

# POOL SAFETY OPERATING PROCEDURES 11<sup>th</sup> Edition

## **CHESTER-LE-STREET LEISURE CENTRE DURHAM COUNTY COUNCIL**

Issue Date: 21/04/2017

Next review date: 20/04/2018

### **Chester-le-Street Leisure Centre**

Burns Green

Chester-le-Street

County Durham

DH3 3QH

Tel. 03000 266 444

Email. [Leisure-chester-le-street@durham.gov.uk](mailto:Leisure-chester-le-street@durham.gov.uk)

**THE POOL SAFETY OPERATING PROCEDURES CONTAINS THE  
FOLLOWING TWO DOCUMENTS:**

**NORMAL OPERATING PROCEDURE  
EMERGENCY ACTION PLAN**

**Written by Claire Baister  
Leisure Operations Officer**

**Chester-Le-Street Leisure Centre  
Burns Green  
Chester-le-Street  
County Durham  
DH3 3QH  
Tel: 03000 266 444**

**E-mail: [leisure-centre-chester-le-street@durham.gov.uk](mailto:leisure-centre-chester-le-street@durham.gov.uk)**

## Introduction

Under Section 2 of the Health and Safety at Work Act 1974 it shall be the duty of every employer to ensure, so far as reasonably practicable, the health, safety and welfare at work of all his employees.

Under Section 7 of the Health and Safety at Work Act 1974 all employees have a duty to take reasonable care for the health and safety of themselves and of any other person that may be affected by their acts or omissions.

The Normal Operating Procedures and Emergency Action Plan will be referred throughout this document as NOP and EAP.

The NOP outlines the day-to-day operational procedures for the Leisure Centre. These procedures set out the arrangements for users' safety and should be followed by whoever is responsible for any group using the pool.

The EAP outlines what emergency action to take, and who assumes leadership, in the event of foreseeable emergency situations arising.

Everyone who works within, or provides any service connected to the Leisure Centre MUST read this document and sign to say they have received a copy.

The procedures in this document are designed to enhance the preventative health and safety regime we have in place and can be used as an operational procedure by swimming teachers, lifeguards, coaches, reception staff and any other users of Chester-Le-Street Leisure Centre.

Any aspect of the NOP and EAP can be discussed with the Centre Management Team. If any member of staff disagrees with any part of the NOP's or EAP's they must notify the Leisure Operations Officer in writing. A response will be made within 10 working days.

This document will be reviewed on an annual basis in June each year or following a significant accident or incident, changes in working practices, new equipment or significant changes to the staffing structure.

For the purposes of this document a 'Duty Officer' applies to Leisure Operations Officer/Duty Officer or anyone acting up in their absence.

Signed

Date

## **Pool Safety Operating Procedures Contents**

<b>Section</b>	<b>Description</b>	<b>Page</b>
1	Contact and Address Details	1
	Introduction	2
	Contents NOP	3
	<b>Normal Operating Procedures</b>	
2.0	Staffing Structure	5
2.1	Details of Pool Area – Main Pool	6
2.2	- Small Pool	6
2.3	- Chair Hoist	6
2.4	Building Plans	6 – 9
2.5	LVZT	10
2.6	Maximum Bather Loads	10 - 11
3.1	Risk Assessment	11 – 12
3.2	Hazards	12
3.3	Potential Risk Factors	12 – 13
3.4	Exclusions	13
4.0	Dealing With Members of the Public	14
4.1	Admissions Policy	14
4.2	Safety Education	14
4.3	Communications with Customers	14
4.4	Poolside Rules for Bathers	15
4.5	Photography on site	15
4.6	Unaccompanied Children under 8 years	15
4.7	Child Protection	15
4.8	Safeguarding Flowchart	16
5.0	Lifeguard Duties and Responsibilities	17 – 18
5.1	Bather Observation	18
5.2	Poolside Rules for Pool Staff	18 – 19
5.3	Specific Rules for Each Attendant Position	19
5.4	Lifeguard Training	20
6.0	Systems of Work	21
6.1	Lines of Supervision	21
6.2	Poolside Staff Rotation	21
6.3	Ratios for Pool Supervision	22 – 23
6.4	Controlling Access to Pools	23 – 24
6.5	Controlling Numbers in Pool Area	24
6.6	Pool Hygiene for Customers	24
6.7	Pool Water Testing	24
6.8	Diving in Pools Policy	24
6.9	Use of Snorkels, Face Masks and Fins	24
7.0	Detailed Work Instructions	25
7.1	Pool Hygiene Cleaning Procedures	25
7.2	Setting Up For Swimming Galas	25 - 26
8.0	First Aid Supplies	26
8.1	First Aiders	26
8.2	First Aid Training	26
8.3	Disposal of Sharps	26 - 27
9.0	Alarm Systems & Emergency Equipment	27
9.1	Poolside Alarms	27
9.2	Use of Whistles	27
9.3	Use of Two Way Radios	27
9.4	Emergency Equipment	27 - 28
10.0	General Hire Arrangements	28
10.1	Swimming Club Hire	28
11.0	Sauna Operating Procedure	28 – 30
12.0	Soft Play Area Operating Procedure	30 - 33
13.0	Door Access Control	33

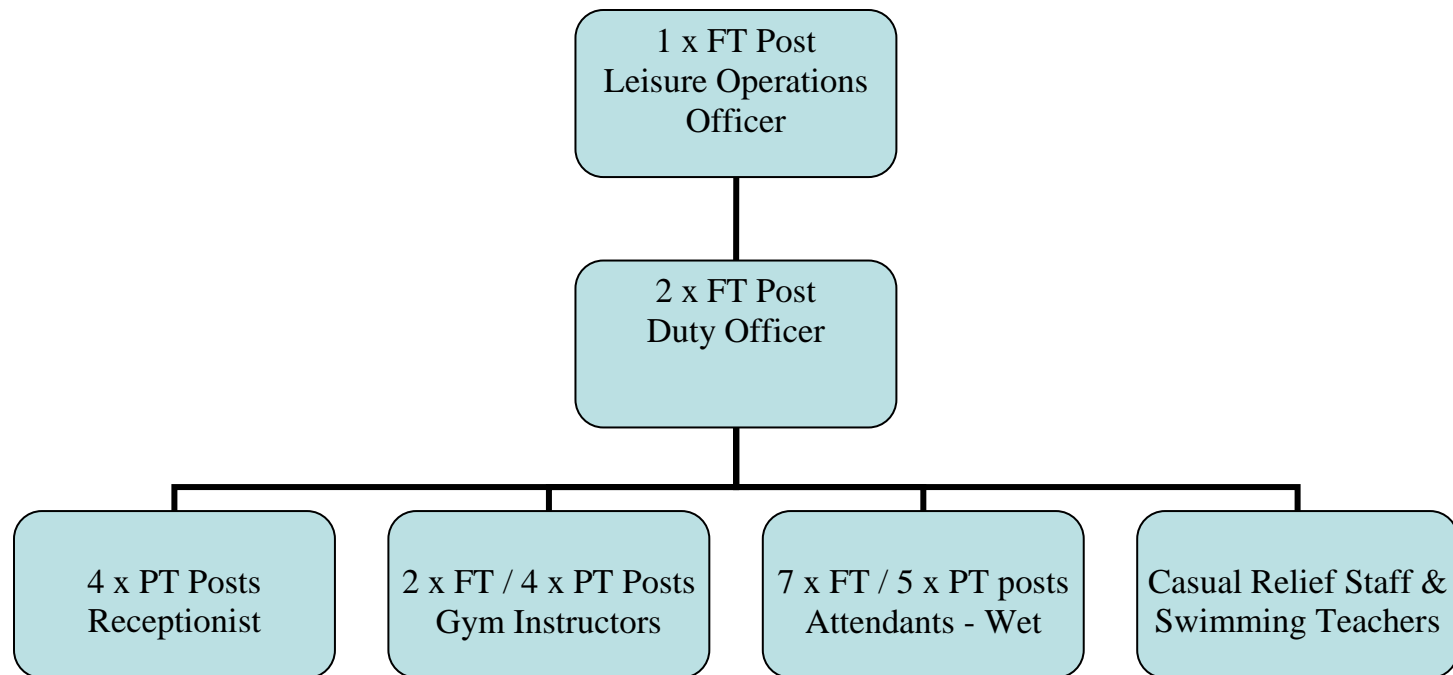
# **NORMAL OPERATING PROCEDURE**

**CHESTER-LE-STREET**

**LEISURE CENTRE**

**DURHAM COUNTY COUNCIL**

## **2.0 Indoor Facilities – Centre Management Structure**



## **CHESTER-LE-STREET LEISURE CENTRE**

### **NORMAL OPERATING PROCEDURE**

#### **DETAILS OF THE POOL**

##### **2.1 Main Pool**

The Main Pool is a traditional rectangular pool measuring 25m x 12.5m, with depths ranging from 1m to 2m. It comprises six standard lanes when laned off. The pool is used for casual swimming, fitness swimming, water workout, lessons and competitions. Diving is restricted to the deep end of the pool running from the locations identified. Diving from the sides should only be permitted during organized swimming lessons, and due to the available water depth only shallow racing dives are permitted in the deep end.

##### **2.2 Learner Pool**

The Learner Pool is situated in an enclosed pool hall, accessed from main entrance corridor and wetside changing areas. The pool itself measures 12.5m x 10m, with depth ranging from 0.7m to 1.0m. A stepped entry runs the full length of one side of the pool. It is available for both casual use and programmed use such as swimming lessons/pool parties etc.

