

EMERGENCY ACTION PLAN

The EAP stipulates procedures and roles for CBC employees. Volunteers / Work Experience should be treated as members of the public in the case of an emergency.

1.0 OVERCROWDING

Overcrowding should not occur, as Session Manager and regular headcounts should keep numbers below the maximum capacity. However, if this occurs the following procedures should be adopted: -

1.1 Leisure Assistant

Pool staff will be the first to realise that an area is approaching the maximum bather load, as head counts for individual pools will be carried out on a regular basis. Where possible ask customers to move into other pools i.e. from Fun Pool to Main Pool (Fun Pool End) and ensure pool closed signage is in place. Lifeguards should inform the Duty Manager where this is not possible.

1.2 Duty Manager

- a) Inform the reception to halt admissions (it may be specifically for under 8's) and assist reception to organise the situation
- b) Check the approximate numbers in the pools and those changing.
- c) Instruct all spare qualified personnel to proceed to the poolside to assist in the supervision of the overcrowded areas in order to increase supervision levels.
- d) After the numbers have declined from the pool and changing areas, and are at a manageable level, inform the receptionist to re-start admitting customers.

1.3 Receptionist

- a) On the instruction of the Duty Manager do not admit further bathers to the pool.
- b) Explain to the customers waiting that there will be a delay in admitting them to the pool.
- c) Stop admissions, ask customers to wait or advise of the next session.
- d) After the numbers have declined the Duty Manager will advise the receptionist to re-start admitting customers.

2.0 DISORDERLY BEHAVIOUR

2.1 Leisure Assistant / Aquatic Instructors

- a) Any behaviour, which is likely to cause a nuisance or is dangerous to other bathers, should be stopped immediately.
- b) Speak to customers in a confident 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) In all cases it is important that the attention of pool staff during this type of incident is not drawn away from their primary role of pool supervision.

- e) If the warnings have no effect, or the behaviour becomes serious, call the Senior Leisure Assistant / Duty Manager for assistance.

2.2 Senior Leisure Assistant / Duty Manager

- a) Assess the situation. Use tact and diplomacy.
- b) If the situation cannot be resolved ask those involved to leave the pool.
- c) Where customers refuse to leave, and they are endangering other customers clear all pools.

2.3 Duty Manager

- a) Phone the Police for assistance on 101 or in an emergency 999
- b) Stay in support of facility staff
- c) Complete an incident form and pass onto facility manager.

3.0 **LACK OF WATER QUALITY**

Immediately it is noticed that the pool water clarity is declining the Senior Leisure Assistant / Duty Manager must be informed. The SLA should check the Plant Room to ensure chemicals / filtration systems are working correctly.

If the clarity of the water suddenly worsens so that the bottom of the pool is not visible the pool should be cleared immediately.

3.1 Leisure Assistant / Aquatic Instructors

If the clarity of the water deteriorates immediately alert the Senior Leisure Assistant / Duty Manager. If the clarity of the water suddenly worsens so that the bottom of the pool is not visible the pool should be cleared immediately.

3.2 Senior Leisure Assistant

- a) Inspect the clarity of the water.
- b) Carry out a water test and take the appropriate remedial action. Check pool water filtration systems are operating correctly.
- c) Extra staff may be used to assist in pool supervision. Areas may be cleared altogether, ensuring that the remaining areas do not create a hazard through overcrowding.

3.3 Duty Manager

- a) Decide whether it is safe for the pool to remain open i.e. if the lane line at the bottom of the pool cannot be seen the pool must be cleared immediately and the facility manager informed..
- b) Assess the length of closure time and inform the public to leave the pool area.
- c) Inform reception and display a notice of the closure.

3.4 Receptionist

- a) On the instruction of the Duty Manager do not admit further bathers to the pool.
- b) Explain to the customers waiting that there is a problem, which may result in the pool being closed.

- c) Issue the appropriate complimentary tickets.

4.0 DISINFECTANT LEVELS

The normal parameters for the pool disinfection are:-

Free Chlorine 0.5 – 1.0 mg/l (**UV in use**). Aiming for 0.5 mg/l
(The Combined Chlorine should ideally be 0.0 – 0.5 mg/l but should not exceed 1.0 mg/l).

Free Chlorine 1.0 mg/l – 1.5 mg/l (**UV not in use**).
(The combined chlorine should not exceed 50% of Free Chlorine).

Inform the Duty Manager where combined chlorine is greater than 0.5 mg/l.

Maintenance: UV lamps should be replaced where effectiveness drops below 80%.

pH 7.2 – 7.8 mg/l (Ideal 7.2 - 7.4). Aiming for 7.2 mg/l.

Leisure Assistants / SLA need to inform the DM immediately where readings fall outside the above parameters. DM's to sign off water test sheet and report any remedial action taken.

4.1 Senior Leisure Assistant / Duty Manager

Where readings fall outside of the above parameters remedial action should be taken;

- a) Check the disinfectant control panels in the plant room.
- b) Confirm the sample test is correct.
- c) Take remedial action to rectify;

4.1.1 High Chlorine

3.0 mg/l or above - Stop Chlorination - Monitor and re-test as required. Add fresh water.

6.0 mg/l - Stop Bathing and close the pool
 - Inform the Facility Manager

4.1.2 Low Chlorine

0 mg/l - Stop Bathing and close the pool
 - Inform the Facility Manager

- Check chemical dosing pumps are primed and working
- Check injectors for blockage.

4.1.3 High Combined Chlorine

>0.5mg/l - Add fresh water
 - Add free chlorine

> 1.0 mg/l - Inform the Facility Manager who will speak to the head of service in relation to recommending closing the pool

4.1.4 High pH

8.0mg/l - Stop Bathing and close the pool
 - Inform the Facility Manager

- Check chemical dosing pumps are primed and working
- Add fresh water and re-test

4.1.5 Low pH

6.8mg/l - Stop Bathing and close the pool
 - Inform the Facility Manager

- Add fresh water
- Check chlorine levels

5.0 **WATER CONTAMINATION**

- Faecal Release
- Vomit

5.1 **Solid Stool Release**

5.1.1 Leisure Assistant

- Retrieve the solid stool quickly using a scoop or bucket.
- Do not draw unnecessary attention to the incident.
- Ensure continued supervision of the pool.
- Dispose of the stool and disinfect / clean the equipment used.
- Check disinfectant residuals are within the normal parameters.
- Inform the SLA / Duty Manager where readings are outside these levels.

5.1.2 Aquatic Instructors

- Divert the lesson away from the stool.
- Do not draw unnecessary attention to the incident
- Retrieve the solid stool quickly using a scoop or bucket.
- Ensure continued supervision of the pool.
- Using the Walkie-Talkie get assistance re: disposal.

