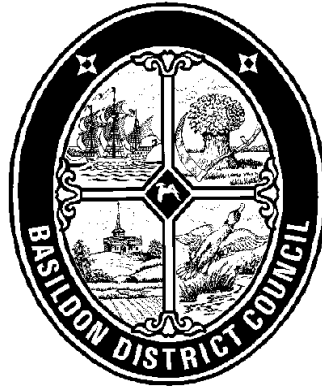


Basildon Council
BASILDON • BILLERICAY • WICKFORD

GLOUCESTER PARK SWIMMING POOL



NORMAL OPERATING PLAN & EMERGENCY ACTION PLAN CLUBS / GALA'S

18th Edition (01st February 2010)

Introduction

All personnel must read, observe and enforce the contents of this document. Lifeguards attention is drawn to their responsibilities under the health and safety at work etc. Act 1974 and to the relevant sections of the 'safety in swimming pools' to which this document conforms, also the new EEC directives must be followed.

The procedures contained in this document are intended to provide for the normal operation of the center and for the safe resolution of any arising emergency.

Contents

Normal operating procedure

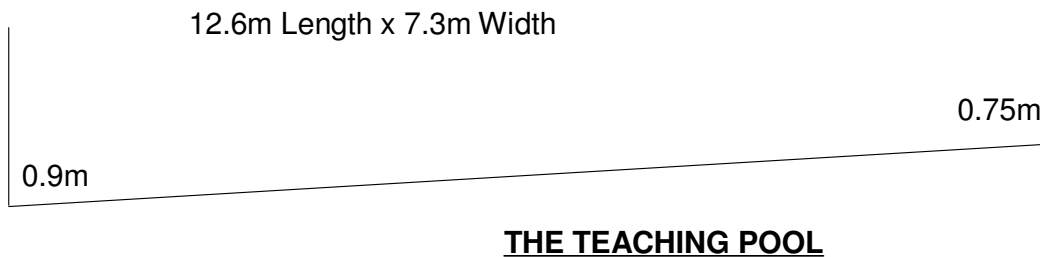
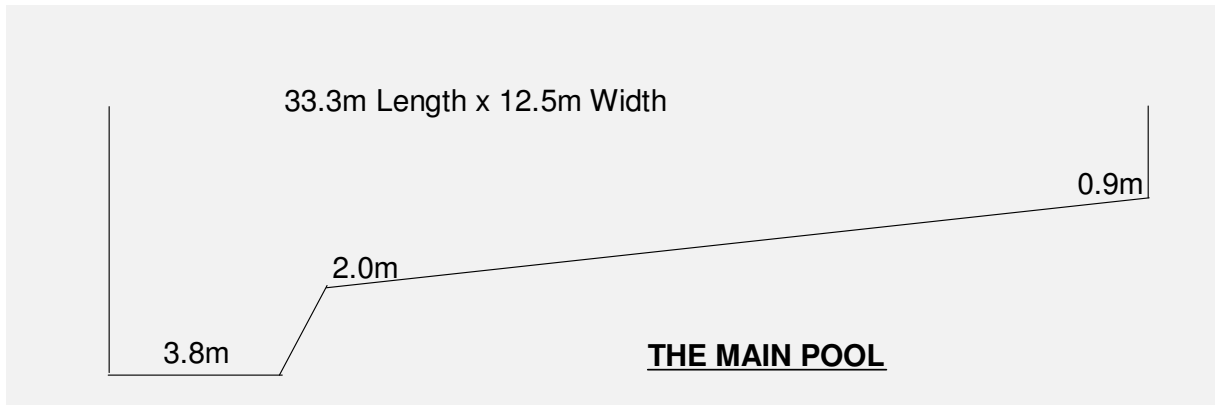
1.0	Facilities dimensions and description
2.0	Potential risk factors
3.0	Lifeguard supervision
4.0	Lifeguard work systems
5.0	General requirements for lifeguard
6.0	The water slide
7.0	Who's in charge?
8.0	Car parking
9.0	Small pool
10.0	Diving equipment
11.0	General information

Emergency action plan

1.0	Lifeguards duties
2.0	Teachers duties
3.0	Fire
4.0	First aid
5.0	Spinal injuries
6.0	Help

Normal operation plan (N.O.P.)

