

Just Swim – Campsbourne Junior School

POOL SAFETY OPERATING PROCEDURE

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Just Swim – Campsbourne Junior School

Part One

NORMAL OPERATING PROCEDURES

Responsibilities

It is the responsibility of all relevant Just Swim staff to ensure that this procedure is implemented and adhered to.

Introduction

This procedure includes:

Part One - Pool Normal Operating Procedures

Part Two - Pool Emergency Action Plan, which is linked with the building Emergency Action Plan

The PSOP will be reviewed annually and revised if necessary by the Director, Andrew Staite:

With the installation of new equipment

After a major incident, such as an accident requiring hospitalisation or near drowning

Following the identification of a trend of minor accidents

Structural change

In line with risk assessment amendments

Advice or guidance given by the Health and Safety Executive (HSE).

Any revisions to the PSOP must be communicated to all staff and Just Swim will deliver update training to all relevant staff; this training must be recorded.

All staff must also receive annual update training on the PSOP.

Details of the Pools

Campsbourne Junior School has One Pool. That Just Swim uses to deliver a range of supervised activities including Swimming Lessons.

Pool details:

	Main	
Length	9.88m	
Width	3.87m	
Depth	1.00	
Surface Water Area (m ²)	103.97m ²	
Bather Load	20 per hour	
Turnover hours	2.25 hours	
Ideal water temperature	30.5°C (82°F)	
Ideal air temperature	29°C (81°F)	
Chemical control	Ezerol Touch Automatic	
Sump location	Plant Room	

Plan of the Pool

Key

Pool assistance alarm point	First aid equipment	Fire exit
Evacuation alarm point	Space blankets	
Rescue equipment		

Main Pool

The pool is rectangular and measures 9.88m in length and 3.87m in width. The depth is a constant 1.0m

There is raised platform on the far side, which is built in the side of the pool joining to the length of the pool

There is an emergency telephone located in the entrance to the pool, this will alert staff in the school building to an emergency situation (school time only) and can be used to call the emergency services.

Pool Use

The pool is used for:

- Swim School Lessons
- School Swimming
- Private Swimming Lessons
- Holiday Swimming Programme
- Water Safety Week

Potential Risk

Just Swim in conjunction with the Campsbourne Junior School must ensure a risk assessment identifying significant hazards is carried out which includes appropriate control measures. Risks will include:

Premises and Utilities hazards relating to the pool design, structures and features, including access to the pool

Task hazards – age, number and behaviour of bathers, users particularly at risk

Activity hazards – hazards associated with each session type taking place in the pool.

The following hazards/risks have been factors in past deaths or serious injuries:

- Inadequate or inappropriate supervision
- Prior health problems (e.g. heart trouble, impaired hearing or sight, epilepsy)
- Alcohol or food before swimming
- Youth and inexperience (half of those who drown are under the age of 15)
- Weak or non-swimmers straying out of their depth
- Unauthorised access to pools intended to be out of use
- Diving into insufficient depth of water (leading to head or spinal injury)
- Unruly behaviour and misuse of equipment
- Unclear pool water, preventing casualties from being seen.

Careful recording and consideration of any incident at the pool will help to ensure that risk assessments and safety arrangements remain relevant.

Pool Hall Risks

Water Quality/ Testing

Water and atmosphere quality checks must be undertaken before opening and at least 4 times a day and are recorded to ensure customer safety. The checks are undertaken by a Swimming Teacher who will record the results and sign the Pool Water Testing Form.

The Swimming Teacher must immediately investigate any variations outside of the specified ranges as detailed on the Pool Water Testing Forms and appropriate action taken as detailed in the Pool Water Management and Testing procedure.

All staff responsible for water testing will have received training, and a record kept on site.

Entrance

Pool access is situated in the shallow end of the pool. Swimming teaches must observe bathers on entry, making sure bathers are aware of the location of the shallow water.

Unauthorised access:

Doors must be locked to the main entrance when the pool is not in use.

Pool Blind Spots and Glare / Reflection

A Lifeguard Zone Visibility Test (LZVT, sometimes referred to as a drag test) will be carried out by the Managing Director to determine the correct positioning of the Swimming Teachers(s) so that the entire pool bottom is visible and establish that a rescue can be effected within the 10:20 principle.

Dependent on the time of year (winter - low sun) glare from the sun is a potential hazard.

Spectator Area

At no time will spectators be permitted on the poolside without removing footwear, and wet bathers are not permitted in the spectator area.

The spectator area capacity is 25 persons. Should there be a concern over the number of spectators present within this area, the Swimming Teacher will asked spectators to leave.

Pool Steps

There are no pool steps at Campsbourne Pool

Electricity

Electricity is particularly hazardous in a wet, humid swimming pool atmosphere. Swimming pool electrical installations comply with Fixed Wiring Periodic Inspection and Test (IEE Wiring Regulations BS 7671) with records maintained on site.

