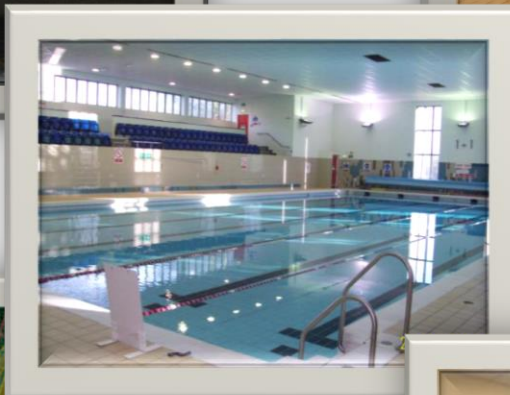
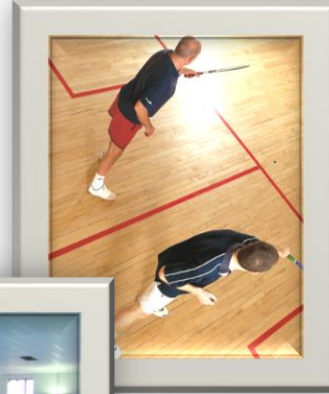


Chester le Street Leisure Centre Emergency Action Plan



DURHAM COUNTY COUNCIL

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1.0 EMERGENCY ACTION PLAN (EAP)

An Emergency Action Plan is required as good practice by Health & Safety Regulations. The purpose of this document is to outline the action to be taken in the event of an emergency within the Leisure Centre.

In the event of an emergency the Leisure Operations Officer, Duty Officer or Acting Duty Officer (referred to as Duty Officer, hereafter) on duty will oversee the situation and action the Emergency Escalation Plan, if required.

1.1 Minor Emergency

A minor Emergency is an incident which, if dealt with quickly and correctly, does not result in a life-threatening situation. It can normally be dealt with by a Lifeguard or a qualified First Aider.

Poolside

- Lifeguard is alerted or becomes aware of a situation
- Lifeguard radios for another lifeguard to cover the pool while they deal with the incident.
- Other team members move to cover the zone vacated by the responding lifeguard.
- Lifeguard will provide assistance and administer first aid as required.
- Casualty is directed to control room. (First aid may be carried out in the control room if casualty can be easily removed from poolside without further affecting the injured area).
- Lifeguard will complete an accident/incident report. Completed report is taken to the Duty Officer who will log it electronically via the Health & Safety link on Sharepoint. It will then be reviewed by Corporate Health & Safety.
- Any waste is put in a yellow waste bag and disposed of in a nappy or sanitary bin.
- The lifeguard returns to their normal duties.

This procedure also applies to swimming lessons.

Dryside

- Member of staff is alerted or becomes aware of a situation
- Member of staff will request a first aider if not qualified.
- First aider will provide assistance and administer first aid as required.
- Member of staff will complete an accident/incident report. Completed report is taken to the Duty Officer who will log it electronically via the Health & Safety link on Sharepoint. It will then be reviewed by Corporate Health & Safety.
- Any waste is put in a yellow waste bag and disposed of in a nappy or sanitary bin.
- The member of staff returns to their normal duties.

1.2 Major Emergency

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

1.2.1 A major emergency in the pool halls should be dealt with, as follows.

- Lifeguard identifies or is alerted to the problem and raises the alarm by using the poolside emergency alarms, whistle or hand signals.

- When the pool alarm sounds in the reception, the receptionist alerts all available staff members via the PA system, using the following announcement:
“All available staff to poolside”.
- Lifeguard initiates rescue or first aid procedures and removes casualty from the danger area, if safe to do so.
- If the lifeguard initiating the rescue is unable to tow the casualty due to the casualty’s physicality then a second lifeguard may enter the water to assist.
- If a casualty has a medical condition or is overweight, which would make it difficult to assist out of the pool, the lifeguard team can keep the casualty in the water until emergency services arrive, unless breathing stops. If breathing stops then the spinal board is to be used to evacuate the casualty and as many staff and support helpers as are required to lift the board out of the water – use the straps where possible.
- One Lifeguard will get the Defibrillator, if needed. Other staff members will clear the pool, if necessary, and take over supervision of the remaining customers.
- If an ambulance is required the Duty Officer will radio reception and ask them to call for an ambulance. No customers are to be served whilst the incident procedure is in operation. All telephone lines should be kept clear.
- Duty Officer is to undertake a Dynamic Risk Assessment to determine if the Emergency Escalation Plan (EEP) should be activated.
- Duty Officer completes any accident/incident forms and any other reports required.
- **Note:** All head injuries must be treated as serious and should not be allowed to return to the pool. If there is any doubt as to severity of the injury an ambulance should be called. There is always a possibility of delayed concussion/loss of consciousness occurring

Note: In all cases, it should be noted that as much assistance should be given as possible. There may be young children to look after, people to contact and people badly affected by seeing an incident occur.

Note: The effects of water entering the lungs can be delayed for up to 72 hours. Therefore any casualty who has been submerged under the water more than momentarily or who has needed resuscitation should be sent to hospital even if they seem to have made a full recovery (secondary drowning).

1.2.2 A major emergency in the dryside should be dealt with, as follows:

- Member of staff identifies or is alerted to the problem and raises the alarm-by using the nearest emergency alarm or by radio.
- When the alarm sounds or the radio message is received, the receptionist alerts all available staff members via the PA system, using the following announcement:
“All available staff to [Location of alarm]”.
- Member of staff initiates first aid procedures and removes casualty from the danger area, if safe to do so.
- One member of staff will get the Defibrillator, if needed. Other staff members will assist as necessary, and undertake crowd control for any remaining customers.
- If an ambulance is required the Duty Officer will radio reception and ask them to call for an ambulance. No customers are to be served whilst the incident procedure is in operation. All telephone lines should be kept clear.
- Duty Officer is to undertake a Dynamic Risk Assessment to determine if the Emergency Escalation Plan (EEP) should be activated.
- Duty Officer completes any accident/incident forms and any other reports required.

1.3 Serious Injury to a Bather

Serious injury will include:

- Severe bleeding
- Fractures and breaks
- Amputation
- Suspected spinal injury
- Loss of sight
- Unconscious casualty

In the event of a serious injury to a bather the following procedure should be followed:

The Lifeguard identifies or is alerted to a problem and an alarm is raised using the Pool Alarm.

On hearing the pool alarm the receptionist will make the following announcement on the PA system: **“Can all available staff go to main pool/small pool”** This should be repeated twice.

The lifeguard will initiate a rescue or remove the casualty from any danger and start giving any necessary first aid with the assistance of a second lifeguard. If breathing has stopped and casualty is still in the water carry out rescue breaths until assistance arrives then carry out an assisted lift.

If there is no sign of normal breathing start CPR once casualty is on poolside. The Defibrillator will be called for immediately.

The receptionist will call an ambulance when asked to do so and will keep all telephone lines clear. No customers are to be served whilst the incident procedure is in operation.

Other staff will clear the pool and supervise the other customers, ensuring a crowd does not form around the casualty.

A member of staff will wait at the entrance to meet the ambulance crew and direct them to the casualty's location.

The Duty Officer will oversee the incident and complete any accident/incident forms, and report to Health and Safety and the Locality Delivery Manager for Facilities as required.

1.4 Spinal Injury

In the event of a suspected spinal injury the following procedures should be followed:

- If casualty face is down in water turn face up using vice grip or head splint
- Assess if the casualty is breathing.
- If the casualty has problems breathing or failure then carry out a horizontal lift onto poolside and begin CPR.
- If casualty is breathing, as a team, strap the casualty to the spinal board as trained to do so & land the casualty.
- If casualty stops breathing start CPR as soon as possible
- Stabilize casualty's head at all times
- Maintain casualty in a horizontal position
- Cover with a foil blanket until emergency services arrive

During times when the swimming club are in the pool and there are no lifeguards on duty, the Duty Officer will manage the incident with the assistance of the swimming club coaches who are either lifeguard or reach and rescue trained.

