

INTRODUCTION

The Normal Operating Procedure (NOP) details the day to day running of both the swimming pool and the dryside facilities of Wildern Leisure Centre (WLC). It provides information regarding the operation of the centre, the expected professional standards of behaviour of staff in all circumstances and accounts for all events which may occur within the facilities (eg. pool and building layout/ session programming/ staffing levels/ equipment used within the centre etc).

The NOP is a legal document which will be referred to in a court of law should an accident/incident occur at WLC which results in legal action. It will also be referred to in the event of an investigation by the Health and Safety Executive. Staff found to be in breach of procedures/actions contained in the NOP may find themselves personally liable should legal proceedings occur.

The NOP is intended to be a working document and as such may be updated at anytime using suggestions and observations from members of staff or when any changes in Health and Safety legislation occur.

The NOP should be used in conjunction with information from the foundation module of National Pool Lifeguard Qualification (NPLQ) training and ongoing professional training onsite at Wildern. It should also be considered alongside all Centre risk assessments and COSHH assessments (copies of both of these documents are available in the Reception area for all staff to access).

All staff will be issued with their own personal copy of the NOP which they must sign for once they have read and understood it. Any queries should be directed immediately to a Duty Manager or Lois Maskelyne (Leisure Operations Manager).

LEISURE CENTRE STAFF

All staff are on the frontline of contact with members of the public and should therefore be aware, at all times, of the image they portray whilst wearing Wildern Leisure Centre uniform.

Qualifications

All staff employed by WLC undertaking lifeguard duties must have a current NPLQ. Whilst records of these qualifications are kept in the office staff have a personal obligation to ensure that their NPLQ is kept up to date and that they are attending staff training on an ongoing basis.

All Fitness Instructors must have at least level 2 in Fitness Instructing and First Aid/resus.

All centre staff are required to attend staff training (a two hour session) once a month, held on the last Sunday of each month. If you are not on shift at this time you will be paid for your time (at flat rate or time off in lieu at the manager's discretion). Failure to attend Staff training sessions will lead to disciplinary action being taken should unsatisfactory reasons be given.

Uniform

All staff must wear their ID badge in a prominent position whilst on duty.

Whilst on duty on poolside staff should wear WLC polo shirt, uniform issue shorts and suitable footwear no flip flops.

All pool staff should carry a whistle, resus aid and their staff ID card. Pool staff should have nothing else on them, including mobile telephones (failure to comply with this may result in disciplinary procedures).

Staff should bring a change of uniform/clothing with them in case of emergency in order to continue working if it is appropriate.

All Fitness Instructors must wear WLC polo shirt and either Navy blue Shorts or Tracksuit bottoms, with minimal logo/patterning. White/light colour trainers are preferable. Trainers must be worn in the gym when instructing or performing any task in order to protect feet from injury from equipment.

Professional Attitude

All staff should arrive at the centre with plenty of time to change and prepare themselves so that they are ready to begin their shift/class, in uniform at the time stated. Staff being late for no reason is not acceptable, this can lead to disciplinary procedures.

Communication on poolside is important to ensure the safety of pool users but

verbal conversations not concerned with work is not acceptable as members of public often take this to mean that staff are not supervising the pool satisfactorily.

Staff should remain on opposite sides of the pool (one on far side at the deep end and one between the changing rooms) regardless of the number of swimmers present. They should stay in position until relieved by another member of staff (if for any reason you need to leave poolside do not do so unless someone has arrived to cover your position). Should an incident occur and you are found not to be in the correct position on poolside, you may be found negligent should the incident be taken to a court of law.

The role of a lifeguard primarily entails prevention of accidents and dangerous occurrences. Staff must therefore appear alert, aware and approachable at all times.

All staff are expected to work as a team in all aspects of WLC work. It is important that staff treat each other with respect and consideration at all times to maintain good working relationships.

All staff are expected to assist in all areas of the Leisure Centre. This includes cleaning duties, equipment setting up and locking and unlocking of facilities.

