



PITSEA SWIMMING POOL

STAFF HANDBOOK INCORPORATING

NORMAL OPERATING PLAN

&

EMERGENCY ACTION PLAN

11th Edition January 2009

INTRODUCTION

This document applies to all persons involved in the operation and control of Pitsea swimming pool. All personnel must read, observe and enforce the contents of this document.

Employee's 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 EC directives must be followed (these are available from Gloucester Park Pool).

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

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EMERGENCY ACTION PLAN (EAP)

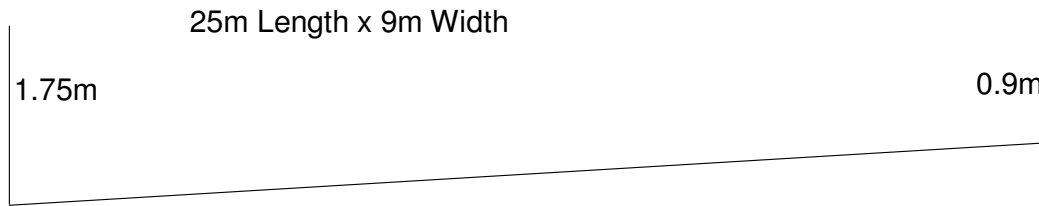
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Conditions of Hire

1.0

Normal Operation Plan (N.O.P)

1 FACILITIES DIMENSIONS AND DESCRIPTION



THE POOL TANK

- 1.1 The total number of people allowed in the main pool is 82 at any time. The total number of people allowed in the building is 100. Due to the transition of users only 82 can be let in for a fun session.
- 1.2 The pool is heated, filtered and chemically treated in the adjacent plant room. This area is carefully maintained by our two plant men during that are based at Gloucester park, the day to day water tests are taken by the duty manager or a trained person.
- 1.3 At the sides of the building are two large changing areas, one being male and one being female.
- 1.4 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. The Leisure flex till systems have a countdown facility so maximum bather load is not exceeded.
- 1.5 On entrance of the facility are the reception and vending areas, which in turn leads to the pool viewing area.
- 1.6 During busy sessions such as school holidays a manual head count is used along side the Leisure flex.

2 POTENTIAL RISK FACTORS

- 2.1 At no point must the pool become unattended whilst there is public in attendance, nor should there be less than two lifeguards on the main pool during busy periods. There must two on site at all times the public are in the water, not necessarily on poolside but on site, these can be one member of staff and lifeguard or club lifeguard.
- 2.2 Vigilance must be maintained at all times, watching especially for non-swimming getting out of their depth. A lifeguard should also avoid long conversations with the public whilst on poolside, also **importantly** do not get involved in any horseplay.
- 2.3 No child under the age of 8 is allowed in the pool without being supervised by the parent or a person over the age of 16. Children under the age of 4 should be supervised on a 1 to 1 basis this is at the discretion of the duty manager. Children aged between 4 and up to 8 can be supervised on a 2 to 1 basis. Ducklings session under 4 on a 2:1 basis and 4 to 8 on 3:1 basis

- 2.4 Disabled swimmers may require some additional assistance from the lifeguard. This is to be given, ensuring that the pool is still being watched whilst giving the disabled person the attention. The person may require the use of the hoist to be able to enter and leave the water. A trained member of staff must inspect then erect the hoist.
- 2.5 Lifeguards should watch for bathers with other difficulties such as breathing problems, i.e. this could indicate that this person may have heart disease or asthma, unaccompanied weak/non swimmers (not just those under 8yrs)
- 2.6 There are some general rules for customers to follow:
- 1) No running (not just on pool side, but anywhere)
 - 2) No somersaults or back flips
 - 3) No unruly behaviour that may put others in danger
 - 4) No use of any snorkelling equipment
 - 5) No glass or ceramic containers in any part of the building
 - 6) No diving any where in the pool
- 2.7 If the water clarity becomes cloudy or you cannot see the bottom of the pool, inform your supervisor.
- 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, you should check that all your rescue equipment is in place. This precaution includes the first aid box 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 and scanning in your lifeguard manuals.
- 2.11 No member of staff is allowed to leave the building without the duty manager knowing. This is for safety reasons during any incident that may arise.
- 2.12 There are many risks in a facility, such as slippery floors, limbs getting trapped in scum channels or steps and there is always a toddler who jumps in without their armbands.

