

# THE MORRIS CENTRE CLUB POOL SAFETY OPERATING PROCEDURES

## NORMAL OPERATING PROCEDURES AND EMERGENCY ACTION PLAN

### Introduction

The Management of Health and Safety at Work Regulations 1992 require that we have procedures in place to deal with an emergency. In addition, we are required to have procedures that outline how the Centre runs on a day-to-day basis. This document is intended to give you all of the information that relates to the normal and emergency procedures in place at this Centre.

Notwithstanding the statutory requirement for emergency planning that is set out in the 1992 Management of Health and Safety at Work Regulations, Section 2 of the Health and Safety at Work etc Act 1974 requires that all employers prepare a written safety policy, provide staff with instructions on how the policy should be implemented and provide facilities for the regular review and where necessary, revision of the policy. It has long been the case that, within the leisure industry, the provision of a Normal Operating Procedure and an Emergency Action Plan has been seen as the practical solution to leisure managers meeting their statutory obligations under Section 2 of the 1974 Act.

It is a condition of employment that all staff are familiar with the contents of this document and hirers of this facility must ensure that they, or nominated members of their group, are also familiar with them.

The plan will be reviewed annually and should you have any comments on content or implementation, suggestions for improvement or identify a particular training need regarding matters of Health & Safety, please contact the Centre Manager.

Karla Hall  
Manager  
Morris Centre Club  
QEMC  
Date Reviewed December 2019

## CONTENTS

Page No.

3	Potential Risk Areas
3	Dealing with the Public
3	Photography
3	Lifeguards' duties and responsibilities
4	Systems of work – staffing levels
4	Operational Systems
4	First aid Supplies and training
5	Details of alarm systems
5	Equipment/Equipment Maintenance Schedule
6	Staffing Levels
6	Work Rotation
6	Conditions of Hire
7-11	Emergency Action Plan
	a) Overcrowding
	b) Disorderly behavior
	c) Lack of Water Clarity
	d) Outbreak of fire
	e) Bomb Threat
	f) Lighting Failure
	g) Structural Failure
	h) Emission of toxic gases
	i) Serious injury to a bather
	i) Discovery of a casualty in the water
	k) Telephone contact numbers
12	Plan of Pool (Appendix 1)

## **POTENTIAL RISK FACTORS**

The Morris Centre does not have organised activities for children, however when there are children in the building they should be kept under close supervision to prevent them from (a) having an accident and there is no-one there to help, (b) wandering off and getting lost, and (c) being picked up outside the building by strangers.

The canopy and main reception entrance walkway are obvious sources of attraction to children loitering and therefore require more active supervision when the Centre is open in the evening, weekend and holidays.

To prevent unauthorized access, all external service doors to the premises should be kept locked at all times when not in use, especially the swimming pool/gym areas.

It is not advised to mix alcohol with sports participation (including use of the swimming pool). If there is any suspicion that someone has been drinking excessively, the receptionist should refuse admission and call the senior person on duty (Manager) who should advise that it is in their own interest not to participate in sport and should be requested to leave the premises.

Footbaths from the change rooms to the poolside are a trip hazard especially for users with mobility problems. Care should be taken in these areas. On leaving the male and female changing rooms adjacent to the pool strict supervision is required for children due to the hazard of deep water.

Reflection and refraction from the windows onto the pool surface requires management by the pool lifeguard when necessary. The blinds can be altered according to the conditions in order to deal with this.

Steps into the Pool can cause entrapment, lifeguard to be aware if help is needed by a member.

## **DEALING WITH PUBLIC**

Signage is required to be prominently placed at the poolside to advise customers of the pool rules including depth and safe diving areas.

Any hazard areas need to be advised to the customers by the Centre staff and if required restrictions for use need to be put in place to minimize danger to users.

## **PHOTOGRAPHY**

Photography and or filming is not permitted in the swimming pool area unless specific permission is requested from the manager. Consideration will be given to safeguarding issues and the circumstances of the request.

## **LIFEGUARDS' DUTIES AND RESPONSIBILITIES**

Lifeguards must wear uniform provided including a badge for easy recognition in emergencies and should take responsibility for ensuring a clean, neat and tidy appearance. They are responsible for the pool safety at all times.

