounding of the Fire Alarms.

ACTION Discovery of Fire

If a member of staff/public discovers a fire they should immediately press the nearest fire break point and inform the Receptionist or Duty Manager who will commence the evacuation procedure straight away.

ACTION Fire Alarm Sounding

On hearing the alarms the Duty Manager should immediately contact Reception to indicate to the Receptionist that they are aware of the alarm activation. The Receptionist will relay to the Duty Manager if anyone has reported smashing a break glass point or observing a fire; if this is the case the evacuation procedure should be commenced.

On hearing the Fire Alarm, one Leisure Attendant in the pool hall should blow one long blast on their whistle to start to clear the pools. All public should be assembled near fire exits and await further instructions, i.e. the evacuation or false alarm announcement.

In the absence of anyone reporting a fire the Duty Manager shall attempt to discover the cause of the alarm by checking the alarm panel in the reception foyer. This will indicate which device number has been activated and which area of the building to be investigated. Checking the 'List of Alarm Device Locations' sheet next to the alarm panel will do this.

If that device has not been activated the Duty Manager should attempt to reset the panel. If the alarm still sounds the Duty Manager should continue to investigate the cause, i.e. check the break glass points, emergency buttons and smoke detectors in that zone.

If after checking all causes the alarm still fails to reset, it should be silenced from the alarm panel by the Duty Manager and immediately reported for repair.

If no fire is discovered when the alarm is reset, a false alarm announcement should be made to staff via telephone or P.A. system, to indicate that normal activities can be resumed.



Title: Work Instruction – Bomb Threat	Item: I.2.7
Category: Major Emergencies	Page: 1 of 1

BOMB THREAT

ACTION

If you receive a bomb threat telephone call: -

Let caller finish their message without interruption.

Record message exactly and time of call.

Listen for caller's age, accent, sex, background noise, and code words.

Try to keep the caller in conversation and ask the following:
Where is the bomb located?
What time will it explode?
Why was it placed?

Listen carefully, record and report exactly - KEEP CALM.

Inform the Duty Manager who will commence the evacuation procedure immediately.

NOTE! Staff may be requested by the Emergency Services to help in conducting a search of the building for an explosive device. This commitment is purely voluntary.

ACTION

If a suspicious package/unattended bag is found.

Every attempt should be made to find the owner. If in the opinion of the Duty Manager it could possibly be a bomb it should not be touched and the evacuation procedure followed immediately.



Title: Work Instruction – Lighting/Power Failure	Item: 1.2.8
Category: Major Emergencies	Page: 1 of 1

LIGHTING/POWER FAILURE

If the power and therefore the lights fail, the secondary/emergency lights will provide a low level of lighting.

ACTION If the power is not restored immediately the building should be slowly evacuated, allowing people to dress and gather their belongings before leaving.

Members of the public should not be allowed to re-enter the building until normal lighting levels are restored.

If the Emergency Lighting system fails or the normal levels of lighting do not return the building should be closed to the Public before the hours of darkness.

A power failure may also cause the fire alarm to sound, in which case the Duty officer should follow procedure for OUTBREAK OF FIRE: Sounding of the Fire Alarms.



Title: Work Instruction – Structural Failure	Item: 1.2.9
Category: Major Emergencies	Page: 1 of 1

STRUCTURAL FAILURE

Structural failure occurs when in the opinion of the Duty Manager the building or any part of it is deemed unsafe.

ACTION Evacuate that part of the building following the evacuation procedure. No one should re-enter that part of the building until it has been made safe.

If it is only one area that is unsafe, other areas of the building can remain open, so long as this area will not be affected by the part of the building that is unsafe.



Title: Work Instruction – Emission of Dangerous Gases	Item: 1.2.10
Category: Major Emergencies	Page: 1 of 1

EMISSION OF DANGEROUS GASES

Emission of dangerous gases can occur when a gas supply/appliance leaks or chemicals spill or mix.

ACTION For Natural Gas leak.

A suspicion of natural gas leak is confirmed mainly by smell. The building should be evacuated and Eon Energy should be contacted immediately on: 0800 111 999. Electrical appliances and lights should not be switched on or off; doors and windows should be opened wherever possible, except for secure areas.

ACTION For chemical spillage or mixing of hazardous chemicals.