5.1.3 Senior Leisure Assistant / Duty Manager

- Take the appropriate action to rectify the disinfectant residuals.
- Ensure all stools have been removed and equipment disinfected.

5.2 **Stool Release (Diarrhoea)**

The likeliest cause of diarrhoea is a virus or bacterium that is susceptible to disinfection. However, there is also a possibility that it is from someone infected with one of the protozoal parasites, Cryptosporidium and Giardia which are resistant to chlorine disinfectants.

5.2.1 Senior Leisure Assistant / Leisure Assistant / Aquatic Instructors

- a) Where diarrhoea is evident clear the pool immediately.
- b) Advise all bathers present in the infected pool to shower thoroughly.
- c) Ask the customer if the person has been ill in the last 24 hours
- d) Close the affected pool.
- e) Inform the Duty Manager and facility manager

5.2.2 Duty Manager

- a) Ensure disinfectant levels are maintained at the top of the recommended range.
- b) Instruct staff to thoroughly sweep the pool and repeat as required. Use the pool vacuum where appropriate.
- c) Ensure the PAC System is dosing correctly.
- d) Filter the water for six turnover cycles.
 - Main Pool – 21 hours
 - Learner Pool - 6 hours
 - Fun Pool – 1.5 hours
 - Spa – 36 minutes or fully drain the Spa
- e) Backwash the filter.
- f) Inform the Facility Manager and Public regarding the pool closure, giving a time when the pool will be open.
- g) Pool to remain closed for a further 8 hours if the filter does not have a drain facility or there are suspected problems with the filtration / backwash process. The Facility Manager will make this decision.
- h) Open the pool.

5.3 **Vomit**

There is no need to close the pool if someone has been sick in the water.

5.3.1 Leisure Assistant

- a) **There is no need to remove bathers from the water where the amount of vomit is minimal, just clear the immediate area.**
- b) Using the pool scoop/bucket remove the sick from the water.
- c) Inform the Senior Leisure Assistant who will check the disinfectant levels are within the normal parameters.
- d) Dispose of the vomit and clean the equipment.

5.3.2 Aquatic Instructors

- a) **There is no need to remove bathers from the water where the amount of vomit is minimal, just clear the immediate area.**

- b) Using the pool scoop/bucket remove the sick from the water.
- c) Using the Walkie-Talkie get assistance re: disposal.

5.3.3 Senior Leisure Assistant

- a) Check the clarity of the water and confirm disinfectant levels are within the normal range.
- b) If the amount of vomit is severe the pool can be cleared of bathers (utilise other pools) and allow the water to circulate for 20 minutes. Inform the Duty Manager.
- c) Bathing can then recommence.

6.0 **POOL WATER MICROBIOLOGICAL TESTING**

Under statutory guidance Environmental Health take water samples from all pools and the Spa. The samples are then tested by an external company.

6.1 Test

Satisfactory Levels

Colony Count (Plate)

Indicates whether the pool disinfectant Regime is effective in controlling contamination under operational circumstances.

Not more than 10 cfu/ml

Consistently raised 10-100 cfu/ml is unsatisfactory and needs to be investigated.

Total Coliforms

As show an indication of faecal contamination or poor hygiene.

Absent in 100 ml

A coliform count of up to 10 cfu/100ml is acceptable provided that:
Coliforms are not found in the repeat sample;
The colony count is less than 10 cfu/ml;
There are no E. coli present;
The residual disinfectant and pH values are within the recommended ranges

Escherichia Coli

The presence of E.coli in swimming pool water is an indication that faecal material has entered the pool water from contaminated skin, or from faecal material that has been accidentally or deliberately introduced.

Absent in 100 ml

Pseudomonas Aeruginosa

Pseudomonas Aeruginosa can grow Within Untreated waters and in biofilms. It can cause skin, ear and eye infections when present in large numbers

No more than 10 per 100 ml

Repeat test if >10 per 100 ml

6.2 If test results fall outside the satisfactory levels;

If a result is unsatisfactory, the test should be repeated.
If the second result is also unsatisfactory;

- Backwash the filter
- Add fresh water

If the third result is still unsatisfactory, immediate remedial action is required, which may mean closing the pool.

6.3 Closing Pools

Pools should be closed following a routine microbiological test if:

- a) The result suggests gross contamination (see below); or
- b) There is other chemical or physical evidence that the pool disinfection system is not operating correctly (e.g. if the records show that residual disinfectant levels were inadequate or erratic and frequently too low, or the pool water is of unsatisfactory appearance).

The following should be considered as gross contamination:

- a) greater than 10 E.coli per 100ml in combination with:
an unsatisfactory aerobic colony count (>10 per ml); and/or
an unsatisfactory P.aeruginosa count (>10 per 100ml);and
- b) greater than 50 P.aeruginosa per 100ml in combination with high aerobic colony count (>100 per ml).

Where there is evidence of gross contamination the pool should be closed to prevent illness in pool users. The Facility Manager will make the decision to close and inform all relevant Senior Management.

7.0 **SERIOUS INJURY/ACCIDENT/NEAR MISS / NEAR DROWNING**

Any near miss, 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 walkie-talkie. “**Code 5 Poolside**” would indicate that immediate First Aid assistance is required and the location. Inform the Senior Leisure Assistant / Duty Manager. Poolside supervision must be maintained at all times.
- b) Ensure the area is safe and that no further harm will come to the casualty/public.
- c) Carry out the appropriate first aid as per the First Aid at Work or NPLQ training.
- d) The Senior Leisure Assistant / 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.
- f) It is important that staff support casualties by speaking to them confidentially and reassuringly.
- g) It may be necessary for additional staff to assist with the incident, which may mean closing pools temporarily.
- h) Incidents which lead to suspected spinal cord injury should be dealt with as per NPLQ training.
- i) Complete all relevant forms ensuring accuracy and legibility. NB: For pool rescues complete Near Drowning Accidents Forms and Incidents Reports as required.
- j) The Facility Manager and or Principal Leisure Officer must be informed by the Duty Manager where medical assistance has been required in the event of all Pool rescues/First Aid Incidents.

NB

Reportable accidents and dangerous occurrences must be reported. This report should then be retained by the respective Duty Manager to pass to the facility manager securely with the accident,

incident, near miss report form and copies subsequently forwarded to the Health and Safety Resilience Team via email on SafetyResilienceTeam@kettering.gov.uk Or Janet Morris on janet.morris@corby.gov.uk.