##### **2.3 Chair Hoist**









This is designed to raise and lower people with disabilities into the water. There are special fixing points located on the poolside of both the Main Pool and Teaching Pool. Manual Handling protocol is required when moving the Chair Hoist from pool to pool by trained personnel, Risk Assessment NS/IFU/36. The hoist is battery operated and only competent staff that have been trained & assessed in how to operate the equipment can use it. The hoist is to be stored on the main pool side and connected to the charging point at all times

##### **2.4 Plans of the building**

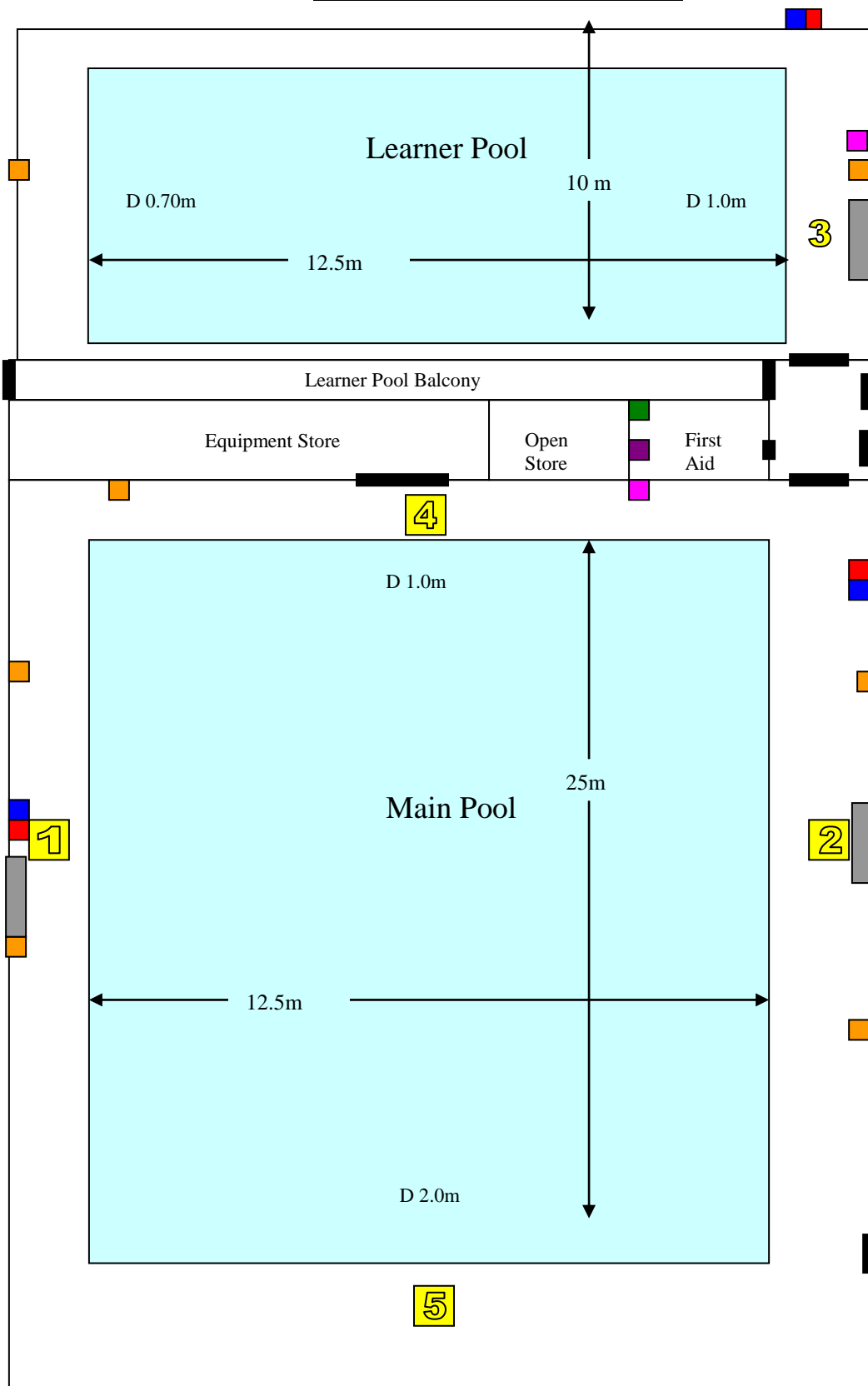
Plans of the building showing pool dimensions and depths and a general plan of the building showing emergency exits and evacuation routes can be found on the following pages.

All staff should be familiar with all details and areas of the building in order that they can carry out their duties safely and efficiently.

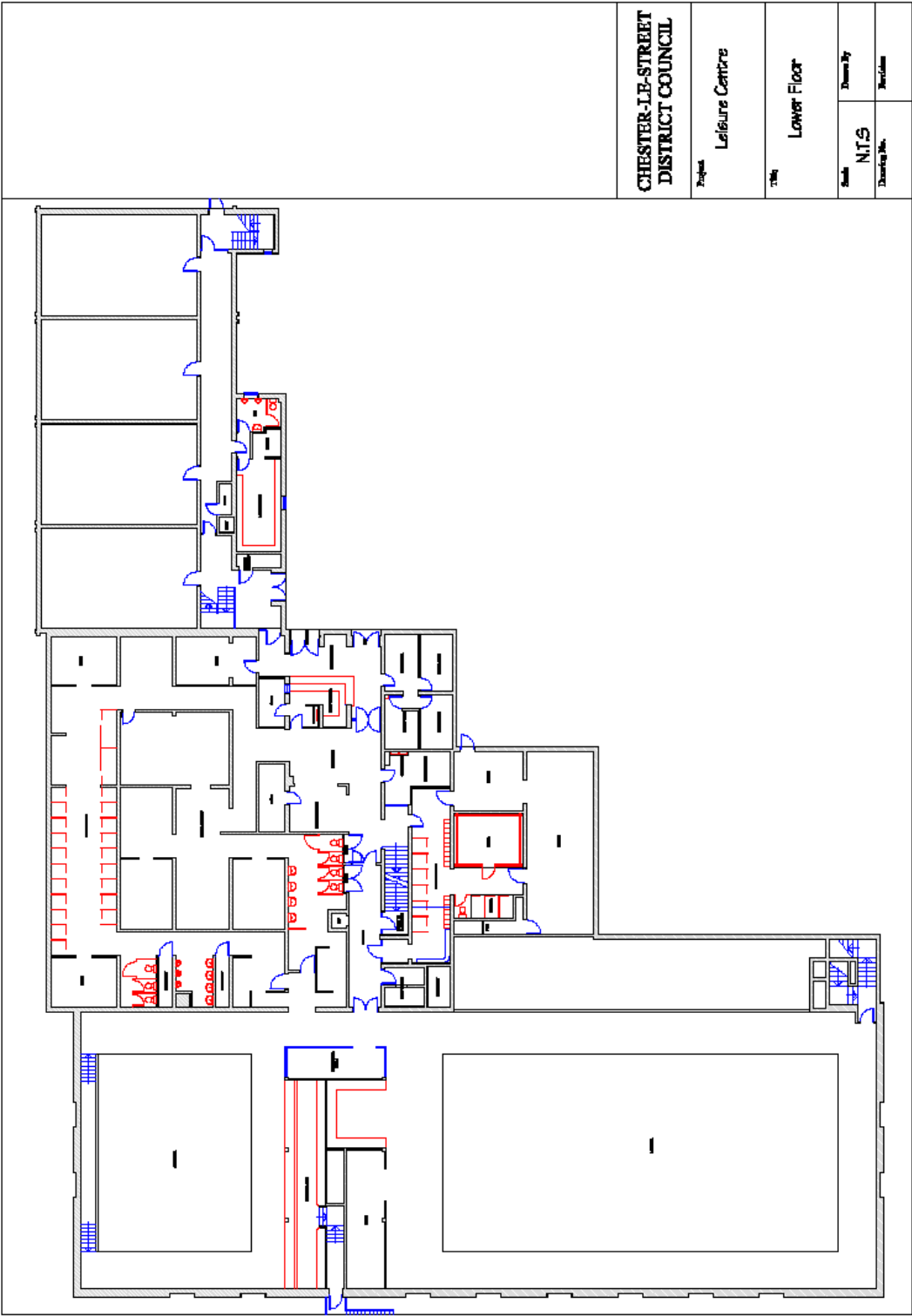
#### **Key**

Life Guard Position		Panic alarm		Pocket mask	
Throw Bags		Reaching Aids		Spinal board	
1 <sup>st</sup> Aid Box		Depth	D	Doorway/exit	