1.5 Ambulance Crew Responsibilities

Staff have the responsibility of treating casualties prior to the arrival of an ambulance crew. The ambulance crew take over responsibility when they start to treat the casualty and state that they are taking over; they may still request the assistance of the lifeguard(s).

The ambulance crew are able to transport unaccompanied children to hospital, if necessary. It should not be necessary for a member of staff to accompany the casualty in the ambulance.

1.6 Pool Overcrowding

- Overcrowding should not readily occur; Lifeguards and Receptionists are responsible for the constant monitoring of the number of people in the pool and passing through reception. However due to the movement of customers through the changing areas and from the sauna area, it should be recognized that overcrowding can occur.
- When pool staff realise that the pool is nearing capacity, both the Duty Officer and Receptionist should be informed. Admissions to the pool will then be stopped until numbers in the pool have been reduced.
- If a pool becomes overcrowded the lifeguards should assess both pools current bather numbers and see whether young or non-swimmers can be asked to move from the main pool to the learner pool or if older or stronger swimmers can be asked to go into the main pool until numbers have reduced.
- The Duty Officer will deploy extra lifeguards to the poolside in busy conditions. The extra staff will remain in place until the pool becomes less busy and they are asked to stand down by the Duty Officer.
- When numbers have been reduced in the pool, the Duty Officer will then inform the receptionist to start admitting bathers again.

1.7 Disorderly Behavior

- Pool rules should be enforced at all times.
- Any dangerous behavior; or behavior that is likely to cause a nuisance should be immediately stopped.
- If the behavior persists a further warning should be given. The customer should be informed that this is their 'last chance' and a further breach will result in the customer being required to leave the pool.
- If the behavior continues, then the Duty Officer should be called to the situation. The offender will then be spoken to by the Duty Officer and, depending on the severity of the behavior and the attitude of the customer when being spoken to, they may be asked to leave the pool.
- If the customer has been asked to leave the pool their behavior is to be monitored until they have left the building.
- Continuation of the offence could result in the Police being called.
- The Lifeguard must not be distracted from supervising the pool.

1.8 Assault

The following plan is designed to deal with incidents which may occur and details the steps to take when dealing with accusations made against someone using the Centre. This may include allegations of indecent assault.

- If such an incident is seen or is brought to the attention of a member of staff they should immediately inform the Duty Officer. Care should be taken to monitor the individual involved in the alleged incident until the Duty Officer arrives.
- Remember this is a sensitive subject do not put yourself in an awkward position.
- Where possible, have another reliable person with you to verify the report you give.
- Once informed the Duty Officer should treat the incident as a priority and go immediately to the scene. The Duty Officer should immediately get details of what is alleged to have happened. The Duty Officer must also ascertain the age of the alleged victim, if the person is under 18 years old and then the Child Protection Work Instruction should be followed.
- If the alleged victim is over 18 years of age the Duty Officer will discuss with them whether they want to involve the police.
- Staff must monitor the subsequent action of the person being accused.
- The Duty Officer should then determine further details of the incident and record them on an incident log sheet. More detailed information will be taken by the police, if required.
- When an allegation is made against someone a full description of the person should be taken and entered onto the incident sheet. Also all staff should be informed to monitor his/her subsequent behavior. If the person attempts to leave the building no attempts to physically retain the person from leaving should be made.
- If the person leaves the building an attempt should be made to determine how they left i.e. on foot (which direction), car registration number, etc. Any details should be added to the incident sheet. However, if the alleged incident has been witnessed by a member of staff, and they are certain of this, then the 'accused' must be approached and asked to wait until the police arrive. If they refuse they should be asked for their name and telephone number but no physical effort should be made to restrain the individual.
- The written incident sheet should be available to the police if they are called to the Centre.

1.9 Dealing with Aggressive Behavior

If a person is being verbally aggressive it is important not to antagonize them further otherwise the situation may turn physical.

- Try to keep the aggressor calm by acting calmly yourself although you may not feel calm.
- Find out what the person wants. If it is an easily dealt with request which is not likely to harm yourself, customers or other staff then comply with it.
- If their request is unreasonable explain politely why.
- Do not physically try to prevent them getting their own way.
- Report any aggressive or violent behavior to a Duty Officer at the earliest opportunity.
- Try to remember as many details as possible about the aggressor e.g. height, hair color, accent, complexion, skin color, distinguishing features, dress, approximate age.
- If possible, try to summon assistance or lead them into a public area so you are not alone.
- If you feel you are at risk of being assaulted explaining that you are not able to help and you are going to get your manager who may be able to help them, and then get your Duty Officer.
- Fill in an incident report as soon as possible after the incident.

If you have been assaulted.

If you are being physically assaulted it is permissible to stop the assault by using 'reasonable force'. It is difficult to quantify what 'reasonable force' amounts to, but it does not mean giving someone who has pushed you a good thumping! **Enough force to stop the assault and nothing more** is a good way to explain it. Remember you may have to justify your actions in a court of law.

- Do not become involved with further altercation with your attacker.
- Report the incident to the Duty Officer.
- Decide if you want to call the police.
- Document the incident on an incident form.

If you have an assault reported to you.

- Report the incident to the Duty Officer.
- Do not accuse anyone of an offence or become involved in an argument.
- Give first aid if required
- The Duty Officer will take all details of the incident and record any witness details.
- The Duty Officer will ask the individual if they would like the incident reporting to the police.
- If the police are called wait with the individual for their arrival. Give as much detail to the police as possible.
- Complete an incident report form.
- Inform the health and safety officer there has been a violent incident, send them copies of all forms.
- If the person accused has carried out the assault they will be placed on the council's violent person register and will not allowed entry to council facilities.
- If the persons involved are under 16 the Duty Officer must call the police then follow the above procedure.

1.10 Robbery

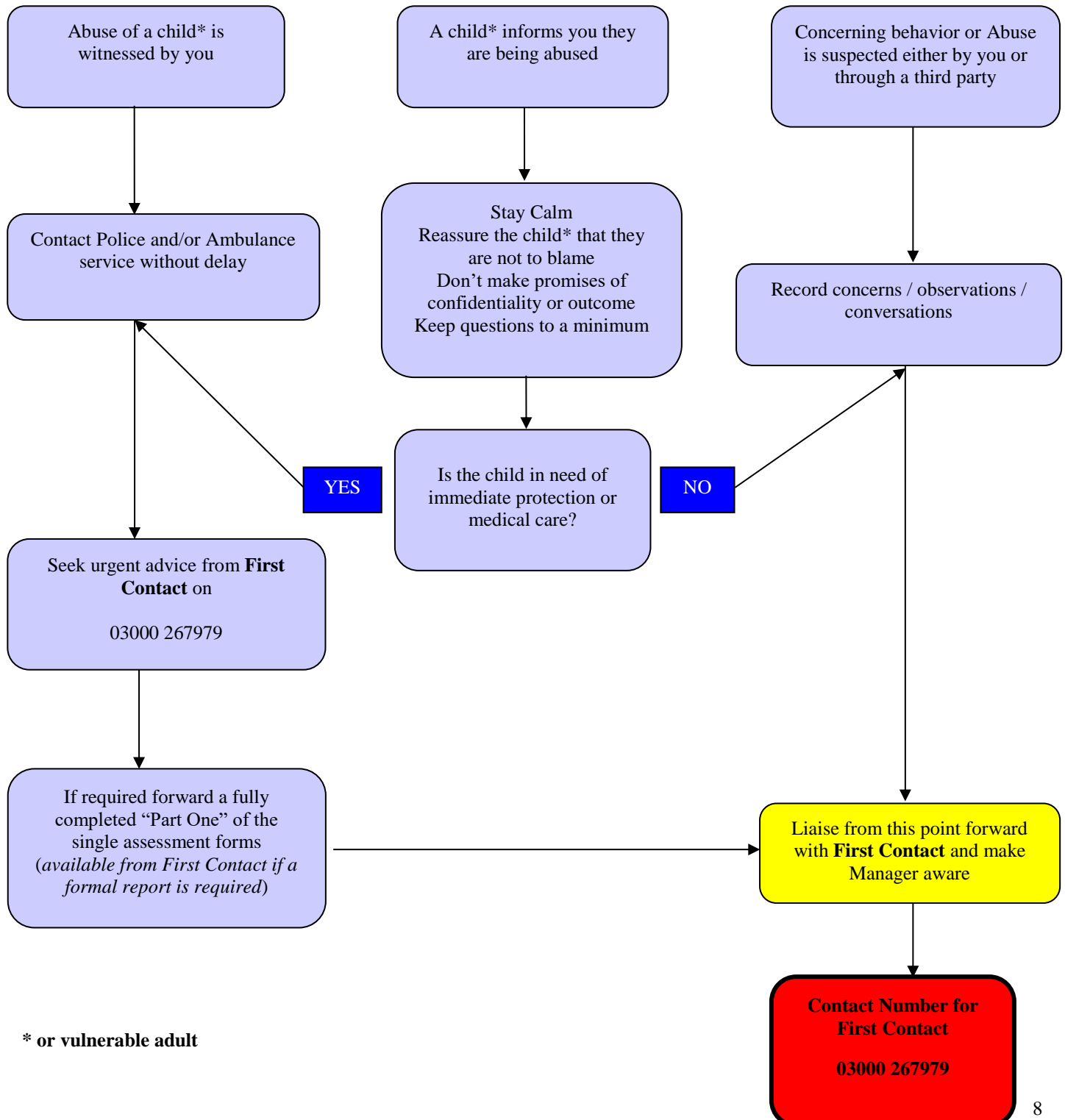
In the interest of your safety, you are required to adhere as far is reasonably possible to the following procedure.

