



Lodge Park Sports Centre

Emergency Action Plans

EAP

Contents

| | Page Number |
|--|-------------|
| First Aid Trained Staff | 3 |
| Duty Manager Responsibilities | 4 |
| Ground Floor Plans and Key | 5 - 6 |
| First Floor Plans, Key and Zone Description | 7 - 8 |
| Zones | 9 - 13 |
| Fire Evacuation | 14 - 19 |
| Serious Injury/Accident/AED | 20 - 22 |
| Disorderly Behaviour | 23 |
| Lighting Failure | 24 |
| Structural Failure | 25 |
| Emission of Toxic Gases & Asbestos | 25 - 26 |
| Bomb Threat / Suspect Package / Terrorist Attack | 27 - 30 |
| Lost Child, Parent or Guardian | 31 - 32 |
| Disabled Toilet Alarms | 32 |
| Panic Alarms | 32 |
| Blood Spillage | 33 |
| Lift Entrapment | 33 |

Lodge Park Sports Centre

All staff must read and continue to familiarise yourselves with the facility Emergency Action Plan (EAP)

First Aid Trained Staff

| | |
|-------------------------|--------------------------------|
| Kevin Williams | Leisure Manager |
| Kate Trenwith | Duty Manager |
| Cameron Ash | Duty Manager |
| Lee Thomson | DM / Sports Assistant |
| Scott Grant | Fitness Manager |
| Paul Simpson | Senior Gym Instructor |
| Lindsey Hipkiss | Reception / SIDM |
| Kerry Thornton | Reception / SIDM |
| Logan Ritchie | Sports Assistant / SIDM |
| Harry Roberts | Sports Assistant / SIDM |
| Joanne Robertson | DD Admin / SIDM |

Before each shift it is the Duty Manager's responsibility to ensure the following checks are completed. If you experience any problems you must rectify and report them immediately. If further action is required you must notify the Leisure Manager. In the absence of the Leisure Manager you must contact the Principal Leisure Officer.

Fire Exits Clear & Unlocked

Centre radios working and charged

Fire Extinguishers – Full & In Place

CCTV – Working & Recording

First Aid Kits in Place and Complete

Torches available and working

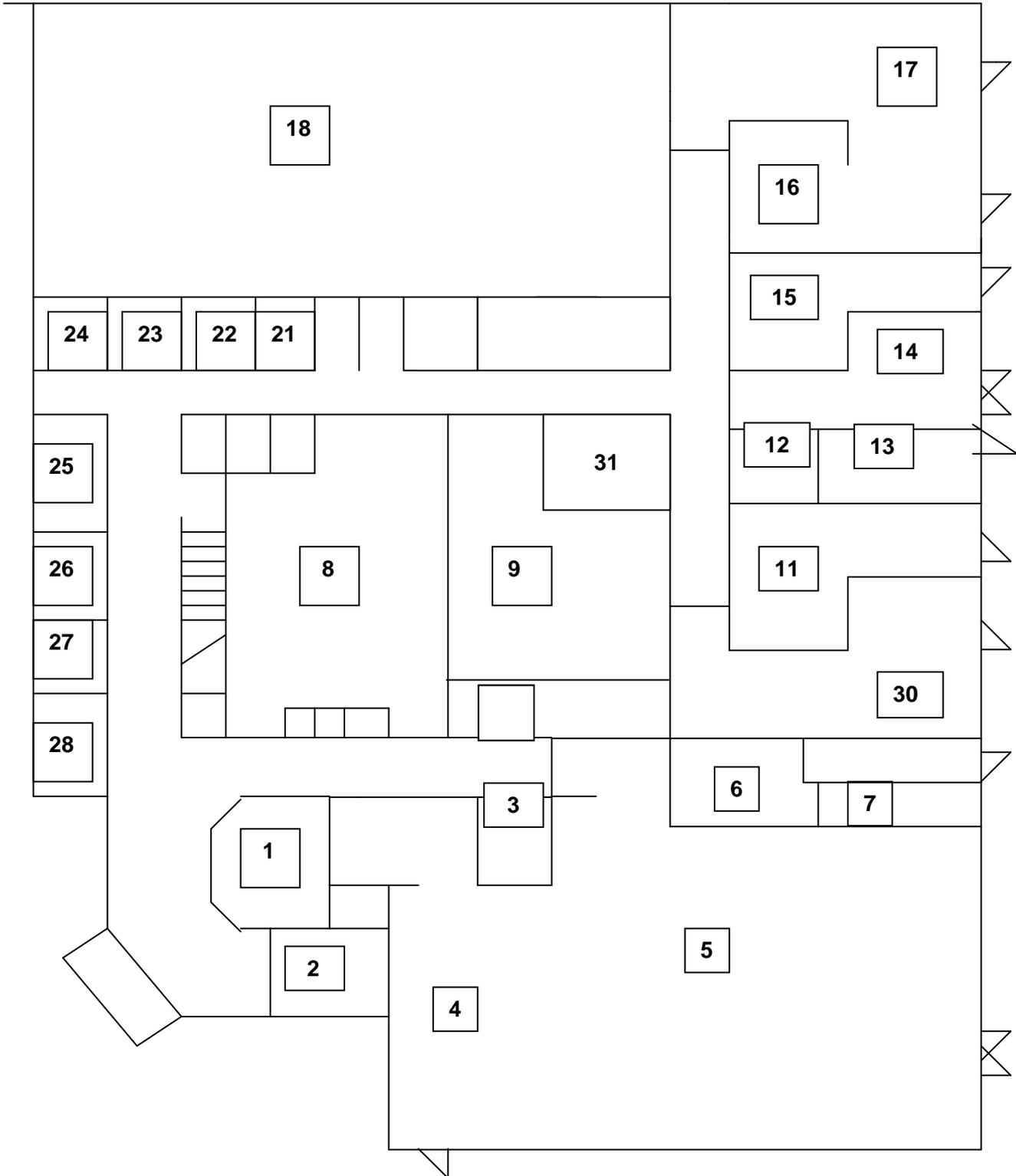
Overflow Car Park Open

Car Park Pedestrian Access Open

AED in place

Map of Sports Centre Site

Ground Floor Plan



Key to Numbers for Lodge Park Sports Centre Ground Floor Plan

- 1 – Reception
- 2 – Duty manager's office
- 3 – Gym Office
- 4 – Gym – Cardio Equipment
- 5 – Gym – Resistance Equipment
- 6 – Gym Store Room
- 7 – Dumbbell Store Room
- 8 – Male Changing Room
- 9 – Ladies Changing Room
- 10 – Physiotherapy Room
- 11 – Exit to Astro Turf
- 12 – Store
- 13 – Outside Tractor Store – *(Small amount of petrol stored in here, max 5ltr Jerry can)*
- 14 – Stairs to Mind and Body studio and back fire exit
- 15 – Beauty Room 2
- 16 – Crèche
- 17 – Crèche
- 18 – Practice Sports Hall
- 19 – Practice Hall Store Room
- 20 – Practice Hall Store Room
- 21 – Unisex Changing Room
- 22 – Disabled Toilet
- 23 – Fitness Manager Office
- 24 – Practice Hall Store room
- 25 – Switch Room
- 26 – Staff Room
- 27 – Main Hall Store Room
- 28 – Cellar – *(Potential storage for cellar gas 60/40 and 70/30 nitrogen / c02 mix)*
- 29 – Main Hall
- 30 – Spray Tanning Room
- 31 – Beauty Room 1