## Main/Learner Pool Plan







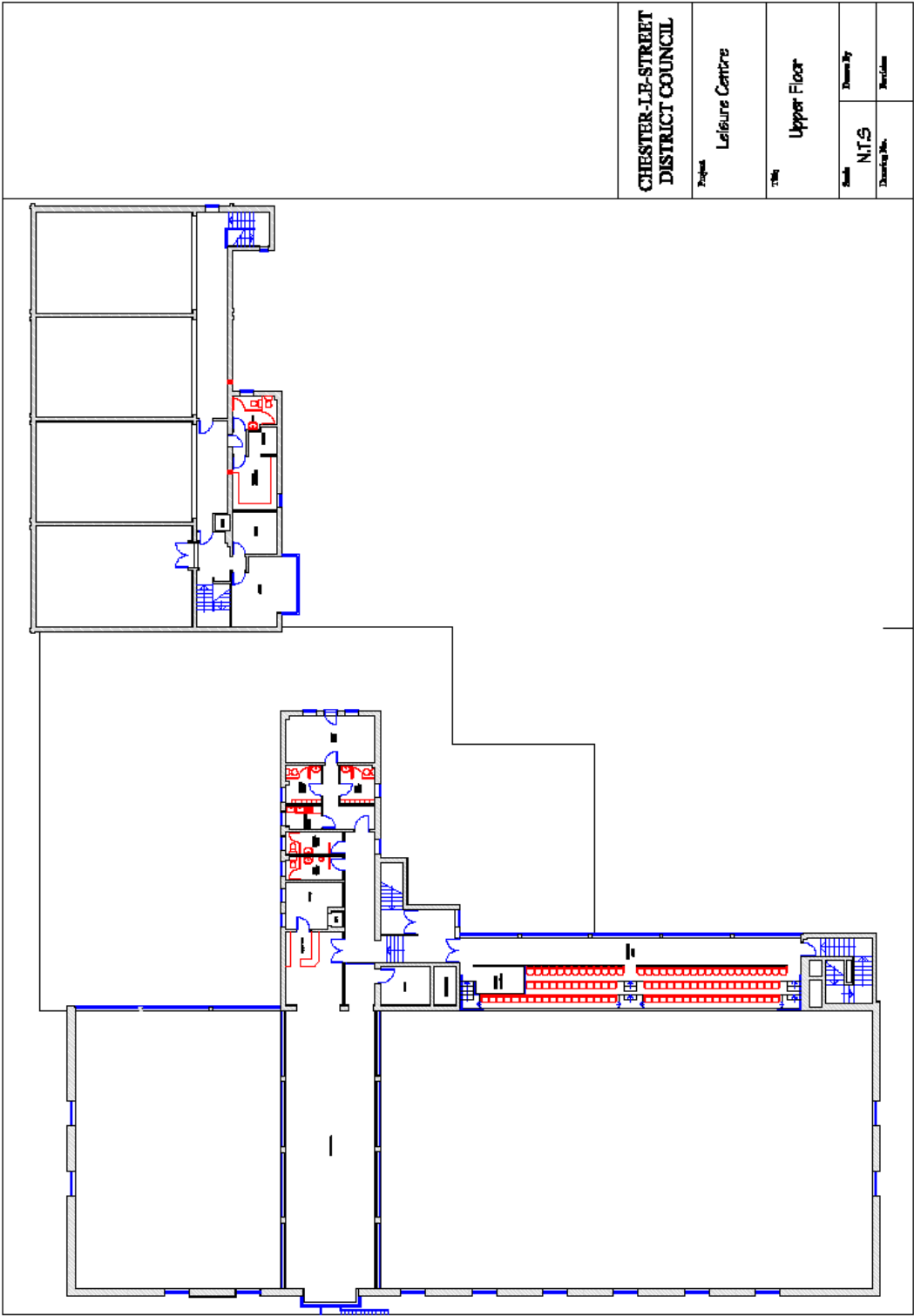
CHESTER-LE-STREET  
DISTRICT COUNCIL

Project  
Leisure Centre

Title  
Lower Floor

Scale  
NTS

Drawn By  
New Cadem



CHESTER-LE-STREET  
DISTRICT COUNCIL

Project  
Leisure Centre

Title  
Upper Floor

Scale  
NTS

Drawn By  
New Cadem

## 2.4 Pool Lifeguard Zone Visibility Test

Lifeguard Zone Visibility Tests are carried out quarterly to help assess the best lifeguard positions for the Swimming pools during different activities.

The test is carried out at different times of day to take into account changes in sunlight and assesses for physical hazards that may impose a risk to bathers by obstructing the Lifeguard's view.

- Mark the poolside into grids, use floats as markers, at intervals of 2m apart.
- In each square of the grid submerge the manikin.
- Using the lifeguard(s) in their positions (according to the current PSOP) ask them if they can clearly see the manikin in every square of the grid.
- Use a plan of the pool split into grids, matching the pool.
- Where the lifeguard cannot see the manikin, highlight the square on the grid.
- If there is more than one lifeguard on poolside then the results grid will be completed for both lifeguards to ensure 100% visibility of the pool.
- If there are areas in which none of the lifeguards can see the manikin then the lifeguarding positions will need to be altered in the PSOP.
- At all times throughout the test ensure that the lifeguards can still maintain the 10:20 system detailed in the 'The Lifeguard' manual
- When altering lifeguard posts pay consideration to the two methods of scanning i.e., Shared and Individual.
- A copy of the LZVT test is stored in the ATC file.

## 2.5 Maximum Bather Loads

The capacity of the building as a whole and the pools themselves will vary according to the activity taking place within it.

As a general rule the peak capacity and bather load of the building during normal operation is 538.

Made up from:

Main Pool*	<b>104</b>	based on 3m <sup>2</sup> available
Spectators Main Pool	<b>102</b>	seated, <b>20</b> standing and <b>8</b> seated in the box
Learner Pool	<b>40</b>	based on 3m <sup>2</sup> available
Spectators Learner Pool	<b>23</b>	Seated, <b>8</b> standing
Gym	<b>60</b>	
Weights Room	<b>15</b>	
Sauna	<b>26</b>	
Adventure Play Area	<b>62</b>	(Including parents)
Multi-Purpose Room	<b>30</b>	
Squash	<b>8</b>	
Squash Spectator Area	<b>32</b>	

### Main pool bather load and Lifeguard requirements

Activity	Additional activity	Maximum bathers		No of Lifeguards	Additional required	Positioning of Lifeguards
<b>General swim</b>		<b>104</b>		2	Over 61 = 3 NPLQs	1,2 (4)
<b>General swim</b>	1 x lane club/lessons	<b>87</b> rest of pool	<b>8</b> per lane	2	Over 61 = 3 NPLQs	1,2 (4)
<b>General swim</b>	2 x lanes club/lessons	<b>69</b> rest of pool	<b>16</b> 8 per lane	2	Over 61 = 3 NPLQs	1,2 (4)
<b>General swim</b>	3 x lanes club/lessons	<b>51</b> rest of pool	<b>24</b> 8 per lane	2	Over 61 = 3 NPLQs	1 & 2
<b>Lane swim</b>	All lanes in	<b>48</b> 8 per lane		2		1 & 2
<b>Rafts &amp; Floats</b>		<b>75</b>		3	Over 31 = 4 NPLQs	1,2,4,5
<b>Inflatable</b>		<b>40</b>		4		1,2,4,5

**During exclusive use by the Club & Swimming Lessons the coaches / teachers will Lifeguard their own classes.**

### **3.1 Risk Assessment**

The Council is legally required to assess the risks of injury and ill health affecting employees. Risk assessment is the examination of the factors that can bring about these risks.

In risk assessment, the most important factor is to decide what is a hazard in the workplace. If the risk is determined to be significant enough, precautions should be put into place so that the risk is minimized or dispensed with altogether.

There are five steps that should be undertaken when conducting a thorough risk assessment:

- The first step is to look for hazards. (Anything that may cause harm).
- The second step is to decide who might be harmed and how.
- The third step is to put controls in place to minimise or remove the risk. (The risk is how likely that someone will be harmed by the hazard)
- The fourth step is to record your findings. (the risk assessment form)
- The fifth step is to review your risk assessment procedures and make revisions if necessary. (E.g. if new equipment or work procedures have been implemented or if there has been an incident in the workplace).

The Management of Health and Safety at Work Regulations 1999, Regulation 3 requires that employers assess the risks arising from the activities both to members of staff and customers. The risks of providing a complex pool facility have been assessed. The detailed requirements

included within these NOP's and EAP's have been formulated to ensure control of and or reduction in the risk present. Formal risk assessments for the activities and building etc. are kept in the management offices.

Once recruited for a post within the facility, employees will carry out an induction where knowledge, understanding and competence will be assessed.

Staff training will be undertaken on a regular basis to ensure familiarity with the safety procedures. However all staff have a responsibility to contribute to ensuring that procedures for safe operation maintain their relevancy over time.

Ensure you inform a member of management if you are aware of changing circumstances, which affect safety procedures. Employees also take a proactive part in reviewing the PSOP & other procedures. Accident & Incidents analysis are also referred to during the process of reviewing the PSOP documents.

### **3.2 Hazards**

Swimming pool hazards are broken down into three main categories; Premises and Utilities, Task and Activities, People:

#### **Premises and Utilities**

- Water depth, slopes and steps – weak swimmers, damage, slipping
- Troughs, gutters and handrails – misuse and entrapment
- Floor surfaces – wet floor, sharp tiles
- Glare and reflection – impacting lifeguard ability to see swimmers
- Drain Covers – entrapment, suction
- Lane Ropes – misuse, injury, collisions
- Starting blocks and backstroke flags – swimmers grabbing for flags, moving poles
- Disabled hoist – Incorrect use, poor equipment maintenance
- Lighting failure, structural failure, water quality

#### **Tasks and Activities**

- Aqua Fit
- Rafts and Floats
- GP Referral
- Gala set-up
- Cleaning
- Swimming lessons
- Disabled session
- Lane swimming

#### **People**

- Weak or vulnerable swimmers
- The elderly or young children
- Pregnant
- People with disability
- 'Show offs'
- Unsupervised children
- Under the influence of alcohol or drugs

### **3.3 Potential Risk Factors**

#### **Awareness of Risks - Main Hazards and High Risk Users**

As with all sporting environments, there are a number of risks which need to be both identified and controlled.

- Prior health problems and hidden conditions e.g. epilepsy, angina, heart problems, asthma
- Youth and inexperience
- Alcohol and drug abuse
- Consumption of food just before swimming
- Unauthorized access to the pool and/or pool hall, also to areas that are placed out of bounds even when other sections are still open for public use
- Diving into shallow water i.e. that below 1.5metres in depth
- Weak and non-swimmers
- Unruly behavior and the misuse of equipment within the pool hall and changing rooms
- Lack of clarity of the pool water, preventing effective supervision of the pool
- Inadequate water temperatures for the activities taking place
- Absence of, or inadequate response to emergency, by the pool staff

The following are some of the pool hazards, which can come to light during the normal operation of the pool.