1.0 facilities dimensions and description



- 1.1 The water slide leading to the start point of the flume is a 6-meter high spiral staircase. The flume is then approximately 35 meters long with a 1 meter wide $\frac{1}{2}$ tube, this leading to the flume run out on pool side by the shallow end entrance.
- 1.2 The total number of people allowed in the main pool halls is 170; the small pool's maximum bather load is 30. The Maximum number of customers allowed in both pools is 200. The total number of people allowed in the whole building is 500; this includes the gym, gallery, etc. The fire safety officers and the sports entertainment license set these figures. The flex system has a count down facility so maximum bather loads cannot be exceeded.
- 1.3 The two pools are heated filtered and chemically treated in the adjacent plant room. Our two plant men carefully maintain this area during the day and water tests are taken by the duty manager during the evening time.

- 1.4.1 Located at the top of the main stairs is the "pulse center". This is a well-equipped fitness gym that holds up to 16 users at any one time. This is manned in peak periods.
- 1.5 Also located on the upper floor are male and female changing rooms and two clinics. The first of these clinics is a sports injury and the second being aromatherapy. Also located on this level is the entrance to the viewing gallery and the senior manager's office.
- 1.6 The viewing gallery will hold up to 300 spectators though due to the water slide not all of the pool can be viewed from certain parts of the gallery. Please note that the maximum number of people for the building is 500, so if there are 250 people in the pool, gym and other communal areas, there will be only 250 people allowed in the gallery.
- 1.7 At the rear of the building are two large changing areas, one being male and one being female. Both of these areas have their own fire exits to the rear car park.
- 1.8 The most important area of the building is the reception which is located at the front of the building. This is where the number of public entering each area is controlled.
- 1.9 On entrance of the facility is the reception and cafe area leading down to the vending area, which in turn leads to the back of the building and the party room along side the main changing areas

2.0 Potential risk factors

- 2.1 At no point must either of the pools become unattended whilst there is public in them, nor should there be less than three lifeguards on the main pool when the flume is in operation.
- 2.2 Vigilance must be maintained at all times, watching especially for small non-swimming children getting out of their depth. A lifeguard should also avoid long conversations with the public whilst on pool side, also **importantly** do not get involved in any horseplay or any of the activities that are being carried out.
- 2.3.1 No child under the age of 8 is allowed in the pool without being supervised by the parent or a responsible person over the age of 16.
Children from 8 years and over **must** change in the changing room of their own gender.

Children from 4 up to 8 years must be supervised on a 2 – 1 basis.

Adults using the small pool the ratio with children 4yrs and under is 2 – 1.

Adults with children 4 – 8yrs old the ratio in the small pool is 3 – 1.

Unaccompanied children over the age of 8 may still be weak swimmers.

- 2.4 Disabled swimmers may require some additional assistance their own trained helpers to lift in and out of the hoist chair; staff are not to physically lift the disabled person. The pool must be watched at all times whilst giving the disabled person the attention they may need. The person may require the use of the hoist to be able to enter and leave the water. The hoist must be inspected & erected by a trained member of staff.
- 2.5 Lifeguards should watch for bathers with other difficulties such as breathing problems, i.e. could indicate that this person may have heart disease or asthma.
- 2.6 There are some general rules for customers to follow:
- 1) No running (not just on pool side, but anywhere)
 - 2) No diving in any areas, except the deep end of the pool
 - 3) No unruly behavior that may put others in danger
 - 4) No use of any snorkeling equipment
 - 5) No glass or ceramic containers in any part of the building
 - 6) No somersaults or back dives
- 2.7 If the water clarity becomes cloudy or you cannot see the bottom of the pool, inform the duty manager.
- 2.8 In the event of any incident on poolside push the alarm button and this will initiate the emergency action plan.
- 2.9 At the beginning of the day check that all your rescue equipment is in place. This precaution does include the first aid box, spine board and alarms. It is your responsibility to ensure you can treat a casualty the correct way with the correct equipment.
- 2.10 A lifeguard's job is to watch over the bathers, so it is important to spread out and patrol the pool and not stand together talking. Please read the section on zoning / scanning in your lifeguard manuals.
- 2.12 There are many risks in a facility of this size, such as slippery floors, limbs getting trapped in scum channels or steps and there is always a toddler who jumps in without their arm bands.