Key to Numbers for Lodge Park Sports Centre First Floor Plan

- 32 – Aerobics Studio
- 33 – Conditioning Studio
- 34 – Boiler Room
- 35 – Male Cycle Studio Toilets
- 36 – Ladies Cycle Studio Toilets
- 37 – Cycle Studio
- 38 – Mind and Body Studio
- 39 – Sir Matt Busby Lounge
- 40 – Sports Bar
- 41 – Kitchen and Bar area
- 42 – Gallery
- 43 – Male Toilets
- 44 – Female toilets
- 45 – Tribes / SPLAT Store
- 46 – Cellar (*Potential storage for cellar gas 60/40 and 70/30 nitrogen / c02 mix*)
- 47 – Leisure Manager's Office

ZONES

ZONE 3 – Gym, Physiotherapy Room, Spray Tanning Room, Vibro Gym, Beauty Room 2, Crèche

ZONE 4 – Main Hall, Practice Hall (including store rooms,) Male and Female Changing Rooms, Corridors, Switch Room, Disabled Toilet, Unisex Shower, Staff Room, Beauty Room 1, Reception, DM Office, Outside Cellar

ZONE 5 – Aerobics Studio, Conditioning Studio, SHAPE Dance Store, Cycle Studio and Toilets, Mind and Body Studio

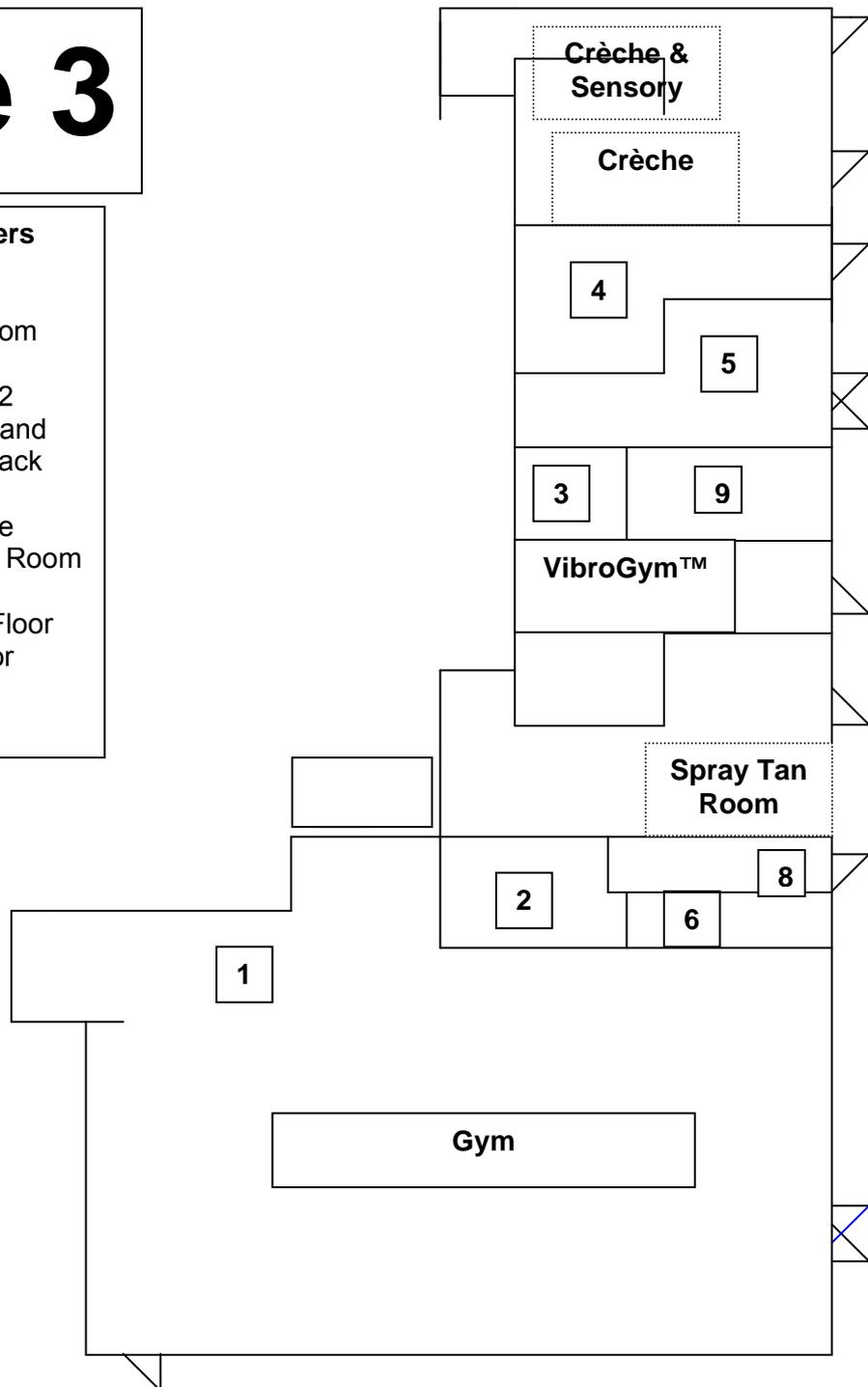
ZONE 6 – Boiler Room

ZONE 7 – Sir Matt Busby Lounge, Sports Bar, Kitchen and Bar, Gallery, Cellar, Male, Female and Disabled Toilet, Leisure Manager Office,