- The likelihood of accidents due to slipping, tripping or falling.
- Inadequate or inappropriate supervision.
- Customers with prior health problems.
- Pool staff should be aware of the water depth at all times and should advise customers accordingly.
- Water quality deteriorating
- Staff should be aware that there is a small risk of entrapment from the water inlets and outlets and other grilles.

The following groups of customers are also at risk.

- Weak Swimmers
- Those who are boisterous and indulge in horseplay and unruly activity
- Lane rope and scum channel “crawlers”
- Those who wear armbands and other flotation aids
- Children who are unaccompanied or inadequately supervised by a responsible adult whilst using the facility
- Parents / guardians “teaching” in the pool
- Elderly customer and those with special needs
- Customers under the influence of alcohol or drugs

### **3.4 Exclusions**

The receptionist, or the off pool side staff, may be best placed to observe bathers who may be considered to be at particular risk before they enter the water area.

The following people should be excluded from using the pool facilities;

- Anyone who is or appears to be under the influence of either drugs or alcohol
- People in an exceptionally poor state of health
- Children under the age of 8 years who are not accompanied by a responsible person 16 years of age or older (follow pool ratio guidance).
- Anyone posing a danger to themselves, other customers or staff members

Persons who appear to be intoxicated or not well enough to enter the water must be excluded. If in any doubt a Duty Officer should always be consulted.

Children who are under the age of 8, not accompanied by a responsible adult over the age of 16, should not be allowed admission.

## **4.0 Dealing with the Public**

The Customer is at the heart of what we do. Good customer service is ensuring that we give our customers the sort of service that we would expect, if we were in their place. Our customers have a right to expect from us the best possible standards of service.

However, on occasions customers may be rude, difficult or aggressive and it is essential that staff deal with such situations in a polite, calm and professional manner, but they may also need to be firm, such as when there is a safety issue involved.

### **4.1 Admissions Policy**

Basic guidelines regarding the admission of unaccompanied children and ratios for adults / children under 8. (Document produced by CIMSPA)

- Children under the age of 8 will not be permitted entry unless accompanied by a person aged 16 years or over
- Pools less than 1metre in depth – one adult (over 16) may supervise up to two under 8 year olds (from birth to 7 years)
- Pools greater than 1 meter in depth/pools with adjustable depth – one adult must supervise no more than one child of under 4 years.
- Pools greater than 1 meter in depth/pools with adjustable depth – one adult may supervise two children aged 4 to 7 years old.
- These ratios apply only to casual public swimming. They do not apply to school swimming lessons, Aqua learn swimming lessons or club sessions.

### **4.2 Safety Education**

Any pool will be safer if customers are aware of potential risks and act responsibly  
There are a number of ways in which these risks may be highlighted to customers:

- a) Notices displayed throughout the building
- b) Safety aspects incorporated into publicity material
- c) Reference to safety aspects incorporated into contracts with clubs schools and any group or person hiring the pool
- d) Verbal reminders, where necessary, by pool staff

### **4.3 Communications with Customers**

Creating the right image and atmosphere may simply involve a smile or friendly greeting when a customer enters the pool or a straight forward explanation of the rules.

In dealing with customers, especially where there is a potential discipline problem, the following should be considered

- a) Smile and appear approachable, use eye contact
- b) Be courteous but firm
- c) Be seen to care
- d) Be specific and give reasons
- e) Do not display anger or use inappropriate language
- f) Do not intimidate a customer
- g) Use a whistle sparingly Follow up by a verbal or visual instruction
- h) Remember barriers to communication exist. Hearing or sight or not speaking English.  
Language Line is available at reception in the main languages that visitors speak and in large print for the visually impaired when requested and Audio and Braille

#### **4.4 Poolside Rules for Bathers**

- a) No running on the pool side
- b) No fighting bullying, pushing, throwing or ducking other bathers into the pool
- c) No face masks, flippers or snorkels to be used during casual sessions
- d) No eating or drinking on pool side
- e) No outdoor shoes permitted on the pool side (overshoes must be worn)
- f) No spectators permitted on pool side during casual sessions
- g) Non-swimmers and weak swimmers must remain in areas of the pool in which they can stand comfortably.
- h) Children under the age of 8 must be accompanied in the water by an adult, one adult may accompany up to two children under the age of eight. Children under five should ideally be accompanied on a 1:1 basis, with the exception of the learner pool where one adult may accompany up to two children whether they are under 5 or under 8.
- i) Accompanying adults must not leave children under the age of eight unattended or beyond eye contact and non-swimmers within arm's reach.
- j) No diving into depths of below 1.5m's and then only shallow racing dives. All dives to be made from deep end of the pool.
- k) No jumping onto rafts or floats from pool side, no swimming under rafts and inflatables, no standing on rafts or floats.
- l) A swim test of 50 meters continuous swimming without touching the side or the bottom will be asked if a swimmers capability is in doubt.
- m) Bathers are to be correctly dressed in appropriate swim wear, g string bikini briefs, cut off shorts or T shirts are not acceptable swim wear.
- n) Decency around changing areas – all staff to request customers to act appropriately and discretely in changing areas, as there is a potential for vulnerable children and young people accessing these areas.

#### **4.5 Photography on site**

Photography is not permitted on site unless prior consent has been granted by a Duty Officer. Durham County Council has a photography policy which can be found in Section 4 of the Operations Manual. Contained in this policy is a copy of the Photography Consent Form.

#### **4.6 Child under 8 years found without an adult**

Any child found, under the age of 8 years old and unaccompanied by an adult should be requested to stop the activity they are taking part in.

The staff member who has contact with the child should ascertain the following information:

- Child's name, age, contact details & the whereabouts of their accompanying adult.

The child is to stay with the member of staff and:

- If found on dryside then return the child to reception
- If found on poolside then the child should stay with a staff member in the area where they were found.

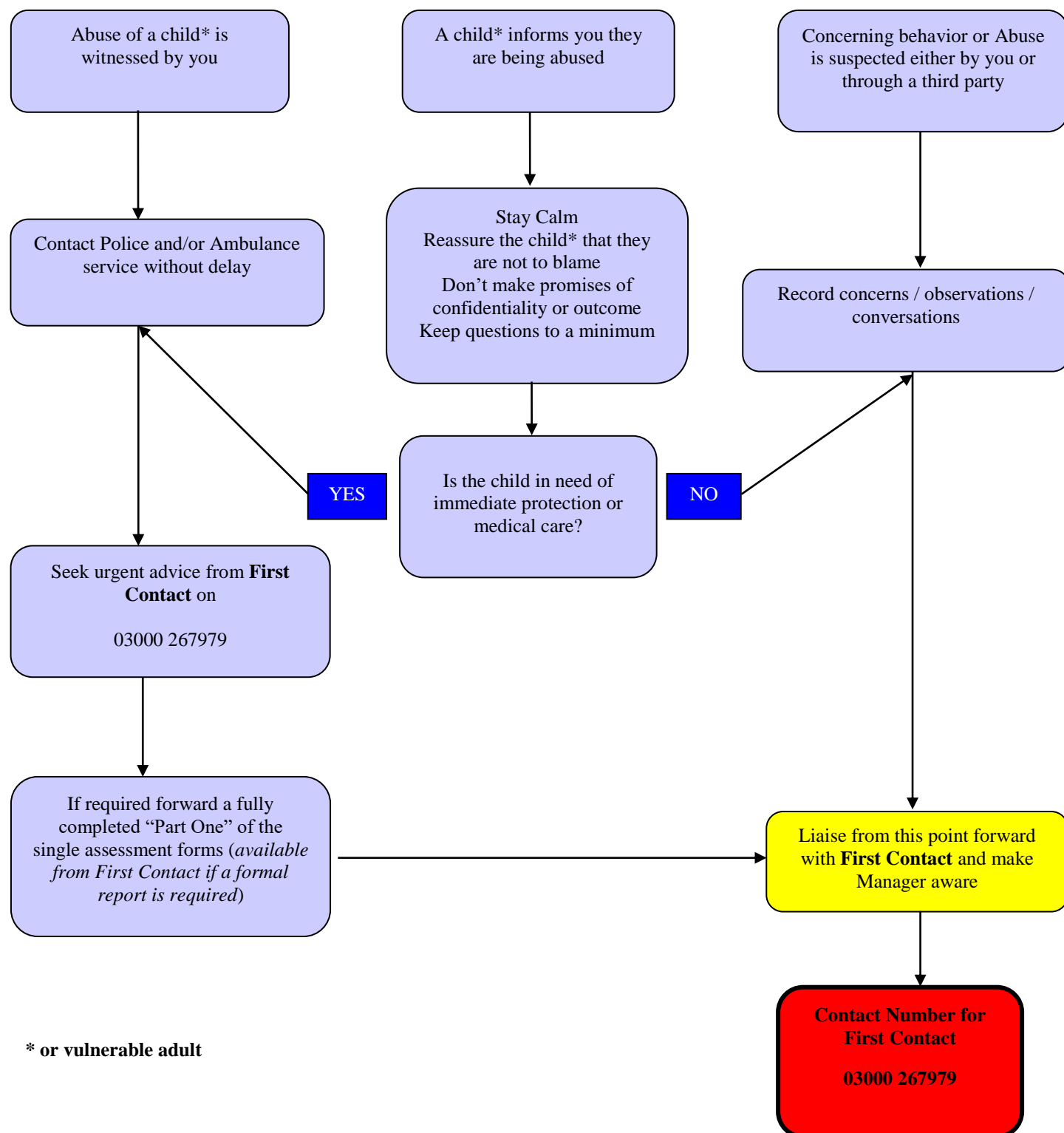
Reception to put out a tannoy announcement requesting the accompanying adult to return to relevant area to be reunited with the child. An incident form is to be completed and filed.