Chemical spillage should be dealt with in the manner described in the Centre's COSHH guidelines for the relevant chemical. In the case of more than one chemical spilling and mixing occurring (e.g. Hydrochloric Acid and Sodium Hypo chlorite mixing to produce Chlorine gas) evacuate the building and telephone the Fire Brigade immediately.



Title: Work Instruction – Serious Injury To Member Of Staff/Public	Item: 1.2.11
Category: Major Emergencies	Page: 1 of 2

SERIOUS INJURY TO MEMBER OF STAFF/PUBLIC

A member of staff identifying a serious injury to a member of staff/public should;

ACTION If on poolside: - blow three short blasts on their whistle and activate the poolside alarm by pressing the key fob. It may be their only opportunity to attract attention/assistance.

On hearing this alarm all available staff including the Duty Manager should immediately report to Poolside to prevent a minor emergency becoming a major emergency.

The Receptionist should stop further admissions, ensure that a telephone line is clear so that the Emergency Services can be contacted if necessary and await further instructions from the person in charge of the incident or the Duty Manager.

ACTION If not on poolside: - alert reception that shall summon the Duty Manager. The Duty Manager will summon extra members of staff if necessary.

ACTION For all incidents

Call for further assistance, by pressing the emergency button, call for help or get a member of staff or public to raise the alarm at reception.

The member of staff who discovers an incident remains in charge until the incident is over. They may hand over responsibility to another member of staff, if they feel it is necessary, which will remain in charge until the Emergency Services arrive or the situation is over.

Rescue or first aid should be affected on the person in trouble; assistance should be on its way. The member of staff must **not** leave the scene of the incident.

When assistance arrives they should be informed of the situation quickly and accurately. If present, the public should be used to the staffs advantage by staying calm and issuing straightforward instructions.

Where a serious injury to a bather has occurred an ambulance must be called (and if rescued from the swimming pool as a precaution against secondary drowning).

Keep the subject warm, calm, and informed that the Emergency Services are on their way.

The casualty should not be moved unless they are in a fit state to do so, or to remove them from further danger.



Emergency Action Plan

Title: Work Instruction – Serious Injury To Member Of Staff/Public	Item: 1.2.11
Category: Major Emergencies	Page: 2 of 2

If the casualty is in the pool area, the pools should be cleared to prevent other incidents occurring whilst the one in progress is being dealt with.

The incident/serious injury should be handled in a professional manner drawing on skills acquired during RLSS Pool Lifeguard and First Aid at Work training previously undertaken (and recorded).

It is the Duty Manager's responsibility to declare that the emergency is over (and reset the relevant emergency alarm if necessary), to ensure that the Accident /incident report is always completed and if applicable, carry out the implications of the RIDDOR Regulations (see 2.1.1.5).

The Leisure Manager and Group Operations Manager shall be informed as soon as possible about what has occurred by the Duty Manager.

Staff should remember that statements to the Press/Media should only be made by, or in the presence of, the Group Operations Manager or Chief Executive.

Any First Aid/resuscitation equipment used in an incident should be replenished as soon as possible. It is the Duty Manager's responsibility to check that this has been done.



Title: Work Instruction – Discovery Of A Casualty With Suspected Spinal Injury	Item: 1.2.12
Category: Major Emergencies	Page: 1 of 1

DISCOVERY OF A CASUALTY WITH SUSPECTED SPINAL INJURY

The consequences of spinal cord injury can be catastrophic for all concerned; all staff must be aware of the activities and behavioural patterns that may lead to this type of injury occurring (e.g. diving in shallow water, incorrectly using diving boards).

There are particular signs and symptoms associated with spinal cord injury:

Symptoms: - pain, particularly in the neck, numbness or tingling limbs, disorientation or bewilderment.

Signs: - bruising of the head and/or neck, lack of movement in one or more limbs, casualties in the water are unable to turn themselves over.

The consequences of mismanaging a casualty who may have sustained this type of injury are extremely serious and careful casualty handling is vital. Spinal injury and board training are carried out during the pool lifeguard training.

ACTION If a casualty is discovered with a suspected spinal injury the same procedure should be followed as in SERIOUS INJURY TO MEMBER OF STAFF/PUBLIC by trained staff. If appropriate, the spinal board may be used by trained staff.

The spinal board is located in on the poolside near the shallow end of the main pool and should be prepared for use by the Duty Manager or any trained available member of staff in the event of an emergency.