7.1 **Reportable Accidents / Events**

- Death
- Any fracture, other than fingers, thumbs and toes
- Amputation
- Dislocation of shoulder, hip knee or spine
- Loss of sight (whether temporary or permanent)
- A chemical or hot metal burn to the eye or any penetrating injury to the eye
- Any injury resulting from electrical shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours
- Any other injury requiring resuscitation
- Any injury leading to hypothermia, heat induced illness or to unconsciousness
- Any injury requiring admittance to hospital for more than 24 hours
- Loss of consciousness caused by asphyxia or exposure to a harmful substance of biological agent
- Absorption of any substance by inhalation, ingestion or through the skin which causes loss of consciousness or an acute illness requiring medical treatment
- An acute illness which requires medical treatment where this has resulted from exposure to a biological agent
- Where a person at work is incapacitated for work for more than 3 consecutive days (excluding the day of the accident, but including any days which would not have been working days, because of an injury resulting from an accident in connection with work)
- If a person died, or suffered a major injury or was off work for 3 days or more, as a result of an act of physical violence then this would need to be reported. This includes an act of physical violence by a fellow employee as well as a member of the public.
- Injuries caused by acts of violence to people at work.

7.2 **Non Employees**

- Any person not at work who suffers an injury as a result of an accident arising out of or in connection with work and that person is taken from the site of the accident to the hospital for treatment in respect of that injury

7.3 **Dangerous Occurrence**

If something happens which does not result in an injury, but which clearly could have done, this should be reported on the relevant paper work i.e. Near Miss and again reported to the Health and Safety Resilience Team via email on SafetyResilienceTeam@kettering.gov.uk

7.4 **Reportable Diseases**

These include infections such as;

Leptospirosis

Hepatitis

Legionellosis

Tetanus

De-compression illness (the bends)

Duty Manager Responsibility

Inform the Facility Manager.

A member of the Safety Resilience Team must be contacted immediately following the occurrence of 1 of the above. The Resilience Team will then complete form F2508 and forward to the HSE.

In the absence of the Resilience Team you should contact Iain Smith (4061)

8.0 **DROWNING ALARM**

The Drowning Alarm will be used to identify the incident to all staff. This is an intermittent audible alarm throughout the facility.

8.1 **Leisure Assistant – Casualty Rescue**

- a) Before entering the water to recover a casualty the Drowning Alarm must be pressed or alert colleagues with 3 whistle blasts.
- b) Enter the water in a safe manner, recover the casualty as per National Pool Lifeguard Qualification training and land them at the nearest suitable landing point.
- c) Removal of a Casualty with a Suspected Spinal Injury – use the Spineboard and carry out as per National Pool Lifeguard Qualification training. Where staff are unable to stand the floor should be moved to a suitable depth, lower the boom to enable access, move to the area and utilise the spine board.

Other swimmers must be out of the water prior to this action.

- d) Complete casualty checks as per National Pool Lifeguard Qualification training.

8.1.1 Aquatic Instructors

- a) Before entering the water to recover a casualty the Drowning Alarm must be pressed or alert colleagues with 3 whistle blasts.
- b) Enter the water in a safe manner, recover the casualty as per National Rescue Test training and land them at the nearest suitable landing point.
- c) When you suspect a casualty may have sustained a spinal injury, do not remove the casualty from the water. Alert colleagues of this and wait for NPLQ trained staff to bring the Spineboard.

8.2 Leisure Assistants on Poolside

- a) On hearing the drowning alarm **clear the pool of all bathers immediately**. Direct customers away from the incident and from the waters edge.
- b) If the Sub Aqua group are in the pool, continually tap a metal reach pole against another pole in the water. This will also apply for Contractors providing sub aqua teams.
- c) Act accordingly depending on the nature of the incident.

8.3 Duty Manager

- a) On hearing the drowning alarm immediately report to the poolside with the staff mobile phone for potential use if required.
- b) Ensure immediate aid/resuscitation has commenced as required. Request the defibrillator if required.
- c) Instruct the receptionist or nominated staff to call an ambulance.
- d) Instruct one member of staff to meet the ambulance at the external door and bring them to the scene of the incident as quickly as possible.
- e) If it is apparent that the customer is not recovering instruct all bathers to leave the pool hall and get changed. A complimentary ticket should be obtained from reception where applicable.
- f) Obtain the defibrillator located on the external beam at the main entrance and assist with EAR/CPR if required.
- g) Press the reset button on the drowning alarm unit to re-set once the incident is resolved.
- h) As soon as possible after the incident all staff involved will be required to complete an incident form.

NB Be aware that staff may be upset by the incident.

- i) Inform the Facility Manager of the incident.
- j) Be aware that following a fatality the Police will attend to gain statements / details of the incident.
- k) No statements shall be made available to the press or other members of the public.
- l) Ensure that staff are able to comply with the NOP's before re-starting public sessions

8.4 Receptionist

- a) On hearing the Drowning Alarm obtain an outside line and await instructions from the Duty Manager or nominated staff member.

- b) When instructed contact the Emergency Services.
- d) Do not allow any further admissions until the incident has been cleared.
- e) Issue the appropriate complimentary tickets.

8.5 All Staff

- a) On hearing the drowning alarm all pools should be cleared and all available staff (not reception, gym 1 or crèche staff) must attend the poolside immediately and assist where required / instructed.

9.0 **Automatic External Defibrillator (AED)**

- 9.1 The defibrillator is located on the external beam at the main entrance. The equipment can be utilised when CPR is required. We aim to use a defibrillator with 4-6 minutes. The code required to open and use the AED is C159X and can be found in the DM office.
- 9.2 Always ensure it is safe to help someone especially when dealing with an emergency.
- 9.3 The defib needs the casualty to be in VF (this last between 4-6 minutes with no action). CPR will maintain VF status. Continue to use CPR until you are advised to stop.
- 9.4 The Defib will be checked monthly by a Duty Manager. 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 not be able to fix this. In the event of a continuous fault please report this to the ambulance service. The pads for single use only and therefore a spare set within the box.
- 9.5 The Defib should not be used on children under 12 months.
- 9.6 Think twice where we are operating the equipment:-
 - No pooling water
 - Not on standing or running water
 - Not in a gas filled environment (possible explosion)
 - If petrol fumes are involved you need to be a minimum of 15m away.
 On poolside it would be advisable to lay the casualty on a blanket.

9.1 **Operating The Defrillator**

- 9.1.1 Opening the lid turns the equipment automatically on. Open the lid fully.
- 9.1.2 The chest will need to be dry and bare of hair and clothing. Cut any clothing off quickly using the scissors provided. Use the razor to remove hair. Jewellery will need to be removed out of the way. If there are any piercings joined together with chains, cut the chain. Remove medical patches as these tend to have metal backs.
- 9.1.3 Place the pads as identified (top right and bottom left – 10cm below the left arm pit on the bottom of the ribs). If it is obvious that the casualty has a [pacemaker move the pad at the top further over the clavicle/shoulder.
- 9.1.4 Do not touch the casualty when the Defib is completing it's checks. The equipment will tell you that it is analysing the casualty. Move everyone away telling them to move back and stand clear. If anyone refuses to move close the box and tell them you will not continue until they move to a safe distance.