#### **4.7 Child Protection**

Durham County Council has a Safeguarding Policy. If an incident were to occur, inform the Duty Officer and follow the 'Safeguarding Children, Young People & Vulnerable Adults Flow Chart' for action to be taken.



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



## 5.0 Lifeguards Duties and Responsibilities

### Key Tasks of the Lifeguard

The lifeguard is there to enable people to swim in a safe, friendly and fun environment. They help the Council to meet their duty of care and comply with industry and legal guidance.

The main duties of the lifeguard is to prevent accidents, deal with incidents and emergencies, handle customer enquiries, setting up for sessions and cleaning.

Lifeguard Peer Observation assessment are carried out on a regular basis to ensure lifeguards carry out their duties to the expected standards.

#### Prevent accidents by:

- Maintaining concentration
- Knowing the hazards and risks associated with this pool
- Preventing hazardous situations from developing
- Being aware of bathers who are at risk
- Always follow the NOPs

#### In an emergency, always:

- Respond in accordance with your pools Emergency Action Plan
- Stay Calm
- Ensure other bathers are not left un-supervised or in danger during an emergency
- Work as a team
- Ensure a quick and effective response

#### Lifeguards Must:

- a) Sign onto poolside and carry out a recorded head count every 30 minutes. Sign off when leaving poolside following rotations.
- b) Maintain concentrated observation of the pool and the pool users in order to anticipate problems e.g. Rowdy behavior, diving in to shallow water etc. and to identify an emergency quickly. Some bathers in difficulty may shout and splash; others may give little indication of a problem, but simply sink under the water. Concentrated vigilance is needed at all times.
- c) Supervise other pool equipment when allocated to these duties i.e. rafts, floats. Damages to any equipment are to be reported.
- d) Carry out rescues, and initiate other emergency action as and when necessary.
- e) Give immediate first aid in the event of injury to a pool user or another emergency.
- f) communicate with bathers and other pool staff on duty to fulfill the above tasks
- g) Encourage responsible behavior by the swimmers, polite and firm reminders should be given to swimmers who are in breach of the rules
- h) Maintain pool staff positions as required in section 5.3
- i) Maintain communication with colleagues at all times. Use speech, whistle, radio or hand movements to deliver clear directions

WHISTLE BLOW	ACTION
ONE SHORT BLAST	ATTRACTS BATHER ATTENTION
TWO SHORT BLASTS	ATTRACTS LIFEGUARD ATTENTION
THREE SHORT BLASTS	INDICATES EMERGENCY ACTION
ONE LONG CONTINUOUS BLAST	CLEARs THE POOL

- j) Ensure all emergency first aid equipment and pool side emergency equipment is present and working correctly, report any damages.
- k) Rotate positions around the pool. Continue rotation until relieved from duties unless activities state otherwise.
- l) Ensure that during rotations the Learner Pool lifeguard (no 3) will maintain supervision until

they are relieved.

- m) Maintain safe, clean and hygienic conditions on the pool sides
- n) Carry out inspections of various equipment e.g. inflatable, and ensure that such checks are recorded on a regular basis
- o) If deemed a competent person, carry out required pool water tests according to the procedure laid down in the Plant Operations Manual. It is the responsibility of the first trained staff member, to establish prior to the admission of customers into the pool each morning, that the water is safe to use
- p) Operate at all times according to the details and instructions contained in the Leisure Centre NOP and EAP
- q) Resuscitation of Casualties is an essential skill required by a lifeguard. Attempting to carry out resuscitation is the ability to perform basic life support using techniques of rescue breathing and chest compressions, together known as cardiopulmonary resuscitation (CPR)
- r) Extended life support. All pool staff should be aware and apply as appropriate approved methods of extended life support including skills using the automated external defibrillation (AED), when trained to do so.
- s) Must ensure they are in allocated positions at all times whilst bathers are in the water.
- t) Must maintain positions until the pool water is cleared at the end of sessions
- u) Must inform the Leisure Operations Officer/Duty Officer if their view is obstructed e.g. glare, or they believe additional cover is required due to the swimmers abilities.

### **5.1 Bather Observation**

A key element in Leisure Assistant duties is bather observation.

In all cases of bather supervision, pool staff will scan the pool using the 10:20 system as laid down by The RLSS/ CIMSPA recommendations. This relates to:

10 seconds to scan the area of the zone your responsible for &  
20 seconds to respond to any incident within that zone

Pool staff must be aware of warning signs and look out for the following

- a) Worried expression on the face of the bather;
- b) Cries for help;
- c) Crowd gathering;
- d) Deliberate waving of an arm;
- e) Sudden submerging;
- f) Two or more swimmers in very close contact;
- g) A bather in a vertical position in the water;
- h) Hair over eyes or mouth.
- i) A motionless bather

### **5.2 Pool Side Rules for Pool Staff**

- a) Pool staff must wear the uniform provided when on duty; this will enable customers to recognize staff. Lifeguards to wear yellow T shirts, blue shorts and have their relevant name badge on their shirts. (Refer to Durham County Council uniform policy).
- b) Lifeguards must wear trainers. Flip flops or bare feet are not permitted.
- c) Lifeguards should refrain from wearing jewellery as it may cause injury to a casualty. Wedding rings may be worn. Long hair should be tied back.
- d) Pool staff should be alert, vigilant and sitting upright when supervising the pool.
- e) Pool staff must NOT LEAVE the pools unattended when the public are using the pools.
- f) Pool staff must carry their whistle, First Aid Pouch and Radio.
- g) Pool staff shall not enter into conversations with other staff or public when on pool duty. A brief hand over information may be necessary occasionally.
- h) Food must not be consumed on the poolside.
- i) Pool staff who need to leave the pool, must inform the Duty Officer before leaving the pool, cover must be maintained at all times.

- j) Pool staff must be in positions on the pools before the public has access.
- k) Pool staff should keep to the rotation times and relieve their colleagues promptly.
- l) Pool staff should be aware of any unsupervised children who are under eight, and inform the Leisure Operations / Duty Officer.
- m) Lifeguards must stay hydrated during work time, an intake of water either from water bottle or water fountain. (no drinks cans or glass bottles)
- n) During hot, humid atmosphere the Duty Officer may reduce the rotation periods of time.

### 5.3 Specific Rules for Each Pool Attendant Position

Pool Rules enable all customers to have a good time safely. The way they are enforced makes a difference to the atmosphere and success of the Centre, these can be found on the walls in both pools.

#### Main Pool

Position: Lifeguard ONE High Chair  
 Lifeguard TWO Patrol opposite chair  
 Life guard FOUR patrol Shallow end (activity only)  
 Life guard FIVE patrol Deep end (Activity only)

Area Supervised: Lifeguard ONE Shared ZONING  
 Lifeguard TWO Shared ZONING  
 Life guard FOUR & FIVE inflatable/Rafts and Floats  
 Combined

- a) Look out and prevent children running from one pool to the other pool or changing rooms
- b) Ensure diving only takes place in the deep end and only shallow racing type dives.
- c) Non-swimmers and swimmers wearing armbands should be restricted to the shallow end up to the notices. If they are causing problems for swimmers then they must leave the main pool.
- d) Lane swimming, Customers must swim lengths in the direction indicated and in the lane most appropriate to the speed/ ability. Swimmers in inappropriate lanes should be asked to move to a lane that is appropriate.
- e) Do not allow swimmers to hang onto the lane ropes or climb out of the pool using the lane ropes.
- f) Pull buoys and kick boards may only be used in the lane ropes and only if designed for swimming purposes.
- g) Swimmers own teaching floats & woggles may be used in the shallow end of the main pool up to the 'armbands' notice.
- h) Programmed changes may mean that the main pool is sectioned off for particular reasons. Please be aware of this and adjust supervision accordingly.

#### Learner pool

Position: Single Lifeguard principally patrolling around pool (Lifeguard THREE)  
 Area Supervised: The complete pool Individual Zoning

- a) Prevent all diving and unsafe jumping
- b) The learner pool is primarily for the use of non-swimmers. Anybody can use it but not to the detriment of its intended purpose. Swimmers, teenagers and those not accompanying younger children should be asked to leave the pool at busy times.
- c) Children under eight must be accompanied by an adult at all times. Maximum of two children to one adult.
- d) Enforce all general rules.

A diagram of Pool lifeguard positions can be found at the beginning of the normal operating procedures (page 8).

## 5.4 Lifeguard Training

### Frequency of Training

Regular training is essential for all qualified lifeguards as it allows the team to develop and maintain the high standards expected. All qualified staff are expected to attend at least one staff training session per calendar month. A water competency test must be carried out before a lifeguard can work on the pool whenever training has been missed. Anyone who doesn't attend one staff training session that month, without a valid reason will result in disciplinary action being taken. Staff may also attend training at any other venues within County Durham.

Lifeguard Training Sessions take place as follows: -

Leisure Centre	Alternative Tuesdays	7.00am – 9.00am
	Alternative Tuesdays	8.00pm – 10.00pm
	Last Saturday	3.00pm – 5.00pm

### Training Requirements

Lifeguard trained staff will be required to maintain their National Pool Lifeguard Qualification; it is their responsibility to keep this training up to date.