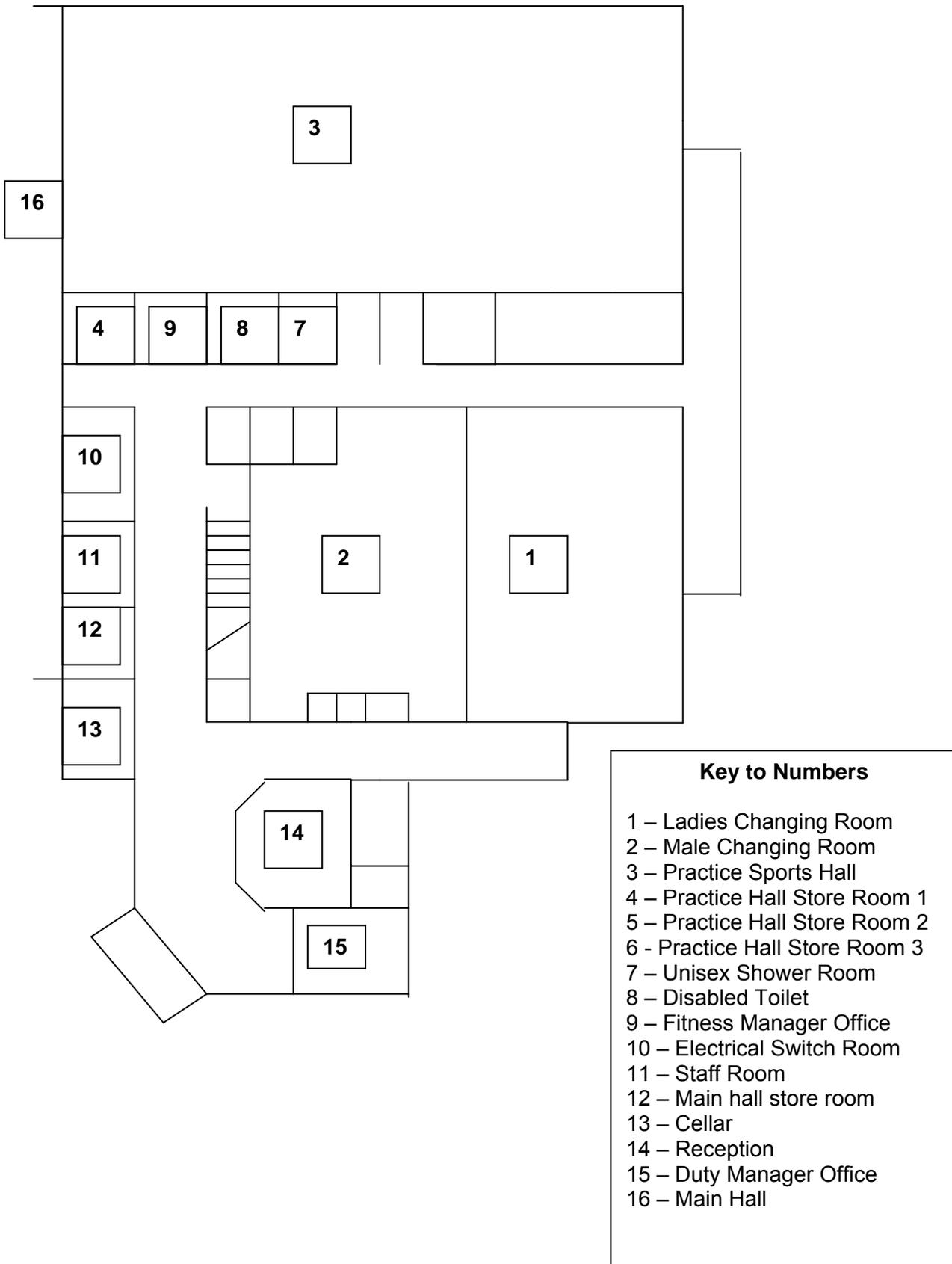
Zone 3

Key to numbers

- 1 – Gym Office
- 2 – Gym Store Room
- 3 – Store Room
- 4 – Beauty Room 2
- 5 – Stairs to Mind and Body studio and back fire exit
- 6 – Dumbbell Store
- 7 – Physiotherapy Room
- 8 – Fire Escape Stairwell from 1st Floor
- 9 – Outside Tractor Store



Zone 4



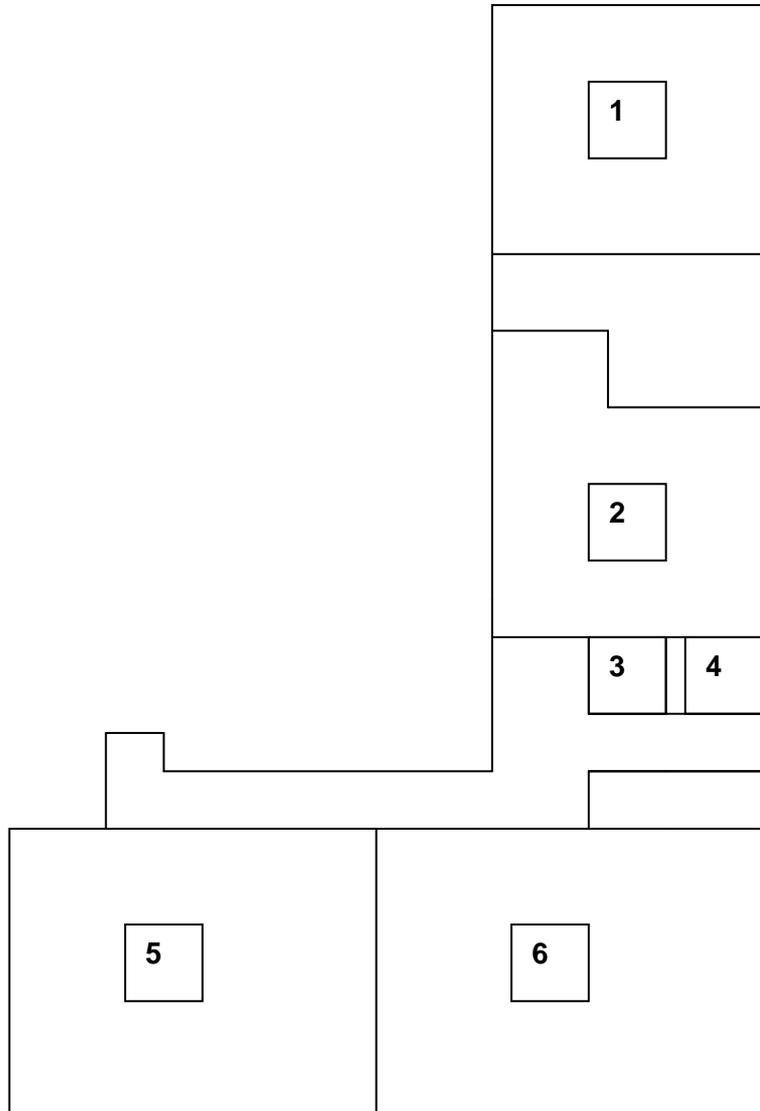
Key to Numbers

- 1 – Ladies Changing Room
- 2 – Male Changing Room
- 3 – Practice Sports Hall
- 4 – Practice Hall Store Room 1
- 5 – Practice Hall Store Room 2
- 6 - Practice Hall Store Room 3
- 7 – Unisex Shower Room
- 8 – Disabled Toilet
- 9 – Fitness Manager Office
- 10 – Electrical Switch Room
- 11 – Staff Room
- 12 – Main hall store room
- 13 – Cellar
- 14 – Reception
- 15 – Duty Manager Office
- 16 – Main Hall