- 9.1.5 Shock the casualty when instructed to do so. Remember when you press the button to shock always look at the casualty. Continue with a 2 minutes cycle of CPR using the ratio of 30:2. The equipment will then analyse the casualty and advise whether to administer a further check. Continue the process until the equipment advises no shock advice. Check for breathing and place the casualty in the recovery position. Leave the pads on the casualty.

10.0 POWER FAILURE

The action taken will depend to some extent on the availability of natural light and lighting levels at any particular time. If the lighting level is deemed to be inadequate, arrangements must be made to evacuate the pool. Whether this is permanent will depend on the nature of power failure and whether it is a short or long term problem.

Torches are available from the Duty Manager Office, Facility Manager Office, First Aid Room, Poolside (MP 25m lifeguard chairs and FP) and Plant Room. They are located near to 240-volt power socket and are kept on permanent charge. These must be checked at the start of each shift by the Duty Manager and Senior Leisure Assistant.

10.1 All Staff

- a) Should the lights fail, ensure that the Duty Manager is aware.
- b) Where lighting levels require ensure that the pools are cleared immediately and ask customers to wait on the poolside away from the pool edges until further information concerning the situation is available.
- c) If the power failure is prolonged customers should be organised into groups and led into the changing rooms by staff to change.
- d) The controlled method of changing will alter depending on the availability of emergency lighting. Directions will be given by the Duty Manager.
- e) When instructed by the Duty Manager clear all areas as per the Evacuation List.
- f) Report to the Duty Manager to confirm when this is complete.

10.2 Duty Manager

- a) Inform reception to halt any further admissions.
- b) Ensure that all pools have been cleared. Check all areas thoroughly. Investigate the problem and try and ascertain how long the situation will continue.
- d) Issue torches where appropriate.
- e) Obtain the master override locker control and screw driver from the safe or facility managers office
- f) The plant room equipment will shut down automatically.
- e) If the power failure is going to be prolonged advise bathers to change and Obtain a complimentary ticket from reception.
- f) Inform the Facility Manager of any closure who will inform all relevant Senior Management. The Head of Service will confirm what activities are to be cancelled.
- g) Water tests must be completed before the pool is re-opened.

10.3 Reception

- a) The power failure will prevent the use of the admissions system.
- b) Apologise and explain to customers waiting that there will be a delay due to the power failure.
- c) Issue the appropriate complimentary ticket.
- d) Secure all takings in the safe with the Duty Manager if all admissions are stopped.

11. **STRUCTURAL FAILURE**

Structural failure refers to the building as a whole, but could also apply to tiles coming off the pool floor/walls etc.

11.1 All Staff

- a) In the event of a structural failure, cordon off and clear the affected area. Tiles on the pool base could be covered with matting to prevent accidental access.
- b) Inform the Duty Manager.

11.2 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 Facility Manager (In their absence following FM instructions below).

11.3 Facility Manager

- a) If danger is suspected, evacuate customers from the building using whichever exit doors are unobstructed by the result of the structural failure.
- b) Arrange for emergency repairs as required.
- c) Inform Senior Management and Safety Resilience Team as required.

12. **EMISSION OF TOXIC GASES**

Consideration needs to be given to the type of emissions that are likely. Most probably the emission of toxic gas is likely to be chlorine from the inadvertent mixing of bleach with an acid, from a leak in the dosing plant, or from the bulk delivery of chemicals.

Emissions of toxic gas may occur through mixing cleaning chemicals. Always ensure that equipment is cleaned before and after use. **Never mix any chemicals.**

12.1 Duty Manager

- a) Inform reception you are going to the Plant Room.
- b) Before entering the lower Plant Room ensure you are wearing the Gas Mask (available from the first aid room – is this possible?
- c) If safe to do so, put on full PPE and check the Plant Room / Chemical store.

- d) Turn off the required chemical feed pumps.
- e) When safe to do so follow the chemical spillage instructions and / or chemical dosing failure procedures.
- e) **If evacuation of the building is deemed necessary exits must be used which lead customers away from the danger.** Inform the Facility Manager.
- f) If safe to do so collect the applicable COSHH Sheets and give to the Emergency Services on arrival. These are located in the plant room and Duty Managers office.

12.2 All Staff

- a) If there is an emission from chemical mixing, the immediate area should be evacuated with haste, closing doors if possible to prevent the gases escaping to other inhabited areas.
- b) Inform the Duty Manager immediately.
- c) Should it be necessary the building should be evacuated follow the fire EAP.
- d) Receptionist to dial 9 999 for emergency services.
- e) The Facility Manager or most senior person on site should inform the Safety Officer. Inform senior management as required.
- f) Any person who has been gassed with chlorine should be taken to hospital as serious symptoms may develop at a later stage. Appropriate First Aid should be given.
- g) Complete the relevant incident/accident forms.

The chemicals used at Corby East Midlands International Pool are:-

- **Sodium Hypochlorite**
- **Sulphuric Acid**
- **Sodium Bicarbonate**
- **Sodium Carbonate**
- **PAC**
- **Sodium Thiosulphate – Only to be used on the facility managers instruction**

13. **CHEMICAL SPILLAGE**

These are referred to as Minor or Major spillage;

- a) **Minor Spillage** – is determined when a liquid chemical spill is contained, controlled and absorbed by the Chemical Spillage Kit.
- b) **Major Spillage** – is determined when a liquid chemical spill is not contained, controlled and absorbed by the Chemical Spillage Kit.

13.1 The Chemical Spillage Kit is kept in the Chemical Store and contains;

- a) PIG Absorbent Socks
Circle Larger spills with PIG Absorbent socks to contain the liquid and minimise the spill area. Where joints occur, overlap ends by several inches for a stronger barrier effect.
- b) PIG Pillows
Place PIG pillows directly on larger spills to absorb liquids and aid in a quick clean up.
- c) PIG Mats Pads
For smaller spills, place PIG Mat Pads directly on top of the liquid. The spill will be absorbed quickly, easily and safely.

(Please Note – Granules are only to be used on oil spills)

13.2 Responding to a Chemical Spillage (Authorised Personnel)

- a) Inform the Duty Manager stating the chemical involved.
- b) Full PPE must be worn by all trained staff prior to dealing with the spillage.
- c) If gas is present or suspected wear the gas mask provided.
- d) Use the chemical spillage kit as appropriate ensuring that chemicals are prevented from entering drains.
- e) If required stop the source from getting worse e.g. stop chemical dosing pumps.
- f) When controlled and absorbed, place the socks / pillows / pads in **Yellow Hazard Bags** provided and seal.
- g) Decontaminate the site, equipment and all PPE.
- h) Arrange for the waste to be collected via an approved chemical waste disposal company.
- i) Where applicable arrange for the repair to chemical lines.
- j) Inform the Facility Manager.
- k) Complete accident / incident reports accordingly (RIDDOR).
- l) Arrange for the chemical spillage kit to be replaced as required.