Training sessions will ensure that pool staff

- Know and understand pool-operating procedures so far as their role may require
- Understand and be fully competent in dealing with the safety aspects of their duties

Pool staff should ensure that they maintain the necessary knowledge rescue skills and fitness to pass elements of the Councils water test and RLSS National Pool Lifeguard Qualification at any time

The training sessions facilitated will follow the IQL Lifeguard Ongoing Training & Competency Assessment software so that pool staff are capable in particular to

- Follow the pool normal operating procedures and emergency action plans
- Assess potential risk factors
- Work effectively as a member of a team
- Observe the water and affect a prompt rescue and use the emergency equipment provided for this purpose.
- Enter water safely, dive to the deepest part of the pool recover and land a bather in difficulty.
- Give effective resuscitation and use resuscitation equipment as required
- Administer effective first aid and deal with the aftermath of incidents
- Maintain water fitness
- Training sessions will have to be undertaken in the uniform that is normally worn e.g. Shorts and T shirt

Records will be kept for each training session for all individuals, and the competency of each individual's ability will be recorded.

Staff not fully qualified when first appointed will be restricted in their duties and supervised until the necessary training and experience is acquired.

In the event of staff not being competent during staff training the Trainer Assessor will work with the employee until competent. In the event of required standards still not being achieved facility management will suspend the individual from poolside duties and arrange further training. This additional training will be followed by a competency assessment. Only if the employee achieves the required standards will they be allowed poolside duties.

If employee still fails to meet the capabilities of their job role then their employment will be looked at.

## **6.0 Systems of Work**

### **6.1 Lines of Supervision**

The Operations Officer is responsible for the Leisure Centre and reports to the Locality Delivery Manager.

There is one Operations Officer and two Duty Officers, who work on a rota and are responsible for the day to day running of the leisure Centre.

A Leisure Operations Officer/Duty Officer or a qualified person acting up in their absence must be on duty at all times when the Centre is open.

#### **Call out Procedure**

There may be occasions when it necessary to call another member of staff to the pool side, for example to deal with a customer complaint, first aid situation or to summon additional staff to supervise the pool. If the situation is not an emergency the two way radios or verbal or hand signals should be used to convey the message.

Pool staff must inform the Duty Officer, as soon as possible of any accident or incident or emergency in the pool areas. Duty Officer will decide whether it is appropriate to contact the emergency services as follows

Serious accident,	Ambulance 999
Bomb Threat, Disorderly Behavior, Theft, Break in	Police 999
Fire, Flood, Gas Leak	Fire Brigade 999

Personal mobile phones may be used in an emergency. (except when there is a bomb threat)

### **6.2 Poolside Staff Rotation**

Areas of the pool may be classed into HIGH concentration areas (main pool – Learner pool, life guarding) and LOWER concentration areas (off pool side). The following are to be considered off poolside - (lower concentration) changing areas, cleaning duties, sauna, gym, reception, adventure play area and squash courts. The complexity of the pool areas require pool staff to rotate throughout the building during the course of their shift, ensuring customer safety and cleanliness.

#### **Maximum Pool Side Work Times**

Maximum pool side work times will vary with the type of session, but no more than 20 minutes will be spent in any one particular location and normally, not more than 60 minutes continuous pool supervision duties (three poolside locations normal working arrangements) will be required. It is the lifeguards responsibility to inform the Duty Officer on duty when they have been on the pool continuously for 55 minutes to enable cover to be arranged.

Unforeseen circumstances such as a requirement to administer first aid or an emergency situation may extend this period occasionally.

Staff working over 6 hours are entitled to a 30 minute unpaid break, which must be taken when the Duty Officer states, to ensure sufficient cover for activities and events.

## 6.3 Ratios for Pool Supervision

### Main Pool

25.0 x 12.5 = 312 m<sup>2</sup> un-programmed Activity TWO LIFEGUARDS, where bather load exceeds 61, THREE LIFEGUARDS are required - maximum bather load 104.

### Learner Pool

12.5 x 10.0 = 125 m<sup>2</sup> un-programmed Activity ONE LIFEGUARD patrolling - maximum bather load 40.

There are other circumstances, which may affect the actual number of pool staff required.

- **Programmed Session**

The more disciplined nature of such activities with the presence of group supervisor/ club organizer or an activity such as lane swimming may make it possible to reduce the number of lifeguards particularly where a group has exclusive use of the pool. Refer to Risk Assessments.

- **School Swimming Lessons**

In principle life guarding cover can be provided by the instructor as long as they hold an RLSS UK National Pool Lifeguard Qualification or RLSS National Rescue Certificate for Swimming Teachers and Coaches. The precise arrangements will need to be decided with the organizer in advance. Where mixed ability classes are in evidence this arrangement may need to be reviewed in accordance to the risk assessment.

### General Arrangements

A minimum of one competent person plus one other member of staff or swimming club staff to assist when opening or closing the building.

Note: Competent Person can be a Duty Officer or a trained member of staff able to open and close the building (key holder).

### Rafts/Floats & Pool Inflatable

The rafts and floats/inflatable not only require the lifeguards to maintain a high degree of vigilance but also require slightly higher staffing levels. The extra lifeguards for these sessions on the main pool will be stationed at position 4 and 5 as shown on the pool plan on page 10. The following ratios should be adhered to.

#### Main Pool

##### Rafts and Floats

0 – 30 swimmers	3 Lifeguards (Rafts and Floats)
31 – 75 swimmers	4 Lifeguards (Rafts and Floats)

Maximum bather loads for rafts & floats is 75 swimmers.

##### Inflatable

0-40 swimmers	4 Lifeguards
---------------	--------------

Maximum bather loads for and Inflatable session is 40 swimmers.

#### AQUA FIT

Up to 30	Instructor only (If NPLQ qualified or + 1 LG)
30 – 45 max	Instructor plus one lifeguard

## Small Pool

### CONTROLLED SESSION (PARTY)

Rafts and Floats	up to 20	1 Lifeguard patrolling
	20-30	2 Lifeguards patrolling opposite sides

For pool parties there will be a lifeguard on duty to help with any critical issues. The parent and child ratio is 1 adult to 3 children 0-7 years old in the water. Both adults and children will count towards the maximum party numbers.

#### Swimming Lessons

All swimming teachers are to hold a current swimming teachers qualification, they may also have a valid national lifeguard qualification or rescue certificate.

In this case, if teaching in a pool exclusively for swimming lessons, there is no need for an additional pool lifeguard to be provided. If a teacher does not hold a valid pool lifeguard qualification or rescue certificate then a lifeguard must be provided during the lesson period.

The Lifeguard must be present at all times patrolling the poolside. Where possible this class of swimmers will be taught on the far side of the pool nearest the windows.

The only exception to this is if the teacher of a pre-school class taken in the small pool requests that the lifeguard stands at the side of the pool to assist with a number of very young children with little confidence or experience of being in the water.

During mixed use between lessons and public swimming then a lifeguard will be required on the pool supervising the general swim area of the pool.

The lessons will take place at the far side of the pool, and general swimming at the near side next to the balcony, with the Lifeguard positioned in post ONE (chair). Lifeguard TWO will patrol the nearside.

#### Lifeguard cover for Swimming Club Sessions

During pool sessions where swimming club have exclusive use of the pool (main pool & learner pool) they are to comply with the facility Risk Assessments Ref: NS/IFU/36.

The Swimming Club may have qualified coaches in either RLSS National Rescue Certificate for Swimming Teachers & Coaches or RLSS National Pool Lifeguard Certificate.

Swimmers are to be supervised on a 1:20 ratio from qualified rescue certificate holder to swimmers in the main pool & 1:12 in the learner pool. The club are responsible for providing the qualified staff.

## 6.4 Controlling Access

### Preventing Unauthorized Access

Precautions have been put in place to prevent unauthorized public access to the pool when not open. When no lifeguard is on duty in the relevant pool the poolside doors are to remain locked at all times. Keys are stored in the control room.

The wet side changing rooms have turnstiles that are operated by entrance ticket or membership card. Customers will be unable to enter unless they have the correct membership level or have paid the correct entry fee.

A yellow barrier is placed across the entrance to the small pool when lessons are taking place, to stop young children running from the small pool spectator area into the pool area. The barrier also acts as a deterrent to parents and others who may wish to access the poolside area and distract the swimming teachers during a lesson.



Plant room, chemical stores and other areas are secured against unauthorized access and doors closed, key locks should be in working order, if not then they should be reported to the Duty Officer.

Access controls are in place on the entrance door to the fitness suite, sauna room and fitness suite. Only staff, customers with the correct membership card or barcode receipt may enter these areas.

## **6.5 Controlling Numbers in the Pool area**

A head count will be carried out by the main/learner pool lifeguard, recorded on the Head Count Log sheet every 30 minutes, who will then inform reception when approaching maximum numbers, the life guard will control access to the pools, and may have to decline entry to the pool side once the maximum numbers are reached due to recommendations stated in Managing Health and Safety in swimming pools guidance HSG179. Staff are to ensure politeness and professionalism during any disputes regarding pool entry, and an Leisure Operations Officer/Duty Officer may be called if necessary.

## **6.6 Pool Hygiene for Customers**

- a) All customers should be encouraged to use the toilets and showers before using the pools to reduce the amount of pollution. Signs to be displayed to encourage such behavior.
- b) Babies and young children must wear rubber pants or costumes into the pool (or swimming nappies which may be purchased from reception)
- c) Dirty customers must tactfully and respectfully be asked to shower.
- d) Appropriate swimwear to be worn. No cut-off jeans, No knee length shorts, No Thongs
- e) Some customers may request to wear adaptable clothing such as T shirts or leggings due to obesity issues, skin problems religious beliefs etc. The Duty Officer will assess each case and may make allowances in such circumstances.

## **6.7 Pool Water Testing**

The pool water is tested at the beginning of each day before the swimming pools open to the public and then tests are taken every four hours until the pools close. A sample of water is taken from each pool and tested. The results are recorded on the pool test sheet in the plant room.

## **6.8 Diving in Pools Policy**

Document produced by CIMSPA

No diving is permitted in a depth less than 1.5m's. Only shallow racing type dives are permitted.

