Swimming Pool Normal Operating Procedures (NOP)

(This section appears as Chapter 7 in the full Normal Operating Procedure)

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Pool hire & Bookings

1. **Purpose and Scope**

1.1. To detail how the bookings of pool time is dealt with at the centre.
1.2. This work instruction covers Schools, Clubs and private hire/events/bookings of the pool.

2. **References**

2.1. Customer Care Policy
2.2. Programming Policy
2.3. Health & Safety Policy and manual
2.4. Fees & charges
2.5. Pool bookings folder/computer
2.6. School signing-in register

3. **Document**

3.1. Clubs/Schools non commercial block booking form
3.2. One-off event from booking form
3.3. Terms & Conditions of hire

4. **Responsibilities**

4.1. The Manager responsible for pool bookings will have responsibility for overseeing all matters relating to the pool bookings. Including the issue of booking forms and terms and conditions of hire.

4.2. All Duty Managers have the responsibility to deal with the initial enquiry as they arise from the public and direct to the relevant party who will provide initial costing and information as well as providing the relevant booking form.

4.3. The Manager responsible for pool bookings has the responsibility for invoicing the hirer in accordance with administration instruction.

4.4. The hirer is responsible for complying with the terms and conditions of hire. Adequate life guarding requirements will be specified on the booking form appropriate to the session.

5. **School Bookings**

5.1. Schools wishing to hire the pool will be asked to complete a school booking form detailing their full requirements. This completed form should be returned to the swimming co-ordinator, Miss Jordon Ray or Block Bookings Manager, Mrs Sue Page
5.2 Space will be allocated subject to availability and at all times will confirm to the contract specification.
5.3 In allocating space the Manager will give priority to schools who are able to come term after term for the same time slot.
5.4 The relevant Manager will make contact with the school to verify life guarding and instruction requirements, coaching requirements and costing.
5.5 The relevant Manager will arrange instructors and record the relevant instructors names and times on the coach’s rota board.
5.6 The hire form will be filed in the “Schools” folder file.
5.7 Schools upon arrival will be required to sign in the number of children attending on each and every occasion in the schools signing in book.

6. Clubs

6.1 Allocation of clubs is detailed within the contract specification. A number of clubs have protected status and must be guaranteed pool space at the guaranteed time unless agreed between the Client and clubs.
6.2 New clubs may approach the Centre for pool time. However, this will need to be assessed against the Programming Policy.
6.3 Adequate life guarding requirements will be specified on the booking form appropriate to the session.

7. Private Hire

7.1 The pool is available for private hire on a Saturday night subject to availability.
7.2 All existing bookings will be detailed in the pool-booking folder.
7.3 The pricing for pool hiring will be detailed in the fees and charges.
7.4 Hirers will be required to complete and return the one off hire form
7.5 Hirers expressing an interest in hiring the pool and wishing to make a provisional booking will liaise with the Bookings Manager and have their details entered onto the booking system under the relevant day. Details required are name, address and telephone number, price quoted, date booking taken, date from issued and the date the booking will be held until.
7.6 Adequate life guarding requirements will be specified on the booking form appropriate to the session.

8. Supervision Arrangements

8.1 Hirers must be able to provide evidence that they have the appropriate number of qualified instructors and lifeguards. If not then the centre may provide lifeguards at the standard rate or refuse admission.
8.2 Evidence must be provided of any qualifications prior to the period of hire.
8.3 A National Pool Lifeguard Qualification is not required in swimming lessons and club activities UNLESS programmed swimming (e.g. play) takes part at some point (and then only for that part of the session). However, when the swimming teacher provides the required qualification for supervision must
have either a current lifesavers National Pool Lifeguard qualification, any equivalent award or The National Pool Rescue Award or The National Rescue Award for Swimming Teachers and Coaches or The Rescue Test for Swimming Teachers and Coaches.

8.4 The hirer is responsible for meeting all requirements set out in the terms and conditions of hire in respect of insurance

I.Q.L (Institute of Qualified Lifeguards) Centre No

1. Purpose and Scope

1.1 All Parkwood Managed Leisure Facilities with swimming pools are accredited with the Institute of Qualified Lifeguard, Approved Centre Status.

1.2 This Operating Instruction covers the requirements and the process of obtaining and maintaining this prestigious award including:

- The company position statement
- Site personnel structure to conform to the requirements
- Records to be kept
- The audit process

2. References

2.1 RLSS Operations Manual
2.2 RLSS T&A Training and Assessing
2.3 IQL Approved Training Centre Scheme Centre Handbook
2.6 IQL Approved Training Centre Scheme Operational Handbook
2.7 IQL Approved Training Centre Scheme Operational Standards

3. Documents

3.1 Parkwood Leisure IQL site pack
3.2 Normal and emergency operating procedure
3.3 Customer care Policy
3.4 Equal Opportunities policy
3.5 Public and Employers Liability Insurance

4. Responsibilities

4.1 The General Manager will have responsibility to ensure that an IQL site folder is set up in accordance with this procedure, to appoint personnel to the key positions as identified in the Parkwood Leisure IQL site pack and to check that the audits contained within the IQL scheme Operational Standards are carried out annually.
4.2 The Managing Director will be responsible for an annual submission to the IQL for approved Centre status.

4.3 All staff are responsible for ensuring that they are aware of the scheme and its benefits to the Company, Centre and Public and for assisting positively in ensuring that the centre complies with the requirements set out in the IQL site file and the accreditation.

5 Parkwood Leisure IQL site pack completed by Matthew Cheeseman – Manual 15 location Duty Managers Office.

5.1 The site pack is divided into 30 sections and contains all the records and information required by the IQL operational handbook including all the required information in respect of audits (Parkwood Leisure IQL site pack).

6 Details of the IQL site pack

6.1 Key roles and responsibilities –

- **Centre Co-ordinator** Matthew Cheeseman
- **Trainers** Stuart Clark & Simon Atkinson
- **Internal verifier** Matthew Cheeseman

6.2 Health and Safety policy – Please see staff notice board

6.3 Risk assessments – Please copy the poolside risk assessment from your health and safety folder. It must cover the actual risk assessment of the training whilst it is being carried out

6.4 NOP and EAP- a copy of this document should be within this section also located in the Duty Managers Office in manuals 2a – 2k and 3.

6.5 Equal Opportunities Policy – a copy of this document should be in this section also located in the Duty Managers Office in manual 21 sections 6.

6.6 Customer care policy – a current copy of the policy should be within this section also located in the Duty Manager Office in manual 21 sections 5.

6.7 Public and Employers Liability Insurance – a current copy of the certificate is located at the main reception.

6.8 RLSS registration certificate – a copy of the certificate is displayed in the main reception.
6.9 **Trainer and Assessor qualifications** – within this section a current copy of the trainers and the assessors qualifications must be kept which must included their current membership to the RLSS

6.10 **List of site training facilities** – within this section the centre should list all facilities available for training including training aids, rooms, mats, spine boards, TV and video, flip charts, overheads, airways and manikins. The external auditor will be trying to assess that there are appropriate aids for a class of twelve.

6.11 **External verifiers site assessment report** – the assessor will leave copy on site after each assessment. The assessment will take about four hours. A copy should be kept in this section for reference

6.12 **IQL operational standards handbook** – copies have been provided to sites if further copies are required they can be obtained from the RLSS

6.13 **Examiners expenses form** – clear records of ANY expenses claimed must be kept here

6.14 **Examiners Qualifications** – copies of current qualifications in respect of the RLSS must be kept here including a copy of their RLSS membership. NOTE these do need to be checked prior to the examiner examining a candidate. The examinations can be void if not taken by a current RLSS examiner.

6.15 **Examiners contact numbers** – information on current and standby examiners should be kept here. Examiners should not be used more then twice in succession at should be rotated.

6.16 **Directions for examiners** – copies of the Centre directions fax should be kept here

6.17 **Examiners confirmation letter** – in order to prove effective admin a copy of the examiners acceptance to run the course should be available here

6.18 **RLSS 7th edition syllabus** – a current copy is held on site.

6.19 **IQL operations manual** – a current copy should be kept here. Sites have been sent copies any further copies must be obtained from the RLSS

6.20 **RLSS training and assessing logbook** – Insert a copy here.

6.21 **RLSS code of practise (most recent)** – Copy kept on site

6.22 **RLSS course notification form** – Insert here a copy of the course notification forms sent to the RLSS to register the course.
6.23 Candidate assessment forms – Sample forms can be found in the 7th edition syllabus.

6.24 Course attendance register – This must be kept and should include times and dates of sessions as well as the course attendees

6.25 Course training log – the verifier will wish to see the content of each training session a copy of which should be kept here.

6.26 Candidate course evaluation form – each course must be evaluated and a record of the results must be kept here

6.27 Internal verifier checklist – The internal verifier has a duty to monitor the internal processes a record of the checks must be kept here.

6.28 NPLQ candidate application form – the relevant forms are to be kept here.

**POOL USER SAFETY RULES AND CONDITIONS OF USE**

1. **Purpose & scope**
   1.2 To identify the standards of behaviour to be required from customers attending the swimming pool and associated areas based on good practice and guidance from the Institute of Sport and Recreation Management.

2. **References**
   2.4 Health & Safety Policy
   2.5 Customer Care Policy
   2.6 Childcare and admissions Policy
   2.7 EN 13138 Buoyant aids for swimmers 2004

3. **Documents**
   3.1 Pool supervision and bather loads procedures
   3.2 Pool plan
   3.3 Aqua natal risk agreement

4. **Responsibility**
   a. All staff are responsible for ensuring that all people using the facilities abide by the rules and regulations of the pool. Any behaviour that could be or is detrimental to the safety and well being of themselves or patrons must be stopped immediately

   b. All customers are requested to abide by the rules of the facility.
SAFETY CODE & CONDITIONS OF USE

Prohibited Acts – Any act that may lead to an accident must be stopped immediately

Spitting.
Ducking.
Gymnastics (e.g. shoulder stands, somersaults etc.) on side or in water.
Excessive screaming or shouting.
Petting.
Throwing of keys or other projectiles.
Large inflatable toys.
Running Dives (poo side or boards unless being coached)
Forward and back diving in prohibited areas and shallow water.
Any activity that is likely to cause injury or could be considered dangerous.
Any activity which is likely to cause offence (i.e. swearing, unhygienic or immoral).
Persistent offending or refusing to comply with all reasonable requests/instruction by staff.
Bathers should be suitable attired. Cut down jeans or shorts below the knees are not acceptable. T-shirt may only be worn subject to known medical condition and agreement with Duty Manager.
Eating or drinking on poolside or in changing areas.
Any members of the public chewing gum should be asked to remove the gum before entering the pool.
Members of the general public who are under the influence of alcohol or drugs should not be granted admittance.
Should a member of the public be extremely dirty/unhygienic then they must shower before using the pool.
The use of masks, snorkels and fins should be restricted to programmed sessions. If the use of masks is to be permitted the lifeguard on duty should check them out.
Masks should only be permitted with plastic face or safe shatterproof glass panels.
Those with glass panels will not be permitted under any circumstance.

Boom- Under no circumstances are any members of the public allowed to walk, jump, dive or climb on to/over the boom

General conditions
The taking of photographs using videos, photographs, and mobile phones is expressly forbidden without the formal authorisation and evidence of authorisation as set out in the procedures for taking photographs.

The swimming pool armbands, buoyancy aids and floats are not given out to members of the general public. These are only for use during swimming lessons.
Members of the public may purchase these items at reception. Bathers wearing buoyancy aids must not stray out of the designated shallow areas. Partially inflated
Armbands should be fully deflated when stored. In exceptional circumstances (in the interests of safety) at the discretion of the Duty Manager armbands may be loaned.

The various steps located on the poolside are for entry/exit to the pool. Any person playing on or directly around the steps should be requested not to do so.