Title: Work Instruction – Response To Other Audible Alarm Systems	Item: 1.2.13
Category: Major Emergencies	Page: 1 of 1

RESPONSE TO OTHER AUDIBLE ALARM SYSTEMS

On hearing any of the other Centre audible alarms, staff will respond in the following manner. (Staff should be aware of the different alarm sounds through regular training sessions).

Sauna/Steam/Sunbed Alarm

ACTION On hearing this alarm a nominated attendant should immediately go to the Sauna/Steam/Sunbed to discover the cause of the alarm. If an activity has to be stopped to release a member of staff to attend this should be done.

If there is a minor or major emergency, Reception should be contacted and the relevant procedure followed.

If it is a false alarm it should be reset as soon as possible and the Duty Manager informed.

Intruder Alarm

ACTION On hearing this alarm, the Duty Manager shall be contacted to mute the alarm. They shall observe the alarm panel LCD to determine the cause of the activation. They shall then investigate that area.

When the door has been secured the Duty Manager should reset the alarm.

Chemical Alarms

Dosing Unit Alarms

ACTION On hearing this alarm the valve into the dosing tank(s) must be shut immediately. If the person who responds to this alarm is not qualified to do this, they must contact the Duty Manager straightaway.

Low Cell Pressure Alarm

ACTION On hearing this alarm the reason for low cell pressure must be investigated by a suitably trained person and the problem resolved.

High/Low chemical content of the pool water alarm

ACTION On hearing this alarm the reason for the high or low chemical content of the pool water must be investigated by a suitably trained person and the problem resolved.

NOTE! All Centre alarm activations should be recorded in the Duty Manager’s Diary giving the alarm name, number, time of activation and any relevant comments.



Title: Work Instruction – Theft	Item: 1.2.14
Category: Major Emergencies	Page: 1 of 1

THEFT

Theft involving threatening behaviour, i.e. attempted robbery of Leisure Centre takings/valuables.

ACTION The member of staff involved should comply with any request made by an assailant if there is any threat of personal injury. When it is safe to do so they should press the 'bandit' button located under the counter in the Reception. If this incident has occurred away from Reception, the Receptionist should be contacted when safe to do so and the 'bandit' button pressed.

The Duty Manager/Leisure Manager/Group Operations Manager should be informed as soon as possible. A Theft Report Form and the accident /incident form should be filled in and consideration given to the member of staff involved in accordance with the Council's 'Violence at Work' policy.

Theft from the public/staff usually involving loss of belongings, wallets, clothing and jewellery sometimes from unsecured lockers or unattended bags.

ACTION Receptionist/Member of staff that becomes involved should investigate the theft. If it cannot be solved the Duty Manager should become involved, complete a Theft Report Form and if necessary, call the Police.



Title: Work Instruction – Hand Dosing Procedures	Item: I.2.14
Category: Major Emergencies	Page: 1 of 1

HAND DOSING PROCEDURES

Hand dosing is required when the automatic dosing pump is not working, either stopped completely or the pump has not increased the free chlorine reading sufficiently.

If the free chlorine reading is below 0.5 and the automatic pump has not increased the level between tests (3-4 hours) or has ceased to work then hand dosing is required. Only qualified personnel are to carry out this task (Pool Plant Operators). Once they start to do the hand dosing procedure they must wear their PPE.

ACTION To hand dose the pools the chemical should be added through the strainer baskets. All circulation through this area should be stopped, all appropriate valves closed (valve before the circulating pump and the valve after the strainer basket) and circulation pumps stopped. The automatic dosing units should also be turned off.

To hand dose the **TEACHING POOL** about 6 Chlorine tablets is to be used when the free chlorine reading is under 0.5 and if the free chlorine reading is over 0.5 then only 4 chlorine tablets are to be added.

To hand dose the **MAIN POOL** 20 chlorine tablets are to be added if the free chlorine reading is under 0.5, if the free chlorine reading is above 0.5 then only 5 tablets of chlorine is to be added. Use the bucket provided and that is marked out.

After dosing by hand turn on circulation pumps and open all valves that were shut and let the chemical feedback into pool.

Make sure that any fault with the automatic dosing unit is reported to contractor (J.A.K) or is being dealt with.

Carry out regular pool tests (every hour or two) so that a constant free chlorine level can be maintained.

Hand dosing chemicals into the pool should not be done on a continuous basis and only be carried out in emergencies and until the automatic dosing unit is repaired.