14. **CHEMICAL DOSING FAILURE**

Hand dosing of chemicals is not recommended as this leads to inaccurate measurements. If you are experiencing problems with the free chlorine levels and cannot rectify the problem, you will need to refer to the appropriate procedure e.g. cleaning injectors. Contact the Maintenance Officer for assistance if required. The Facility Manager must be informed if pools are closed. If hand dosing is required this should be done in a controlled way ensuring that regular water tests are carried out between each hand dose. Only the Facility Manager / Duty Managers / Maintenance officer along with the Senior Leisure Assistants are permitted to hand dose.

15. FIRE EVACUATION

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

All staff need to check the designated Evacuation Areas at the start of their shift. Any staff not included should report to reception and assist as required.

The Fire Alarm is a continual Siren which is audible throughout the whole facility. At the beginning of each shift all staff must check their area of responsibility on the Evacuation List (displayed in the Staff Room, First Aid Room and Duty Manager's Office).

THE ASSEMBLY POINT IS ON THE PEDESTRIAN WALKWAY, JAMES ASHWORTH VC SQUARE INDICATED BY SIGNAGE AWAY FROM THE BUILDING.

When the alarm is activated the alarm will be 2 stage process;

Stage 1

1. Fire alarm main panel (reception) and repeater panels (staff room, ground floor Stair 6) will continually beep.
2. Localised beacons / smoke detectors will flash red in;
 - Reception
 - Pool Hall
 - Gym
 - Crèche
 - Staff Room
3. Staff have 30 seconds in which to acknowledge the alarm by pressing the Investigate / Delay Button at the reception panel (key required). This will then extend the investigation period to 3 minutes.
4. Within the 3 minutes staff need to go to the zone activated or contact staff in the area identified to confirm whether the alarm can be cancelled or if a full evacuation is required.

Stage 2

1. A second alarm activation within the investigation period will lead to a full evacuation. This could be activated automatically or by staff.
2. If a full evacuation is required press the Evacuate Button on the panel and call 999 if required.

Duty Manager / Receptionist 1

1. Stage 1 alarm – collect the Fire Panel key from the Duty Manager's Office. **Duty Managers are issued with a personal key which should be carried on their person at all times along with the walkie talkie.**
2. Go directly to the panel, turn the key and press the Investigation / Delay Button. This must be done within 30 seconds.
3. Receptionist 1 will stay at the panel (must take walkie talkie radio). Inform Duty Manager via the walkie talkie which zone has been activated if they are not present. Wait at the panel and act on any instruction from the Duty Manager.
4. a) If the alarm can be cancelled press the **silence/resound** button and then **reset** button.

- b) If the building needs to be evacuated press the **Evacuation** button.
- c) Phone the fire brigade and advise that we have a fire and we are evacuating the building.

Duty Manager

1. The Duty Manager or nominated staff will investigate the cause of the alarm activation by going directly to the identified zone or by contacting staff in the area identified.
2. Having arrived in the identified zone, confirm the cause and assess whether;
 - a) The alarm can be cancelled
 - b) The building needs to be evacuated.
3. Relay the required instruction to Receptionist 1. Confirm that they will phone the fire brigade.
4. Take the appropriate action following this information i.e.
 - a) Ensure all staff aware of false alarm
 - b) Supervise the full evacuation process, ensuring the building is fully evacuated.
Collect the Red Fire Evacuation file from the Facility Manager office.
 - c) Meet the Fire Service and give details as to the location of the fire. Assist where required.
 - d) Inform the Facility Manager detailing the damage caused by the fire.

Receptionist 2

1. Stage 1: Whilst the investigation period is in progress halt all admissions.
2. Secure cash takings.
3. Ask the public in the reception foyer / café to wait by the main entrance doors and ST6 exit doors.
4. Collect the signing in book, staff rotas and evacuation list and first aid bag.
5. Stage 2: Evacuate your designated area and go to the Assembly Point. Close the fire doors once everyone is out.

NB: In the absence of Receptionist 1 take over their duties. Reception 1 – return to reception immediately and complete Receptionist 2 duties.

Pool Staff (Aquatic Instructors / Senior Leisure Assistants and Leisure Assistant)

1. Stage1: Whilst the investigation period is in progress, clear the pools of all bathers, directing them to their identified emergency exit doors within the Pool Hall. Open the doors in anticipation.
2. Once the bathers are out of the water, Senior Leisure Assistants are to check the wet change in the absence of a duty manager, Lifeguards 1, 5, 6 and 7 can go to their designated areas. Aquatic Instructors should stay with their class and ensure all are (and remain) present. In the event the lesson cannot continue, do not allow children to leave with adults unless their identity is confirmed.
3. Lifeguard 4 shall collect the Space Blankets.
4. Stage 2: Evacuate your designated area and go to the Assembly Point. Close the fire doors once everyone is out.

NB: The Corby Cube will be used as a safe haven for pool swimmers and during inclement weather.

Gym Staff

1. Stage 1: Whilst the investigation period is in progress assemble users at the designated exits.
2. Stage 2: Evacuate your designated area and go to the Assembly Point. Close the fire doors once everyone is out.

Crèche Staff

1. Stage 1: Whilst the investigation period is in progress the crèche staff should gather the children together, take the signing in and out book, pick up the folder with all children's details and emergency contact numbers and lead the children to the single emergency door.

Where necessary and as time permits collect shoes and coats for the children. Wait until the children are outside of the building before putting the coats and the shoes on the children.

2. Stage 2: Evacuate the Crèche and go to the Assembly Point. Once all children and staff are safely assembled, report to the Duty Manager giving details of numbers of children and staff.

NB: Parents / guardians should be reminded not to return to the Crèche on hearing the alarm. Explain that the children will be at the Assembly Point.

All Other Staff

1. Stage 2: You will hear the continual siren. Go to your designated evacuation areas. Walk, do not run.
2. Check the area thoroughly i.e. each cubicle, each toilet to ensure the rooms are completely vacated.
3. Direct the public to the nearest available exit as per the Evacuation Route instruction.
4. Close the emergency exits after use and direct everyone to the Assembly Point.
5. **Report to the Senior Leisure Assistant, confirming which areas have been cleared. The SLA will then relay this to the Duty Manager.**

A full building search must be completed by staff. This means specifically checking and not just shouting to confirm an area is clear.