**All children under 8 years of age will be accompanied and supervised by a responsible adult in accordance with the conditions set out in the pool supervision and bather loads procedures. Unless they are the parent of the child a responsible adult will be classed as an individual who is 18 years of age.**

Children over 6 months and under 2 are required to wear suitable water nappies (e.g. Aqua nappies).

Persons responsible for children under 8yrs should be reminded of their duty, especially to remain in full eye contact of their charge(s) at all times during their visit to the pool. Lifeguards patrolling poolside are not permitted to take over parental responsibilities under any circumstances.

All non-swimmers (adults and children) should be restricted to use of designated safe areas of the pool and encouraged to wear buoyancy aid(s).

Swimmers should be advised to swim within their own abilities and to take account of any illness or disability that may affect them.

Swimmers are requested to advise lifeguards of any medical conditions or medication that they may be taking prior to entering the pool. This information should be communicated between lifeguards during changeovers or pool supervision rotation.

Persons with epilepsy are permitted to swim unrestricted where they confirm that they have bee free from a seizure for a minimum of 1 year, i.e. that their condition is under the control of medication. Bathers, whose condition is not under control of medication, must have an adult buddy swimming with them and must stay in standing depth unless the buddy is competent in rescue techniques.

Facemasks, snorkels and fins may only be worn at designated times and subject to approval of the Duty Manager. Bathers wearing glasses to improve their vision should be allowed, however if in a busy pool, there is a risk of being struck, which could lead to serious injury, the Attendant should confirm with the bather the need to wear glasses. If necessary the Duty Manager should be called for advice.

No electrical equipment is allowed on poolside without the express agreement of the Centre Manager. Battery operated swimming IPODS are permitted.

Where lane ropes have been installed bathers are to be asked to keep off.

No Smoking permitted anywhere in the building.
Parkwood Leisure reserves the right to refuse entry or prohibit use by customers.

**Diving Areas**

Ensure landing area is clear before diving.

No back-dives, acrobatics are to be allowed unless under the supervision of a competent lifeguard or instructor.

In order that our reputation is maintained to the highest standards it is essential that the behaviour of our staff be beyond criticism, consequently they should ensure that:

1. Rules applicable to members of the public are NOT broken by staff
2. When dealing with the general public be polite and courteous AT ALL TIMES.

**Lifeguard Standards**

It is important that we are seen as pleasant, efficient, competent and helpful. Any contravention of the above rules will be viewed as a breach of the Company’s regulations.

1. **Purpose & scope**
   1.1 To identify the standards of behaviour to be required from staff responsible for supervising the swimming pool areas.

2. **References**
   2.1 Health & Safety Policy
   2.2 Customer Care Policy
   2.3 Staff Handbook

3. **Documents**
   3.1 Location map for lifeguard supervision locations, pool alarms, pool water test samples, designated diving areas, designated buoyancy aid areas etc.

4. **Responsibility**
   4.1 The General Manager will have responsibility to ensure that these standards are achieved at all times.
   4.2 All staff are responsible for ensuring that they apply and enforce the appropriate standards set out within.
The post of pool Lifeguard is a responsible position without which the pool would not be able to function.

Pool Lifeguards must be:

**Vigilant**

When assuming the role of a Lifeguard, it is imperative that staff remain vigilant and any action likely to be detrimental to their performance is to be avoided. A lifeguard holds a very responsible post, which requires 100% vigilance. Always watch the water, a lifeguard should never turn their back on the pool, the spectator area and poolside surround. **Always continue to look at the pool when talking to customers or other employees and avoid any prolonged discussion.** Most accidents and drowning occur in 4ft of water. Pay particular attention to the shallow end. Frequent glances to all areas of the pool will increase observation of the pool and also show the public that you are alert. Ensure adequate lighting levels to maintain full visibility of the pool including increasing or decreasing levels of artificial lighting to overcome poor lighting levels or glare.

The lifeguard must be aware of the ease with which his/her attention may be distracted from the main task i.e. influx of new bathers, distraction from viewing galleries etc.

Where changeovers of staff are indicated on the poolside rota, this should be carried out quickly and efficiently, without undue conversation. The Lifeguard being relieved must not vacate their position until their replacement has arrived. At no point can lifeguards number be below the set amount as detailed later in this document.

Lifeguards should not stand together on poolside. This gives a bad impression to members of the public - not only must they be doing their job - they must be seen to be doing it.

Lifeguards must not be distracted by other members of staff carrying out cleaning duties whilst on poolside.

Members of the public or staff should not be allowed to obstruct a Lifeguards view of the pool, i.e. when dealing with a member of the public they should be politely requested to stand to one side, to enable the Lifeguard to continue watching the pool.

Lifeguards should refrain from long conversations with members of the public. Try to deal with enquiries politely, but as quickly and efficiently as possible. Fraternising with members of the public should be avoided at all times.

The high chair should be occupied whenever practical to do so as this offers the best vantage point. Staff located in the chair should remember that they have the opportunity to rest their legs, not their brain. Because of its location and height, the chair is the most important and visible position in the pool hall. Remember you need...
to watch at all times as you are being watched at all times and represent the Company, Centre and your colleagues.

Staff should not eat or drink whilst on poolside. Water bottles may be permitted at the discretion of the Manager during particularly hot periods.

Staff who are not on duty or shift or are employed for other areas are not permitted on poolside.

Proactive

A pool lifeguard should be there to prevent a situation rather than cure it. Do not turn a blind eye to any situation. Approach the persons concerned and explain your cause for concern. Communicate to other staff ways in which safety and service can be improved. The better you are at your job, the safer the public are. The attendant who can make contact with bathers and show an interest in all around him/her will create an air of quite efficiency, which is more likely to have a positive influence on behaviour.

The position of a lifeguard on the poolside can have an immediate influence on the behaviour of the bathers. A lifeguard perched on a safety rail or slouched in a chair showing little general interest will create an impression of a casual attitude to his/her job.

Keep all the poolside areas clear and hygienic.

Approachable

Lifeguards should be approachable. They should know what activities are held at the Centre and when. After the Receptionist, you are often the next member of staff that the public come into contact with.

Politeness

Speak to a customer in the manner that you would like to be spoken to, even if you are reprimanding them. If someone asks you a question and you do not know the answer then direct him or her in the right direction to someone who can help.

You must never accept the responsibility of a bather’s or member of public’s property. This includes a bather’s locker key. When asked you should refuse politely and explain that you are not allowed to take any keys or property or keys. Contact the Duty Manager for assistance.

Where a customer reports a lost locker key they should be advised that they should return to their locker immediately and the matter reported to the Duty Manager.
Understanding

You must be understanding and patient. Some customers will need things to be explained more clearly than others. Some customers may wish to unburden their problems. Show the customer that you are interested and most of all, put yourself in their position and try and understand their point of view.

Proud of your work

Take pride in your work. We are providing a service for which the customer has paid good money. We do not sell tangible goods, which can be refunded. Set your standards high. Ask yourself ‘would I like to get changed or swim in this Centre’. The customer does not often make praise, but complaints are always heard about. Be enthusiastic, and most of all enjoy your work.

All lifeguards must attend staff training at least once per month, failure to do this will mean they are unable to work the following month until they have completed the session or a competency test.

Look Smart

Wear your uniform with pride. You work in a specialist area. Always look clean and smart at the commencement of each shift and tuck those T-Shirts in. Lifeguards must wear issued uniform (i.e. shorts or skirt, T-shirt, tracksuit, name badge) at all times whilst on duty to ensure that they are easily identifiable. Uniform must be clean and well presented. When carrying out other duties (e.g. cleaning, maintenance) wear the appropriate personal protective clothing. Both male and female pool staff with shoulder length hair or more must keep it tied back at all time. Stud earrings only to be worn when on duty other jewellery may cause injury to a customer in the event of a rescue.

Always bring a spare set of clothes in case you go in the pool.

Team Work

This centre has a close-knit team. Every area must pull together to ensure that we provide a quality service. At times the immediate team is the shift you work, but overall we are one big team that has to pull together. If there is something untoward then make it known to the next person in line

It is vitally important that the Duty Manager knows where staff are. Staff may not take a break without first notifying the Duty Manager and other lifeguards.

Communication

Tell people on the next shift of any problems during the day that are of importance. Inform the Duty Manager of any damages occurring or noticed during the shift. If a
member of the public makes a complaint to you, do something about it. Deal with it if possible, or report it. Never argue. If you cannot handle a situation call the Duty manager to assist. Do not be shy, if someone has done something wrong, explain to him or her.

The whistle is the key piece of communication equipment employed by the lifeguards, and therefore should not be used excessively.

The procedure for using the whistle should be as follows.
One short blast - draw attention of bather
Two short blasts - draw attention of another lifeguard
Three short blasts - indicates the lifeguard is taking emergency action.
One long blast - signals the pool is to be cleared.

Emergency alarm buttons are present at various positions around the pool (see Pool Diagrams)

**Equipment**

To perform your duties appropriately you should always check the location and condition of safety equipment at the start of any period of pool supervision.

Lifeguards are responsible for providing their own whistle and must carry a whistle and any relevant alarm pager whilst on poolside to ensure efficient control of the public. Where the whistle is worn around the neck it should be removed prior to entering the pool.

All staff must be fully conversant with the Pool Alarm System to ensure assistance can be summoned quickly if required.

From time to time radios may be provided. Radios are provided for safety. Ensure that they are tuned in to station and are turned off and returned to the battery charger at the end of the shift.

Radios should be used in preference to the P.A system although unnecessary or inappropriate conversations should not be conducted over the radios. They should not be left unattended or where they are likely to be stolen.

Prevent and stop dangerous practices and issue warnings to members of the public whose actions are either dangerous/offensive to others. In extreme cases request individuals to leave the pool.

In the event that discipline is required, it should be carried out quickly and courteously. In the event of a serious breech of discipline should the Lifeguards feel that the Duty Manager or additional staffing is required. Contact should be made by the communication link.
Special attention should be paid to any person who has made it known to the Lifeguards that they have a medical condition such as epilepsy, asthma etc. The Lifeguard should discretely notify the other Lifeguards on poolside duty.

During observations particular attention should be paid to young children in the deep end who are continually clutching the poolside as it is likely that they are not strong swimmers and should be referred to the shallow end of the pool.

Staff must refrain from eating and drinking on the poolside with exception to water.

Lifeguards must ensure that all people using the facilities abide by the rules and regulations of the pool. Effective control and firm supervision should be applied at all times. Any behaviour that could be or is detrimental to the safety and well being of themselves or patrons must be stopped immediately.

No electrical equipment is permitted on poolside whilst the pool is in use with the exception of the tape player specifically designed for the purpose and is run through the circuit breaker.

Security and health & safety

All pool stores should be kept in a clean and tidy condition and kept locked at all times.

Ensure that any information which is given to you by a member of public with regards to medical conditions, i.e. Asthma, Epilepsy, Diabetes, etc., is passed on to all staff on duty on the poolside and the Duty Manager.

Unacceptable behaviour

Drinking on duty or attending work under the influence of alcohol, drugs or while receiving a course of medication without first discussing the matter with the Duty Manager.

Mobile phones are not permitted to be worn, carried or used whilst on duty.

Chewing gum or smoking, whilst on duty are forbidden except in nominated areas.

Members of staffs that have finished their shift or are off duty must not be on the premises and be seen to be distracting employees that are on duty. This is with exception of those members of staff wishing to take part in programmed activities within the centre.

If you are on a break, you are on call if required. Therefore, if you are called to attend to a problem due to lack of staff, you are asked to answer the call as soon as possible.

The Plant Room is off limits to all members of staff with the exception of trained Recreation Assistants/trained staff and managerial staff for safety reasons.
The Fire Exit doors must not be used as a general exit and must be kept closed at all times.

The pool rota must be complied with at all times. Any alteration must have the approval of the Duty Manager.