Only portable, battery powered equipment is permitted to be used on poolside. Any mains electrical equipment such as a music stereo's must only be used in the pool storeroom.

The supply to electrical areas located near wet environments and those used to supply leads and equipment to be used in wet areas, should be protected to reduce risk from electric shock by a residual current device (RCD).

RCDs will:

- be checked daily by operating the test button
- be inspected weekly, together with the equipment it is supplying, during

the formal visual inspection

be tested every three months by a qualified electrician using appropriate electrical test equipment.

Risk assessments will be carried out for all activities involving electrical items on or near poolside.

Food and Drink

Food and drink must not be brought onto or consumed on the poolside. Plastic water bottles may be brought onto poolside for swimmers, and for Swimming Teachers to avoid dehydration.

No glass is allowed around the outside pool, all drinks containers must be plastic or cardboard.

Admissions Policy

Alcohol or Drugs - persons who appear to be intoxicated by alcohol or drugs or not well enough to enter the water must be refused admission.

Weak/non-swimmers should be restricted to areas of the pool with water depth less than 1.5m. Signs indicating this are positioned to reinforce this and guide customers.

Babies, small children or toddlers must not be left unsupervised in carriers or pushchairs on the side of the pool. An area away from the poolside should be made available for the storage of pushchairs to reduce the possibility of contaminants being brought onto poolside.

Swim nappies must be worn by all children who are incontinent or not dry throughout the day. Standard nappies are not suitable or appropriate.

Children under the age of 8 years may accompany adults in opposite sex changing and toilet areas. Children over the age of 8 years should not enter opposite sex changing or toilet areas.

People with Special Needs

Customers who have **health problems or disability** may appear to pose a risk. Many persons will have been referred by a doctor for exercise and are often able to swim safely. If in any doubt in their ability to safely participate in pool activities customers should seek advice from their GP.

Illness and Epilepsy

Current or **recent illness** including respiratory problems, infections, digestive upsets and rashes are indications against participation. Any person with a recent history of **diarrhoea** (within the last 14 days) should not be permitted to swim.

Where a customer has **epilepsy, which is totally controlled by medication** and has been completely free from seizures for at least one year, no special precautions are necessary.

Customers with **uncontrolled epilepsy** and parents of children with uncontrolled epilepsy should seek their GP's approval for swimming and other forms of sports participation taking into account the following:

- The type, severity and frequency of seizures
- The presence or absence of warning signs
- Known trigger factors, (e.g. cold water, stress, excitement, noise or dazzling lights on the water surface).

Swimming should **not** take place if:

- A person with uncontrolled epilepsy feels unwell
- During 'busy' conditions in the pool.

People with Special Needs (PEEPs and GEEPs)

It is the responsibility of Just Swim to ensure the safe evacuation of all people with special needs. Where people with special needs use or work in the premises, their needs should be discussed with them. Following discussions, the following may be required:

- Changes to existing EAP
- Development of individual 'Personal Emergency Evacuation Plans' (PEEPs) for disabled customers who frequently use the facility and disabled staff
- Development of Generic Emergency Evacuation Plans (GEEPs) for disabled groups who use the facilities.

Bathers with a Colostomy Bag

It is perfectly acceptable for a bather with a colostomy bag to use the pool. The bags are usually discreet and will not prevent customers from fully participating in aquatic activities.

It is highly unlikely that there will be a problem with the bag, however in the unlikely event that a customer reports that there has been a leakage into the pool, the Swimming Teacher will refer to the procedures for faecal contamination.

Dealing with Customers

Any pool will be safer if customers are aware of potential risks and act responsibly. There are a number of ways in which these risks are drawn to the customer's attention:

- Notices displayed throughout the building particularly at reception, in changing areas and on the poolside. Safety signs include depth signs, prohibition notices such as "NO DIVING IN THIS AREA" posters, and "SAFE DIVING" notices.
- Reference to safety aspects are incorporated into contracts with clubs, schools, and other organisations hiring the pool
- Verbal reminders where necessary by pool staff.

It is vital both in terms of customer care and to enable customers to understand the reasons behind rules and regulations that they are given an appropriate explanation.

Arrangements for communicating safety messages to customers:

The pool will be safer if swimmers are aware of potential hazards and act responsibly. As far as is reasonably practicable, the hazards should be brought to swimmers' attention as soon as possible. This is achieved in a variety of ways:

- Mandatory admission policy notices displayed
- Pool rules information notices displayed in changing area and on the poolside
- Pictorial notices prohibiting diving in appropriate areas of the pool
- Information on the Swim School website
- Safety aspects incorporated into publicity material available to new customers on arrival and to distribute to those in charge of organised groups
- Oral reminders and explanation where necessary, by Swimming Teachers
- Use of visual and audible alarms.