- If confronted by a robber, never risk personal injury or injury to others
- You should obey exactly the instructions of the robber. The Council is insured against robbery so don't put your life at risk.
- Any items asked for by the robber belonging to DCC should be handed over. Any request for personal belongings are at the discretion of the individual, however care must be taken not to put yourself or others at the risk of injury or worse by refusal.
- During a robbery situation involving a demand for cash, hand over the highest denomination notes first so as not to antagonize the robber, then any coinage if demanded.
- Attempt to remember as much as possible about the robber i.e. height, hair color, accent, dress, complexion/skin color, distinguishing features
- Note how the robber left the area, which direction they left in.
- Do not follow or try to prevent the robber from leaving the area.
- Activate your emergency alarm as soon as you feel it is safe to do so.

1.11 Child Protection

Abuse can take many forms; physical, emotional or sexual abuse, neglect or bullying. If you suspect a child or vulnerable adult may be at risk or if they have confided in you, it is important that you respond in the appropriate manner. The flowchart below shows the procedure to be followed.

WHAT TO DO IF YOU HAVE SAFEGUARDING / WELFARE CONCERNS ABOUT A CHILD OR VULNERABLE ADULT



- If you see someone behaving inappropriately or if a member of the public reports witnessing inappropriate behavior you must inform the Duty Officer immediately, using recognized communication systems.
- If possible, detain the suspect and take their name, address and contact number, some members of public may be unwilling to wait and staff must not restrain them.
- If the incident is of a serious nature or the member of public runs away, then the police must be phoned immediately on 999.
- If the suspicion is low with no evidence of actual inappropriate behavior then details as above to be taken and the local police can be contacted to do a background check on 08456060365.
- Do not engage in any conflict that may arise.
- Ensure a full incident report is completed and given to the Duty Officer.
- Any person wanting to use cameras or filming devices must get the permission of the Duty Officer.

1.12 Missing Child

In the event of a child going missing, the following procedures should be followed:

- A member of staff is alerted to the problem; the alarm is raised by informing the Duty Officer immediately.
- The Duty Officer will alert reception who will put out an announcement for all available staff to come to reception, via the PA system.
- The staff will be given a description of the missing child.
- A member of staff will be put on the main doors to ensure that no one can leave or enter the building until the child has been found.
- All other staff will search the building thoroughly, each will be given an area of building to check by the Duty Officer.
- Staff must report back to the Duty Officer.
- If the child is not found then the Duty Officer must ask the parent or guardian if they want the police called.
- The search should be continued until the police arrive
- An incident form must be completed when the child has been found.

1.13 Found Child

In the event of a child reporting to you that they are lost, ask them their name and tell them yours and that you work at the center and you will help them find their parents.

- Ask them what their parents/carer looks like and when they last saw them.
- Do not leave the child alone.
- Look around the area they are in and ask them if they can see their parent/career.
- If they can see them take the child to them.
- Ensure they are the child's parent/career. Ask the child if they know who these people are.
- If not take the child to reception reassuring them and keeping them calm.
- At reception ask the receptionist to put a call out using the PA system. The receptionist should say " Can the parents of ***** please contact reception immediately"
- If the parent/career comes to collect the child ask to see ID before releasing the child into their care.
- If you are unable to locate the parent/career or are concerned about the verification of their ID call the police.

1.14 Illness to a Member of Staff

If a member of staff is unable to continue through ill health or an accident, they must report this to the Duty Officer immediately. The member of staff must be relieved from their pool duties and if necessary transport arranged to take them home/to the doctors. Cover should be arranged to enable normal operation. If replacement staff are not available immediately, provision of services may need to be altered i.e. facilities closed.

2.0 Outbreak of Fire

This procedure should be used in the event of a fire, gas leak or any other situation that would require the building to be evacuated. (please note that the procedure for a bomb threat is slightly different, see 4.1 below) All staff must fully understand their role during an evacuation to ensure the building is cleared safely and to avoid panic or injury to members of the public.

The Assembly point is located in the middle of the main car park outside the entrance and is signposted

Action to take upon discovery of a fire:

- On discovery of a fire, sound the fire alarm by breaking the glass in the nearest alarm point.
- Return to the nearest safe point to the fire and direct persons away from the fire towards the nearest emergency exit (assembly point is in the main car park).
- Lifeguard ONE (Chair) will blow their whistle loudly and clear the pool as quickly and calmly as possible. Customers should be directed to the nearest available exit doors away from any obvious sources of fire or other obstruction, they should be lined up in an orderly manner, awaiting further instructions. Lifeguard ONE will take the bag of foil blankets and first aid grab bag with him.
- If a full evacuation is deemed necessary a signal will be given to evacuate by the receptionist via two way radios or P.A. system.
- Lifeguard TWO (Patrolling) will assist with emptying the pool, then they will check the sauna area and the wet side changing rooms. The changing areas should be accessed from the poolside entrance to avoid the turnstiles which only allow people to exit them when the fire alarms go off. The sauna will be evacuated via the disabled corridor, either out through the main reception door or onto poolside and out of the fire exit at the deep end, depending on location of the fire.
- Lifeguard THREE on the small pool will clear the small pool and spectator area and marshal customers on to the main pool to be evacuated by lifeguards ONE and TWO, before going to assist in clearing the sauna area and changing rooms.
- Lifeguard FOUR (floating lifeguard) will evacuate the dryside of the building, marshalling customers through the nearest safe exit door and lead them to the fire assembly point in the main car park.
- The Fitness Instructor will clear the gym and lead people through the main pool spectator area,

to the fire exit and then to the fire assembly point. The gym door will automatically unlock when the fire alarm activates.

- If a class is in progress the instructor will evacuate the class room.
- The Receptionist will make an announcement over the PA system to evacuate the building when the alarm initially sounds. When the manager confirms that there is a fire a second announcement will be made on the PA system to evacuate the pool, the emergency services, before evacuating the building, taking the signing in book with them.
- The Manager will check the fire panel then investigate the zone where the activation has occurred, to confirm if there is a fire. They will then inform the Receptionist to make an announcement on the PA system to evacuate the building and call the fire brigade. They will then make their way to the fire assembly point with the emergency box. They will wear the high vis waistcoat to ensure they are visible and will control the evacuation from this point.
- The Manager will use a laminated prompt card to identify when zones have been cleared. All lifeguards must check in with the Manager to confirm that they have completed the evacuation of their area of responsibility.
- Thermal blankets will be issued and any first aid required will be administered.
- The Manager will then action the Serious Incident Management Plan.