**Qualifications & Training**

All swimming pool staff are responsible for ensuring they hold and retain valid an R.L.S.S National Pool Lifeguard Qualification Level 1 and level 2 (site specific). Copies of all qualifications must be provided for the centre to retain on record.

All pool staff will be required to attend a minimum of **one** internal training sessions per month covering water fitness, life saving and first aid training.

All staff must have and demonstrate a full understanding of all operating and emergency procedures.

Failure to maintain water fitness, the minimum formal qualifications or attend the minimum number of required training sessions may be considered as a breach of contract and result in the employees contract of employment being terminated.

All procedures are regularly reviewed and updated. However, if there is a problem, which you feel requires action and is not covered in the procedure, please inform the Duty Manager or any other Member of the Management staff.

**Training**

1. **Purpose and Scope**

To consolidate into this **Operational Procedure** all aspects of **Parkwood Leisure** previous Policy, Training Plan, Procedures, Work Instructions etc relating to Lifeguard Training. This will become the sole document for reference to Lifeguard Training.

To provide all staff responsible for pool management, life guarding and pool safety with a clear understanding of their responsibilities and working practices regarding qualifications, training and recording.

**Important note:**
This procedure has been updated to include the latest editions of:
National Pool Lifeguard Qualification 7th edition
2. **References**

**External Reference Documents**
RLSS (IQL) NPLQ 7th edition Guidance and Syllabus – Trainer Assessors
RLSS (IQL) National Pool Lifeguard Qualification 7th Edition
Individual Continual Professional Development Training Log book
IQL Approved Training centre scheme – Operational Standards, Centre Handbook.

3. **Documents**

3.1 Health & Safety Policy  
3.2 Training Policy  
3.3 Induction Policy  
3.4 Poolside procedures PS  
3.5 Forms:

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<tr>
<th>Form No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F7034</td>
<td>Training Plan &amp; Individual Lifeguard Training Record Card</td>
</tr>
<tr>
<td>F7035</td>
<td>Ownership Declaration - Lifeguard</td>
</tr>
<tr>
<td>F7036</td>
<td>A-j Lesson Plans</td>
</tr>
<tr>
<td>F7037</td>
<td>Parkwood Leisure Lifeguard pool Water Test</td>
</tr>
<tr>
<td>F7038</td>
<td>Modules 1-6 contents &amp; Attendance sheets</td>
</tr>
<tr>
<td>F7039</td>
<td>Training Evaluation Form</td>
</tr>
<tr>
<td>F7040</td>
<td>Training Evaluation Feedback Form</td>
</tr>
<tr>
<td>F7041</td>
<td>Individual training review</td>
</tr>
<tr>
<td>F7042</td>
<td>Internal verifiers Audit</td>
</tr>
<tr>
<td>F7043</td>
<td>NPLQ Course Register</td>
</tr>
<tr>
<td>F7044</td>
<td>Requirements of Approved Training Centre Scheme</td>
</tr>
<tr>
<td>F7045</td>
<td>Training Appeals Procedure</td>
</tr>
<tr>
<td>F7046</td>
<td>NPLQ Course Application Form</td>
</tr>
<tr>
<td>F7047</td>
<td>NPLQ Course evaluation</td>
</tr>
</tbody>
</table>

4. **Responsibilities**

4.1 **It is the responsibility of the Regional Director**

To ensure that General Managers of units with swimming pools are fully aware of this Operational Procedure and that the Manager is adhering to their responsibilities as laid out in this procedure. The Area Manager must formally review the training records at each centre at least once every six months. General Manager / and Centre Manager should review the documents monthly.

4.2 **The responsibilities of the Contracts Manager / Centre Managers.**
4.2.1 Ensure that the Operational Procedure is in place and being fully adhered to at their centre. (Although the Contracts Manger may delegate various actions for the delivery of lifeguard training the responsibility for effective and procedural adherence remains with them).

4.2.2 To delegate to, but actively manage, a ‘Competent person’ who has the responsibility to the ensure the effective delivery of all aspects of the current Operational Procedure

4.2.3 Ensure all staff involved in the delivery of training are aware of the current Operational Procedure and immediately inform them of any changes.

4.2.4 Ensure fully trained and qualified Trainer Assessors are provided for delivering staff training as specified in the NPLQ current edition. (This can be either an internal or external provider but a copy of their current qualifications must be kept at every centre in the Centre’s lifeguard training records).

4.2.5 Review training records with the ‘Competent Person’ at the end of every month to ensure compliance and that action is taken where further training requirements have been identified.

4.2.6 It is the responsibility of all full time, part time and casual staff Who hold, or are required to hold, a National Pool Lifeguard Qualification – Unit 1 and Unit 2 training as specified in the NPLQ 7th edition - to attend staff training as instructed by their Centre Manager and in keeping with Parkwood Leisure Operational Procedure and to ensure that their staff training records are kept up to date. These responsibilities and adherence are clearly laid out in the Parkwood Leisure Lifeguard Statement that must be read and signed by relevant member of staff when joining Parkwood Leisure.

4.2.7 It is the responsibility of the delegated ‘Competent person’ To manage and effectively deliver the Training Plan in line with the current Operational Procedure and report to the General Manager on a formal monthly basis the current training status of each member of staff.

4.2.8 It is the responsibility of the Trainer Assessor To deliver the training lessons plans as instructed by the Competent Person and or the General Manager and these will be in line with Parkwood Leisure’s current Operational Procedure. The Trainer Assessor must complete all associated records and paperwork as instructed immediately following the completion of each training session.
Ownership

The Contracts & Centre Manager, Competent Person, and all full time, part time casual staff that hold a National Pool Lifeguard qualification must sign an ownership declaration that they understand and will adhere to this operational procedure and associated work practices.

5 Procedure

All elements within this Operational Procedure apply equally to permanent, part time and casual staff.

Parkwood Leisure fully supports the Health and Safety document “Managing Health and Safety in Swimming Pools” (MHSISP) and bases it Operational Procedure on this and associated publications. Notes within this document in italics are taken from “Managing Health and Safety in Swimming Pools” and are reflected in Parkwood Leisure’s policy.

To support this Parkwood Leisure ensures that these Operational Procedures meet the requirements of the Institute of Qualified Lifeguards. Parkwood Leisure has successfully demonstrated its ability to meet these requirements and all its ‘wet sites’ are IQL Approved Training Centres and have IQL accreditation. The IQL or its agents on the basis of these Operational Procedures verify centres.

For clarity – Both Units 1 and 2 of the NPLQ Qualification 7th edition must be completed and passed for any employee to be recognised as a Qualified Lifeguard and undertake duties appropriate to that role.

All sites will follow this operational procedure.

It may be considered as Gross Misconduct for any member of staff responsible for safety in swimming pools not to adhere to any part of the Operational Procedures

6. Recruitment

6.1 Parkwood Leisure Policy

6.1.2 Only people with a current Unit 1 NPLQ qualification will be considered for employment to work on poolside. (Some other qualifications are accepted by the RLSS to allow applicants to be employed on poolside but these staff must undertake an NPLQ assimilation qualification within three months).

6.1.3 A copy (or the original) of the applicant’s NPLQ Unit 1 qualification must be provided to the centre at the time of their pool test. In all circumstances the Parkwood Leisure Lifeguard Pool Water Test must be undertaken prior to any candidate working on Poolside.

6.1.4 All applicants must undertake and pass the Parkwood Leisure Lifeguard Pool Water Test before employment is offered even if the applicant is holding a current NPLQ Unit 1 qualification.
6.1.5 The Parkwood Leisure Lifeguard Pool Water Test must be carried out in the appropriate clothing i.e. Polo Shirt & Tracksuit bottoms.

6.1.6 Particular attention must be paid to the pool depth test. Applicants will need to complete this satisfactorily during the pool test. However their Unit 1 Assessment Report must be checked and if there is a variation between the depth they were originally tested under and the depth of the pool they will be potentially employed in arrangements must be made for them to be trained and assessed by the centre’s Unit 1 TA as part of their induction.

MHSISP states:”.... Lifeguards will need to: -

- Be physically fit, have good vision and hearing, be mentally alert and self disciplined
- Be strong, able and confident swimmers
- Be trained and have successfully completed a course of training in the techniques and practices of supervision, rescue and first aid in accordance with a syllabus approved by a recognised training organisation.

7. **Induction**

**Parkwood Leisure Policy**

7.1.2 Upon employment the new employee shall undertake and complete all seven Elements of Unit 2 of the NPLQ 7th edition (Application of Supervision and Rescue in a Swimming Pool). This should also ensure that the relevant Safe Working Practices are trained and signed off.

7.1.3 Once training has been completed a lifeguard must do a minimum of two shadow shifts before being allowed to complete a solo shift.

7.1.4 This training must be carried out during a Lifeguard’s first week of employment and will include Module 1 of Parkwood Leisure's Training Plan as well.

7.1.5 Spinal injuries – If the centre uses a spinal board the TA needs to check the new employee’s Unit 1 Assessment Report to see if they have been trained for spinal boards and take the appropriate action.

7.1.6 During this training period they will be allowed on pool but **only** to shadow a fully trained Lifeguard.

7.1.7 Their first solo shift should only take place on completion of training and the date of their first shift should be recorded on the front cover sheet of the lifeguards individual training file.

7.1.8 On the first day of induction every new poolside employee must be in possession of a whistle and available Resusci protection Pack with the instruction that they are to be kept on their person whenever they are on duty. (Resusci pack available from NPLQ Lifesavers direct)
MHSISP states: Lifeguards will need to:

- Receive a programme of induction (to include health and safety management) prior to undertaking their duties, and as specified by the pool operator.

8. Ongoing Training - Parkwood Leisure Policy

The General Manager must organise sufficient training sessions every month for all full time, part time casual staff and duty managers who hold a National Pool Lifeguard Qualification – Units 1 and 2.

8.1.2 It is mandatory for all full time, part time casual staff and duty managers who hold a National Pool Lifeguard Qualification to attend the training sessions as required by the Site Training Plan.

8.1.3 If a lifeguard fails to attend regular, ongoing training they must not be used on poolside. This must render them liable to disciplinary action and possible dismissal.

8.1.4 For clarity - Module 1 of Parkwood Leisure’s Training Plan must be completed by every member of staff once per month.

8.1.5 In the event of this not occurring for someone to return to poolside will require him or her to retake and pass the Parkwood Leisure Lifeguard Pool Water Test and then must take the next Module 1 training session available.

8.1.6 The same principle will apply to non-attendance for the other training modules.

MHSISP states: Lifeguards will need to:

- Receive a programme of regular ongoing training”
- “To maintain the skills and competency of a lifeguard, suitable and sufficient training and competency assessment should be conducted regularly* by qualified training staff and will need to include:
- A fitness programme to include timed swims and towing and rescue methods
- Simulated incident training, working in a team, based on the site specific EAP
- A dive to the bottom of the deepest part of the pool to recover a simulated casualty (manikin)
- The use of poolside rescue equipment
- Revisions to the Pool Standard Operating Procedures – this is Parkwood’s Leisure’s Normal Operating Procedures (NOP) - due to changed circumstances
- Refresher training in supervision and scanning techniques
“Regularly” means as required to suit the circumstances of the pool to maintain competency. Medical authorities recommend that training in CPR take place at least monthly.

9. **Training Records**

9.1.1 Detailed and accurate Training Records are a vital element of the Operational Procedure and adherence to the PARKWOOD LEISURE LIFEGUARD TRAINING PLAN – WORK INSTRUCTIONS TRAINING RECORDING (including below) regarding record keeping is as important as delivery of the ongoing training.

9.1.2 At the end of each training session the Trainer Assessor must sign off all staff records before they leave the building.

9.1.3 The **Competent Person** is responsible for keeping all records up to date and in order as prescribed in the Work Instructions and ensuring the Trainer Assessor completes his duties.