Zone 5

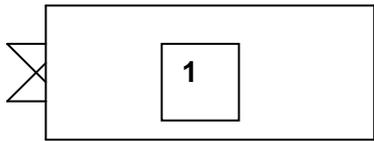
Key to numbers

- 1 – Mind and Body Studio
- 2 – Cycle Studio
- 3 – Male Toilets
- 4 – Ladies Toilets
- 5 – Aerobics Studio
- 6 – Conditioning Studio

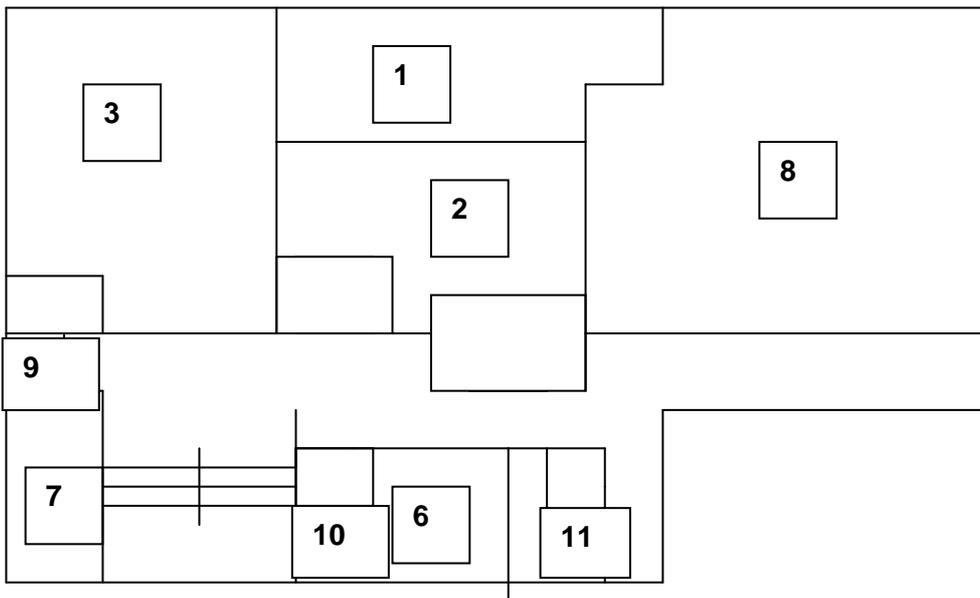


Zone 6

Key to numbers
1 –Boiler Room



Zone 7



Key to Numbers

- 1 – Sports Bar
- 2 – Kitchens and Bar area
- 3 – Gallery
- 4 – Male Toilets
- 5 – Female toilets
- 6 – Leisure Manager Office
- 7 – Cellar
- 8 – Sir Matt Busby Lounge
- 9 – Tribes / SPLAT Store
- 10 – Lift
- 11 – Disabled Toilet

1.0 FIRE EVACUATION

It is important that you fully understand these procedures and familiarise yourself with the site of fire alarms (push button call points), fire extinguishers and exits.

1.1 On Discovering a Fire

- a. If you are trained and able to do so **WITHOUT ENDANGERING YOURSELF**, attack the fire using the appropriate apparatus available and raise the alarm by pushing the nearest Fire Alarm Call Point.
- b. If the fire is beyond your immediate control, raise the alarm by pushing the nearest Fire Alarm Call Point.
- c. Upon raising the alarm, clear the surrounding area of people directing them to the nearest available fire exit.
- d. When the fire alarm sounds all staff should go to their designated area and instruct members of the public, in a calm and reassuring manner, to go to the nearest available fire exit.
- e. On the instruction of the Duty Manager or designated Fire Warden escort the public to the assembly point.
- f. The assembly point for all customers leaving via the front fire exit is **in the far corner of the car park next to the green hut**. Note: some users may use the rear exits, a member of duty staff should ask them to assemble **at the far corner of the all-weather pitch** and then assist with the safe direction of customers to the main assembly point if possible. Alternatively, the duty staff member should radio reception to indicate that all persons are accounted for and not in immediate danger.

1.2 Duty Manager

- a. Go immediately to reception and look on the fire alarm panel display to find out which location the fire alarm has been activated from. The duty manager must collect a radio from reception.
- b. The duty manager must then go immediately to the zone in which the alarm has been activated and assess the situation.
- c. Having assessed the situation, confirm the cause if possible and decide whether *1) The alarm can be cancelled or 2) The building needs to be evacuated.*
- d. Relay the required instruction to Receptionist – confirm that they will call the fire brigade.
- e. If there is an indication of fire anywhere – **DO NOT ENTER**.
- f. If safe to do so check the first floor of Lodge Park Sports Centre – zones 5, 6 and 7 **if bar staff or leisure manager is not on site** then proceed to evacuate and meet staff at the fire assembly point in the car park.

- g. Listen to all feedback from staff and if it was a false alarm, inform the staff and public that they are safe to return to the building, or if an emergency situation, ensure that all staff are accounted for and that the fire brigade are on their way.
- h. When the fire brigade arrive inform them: *where the fire is and where the cellar gas cylinders and tractor / petrol are kept.*
- i. On the advice of the fire brigade inform firstly staff and then the public that the building is safe to re-enter.
- j. Reset the alarm call point if necessary.
- k. Announce over the p.a. system that the incident has ended. Thank them for their assistance. Issue complimentary tickets to members of the public as required. As soon as possible, debrief the staff and congratulate them on their prompt response.
- l. Complete an incident report form and report to the Leisure Manager. In the absence of the Leisure Manager inform senior officers as required.
- m. **NB** – Ensure that the building is safe and staff are able to comply with the normal operating procedures (NOP) before re-starting public sessions.