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

3 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, which ensure 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 Lifeguards are expected to maintain a high level of training in order to ensure their ongoing ability to fulfil the normal operating procedures; and to respond adequately to any emergency.

Training courses are organised by leisure services under the HS at work 1974 act 2(2) c. Leisure services must provide sufficient information, instruction, training and supervision. In H.S. management guidance 179 section 154 lifeguards should hold an appropriate qualification by a national body.

- 1) Unit 1
- 2) Unit 2
- 3) Suitable recorded training

All lifeguards working at this facility will go through an assessment procedure to show that the person has a good understanding of various topics. Each lifeguard must attend at least 2hrs per month. Please let Kath Palmer or Carmel Hanley know if your qualification only has 3 months left or less.

4 Lifeguard work system

- 4.1 All duty lifeguards are responsible to the duty manager. Should a lifeguard have any problems they should report them straight to the duty manager. This is very important to the smooth running of the centre. Also, if you need further assistance or equipment to do your job effectively, inform your duty manager. Remember that you have responsibilities under the various acts and regulations covered in the NPLQ.
- 4.2 Cleaning is a large part of a lifeguard's job. Learn and understand the usage of different chemicals. If you do not know the chemical or any of the equipment ask the duty manager for advice, but always use protective clothes and goggles.
- 4.3 For any queries you have on your hours of work, holiday/sickness pay or the payment of your wages, please see the duty manager.
- 4.4 By the time you have read this document you should know what your job involves, plus along with your qualification know what to do in an emergency. Don't just read this document learn it and enforce it.
- 4.5 During certain times glare through the windows from the sun can affect vision over the water, when this happens move to a better viewpoint.

5 General requirements of the lifeguard

- 5.1 It is important that the customers recognise the lifeguard on duty. This means that uniform and badges are worn at all times. If you don't look the part customers may not give you the respect that you need to do your job properly. Included in your uniform should be a whistle and resuscitation pack 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. No jewellery is to be worn while on duty
- 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. Keep yourself in such a position that you can view all of the bathers.

- 5.3 The rotation of the lifeguards requires swift change over, tell the lifeguard taking over the hazards in the pool, but do not spend too long talking.
- 5.4 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. **Remember that this is emergency equipment not tools or play items**
- 5.6 A lifeguard should have many skills including being able to work as a team member. Teamwork is needed be able to enforce rules and perform any rescue, which includes first aid and after care.

6 Inflatable fun sessions

- 6.1 Once again only trained staff should supervise the inflating of the inflatable. When lifting and carrying the equipment correct techniques should be used to avoid back injuries. Another safety aspect is that a Residual Current Breaker should **always** be used on the blower.
- 6.2 The correct setting up of this equipment is vital, please make sure the inflatable is anchored correctly, further documentation on setting up inflatables is available.
- 6.3 During an inflatable session the lifeguards should be well spread out to ensure a maximum visibility. Do not stand together talking.
- 6.4 An inflatable will only be put out if there are two or more lifeguards on (two lifeguards would be a quiet session).
- 6.5 If an incident were to happen during an inflatable session, the pool users will be directed to the sides whilst the rescue takes place. This action is needed to prevent bathers hindering a rescuer in the task, thus putting the rescuer at risk.
- 6.6 Once the session has ended, the inflatable should be taken out dried, deflated and put away. Never put an inflatable away wet as this causes stains on the fabric and deterioration.
- 6.7 A guide to the use of pool inflatable is available for anyone to look at; this is available from the duty manager.