## **SYSTEMS OF WORK**

A member of the management team acts as duty officer outside normal office hours and remains “on call” when absent from the site.

The process of supervision is through random patrol of the building undertaken by the Manager/Lifeguard, combined with developing good relations with the members and educating them in the correct use of the equipment. Care should be taken to ensure that facilities and equipment are in a safe condition and used correctly. Particular attention should be paid in ensuring emergency exits, corridors, walkways, stairs and ramps are free from obstruction and that fire doors are effective.

When an area or piece of equipment has become damaged to a state of disrepair, this should be reported to the manager immediately. Equipment should be put as ‘out of order’ until it can be fixed or removed.

If an accident results in a patient needing to attend hospital, or is a result of faulty equipment, an Accident Form should be completed which is kept in reception and the Manager or suitable person notified immediately after the occurrence. Fatal or serious accidents should be reported immediately to the Centre Manager. All incidents must be recorded in the First Aid Book no matter how small. A number of small occurrences may indicate a problem area which should be followed up.

## **OPERATIONAL SYSTEMS**

When the pool is out of use the access to the pool from the changing rooms and lifeguard office should be locked at all times.

For those participating in a sports activity, admission into the building is upon payment.

The legal instant pool bather load is 64, however the Morris Centre has a limit of no more than 25 in the pool at one time. The legal daily bathing load is between 192 and 384 in order to maintain the pool water quality. The lifeguard will ensure the instant bather load is adhered to and will prevent admission if required. (Lifeguards can apply discretion at times when groups are not actively swimming and uses the pool for social activities – e.g spectrum)

The lifeguard is responsible for the pool safety. If it is felt that it is getting busy the lifeguard can add lane ropes to give more structure in the pool allowing more people to swim more effectively.

Pool testing is carried out every 3 hours. The results of these tests will determine if any action is required. A weekly backwash also takes place, usually on Thursdays.

The lifeguard has the authority to make decisions in order to maintain a safe environment.

## **FIRST AID SUPPLIES, TRAINING AND PROVISION**

Lifeguards must hold and maintain a current RLSS National Pool Lifeguard

Qualification or equivalent.

The First Aid room is located in the Pool Office. A first aid box is located in the swimming pool area with a reserve first aid box in the Centre Office. Contents of the box should be maintained at the correct level.

They are checked regularly by the Lifeguard/Manager and replacement of any used items need to be arranged as soon as possible.

Minor cuts and bruises can be treated by the Lifeguard closest to the first aid box. The lifeguard must still be able to observe the pool area. For more serious incidents help should be summoned from support staff either by internal phone, walkie talkie or emergency whistles.

All persons employed to work on the premises shall be given instruction and training to ensure that they understand fire precautions and actions to be taken in the event of a fire.

#### **DETAILS OF ALARM SYSTEMS**

In addition to the intruder alarm the site is equipped with a fire alarm. The fire control system is a continuous bell that sounds in all areas of the building and is activated by breaking glass contacts. (Replacement glasses are available from the Estates Department/Foyer Office.) The control panel is located outside the Manager's Office.

When the fire alarm is activated, without hesitation people should be evacuated from the building as soon as possible under written guidelines and the emergency services should be called immediately (999).

The drowning alarm is 3 blows of the whistle which will be worn by the lifeguard at all times. The walkie talkie will be used for immediate support from reception.

Once this alarm is activated the receiver will call the emergency services and get to pool side as soon as possible and help the lifeguard as appropriate.

#### **EQUIPMENT MAINTENANCE SCHEDULE**

All alarms and emergency equipment are tested in accordance with the schedule as set out below.

<b>EQUIPMENT</b>	<b>FREQUENCY</b>
First Aid	Replenish when used
Sports Equipment	Daily
Lighting	Weekly
Exits Clear	Daily
Alarm Points	Weekly
Poolside Rescue Equipment	Daily

## **STAFFING LEVELS**

The following sets out the number of lifeguards required for different levels of use:-

Early Bird Swim = 1 lifeguard

Daily Sessions = 1 lifeguard

The 10/20 system (scan the pool within 10 seconds and respond to any problem within 20 seconds). Always look at the bottom of the pool first when coming on duty. The lifeguard patrols the whole pool, scanning the pool at all times.