2.1 On Hearing the Fire Alarms

- The Manager will go immediately to the reception area to check the fire alarm panel and investigate the activated zone area to see if the alarm is false.
- If the Manager is on poolside duties the floating staff must relieve them immediately.
- All staff to go to their designated areas of responsibility. This also applies during staff training times.
- The receptionist will immediately use the P.A. System to make the following announcement.

“We have an emergency situation in the building; please move to the nearest emergency exit immediately”

- The fire alarm will be left operating while the Manager investigates whether the alarm is false or real. They will then inform the receptionist what action to take.

2.2 False Alarm

The receptionist shall inform staff by radios to return to their positions of work and then announce **“The fire alarm is a false alarm, please resume your activities”**.

The alarm panel should then be reset, the procedure is as follows: -

- Insert the command key and turn a half turn clockwise Press the silence button and then reset.
- The alarm must only be silenced and reset if a false alarm is found.
- Once the alarm is reset, if after 30 seconds it does not re activate, the all clear should be given for staff and customers to return to the building.
- The Manager will fill in an incident report form and forward it to the Locality Delivery Manager.

In the event of a false alarm any broken glass alarm point must be refitted with a new glass. Spare 'break glass' fittings are available from the current contracted fire Safety Company (details of which can be found in the SIMS Pack).

If the fire alarm re activates and you believe that there is a system it must be reported to the contracted engineers as soon as possible.

In the interim period of not having an effective fire detection system, the following must be put in place:

- A record of the time the panel displayed a fault and when the fault was reported.
- More regular checks to be enforced on all areas of the building
- A communication procedure put in place (radios to be used by all)
- Emergency panic buttons to be used if necessary

The insurance is not affected as long as alternative measures are enforced

2.3 Real Alarm

The receptionist shall announce:

"We have an emergency situation in the building; please move to the nearest emergency exit immediately"

- The turnstiles will stop people entering the changing rooms but allow people to exit. The access control doors will unlock to allow people to exit without pressing an exit button.
- All members of staff should then clear the building at once. Escort all the public to main car park assembly point – a list of staff duties for an emergency evacuation can be found at the end of this Emergency Evacuation plan.
- No person may be allowed to remain in, or return to the building until it is declared safe by the Senior Officer present from the Emergency Services. Staff must ensure that fire exit doors are closed properly behind them to prevent re-access.
- On completion of the building search and all areas being cleared of the public, the attendants will leave by the emergency exits and re-assemble in the car park at the front of the building. They must report to the Manager who will coordinate the evacuation from the fire assembly point.

- Should the fire occur in the Reception area the Receptionists will immediately evacuate the area. Receptionists may use a mobile phone to contact the emergency services from a safe location.
- When the Manager is satisfied that all areas of the building have been evacuated and all staff have re-assembled. The signing in book will then be checked to ensure that all staff are accounted for.
- The Manager shall inform Senior Management of the Fire as soon as practicably possible (phone numbers can be found in the Serious Incident Management Pack).
- Staff should only fight minor fires “when they have been trained to do so”.
- Particular attention must be paid to the type of fire extinguisher used, i.e.

Wood, paper, cloth etc

Water type

Petrol, oil, fat, paint, solvents
and inflammable liquids

CO2 or dry powder

Gas, electrical, apparatus,
wiring etc.

CO2 or Dry Powder

2.4 Fire Alarm Panel

If the fire alarm sounds, the Manager should check the fire alarm panel located at the rear of reception, to check which zone has been activated (green light showing above the activated zone). The zones represent the following locations:

- Zone 1 Pool ceiling void, pool halls, main pool spectator area
- Zone 2 Reception – entrance, foyer, vending area
- Zone 3 Cleaning cupboard, water test room, workshop, under pool eaves
- Zone 4 Fitness suite: gym, changing rooms, back office
- Zone 5 Dry changing, MP room, cupboard, weights room, squash courts, play area
- Zone 6 Staff room, wetside changing rooms
- Zone 7 Sauna area, spin studio, accessible shower, offices
- Zone 8 Squash balcony

2.5 Emergency Evacuation Procedure (Staffing)

Small pool lifeguard THREE= Clear small pool and balcony, assembling customers at deep end of Main pool next to the fire exit. Lock learner pool doors. They will then assist lifeguard TWO in evacuating the sauna area and wetside changing area.

Main pool lifeguard ONE (chair) = Clear pool and assemble customers at shallow end of main pool. Stay with swimmers to prevent re-entry, take bag of foil blankets and first aid grab bag to assembly point when confirmation of fire given.

Main pool lifeguard TWO (Patrolling) = Once the pool is clear, the sauna/steam area and the wet side changing areas are to be cleared.

Lifeguard FOUR (and FIVE) = when available, to clear the dryside of the building and assist in clearing any other areas, as instructed by the Manager. In the event of only three lifeguards being on shift, lifeguards TWO and THREE will check the dryside after the wetside has been evacuated.

Gym Staff = will clear the gym via the main pool balcony exit route and also the main pool balcony of all customers.

Class Instructor = will evacuate class.

Receptionist = contact the emergency services, provide relevant information to the Manager on request, communicate effectively with customers, take signing in book.

Manager = manage and co-ordinate the situation. Required to communicate with emergency services and senior management where necessary. When there are no floating attendants on duty the manager will assist in clearing the dry side and plant room before going to the assembly point to co ordinate the evacuation.

During swimming lessons the teachers are responsible for their own class. They must take their registers with them to check attendance to evacuation point. They must make sure that the small pool viewing area is cleared on the way past.

For classes held in the multi purpose room, the instructors are to clear the room and head towards the fire assembly point with their class, as the floating lifeguard clears the rest of the dry side.

If there are any contractors on site then they are to be treated as public and informed of any necessary action to be taken.

2.6 Direct Services and Sub-Contractors

Durham County Council staff and other sub-contractors will be given a site induction which includes familiarization with the evacuation procedure. If they have sole occupancy of an area it is their responsibility to evacuate that area and report to the Duty Officer.

Anyone working in public areas will be evacuated as part of the fire evacuation procedure.

2.7 Evacuation of a wheel chair user or person requiring assistance

Evacuation of a wheel chair user or person requiring assistance

1. From the Main Pool Balcony and Gym
 - Once the alarm has been activated the gym staff will take the first aid kit and direct non wheel chair users to their nearest fire exit.

- Once there has been notification to say that there is a need for evacuation then this will be done using either the person's own chair, or they can be transferred onto an evacuation chair or alternatively use the battery operated stair lift to exit via the stairs (the lift however takes time).
- If no assistance is available or when it is necessary to clear the area immediately, wheel chair users may be taken in to the fire exit stairwell at the end of the balcony, the fire door should be closed and they should stay there until the Fire Brigade arrive to assist with evacuation. In this case a member of staff should remain with the person to reassure them until help arrives. Inform Manager, via radio, where you are so they know to inform the fire brigade on their arrival.

2. From the Main / Learner Poolside

- The lifeguards on the poolside will assist all users to the emergency exits and where necessary assist disabled users out of the pool using the appropriate method to the circumstance and mobility of the user, wheel chair users to primarily use the corridor exit unless blocked (the door control will unlock automatically when the fire alarm is activated), otherwise use the main pool fire exit at the deep end and assist in lifting the chair down the stairs (Spare wheel chair is located in the main pool store if required).
- If no assistance is available, wheel chair users may be taken in to the fire exit stairwell at the end of the pool, the fire door should be closed and they should stay there until the Fire Brigade arrive to assist with evacuation. In this case a member of staff should remain with the person to reassure them until help arrives. Inform the Manager, via radio, where you are so they know to inform the fire brigade on their arrival.

3. From the wet side Changing Rooms and Sauna Area

- The attendant clearing the changing rooms and sauna area will offer assistance and escort disabled customers through the disabled access corridor to the emergency exit and then to the assembly point in main car park. If the corridor is not safe, they should be taken to the fire exit door at the end of the main pool. See instructions above.