A good lifeguard is one who uses common sense and initiative.

3.0 Lifeguard supervision

- 3.1 Within the overall safety procedures for any complex that incorporates a swimming pool the role of the lifeguard is paramount. It is this person's observation, awareness, vigilance, control, training, responses and risk appreciation that ensures a safe leisure environment.

- 3.2 By good communication you should at all times encourage pool users to act in a responsible and safe manner. The lifeguard should act upon the laid down procedures with common sense and vigilance, at all times anticipating potential hazards or risks that may arise.
- 3.3.1 Lifeguards are expected to maintain a high level of training in order to ensure there on going ability to fulfill the normal operating procedures; and to respond adequately to any emergency.
- 3.4 Training courses are organized by the leisure services group. Under the health and safety at work etc. Act 1974, every lifeguard must hold a current R.L.S.S national pool lifeguard qualification - this is an acceptable qualification under the criteria laid down by the H.S.E. 'Safety in swimming pools'. The course contents must include the following:
- 1) Water skills
 - 2) Safety procedures
 - 3) Resuscitation/injury management
 - 4) P.R and communication skills

All lifeguards working at this facility will go through an assessment procedure to show that the person has a good understanding of various topics.
Please let Carmel Hanley know if your qualification only has 4 months left or less.

4.0 Conditions of hire

- 4.1 Applications for hire must be made to the manager, who will supply the cost and the authorization for the use of the facilities. Basildon district council may refuse any application without giving reason and also may refuse the right of entry.
- 4.2 Basildon district council reserve the right to cancel any hire, without notice, when it is considered necessary, for any cause outside of their control. A full refund will be given. If the hirer cancels a booking within 7 days they will lose the full hire Charge, unless the facility is rehired. If the cancellation is over 7 days they will lose half of the full hire charge. All cancellations must be made in writing to the pool manager. The hirer is responsible for appointing stewards to control the event including the gallery and areas where children play.
- 4.3 Any damage to any of the facilities that involves any of the members of the hirers party will be replaced /repaired at the cost of the hirer, any damage to any wall, floor, ceiling, equipment or pool water content shall be invoiced to the hirer. The facility should be left clean and tidy, if any area is left in an unreasonable state an extra cost shall be charged for the cleaning of that facility.
- 4.4 On hire of the pool facilities, the hirer obtains full usage of the changing and spectator areas. No entry can be made to any other areas. During any booking the stewards must have full control of the spectators and their children around the building. Doors and stairs must be kept clear of bags for health and safety reasons.

- 4.5 Any hirer of the pool must provide a qualified national pool lifeguard (in date), that has their log book signed up to date with regular training. Training is provided at the pool please see duty manager for costs. Lifeguards must sign in before any cover is given. Ratio of lifeguards to bathers

1: 30
2: 60
3: 90

At least one of the duty lifeguards must be sat in the lifeguard chair and none of the duty lifeguards can be involved with the activities. If you require a lifeguard who is not involved in the event and can give more attention to the bather, an extra cost will be incurred. Please note that if the water chute or any other equipment is in use more lifeguards will be required.

- 4.6 During the hire of the facilities **no alcohol, glass containers, drugs**, skateboards / roller-skates or radios should not be brought on to the premises. There is a no smoking policy in this building.

4.7 **other issues**

Basildon district council is not liable for any damaged or stolen personal items.

Basildon district council bylaws must be complied with.

No animals shall be allowed on the premises, except guide dogs.

No trading to be done in or around the building.

The manager must consent to the display of posters.

No gaming on the premises which includes the use of balls etc.

The hirer for participation shall make no charge in the event unless manager's consent is obtained

No one to enter the water without a lifeguard present, the hirer shall comply with the 'duty of care' and ensure a safe environment is maintained.

No Still camera's or video camera's to be used with out manager's consent; all parties to agree and parents must consent due to the safety of children, which we aim to protect.