Prior to entering rooms, place your hand on the door, checking for warning signs of fire i.e. heat and open doors cautiously.

THE ASSEMBLY POINT IS ON THE PEDESTRIAN WALKWAY, JAMES ASHWORTH VC SQUARE INDICATED BY SIGNAGE AWAY FROM THE BUILDING

If the Sub Aqua group are in the pool, on hearing the alarm, continually tap a metal reach pole against another metal pole in the water.

DO NOT RE-ENTER THE BUILDING UNTIL THE FACILITY MANAGER / DUTY MANAGER HAVE CONFIRMED IT IS SAFE (initial confirmation will come from the Emergency Services).

In the event of a fire The Facility Manager / Duty Manager on agreement with the fire officers will determine which facilities are suitable for public use. In the absence of the Facility Manager e.g. out of hours, the Duty Manager must contact the Facility Manager to discuss this and complete the require incident forms.

15.6 Evacuation Policy - Disability

Corby East Midlands International Pool provides four disabled refuge areas located on the first and second floors. Staff are trained to take customers with mobility impairment to the appropriate refuge area when the fire alarm sounds.

Each refuge area is protected by Fire Doors with 60 minutes fire integrity, supported with a designated intercom which enables the customer to communicate with staff whilst the evacuation is in process.

Evacuation chairs are provided to support the transition of customers to the ground floor. Appropriate staff will be trained in the use of these. Customers using wheelchairs may find difficulty transferring into the evacuation chair. Consideration would be given to carrying down the customer in their own wheelchair. Staff are trained in manual handling but would need to assess the risk.

During the Fire Alarm investigation period red light beacons are activated in the gym, on poolside and in the café/reception area which may assist deaf and hearing impaired persons.

Facility staff are available to assist visually impaired and blind people with orientation information facility tours where required. The facility contains features to assist visually impaired people to evacuate independently e.g. good colour contrast on signage, stairs / hand rails etc.

Orientation information would also potentially support and is available to people with a learning disability.

All staff attend a full Induction at the commencement of employment. This covers in detail, the Normal Operating and Emergency Action Procedures. The EAP explains in detail the Fire Evacuation Procedure. Staff are required to pass a test on these.

Practice evacuations are held quarterly. Facility staff inform customers using the gym at induction the process of evacuation.

- a) If necessary Leisure Assistant's should summon additional help to the poolside. Use the pool hoist where required.
- b) Leisure Assistants should explain to the public that they are being taken to the fire exits for their own safety.
- c) Leisure Assistants should check if there are any special requirements or blankets to keep warm.
- d) Disabled persons on the 2nd floor need to wait in the disabled refuge areas located at;
 - Stair 2
 - Stair 3
 - Stair 6
 - Stair 7
 - Ensure the fire door is closed from the room / corridor
 - Press the refuge alarm and reassure customers that help is on the way.
 - Staff must inform the Duty Manager of their location and wait for assistance
 - Evacuation chairs are located in each refuge area and will be used by trained staff to evacuate persons as required.
 - Staff are to attend a refresher sessions in the use of the evac chairs and have this signed of in their training folders.

16. **BOMB THREAT**

The Fire Alarm will be activated if the building needs to be evacuated.

16.1 ON RECEIVING A BOMB THREAT OVER THE PHONE

- a) Record the following details on the form provided:
 - The exact words spoken
 - The time of the call.
 - The evacuation time allowed.
 - Approximate age and sex of the caller.
 - Accent of the caller.
 - Any background noises.
- b) Inform the Duty Manager immediately and await instructions.
- c) When instructed follow your evacuation procedure as listed under Fire Evacuation. Check for any suspicious bags, packages etc.

16.2 Duty Manager

- a) Obtain all information from the member of staff taking the call. Phone the Police immediately 999 and give the details. Seek their advice.
- b) If instructed to evacuate – go to the Fire Alarm panel and press the Evacuate button.
- c) Follow your evacuation procedure as listed under Fire Evacuation.
- d) Whilst evacuating the building, check for any suspicious bags, packages etc.
- e) Liaise with the emergency services and escort them around the facility as required.
- f) On the advice of the Emergency Services inform firstly staff and then the public to re-enter the building.
- g) Out of hours – inform the Facility Manager and complete the required incident forms.

NB – Ensure that the building is safe and staff are able to comply with the NOPS before re-starting public sessions.

16.3 All Staff

- a) When hearing the Fire Alarm follow your evacuation procedure as listed under Fire Evacuation.
- b) Check for any suspicious bags, packages etc and inform the Duty Manager.
- c) Once your area is clear follow the public out of the building, closing the fire exit behind you. Confirm the area is clear to the SLA.
- d) **Do Not Re-Enter The Building.**

16.4 General

- a) Report suspicious packages - warn others in the vicinity to stay clear and inform the Duty Manager immediately.
- b) **YOU SHOULD NOT - touch or interfere with the object.**
- c) Familiarise yourself with the details that need to be recorded.

- d) Areas not used on a regular basis should be kept locked.
- e) Ensure work areas/stores are kept tidy so that unusual/strange packages can be easily identified.
- f) Check that fire exits are kept clear and are not being used to gain access to the building.

17 LOST CHILD, PARENT OR GUARDIAN

17.1 Lost Child

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

Leisure Assistant

- a) Establish all necessary details e.g. Child's name, where child was last seen, what they are wearing
- b) Quickly view pools with parent/guardian to see if you are able to locate the child (Lifeguards should be aware of unattended children already, especially under 5's)
- c) Notify reception that you have a lost child and give details so an announcement can be made for the child to report to reception
- d) Clear all pools while another member of staff searches the changing rooms etc, so adult can see all children more clearly, and hopefully find their child
- 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, and if necessary the police, of the incident
- c) Stay in support of the parent
- d) Complete an incident report

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

17.2 Lost Parent / Guardian

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

Leisure Assistant

- a) Establish whom the child is swimming with and where they saw them last
- b) Walk around the pools with the child looking for the adult
- c) If still not found report the incident to reception so an announcement can be made for parent/guardian to go to reception
- d) Wait with the child for a few minutes on poolside so that you are visible to any adult trying to locate the lost child

- e) If still not found after approximately 5 minutes inform the Duty Manager that the child is going to get changed
- f) Get cover for your poolside position. Wait in the changing area so the child knows where you are. When changed take them to the Duty Manager's office.

Duty Manager

- a) When the child is brought from the changing rooms 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.

18 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, staff room (full system) and in the Gym (local alarms only).

Reception

- a) On hearing the alarm identify the area it applies to by reading the descriptive text 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 "Help Required" will be displayed.