The safety and supervision of people attending swimming instruction is primarily the responsibility of the instructor. However, lifeguards have overall responsibility for safety and supervision within the Centre and as such must treat pupils in classes in the same way as other users. Instructors may also be the qualified lifeguard.

During public swimming under 8 year olds must be accompanied by a responsible adult (this being a person over the age of 16 years) both in and out of the water.

Children must be supervised according to the following ratios:

**Children under the age of 4** – must be supervised by a responsible adult on a 1-1 ratio. This adult cannot be responsible for other children in the pool.

**Children between age 4 and 8** – must be supervised by a responsible adult on a 1-2 ratio. All under 8s must also be accompanied in the changing rooms.

**Children between age 8 and 12** – must be accompanied by an adult whilst using the pool. Providing the child is a competent swimmer (can easily swim 25m unassisted) the adult does not need to enter the pool water with them, however they must remain in the Centre Club.

In the absence of the manager the most senior lifeguard is in charge of the pool area.

## **WORK ROTATION**

The lifeguard on duty will not leave their shift until the takeover lifeguard has arrived for duty. The lifeguard on each shift co-ordinates any emergency plans or operations that may arise. Lifeguards are not allowed to leave the site premises without the permission of the Manager/Supervisor.

## **CONDITIONS OF HIRE**

The conditions of hire together with a signed copy of the Application for Hire represents a legally binding contract. Lifeguards identified by the hirer are required to provide evidence of a current qualification to the Manager or most senior person on site. Lifeguards are required to be familiar with the NOP and EAP of the site.

# Emergency Action Plan

- a) Overcrowding
- b) Disorderly behavior
- c) Physical or Sexual Assault
- d) Discovery of a casualty in the water
- e) Outbreak of Fire
- f) Lighting Failure
- g) Structural Failure
- h) Lack of Water Clarity
- i) Bomb Threat
- j) Emission of Toxic Gases
- k) Pool evacuation & Assembly Point
- l) Telephone contact numbers

## **EMERGENCY ACTION PLAN**

### **a) Overcrowding**

The maximum bather load is 25

This figure is flexible depending on the activity taking place and the number of lifeguards available. The ultimate decision will be made by the lifeguards/manager at the time.

Action Plan – Bathers are guaranteed 60 minutes water time.

When the maximum bather load has been reached the supervisor must be notified. Pool lifeguards will enter the pool area after 60 minutes and call out the bathers. During busy periods it may be necessary to operate a queuing system at reception to ensure bathers are guaranteed 60 minutes water time. Members must be kept informed as to estimated waiting time.

### **b) Disorderly behaviour**

Where a behavior of an individual is placing themselves or others at risk or presenting a nuisance the offender will be advised. Be brief and precise and sure of your facts, do not stand and argue, issue a warning and resume patrol of the pool. Do not get so involved that you cannot maintain supervision of the pool. If you consider support is necessary summon the manager.

- a. If the situation cannot be resolved at the poolside, ask those involved to leave the area.
- b. If the situation does not improve, ask those concerned to leave the building. Offer a refund if you think it necessary (manager approval)
- c. If all else fails, call the police and stay in support of the pool staff. Never physically touch a member when enforcing discipline. Familiarize yourself with the bye-laws and regulations relating to the use of swimming pools.

### **c) Physical or Sexual Assault**

Sexual assault on staff – Police must be called

Physical assault on staff – An offer to call the police must be made. The charge must be made by those assaulted.

Sexual assault on person under 16 years of age – Police must be called.

Sexual assault on others – an offer to call the police must be made.

Physical assault on others – an offer to call the police must be made.

Report the incident immediately to a senior member of staff. Do not accuse anyone, or get into an argument. Take names and addresses of any witnesses to the incident.

### **d) Discovery of a casualty in the water**

Alert the attention of other staff before entering the water to perform a rescue. A whistle should be used to attract attention and the walkie talkie used to contact reception. Relief staff should, on hearing the alarm, collect the first aid kit and attend on poolside and make themselves available to assist with the incident. Pool/office staff to ensure pool entrance doors are kept clear.

Lifeguard/Manager to assess need for second aid, the emergency telephone is situated on the poolside in pool office.