9.1.4 Individual staff members are responsible for ensuring that their records are updated after each session. This should include their Continuing Professional Development records, which do not form part of Parkwood Leisure’s recording responsibility.

9.1.5 Failure to adhere to this policy will result in disciplinary action and possible dismissal.

10. **Parkwood Leisure Lifeguard Training Plan – Work Instructions**

10.1 Lifeguard training involves all full time, part time casual staff and Duty Managers who hold a National Pool Lifeguard.

11. **Training Planing**

11.1 Parkwood Leisure requires the minimum training requirement to be undertaken at each centre by way of the Manager responsible for training.

12. **Training Record Card.**

- This lays down the topics and frequency of training.
- All details of the employee must be completed as part of the induction.
- On this card the Modules 1 to 5 are to be delivered by the Unit 1 TA (formerly Foundation TA) in line with the Lesson Plans.

- Module 6 is to be delivered by the Unit 2 TA (formerly site specific TA) and covers the training requirements of Unit 2 (Guidance and Syllabus for Pool Supervision) Elements 5 to 11.
TAs are required to sign/initial the appropriate box on each individual card for each completed training session. This must be done at the end of every session.

- **Module 1** must be trained to every Lifeguard at least once per month.
- **Module 2 to 5** must be trained to every Lifeguard at least every three months
- **Module 6 (A and B)** must be trained to every Lifeguard at least every six months

Parkwood Leisure requires the detail of training required to be delivered at each session by the TA by way of the **Lesson Plans**.

The development of the **Centre Training Plan** should be the responsibility of the site’s ‘Competent Person’ in association with the centre’s TA’s incorporating the requirements of the training Record Card and the Training Lesson Plans. It is responsibility of the General Manager to ensure it meets all of the sites training requirements before it is published.

All Centre Training Plans are to be drawn up for at least six months in advance. It should be displayed in the staff rest areas on designated training notice boards, the Duty Managers office and the General Managers office.

Once the training plan has been agreed it should be displayed using the correct documentation.

- A4 laminated plan x 2 (1 staff rest areas, 1 Duty Manager Office)
- A4 laminated Plan x 1 (General Managers Office)

It is the responsibility of the site ‘Competent Person’ to ensure that the current training plan is conveyed to the appropriate centre TA who will need to know this to carry out training. It is essential that this information be also provided to any external agency that may be carrying out foundation module training.

**13. Training Delivery**

It is the responsibility of the Site TA to ensure that adequate facilities for both wet & dry training sessions are made available as per the training plan. The environment should be best suited to the needs of the training session as possible and interruptions to the session kept to an absolute minimum so as to aid concentration and TA delivery.

All TA’s are to ensure that they are on site and prepared to take the training session at least 10 minutes prior to start time.

All water based training sessions must start with a warm up swim as per the requirements of module 1.
The Centre competent person must ensure that all staff, due to attend training have been organised off poolside duties in good time to allow this to take place.

The Competent person must ensure that all of the appropriate documentation relating to the training session is to be made available to the TA’s on their arrival at site by the Competent Person.

The competent person must ensure that they have a minimum level of equipment in good operable order. All equipment must be cleaned and stored correctly after every use.

Minimum level of equipment to include

- 1 x adult manikin
- 1 x child manikin
- 1 x baby manikin

The maximum numbers of staff per manikin should ideally be no more than six so if more than six staff regularly attend each training session you may require additional manikins.

- Disposable airways for all manikins
- Sufficient ropes and throw bags for the size of the class
- Sufficient pocket face masks for the size of the class – use of these during an incident is now a recommendation from MHSISP rather than previously a personal choice.
- Dermi wipes

14. **Training Recording**

The implementation of the correct administration systems and auditing procedures are essential in every wet site achieving a successful lifeguard-training programme. Sites are expected to have lifeguard training records and qualifications to hand at a moments notice for audit purpose.

Documentation is to be kept in a foolscap lever arch file system. The first folder should be divided into four sections (detailed below). The second file should be set up to store the Schemes of work sheets in weekly/monthly order.

It is the responsibility of the Competent Person to maintain lifeguard-training records for all full time, part time casual staff and Duty Managers who hold a National Pool Lifeguard Qualification and ensure all records have been signed up to date by the appropriate Trainer Assessor. The Competent Person is also responsible for informing all staff of the dates of the training and the topics being trained. The Competent Person is also responsible for reporting to the Centre Manager on a monthly basis the number of staff who have not completed lifeguard training.

15. **Records - What you must record:**

- TAs must complete during every session:
- Schemes of work – (who attended and what they did at each session)
- Unit 2 TA assessment sheet (only when doing Unit 2 training)
- Lesson plans (where necessary)
- Individual Training review – (where necessary)
- Lifeguard’s Individual Training Record Card

16. **Lifeguard Training Files – Folder One**

- Section One - Centre Training Plan
- Section Two - Lifeguard Qualification Dates – Centre Summary
- Section Three - NPLQ Trainer Assessor Qualifications (7th Edition Cards of authority) and evidence of any ongoing training and assessment.
- Section Four - Site Specific Trainer Assessor Qualifications (Pool Supervision Trainer Assessor) and evidence of ongoing training
- Section Four - Individual Lifeguard Records.

Every lifeguard will have the following standard documentation set up within his or her **Individual Training Record file** and must be kept in the following order.

- Individual NPLQ / Unit Two training and induction details
- Lifeguard’s Individual Training Record Card
- Evidence of RLSS UK National Pool Lifeguard Unit 1 training.
- Unit 2 TA Assessment matrix.
- Evidence of RLSS UK National pool Lifeguard Qualification
- PARKWOOD LEISURE Lifeguard Pool Water test
- Product Knowledge Test (Covering Unit 2 Elements 7 and 8 (NOP & EAP)
- Lifeguard Statement
- Ownership declaration
- Individual Training Review sheets as necessary

17. **Lifeguard Training Files - Folder two**

- Section One - Lesson Plans - These are dictated by Parkwood Leisure and list, in detail, the specific training areas to be covered during any one lesson.
- Lesson Plans relate directly to the schedule dictated on the Training Record Card and Centre Training Plan.
- Lesson Plans MUST follow the designated timetable.
- All TA’s (Units 1 and 2) MUST use the current agreed Parkwood Leisure lesson plans where issued. Lesson plans are to be completed in full by the appropriate TA during every training session. Completed lesson plans are to be filed separately on a month by month basis and attached to relevant schemes of work
- Schemes of Work (Completed by TA reinforcing content and attendance of training)
- Complete Schemes of work to be filed alongside the relevant Lesson Plan for cross reference
Section Two - Formal Quarterly Evaluation Review forms and summary. (Check Training Review section for detail)

18. **Lesson Review**

The General Manager is responsible for ensuring that a month review is carried out by the Competent Person on the delivery of the lifeguard-training plan. It is essential that this review look at the following:

- Lesson Plans.
- Schemes of Work.
- Training Record Cards (Signed off correctly)
- Training Plan
- Individual Training Review Sheets

Any short falls are to be highlighted at the meeting with the General Manager. The General Manager should also ensure that the appropriate TA is made aware of any corrections or improvements that may be needed to the delivery of the Training Plan before the commencement of a further training session.

19. **Training Review**

The Centre Manager must personally carry out a monthly review of training. This review should be carried out immediately after the final training session of each month.

This review will focus on:

- Monitoring attendance
- Completion of all records
- Review TA action points from Individual Training review sheets.

The Centre Manager must ensure that any Lifeguard unable to complete Module 1 of Parkwood Leisure’s Training Plan in a month must undergo a Parkwood Leisure Lifeguard Pool Water Test before being allowed to commence his/her next shift. The Lifeguard Pool Water Test should be carried by the relevant TA but can also be undertaken by a competent Duty Manager. This person must then undertake module 1 training at the next available training session. If the Lifeguard fails to attend the next available module 1 session he or she will be deemed to have rendered themselves unfit for work and will be removed from the poolside rota. During this period the Lifeguard may not be paid until they have undergone a module 1 session and been signed off by the TA as being competent.

Further review of the training must take place on a quarterly basis. This review will use the following documentation.

- Training Evaluation Forms (To be completed by the Lifeguard)
- Training Evaluation Reviews (To be completed by GM’s)
Training Evaluation Forms must be issued to all Lifeguard Staff (Fulltime & Casual) on a six monthly basis by the Competent Person. The Competent Person is responsible for ensuring that all forms are completed and returned to the General Manager within two weeks of distribution.

The General Manager is then responsible for reviewing the feedback provided by the Lifeguards and completing the Training Evaluation Review Form. This information should then be reviewed with the TA and Competent Person.

These Reviews should be forwarded to the Area Manager and discussed at Regional level and should also be made available to the auditor on request.

All feedback is to be considered essential and any concerns rose in the delivery or implementation of the training programme must be fed back to the Site TA or any external agency immediately, to allow constant development of the programme.

20. **Training Audit**

All elements of this Operational Procedure will be subject to regular external inspection by:

- Institute of Qualified Lifeguards (IQL) – Parkwood Leisure’s training scheme is accredited to this body and our continued accreditation is dependant on every centre’s meeting the IQL audit criteria.

- Independent audits of our operational procedure – a suitably qualified external auditor will carry out regular audits in addition to the IQL to ensure compliance to the operational procedure and limiting the risk of failing an IQL audit.

- Further reviews may be undertaken at the request of the Regional Director or Managing Director.

21. **Potential Hazards & Risks - Prevention of Accidents**

1. **Purpose and Scope**

   a. To identify the procedures for identifying, reporting and minimising the risk from any hazards, thereby preventing the occurrence of accidents or incidents in the pool areas of this centre.

2. **References**

   2.1 Health & Safety Policy
   2.2 Customer Care Policy

3. **Documents**
3.1 Risk assessment procedures
3.2 Risk assessments

4. **Responsibility**

4.1 The General Manager will have responsibility to ensure that staff are trained in these procedures and that they are reviewed and revised regularly
4.2 All staff are responsible for reporting any hazards or risks immediately.

21.1 **Hazards**

Lifeguards must be conscious of the slippery nature of the poolside and steps, and prevent activities, which may lead to injury, in particular running.

21.2 **Risk Assessments**

The pool has been risk assessed and all lifeguards should familiarise themselves with the risk assessment for the pool (all Risk Assessments are contained in the folder in the Duty Managers office) and also prior to the various sessions that take part during the centre programme to ensure that they adopt the practices and procedures to minimise or reduce any risk. Some of the common risks to be considered and action to be taken include:

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Hazard Effect</th>
<th>Those at Risk</th>
<th>PSR</th>
<th>PLR</th>
<th>RRN</th>
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</thead>
<tbody>
<tr>
<td>Floor</td>
<td>Slip, trips &amp; falls</td>
<td>Users &amp; staff</td>
<td>2</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Access</td>
<td>Slip, trips &amp; falls</td>
<td>Users &amp; staff</td>
<td>2</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Swimming Pools</td>
<td>Drowning</td>
<td>Users</td>
<td>4</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Diving</td>
<td>Personal Injury</td>
<td>Users</td>
<td>3</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Boom</td>
<td>Slip, trips, falls/Drowning</td>
<td>Users &amp; Staff</td>
<td>4</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Pool glare &amp; clarity</td>
<td>Drowning</td>
<td>Users</td>
<td>3</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Environment</td>
<td>Heat Exhaustion/loss of concentration</td>
<td>Staff</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

21.3 **Warning Signs**

In addition to general submersion, the following warning signs could indicate a potentially dangerous situation is developing.

- Worried expression on the face of the bathers.
- Crowd gathering
- Sudden submerging
- Cries for help
- Deliberate waving of arms
- Two or more swimmers in close contact
- Hair over eyes or mouth
- Aggressive behaviour
- An obvious poor swimmer out of their depth.