Staff are not permitted to leave the school site without prior permission from the Duty Manager. Any staff found to have left the site without permission from the Duty Manager will be subject to disciplinary procedures.

DEALING WITH MEMBERS OF THE PUBLIC

Communication between members of public and WLC staff is vital if good public relations are to be maintained. By creating a welcoming environment leisure centre staff ensure the future co-operation of regular customers should the need arise.

The following points must be considered to help achieve this:-

- A Remember that lifeguards/fitness instructors are in uniform. This sets them apart from centre users and ensures they are highly visible to customers at all times. It also gives an impression of authority.
- B Smile and appear approachable. A member of staff's posture, facial expression and physical gestures can have a large bearing on the behaviour of centre users. It also communicates more than the spoken word when approaching centre users about their behaviour or when

- listening to customer complaints and queries.
- C Give eye contact when speaking to customers. Be seen to care about all customers and their enjoyment of their use of the facilities.
 - D Be courteous, firm and fair when communicating with members of public. Do not appear to patronise pool users when reprimanding their behaviour. Do not be drawn into arguments or lengthy discussions which distract you from lifeguarding the pool. In this situation refer the customer to the Duty Manager for further discussion.
 - E Where possible give a brief explanation for your reasons when asking a pool user to refrain from a certain activity (but beware of the points mentioned above in D).
 - F Do not use anger or inappropriate behaviour in your attempt to control situations. This is not professional, is not an acceptable method of asserting authority and will often make the situation more intense.
 - G Ensure that you are aware of the signals to be used on your whistle. Try not to become “whistle happy” and only use the whistle when appropriate. Sometimes a look or a hand signal can be more effective, this is especially likely with adults who do not wish to be embarrassed.
 - H When communicating with young children whistles may not be effective. Often a young child will engage in an activity without knowing the danger of what they are doing. A blast on a whistle may stop them momentarily but a friendly explanation of why you want them to refrain from certain activities is less intimidating and more informative. Encourage young people to read the safety signs around the pool and try to educate towards safe behaviour.

POOLSIDE METHODS OF COMMUNICATION

Whistles

Whistles must be carried at all times when lifeguarding. Staff must ensure that they are aware of the signals to be used when communicating with whistles.

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| 1 short blast | this signal is used to attract the attention of a bather |
| 2 short blasts | this signal is used to attract the attention of another lifeguard |
| 3 short blasts | this signal is used to indicate that you are responding to an emergency situation (this may be in the water or on the poolside) |

1 long blast

this signal is used to clear people from the pool (either in an emergency or at the end of a swimming session)

Telephone

There is a telephone situated in the rest room at the shallow end of the main pool. In the absence of the radio, staff can communicate with reception by lifting the receiver and dialling 191. Staff should not leave poolside unattended while using the telephone. In the event of an emergency the emergency services can be contacted using these phones by dialling 999, however no other outgoing calls can be made to other numbers.

Personal Alarms

The main pool alarm is situated about halfway along poolside close to the male changing rooms. This alarm is a siren which can be heard throughout the leisure centre. The learner pool alarm is situated by the learner pool store cupboard. This alarm sounds a buzzer in reception when activated. Staff should be positioned near to these alarms when on Learner Pool and on Shallow End (changing room side) of the main pool.

The fitness suite has 4 alarms, one on each wall of the fitness suite. The alarms should be used at the discretion of centre staff when responding to an emergency situation.

These alarms can be deactivated by swiping the red magnetic key fob over the side of the actual alarm

On hearing the poolside alarm all staff who are not on poolside at the time should proceed there immediately to assist with the incident which has occurred. On hearing the learner pool or fitness suite alarms, the Duty Manager should summon assistance, via the radios to the necessary area.

There is also an alarm in all Disabled changing rooms/toilet. This is a pull cord alarm and once activated it will sound as a continuous beep on the panel in reception, it can be de-activated by pressing the red light button in the room.