Communicating with Customers

To supervise a pool properly requires being able to communicate with users, Swimming Teachers and the management team.

Swimming Teacher posture, appearance, facial expressions and gestures communicate all kinds of messages. A friendly, firm and professional manner will get the most positive response.

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

- Smile and appear approachable
- Establish eye contact
- Be courteous but firm
- Give reasons for any warning or instruction
- Avoid anger or inappropriate language
- Never try to intimidate pool users
- Above all, always remain calm and in control.

Hand signals usually need to be followed by an explanation and **whistles** are only effective if used in accordance with training.

Three whistle blasts should be regarded in the same way as an activation of the pool assistance alarm and all available staff should respond.

Activation of the pool assistance alarm or three whistles, followed by activation of the alarm by another Swimming Teacher if appropriate, should be used in any situation where a Swimming Teacher is taking emergency action but may not include a Swimming Teacher entering the water. This might be to ensure their area of the pool is supervised while they deal with a minor incident, or to summon assistance in the event of a major incident.

Dealing with Complaints

Swimming Teachers must provide good customer care without compromising supervision of the pool. If a swimmer has an extended enquiry, comment or complaint Swimming Teachers should take the following action:

Position themselves to ensure the customer does not inhibit vision of his/her supervision zone

Explain that he/she is listening but is also responsible for supervising the pool

Contact another Swimming Teacher to cover his/her supervision position or deal with the enquiry

Where no additional staff are available, ask the customer to enquire at reception after they have finished their swim.

Pool Supervision - Duties and Responsibilities

General Rules and Policies

The following rules and policies will be implemented by Swim School Teachers:

No unsupervised children under the age of 8

No smoking

No eating, drinking or chewing gum – eating and chewing gum on poolside presents a range of different hazards including breakage of glass bottles, choking, vomiting (especially in young children), and cramp

No running – running significantly increases the risk of slip and fall injuries particularly where floors are wet

No diving – diving is not permitted at Campsbourne School Pool. No diving is permitted in a depth of water less than 1.5 metres or where the forward clearance extends less than 7.6 metres and where the freeboard is no more than 0.38 metres high

No jumping – impact with the pool floor can result in injury to the ankles and lower spine. Jumping into water depths less than 0.9 metres should be prohibited

No fighting or pushing or throwing bathers

No ducking – ducking is an antisocial and potentially dangerous practice and is usually very upsetting to the victim. When water enters a person's mouth, an automatic reaction closes the airway to stop water getting into the lungs. Sometimes breathing fails to

restart when the danger has passed and what is known as 'delayed effect from inhaled water' (formally known as dry or secondary drowning) happens

No bombing – this is where pool users leap from the poolside or diving board with their knees clutched to their chest

No gymnastics or acrobatics – a common cause of accidents in pools, which is not restricted to any, age group. Performance of gymnastic moves often involves bather standing on another bather or using other bathers as a platform for diving or jumping which may result in collision with the pool surrounds and/or other bathers

No petting – other bathers may find this offensive

No underwater swimming or hyperventilation – many bathers believe that rapid, deep breathing will increase the oxygen content of their blood and help them stay underwater for longer. This 'hyperventilation' does not in fact increase oxygen but instead reduces carbon dioxide, which would otherwise stimulate breathing. This can cause

bathers trying to swim distances underwater to lose consciousness without warning

No flippers – fins (flippers) are used with vigorous leg action which can hurt other pool users, especially if used near their faces or eyes and are therefore inappropriate for un-programmed sessions

No 'mermaid' tails – a weak or tired swimmer could become even more tired very quickly, and if their feet are tied together will pose a real drowning risk. Mermaid tails should only be used in 'programmed' sessions, not public swim sessions, and under the supervision of a qualified teacher or instructor. Use of the tail in a public swimming session should also be carefully considered when it is obvious that the 'fin' and undulating body movement will

increase the swimmer's speed and there is potential for the fin to impact upon another

bather, and if it has a hard plastic fin (as some do) may cause injury. Swimming with a fin may promote 'breath-holding' for long distances underwater which can result in blackouts.