22. **Diving Policy and Restrictions**

1. **Purpose and Scope**

1.1 To identify the centre’s policy and procedure for diving into the pool.

2. **References**

a. Health & Safety Policy  
b. Child admissions Policy  
c. Customer Care Policy  
d. Staff Handbook

3. **Documents**

3.1 Pool users safety code & conditions of use

4. **Responsibility**

a. All staff are responsible for ensuring that they apply and enforce the appropriate standards set out within.

22.1 **Diving Policy**

Parkwood Leisure operates a diving policy in accordance with ISRM guidelines. Specifically that diving is **NOT allowed** except at times and in areas specifically designated for diving and supervised in accordance with the following guidelines.

The designated area(s) of this pool is: **The second half of the 50m pool as below:**
Signs must be in place to differentiate diving and no diving areas. Where necessary, explain to a customer that due to changes in the Health and Safety Regulations, diving in general is prohibited except in designated areas under controlled circumstances. If the customer is still not happy with your explanation, the Duty Manager must be summoned to poolside via reception.

During swimming lessons, qualified teachers may teach diving into the leisure pool in designated areas, having taken all necessary safety precautions.

**Swimming Club training sessions (diving into shallow water)**

Only swimming club members who have been taught to consistently execute an efficient flat racing dive to the complete satisfaction of their coach or teacher should be allowed to dive. This should only be carried out during club times, and not during public sessions. Qualified coaches must always be present.
23. **Bather Loads and Dimensions**

1. **Purpose and Scope**

1.1 To identify the levels of supervision and bather loads that applies to all pools at this centre.

2. **References**

2.1 Health & Safety Policy
2.2 Customer Care Policy
2.3 Childcare and child admission Policy

3. **Documents**

3.1 Location map for lifeguard positions, pool water test samples, designated diving areas, designated buoyancy aid areas etc.
3.2 Terms & conditions for pool hire – schools
3.3 Teachers guidelines & procedures
3.4 School Teachers agreement to teach
3.5 Pool user safety code

4. **Responsibility**

4.1 All staff are responsible for ensuring that everyone using the facilities abide by the rules and regulations of the pool. Any behaviour that could be or is detrimental to the safety and well being of themselves or patrons must be stopped immediately.

4.2 All customers are requested to abide by the rules of the facility.
Main Pool Dimensions

17.5m x 50m

Maximum Bather Load: 290 people
Learner pool dimensions and Lifeguard positions
Mountbatten Leisure Centre Pool hall

Key:
- P: Fire Alarm Break Glass Unit
- B: Poolside assistance button
- F: Fire alarm signal light
- G: Poolside assistance signal light
- D: Disabled toilet point
- R: Ramped access
- E: Exit
- D: Door

Member / Health Suite entrance to poolside
Floats
Main Cupboard
Showers leading to entrance to poolside
Float store
Mountbatten Leisure Centre Lifeguard rotations

<table>
<thead>
<tr>
<th>Key:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Fire Alarm Break Glass Unit</td>
</tr>
<tr>
<td>- Poolside assistance button</td>
</tr>
<tr>
<td>- Fire alarm signal light</td>
</tr>
<tr>
<td>- Poolside assistance signal light</td>
</tr>
</tbody>
</table>
Mountbatten Leisure Centre changing bather loads

17.5m

25m

23m

2m RAISED BOOM 2m

Public swimming
Max bather load: 127

Public swimming
Max bather load: 117

Reviewed 1.4.11 SA & RN
Total Max Bather Load: 127

Public swimming
Max bather load: 91

Public swimming
Max bather load: 84

Total Max Bather Load: 114
Mountbatten Leisure Centre Lifeguard Positions

The number of lifeguards on poolside may vary depending on the session in the pool. This is detailed on the next page. However, if both pools are fully in use by the public (Pool A & B) then there is always a minimum of 2 lifeguards per pool, totalling 4 lifeguards.

The positions stated above numbered 2 – 4 are the key lifeguard stations for the main pool. They are labelled as stationary positions, but the lifeguard may decide to patrol depending on the requirements of those using the pool, the key is that they cover the area they are responsible as detailed later under line of sight.

Lifeguard Supervision Levels (Main and Teaching Pool)

<table>
<thead>
<tr>
<th>50 m Pool</th>
<th>Lifeguard Numbers</th>
</tr>
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<tbody>
<tr>
<td>4 lanes PNSC</td>
<td>0</td>
</tr>
<tr>
<td>4 lanes Public Swimming</td>
<td>2</td>
</tr>
<tr>
<td>8 lanes Public Swimming</td>
<td>4</td>
</tr>
<tr>
<td>PNSC Gala/Private Hire</td>
<td>2</td>
</tr>
<tr>
<td>A &amp; B Pool</td>
<td>Lifeguard Numbers</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Public Swimming (A)</td>
<td>2</td>
</tr>
<tr>
<td>Public Swimming (B)</td>
<td>2</td>
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<tr>
<td>PNSC (B)</td>
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</tr>
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<td>2</td>
</tr>
<tr>
<td>Inflatable Session (B)</td>
<td>3</td>
</tr>
<tr>
<td>Disabled Swimming Session (A ½ Pool)</td>
<td>1</td>
</tr>
<tr>
<td>Public Swimming (B)</td>
<td>2</td>
</tr>
<tr>
<td>Floats &amp; Fun (A)</td>
<td>2</td>
</tr>
<tr>
<td>Public Swimming (B)</td>
<td>2</td>
</tr>
<tr>
<td>Public Swimming (A)</td>
<td>2</td>
</tr>
<tr>
<td>Water Polo (B)</td>
<td>1</td>
</tr>
<tr>
<td>Swimming Lessons (A)</td>
<td>2</td>
</tr>
<tr>
<td>Swimming Lessons (B)</td>
<td>2</td>
</tr>
<tr>
<td>Water Aerobics/Public Swimming (A/B)</td>
<td>2</td>
</tr>
<tr>
<td>Water Aerobics/Public Swimming (A/B)</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Teaching Pool</th>
<th>Lifeguard Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Swimming</td>
<td>1</td>
</tr>
<tr>
<td>Swimming Lessons/Exercise Class</td>
<td>1</td>
</tr>
</tbody>
</table>
Mountbatten Leisure Centre Lifeguard Line of sight

Each colour of each Lifeguard is illustrated on the pool area to show which area is of greater responsibility. Obviously the side closest to the Lifeguard is their immediate area, but are also responsible for monitoring the other side of the pool.
Mountbatten Leisure Centre Pool set-ups

Aquafit Set up

Diagram showing pool set-ups with depth markers and raised boom.
Inflatable with floats and fun session
50m Gala Set up with competition ATB’s

17.5m

50m
Swimming lessons
Controlling Access

Customers will be expected to produce a valid payment receipt on entering poolside. The last lifeguard to leave poolside must ensure that the pool area is clear and that all access is secure to prevent any members of public access without supervision.

During all times when the pool is accessible to customers a qualified lifeguard must remain in attendance. If the lifeguard leaves the area the pool and pool hall should be checked thoroughly to ensure all customers have left and the area secured to avoid accidental access.

Maximum Bather Loads

The swimming pool is designed to have a ‘maximum bather load’. This bather load is calculated at 3m$^3$ per person (see Management of Health and Safety in Swimming Pools).

Under normal conditions the pools are unlikely to reach these levels but during busy periods such as holidays and weekends they may. Lifeguards must ensure that regular ‘head counts’ are undertaken to keep a tally on bather numbers. If levels rise...
close to the maximum bather loads or lifeguards feel that they are having difficulty in supervising the pool they must inform the Duty Manager immediately, who will take appropriate action and increase lifeguard supervision or instruct reception to stop admitting customers.

A band system may also be introduced to control admission. Customers will be allocated a set colour (which will refer to a time slot) after that period (1 hour) the lifeguard/s will ask them to leave the pool.

<table>
<thead>
<tr>
<th>Pool</th>
<th>Maximum Bather Load</th>
</tr>
</thead>
<tbody>
<tr>
<td>50m Main Pool</td>
<td>290</td>
</tr>
<tr>
<td>Pool A</td>
<td>137</td>
</tr>
<tr>
<td>Pool B</td>
<td>145</td>
</tr>
<tr>
<td>Learner Pool</td>
<td>33</td>
</tr>
</tbody>
</table>

**23. Lifeguard to User Ratio’s**

The number of swimmers admitted will be limited to the capacity and capability of the lifeguards on duty. The Lifeguard on Duty is responsible for ensuring that they do not allow bathing loads to exceed a level at which they believe the safety of bathers is put at risk. If in doubt contact the Duty Manager immediately for guidance and clarification.

**Public sessions**

The number of bathers in the swimming pool should never exceed those stated in this document and the early warning system needs to be implemented when the total is being approached. A banded system is then put in place to ensure maximums are not exceeded. A minimum of two lifeguards per pool will be used during all high-risk public swimming sessions.

**Under 8’s admission**

Adult to under 8’s in public swimming are 1:2  
Adult to under 1’s in public swimming are 1:1  
(Buoyancy aides are to be recommended for all non-swimmers)

**Classes or lessons**

Maximum class ratios are as follows

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult and children under 5</td>
<td>12:1</td>
</tr>
<tr>
<td>Non-swimmers and beginners</td>
<td>12:1</td>
</tr>
<tr>
<td>Improvers swimming</td>
<td>20:1</td>
</tr>
</tbody>
</table>
Mixed ability groups 20:1
Competitive swimmers 30:1
Aerobics in deep water 20:1
Aerobics in shallow water 30:1

Only members of staff who have achieved the standard of a current RLSS Pool Lifeguard Qualification will be acceptable as Lifeguards. Lifeguards must ensure that qualifications essential for the carrying out of duties are kept current and regular training should be taken to ensure that they are able to carry out rescues effectively and efficiently.

During summer & winter months, it may be necessary for Lifeguards to adjust their position slightly to ensure that their view of the pool is not obstructed by glare.

24. **Pool Supervision Points**

The number and location of lifeguards is based on the ability to scan an area in 10 seconds and attend any incident on that area within 20 seconds. See attached diagram for location points.

The number of lifeguards may take into account the nature of the session as set out in the risk assessment and also any accompanying supervisors/coaches in accordance with the procedures set out.

**Pool Rotation**

It is best practice for lifeguards not to work longer than 90 minutes on poolside without a break away from the pool environment (this will be to carry out cleaning tasks or setting up and packing away equipment). In some circumstances staff will have to spend up to 120 minutes on poolside, this could be due to unforeseen staff shortages or shift start times i.e. first thing in the morning 07.00 – 09.00.

Every effort will be made to ensure time on pool is kept to a minimum but if for any reason you have spent a longer than stated period on poolside please inform the TDM or Duty Manager.

For busy or specialised sessions extra lifeguards will be made available as required.

25. **Lifeguard positions and patrols**

**Areas of Lifeguarding**

The number and location of lifeguards is based on the ability to scan an area in 10 seconds and attend any incident on that area within 20 seconds.

See plan below for the relevant locations and scanning zones that apply to the main pool. Sole responsibility falls to the lifeguard responsible for the learner pool.
Please note that patrolling Lifeguards should not be in the same section of Pool unless and emergency situation arises

LIFEGUARD ROTATIONAL PROCEDURES

1. Lifeguards will adopt the appropriate position for each session.
2. Lifeguards will use their initiative at all times to determine positions and patrolling during their rotation on poolside. Additional lifeguards should take up a position on poolside, which will reduce the size of the area being supervised by each lifeguard already on poolside. Any problems should immediately be reported to the Duty Manager.
3. A Lifeguard rota should be in operation at all times clearly defining each lifeguards position, which should be rotated every 30-45minutes. Lifeguards should not be situated in one position for longer than 90 minutes without a break of 10 minutes (for further reference please Pool Rotation)

Care must be taken when changing positions to ensure that no area if the pool is left unsupervised for any length of time. On changeover the first lifeguard must move to the second etc. Where only one lifeguard is on poolside they must not vacate the poolside until another lifeguard comes to relieve them. In the case of any emergency they should clear the pool before leaving the pool hall.