Fire Alarm

The fire alarm is a continuous ringing bell. In the event of this alarm sounding staff must treat the situation as an emergency and follow the procedure laid down in the Emergency Action Plan.

School Bell

This is an intermittent bell (5 rings) used by the school to end lessons. This bell can be ignored.

ROTATION OF STAFF

During main pool public swimming sessions there are 3 members of staff rotating poolside duties. Usually staff rotate every 15 minutes, this means a 30 minute session lifeguarding and 15 minutes cleaning/ setting up equipment. The order of rotation is shallow end to deep end to dryside/cleaning duties. Each time you are relieved from poolside you are expected to check in at reception and check with a Duty Manager, to see what needs doing. There is a cleaning checklist at reception that should be signed off when a task is completed.

(When the learner pool is open for public swimming there will be 4 staff on duty. In this instance the rotation will be LP, shallow end MP, deep end MP and then dryside duties).

Try to be aware of sports hall changeovers that may fall on your period off poolside and ensure you are punctual in setting up equipment. If you have completed your duties, ask a duty manager who will designate a task for you. It is important that the Duty Manager is aware of your whereabouts when you are not lifeguarding. Make use of the radios provided. If for any reason you need to leave the school site you must speak to the Duty Manager.

Always wait to be relieved from your lifeguard position and ensure that any relevant information is passed between staff. Do not engage in lengthy conversations as a fellow member of staff is waiting to be relieved from poolside and may be required for another task.

SWIMMING POOL RULES

Staff must make themselves familiar with all rules imposed with WLC swimming pool. It is important that all staff monitor the behaviour of pool users to set standards otherwise customers become confused about permitted and prohibited activities.

To maintain safety within the pool these basic rules must be enforced.

- No running
- No pushing
- No ducking
- No fighting/horseplay/acrobatics or gymnastics
- No bombing
- No petting
- No diving in under 1.5m of water depth
- No spitting

No shouting
No somersaults/cartwheels/seatdrops or backflips
No 360 spinning jumps

No excessive splashing
No diving with hands by the side (head unprotected)
No flippers/snorkels or face masks (unless during supervised courses)
No large inflatables (unless during fun sessions & at the discretion of staff)
No eating/ drinking or chewing gum
No outdoor shoes on poolside
No smoking

WLC operates a child admission policy for both pools. Under 8 yr olds will not be permitted entry to the pools without an adult (an over 16 year old). The adult must accompany the child/children into the water and one adult cannot be responsible for more than 2 under 8 year olds in the main pool or 4 under 8 year olds in the learner pool (this ratio applies in all circumstances, including birthday parties - this should be made clear to customers when taking pool bookings). All under 3 year olds must be accompanied on a ratio of 1 adult to 1 child in the main pool and 1 adult to 2 children in the learner pool. These ratios are recommended by the Health and Safety Executive).

When applying these rules it is important to provide a brief explanation of the reasons behind the rule to the customer. If you are not sure of the reasoning behind some of the rules please ask. The confidence of a lifeguard plays an important part in the outcome of many situations. Staff must equip themselves with accurate information in order to deal with customers confidently and efficiently.

A written admittance policy is in the Swimming Pool 'activity programme' which can be found in leaflet dispensers at reception.

POTENTIAL RISK FACTORS -POOLSIDE

Unauthorised Access To Poolside

- Lifeguards must ensure that the changing room gates and corridor access doors are locked at the end of each session or whenever the pool is left unattended (between sessions or at the end of the day). Staff should also check that the poolside fire exits are closed before leaving poolside.
- Lifeguards must never leave the pool unattended while bathers are using the pool. The Duty Manager or member of staff doing dryside duties should be summoned for first aid treatment/ locker problems/ dealing with unruly members of public/ comfort breaks etc.

Maximum Bather Loading

The number of people permitted to enter the pool should be monitored by the Duty Manager at reception. Should any member of staff feel that the volume of people in the pools is too great at any time, they should contact the Duty Manager via the radio/poolside telephone immediately and express their concerns.

The Centre will operate a maximum bather loading of 70 people in the main pool.