- Diving is only to be carried out from the deep end wall of the main pool.
- Running dives are prohibited
- Customers should ensure the water is clear before diving
- Starting blocks only used for ASC affiliated galas after the Leisure Operations Officer/Duty Officer has authorized the use.
- Swimming coaches are reminded that only those swimmers who have reached the standard of the ASA competitive start award are permitted to enter with a shallow dive in the shallow end of the main pool.
- Coaches must inform the referee immediately if they are unsure in any way of the competence of their swimmers to perform a shallow dive from a block or pool side.
- Swimming club can only shallow dive or use the dive blocks in the deep end during training sessions, when the Leisure Centre has 4 qualified lifeguards working to ensure levels are correct to carry out a spinal rescue. This is in compliance to facility Risk Assessments.

## **6.9 Use of Snorkels, Face Masks and Fins**

Snorkels, Face masks and Fins are not allowed to be used by members of the public, unless in an organized session which is directed by an Instructor/teacher.

## 7.0 Detailed Work Instructions

Detailed operations instructions can be found in the 'Operations Manual'

These include: Corporate Health & Safety documents

Building open & close procedures/checklists

Reception procedures

Cleaning Schedules

Pool Plant operations

Fitness Suite operations

## 7.1 Pool Hygiene Cleaning Procedures

Floor surfaces both in the changing rooms and poolside should be kept clean. Floors should be thoroughly cleaned at least once per day, using a chemical appropriate for the task. All chemicals used in the Centre have a COSHH sheet, which should be read before its use. Wet floor signs must be displayed before cleaning and removed once the surface is dry.

Scum Lines should be cleaned with chemical that will not react with the pool chemical, e.g. Sodium Bicarbonate.

Toilets and changing rooms should be frequently inspected and cleaned by pool staff to encourage the correct behavior by customers.

The pool bottom should be swept when the pool is clear of customers, using the pool vac. The vac should be removed before opening the pool to customers.

The Leisure Centre operates a stringent cleaning programme and daily/weekly/monthly checks.

## 7.2 Setting up for Swimming Galas

Swimming galas take place in the main pool. Small pool may be used as a cool down pool.

- Fixing Lane Ropes

The pool is to be divided into six lanes by the fixing of five lane ropes into special fixing. Two people are required to perform this function. Ropes are kept on a large stainless steel reel in the poolside store. Pull reel out onto the poolside and unreel first rope. Check the poolside hooks are in position and secure. Start at pool window side. Each member of staff holds onto the end of the lane rope whilst walking along the raised ends of the pool until level with the hook. Hook on lane rope and tighten. The same procedure is followed with each lane rope. After all lanes have been fixed return reel to the poolside store.

The reverse of the procedure takes place at the end of the swimming gala.

- Back Stroke Markers/False Start Ropes

Holes for the backstroke turn marker flags and false start ropes have been provided on both sides of the pool 5m's from either end for the backstroke flags and 12.5m's from either end for the false start ropes.

The backstroke marker flagpoles should be removed from poolside store and placed in each of relevant holes. The backstroke flags should be removed from store and unraveled. With two people holding each end the flags should be attached securely to the poles.

The false start flags should be attached to the false start poles.

- Electronic Timing Equipment

If the touch pad timing system is to be used, The Club are responsible for fitting them.

- Starting Blocks

These will only be provided for Galas held under ASA regulations. The starting blocks are kept in the poolside store. Two sets of blocks are available. Blocks will only be attached at the shallow

end when requested for county level galas or above. When all races start at the same end, the lanes are numbered from right to left when facing the pool. The Club are responsible for the correct fitting of the starter blocks.

- Officials Equipment

Place tables and chairs on the poolside for the starter, timekeepers and recorders as requested on the booking form poolside plan.

- There are to be no more than 499 people in the building during gala days in total and this includes a maximum of 180 spectators which will be allowed in the main pool spectator area as set out by the licensing committee for application in regards to the temporary event notice and also with guidance from the Health and Safety / Fire Officer. The Leisure Centre risk assessments to be followed by the club, officials and Leisure Centre staff.

## **8.0 First Aid Supplies**

The first aid control room is located between the access points of both pools.

The first aid boxes are checked monthly by a delegated member of staff to ensure appropriate stock levels are maintained. Once checked the delegated member of staff signs the checklist form, this form is located inside the box. First aid supplies are to be replenished immediately after use by the person administering the supplies in accordance with the National Pool Life Guard Qualification training.

Location of first Aid Boxes:

Gym

Behind reception

Poolside control room

Office in plant room

## **8.1 First Aiders**

Only members of staff who possess a current first aid certificate or hold a current national pool lifeguard qualification may administer first aid when necessary. All Duty Officers to maintain an HSE First aid at work certificate, all other staff to hold an emergency aid certificate, or NPLQ and all qualified staff are to be trained in the correct use of the defib which is incorporated into the staff training sessions.

## **8.2 First Aid Training**

Basic refresher training will be carried out in the normal staff-training programme, and first aiders will receive the relevant training suitable for their post through the workforce development plan.

## **8.3 Disposal of sharps**

Any member of staff finding a used hypodermic syringe or razor blade should ensure that it is disposed in the following manner:

- Be aware of the possible presence of hypodermic needles at all times whilst carrying out normal work activities.
- Never attempt to handle waste if you cannot clearly see what you are handling
- If you come across a hypodermic needle stop what you are doing immediately
- Never touch the hypodermic needle with your bare hands. Using gauntlet gloves pick up the hypodermic needle from the plunger end and place in sharps container (gloves and container can be found in management office)
- Report incident to Duty Officer
- Duty Officer must record the details of the incident and forward the information onto the Health and Safety section, and inform environmental services to allow for pick-up of the sharp.

Action to take if your skin is punctured by a hypodermic needle

1. Stop work immediately
2. Apply pressure to the wound to encourage bleeding (this will assist in preventing foreign material entering the blood stream)
3. Wash affected area under cold running water without soap and cover with a dry dressing
4. Seek medical advice ASAP
5. Inform Duty Officer immediately
6. Record the incident on the accident report form

## **9.0 Alarm Systems and Emergency Equipment**

### **9.1 Poolside Alarms**

To be pressed in emergency situations - e.g. when entering the pool to effect a rescue. The alarm locations are shown on the pool plan (page 9). They are located:

Main Pool:

- Half way up poolside on the wall behind the observation chair
- At the shallow end beside the fire hose reel on the wall

Learner Pool:

- Situated on the wall at the deep end of the pool

Other building alarms include: fire, panic, CO2 and disabled toilet alarm. Locations can be found on plans of building in Chapter 2.

### **9.2 Use of Whistles**

- One blow of whistle should be made when wishing to attract the attention of bathers.
- Two blows on the whistle are used to gain attention of other Pool Lifeguards.
- Three blows on whistle indicate to other Pool Lifeguards that you intend to affect a rescue by entering the water.
- One Long Blow signifies the pool to be cleared.

Note after three whistles the alarm should always be sounded.

### **9.3 Use of Two Way Radios**

The two - way radios are a communication aid to pass information between: -

- Duty Officer
- Receptionists
- Learner Pool Attendant
- Main Pool Attendant seated on the chair
- Gym Instructor

The radios should be made available at the start of each shift, and then placed on charge at the end of the day. The two-way radios are essential pieces of equipment for the safe smooth operation of the facility and should be handled with care. Emergency situations, pool usage, customer details and advice are some of the uses of the two-way radios.

### **9.4 Emergency Equipment**

#### **Pool side**

The following emergency equipment is located in the main pool area:

- 2 Reach and Rescue Poles
- 4 Throw Bags
- 1 Spinal board

- 2 pocket masks

The following emergency equipment is located in the learner pool area:

- 1 Reach and Rescue Pole
- 2 Throw Bags
- 1 Spinal board
- 1 pocket masks

Pool side rescue equipment is checked daily and can be found in the areas shown within the main/learner pool plan.

The Leisure Centre has an Automated External Defibrillator AED which can be found behind reception next to the Fire alarm panel. The AED can only be used by trained personnel.

In the event of an emergency occurring the Emergency Action Plan will be followed along with the Serious Incident Management Pack (located in the emergency evacuation box in the control room).

## **10.0 General Hire Arrangements**

- The general pool hire classification will be those who hire part or whole of the pools that are within the normal working hours and control of the centre and staff.
- Hirers of the pool will be responsible for the control and behavior of any persons within their group while attending the leisure centre.
- A booking hire form must be completed and returned back to the leisure centre management team prior to any use.
- For general hire of the pool; normal protocols within the PSOP apply with regards the operations of the pools and staffing.
- Any activities that are new to the site must be risk assessed; either supplied by the hirer or carried out by a member of the leisure centre management team.
- Party hire will be classed as general hire, however extra staff may be required to enable correct ratios as stated in section 6.3.

### **10.1 Swimming club hire (including galas)**

- An event application form should be complete by the swimming club at least 3 months prior to the gala. They must also provide a risk assessment and public liability insurance certificate.
- The swimming club will be given the current copy of the PSOP and actively follow all procedures and protocols.
- A competent member of leisure Centre staff will be in the building at all times when the swimming club are in the building
- A copy of the ASC life guarding risk assessment to be given to the club representative and followed – The risk assessment will include qualifications required and controls, and to be reviewed in line with all other risk assessments
- A pre meeting to discuss the parameters of any Gala event and actions/recommendations required from the PSOP and gala risk assessment to be carried out by leisure Centre management team and swimming club representatives.

## **11.0 Sauna Operating Procedure**

### **Control of Admission**

- 11.1 Admission to the sauna/steam room is by receipt purchased from reception. The door to the sauna is accessible from the disabled corridor, which has an entry point control. You may also access the corridor from the poolside via the wetside changing rooms, which have turnstiles. Access can only be made with a valid ticket or membership.