5.0 General requirements of the lifeguard

- 5.1 It is important that the users recognize the lifeguard on duty. This means that uniform are worn at all times. If you don't look the part users may not give you the respect that you need to do your job properly. Included in your uniform should be a whistle that is carried with you at all times. As a trained lifeguard you will be familiar with its use under the national criteria. A full kit ready for duty includes some spare clothes in case you have to perform an aquatic rescue.
- 5.2 When two or more lifeguards are on duty a patrol should be initiated, this helps relieve boredom and keeps the blood circulating. **Do not remain static.** Mobility gives a better degree of observation and awareness.
- 5.3.1 The rotation of the lifeguards requires swift changeovers, tell the lifeguard taking over the hazards in the pool, but **do not spend too long talking.**
- 5.4.1 Communication is very important between customers and team members, but it must not become a bad habit.
- 5.5 A thorough knowledge of the environment you work in is needed, such as the risk factors or the location of fire extinguishers and first aid kits.
- 5.6 A lifeguard should have many skills including being able to work as a team member, To be able to enforce rules and perform any rescue that is needed which includes first aid and after care. Club diving an ASA competent diving award is a must to be able teach it.

6.0 The water slide

- 6.1 The slide must only be switched on by trained personnel, and only when there is sufficient staff on pool side. Sufficient staff meaning at least three lifeguards for a quiet session. The busier the session the more staff needed. This is at the duty manager's decision.
- 6.2 The lifeguard operating the slide must ensure the customers' safety by following these guidelines:
- 1) The slide must be checked before it is switched on.
 - 2) Queuing on the stairs is to be in a sensible manner.
 - 3) Bracelets, necklaces, earrings, watches, goggles or other items that may catch must not be worn on the slide.
 - 4) When traveling on the flume go feet first on your back and limbs must be kept inside the tube. Once at the end of the ride exit immediately.
 - 5) Do not allow the next person down until the previous person is leaving the flume run out, plus never let more than one person down at a time unless it is a parent traveling with a toddler.

- 6.3 In case of any incident stop anybody traveling down the flume; evacuate the area of the water slide. During the incident the lifeguard at the top of the flume must not travel down the flume to attend the incident. They must clear the stairway to the flume and then walk round.
- 6.4 Whilst at the top of the flume, this is your responsibility - not the deep end of the pool. Please lifeguard this standing back so the customers have to walk in front of you and not behind you.

7.0 Who's in charge?

- 7.1 During any hire the hirer is in charge of the area and the activities in that area. However, once the duty manager becomes involved with a situation, responsibility of the area will be given to the duty manager.

8.0 Car parking

- 8.1 Gloucester park has a large car park, but we do not guarantee hirers full usage of this facility during their bookings. The car park is pay and display Monday to Friday up until 6pm, after 6pm and Weekends are free.

9.0 Small pool

- 9.1 This area is only manned by one lifeguard, if you ever require urgent assistance the alarm should be depressed.
- 9.2 Due to this area only being manned by one person, the management of this facility has cleared the use of the head splint to be used instead of the bear hug for spinal turns. This has been adopted due to the length of time a lifeguard could be under the water performing a bear hug. Please make sure that you have this technique shown to you immediately if you do not know it.
- 9.3 During an evacuation the small pool, the lifeguard is responsible for the collection of the first aid equipment.

10.0 Diving equipment

- 10.1 This facility operates according to the ISRM diving booklet; all recommendations in this booklet will be followed.
- 10.2 Only trained personnel should set up any of the diving equipment, this includes the blocks as well as the board.
- 10.3 No one is allowed to dive in any depth less than 1.8m (6.6ft) at this facility, during galas only persons with the ASA competent diver award is allowed to dive in shallow water; it is the hirers responsibility to ensure their swimmers have this award.

11.0 General

11.1 During all events the organizers in this facility have a responsibility to keep the building clean and safe; this includes the Marshaling and control of children during an event and club sessions.

11.2 *fire equipment* - the location and use of equipment:

Fire extinguishers

Colour	Content	Location	Usage
Red Red label	Water	Duty manager's office	Textiles only
Red Black label	Co2	Duty manager's office	Not liquid fire
Red Red label	Water	Plant room entrance	Textiles only
Red	Co2	Plant room entrance	Not liquid fire
Red	Co2	Plant room plenum area	Not liquid fire
Red	Co2	By plant room pumps	Not liquid fire
Cream	Foam	By plant electric panel	Not electric fire
Red	Co2	By plant electric panel	Not liquid fire
Cream	Foam	Plant room tool cabinet	Not electric fire
Red	Water	Top of stairs by gym	Textiles only
Red	Co2	Sun booth in gym area	Not liquid fire
Red	Water	Vending area	Not electric fire
Red	Co2`	Vending area	Not liquid fire