During Main Pool Fun Sessions the maximum bather load will be 40. Bather numbers will be monitored on admittance by the DM at reception for this session.

Maximum bather load for Main Pool Birthday parties is 25. Child admission policy must be adhered to during this session also.

The maximum bather load for the Learner Pool is 30. This will allow for bather comfort, noise levels and consideration for the lifeguard in the temperature. Lifeguards should liaise, via radio, with the DM to ensure numbers are closely monitored.

Water Activity Hazards

- All activities mentioned on swimming pool rules list.
- Diving. It is important that staff do not allow bathers to dive in under 1.5m of water in order to prevent a potentially lethal back/neck injury occurring. Encourage bathers only to dive along the deep end edge of the pool and to observe the safety posters regarding diving. Please remember the 'freeboard' is 30cm on the Pool at the deep end.

- Fun sessions - Bathers should not be permitted to stand on mats, unless to aid them to get onto the inflatable. The inflatable must not be stood on for the following reasons; they may fall onto another bather in the water below, they may hit their head on the poolside or they may dive off into shallow water or, again, on top of another bather. Bathers should be encouraged to keep mats away from the edge of the pool and not to stack the floats too high. Staff need to be aware of non swimmers using the floating mats to gain access to deep water or on to the inflatable. Tether ropes should be monitored closely for the same reason.
- Staff should prevent any behavior which could cause damage to the floats or inflatable, or injury to bathers (such as throwing floats about).
- Pool inflatable - Staff need to be aware of positioning of themselves and other staff members to ensure that all areas of the pool are being observed. Usual pool rules apply as well as the following additional rules; no standing up on the inflatable, no diving from the inflatable, no jumping from the inflatable towards the side, no excessive pushing and shoving (use discretion).

Swimmer In Difficulty

A swimmer may get into difficulty for a number of different reasons and so extreme vigilance is required by the lifeguard to spot any potential problems. The following risks/conditions may need to be recognised:

- Weak and non swimmers. Be aware of non swimmers entering the deep water after exiting the male changing rooms. Be aware of “gutter crawlers” making their way into deeper water by hanging onto the scum channel. Ensure that non swimmers do not pass the “No armbands beyond this point” sign.
- Health problems/ special needs. People may ask you to look after medication for them, under no circumstances can you accept responsibility for the medication. They can leave it in a suitable place on poolside, but not with you. (Remember, you are not permitted to administer medication yourself, should an incident occur). People with heart problems/ epilepsy/ diabetes/asthma and many other illnesses may enter the pool. Ensure you are aware of the symptoms of these conditions and know how to deal with them promptly.
- Very young swimmers. Swimmers under the age of 8 must be accompanied in the water by an adult of 16 years + at all times (as per pool admittance policy).
- Elderly swimmers.

- Those who appear very nervous or unsure in the water (be aware of people who can swim but cannot stop in deep water when someone gets in the way!).
- People under the influence of alcohol or drugs. People in this situation should not gain access to the pool having hopefully been identified at reception. Should you have any doubts or problems on poolside concerning this contact the Duty Manager immediately.
- Large groups of young people. In this situation youths tend to show off and as a result may participate in dangerous and irresponsible activities.
- Clothing and hygiene. No denim shorts/cut off jeans to be worn in the pool as these become heavy when wet and therefore make swimming difficult. T-shirts may only be worn for medical reasons or by pregnant ladies (lifesaving sessions are an exception to this rule). No pool users shall swim without wearing swimwear. This includes babies and small children. Babies should not be permitted to enter the water wearing normal nappies as the material tends to disintegrate. 'Little Swimmers' swim pants are available for purchase at reception.
- Remember that people do not always drown "thrashing" and loudly. Bathers may slip quietly underwater unnoticed with no obvious signs of distress. Always observe the pool floor as well as the surface and the pool surround.