7 Plant room

- 7.1 Enter this area only when you require the equipment you need to do your duties. Do not touch any plant equipment unless directed by the duty manager or a plant operator, no lifeguards should be in the main plant area without authorisation.
- 7.2 When taking equipment from this area do not leave empty wrappers or rubbish in any area, put it in the bins, as this is a fire risk. When you have finished with chemical containers in your cleaning cupboards please return them to the chemical storage area.
- 7.3 Only trained personnel to do water testing, if you would like to be trained in these areas please ask your duty manager.
- 7.4 **Ensure all doors to and from plant room are locked at all times to stop unauthorised access**

8 Reception

- 8.1 This is a front line position. The most important thing is to give the customer good first impressions. This means the receptionist is to look clean and tidy as well as the reception desk/area.
- 8.2 Provide service with a smile and a good telephone manner. A good knowledge of all the facilities is essential. All information leaflets must be kept up to date and be available.
- 8.3 A trained member of staff should man this area at all times. The counter is to be kept clear for customers.

9 Teaching and club

- 9.1 Swimming lessons must all be taken by a qualified teacher and the corporate swimming scheme followed. All lessons at Gloucester Park are as followed in the grid. Please note all council lessons are a maximum of 12 PUPILS TO TEACHER RATIOS: (Except where specialise coaching is authorised)
- 9.2 Council Leisure Services standard for lessons is maximum 10 for Beginners and 10 for pre-school with an assistant in attendance.

ADULT & INFANT (BABY) CLASS	16 TO 1
NON-SWIMMERS & BEGINNERS	8 TO 1
IMPROVING SWIMMERS	12 TO 1
MIXED ABILITY GROUPS	12 TO 1
COMPETENT SWIMMERS	12 TO 1
SYNCHRONIZED SWIMMING	12 TO 1
WATER POLO (TRAINING ONLY)	20 TO 1
AEROBICS IN DEEP WATER	30 TO 1
AEROBICS IN SHALLOW WATER	40 TO 1
COMPETITIVE SWIMMING	30 TO 1

10 Diving

- 10.1 This facility operates according to the ISPM diving booklet; all recommendations in this booklet will be followed. No one is allowed to dive at this facility, 1.5m is the recommended minimum diving depth with a clearance of 7.3 m from the poolside

11 Pool Cover

11.1 The pool has benefited with an electric pool cover, which is removed from the pool before the public are allowed in and put on last thing at end of shift after all public leave the pool area.

12 Hoist

12.1 This should only be set up and operated by a trained member of staff.

13 General

13.1 All staff that work in this facility have a responsibility to keep the building clean and safe. The better we do our job the better centre we will have to work in.

13.2 **Fire equipment** - the location and use of equipment:

Fire extinguishers

COLOUR	CONTENT	LOCATION	USAGES
Red	Water	Kitchen	Textiles only
White	Blanket	Kitchen	Dowsing only
Black	Co2	Kitchen	Not liquid fire
Black	Co2	Plant room entrance	Not liquid fire
Red	Water	Plant room entrance	Textiles only
Blue	Powder	Plant room by boiler	For electric
Red	Water	Reception	Textiles only
Red	Water	Reception	Textiles only
Black	Co2	Duty Managers Office	Not liquid fire

13.3 First aid kit locations and other rescue equipment. First aid room duty manager's office various rescue aids positioned around the pool pocket mask in first aid room and carried round at all times by staff.

13.4 Staffing structure is as follows:

Principal Leisure officer:	Kath Palmer 1 st aid/fire marshal
Leisure Officers	Nikki Lowry 1 st aid/ fire marshal Michelle Herbert 1 st aid/ fire marshal

Assistant Leisure officers

Will Green 1st aid/ fire marshal
 Alex Wiles-Mcfadyen 1st aid/ fire marshal
 Sheryl Laycock 1st aid/ fire marshal
 Michelle Wilkinson 1st aid/ fire marshal

13.5 Please speak to Nikki or Michelle about any problems that you may have with your wages or your work practices.

13.5.1 First aid provisions are to be kept up to date by Leisure Officers

13.5.2 Cleaning chemicals are kept up to date by Leisure Officers

14 Security

14.1 C.C.T.V cameras are in operation at this facility 24hrs a day. Poolside panic alarms are fitted to the lifeguard chair, deep end by windows and shallow end by family area these are for attracting the duty manager of any incidents in the pool they should be aware of, these alarms are tested daily. Two-way radios are also in use between poolside and duty manager's office.