- 11.1.1 Specific contra-indications are detailed on the CIMSPA safety posters and must be complied with.
- 11.1.2 The capacity of the sauna cabin is 12 persons maximum and the steam room 10 persons maximum.
- 11.1.3 No one under the age of 16 years can use the sauna/steam rooms.
- 11.1.4 Anyone under the influence of alcohol will be refused entry.
- 11.1.5 Anyone with a heart condition or high blood pressure should not use the sauna/steam rooms until they have consulted with their doctor.
- 11.1.6 Pregnant ladies should not use the sauna/steam rooms.
- 11.1.7 All sauna/steam room sessions are mixed and appropriate swimwear must be worn at all times.

## **11.2 Supervision**

- 11.2.1 Permanent supervision of the sauna/steam rooms is not provided. The sauna/steam room is checked by the leisure attendants as part of their routine patrols. This must be done on an hourly basis. A check sheet is to be signed off to monitor this.
- 11.2.2 In addition there is an emergency panic alarm, buttons are located inside the sauna/steam rooms, one in the sauna box and one in the steam box, and one between the two boxes. This is linked directly to reception to enable assistance to be summoned.

## **11.3 Sauna/Steam room opening up procedure**

Staff will:

- Collect the sauna/steam room control box keys from reception.
- Enter through main entrance/exit door
- Turn on the light switches located next to the door
- The sauna/steam room boxes will now be cleaned by a member of staff as allocated by the Duty Officer (please see Cleaning Schedule for Information)
- After the cleaning a member of staff will access the control boxes using the keys and switch on the light and power switches for the sauna/steam rooms.
- The control boxes must now be locked to prevent any unauthorized access.
- This should be done 30 minutes in advance of the sauna/steam room opening.
- The member of staff will set up the lounge area which includes unstacking the tables, chairs and loungers and placing them in the required position.
- The Duty Officer checks both boxes are safe to be used and signs the opening checks sheet.
- The sauna/steam room is now ready for use.

## **11.4 Sauna/Steam room closing down procedure**

The closing down procedure starts at 8.45pm Monday-Friday and at 4.00pm on Saturdays and 2.00pm on Sundays.

A member of staff will:

- Collect the sauna/steam room control box keys from reception
- Enter the sauna/steam room
- They will check the sauna/steam boxes and notify any users that they will be turning off each room and it is time for them to get changed ready for total closure at 9pm / 4.00pm / 2.00pm respectively.
- The member of staff will then open the control boxes and switch off the light and power switches to each room.

- Staff must ensure these control boxes are locked each night
- They will then open the doors to both the sauna and steam room's to allow the heat to escape and the room's to cool down.
- A member of staff will now clean the lounge area of the sauna/steam room. This includes the floor area, tables, chairs and loungers (please see cleaning schedule for information)
- Upon completion of the cleaning tasks a member of staff will then check the whole area to ensure all users have left
- They will then check the fire exit door to ensure it is locked
- The sauna/steam room lights can now be turned off
- The Duty Officer checks both boxes and signs the closing tick sheet.
- The control box keys must be handed back into reception ready for opening up the next morning.

### 11.5 Control of Equipment

Equipment is maintained by Dale Sauna as part of the *Planned Preventive Maintenance schedule* and *Routine Maintenance Schedule*.

### 11.6 Opening times

The sauna/steam rooms will be open the following times:

Monday to Thursday 8.00am until 8.00pm

Friday 8.00am until 7.00pm

Saturdays and Sundays 9.00am until 2.00pm

Any closures of the sauna/steam room will be displayed at the reception desk and also on the entrance doors to the sauna/steam rooms.

## 12.0 Soft Play Area Operating Procedure

### 12.1 Description of Facility and Activities

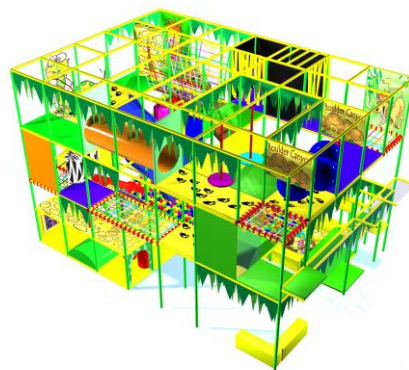
The play area is located in the dry side area of the Leisure Centre; the play area has three separate levels, the lower level is specifically designed for toddlers with the two upper levels cater for juniors.

Facilities include: Ball pools, climbing frame, rope bridges, padded play area with movable soft toys, small padded play area.

Activities: The play area may be used on a casual basis or booked for private parties.

### 12.2 Play Area Structure

This structural diagram shows a 3-D image of the play area.



### 12.3 Control of admission

#### Method of Control

- Reception: Staff will issue a receipt to each customer.
- Leisure Assistant: Spot check receipts and monitor access to the soft play area

## 12.4 Capacity

Maximum user load = 62

Toddler area = 12

Main area = 50

These figures have been set in accordance with ROSPA Guidelines for a maximum of 1 child per 20 square feet of play area.

## 12.5 Exclusions

Children over the age of 11 years or over 4'9" (1.45 metres).

Display boards - each area has a safety notice giving instructions as to safe usage.

## 12.6 Rules of Play: General

- a) Play area is an unsupervised area therefore all children using the facility must be supervised by a parent/guardian when using this facility.
- b) Children under the age of eight years must be accompanied by a parental figure at all times (except during supervised sessions).
- c) Allow free expression, providing that it is not to the detriment of other users.
- d) A child may not use the facility if suffering from illness nor has recent injuries.
- e) Ensure no personal possessions (especially badges, jewellery, watches) are taken into the play area.
- f) Shoes must not be worn in the play area.
- g) Socks and tops garments must be worn within the play area.
- h) A no smoking policy exists throughout the facility.
- i) Spectacles should ideally not be worn in the play area.
- j) Food and drink is not to be consumed in the play areas. This includes sweets and chewing gum.
- k) Ensure all users have removed hard objects from their pockets before commencing play.
- l) All users should be discouraged from throwing balls in the play areas
- m) Ensure that individual play components are not over used by too many children at once.
- n) Ensure children use the equipment safely and that they do not damage equipment.
- o) Children using the large slide must have socks on and arms covered.
- p) The following parental supervision ratios apply-

Under 2's	1 adult: 3 Children
2-3 years	1 adult: 4 Children
Over 4 years	1 adult: 8 Children

## 12.7 Rules of play for Ball Pools:

- a) Children feeling sick/ill must not be allowed to use the ball pool.
- b) Children should be encouraged to use the toilet before using the ball pool.
- c) Ensure damaged balls and fragments of balls are not left in the ball pool area as they may be swallowed. Standard ball size is 80mm minimum.
- d) The MINIMUM ball pool depth is as follows: main ball pool = 450mm



- e) The balls must be evenly distributed in the ball pool. Special attention should be made in order to maintain adequate depths at the bottom of the slide. Contrasting colour PVC strips mark the depth and are attached to steel uprights or play features.
- f) Some children may panic when submerged although there is not a risk of suffocation there may be a risk of being landed on by others while submerged so supervisors must ensure this does not occur.
- g) All balls straying into other areas are to be returned promptly.
- h) All ball pool balls to be cleaned every three months.

## 12.8 Inspection

A daily internal check shall be carried out by the Duty Officer and recorded on the *Soft Play Inspection Record (SharePoint)*.

Competent external bi-annual inspection is organised by the Duty Officer. House of Play provides this service.

The following inspection guidelines will assist:

<b>PVC</b>	Clear loose litter / ensure clean / polished
<b>Emergency Exits</b>	Ensure operating correctly and free from obstruction
<b>Electrical Cables</b>	Ensure safe routing/ fixing
<b>Equipment</b>	Ensure complete with no missing parts
<b>Safety Netting</b>	Ensure netting intact and secure
<b>Safety Mesh</b>	Under nets and bridges is secure
<b>Fixtures</b>	Chain links, shackle clips and other metal weight bearing parts intact, free from wear
<b>Structure Padding</b>	Ensure padding for structural features is sufficient.
<b>Rope Features</b>	Ensure intact with no broken links or frayed.
<b>Soft Play Features</b>	Ensure no splits, burst stitching, excessively worn covers.
<b>Eyelets and Zips</b>	Ensure no damaged eyelets or zip fasteners.
<b>Interior Foam</b>	Ensure foam is maintaining its strength and structure.
<b>Balls</b>	Ensure not damaged, remove any damaged balls.
<b>Ball Pool</b>	Ensure even spread of balls and minimum depth of 450mm main area, Return any stray balls to ball pool throughout.
<b>Slides and Chutes</b>	Ensure all fixtures are secure, no cracks present.
<b>Signage</b>	Ensure signage is in place, visible and well presented.
<b>Fire Fighting</b>	Ensure extinguishers present and in working order.

## 12.9 Cleaning

All cleaning operations are to be carried out in accordance with Procedure OP3.1 General Facility Management and cleaning schedule/standards.

### Cleaning up ball pool accidents:

- a) Scoop out the affected balls into a net sack placed within a dustbin and move outside the play area to the plant room and wash in anti-bacterial solution.
- b) Ensure that the base of the area is blocked off and are cleaned with anti-bacterial solution and allowed to dry.

## **Problems and Faults**

All problems and faults are to be reported to the Duty Officer, who will arrange for repairs to be carried out.

### **13.0 Door Access Control**

In order to assist in controlling access to activities there are turnstiles to the wetside changing area and access control doors to the fitness suite and disabled corridor to poolside.

This system is linked to the Torex Leisure Management System and if a customer does not have the appropriate membership for an activity or if they have a debt on their account, access is denied.