Physical Hazards

- Entrances from changing rooms. The male changing room enters onto fairly deep water. Staff should be aware of keen young bathers rushing in without knowing the depth of the pool (some non swimmers may run out and jump straight into difficulties whilst stronger swimmers may dive in without checking how shallow the water is). Try to make bathers aware of pool depths, particularly if you are aware that they do not know the pool.
- Lane ropes. Lifeguards should prevent pool users from sitting on or playing on ropes at all times. Be aware that non swimmers may try to use the ropes to move along and gain access to deep water. Ensure that members of the public are clear of the ropes when putting ropes into place during a swimming session. When not in use ensure that lane ropes are stored neatly to prevent becoming a trip hazard. The lane ropes must be wound up and stored on hooks in the corner far left hand end of poolside. Check lane ropes for signs of wear and tear each time they are used. Eye bolts must be removed when not in use as they make dangerous missiles if in the wrong hands.

- Pool equipment. When not being used all equipment must be stored away from poolside to prevent tripping accidents.
- Pool steps. These should be checked regularly for any signs of wear and tear (the steps may need re-taping from time to time, splits may appear in the metal, sharp edges may occur). Staff should prevent groups from congregating around the steps/ playing on the steps/ diving from the steps. Lifeguards should also be aware of non swimmers using them to gain access to deeper water. Staff should only move the large disabled access steps if there are at least two people to lift them.
- Pool surround and tiled areas. These should be checked prior to allowing bathers into the pool. Ensure that all surfaces are clear of debris and check for cracked tiles and potentially sharp edges. Changing rooms should be kept clear of excess water by regular cleaning with the squeegee and mop. LCA's must walk through changing rooms when coming off of poolside to check the area for cleanliness.
- Water clarity. This must be closely monitored by poolside staff. Any signs of deterioration must be reported immediately to the Duty Manager (see Emergency Action Plan for full details).
- Disabled hoist. The disabled hoist can be used in both the main pool and the learner pool. It is stored in the LP store room and should only be used if there are two members of staff to move and assemble it. Staff should not use the disabled hoist if they have not had training in how to use it – as this could be dangerous for themselves and the pool user.
- Electrical appliances on poolside. The use of electrical appliances used on poolside when bathers are in the pool should be restricted to equipment which can be secured and is not physically able to reach the pool. Stereos / blowers etc should be secured in a poolside cupboard rather than being brought onto poolside and must always be protected by an RCD. At all other times (for example when using cleaning machines) use of electrical appliances should be restricted to those that are powered by low voltage DC supply, low voltage AC supply 110 volts and are protected by a Residual Current Circuit Breaking device.
- Toxic gases. Chlorine gas can be created by mixing sodium hypochlorite (bleach) with an acid. This situation is unlikely to arise during pool water treatment as the two chemicals are stored in separate rooms. Staff must be aware of the possibility of this occurring with cleaning chemicals and must never mix chemicals (see EAP for full details).

POTENTIAL RISK FACTORS- OTHER AREAS

Sports Hall/Gym/Multi Use Hall/Fitness Suite

- These areas should be v-mopped/hoovered each day and the surface should be checked for cracks and leaks etc. The floor surface should be wet mopped in order to remove dust/sweat and prevent slip hazards.
- Misuse of equipment or equipment not set up correctly. Staff must ensure that all equipment is set up and checked prior to use by members of the public. Staff must not set up equipment that they have not been trained to use.
- Faulty equipment. Staff must check the condition of equipment each time it is set up. Any faulty equipment must be removed from use immediately and reported to the Duty Manager.
- Ensure that five-a-side goals/muga goals are anchored either to the wall or weights prior to use (if members of public have assisted in setting them up check the anchor points that they were responsible for before allowing the activity to commence). During children's activity sessions staff need to be aware of children swinging on goalposts and prevent this action from taking place.
- Five- a- side goals must be returned to the brackets on the wall when not in use.
- During children's activity sessions staff must remain with the group at all times.
- The climbing wall must not be used.
- Fitness suite- All users of the Fitness suite must complete an Induction on the Equipment prior to using it. A health questionnaire detailing any contra-indications to exercise should be completed and any problems noted by the Instructor.
- The fitness suite is supervised through the vision panel at main reception when there is only a Duty Manager on and by Fitness Instructors during busy times.
- Customers with a 'Healthworks' referral form must book in for a screening session with Marianne or Ali, before using the Fitness suite. Healthworks is funded through Eastleigh Borough council. We currently do not accept 'Active Options referrals' which are funded by Southampton city council (due to us being in EBC).