- Please note that all future extinguishers are all to be colour coded red, so please check before using them.
-

Break glass alarm locations

Pool area:	Both fire exits Fire exit by storeroom First aid room Small pool entrance Female staff changing room
Changing rooms:	Female fire exit Male fire exit Male staff changing room Ventilation room
Plant room:	Entrance to plant room Rear slope of plant area
Reception:	Both sides of main entrance Vending area
Gym and upper level:	Gym entrance Top of main staircase Top of rear staircase On gallery by control box

11.4 First aid kit locations and other rescue equipment:

First aid room

Duty manager's office

Spine board by shallow end of the main pool

Various rescue aids positioned around the pool

11.5 This document is a requirement under the safety in swimming pools document
And therefore it is important it remains up to date. If you have any comments or
changes please let Julie Cox or Carmel Hanley or know.

Other reading documents include: -

- Safety in swimming pools
- Pool water treatment advisory group
- Integrated management system
- Risk assessments
- COSSH records
- EU directives
- Health and safety poster located in the duty manager's office
- Isrm diving
- Isrm giant water slides
- Isrm use of play equipment and water features
- RLSS lifeguard manual
- RLSS especially safe
- HSE first aid manual

NOTES

**NEVER TALK TO ANYONE ABOUT WATER TEST RESULTS,
STAFF QUALIFICATIONS OR EXPERIENCE etc.**

**NEVER GIVE ANY INFORMATION TO THE MEDIA, PASS THEM ON TO THE DUTY
MANAGER**

The Emergency action plan

Introduction

This is the second part of this handbook in which the procedures of what to do in any event outside of the normal operation plan.

Please note: - all evacuations of the pool are initiated with one long blow on the whistle, then guided by the lifeguards to either the changing areas in minor situations and to the bowls pavilion at the rear of the pool in serious situations.

1.0 Lifeguards duties

- 1.1 **overcrowding** - Gloucester park holds 200 this is a maximum for both pools. The number of persons entering is controlled at reception; however, if you are concerned then you should contact your duty manager immediately. If overcrowding occurs the duty manager will then make a decision on what actions are to be taken.
- 1.2 **disorderly behavior** - this should be dealt with very tactfully by the organizers, however, if this behavior persists and takes the lifeguard's attention away from other bathers, then the duty manager should be informed.
- 1.3 **water clarity** - a lifeguard should be able to see the pool bottom, at the deepest part, at all times. If water is not clear the duty manager should be informed immediately. Water clarity, chemical content and the number of bathers will all be taken into account when the duty manager decides on the actions to be taken.
- 1.4 **firebomb** - in the event of an outbreak of fire, the lifeguards are responsible for directing all the customers from the changing areas, galleries and both pools. These customers will be shown the route to the bowls pavilion by the lifeguards. The lifeguard patrolling the small pool will be responsible for collecting all first aid equipment from the first aid room and taking it to the pavilion.
- 1.5 **lighting failure** - during a lighting failure no one will be allowed in the water and bathers will be asked to sit on poolside. If the problem persists then the duty manager will instruct the lifeguards to direct the customers to the changing areas.
Please note: - the building is fitted with emergency lighting.
- 1.6 **structural failure** - lifeguards will evacuate the pool and changing areas to the bowls pavilion. The small pool lifeguard will collect all first aid room equipment.
- 1.7 **toxic gas escape** - the lifeguard will inform the duty manager who will then investigate, however, if you discover a gas leak (explosive gas) start emergency evacuation procedure and inform the duty manager.

- 1.8 **serious injury** - in the event of a person being seriously injured whilst in the pool area, the panic button must be pressed and the public will be cleared into the changing area while the appropriate first aid is given. Please note that during a spinal injury the users will remain in the pool, so as they do not create rough water due to the body mass leaving the pool. The duty manager will instruct the receptionist to phone the ambulance.

Serious accident = heart attack or unconscious.

All lifeguards and organizers involved in such an incident must fill out an accident report forms and the accident book.