4. Those who are on dry side for the last half-hour of their shift may do so providing that there are enough lifeguards for pool rotation. Should this not be the case, then they will remain on poolside for an additional half-hour.
5. Recreation Assistants should enter and exit the poolside via the changing rooms so checks can be made throughout the day.
   - Any suspicious or unruly behaviour should be investigated, and if necessary action taken to resolve the situation. If in doubt on how to handle the
situation staff should contact their line manager. Any investigation should be brief but thorough.

- Any litter should be cleared.
- Lost property passed to reception.
- Any breach in health and safety or faulty maintenance should be made safe and reported immediately to the Duty Manager.
- Any breach of the customer’s condition of use should be addressed or reported to the Duty Manager.

Mountbatten Leisure Centre Lifeguard rotations
26. **Lifesaving Equipment**

A variety of lifesaving equipment can be found around both the main and learner pools. The equipment includes:

- Reach Poles
- Torpedo Buoys
- Throw Bags
- Spinal Board

Training and instruction on the use of the equipment is delivered through the ongoing training and development programme for pool lifeguards.

In addition, pool (push button) alarms are also present in both pools –

- Main Pool x6 (North x2, South x2, East x1 & West x1)
- Learner Pool x2 (North x1 & South x1)

On activation, the alarm registers at the main reception. The alarm is both audible and visual. On hearing the alarm, the receptionist will politely stop serving any customers and make the following announcement over the building public address system.

“Attention please attention. This is a staff announcement. Will all available staff please go to the swimming pool/learner pool immediately” - Repeat the announcement

27. **Water Quality**

1. **Purpose and Scope**

1.1 To detail all water quality test procedures at the centre.
1.2 This work instruction covers all aspects of water quality test at the centre.
1.3 To limit the use of chemicals and meet the requirements of ISO 14001.

2. **References**

2.1 Pool Water Guide (Pool Water Treatment Advisory Group)
2.2 Health & Safety Manual & policy
2.3 Customer Care Policy
2.4 Parkwood Holdings plc Corporate Environmental Systems Manual
2.5 Monthly microbiological reports
3. Documents

3.1 Daily Pool Water Inspection Records F7010
3.2 Location for pool water test samples F7011
3.2 Daily Spa Water Inspection Records F7020
3.3 Backwashing procedures PL/07
3.4 Pool chemical dosing system & procedure PL/04

4. Responsibilities

4.1 The Duty Manager responsible for plant will be responsible for issuing related instructions and maintaining records.
4.2 The Duty Manager will be responsible for ensuring all readings are taken at the required times.
4.3 Trained Recreation Assistants may be required to carry out water tests as instructed by the Duty Manager.

28. Water treatment and Plant testing instructions

Water Clarity

If, at any time it is not possible to see the bottom of the pool, or if you suspect the pool water is becoming cloudy, inform the Duty Manager immediately.

Water clarity can be affected by the following factors –

1. Heavy bather load
2. Pump turbidity/cavitation
3. Leaking pipe work (air being sucked in to the system)

On both accounts the water can take on a ‘milky colour’ due to tiny air bubbles in the water. If for any reason the vision of the bottom of the pool becomes obscured or there are changes in pool water clarity in general please inform the Duty Manager immediately.

On rare occasions pool water clarity can be affected by the quality/cleanliness of the water. The pool water is regularly tested to ensure that the correct chemical balance is maintained. The most important tests are for chlorine. The tests determine the amount of free chlorine and total chlorine. Free chlorine is the amount of chlorine freely available for the killing of bacteria. The other chlorine readings give a fuller picture of the condition of the water. Ph is also monitored to ascertain the ‘balance’ of the water i.e. Acidic or Alkaline
Water Sampling

The following routine should be used:
It is important to take the sample from the water test points on the dosing equipment at the set times (as laid out on the test sheets)
- The samples should be taken in the three 10ml test tubes
- Rinse the test tubes with pool water before taking sample.
- On completion of tests rinse out the tubes with pool water.

Test Apparatus

The following items will be required:
1. Photometer
2. 3x10ml Test Tubes
3. Pool test tablets. no.1, no.3, Phenol Red
4. Tissues
5. Log sheet

Make sure all items are well maintained and kept clean.

The method to be used is set out below. All readings to be recorded on the daily readings sheet. The frequency of readings is indicated on the sheet.

Action to be taken where parameters exceeded

Where the parameters are outside of the acceptable range a written record of action taken must be made and a retest carried out at an agreed period (usually) 30min intervals until the matter has been resolved.

Repeat the test. Where appropriate conduct a 50% test.

Notify the Duty Manager immediately. The Duty Manager will review the pool dosing systems to ensure that they are operating correctly or where a fault may have occurred.

If the parameters exceed the tolerable levels identified, action should be taken to clear the pool and admissions should be held while the matter is addressed.

Where temperature parameters are exceeded the Duty Manager may determine to keep the facility open to the public. Public notices must be displayed and a discounted charge offered.
Where parameters exceed those set out as the maximum environmental discharge levels the environmental response plan should be implemented to minimise any risk to the environment.

**Daily readings and checks**

The bottom of the pool must be clearly visible at all times. Deterioration in the clarity should be reported to the Duty Manager immediately.

If there is known or suspected failure of the circulation system notify the Duty Manager immediately. If the problem cannot be resolved within 2 hrs then the Duty Manager may contact the Centre Manager to request authority to close the pool.

**Chlorine Levels**

**Free chlorine**

Rinse 2 test tubes thoroughly with sample, leave one filled to the 10ml mark and place it to the left hand compartment to act as a blank behind the colour standards. Place a few drops of sample in the second tube and add a DPD No. 1 tablet. Crush with rod. Make up to 10ml mark with a sample and mix. Place in right hand compartment and push the ‘test’ button. Answer is free Chlorine in ppm. Note: if colour change appears in the first few drops but disappear when volume is made up to 10ml, a high level of chlorine is present and the test should be repeated with sample diluted with tap water. This technique also applies if the colour is deeper than the highest value of the disc colour.

Where levels exceed the acceptable levels the following action to be undertaken.

Retest

Check dosing system operation

If too low, shock dose hypo.

Too high, add fresh water or backwash.

Bathing should cease when levels above 10ppm

**Combined Chlorine**

After the Free Chlorine reading is taken, add a DPD No 3 tablet to the tube containing the dissolved no 1 tablet and crush with rod and mix. After two minutes match against the disc. The answer is Total residual Chlorine. The difference between the two readings is the Combined chlorine. Wash out tube after the test, Preferably using brush.

Ideally the combined free chlorine level should be less than the free, ideally half or less.

Where levels exceed the acceptable levels the following action to be undertaken.

Retest
Check dosing system operation
If too low, shock dose hypo.
Too high, add fresh water or backwash.

50% readings

Where the readings appear to be at the extremes. To establish a more accurate level of concentration the test should be repeated using 50% of the volume of test water where the concentrations are low or half a test tablet where the concentration is at the upper end of the scale.

pH Test

This is the qualitative analysis of the acidity or alkalinity of the pool water, as registered on the pH scale.

Leave ‘blank’ tube with sample in the left-hand compartment. Fill other tube to 10ml mark and add one Phenol Red tablet. Crush with rod and mix. Place in right hand compartment and match against disc. Reading the value from the bottom of the right hand aperture. Answer is pH value.

Where levels exceed the acceptable levels the following action to be undertaken.
Retest
Check dosing system operation
If too low, shock dose with Alkali.
Too high, hold addition of chemical for period and monitor impact. Dilute with fresh water or backwash or this does not reduce levels sufficiently or quickly.
Disinfectants work better when the pH is nearer the lower end of the acceptable limit.

Total Alkalinity Test

This is the qualitative analysis of the amount of alkali present in the water as Bicarbonate which acts as a buffer to react with fluctuating pH conditions and maintains the clarity and comfort conditions in the pool.

1. Place 100ml sample in the bottle and add one Total Alkalinity tablet. Shake or crush to disintegrate and continue adding these tablets one at a time until yellow colour changes bright pink.
2. Calculate total alkalinity in ppm from formula: - (No. of tablets x 40) - 20
3. Wash out bottle after use.

Where levels exceed the acceptable levels the following action to be undertaken.
Retest
Check dosing system operation
If too low, shock dose hypo.
Too high, add fresh water or backwash.

**Calcium Hardness**

The calcium content improves the colour and clarity of the pool water but high levels of hardness will result in deposits/scale in the pool and in pipelines.

1. Place 100ml sample in the bottle and add one Calcium tablet. Shake or crush to disintegrate, and continue adding these tablets one at a time until the pink colour changes to violet.
2. Calculate Calcium Hardness (CaCo3) in ppm from formula: - (No. of tablets x 20 ) – 10

Where levels exceed the acceptable levels the following action to be undertaken.
Retest
Check dosing system operation.
Check fresh water inlet levels.

**Palintest – Balanced Water Test**

The three tests required are Calcium Hardness, Alkalinity and pH. A simple calculation classifies water into four groups; Corrosive, Scaling, Acceptable and Ideal with treatment recommendations.

**Calculations**

The actual pH test value of the water sample is used. For the Calcium Hardness and Alkalinity obtain factors from the table below.

<table>
<thead>
<tr>
<th>Tablet required</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>12</th>
<th>15</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factor</td>
<td>0.9</td>
<td>1.4</td>
<td>1.6</td>
<td>1.75</td>
<td>1.85</td>
<td>1.95</td>
<td>2.05</td>
<td>2.1</td>
<td>2.15</td>
<td>2.2</td>
<td>2.3</td>
<td>2.4</td>
<td>2.5</td>
</tr>
</tbody>
</table>

1. pH value of sample
2. Calcium Hardness Factor
3. Alkalinity Factor
4. Total of Lines 1,2 and 3
Compare the value shown on line 4 with the table below

<table>
<thead>
<tr>
<th>Value from line 4</th>
<th>Condition of Water</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.6 to 10.5</td>
<td>Corrosive</td>
<td>Increase pH and/or Alkalinity</td>
</tr>
<tr>
<td>10.6 to 10.9</td>
<td>Acceptable Balance</td>
<td>Retest water Frequently</td>
</tr>
<tr>
<td>11.0 to 11.2</td>
<td>Ideal Balance</td>
<td></td>
</tr>
<tr>
<td>11.3 to 11.6</td>
<td>Acceptable Balance</td>
<td>Retest water Frequently</td>
</tr>
<tr>
<td>11.7 to 12.6</td>
<td>Scale Forming</td>
<td>Reduce pH and/or Alkalinity</td>
</tr>
</tbody>
</table>

**Total Dissolved Solids**

With the addition of water treatment chemicals the amount of solids dissolved in the pool water can increase to an undesirable level and produce water of poor colour, clarity and appearance and can affect the taste and comfort conditions for bathers.

Where levels exceed the acceptable levels the following action to be undertaken.

1. The level of TDS may also be related to the natural levels of TDS in the inlet freshwater system. This should also be checked where high TDS levels are identified.

2. Add fresh water into the system by
   a). Dumping small quantities of waste/pool water and topping up with fresh at half hour intervals until levels return to normal.
   b). Carry out a backwash.

**Microbiological tests**

Independent laboratories carry out water tests at regular intervals to assess the water conditions. These tests are reported back to the Centre Manager and must remain within the following parameters.