CLEANING AND HEALTH & SAFETY ISSUES

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

COSHH is the regulation which legally requires employers to assess all chemicals that their employees may come into contact with. Failure to comply with this regulation constitutes an offence under the Health and Safety at Work Act 1974. Each chemical must have a COSHH sheet completed; this contains information about the product name, the chemical content of the product, the usage instructions for each product, the action which should be taken in the event of ingestion/ inhalation/ contact with eyes or skin and precautions which should be taken while using the product. The COSHH sheet also contains information which can be used by an Emergency Department should an accident occur while using the product. The relevant COSHH sheet should accompany any casualty to the hospital following an incident with a chemical. The COSHH sheets are available in the office for all staff to read and access. All members of staff should know where to find them, if you are unsure please ask now, do not wait until an accident has happened before you try to locate them.

Working With Chemicals

- All staff should be aware, as mentioned, of the information on the COSHH sheets regarding whatever chemical they are using.
- All chemicals should be used in accordance with the manufacturers instructions on the product label and on the COSHH data sheets. The notes on Personal Protective Equipment (PPE) must also be adhered to (failure to use the correct PPE may result in legal action against the individual staff member in the event of an accident).
- All staff should be able to locate the COSHH sheets immediately in the event of an accident.
- Staff should never use a chemical they have not been trained to use.
- Staff must never mix chemicals.
- Chemicals must be stored safely away from access of members of public.
- Empty chemical containers should not be disposed of in bins within public areas.
- Ensure all chemicals are returned to secure storage after use.

- Ensure that the bottle is always labeled when diluting down a chemical.

Wet Floors

- Changing room floors must be kept as clear of excess water as possible by regular use of a squeegee and mop. Ensure that disinfectant is used regularly throughout the day in these areas also in order to maintain a hygienic and reassuring clean changing area.
- During cleaning, spillages or if leaks occur a “wet floor/ slippery surface” sign must always be displayed to warn members of public and other members of staff to be cautious.
- When wet mopping the sports hall/ fitness suite/ multi use studio ensure that enough drying time is allowed between bookings in order for the surface to be safe to play on/walk on etc. The floor surface should be checked prior to booking commencement to ascertain that it has fully dried.

Manual Handling and Personal Protective Equipment

- Lifting heavy or bulky articles in an improper manner can result in back injuries. If you are unsure about lifting something then ask for assistance immediately. Staff can refer to the staff employee handbook for guidance on lifting techniques but as a general rule if you are not sure then you should not attempt to lift it.
- Never attempt to lift heavy or bulky items on your own. Staff should not attempt to put the five- a –side goals on the wall brackets on their own or move any of the Fitness equipment.
- When setting up or dismantling equipment in the sports hall staff should wear trainers, flip flops should not be worn as they offer no protection to the foot should an accident occur.
- Equipment such as the machine floor scrubber and pressure washer should not be used by members of staff who have not received training in its use.
- When using chemicals and cleaning equipment staff must ensure that they wear the correct PPE and have been trained in the use of all products and machines they are using. If you are unsure of anything at all ask the Duty Manager.

Staff must adopt proper lifting technique when replacing dumbbells onto the rack.

If any fitness equipment needs to be moved a risk assessment of the task must be completed first.

First Aid

WLC maintains 4 first aid boxes. These are situated on poolside next to the alarm, in Learner Pool cupboard, main pool air handling plant room and in reception. Each box has a list of minimum contents which should be in them. The boxes are checked once a month to ensure that the contents are complete, however, if you use any equipment from a first aid box please inform the Duty Manager so that the stock can be replenished sooner.