- 1.9 **casualty in distress** - on discovery of a casualty the panic alarm must be hit. Upon which the lifeguards will organize themselves to cover the lifeguard dealing with the casualty. The casualty will be transferred to the first aid room, if possible. If not possible public must be kept away from the incident. The lifeguard involved will write out a report.
- 1.10 **first aid** - in the event of a member of public needing first aid. A first aid or lifeguard-qualified user must deal with the situation and fill out the accident report forms. Whilst treating casualties on a one to one basis keep the first aid door open.
- 1.11 **water slide** - during any major accident on this equipment the water supply must be turned off immediately and the stairwell cleared. Please note that during a spinal injury with breathing the water will remain on until the run out is flooded and the spinal board is in position.
- 1.12 **faecal release** - in a solid state this contamination can be just removed from the water and a water test to be taken. In the case of loose stools both pools must be cleared and the chlorine to be increased to 8ppm for a minimum of 8 hours. During this period the pool vac must be in operation and at the end of this period the filter must be back washed.
- 1.13.1 **General** - if in doubt about any potential situation hit the panic button for assistance, it's better to be safe than sorry.

2.0 teachers duties

- 2.1 **evacuation** - during any evacuation the teachers must act as lifeguards (please read lifeguard section).
- 2.2.1 **Lighting failure** - for short-term failure sit the children on the poolside away from the edge. For long-term the duty manager will decide on the actions to be taken.

3.0 fire

3.1 *Discovery of fire* - shout "fire" and sound the nearest fire alarm. Follow the emergency action plan as described in your current job section.

3.2 *exits* - these are the nearest exits that should be used.

Reception - cafe areas	main entrance/exit doors Fire exit shallow end of pool
Main pool	Two fire exits on left side Fire doors rear of storeroom
Gallery	Down rear steps to store area Down rear steps by manager's office
Teaching pool	Through changing area fire exit Out of main pool fire exits
Changing areas	Each have their own rear fire exit If blocked back through reception
Gym and upper floor	Rear exit by manager's office Down stairs through main entrance
Disabled	No means of escape from upper floor All lower floor exits are passable

4.0 First aid

4.1 Only first aid qualified organizers or qualified staff should carry out first aid. Qualified to health and safety at work etc. Act 1974 standard first aid kits can be found at reception and the first aid room.

5.0 spinal injuries

5.1 Due to this facilities two pools being separate, it has been the management decision to use the head splint for small pool incidents, this is a very effective rescue that does not require two people instantly as with the bear hug. If you are not trained in this maneuver, inform your trainer who will arrange training for you.

5.2 Spinal injuries are very serious and this is reflected in your training programme, there are a few special techniques that need to be studied, these include

* Rescue from the flume:

1. Stop the flume to perform CPR
2. Raise the water level to insert the board

* Rescue from the inflatable

* Rescue from the small pool

Please ensure you cover these in your training.

6.0 Help

6.1 If you come across any kind of incident just use your common sense and everything will be fine. Report all actions that are outside the normal operating procedures to the duty manager.

6.2 If in doubt put your opinion to someone else to get the best result. If you are in doubt it will probably be best to speak to the duty manager.

6.1.1 Set up for a gala:

1. Isolate remote control signal, (silence button) this is in the reception on the fire panel.
2. Turn on emergency lighting; this is placed in the plant room far end.
3. Place the start blocks deep end of pool, screw into place securely. (#1 block starts window side through to #6 flume side.)
4. Place flags deep and shallow end pool. Make sure the tension is tight when going across the pool.
5. Some galas use the antiwave lane ropes, this is when the large bulky ropes get placed into the pool securely attached at the shallow end using a spanner. Other galas use the normal lane ropes, this makes it easier to take out when they use the width rope half way through the session.
6. False start rope to be placed deep end in case the race needs to stop and restart again.
7. 2 tables shallow end and 4 chairs (gallery side), 1 or 2 tables upstairs on green carpet with 2 chairs.
8. Front doors to be kept locked until the hires are ready to let the customers in. Maximum customers in the gallery is 300, maximum in the whole building is 500.
9. P.A system this is kept in the control box situated above the gallery and the microphone is set up on the table poolside. If not sure then speak to your duty manager.

**Remember there are now two emergency numbers 999 & 112
74444 is the councils internal help line**

This document has been updated by:

Julie Cox
Leisure Office

This document has been revised by:

Ian Wringe Leisure Officer
(Health, Safety, Environment & Quality)

Has been authorized by:

Frank Palmer
Asst. Man. Leisure Services