4. From the Dry side Changing Rooms and Squash Area

- The attendant clearing the dry side changing rooms will offer assistance and escort users to the emergency exit point and then to the assembly point in main car park.

All staff should be aware that other members of the public may offer assistance during an emergency situation and this assistance should be taken gladly but the staff member is still responsible for the customers and the clearing and checking of their area. If customers are happy to assist with lifting a disabled customer, ensure that they understand that they will be lifting a potentially heavy weight.

2.8 Variations to building evacuation

1. Swimming Club early morning sessions

When the swimming club have full use of the main pool the club coaches will be responsible for clearing the pool and viewing area. In the event of a fire alarm they will empty the pool and line up the swimmers along the wall. When the message comes via radio or PA system to evacuate the pool a club coach will take the first aid grab bag and bag of foil blankets and lead the swimmers to the Fire Assembly Point in the main car park.

A second club coach will be responsible for clearing the viewing balcony. Spectators are to be verbally directed to the fire exit door and met by the coach in the stairwell and led to the Fire Assembly Point.

The Key Holder will ensure that there is a radio on poolside at the beginning of his shift. He will also carry one himself. On hearing the fire alarm the Key Holder will radio the coaches on poolside and advise them to evacuate. He will then evacuate the wetside changing rooms. Finally he will phone the fire brigade before making his way to the Fire Assembly Point. He should then phone a Manager to advise them of the situation.

The dryside, fitness suite and Sauna area will be locked and so no evacuation will be necessary in these parts of the building.

2. Swimming Club sole use during evening sessions

On an evening when the club has sole use of the pools and there are no lifeguards on duty, the coaches will be responsible for clearing the pool and viewing area. In the event of a fire alarm they will empty both pools and line up the swimmers along the wall next to the fire exit on the main pool. The small pool coaches will clear the small pool spectator area and direct the customers to line up with the swimmers. When the message comes over the PA system to evacuate the pool, a coach will take the first aid grab bag and bag of foil blankets and lead the swimmers to the Fire Assembly Point in the main car park.

The gym staff will clear the gym via the main pool balcony exit route and also assist in evacuating the main pool balcony of all customers.

The Receptionist will give the message to evacuate and contact the emergency services, before taking the signing in book and evacuating.

The Attendant on duty will empty the wetside changing rooms and then assist the manager in clearing the dryside of the building (weights room, soft play area, squash courts and changing rooms). The Sauna area will be locked.

After checking that the alarm is real the Manager will assist in clearing the dryside of the building. They will then manage and co-ordinate the situation from the assembly point, communicating with emergency services and senior management where necessary.

2.9 Evacuation Procedure In the event of Fire Alarm Failure

If a fire is discovered and the fire alarm system fails to sound when pressed:

- Member of staff who finds the fire will shout 'Fire'
- Member of staff will then radio reception and inform them of the location of the fire.
- The receptionist will announce over the PA “ **There is a fire, this is not a drill. Please evacuate the building immediately by your nearest fire exit and make your way to the assembly point situated in the car park**”
- Usual evacuation procedure will be followed.

3.0 Emergency in the Sauna Area, Play Area or Gym

- When the panic alarm is struck an audible alarm will sound.
The receptionist will check the panel to see which area the alarm has been triggered in.
The receptionist will then make an announcement on the PA system for all available members of staff to go to the area where the alarm has been triggered.
The Duty Officer and other available staff will then go to the area and deal with the incident, giving first aid if required. If the incident is more serious, all other users should be cleared from the immediate area while staff deal with the incident.
- If the emergency services are required the Duty Officer will radio the receptionist, who will make the 999 call.
- If it is a false alarm the Duty Officer will reset the alarm button. Keys to reset the panic alarm can be found at reception or on Duty Officer's keys.
- An accident/incident form should then be completed.

3.1 Sauna Emergency Procedure

- The panic alarm for the sauna/steam room is located:
 - Inside the sauna
 - Inside the steam room
 - Outside of the boxes between the sauna and steam room
- When the panic alarm button is struck an audible alarm will sound in the sauna/steam room and at reception. Reception will check the panel, which will highlight the area where the alarm has been triggered i.e. sauna or steam room
- The receptionist will then call for all available staff to go to the Sauna/steam room.
- The staff will access the room via the door from the disabled corridor. The door between the spin studio and sauna area is locked.
- The staff will then check the area and communicate with reception via the two way radio as to whether the emergency services need to be contacted or whether it is a false alarm
- These members of staff will deal with the incident or reset the alarm in the case of a false alarm. Where possible, the injured person will be removed from the sauna or steam room box, to allow access for administering first aid. If the person has collapsed it will require a minimum of 2 staff to carry the person out of the box.
- In the case of an emergency the sauna/steam room will be cleared of other users and all available staff will help with that incident.

3.2 Soft Play Area Emergency Procedure

- In the event of the fire alarm sounding the fire evacuation procedure will be implemented.
- A member of the life guard team will be allocated the role of clearing the dry side area.
- On arrival at the play area they will check each level thoroughly.
- If there are children within the play area the member of staff will direct the child to the nearest play area fire escape, i.e. the mid-level zip panel or the main entrance/exit door.
- If the child does not follow the instructions the member of staff must go to the child and physically direct the child to the nearest play area fire exit.
- Procedures outlined in the EAP can now be followed.

3.2.1 Trapped Child

In the event of a child getting trapped in an area of the play area the following procedure must be followed:

- Parent or member of staff will notify reception, who will inform the Duty Officer.
- An announcement will be made over the PA for all available members of staff must report to the play area.
- The play area will then be checked to identify where the child is trapped. Once identified how serious the incident is, a member of staff must inform reception as to whether the emergency services are needed.
- If the child can be accessed, a member of staff will lead them to the nearest emergency exit, i.e. the nearest zip panel door or the main entrance door.
- If the child is trapped behind a netted area and is not easily accessed, staff may use a sharp pair of scissors to cut away the netted area so that the child can be freed.
- Any first aid will be carried out by a member of staff and an incident form must be filled out by the Duty Officer.
- If an area of netting has been cut The Duty Officer will ensure that it is fixed before any public can use the play area.

4.0 Finding a suspicious package in or outside of the building

- Stay Calm.
- Check that package does not belong to someone in the vicinity.
- Do not move or examine the package.
- Inform the Duty Officer immediately then make the following announcement over the PA system **“Urgent, can all customers please evacuate the building immediately by the nearest exit. Take all bags and belongings with you and wait at the fire assembly point for further instruction”**. Repeat the message twice. Do not use mobile phones or radios.
- Following the fire evacuation procedure
- No Mobile phones/two way radios are to be used. Lifeguards must report in person to the Duty Officer when they have finished evacuation their particular zone.
- The Duty Officer will then put into action the Emergency Escalation Plan. The Locality Delivery Manager for Facilities should be informed as soon as practicably possible (phone numbers can be found in the Emergency Escalation Plan).
- No-one is to return to the building until emergency services have given consent.

4.1 Bomb Threat

If you answer a telephone or you are confronted with someone threatening the presence of a bomb in the building you should remain calm and follow these procedures, which have been provided by the Police.

- Stay Calm, note telephone number if shown on caller display
- Do not put telephone down or cut caller off, obtain as much information as possible.
- Go through information on **Bomb Threat Checklist**, asking questions to gain information required.
- Immediately call the police using the 999 system, give them the information you have obtained and keep the telephone lines clear.
- After the phone call ends notify the Duty Officer and make the following announcement over the PA system **“Urgent announcement, can all customers please evacuate the building immediately by the nearest exit. Take all bags and belongings with you and wait at the fire assembly point for further instruction” Repeat the message twice.**
- Do not use portable radios, cellular phones, digital phones, or any other electronic devices, as these devices have the capacity to detonate an explosive device. Lifeguards must report in person to the Duty Officer when they have finished evacuation their particular zone.
- Emergency evacuation procedure to be implemented.
- The Duty Officer will then put into action the Emergency Escalation Plan. The Locality Delivery Manager for Facilities should be informed as soon as practicably possible (phone numbers can be found in the Emergency Escalation Plan).
- No-one is to return to the building until emergency services have given consent
- Remain available to speak to the police with the checklist.