This document is a requirement under the safety in swimming pools document and therefore it is important it remains up to date and reviewed every 6 months. If you have any comments or changes please let your duty manager know.

Other reading documents include:

- Safety in swimming pools
- Pool water treatment advisory group
- Integrated management system
- Risk assessments
- COSHH records
- EU directives
- Health and Safety poster located in the staff area
- ISRM diving
- ISRM giant water slides
- ISRM use of play equipment and water features
- RLSS lifeguard manual
- RLSS specially safe
- HSE first aid manual
- BDC personnel practice notes

Also training videos at Gloucester park are: -

- ISRM pool supervision
- ISRM health and safety
- ISRM customer care

All of the above is available from Gloucester park pool

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, and then guided by the lifeguards to either the changing areas in minor situations and to the car park at the rear of the library to the side of the pool in serious situations.

1.0 Lifeguards duties

- 1.1 **Overcrowding** - Pitsea pool holds 75 persons in the water at any one time. 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 behaviour** - this should be dealt with very tactfully by the lifeguard however, if this behaviour 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 **Fire-bomb** - in the event of an outbreak of fire, the lifeguards are responsible for directing all the customers from the changing areas, and the pool. These customers will be shown the route to library car park by the lifeguards. The Duty Manager must check the contractors on site record and evacuate these to the same area.
- 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 Leisure Centre.
- 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 i.e. heart attack/ unconscious-** 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 public 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. After the duty manager is happy that the area is well cleared they will then reopen the pool.

- 1.9 **Casualty in distress** - on discovery of a casualty the panic alarm must be hit. Upon which the lifeguard will organise 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 duty manager will decide if the emergency services are needed or not. 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 member of staff must deal with the situation and fill out the accident report forms. Whist treating CASUALTIES ON A ONE TO ONE BASIS KEEP THE FIRST AID DOOR OPEN.
- 1.11 **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 diarrhoea being released, the pool must be cleared (informing each bather to shower thoroughly). Management will then follow the appropriate procedures.
- 1.12 **Inflatable** – if the inflatable gets damaged and starts to deflate clear the pool of the area and remove from the water, the duty manager should be informed at time of incident
- 1.13 **Spinal injuries** – any suspected spinal injuries should be dealt with in accordance with S.C.I.M. training in the NPLQ training 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

2.0 Plant room emergencies

- 2.1 **Water treatment** - if anything in the plant area is out of the ordinary it must be reported to the duty manager.
E.g. over 3.0 or below 0.5 of free chlorine
Over 7.9ph or under 7.3ph
Poor water clarity (able to see the bottom of the deep end)
Any weak joints or seals.
- 2.2 **Fire bomb** - if the gas main is reachable it must be turned off and the plant area left safe. During any evacuation the plant operator is responsible for clearing the two plant areas and then assist the lifeguards in the changing areas.

3.0 Teachers duties

- 3.1 *Evacuation* - during any evacuation the teachers must act as lifeguards (please read lifeguard section).
- 3.2 *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.

4.0 Fire

- 4.1 *Discovery of fire* - shouts "fire" and sounds the nearest fire alarm. Follow the emergency action plan as described in your current job section.
- 4.3 *Exits* - there are two possible exits from this facility, one being the front door and the other being the fire exit by the deep end of the main pool.

5.0 First aid

- 5.1 Only first aid qualified staff should carry out first aid. Qualified to health and safety at work etc. Act 1974 standard first aid kits can be found in the first aid room.
- 5.2 In the event of the building being evacuated the duty manager will collect the foil emergency blankets and first aid box and hand out to the public as needed

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.
- 6.2.1 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.
- 7 **Chemical spillages-** Any chemical spillages should be dealt with in accordance of COSHH sheets.

Remember there are now two emergency numbers 999 & 112

This document has been Revised by:

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