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 indicates "Presence Acknowledged" on the monitoring unit.
- b) If no further help is required press the reset button again. The alarm will be cancelled.
- c) If further assistance is required press the call button again. "Help Required" will then be displayed on the monitoring units. The beacon will remain constant red. Additional staff will be sent to the area by Reception, Duty Manager to assist as required.

19 SILENT PANIC ALARMS

19.1 All Staff at Gym Reception / Duty Manager Office / Facility Manager / Crèche Reception / Main Reception

- 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 check the panel and identify the area with the text on the unit.
- 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.

20. BLOOD SPILLAGE

Any blood spillage on the poolside should not be washed into the pool or poolside drains. Instead, like blood spillage anywhere in the building, it should be dealt with using strong disinfectant.

Ideally the blood spillage kit should be used. However in the absence of this comply as follows;

A concentration equivalent to 10,000 mg/l of available chlorine; a 1% solution of hypochlorite may be convenient.

The blood should be covered with paper towels, gently flooded with hypochlorite solution and left for at least two minutes before it is cleared away.

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.

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

21. LIFT ENTRAPMENT

All Staff / Reception

- a) On hearing the lift alarm alert the Management Team.
- b) The alarm is connected to 24 hour monitoring centres. When the alarm is activated the centre will phone 464643. Any member of staff receiving the phone call should inform the Management Team.
- c) The Management Team includes Facility Manager, Duty Manager, Senior Leisure Assistant and Stand In Duty Manager's. In the first instance, the Duty Manager will be contacted.

Management Team – Action for Entrapment

- a) The management team or nominated trained person 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 contacts is maintained with the customers to avoid panic.
- b) Keys will be required for the control panel (first floor adjacent to lift) and to manually open the doors.
- c) Pull down the blue cover. A green luminated light will identify if the lift is located at one of the floors.
- d) Looking at the panel of switches turn off the mains (black switch (3) top left). Lock the cupboard.

- e) Go to the lift doors. Using the ▲ key insert (top of the door in frame) and turn. Pull back the door slowly from the centre. The key can be released when the doors start to open.

Only open the doors a few inches to ascertain which floor the lift is situated on. If at ground level go downstairs and repeat (e). Open the doors and let customers out. Close the doors.

- f) Return to the Control Panel and turn the power back on. Ascertain whether the lift is fit for purpose or whether an engineer needs to be called. Phone the call centre to confirm outcome.
- g) If the lift is stuck between floors, the green light will not be luminated. Check the exact position of the lift by repeating steps 2.4 and 2.5 (first paragraph). Shout down to the lift occupants and explain you are dealing with the problem and that they will be released shortly. Close the doors and return to the Control Panel.
- h) The lift can now be released manually. Pull the red release valve. You will hear compressed air being released. Valve needs to show 20 bar of pressure for this to be effective. Hold the valve out until the green light becomes illuminated confirming the lift has reached the ground floor. Lock the cupboard.
- i) Repeat (e) (first paragraph) opening the doors fully to enable the occupants to leave. Apologise and enquire if any of the occupants require medical assistance.
- j) The lift should now be put out of order. Phone the contracted lift operator and ask for an engineer to attend site.

22. **EMERGENCY ALARM / EQUIPMENT FAULT**

If the emergency alarms are found to be faulty the following action should be taken;

22.1 **Drowning Alarm**

Senior Leisure Assistant / Leisure Assistant

- a) Inform the Duty Manager of the fault.

Duty Manager

- a) Contact the appropriate contractor.
- b) Inform all staff and ensure all are carrying whistles on poolside
- c) Place an Out of Order sign over the alarm button.

22.2 **Fire Alarm**

If the Fire Alarm is not working, the facility may remain open to the public as long as there are sufficient persons appointed as Fire Wardens. "Code Red" will be used to identify a fire.

The Fire Wardens sole duty is to patrol all parts of the building. They must not be given any other duties to perform other than this whilst the fire alarm ceases to be functional.

Duty Manager

- b) The fire brigade will be called to check the building
- b) If it is established that there is no fire then the sounders will be disabled on the alarm panel and employees / public allowed to use the building subject to the following conditions: -
 - There will be no 'hot work' in the building e.g. contractors using flammable substances, staff use of toaster etc
 - **Three persons** will be appointed as being on full time fire watch. Each would be given unrestricted access to all rooms
 - The public address system will act as our fire alarm
- c) Each Fire Warden will be issued with a walkie-talkie
- d) Inform all staff that the Fire Alarm is not working and advise them to be extra vigilant when carrying out their duties. Inform Warden Control.
- e) Contact the appropriate contractor, i.e. as listed in the approved contractor list and ask for a priority response to the fault.

Fire Wardens

The Fire Wardens will patrol the following areas;

Fire Warden 1

Wet Change
Café / Kitchen
Café Toilets
Health Suite
Plant Room
Boiler Room

Fire Warden 2

Studio
Dry Change
Staff Room
Crèche
Meeting Room
Cleaners Store

Fire Warden 3

Poolside Store
First Aid Room
Judges Office
Spectator Balcony
& Toilets

- Each patrol should be completed on a continual basis and take approximately 2 minutes to complete
- All rooms must be checked thoroughly
- Do not engage in any other duties
- In the event of a fire contact the receptionist via the walkie-talkie stating "Code Red" and the area in which the fire is
- If trained, and it is safe to do so, tackle the fire
- Leave the area closing all doors.

Offices will be monitored by the Receptionist, Duty Manager and Facility Manager. Leisure Assistants will monitor the pool hall. Gym staff will be present in the gym at all times.

Receptionist

You must be ready to respond to any message from the Fire Wardens

- a) Following information relating to a fire, announce "**Code Red Evacuate**" to all areas using the public address system
- b) Contact the Fire Brigade using 9 999

All Staff

- a) Remain especially vigilant when carrying out your duties
- b) Follow your evacuation procedure as listed under Fire Evacuation.

22.3 Disabled Toilet Alarm / Incident Alarm / Silent Panic Alarm

Senior Leisure Assistant / Leisure Assistant

- a) Inform the Duty Manager of the fault

Duty Manager

- a) Contact the appropriate contractor.
- b) Place an Out of Order sign over the alarm button.
- c) Inform all staff to be extra vigilant in these areas and when completing quality inspection checks

22.4 Moveable Floors / Booms

Senior Leisure Assistant

- a) Inform the Duty Manager of the fault

Duty Manager

- a) Contact the appropriate contractor
- b) Re-arrange the pool programme if required
- c) Do not allow anyone to use the area where the boom/floor has jammed

NB: Ensure all Leisure Assistants and Instructors when coming on duty are informed that the floor alarm is not working.

Reception

- c) Inform customers on admission of the technical problem. Posters should be displayed if an area is closed / change of depth to that advertised.