1.3 Leisure Manager

- a. The leisure manager must walk around the first floor and check zones 5, 6 and 7. Then proceed to the nearest fire exit informing customers of the situation and asking them to leave the building via the nearest exit.
- b. In the event of an actual fire the leisure manager must **NOT** put his or her own life in any danger.
- c. Once safely outside of the building report to the duty manager giving any relevant details.
- d. Liaise with the duty manager / fire brigade and assist where necessary.
- e. **DO NOT** re-enter the building until told to do so by the duty manager.
- f. **DO NOT** wait to collect any belongings, leave the building as quickly and safely as possible.

1.4 Receptionist

- a. The receptionist should liaise with the Duty Manager and if instructed call 999 giving all relevant details of fire. Once done they should gather the side gate key; visitor signing in book, school signing in book, current week staff rota, a radio, close both tills and leave the building through the closet fire exit.
- b. The closest fire exit to the reception desk is the main entrance doorway.
- c. The receptionist must then radio the duty member of staff and persons who have left via the rear fire exit to make them aware of the situation.
- d. The receptionist will remain at the front of reception if safe to do so and direct the customers to the fire evacuation point next to the green hut at the far end of the car park.
- e. Once safely outside of the building report to the duty manager giving any relevant details.

1.5 Sports Assistant

- a. The sports assistant must go immediately to the fire alarm panel and meet the duty manager there to determine where there is a potential problem. The sports assistant must collect a radio at reception and proceed to evacuate the building.
- b. The sports assistant must walk around the ground floor of the building informing customers of the situation and asking them to leave the building directing the customers where to go.
- c. It is the responsibility of the sports assistant to check the whole of the ground floor where possible. The areas which need checking are zones 3 and 4. Unless otherwise directed by the duty manager. The sports assistant must exit via the rear fire exit if safe to do so and control customers on the astro-turf assembly point.
- d. In the event of a real fire the sports assistant must **NOT** put their own life in any danger and must evacuate as soon as they feel their life threatened.
- e. Once safely outside of the building you must radio the duty manager giving any relevant details.

1.6 Gym Staff

- a. The gym instructor needs to direct the gym users out of the closet fire exit. The gym instructor must then, if possible check the male and female changing rooms (including cubicles) before leaving the building.
- b. There are 3 fire exits in the gym – a single exit at the side, a double exit at the back and the main exit at the top of the stairs.
- c. The gym instructor must direct customers to the assembly points and meet the DM at the assembly point at the green hut in the front car park.
- d. Once safely outside of the building, report to the duty manager giving any relevant details.

1.7 Crèche Staff

- a. With a minimum of two members of staff on duty in the crèche at all times, the crèche supervisor will collect the register, radio and keys and proceed to open the nearest fire door.
- b. One member of staff will check the toilets and ball pond room then lead the children to the fire door keeping them safe in line behind the Crèche Supervisor.
- c. One member of staff will check toy store, yellow room, inside playhouse and sensory room then lead the children to the fire door keeping them safe in line behind the Crèche Supervisor.
- d. Once everyone is gathered together, staff to lead or carry the children to the assembly point on the Astro-turf. Crèche Supervisor to radio Duty Manager for further instruction
- e. Do not re-enter the building until told to do so by the duty manager.
- f. Do not wait to collect any belongings leave the building as quickly and safely as possible but where necessary collect shoes and coats for the children. Wait until the children are outside of the building before putting the coats and/or shoes on the children.

1.8 Cleaners

- a. The cleaners must check the upstairs toilets and then evacuate the building via the closet fire exit.
- b. While evacuating the building, any customers the cleaner comes across they explain the situation and direct the customers on where to go.
- c. In the event of a real fire the cleaner must **NOT** put their own life in any danger and must evacuate.
- d. Once safely outside of the building report to the duty manager giving any relevant details.

1.9 Bar and Catering Staff

- a. The bar staff on duty must proceed to evacuate the bar area, the Sir Matt Busby Lounge, the sports bar, gallery and male, female and accessible toilets, then evacuate the building via the closet fire exit.
- b. There are three fire exits from the first floor. One at the back of the Sir Matt Busby lounge, one at the bottom of the back exit stairwell at the end of the aerobics corridor and the main stairwell down towards the front of the building.
- c. The bar staff must make sure they inform customers of the situation and direct customers to the nearest safe exit.
- d. In the event of a real fire the bar staff must **NOT** put their own life in any danger.
- e. Once safely outside of the building report to the duty manager giving any relevant details.

1.10 Aerobic Instructors

- a. The aerobics instructor needs to direct the aerobic customers out of the closet fire exit.
- b. The closest fire exit to the aerobic studio is turn right and down the back fire exit stairwell . The closet fire exit to the mind and body studio is down the stairwell and out to the back of the building. The closest fire exit to the conditioning studio is turn right and down the back fire exit stairwell.
- c. Aerobics staff must direct customers out of the nearest fire exit and congregate at the rear assembly points (all-weather pitch).
- d. Once safely outside of the building report to the duty manager giving any relevant details.

1.11 Cycle Class Instructors

- a. Cycle instructor must direct all customers out of the nearest fire exit.
- b. There is one fire exit in this room which leads out to the back of the building.
- c. The instructor must lead customers out of this fire exit and direct them to the assembly point on the astro-turf.
- d. Once safely outside of the building report to the duty manager giving any relevant details.

1.12 Sports Coaches (LPSC / Private / SHAPE / Happenin' / Sports Dev)

- a. The sport coaches must gather together the class or group they are taking, collect up their register and proceed to evacuate the building via the closet fire exit to where they are working and take head count / register at the assembly point.
- b. In the event of a real fire the sports coach must **NOT** put their own life in any danger and must evacuate immediately with their class.
- c. Once safely outside of the building report to the duty manager / sports assistant depending on location, giving any relevant details.

1.13 Children's Activities Holiday Staff (SPLAT / SHAPE / Happenin' / Sports Dev)

- a. The holiday staff must gather together the class or group they are taking, collect up their register and proceed to evacuate the building via the closet fire exit to where they are working and take head count / register at the assembly point.
- b. In the event of a real fire the holiday staff must **NOT** put their own life in any danger and must evacuate immediately with their class.
- c. Once safely outside of the building report to the duty manager / sports assistant depending on location, giving any relevant details.

1.14 Work Experience

- a. The person on work experience must proceed to evacuate immediately via the closet fire exit to the front or back assembly point.
- b. In the event of a real fire the work experience placement must **NOT** put their own life in any danger and must evacuate as soon as they feel their life threatened.
- c. Once safely outside of the building report to the duty manager giving any relevant details.

1.15 Spray Tanning Room

- a. On hearing the fire alarm the Spray Tan operator must evacuate the room immediately via the closest fire exit which is located in the room.
- b. They must proceed with any clients they have to the assembly point at the far corner of the astro turf.
- c. Once safely outside of the building report to the duty manager giving any relevant details.