Ice packs are available for first aid treatment, these are kept in the fridge in the rest room. These belong to the centre and must not be taken away. Instant ice packs are also located on both poolside and the first aid room.

When treating a member of public or a member of staff with first aid the following points must be remembered:

- In order to maintain vigilance over a swimming session in progress the member of staff on dryside duties or the Duty Manager must be called to poolside to assist with the treatment of first aid. Where possible allow a member of staff who holds a first aid certificate separate from the NPLQ to administer the first aid treatment.
- Always wear protective gloves when treating an injury, if the nature of the injury necessitates it then also wear an apron for further protection.
- After treating a casualty, contaminated gloves and dressings etc must be placed in a yellow clinical waste bag and be disposed of in a clinical waste bin.
- Ensure that an accident form is completed each time you are requested to administer first aid in any way. Record on the form the action that you took, the things that you looked for in the injury (eg bruising/ swelling etc) and the questions you asked the casualty (eg did they have any nausea/ loss of feeling/ pins & needles etc). If you have any concern about the injury at all, always advise the casualty to seek medical advice and record on the form that you did so.
- Staff must always ensure that when administering first aid they do not put themselves into the situation of being alone with someone of the opposite sex. This is particularly important with under 16 year olds and where possible staff should ensure that there is always another member of staff close by when treating children.

- It is advisable for staff who deal with first aid situations to be inoculated against Hepatitis B. You should be able to get this done at your GP if you tell them you are a first aider.
- If in a first aid incident you have a person who has stopped breathing and lost consciousness. There is an AED located behind the reception desk next to the safe. (Please see EAP for Procedure).

Blood Spillage

Any spillage of blood must be safely cleaned up immediately. Staff must wear protective gloves and apron when dealing with spillage of body fluids. Excess blood etc can be cleaned up using absorbent paper. The residue can be cleaned using presept powder. Any contaminated paper, gloves and aprons must be disposed of in yellow clinical waste bags. Contaminated mops must be soaked in a solution of bleach/ sodium hypo chlorite (see Duty Manager to dilute). A caution/wet floor sign must be put up in the affected area.

Fire Extinguishers and Emergency Equipment

Fire extinguishers are located in the following places:

A Water extinguisher and a Co2 extinguisher are located in the main foyer close to the automatic doors.

A Foam extinguisher and a Co2 extinguisher are located in the Fitness suite.

A water extinguisher is located in the main foyer close to the Multi use hall.

A Water extinguisher and a Co2 extinguisher are located at the end of the school entrance.

A Foam extinguisher is located at the changing room end of the school entrance corridor.

A Foam extinguisher and a Co2 extinguisher are located by the sports hall entrance.

A Powder extinguisher in the Main swimming pool plant room and a Co2 extinguisher in the main pool air handling plant room.

A Foam extinguisher, a CO2 and a powder extinguisher are all situated in the Learner pool plant room.

For full details on the types of extinguisher to use and the procedure to follow in the event of a fire see the Emergency Action Plan.

Emergency/ survival blankets for use in emergencies are kept in the store cupboard in the learner pool.

Main pool rescue equipment consists of a number of reach poles, 2 torpedo buoys and two throw bags. The poles should be placed at intervals around poolside and the throw bags and torpedo buoys should be positioned next to the lifeguard chairs.

The learner pool rescue equipment consists of a torpedo buoy and a reach pole.

It is the responsibility of poolside staff to ensure that these pieces of equipment are in place before a swimming session begins.

Customers Belongings

Staff must never accept responsibility for any member of public's belongings or locker keys. Individual staff members who do this could find themselves personally responsible should any items become damaged or go missing. Politely encourage bathers and gym users to use the lockers or storage areas provided.

Lost Property

Any lost property should be taken to reception as soon as found as the owner may have already enquired about it. All items of lost property should be recorded in the lost/found folder in Reception. All lost property is kept up to one month and then disposed of.