During a bomb alert there should be minimal use of electrical equipment.

Whether real or a hoax, making a telephone bomb threat is a criminal offence which will be recorded and investigated by the police – always use 999.

4.2 BOMB: COMPLETE THE FOLLOWING AS SOON AS PRACTICABLE

Time and date of call: _____ Length of the call: _____
Number at which call was received: (i.e. Ext No) _____

DETAILS OF CALLER

Man	<input type="text"/>	Woman	<input type="text"/>	Child	<input type="text"/>
Old	<input type="text"/>	Young	<input type="text"/>	Not Known	<input type="text"/>
Nationality	<input type="text"/>	Age	<input type="text"/>		<input type="text"/>

THREAT LANGUAGE

Well Spoken	<input type="text"/>	Irrational	<input type="text"/>	Incoherent	<input type="text"/>	Offensive	<input type="text"/>
Confident	<input type="text"/>	Laughing	<input type="text"/>	Serious	<input type="text"/>		<input type="text"/>
Impediment	<input type="text"/>	Nervous	<input type="text"/>	Hesitant	<input type="text"/>		<input type="text"/>
Accent	<input type="text"/>	Well Spoken	<input type="text"/>	Normal	<input type="text"/>		<input type="text"/>

WAS MESSAGE

Read by threat-maker	<input type="text"/>	Taped message	<input type="text"/>	Spontaneous	<input type="text"/>
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CALLERS VOICE

Calm	<input type="text"/>	Crying	<input type="text"/>	Angry	<input type="text"/>
Clearing Throat	<input type="text"/>	Nasal	<input type="text"/>	Slurred	<input type="text"/>
Excited	<input type="text"/>	Stutter	<input type="text"/>	Disguised	<input type="text"/>
Slow	<input type="text"/>	Lisp	<input type="text"/>	Rapid	<input type="text"/>
Deep	<input type="text"/>	Hoarse	<input type="text"/>	Laughter	<input type="text"/>
Intoxicated	<input type="text"/>	Rambling	<input type="text"/>	Hesitant	<input type="text"/>
Confident	<input type="text"/>	Impediment	<input type="text"/>	Nervous	<input type="text"/>
Serious	<input type="text"/>		<input type="text"/>	Normal	<input type="text"/>

Accent? If so, what type?

Familiar? If so, whose voice did it sound like?

DISTRACTIONS BACKGROUND SOUNDS

Street noises	<input type="text"/>	House noises	<input type="text"/>	Animal noises	<input type="text"/>
Call box tone/coins	<input type="text"/>	Operator	<input type="text"/>	Anyone in background	<input type="text"/>
Traffic	<input type="text"/>	Talking	<input type="text"/>	Typing	<input type="text"/>
Machinery (Factory)	<input type="text"/>	Aircraft	<input type="text"/>	Music	<input type="text"/>
Machinery (Office)	<input type="text"/>	Crockery	<input type="text"/>	Motor	<input type="text"/>
Clear	<input type="text"/>	PA system	<input type="text"/>	Car phone	<input type="text"/>
Children	<input type="text"/>	Booth	<input type="text"/>	None	<input type="text"/>

ANY OTHER INFORMATION (Specify on back of sheet)

PERSON RECEIVING CALL/JOB TITLE: Name: _____

5.0 Lack of Water Clarity

- If the pool water starts to become cloudy the Duty Officer should be informed immediately.
- The Duty Officer will assess the situation and decide if the pool should be shut until remedial action is carried out.
- A water test will be carried out and appropriate remedial action taken.
- If immediate remedial action is not possible, a decision on whether additional lifeguards are needed or whether the pool should be closed, will be taken by the Duty Officer.
- If the lifeguard is unable to see the bottom of the pool then the pool should be closed immediately and the Duty Officer informed.
- When the situation improves or is resolved, customers may be readmitted
- For any pool plant failure use pool plant procedures.

5.1 Lighting Failure

- In the event of a lighting failure, the emergency lighting system will be activated.
- During daylight hours, evacuation may not be necessary if there is enough natural light. The Duty Officer will make a decision on whether each area of the building can remain open, if extra staff are needed in particular areas, or whether the building should be evacuated.
- The Duty Officer will investigate the cause of the problem, trip switches should be checked to see if any have tripped off. In all cases of lighting failure the **Property Helpdesk** should be called on **03000 267 890**.
- The Duty Officer will give the order to evacuate the building, following the fire evacuation procedure.
- Torches are kept behind reception, on poolside and in the plant room. Staff may use these to assist the customers in making their way to the exit.

Note: - The emergency lighting will automatically come on when there is a full lighting failure giving sufficient time for everyone to get dressed and leave the facility.

Once the fault has been rectified the pool lighting will take a while to reheat and come back on, however the emergency lighting will stay on for approximately 10 minutes.

Small children may be particularly frightened by this and those who have mobility and sight impairments should always be offered extra help and support.

If, at any time, pool staff members cannot adequately see all of the customers in the pool, and also the bottom of the pool, then the pool must be cleared & closed.

5.2 Structural Damage

It may be possible to keep some parts of the facility open if damage is minimal and the affected area can be safely isolated. If in doubt, the whole building should be evacuated.

Should a structural failure occur, or if danger is suspected from the building structure, activate the fire alarm by breaking nearest 'break glass' panel and inform a Duty Officer.

Evacuate customers from the building following the evacuation procedure, using any exit doors not obstructed by the structural failure. Do not turn on/off any light switches or sockets, do not force open any doors.

The Duty Officer will contact the Localities Manager and initiate the Emergency Escalation Plan.

No one will be allowed to return to the building until it is deemed structurally safe by the maintenance team.

5.3 Electrical Failure

In the event of a power failure the emergency lights are automatically activated. This will supply enough light to evacuate the building safely. Follow usual evacuation procedure. The building must remain closed to the public until the power has returned.

If there is a power failure (blackout) contact the emergency power number 0800 668 877.

When the power goes down all electrical security systems will go down. Staff are to stay on site in a safe area, i.e. main reception, until the problem is rectified.

The gas boilers should be checked and reset if necessary and panel should be checked for faults.

Property Helpdesk should be called on **03000 267 890**, to check the boilers and air handling systems are back in full operation, it may be necessary to contact **IT Helpdesk 03000 261 100** if problems persist with computers or the telephone system.

5.4 Inclement Weather Conditions

Inclement weather can be defined as snow, ice, fog and/or floods, which make journeys by road or rail hazardous. This can be both by public and private transport.

Closure and Evacuation Due to Inclement Weather Conditions

If the Duty Officer decides that the weather conditions have deteriorate sufficiently or that flooding will occur and that staff or customers could be in danger or may become unable to get home, then the following action must be taken.

- The Duty Officer takes the decision to close and informs all staff via the radio,
- The Receptionist makes the following announcement using the P.A. system **“Customer announcement, due to adverse weather conditions the Leisure Centre is closing immediately, please make your way to the exit”**. They can then begin the cashing up procedure.
- When the building is cleared and the end of day cashing up completed all staff will leave the centre.

6.0 Emergency Procedure for Faecal Release and Vomit into the Swimming Pool and Protection against Cryptosporidium and Giardia.

The following procedure must be followed in the event of contamination of the pool water.

This procedure takes into account guidance from the Culture & Sport, indoor facilities procedure on Cryptosporidium and from the Pool Water Treatment Advisory Group (PWTAG, November 2012).

Procedure Detail

6.1 Faecal Release

Solid faeces

If this is seen by staff or if it is reported to the staff by a customer then the presence of solid faeces must be confirmed by the staff member & reported to the Duty Manager.

If there is only a small amount of faeces and it can be removed without being dispersed or smeared then there is no need to close the pool. Regular checks should be continued on the pool water over and above the usual testing regime.