1.16 Physiotherapy / Massage / Beauty Rooms

- a. On hearing the fire alarm the operator must evacuate the room immediately via their closest fire exit.
- d. They must proceed with any clients they have to the assembly point at the green hut in the car park or if at the back of the building far corner of the Astroturf.
- e. Once safely outside of the building report to the duty manager giving any relevant details.

1.15 Disabled Users

Visual Impairments

Visually impaired users/staff are to be evacuated out of the building by a suitable member of staff.

The member of staff should ask the person/s to grasp hold of their elbow and talk them through the evacuation route until the safe fire assembly point is reached.

Staff are responsible for informing the person/s within their designated evacuation areas to evacuate the building and provide assistance if needed as long as they do not put themselves in danger.

Hearing impairments

Hearing impaired users/staff can be alerted to the fire alarms by a red flashing light, which are only located in the Gym, Conditioning Studio and Community room.

In the above area and areas where there is not a flashing light a member of staff will inform those with hearing impairments by pointing to a Fire Exit sign and directing person/s out of the building by the nearest Fire Exit Route

Staff are responsible for informing the person/s within their designated evacuation areas to evacuate the building and provide assistance if needed as long as they do not put themselves in danger.

Safe Refuge / Evac Chair / PEEP / GEEP

A refuge area and evacuation chair is provided in two places upstairs in Lodge Park Sports Centre, depending where possible fire hazard is.

Refuge 1 – top of the main stairwell where two sets of doors provide a closed off area.

Refuge 2 – top of the back fire escape stairwell where two sets of doors provide a closed area.

The Duty Manager & Leisure Manager as instructed in point 1.2 are responsible for informing people with disabilities who cannot use the stairs for evacuation, are led to a refuge point and assisted down to safety with the Evac Chair by a trained member of staff.

Holiday activity staff will designate members of the team to ensure those children with disabilities who cannot use the stairs, are taken to the safe refuge points and duty staff are aware in case evacuation is required.

The person must be able to transfer themselves into the evacuation chair or with the assistance of their carer as designated in their PEEP – they **MUST NOT** be lifted by other members of staff.

2.0 Serious Injury/Accident

Any injuries or accidents need to be dealt with immediately with the appropriate treatment and care required.

- a. Call for the assistance of another member of staff by using the radios or the internal telephones. Inform the Duty Manager.
- b. Ensure the area is safe and that no further harm will come to the casualty or to the public.
- c. Carry out the appropriate first aid as per the First Aid at Work (Only qualified First aiders should give the first aid).
- d. The Duty Manager will assess the situation and instruct the receptionist to phone for an ambulance if required. Instruct one member of staff to meet the ambulance and take them to the scene of the accident as quickly as possible.
- e. All accidents to staff and customers must be reported fully on the appropriate forms found in the DM Office and electronically to the Safety Team.
- f. It is important that staff support casualties by speaking to them confidently and reassuringly.
- g. **NB** Reportable accidents and dangerous occurrences should be reported to the CBC Safety Officer representing the Northants Safety and Resilience Team.

2.1 Automatic External Defibrillator (AED)

- a. The defibrillator is located to the left hand side of the main entrance in a yellow box. The code to access the box is **C159X**. The equipment can be used when CPR is required. The ambulance service will instruct you to get the defib. We aim to use the defib within 4-6 minutes.
- b. Always ensure it is safe to help someone when dealing with an emergency.
- c. The defib need the casualty to be in VF (ventricular fibrillation) this lasts between 4-6 minutes with no action. CPR will maintain VF status. Continue to use CPR until you are advised to stop.
- d. The defib will be checked monthly by the ambulance service. If the unit is beeping it may need to be reset. Open the box and identify which red light is illuminated. Some faults may be cleared by opening and shutting the box lid. A fault could indicate pads, battery or if the spanner is illuminated we would require professional assistance to repair the fault. Report this immediately to the ambulance service using the number on the defib.
- e. The defib should NOT be used on children under 12 months.
- f. Think carefully where you are operating the defib:
 - **No pooling water**
 - **Not on standing or running water**
 - **Not in a gas filled environment (risk of explosion)**
 - **If petrol fumes are involved you need to be a minimum of 15m away.**

Operating the AED

Follow the instructions that the defib gives when you open the lid. Stay calm and remember your training.

2.3 Reportable Accidents / Events under RIDDOR

- Death
- Any fracture, other than fingers, thumbs and toes
- Any injury which is likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which: (a) covers more than 10% of the body (b) causes significant damage to the eyes, respiratory system or other vital organs
- any scalding requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which: (a) hypothermia or heat induced injury (b) requires resuscitation or admittance to hospital for more than 24 hours

2.2 Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

2.3 Over-three-day incapacitation

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough

2.4 Non fatal accidents to non-workers (eg members of the public)

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

If the accident occurred at a hospital, the report only needs to be made if the injury is a '[specified injury](#)' (see above).

Occupational diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work: These diseases include (regulations 8 and 9):

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent.

Further guidance on [occupational diseases](#) is available using this link

<http://www.hse.gov.uk/riddor/reportable-incidents.htm#specified>

Specific guidance is also available for:

- [occupational cancers](#)
- [diseases associated with biological agents](#)

Dangerous occurrences

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces, for example:

- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- plant or equipment coming into contact with overhead power lines;
- the accidental release of any substance which could cause injury to any person.

Further guidance on these [dangerous occurrences](#) is available via this link

<http://www.hse.gov.uk/riddor/reportable-incidents.htm#specified>

Duty Manager Responsibility

The Safety & Resilience Team must be contacted immediately following the occurrence of one of the above.

3.0 Disorderly Behaviour

3.1 All staff members

- a. Any behaviour which is likely to cause a nuisance or is dangerous to staff or customers should be stopped immediately.
- b. Speak to customers in a firm but non-aggressive manner indicating your reasons. Try to diffuse the situation tactfully.
- c. If the behaviour persists, give further warnings but do not become involved in an argument.
- d. If the warnings have no effects, or the behaviour becomes serious call the Duty Manager.
- e. Do not put yourself in any unnecessary danger.

3.2 Duty Manager

- a. Assess the situation. Use tact and diplomacy.
- b. If the situation cannot be resolved ask those involved to leave the centre.
- c. The police should be called on 999.
- d. Stay in support of the centre staff.
- e. Do not put yourself in any unnecessary danger.

4.0 Lighting Failure

The action taken will depend to some extent on the availability of natural light and lighting levels around the building.