**Total Coliforms/100ml**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Action &amp; Retest Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;100</td>
<td>&gt;</td>
<td>&lt;</td>
</tr>
<tr>
<td>&gt;300</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Escherichia coli/100ml**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Action &amp; Retest Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;100</td>
<td>&gt;</td>
<td>&lt;</td>
</tr>
<tr>
<td>&gt;300</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Aerobic colony count/ml at 37C after 24hr**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Action &amp; Retest Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;10</td>
<td>&gt;10</td>
<td>&lt;50</td>
</tr>
<tr>
<td>&gt;50</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Pseudenoma aeruginosa/100ml**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Action &amp; Retest Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;10</td>
<td>&gt;10</td>
<td>&lt;50</td>
</tr>
<tr>
<td>&gt;50</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Legionella count (Annual test)**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Action &amp; Retest Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;300</td>
<td>&gt;</td>
<td>&lt;</td>
</tr>
</tbody>
</table>

Where levels exceed the acceptable levels action should be taken to fully refresh the water, shock dose with chlorine and retest the water to ensure a return to safe levels.

**Waste water discharge levels**

Maximum waste water discharge from site 12m3. If this is exceeded the environmental action plan to be invoked.

**Pool Water Parameters**

**Total Chlorine (ppm)**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Inform DM Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoke ERP</td>
<td>2.0 - 3.0</td>
<td>1.5 - 3.0</td>
</tr>
<tr>
<td></td>
<td>&gt;50mg/ml</td>
<td></td>
</tr>
</tbody>
</table>

**Free Chlorine (ppm)**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Inform DM Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.8 - 1.5</td>
<td>0.6 - 1.5</td>
<td>&lt;1.0 or &gt;2.0</td>
</tr>
</tbody>
</table>

If out of range may result in eye smarting, coughing, skin irritation

**Combined Chlorine (ppm)**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Inform DM Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.75 - 1.5</td>
<td>0.5 - 1.5</td>
<td>&lt;0.5 or &gt;1.5</td>
</tr>
</tbody>
</table>

**pH Value**

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Tolerable</th>
<th>Inform DM Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoke ERP</td>
<td>7.4 - 7.6</td>
<td>7.2 - 7.8</td>
</tr>
<tr>
<td></td>
<td>&gt;11</td>
<td></td>
</tr>
</tbody>
</table>

If out of range may result in eye smarting, skin irritation and water cloudy.
Total Alkalinity

Acceptable  Tolerable  Inform DM Immediately
80 - 150   85 - 100 + 140 - 180  <80 or >180

If out of range may result in eye smarting, skin irritation

Calcium Hardness

Acceptable  Tolerable  Inform DM Immediately
300 - 350   200 - 400  <200 or >400

TDS (Total Dissolved Solids)

Maximum Permitted (subject to mains water TDS levels).
<1500 ppm (1.50)   >10000 mg/l
If out of range may result in salty tasting water, skin irritation.

Temperature

Main Pool   28 -30 degree Celsius
Teaching Pool 29 – 32 degree Celsius
Inform Duty Manager if temperatures are out of range

29. Fun Sessions & Play Equipment

1. Purpose and Scope

1.1 To identify the procedures for operating fun sessions in the pool including the provision of play equipment during public and private hire sessions.
1.2 Remember that floating mat sessions increase the risk of drowning through reduced lifeguard visibility and increase in boisterous behaviour

2. Reference

- Health & Safety Policy
- Customer Care Policy
- Childcare & admissions Policy

3. Documents

- Risk assessment procedures
- Risk assessments
- Location map for lifeguard supervision locations, alarms, emergency equipment, pool water test samples, designated diving areas, designated buoyancy aid areas etc.
4. **Responsibility**

   - The Centre Manager will have responsibility to ensure that staff are trained in these procedures and that they are reviewed and revised regularly.

5. **Definition of Play Equipment.**

   5.1 Play equipment covers any equipment supplied by the Centre to bathers within the pool. This would include small-unsecured inflatable toys and floating mats, etc.

   5.2 This does not include secured inflatable or the water features, which are fixed items of equipment and already covered in the Pool Operating Procedures.

6. **General Use of Play Equipment.**

   6.1 Use of play equipment is restricted to pre-arranged sessions where access of bathers is strictly controlled and attendants have received appropriate training.

   6.2 Although bathers may arrive with rubber rings and arm bands, which can be classed as play equipment, the use of this equipment is allowed during public sessions provided:

   1. The equipment appears undamaged and fits the bather correctly
   2. The equipment is used correctly i.e. not thrown around or worn on the wrong parts of the body

7. **Safe Use of Play Equipment.**

   7.1 Bathers must not enter that water until given permission to do so, and all equipment is positioned as agreed.

   7.2 Any equipment that is faulty or damaged should not be used.

   7.3 Use of mats at the deep end of the pool should be restricted to competent swimmers. Non-swimmers and weak swimmers may be attracted to the piece of equipment and jump in without realising the depth and should therefore be kept in shallow water as far as practicable.

   7.4 The large inflatable must be secured in the Centre of the pool. Should you notice it drifting towards the deep end or the side of the pool immediate action must be taken to refix it in its correct position. This is to ensure weak or non-swimmers are not carried out of their depth and to prevent head injuries from the side of the pool if bathers fall from the inflatable.
7.5 You must watch for bathers jumping off the inflatable onto other users accidentally or intentionally, this is dangerous. They should not push or throw each other onto or off the inflatable. Nor should they lift the inflatable in an attempt to dislodge others.

7.6 Bathers should not be allowed to stand up on the inflatable.

7.7 Bathers playing with or around the securing ropes must be stopped. This action may set the inflatable adrift and bathers can become tangled in the rope.

7.8 Bathers should not be allowed to swim under the inflatable. They could become trapped underneath, they may run out of breath beneath the inflatable and be unable to surface or they may get jumped on from above.

7.9 Bathers must remove all jewellery, watches and other sharp objects before mounting the inflatable. You must ensure that users turn their locker key into the band. The reason for this precaution is to prevent puncturing and damaging the inflatable.

Inflatable/floatation sessions are great fun for customers but potentially dangerous. It is important that pool rules are upheld at all times.

8. **Attendant Positions.**

8.1 Attendants will operate from their normal positions as outlined in the Pool Operating Procedures. However, a ‘blind spot’ may be created on the far side of the toy, therefore, the second attendant who would normally supervise the far end of the pool will now stand on the boom.

8.2 It is not necessary for leisure attendants to supervise by entering the pool water. In some cases and with prior permission from the Duty Manager, the leisure attendant may enter the water during small parties to assist with the supervision and enjoyment of the younger bathers. In this case there should not be more than 30 bathers in the pool.

9. **Positions of Play Equipment**

9.1 When in use, equipment should be placed in the pool as detailed below. Although equipment that is not fixed may be moved around the pool, attendants should endeavour to maintain some control.

<table>
<thead>
<tr>
<th>Item.</th>
<th>To be located.</th>
<th>Fixed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rectangle Floats – Foam</td>
<td>Pool Side Cupboard</td>
<td>No.</td>
</tr>
<tr>
<td>Woggles - Foam</td>
<td>Pool Side Cupboard</td>
<td>No.</td>
</tr>
</tbody>
</table>
10. **Mats/Floats**

10.1 Mat sessions are higher risk due to the propensity for weak and non-swimmers to drift into deep water. Where practical shallow water should be roped off to enable all users to enjoy the session.

10.2 Rules of use must be strictly enforced, e.g.:
   - No standing on mats
   - No jumping onto or off mats
   - Keep away from the poolside
   - No rough horseplay on the mats

10.3 Maintain constant supervision including that of people underneath equipment.

10.4 Limit the number of mats in the pool to ensure adequate supervision of the pool bottom.

30. **Spectators**

Spectators are customers and must be treated with courtesy and in accordance with good practice customer care. To ensure the safe use of facilities and services by both customers and participants the following guidelines are to be applied to spectators.

Spectators may not smoke anywhere in the premises.

Outdoor shoes must not be worn on poolside. Spectators are required to remove footwear before entering poolside.

The taking of photographs using videos, photographs, mobile phones is expressly forbidden without the formal authorisation and evidence of authorisation as set out in the procedures for taking photographs.

Spectators may not stand on the poolside without express permission of the Duty Manager.

Occasions where spectators may be able allowed to stand poolside.

- Suitably qualified medical support
- Qualified coach/instructor
- Carer
31. **Poolside Alarms**

1. **Purpose and Scope**

1.1 To identify the range, location and operation of poolside alarms located in the swimming pool areas at this centre

2. **References**

- Health & Safety Policy
- Customer Care Policy
- Staff Handbook

3. **Documents**

   Location map for lifeguard supervision locations, pool alarms, pool water test samples, designated diving areas, designated buoyancy aid areas etc.

4. **Responsibility**

4.1 The General Manager will have responsibility to ensure that these standards are achieved at all times.

b. All staff are responsible for ensuring that they apply and enforce the appropriate procedures set out within.

**Poolside Alarms Con’t**

1. **Location(s)** - Main Pool x6 (x2 North, x2 South, x1 East & x1 West) Learner Pool x2 (x1 North & x1 South)

2. All pool alarm call point will be tested on a daily basis by duty lifeguards

3. Testing of call points will be recorded on the alarm test log sheet.

4. Any faults must be reported immediately to the Duty Manager.

5. There should be no longer than 24 hours between tests.

6. Below is a picture of both the poolside alarm breakpoint, the light that illuminates for users with hearing impairments and also the panel at reception where the alarm sounds.
Poolside rescue alarms

Key:
1 + 2 = Poolside rescue alarms

Pool alarm call point
Blue Light
Pool alarm panel located At reception

32. Resuscitating a Casualty

Sequence of Resuscitation

D.R.A.B

- Check for Danger
- Check for Response
- Check the Airway
- Check for Breathing

Check whether the casualty is responsive, semi-conscious or unconscious. This can be done in the water during a rescue and repeated once the casualty is on the poolside. If the casualty is responsive, check for any injuries and provide the appropriate treatment and support.
IF THE CASUALTY IS UNCONSCIOUS

- Alert support staff and or members of the public for assistance;
- Ensure someone telephones for an ambulance or summons qualified medical aid; and
- Open the casualty’s airway and check for breathing.

IF THE CASUALTY IS BREATHING

If no injury to the spine or neck is suspected and no sign of other major injury:

- Turn the casualty into the recovery position; and
- Summon further medical aid as appropriate.

IF THE CASUALTY IS A NON-DROWNING, NON-BREATHING ADULT - Continued

- Shout for help
- No help
- Phone ambulance
- Return to casualty
- Check for Danger
- Check for Response
- Check the Airway
- Check for Breathing
- Straight into 30 compressions
- 2 Rescue Breaths
- 30 compressions / 2 rescue breaths (repeat)

CONTINUE RESUSCITATION UNTIL:

- The casualty shows signs of life;
- Qualified medical help arrives; and
- You are too exhausted to continue.

IF THE CASUALTY IS A DROWNING, NON-BREATHING ADULT

- Shout for help
- Help granted
- Get helper to phone ambulance
- 5 Rescue Breaths
- 30 compressions / 2 rescue breaths (repeat)

CONTINUE RESUSCITATION UNTIL:

- The casualty shows signs of life;
- Qualified medical help arrives; and
• You are too exhausted to continue.

• Shout for help
• No help
• Phone ambulance
• Return to casualty
• Check for Danger
• Check for Response
• Check the Airway
• Check for Breathing
• 5 Rescue Breaths
• 30 compressions / 2 rescue breaths (repeat)

CONTINUE RESUSCITATION UNTIL:

• The casualty shows signs of life;
• Qualified medical help arrives; and
• You are too exhausted to continue.

IF THE CASUALTY IS A NON-DROWNING, NON-BREATHING JUNIOR

• Shout for help
• Help granted
• Get helper to phone ambulance
• 5 Rescue Breaths
• 30 compressions (Using one arm) / 2 rescue breaths (repeat)

IF THE CASUALTY IS A NON-DROWNING, NON-BREATHING JUNIOR- Continued

CONTINUE RESUSCITATION UNTIL:

• The casualty shows signs of life;
• Qualified medical help arrives; and
• You are too exhausted to continue.