The solid faecal matter should be disposed of safely. All equipment used in the removal should also be disinfected.

If the faecal matter is solid but is particulate in nature and wide spread throughout the pool water then the procedure below for runny faeces should be followed.

Runny or smeared faeces

At all times when diarrhea is released into the pool water you must assume that it is caused by Cryptosporidium. (You won't know if this is the case for definite so it's better to be safe than sorry).

The following should be carried out;

- Ask all customers to shower thoroughly when leaving the pool
- Raise the disinfectant level to the highest set point within the range.
- Amend the pH value to the bottom of the set point range (e.g. 7.2 – 7.4).
- Check that the coagulant is being dosed correctly.
- Filter the pool for 6 cycles.
- Monitor the pool water readings every 30 minutes during this time (obviously only during opening hours, if left overnight the pool water should be tested first before the pool can be opened).
- Ensure that the pool is vacuumed using the pool vac
- Return the pool set points to normal operating chemical levels
- After the 6 cycles are completed the pool must be backwashed.
- Allow the backwash cycle to continue running clean water to drain for 10 minutes.
- Allow the pool water to circulate after the backwash for 8 hours.
- Conduct a visual inspection of the pool.
- Complete a pool test & if readings are within acceptable ranges the pool can be re-opened.

Smeared faeces

Faeces that is **smeared** on slides, tiling or other surfaces & equipment in contact with pool water should be cleaned off without contaminating the pool water and the surface disinfected.

Any equipment used in the above process must be fully disinfected after use.

6.2 Blood & Vomit

Blood

Any blood spilled on poolside or in changing and shower areas should be cleaned up straight away using a strong disinfectant chemical.

Blood that is spilled in the pool should be neutralized by the pool chemicals, small amounts should disperse very quickly and cause no problems.

Larger amounts of blood will require the pool to be cleared whilst the blood disperses and is neutralized by the pool chemicals. A pool test should be carried out as a precaution before the public are allowed to re-enter the pool.

Vomit

Vomit should be treated as blood, small amounts that can be safely removed from the pool should be without the need to clear the pool, larger amounts should be treated the same but a pool clearance may be necessary depending upon the volume of vomit.

Reporting

In all cases where faecal matter, blood or vomit is released into the pool and especially when this has necessitated a pool closure a DCC accident / incident report form should be completed by the Duty Manager and left for the attention of the Operations Officer.

If due to runny or smeared faeces the pool is closed for a long duration then the Operations Officer and / or Locality Deliver Manager should be notified.

Any pool plant alterations following one of the above incidents should be noted down in the comments section of the backwashing log in the plant room. Only qualified Pool Plant Operator staff with appropriate qualifications or the maintenance team can make adjustments to the pool plant system.

6.3 Microbiological Testing

The leisure center currently ensures standards by having an impartial third party conduct monthly microbiological screening of the pool water. Testing should be carried out as follows;

- Monthly programmed screening
- Before going back into use after a period of closure
- If there have been difficulties with the plant systems
- If contamination has been noted as part of any investigations

It is also worth noting the following;

More frequent sampling will be necessary if there is a consistent problem, or for particularly heavily loaded pools

Microbiological testing should be performed only by competent and accredited personnel at a UKAS laboratory. In the case of DCC operated leisure center the current supplier is **Waterman Environmental Services**.

Samples should be taken in accordance with **BS EN ISO 19458:2006**.

The following should be considered when evaluating the monthly information received regarding pool water bacteriological results.

Colony Counts (TVC's)	Up to 10 – No action required
	Over 100 – Re-test required / remedial actions
	Consistently between 10 – 100 – Investigate possible causes

Pseudomonas species - Where present no actions are required as these bacteria are not a consideration factor in the “pool water treatment and advisory group” guidance. However the presence of a high count could indicate an issue and should be considered an early warning for possible further deterioration and investigations / rectifying actions should be considered. A re-test would not be essentially required.

Pseudomonas Aeruginosa Up to 10 – No action required
Over 10 – Re-test required
Over 50 – Closure advisable

E-Coli Should be absent
(If present pool should be closed until remedial action is taken)

Coliforms Up to 10 – No action required
Over 10 – Re-test required
Consistently between 10 – 100 – Investigate possible causes

#Duty Managers are to conduct and record a water test when each microbiological test sample is taken so that comparisons can be drawn when results are achieved. This may aid in evaluating any causes of concern.

Acting upon test failures / pool closures

- If a test result comes back unsatisfactory a preliminary investigation should be conducted and a re-test completed as soon as possible.
- If a second test is unsatisfactory then further investigations / remedial actions are required, such as;
 - Shock dosing
 - Raising the chlorine level
 - Replacing significant amounts of fresh water
 - Cleaning the pool drains / surround / equipment such as inflatables & floats
- If a third test is still unsatisfactory then further immediate remedial actions would be required and may include pool closure.

The pool should be closed if microbiological testing has disclosed gross levels of contamination which means one of three things;

- **Pseudomonas Aeruginosa with a count of over 50**
- **The presence of Ecoli**
- **Pseudomonas Aeruginosa over 10 per 100ml plus a colony count over 100**

Remedial actions

Water sample re-test

If samples are only slightly out of range as per the above information you may simply request a re-sample to judge whether the water conditions are in fact satisfactory.

Basic Actions

It may be necessary to take some basic remedial actions such as additional backwashing / adding fresh water to the pool and / or raising the disinfection rate to a higher level to combat problems or when anticipating higher bather loads.

Shock Dosing

If readings are sufficiently unsatisfactory, consistently poor or the pool has to be closed due to Ecoli or Pseudomonas Aeruginosa, one possible course of remedial action is to “Shock Dose”.

This cleanses the pool water and plant systems. It is advisable that such work is completed by the maintenance team, but can be conducted by appropriately qualified and experienced Duty Managers. Shock dosing is where the level of disinfectant in the pool is raised up to 10ppm or more and left for 3 hours to kill any bacteria. The pool should then be backwashed and fresh water added to slowly bring the disinfectant levels into acceptable ranges.

6.4 Glass in the pool

Broken glass is a hazardous occurrence in a swimming pool, it is always better to err on the side of caution when removing.

- If you suspect there is glass in the pool - close the pool immediately.
- Assess the situation i.e. how much glass, type of glass and where the glass is in relation to the pool outlets. It may be possible to reconstruct from the broken pieces some of the original article to ascertain if significant parts are missing.
- There are three possible options for the removal of the glass. Or you may choose a combination of these.

a) Empty the pool completely, hose and sweep the pool

Method: Empty all the water out of the pool and pick up the large pieces of glass, using appropriate personal protection equipment, then hose and sweep the water and any remaining glass towards the outlet grids. Then when the pool is being refilled continue scouring the entire pool bottom with a fine sweeping brush, sweeping the water and any remaining fragments through the outlet grids where they will be eventually collected on the filter bed and ultimately washed to drain during backwashing.

b) Manual pool sweep without emptying

If you suspect that the glass has shattered into very fine shards that could be suspended in the general body of the water then allow the pool water to settle for a considerable period, two to three turnover periods or equivalent, prior to attempting to remove. Before beginning sweeping you may turn off the circulation for a time only re-starting when settlement has taken place and sweeping to drain or similar process is about to commence.

Method: First remove by hand, with care and suitable protection any large pieces of glass, and then manually sweep the pool bottom with a pool brush. As in the case with a vacuum sweeper it will help if you work to a predicted sweeping pattern. Repeat this procedure two to three times varying the pattern.

c) Pool vacuum cleaner

Method: Firstly remove by hand, with care and suitable protection any large pieces of glass, then vacuum the pool bottom ensuring the full area has been covered. This is best achieved by sweeping the pool bottom in a strict pattern. Then repeat this procedure two to three times using varying patterns.

Both the pool vacuum and the manual sweep methods will benefit by dividing the pool up into sections or grids that are dealt with thoroughly on an individual basis. You can use lane lines or markers on the pool side to assist in this process. Simply divide up the pool and then cover each area systematically.