4.1 Sports assistants / Receptionists and all other staff members

- a. Should the lights fail, the emergency lighting will be automatically be activated. Ensure that the duty manager is aware.
- b. Depending upon the time of day, the natural light level and the numbers of customers in the building the Duty Manager will give instructions. If the lighting cannot be restored the building will be evacuated and emergency electricians called. Vouchers and concession leaflets will be given out where necessary.
- c. Ensure you have a torch available with you.

4.2 Duty Managers

- a. Assess the situation and inform staff of what they should do.
- b. Collect the torch from DM office and check the five switch boards.

1 – Switch Room

2 – Gym Store Room

3 - Kitchen

4 – Boiler Room

5 – SHAPE Dance Cupboard

6 – All weather pitch

7 – Bar switch cupboard

8 – Crèche

- c. Evacuate building if the lighting does not come on to an appropriate standard.
- d. The emergency electricians must then be called out and the situation explained to customers.
- e. Check the building thoroughly if a full evacuation has been done.

5.0 Structural Failure

5.1 Sports Assistants

- a. In the event of a structural failure, cordon off and clear the affected area.
- b. Inform the duty manager.

5.2 Duty Manager

- a. In the event of a structural failure, cordon off and clear the affected area.
- b. Assess the affected area without endangering yourself
- c. Inform the Leisure Manager and the Council Safety Officer
- d. If danger is suspected evacuate customers from the building using whichever exit doors are unobstructed as a result of the structural failure
- e. Telephone Corby Borough Council emergency services (01536 400088) for the required trade person.
- f. In the event of an emergency, telephone the relevant emergency service on 999

6.0 Emission Gases / Asbestos

The only gases held at Lodge Park Sports Centre are those stored in the upstairs or downstairs cellar, which power the pumps for beer in the bar. There will be approximately 3-5 gas cylinders in the upstairs cellar and 3-5 gas cylinders in the downstairs cellar. These cylinders are filled with Nitrogen/C2O gas mix.

- a. If a member of staff is concerned about a gas leakage they should inform a duty manager immediately.
- b. The building should then be evacuated in the same manner as for a fire evacuation.
- c. The COSHH folder should be collected ready for the emergency services, which are in the duty manager's office.
- d. Do not re-enter the building until the emergency services have authorised entry.
- e. The duty manager or the leisure manager should report the incident to the council safety officer.
- f. Any person who has come into contact with gas should receive appropriate medical treatment.
- g. Complete all the relevant forms.

6.1 Asbestos

Our most recent Asbestos survey dated 14.07.14 has identified three areas of extremely low risk Asbestos containing materials in floor tiles in three storage cupboards in the centre. These areas are:

- Vinyl floor tiles in the Main hall cupboard.
- Bitumen Adhesive on the floor in Practice Hall cupboard number 1.
- Bitumen Adhesive on the floor in Practice Hall cupboard number 4.
- Vinyl floor tiles in Switch Room.

These areas have been encapsulated and pose no day to day risk to staff or members of the public.

All contractors who undertake any works throughout the centre **must sign the Asbestos Management Folder before commencing ANY job.** This is to ensure they have read, understood and know what **they need to do** if their work impacts on any of these areas.

For more detailed information please speak to a Duty Manager or see the Asbestos Management Plan in the Duty Manager Office.

If you suspect any asbestos containing materials have been disturbed:

- 1. Clear all members of staff and public from the immediate vicinity.***
- 2. Cordon off the suspected area.***
- 3. Refer to the Asbestos Management Plan located in the Duty Manager office and contact the CBC designated Asbestos control officers for their advice.***
- 4. Fill out an incident report and pass to Leisure Manager and Safety & Resilience team.***

7.0 BOMB THREAT / SUSPECT PACKAGE / TERRORIST ATTACK

7.1 Receptionists/Sports Assistant and all other relevant staff

This checklist is to help staff deal with a telephoned bomb threat effectively and to record the required information to pass on to the emergency services. In the event that a caller informs you that there is an explosive device on your premises, try to complete as much of the following information as possible:

| | |
|--|--|
| Date and time of call: | |
| Name of person taking the call: | |
| Record the exact wording of the threat: | |
| | |
| Ask the following questions: | |
| Where is the bomb right now? | |
| When is it going to explode? | |
| What does it look like? e.g. is it in a container/backpack | |
| What kind of bomb is it? | |
| What will cause it to explode? | |
| Did you place the bomb? | |

INFORM YOUR LINE MANAGER, THE BUILDING MANAGER AND POLICE (999)

COMPLETE THE FOLLOWING INFORMATION AFTER THE CALL

| | | | |
|--|--|----------------|--|
| Estimated length of call: | | Sex of caller: | |
| Nationality/accent: | | Age of caller: | |
| Details of codeword used: | | | |
| Did the caller sound well spoken, calm, irrational, reading a message? | | | |
| Describe any background noise e.g. traffic, indoor, machinery: | | | |
| Any other relevant information? | | | |
| | | | |
| Time call made to police: | | Date: | |
| Signature: | | Position: | |

DO NOT REPLACE THE TELEPHONE HANDSET EVEN AFTER THE CALLER HAS RUNG OFF.

Suspect Packages

7.2 In the event of discovering a suspect package the following rules should be followed:

- a. Do not touch or move suspicious items.
- b. Move everyone away to a safe distance and prevent others from approaching.
- c. Communicate safely to staff, visitors and the public.
- d. Communicate what has been found to the Building Manager/security, using internal phones or face to face (hand held radio or Mobile phones should only be used once out of line of sight and behind hard cover).
- e. Notify the police in liaison with the Building Manager.
- f. If appropriate the building evacuation procedure will be activated.
- g. Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

Recommended cordon distances:

Small suspect item 100m

Suspect car 200m

Suspect van/lorry 400m

Building evacuation

7.3 Evacuation may be undertaken under circumstances such as:

- a. A threat received directly to the building.
- b. A threat received elsewhere and passed on to you by the police.
- c. Discovery of a suspicious item in the building.
- d. Discovery of a suspicious item or vehicle outside the building.
- e. An incident to which the police have alerted you.
- f. A live incident where a threat to staff or assets exists.

7.4 A decision on when, how and where to evacuate to will be evaluated on the basis of the incident, taking into account:

- a. The location of the incident within the building, for example avoiding any location containing suspect package or contamination
- b. If the threat is located external to the building, it may be appropriate to remain in the building.

7.5 The decision to evacuate will be taken by the most senior officer onsite, in consultation with the police.

7.6 Staff will be informed of the need to evacuate by a selection of the following methods:

- a. **Public Address (PA) system**
- b. **Existing internal messaging systems; text, email, staff phones etc**
- c. **Word of mouth**
- d. **Existing fire evacuation routes and fire wardens**

The method of mass communication will depend on the circumstance and sensitivity around the situation.