Staff Sickness

Staff are requested to give as much notice as is reasonably possible. If you are due to start early in the morning this means phoning in on the previous evening if you are certain you are going to be unwell enough to work. For staff starting a shift later in the day this means a phone call on the morning of the day that you are due to work or sooner if you are able. Please ensure that when you telephone the centre to report sickness that you speak to the Duty Manager. Leaving a message on the voicemail service or texting is not acceptable, you must speak to the Duty Manager in person.

CONDITIONS OF HIRE

Outside organisations hiring the pool must abide by the contractual conditions printed on the reverse of the booking form. Other than Wildern Waves and Fareham Nomads swim clubs, all hirers must use our LCA's to lifeguard their session.

Outside organisations hiring the pool must also provide up to date copies of coaching qualifications, CRBs and public liability insurance. They must also provide risk assessments for all activities undertaken.

Organisations who provide their own lifeguards (Fareham Nomads) must read the NOP and EAP for WLC and then sign to show that they have read and understood the information contained within them (all persons who are to be involved in supervising a private hire booking must read and sign for these documents).

Outside organisations must follow the same guidelines and procedures as WLC staff, as laid down in the NOP and EAP.

The number of lifeguards required during private hire sessions depends on the type of pool session being conducted and the number of bathers in the pool. The number required will be decided by the Duty Manager.

All lifeguards nominated by private hire groups must hold a current National Pool Lifeguard Qualification (for Wildern Waves & Fareham Nomads it is deemed a RLSS Rescue Test for Teachers is adequate due to the nature of the training sessions) or NARs Pool Supervision Certificate. A copy of this must be produced prior to any booking so that a photocopied record can be kept in the reception office.

All pool rules must be adhered to as during a normal WLC swimming session for safety reasons.

Any organisations who fail to provide adequate proof of qualifications of lifeguards or who do not wish to organise their own lifeguard cover will be provided with WLC staff and the cost of their pool hire will be adjusted accordingly.

Any first aid incidents that occur during any private hire sessions must be reported immediately to the Duty Manager. This is vital should there only be one lifeguard on duty as the lifeguard cannot apply first aid and ensure the safety of the remaining bathers simultaneously. Following any incidents requiring first aid the Duty Manager must complete an accident form.

LIFEGUARDING LEVELS

The number of lifeguards required on poolside will vary depending on the type of session taking place within the pool. The following list details the minimum number of lifeguards that should be on poolside for each activity. It may be necessary to alter or adapt this in certain situations, this will only be at the discretion of the Duty Manager and is not a decision to be made by other staff members. In this context the word “lifeguard” constitutes a holder of a current National Pool Lifeguard Qualification.

Type of session	Minimum number of lifeguards
Early Morning Swimming	2
Public Swimming	2
Adult Only Lanes	2
Fun Sessions	2 (3 in when over 25)
Main Pool Birthday Parties	2 (3 in when over 25)
Aqua Classes	1
Pool Parties	2
Main Pool Swimming Lessons	1
Private Hire/Family Type Groups (MP)	2
Private Hire/Canoe Club (MP)	1*
Private Hire/Swimming Club (MP)	1(dependent on club)
Private Hire/Swimming Lessons (MP)	1
Private Hire Galas (MP)	1#
Learner Pool Lessons	1
Learner Pool Birthday Parties	1

All other hire events will be risk assessed when booking forms are received.

Please note:

Sessions which are deemed as structured (eg lessons or other instruction based sessions) require only one lifeguard due to the organised nature of the session. Exceptions to this rule may be made should the Duty Manager feel that a particular session is no longer structured or the number of bathers present becomes too great for one lifeguard to safely supervise.

* Persons lifeguarding this session should be familiar with the emergency hand signals of the canoeists and be able to release a subject’s spraydeck from an upturned canoe.

This session only requires one lifeguard during the gala but 2 lifeguards need to be present should the organiser wish for a “playtime” for swimmers at the end.



NORMAL OPERATING PROCEDURES

January 2015
(To be updated January 2016)