Dial 999/112 (Dial 9 for outside line first)

State which service you require

Give clear information

Give address/location – Centre Club

Send a member of staff or a member to direct emergency services.

For Serious Injury

Perform First Aid

Call ambulance

**e) Outbreak of Fire**

The fire alarm has an intermittent warbling sound. It can be activated by breaking glass contacts, situated at various points throughout the building, or by smoke alarm detection.

The indicator panel is situated outside the office at the main entrance; this will show in which zone the alarm has been activated. Pool users to receive an emergency blanket from the drawer behind the lifeguard chair (drawers closest to the pool) in the lifeguard office and exit the building immediately as instructed. They should not collect their personal belongings or re-enter the building until it is deemed safe by the emergency services to do so.

Staff should report to the reception area and await instructions from the manager.

**f) Lighting Failure**

Lifeguard must ensure the bathers leave the water and make sure no further admissions are made.

Office staff will assist in directing members to changing areas. Manager to ensure all areas of the pool are checked and that the building is cleared in an orderly manner.

**g) Structural Failure**

Lifeguard must ensure the bathers leave the water and make sure no further admissions are made. Office staff will assist in directing members to changing areas. Manager to ensure all areas of the pool are checked and that the building is cleared in an orderly manner.

**h) Lack of Water Clarity**

The clarity of the pool water must be constantly maintained. Should it begin to deteriorate, the receptionist will be notified immediately to prevent further members entering. A pool test is required to be carried out. If water clarity continues to deteriorate to a point where the pool bottom cannot be clearly observed, the pool should be cleared of bathers and the pool closed until the situation is rectified.

**CAN YOU SEE THE BOTTOM OF THE POOL CLEARLY?**

**i) Bomb Threat**

Bomb threats must always be taken seriously.

Notification is usually made by telephone. Write the message and ask:

- j) Where is the bomb located?
- k) What time will it explode?
- l) Why was it placed?

Receptionist/Manager/Lifeguard on receiving call to cover and tell the lifeguard on poolside. Notify the police IMMEDIATELY and repeat the message exactly as you heard it and notify the Manager.

Evacuate the building immediately. All persons should be instructed to take their personal belongings with them. All items of equipment should be removed from the changing room cubicles before leaving the building so that they can be searched later. Do not allow members to congregate in areas likely to be affected by flying glass. A search of the premises should be made by staff. Do not touch any suspicious objects. The police will take control of the situation and advise accordingly. Once the premises have been searched users can be allowed back in but they should be advised that they do so at their own risk.

Staff or person in charge can use their discretion in dealing with requests for refunds where those affected chose not to return to the building immediately. These refunds should be reported in the log book in the Manager's Office.

**j) Emission of Toxic Gases**

Get away from affected areas and remove any clothing that may have been contaminated. Warn people in the vicinity and ensure someone informs most senior member of staff. Do not go back into the affected area, Engie should be contacted who will follow the appropriate procedure. DO NOT re-enter. The only persons allowed to re-enter are the emergency services.

If it is safe to do so open doors and windows in the affected area, make sure that doors, windows and air intakes in adjacent areas are closed. (Ensure re-circulated air systems are not in operation)

**k) Pool Evacuation**

If there is no immediate risk in this area, clear the pool and line up at the fire exits. Should there be any immediate risk, evacuate the area without delay. All pool users must be given an emergency blanket prior to exiting the building if required. All other areas should be cleared immediately by the nearest exit.

**Assembly Point**

The assembly point is outside the Morris Centre near to the grey bike shelters.

Manager/senior member of staff to ensure all areas are clear before

leaving building.

DO NOT put yourself or others at risk.

DO NOT re-enter the building until clearance is given by Fire Officer.

#### **I) Telephone Contact Numbers**

**Emergency Services:** 999 (for serious accidents)

**EMERGENCY TEAM:** Ext 2222 (Crash team- may not be able to respond, however worth having as an option)

**Local Hospital (Queen Elizabeth):** 0121 4721311

**Emergency Repairs:** Queen Elizabeth Estates Ext 7600 (Option 2)

Location of telephones

Reception Telephone: 0121 3714425

Lifeguard office: 0121 371 8938