Use of the fire alarm should be avoided to reduce incorrect response to an incident.

The default assembly point for staff will be:

FAR CORNER OF ASTROTURF PITCH

7.7 Terrorist Attack

7.8 In the event of a marauding terrorist attack, following the 'Stay Safe' principles (Run Hide Tell) provide simple actions to take in an incident. It also considers information that armed officers may need in the event of a firearms and weapons attack.

Run

- Escape if you can.
- Consider the safest options.
- Is there a safe route? RUN if not HIDE.
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you.
- Leave belongings behind.

Hide

- If you can't RUN, HIDE.
- Find cover from gunfire.
- If you can see the attacker, they may be able to see you.
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal.
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced concrete walls.
- Be aware of your exits.
- Try not to get trapped.
- Be quiet, silence your phone.
- Lock / barricade yourself in.
- Move away from the door.

Tell

- Call 9999 - What do the police need to know?
- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
- Further information – Casualties, type of injury, building information, entrances, exits, hostages etc.
- Stop other people entering the building if it is safe to do so.

Armed Police Response

- Follow officers' instructions.
- Remain calm.
- Can you move to a safer area?
- Avoid sudden movements that may be considered a threat.
- Keep your hands in view.

Officers may

- Point guns at you.
- Treat you firmly.
- Question you.
- Be unable to distinguish you from the attacker.
- Officers will evacuate you when it is safe to do so.

8.0 LOST CHILD, PARENT OR GUARDIAN

8.1 Lost Child

If an adult comes to report that they have lost their child:

Reception / Sports Assistant

- a) Establish all necessary details e.g. Child's name, where child was last seen, what they are wearing
- b) Member of staff to remain by the main door exit to ensure child will not leave the building.
- c) Receptionist to make an announcement for the child to report to reception.
- d) 2 members of staff will proceed to search all zones, starting with where child was last seen.
- e) If the child cannot be found contact the Duty Manager.

Duty Manager

- a) Utilise all available staff to search the complex
- b) Inform CCTV main control room, and if necessary the police, of the incident
- c) Stay in support of the parent
- d) Complete an incident report and email to Leisure Manager.

IF ANY CHILD IS LOST PLEASE ENSURE THAT YOU REMAIN CALM THROUGHOUT.

8.2 Lost Parent / Guardian

If a child comes to report that they have lost their parent/guardian:

Reception / Sports Assistant

- a) Establish whom the child is with and where they saw them last. Get as many details as possible on the missing person.
- b) 2 members of staff to walk around the centre with the child looking for the parent/guardian.
- c) Receptionist to make an announcement for the parent/guardian to report to reception.
- d) If the parent/guardian does not return for the child, receptionist and another staff member to wait with the child at the front of reception whilst Sports Assistant proceeds to search all zones, starting with where the parent/guardian was last seen.

Duty Manager

- a) When the child is brought to reception, try and phone their parent/guardian (If child knows phone number or address). If home is unobtainable try and phone a trusted relative (if details known).
- b) If you are not able to contact a responsible adult contact the Police.

9.0 DISABLED TOILET ALARMS / INCIDENT ALARMS

When the alarm is activated a localised beacon will flash red. The detail of which alarm is activated will also be relayed to monitoring units at reception.

Reception

- a) On hearing the alarm identify the area it applies to by checking the illuminated red beacon on the unit
- b) In the absence of the Duty Manager call a member of staff to investigate the alarm.
- c) Stay at the unit to ensure further assistance is given.

Duty Manager

- a) On hearing the alarm investigate the cause and appropriately action any required assistance.

All Staff

- a) Staff investigating the alarm will press the reset button which will silence the alarm.
- b) If no further help is required press the reset button again. The alarm will be cancelled.
- b) If further assistance is required do not reset and radio reception. The beacon will remain constant red. Additional staff will be sent to the area by Reception, Duty Manager to assist as required.

10.0 SILENT PANIC ALARMS

10.1 All Staff at Main Reception / Duty Manager Office / Bar

- a) If emergency assistance is required due to robbery or physical violence press the panic alarms (located within the identified areas) with 2 fingers.
- b) No audible alarm will be heard.
- c) The police will respond to this activation.

Reception / Duty Manager

- a) When the Police arrive inform them of the situation if possible.
- b) Direct the Police as required.

Duty Manager

- a) Support staff as required.
- b) Complete incident reports and inform the Facility Manager.
- c) Provide a copy of CCTV images to the Police if required. Reset P.A. using key.

11. **BLOOD / VOMIT / BODILY FLUID SPILLAGE – See CBC Communicable Diseases Arrangements via intranet.**

Any spillage of this kind in the building should be dealt with initially using the emergency spillage compound. **This can be found in the first aid bag located in main reception.**

Cleaning procedure:

- 1. Wear suitable protective clothing.**
- 2. Liberally sprinkle contents over the spillage area, ensuring absolute coverage.**
- 3. Allow approximately 90 seconds before scooping debris into a suitable disposal bag.**
- 4. If you experience any difficulty when removing compound residue from carpets, apply purified water to the pile to break down the gel and then wipe clear wearing protective gloves.**

The affected area can then be washed with water and detergent and, if possible, left to dry.

The person clearing up the spillage will need to wear gloves.

Any bagged paper towels and gloves should be treated as hazardous waste and placed in the biohazard bag. Inform the Duty Manager.

12. **LIFT ENTRAPMENT**

All Staff / Reception

a) On hearing the lift alarm, alert the Duty Manager. The alarm is a “wailing” noise.

Duty Manager / Stand in Duty Manager – Action for Entrapment

- a) The Duty Manager or SIDM will investigate the cause of the alarm. Confirm exactly the number of people in the lift. Explain to them what you will be doing to rectify the problem. Ensure regular contact is maintained with the customers to avoid panic.
- b) Using the door release key, place into hole at top right of lift door, this will release a catch. Key is in red box in the safe.
- c) Slowly pull the door open and depending on which floor, ground / first, ascertain whether it is safe for occupants to exit.
- d) Do not, under any circumstances, enter the lift pit!!
- e) Once all occupants are safely out of the lift, apologise and enquire if any of them require medical assistance.
- f) The lift should now be put out of order. Phone the contracted lift operator and ask for an engineer to attend site as soon as possible.
- g) Currently these are : **Express Lifts Alliance 0116 2011 050 - site reference 176522**
- h) IN THE EVENT OF AN EMERGENCY CONTACT THE FIRE BRIGADE.