7.0 Chemicals

You should only use chemicals that you have been trained to use, in the quantities you have been shown, and for the purpose that you have been shown. The correct PPE must be worn as stated on chemical's COSHH sheet and any relevant risk assessment.

7.1 Mixing of Chemicals – Including Cleaning Products

Mixing of chemicals can be hazardous and may result in harm or injury to the human body and damage to the building or equipment.

If a substantial mixing of chemicals does occur and an evacuation is required, the fire evacuation procedure should be followed.

The relevant emergency services should be called.

No one is to re-enter the facility until they have been informed by the emergency services that it is safe to do so.

7.2 Chemical Spillages

All spillages from chemicals that are used within the leisure center are to be cleaned away using advice from the COSHH guidance sheets or the data sheet for that particular chemical. The COSHH sheets must be viewed before attempting any clean up. In most cases, the chemical can be diluted with water then rinsed to a drain but for more dangerous chemicals or for large quantities, the spill kits may be required. Three spill kits are located in the basement.

- The spill kit contains the necessary PPE, which must be worn.
- Absorbent socks should be used to form a temporary bund or dam to contain the fluid. If more than one is used, they should be overlapped by approximately 300mm to ensure a complete seal.
- Pads are used to absorb the spill. They should be left in contact with the fluid for 2 – 3 minutes or until saturated. Each pad can soak up to 1 litre of liquid.
- Put the soiled pads and socks in a disposable waste bag and secure with cable ties. Arrange for Cannon to dispose of appropriately.

8.0 Pool Plant

The pool plant is operated by the Duty Officer; maintenance is carried out by Direct Services.

All staff that operate the plant hold a Pool Plant Operators qualification. If there is a breakdown of any equipment or readings are outside of normal acceptable levels an engineer should be called immediately and appropriate testing carried out. If there is any risk to the public the pool will be evacuated immediately.

A water test is carried out each day, prior to bathers accessing the pool, and then a further 3 tests (2 on a weekend, due to shorter opening hours), are carried out during the day. If the dosing machine is not working correctly, tests will be carried out every 2 hours and Barr & Wray should be contacted to carry out repairs.

A weekly pool balanced water test is carried out by the Duty Officer and a monthly micro biological water test is taken by an external contractor. If the micro biological test does not come back within appropriate parameters the Operations Officer will inform the Localities Delivery Manager and agree remedial action with Waterman and Direct Services Maintenance. The procedures for any microbiological tests which are unacceptable are outlined in the Pool Plant Operating Procedures.

8.1 High and Low Free Chlorine Levels/Ph levels

Acceptable levels of free Chlorine 0.5 – 1.5 ppm,

Tolerable levels of free Chlorine for short period only 0.3 -0.5 ppm & 1.5 - 3.00ppm

Unacceptable Free Chlorine levels less than 0.5 and more than 3.0ppm

- **High chlorine levels** – to reduce the chlorine levels in the pool the water level should be dropped and then refilled with mains water to dilute the Chlorine, the dosing system should be checked and recalibrated if required.
- **Low Chlorine levels** – the dosing system should be checked to ensure it is working, the lines and injector points should be checked for signs of a blockage and the disinfection tank checked for sufficient level of disinfectant.
If all systems are working the dosing system should be recalibrated to doze the pool.

Acceptable levels of Ph are – 7.2 – 7.4 ppm

Tolerable levels of Ph for a short period only are – 7.00 – 7.2 and 7.4 – 7.7ppm

Unacceptable levels of Ph are – less than 7.00 and more than 7.7 ppm

- **High Ph levels** - to reduce the Ph levels of the water the dosing system should be checked to ensure set points have not been changed and if all working check that the CO2 tank has sufficient CO2 to doze the water. If the dosing system is working and set points are set at correct setting but there is no CO2 to doze then the pool water level should be dropped and refilled with mains water to reduce Ph.
- **Low levels of Ph** – to increase the value of the Ph check that the dosing system is working and the set points have not been changed and add sodium bi carbonate as required.

Pool water tests should be undertaken 4 times throughout every weekday and 3 times on a weekend, when the center is open to the public, a balanced water test should be completed every week to check calcium, alkalinity and total dissolved solids to ensure the pool water is balanced. The injector points for each pool should be plunged at every water test and the lines flushed monthly by a competent person.

8.2 Chlorine gas emission

Although chlorine gas is not stored on site in gas cylinders the accidental manufacture of Chlorine gas is possible. If an accidental release of Chlorine gas occurs the building should be cleared and the emergency service contacted and Emergency Escalation Plan activated.

Only staff trained in pool plant operations should be allowed access to the HTH storage room wearing the correct PPE.

8.3 Natural gas leak

When the smell of gas is brought to your attention, inform the Duty Officer who will immediately notify the **National Grid 0800 111 999** and decide if a full evacuation is necessary.

- Follow the emergency evacuation procedure.
- Turn off the gas supply at the mains.
- Do not turn appliances or lights on or off.
- The Duty Officer will activate the Emergency Escalation Plan.

8.4 Emission of Toxic Gases

An emission of toxic gas would most likely come from the incorrect mixing of two chemicals. In the event of an emission of toxic gasses, the emergency evacuation plan must be actioned, exits must be used which lead customers away from the danger area.

If there is an emission from chemical mixing the immediate area should be evacuated immediately, closing doors if possible to prevent the gases escaping to other occupied areas.

Any person who has been gassed by chlorine should be taken to hospital immediately. The accident will be reportable to Health and Safety Executive.

Do not re-enter the building until advised to do so by the emergency services that it is safe to do so.

8.5 Carbon Dioxide CO2 emission

Carbon dioxide is stored in a locked storage area (Battery Room) in the basement of the building with safety monitoring equipment and extraction unit in the room and also on the stairwell leading from the corridor to the basement. The monitor should be checked whenever staff go down to the basement to ensure the green light is flashing.

- When the green light is flashing and no alarm sounding the area is clear to enter
 1. If alarm 1. Is lit and the horn sounding DO NOT ENTER THE AREA, clear the corridor and inform the Duty Officer on site who will contact Cryoservice on 01905754500.
 2. If alarms 1 & 2 lights are on and the horn is sounding fast DO NOT ENTER THE AREA clear the immediate area and inform the Duty Officer on site who will contact Cryoservice on 01905754500
 3. If the alarm sounds while in the plant room area, leave the area immediately and inform the Duty Officer on site who will check the monitor and follow steps 1, 2 or 4 as necessary.
 4. if the fault light is on and the horn is sounding fast, there is a fault on the system contact Cryoservice on 01905754500
 5. in the event of any leaks the manager is to contact Cryoservice on 01905754500 and inform them to send an engineer immediately.

9.0 Locations of Emergency Shut Off Valves For Water, Gas and Electricity

9.1 Water

West side water shut off valve

The wet side shut off valve can be found in the plant room underneath the main pool at the deep end, just before the fire exit door on the right hand side – this valve is marked.

Dry side water shut off valve

The dry side shut off valve is located in the male dry side changing room at the back and to the right of the toilet pan in the cubicle – The valve looks like a tap.

9.2 Gas

Wet side gas shut off valve

The wet side shut off valve is in the gas house, located off the staff car park, first door at top of stairs. The shut of valve is on the left hand side of the inlet valve straight in front of you as you walk in and a shifting spanner is required to turn it off – there is a diagram of the gas meters and valves.

The dry side gas shut off valve

The dry side gas shut of valve can be found in the dry side boiler cupboard next to the emergency exit, located at the back of the cupboard underneath the boiler. The pipe coming out of the ground has a white shut of valve and can be turned clockwise to close.

9.3 Electric

Wet side electric isolator

The wet side isolator switch can be found in the switch room in the plant room, the main isolator is straight in front on the side of the blue panel – turn the silver handle to the off position to isolate.

Dry side electric isolator

The dry side electric isolator switch can be found in the dry side boiler cupboard next to the emergency exit and is located straight in front on the left hand side of the wall – to isolate turn the silver handle to the off position.