• Shout for help
• No help
• Phone ambulance
• Return to casualty
• Check for Danger
• Check for Response
• Check the Airway
• Check for Breathing
• 5 Rescue Breaths
• 30 compressions (Using one arm) / 2 rescue breaths (repeat)
CONTINUE RESUSCITATION UNTIL:

- The casualty shows signs of life;
- Qualified medical help arrives; and
- You are too exhausted to continue.

IF THE CASUALTY IS A DROWNING, NON-BREATHING JUNIOR

- Shout for help
- Help granted
- Get helper to phone ambulance
- 5 Rescue Breaths
- 30 compressions (Using one arm) / 2 rescue breaths

CONTINUE RESUSCITATION UNTIL:

- The casualty shows signs of life;
- Qualified medical help arrives; and
- You are too exhausted to continue.

- Shout for help
- No help
- Phone ambulance
- Return to casualty
- Check for Danger
- Check for Response
- Check the Airway
- Check for Breathing
- 5 Rescue Breaths
- 30 compressions (Using one arm) / 2 rescue breaths (repeat)

CONTINUE RESUSCITATION UNTIL:

- The casualty shows signs of life;
- Qualified medical help arrives; and
- You are too exhausted to continue.

IF THE CASUALTY IS A NON-DROWNING, NON-BREATHING BABY

- Shout for help
- Help granted
- Get helper to phone ambulance
- 5 Rescue Breaths
- 30 compressions (Using two fingers) / 2 rescue breaths (repeat)
CONTINUE RESUSCITATION UNTIL:

- The casualty shows signs of life;
- Qualified medical help arrives; and
- You are too exhausted to continue.

- Shout for help
- No help
- Phone ambulence
- Return to casualty
- Check for Danger
- Check for Response
- Check the Airway
- Check for Breathing
- 5 Rescue Breaths
- 30 compressions (Using two fingers) / 2 rescue breaths (repeat)

CONTINUE RESUSCITATION UNTIL:

- The casualty shows signs of life;
- Qualified medical help arrives; and
- You are too exhausted to continue.

IF THE CASUALTY IS A DROWNING, NON-BREATHING BABY

- Shout for help
- Help granted
- Get helper to phone ambulence
- 5 Rescue Breaths
- 30 compressions (Using two fingers) / 2 rescue breaths (repeat)

CONTINUE RESUSCITATION UNTIL:

- The casualty shows signs of life;
- Qualified medical help arrives; and
- You are too exhausted to continue.

- Shout for help
- No help
- Phone ambulence
- Return to casualty
- Check for Danger
- Check for Response
- Check the Airway
- Check for Breathing
- 5 Rescue Breaths
• 30 compressions (Using two fingers) / 2 rescue breaths (repeat)

IF THE CASUALTY IS A DROWNING, NON-BREATHING BABY - Continued

CONTINUE RESUSCITATION UNTIL:

• The casualty shows signs of life;
• Qualified medical help arrives; and
• You are too exhausted to continue.

HOW TO GIVE TWO-PERSON CPR ADULT

With two trained people undertaking CPR, one can give rescue breathing while the other gives chest compressions at a ratio of fifteen compressions to two breath. This results in better ventilation of the casualty and less interruption in chest compressions.

The casualty should be on their back on a firm, flat surface with the head tilted and chin lifted to open the airway.

During these two breaths, the incoming person should be ready to start giving chest compressions immediately after the second breath.

It is preferable that the two people work from opposite sides of the casualty.

At the end of each series of fifteen compressions, the person responsible for rescue breathing should be ready to give two breaths without delay.

Obtain a clear airway with head tilted and chin lifted, and is ready to give two breaths after each sequence of fifteen compressions. Chest compressions should be continued as soon as the rescue breath has been delivered.

33. Faecal Soiling in Swimming Pools

Soiling of the pool falls into two categories:

1. Diarrhoea (Heightened risk of Cryptosoridia).
2. Accidental Soiling - stools

Diarrhoea

Action by: Lifeguard
1. If you are notified by the public that soiling has taken place, reassure the public that immediate action will be taken and notify the Duty Manager at once.

2. Clear the immediate area, if in small pool or a defined area then that complete area should be cleared and roped off.

3. Remove the soiling by use of scoop, buckets or other equipment provided. Dispose of any soiling via the nearest toilet.

4. Risk assess the extent of the soiling so that action is taken to reflect the severity of soiling

**Action by: Maintenance**

In all cases where it is apparent that diarrhoea has entered the pool, the following action must be taken:

1. The pool must be cleared of swimmers and entry stopped at reception.

2. The pool must be kept at free chlorine levels at the top of recommended operating limits.

3. A backwash should be carried out and the relevant flocculent added.

4. In all but the most minor of cases (subject to risk assessment) filtration should continue for a 6 full pool turnover period before the public are permit re-entry. This is a period of:

<table>
<thead>
<tr>
<th>Centre</th>
<th>Pool</th>
<th>Turnover rate</th>
<th>Period for 6 turnovers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mountbatten Leisure Centre</td>
<td>Main Pool</td>
<td>3 hours</td>
<td>24 hours</td>
</tr>
<tr>
<td>Mountbatten Leisure Centre</td>
<td>Learner Pool</td>
<td>2 Hours</td>
<td>12 hours</td>
</tr>
<tr>
<td>Mountbatten Leisure Centre</td>
<td>Jacuzzi</td>
<td>20 minutes</td>
<td>2 hours</td>
</tr>
</tbody>
</table>

5. After 6 turnovers Backwash again.

6. Signs should be displayed at reception explaining that the pool has had to close and the estimated time that the pool will re-open.

7. Notify the Centre Manager or General Manager. Any closure is to be reported to the Regional Director and if appropriate the Client Officer.
2. Accidental soils - stools

1. Section off the area.
2. Remove the soiling and dispose of via nearest toilet waste, the standard disaffection process should be able to cope with any bacterial infection in the pool.
3. Ensure that the chlorine residuals are at the highest recommended level.
4. Continue bathing

34. Coaches and Instructor Guidelines

Coaches and Instructors report directly to the Duty Manager on shift.

Where Recreation Assistants or lifeguards are required to lifeguard school swimming lessons they have the overall authority and may request that a pupil be removed to shallower water if they feel that a rescue situation will arise.

All coaches and instructors are expected to be on site in adequate time to ensure that their class starts at the designated time.

Coaches should be conversant with all equipment used during their class and be aware that it is their responsibility to ensure that the equipment is set up. Coaches should only use equipment for which they have been trained.

All swimming teachers are required to hold a valid R.L.S.S Rescue test for swimming teachers.

Swimming teachers are required to complete a teacher’s licence to swim and swim agreement

Swimming teachers are responsible for ensuring that they retain a valid teaching qualification appropriate for the standard of lesson being taught.

Instructors will be randomly assessed form time to time by an independent assessor appointed by the Centre Manager. Instructors with the rescue test qualification are recommended to participate in training every 6 months.

Coaches and instructors will be required to carry any necessary registration or licensing conditions that may apply from time to time to fulfil their duties.

Coaches and instructors must enforce the poolside rules and diving policy.
35. **Pool Equipment - Hoist**

1. **Putting pool hoist into position:**
   - Two people must pull hoist out of storeroom so that it is rolling on its wheels.
   - Pull down to shallow end.
   - Put the little metal studs in the holes in the floor.
   - Line the studs up with the clips on the hoist.
   - One person on each side of the hoist and lower into the pool.

2. **Removing the pool hoist:**
   - With on person on each side of the hoist.
   - Pull pool hoist out and unhook the studs and clips.
   - Remove the clips from the floor.
   - Wheel the hoist back into the storeroom.

36. **Pool Equipment - Lane Rope**

1. **Putting the lane rope in:**
   - Ensure members of the public are clear of the work activity.
   - Get the lane rope trolley out of the store.
   - Put it at the side of the pool at the deep end.
   - Pull the lane ropes one by one off of the trolley pulling them right down to the shallow end.
   - You should now have them lined up at the side of the pool reaching from the deep end to the shallow end.
   - You now need to screw the lane rope fixings into the floor. Which can be found in the storeroom on the shelf.
   - One person needs to hold each end of the lane rope and pull it across the water and hook onto the fixings.
   - Once hooked onto the fixings you now need to tighten the rope.
   - Hold the wrench onto the lane rope and tighten.
   - Once tight remove wrench.
   - Put the trolley back in the storeroom.

2. **Removing the lane rope:**
   - Ensure members of the public are clear of the work activity.
   - Remove the trolley from the store put at the deep end of the pool and apply brakes.
   - To loosen lane rope attach wrench loosen.
   - Once lane rope is lose detach from shallow end.
   - Hook onto trolley at they deep end and roll back onto the trolley.
Once they are all back on the trolley wheel the trolley back into the storeroom and apply the brakes.

37. **Small Lane Rope:**

**Putting the lane rope in:**

- Stretch the lane rope down the side of the pool.
- Screw lane rope fixings in to the floor.
- One person needs to hold each end of the lane rope and pull it across the water and hook onto the fixings.

**Removing the lane ropes:**

- Unhook from opposite end to the store
- Pull up to deep end
- Coil rope up
- Put in store room

38. **Health Suite – Sauna, Steam and Jacuzzi**

The centre operates a Sauna and Steam room and Jacuzzi. The facilities are located 2nd floor to the west of the building.

The area is open to over 16’s only. Access can be gained from:

- Members changing room – Members only
- Changing Village – Casual users

**Opening times**

<table>
<thead>
<tr>
<th>Date</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>16.00 – 22.00</td>
</tr>
<tr>
<td>Tuesday - Friday</td>
<td>08.00 – 22.00</td>
</tr>
<tr>
<td>Saturday</td>
<td>08.00 – 20.00</td>
</tr>
<tr>
<td>Sunday</td>
<td>08.00 – 22.00</td>
</tr>
</tbody>
</table>

The areas are not supervised by staff so regular checks are vitally important to ensure the cleanliness of the area.

To assist the centre CCTV is in operation in this area. In addition there are emergency call points in both the Sauna and Steam rooms as well as on the far east wall next to the water fountain.

To assist customers obtain the best use of the facilities the centre has displayed the ‘safe use’ posters from ISRM for all three areas.
Regular 2-hourly water tests are undertaken on the Jacuzzi to ensure the correct water balance at all times.

The sauna and steam room operate on a time clock which is switched on and off at the beginning and end of each shift by either the Duty Manager or TDM, additionally a cover is fitted to the Jacuzzi to keep as much heat in the water as possible when it is not in use.

The use of ‘brought in chemicals’ by the public to put in either the Jacuzzi, sauna or steam room is strictly prohibited.

39. **Evidence Bags**

Even with robust policies and procedures to help reduce the affects of anti-social and criminal behaviour within the centre, there may be occasions when staff will need to log and collate evidence.

Should any member of staff find or be alerted to a suspicious or dangerous item they must report the incident immediately to the Duty Manager.

Suspicious items such as pills, powders, needles and knives must be placed in evidence bags and arrangements must then be made with the Police to collect them from the centre.

Evidence bags are kept in the main safe and can only be accessed by the Duty Manager. Each bag must be dated with a short description of the internal contents and then signed.

Gloves must be worn at all times when collecting suspicious items, this will reduce the risk of any cross contamination/injury to staff and also ensure additional finger prints are not added to the item.

Place the item in the bag and seal it using the self adhesive strip.

Call the Police on 08450 454545 and ask to be put through to the ‘Enquiry’ desk at Kingston Police Station, North End, Portsmouth. Advice the officer what you have found and arrange for it to be collected. If the collection can’t happen on your shift ensure you pass on the information to the next member of staff or write the date in the Duty Managers diary.

Inform the Centre Manager once completed.