22.6 Walkie Talkies

Reception / Leisure Assistants

- a) Inform the Duty Manager if your Walkie Talkie is not working. Ask to swap it for a spare.

Duty Manager

- a) Replace Walkie Talkies as required.
- b) Arrange for damaged Walkie Talkies to be returned to the supplier for repair.

NB: Poolside must always have Walkie Talkies for Main Pool, Top of Slide and Instructor.

22.7 Building Alarm

- a) If the Building Alarm fails to set the Duty Manager / Stand In Duty Manager will investigate the area and check any fault identified on the panel. Re-set and try again.
- b) If faults do not clear contact the alarm company and ask for an emergency call-out.
- c) Stay on the premises until the alarm is rectified or follow NOP locking up procedure.
- d) If the approved contractor will not attend site then you must phone the council control room on 01536 400400 and inform them that the building is not alarmed.

23. Unacceptable Conduct / Behaviour

All Staff

- a) Inform the Duty Manager where there has been unacceptable conduct / behaviour from the public or employees i.e. against Code of Conduct, Child Protection Concern, Changing Room behaviour, assault etc.
- b) Complete the required incident / accident forms.

Duty Manager

- a) Approach the individual concerned assessing the allegation and where appropriate ask them to wait until the police arrive.
- b) Where situations require call the Police (9 999).
- c) Inform the Facility Manager.

Facility Manager

- a) Inform the relevant Senior Management, Health & Safety Officer.

24. Closing of Area / Building

Duty Manager

Staff Levels:-

- a) Where staffing levels do not allow for areas to be supervised as per the NOPS assess how resources from within those on duty can be re-deployed and utilise accordingly.
- b) Contact off-duty staff to cover where required.
- c) If an area has to be temporarily closed until cover can be found;
 - (i) Inform reception to let the public know prior to entry. Posters should also be displayed.
 - (ii) Inform the Facility Manager and/or Principal Leisure Officer
 - (iii) Update social media channels/website/phones where necessary.

Building Closure:-

- a) Where an emergency situation arises i.e. loss of water supply, contact the utility provider and ascertain estimated time of repair. Confirm location of the leak.

- b) Inform the Facility Manager.
- c) Prepare to contact Clubs / Schools / swimming lessons and Diving.
- d) Inform members of the public through Reception notices and updating facebook and CBC web pages.

Facility Manager

- a) Where possible speak to utility employees off site and confirm time of repair.
- b) Where a lengthy delay is expected contact the Head of Service who will make the decision whether to close.

25. Loss of Keys / Access Cards

Duty Manager

- a) Any loss of personal building / safe keys needs to be reported to the Facility Manager immediately.
- b) Loss of internal keys – check key issue sheet and speak to the individual who has signed for the key. Ask all staff on duty. Report to Facility Manager if the key cannot be located.
- c) Loss of Door Access Cards. Check the safe control book and speak to the individual who has signed for the card. Ask all staff on duty. Report to the Facility Manager if the card cannot be located.

Facility Manager

- a) Instruct / arrange for keys / locks to be replaced. Inform Senior Management if Duty Manager Building / Safe keys involved.
- b) Investigate any loss.
- c) Delete Access cards. Issue replacements.

26. Building Alarm Response

Duty Manager / Senior Leisure Assistant

- a) The DM / SLA will provide a contact number for the out of hours call out list. This number should not be switched off or silenced at night.
- b) Staff will need to answer this number for out of hours emergencies. Where annual leave has been requested inform the alarm centre.
- c) Confirm to the Alarm notification centre of your attendance.
- d) Contact the Police and ask them to meet you at Corby East Midlands International Pool.
- e) Where the Police are unable to assist, contact a second key holder/another member of staff
- f) On arrival confirm the cause of activation. Do not enter the premises if you suspect burglars are still present. Wait for the police.
- g) Assess the damage and arrange for the building to be made secure. Contact Warden Control for glazing to be boarded up by Depot employees.

- h) Inform the Facility Manager.
- i) Restrict access to affected areas until the Scene of Crime Officer has attended. Confirm their expected arrival time.
- j) Assess what areas of the facility can be opened safely to the public. Discuss any closures with the Facility Manager. Inform reception of restricted access. Where money / change cannot be taken allow free access in the first instance. Ask customers to pay on exit / next visit etc.
- k) Any broken glazing on poolside will need to be swept and vacuumed up. Use the pool vacuum as a precaution in the learner pool. Close off the affected area.
- l) Arrange for damaged doors / locks etc to be repaired / replaced. Only complete the work following SOCO attendance.

27. **Flood**

- b) In the event of areas flooding due to mechanical or environmental incidents the Duty Manager should assess the extent of the damage.
- c) Where operations are affected the Facility Manager should be informed.
- d) Do not enter an area where the electrics may have been affected.
- e) Contact the appropriate contractors to make the area safe and pump out any water.

28 **Loss of Mains Water Supply**

- a) Stop admissions
- b) Telephone Anglian Water emergency number to determine the situation and the likely time the water supply will remain cut off
- c) Telephone your Leisure manager to inform them of the situation. If the Leisure manager is not available then telephone the principal leisure manager.
- d) Telephone Cube to make them aware that toilets may be required and agree entry route and the toilets to be used.
- e) Duty Manager to update telephones and social media channels. Website to be updated by Culture and Leisure administration team.
- f) Swimming pools will continue to operate until the water level in balance tanks drops below the operational levels when pool filtration and pumps will automatically stop. If this happens all pools should be closed and swimmers asked to change.
- g) If swimming session are in operation ask swimmers to leave (dependant on section f above) after their session time stops. If it is a Gala inform the Gala organisers and arrange for spectators to use the Cube facilities for W/C's. The facility manager / principal facility manager will decide if the event can continue and will discuss with the Galas organisers.
- h) SINKS – These will stop operating. Place hand sanitiser in all toilet areas and put signs up stating that the water supply has been affected.
- i) TOILETS – check grey water tank located in the rear of the Calorex plant to gauge how long the toilets are likely to remain operational. Place posters up stating the dry side toilets are closed and that the cube toilets are available. Wet side toilets should remain operational as long as possible.
- j) POOLSIDE SHOWERS – These will continue to operate until the pumps and filtration stops.

- k) NORMAL SHOWERS – These will stop operating shut shower areas and place signs explaining the situation.
- l) CAFE – Water supply will be lost in this area. The cafe should follow their own EAP's and the facility manager will decide if the cafe can continue to operate.
- m) If refunds for swimming are required please issue complimentary tickets. Money should only be refunded with the agreement of the facility manager.
- n) When water supply resumes pool water tests should be completed and the facility can re open to the public with agreement of the Leisure manager or Principal Leisure manager