No face masks or snorkels – snorkels and masks are specialist equipment, which can be dangerous if used inappropriately, they should therefore be restricted to programmed sessions supervised by an appropriate instructor. During un-programmed sessions snorkels may be tampered with by other bathers and have caused a number of respiratory problems where bathers have inhaled water accidentally. Masks used during un-programmed sessions are more likely to be kicked, resulting in facial injuries. Damage to masks that do not meet appropriate standards may result in glass breakage resulting in pool closure

No outdoor footwear – on poolside

No hard hand paddles, swim gloves can be worn

Don't leave the pool area or changing room in swimwear

Don't leave pushchairs on the poolside or in the changing room

Don't leave bags on poolside

Don't spectate with outdoor shoes on the poolside

Don't run on poolside or in the changing room

Don't bring alcoholic beverages into the pool

Don't bring any glass or breakable containers into the building

Don't wear denim type shorts, cut downs or any sort of t-shirts for swimming or non-swimming attire (unless they have medical reasons to do so)

Don't use foul or abusive language

Don't hold onto the lane ropes (unless in an emergency)

Don't stand on floats – same reasons as gymnastics/acrobatics

Don't jump onto floats/rafts from poolside. (separate rules may apply to inflatable sessions, see separate information).

Diving Policy

CIMSPA has produced a policy document on diving in pools to which Just Swim fully complies. The policy is as follows and must be shared with all clubs and external hirers:

No diving is permitted in a depth of water less than 1.5 metres . Clear prohibition signs are displayed "Diving from the sides of the pool is not permitted"

Swimwear Policy

The Managing Director and Swimming Teachers will enforce the following policy:

Accommodate customers with specific cultural, medical or other requirements. Our priority is customer safety at all times.

Ensure that bathers wear SUITABLE SWIMWEAR:

- Swimming costume/shorts/trunks designed for water-based activities
- Body suit or Burquini designed for water-based activities
- Leggings made from a Lycra based material
- Lycra based, 'comfortably' fitting top/vest.

Ensure that bathers do not wear INAPPROPRIATE SWIMWEAR including:

- Underwear
- Wetsuits
- Denim, trousers, or jogging bottoms
- Loose-fitting T-shirts and tops
- Coats and jackets
- Jumpers and sweatshirts
- Loose fitting free flowing fabrics not designed as swimwear
- Clothing made of inappropriate fabric such as cotton/wool materials that absorb water.

Lifeguard and Swimming Teacher Fitness

A Swimming Teacher working on poolside must be able to perform, as a minimum, the following basic fitness test at any time. If this is not possible e.g. due to fitness or health reasons, the Swimming Teacher's ability to perform their duties in the event of an emergency may be compromised;

- Jump or dive into the pool in deep water (where available)
- Swim 50 metres within 60 seconds
- Swim 100 metres continuously on the front and then 100 metres continuously on the back
- Tread water in deep water for 30 seconds
- Surface dive to the deepest part of the pool
- Climb out of the pool unaided, without using steps or ladder.

A Swimming Teacher must alert their line manager if they have any medical condition (including any medication which might impair concentration or alertness) which may affect their ability to perform their duties.

Training

All Lifeguards employed at Just Swim will hold a current nationally lifeguard recognised qualification. All qualified Swimming Teachers will attend mandatory ongoing training sessions as part of their work.

Uniform and Appearance

Whilst supervising the pool Swimming Teachers should:

- Be alert and be seen to be alert
- Enforce the pool rules and admissions policy
- Be punctual and adhere to rotation times
- Carry out bather head counts
- Conform to the uniform policy.

Whilst supervising the pool, Swimming Teachers must not:

- X Take part in social conversations
- X Allow their attention to be drawn from the pool
- X Leave poolside or their area of supervision unattended
- X Bring food or drink (except plastic water bottles) onto poolside
- X Deface any pool safety documentation.

Swimming Teachers who provide the safety supervision for their group during programmed sessions must also wear shorts and T-shirt.

Bather Loads and Supervision

The following table should be adhered to for class numbers:

Type of Lesson/ Activity	No. of Pupils
School Lessons	15
After School Lessons	10
Water Safety	10
Special Needs Swimming	5

Supervision of Programmed Sessions

Under normal circumstances the Swimming Teacher will supervise the lesson and take ultimate responsibility for the safety/ rescue of any swimmers getting into difficulty. The following requirements must be satisfied:

The Teacher/Coach should:

- Be teaching from the poolside and or in the water
- Hold an appropriate teaching qualification
- Be teaching a number of pupils within the relevant governing body maximum teacher: pupil ratio
- Hold a current rescue qualification (e.g. NRASTC or Pool Lifeguard Qualification)
- Have received induction training including PSOP, a test of rescue skills and CPR skills relevant to the age group they are teaching, wherever possible
- Successfully complete refresher training and competency assessment including PSOP, a test of rescue skills and CPR skills relevant to the age group they are teaching at least once per term
- Conform to the uniform policy.

It should be noted that some sessions, which would normally be considered 'programmed' may on occasion become 'un-programmed'. A common example might be at the end of a lesson when an unstructured 'fun time' or 'fun session' is provided.

During these times, the session must be supervised in accordance with un-programmed supervision standards.

Supervision Zones

The pools are divided into zones, with each one scanned constantly by the Swimming Teacher allocated to it. This means that they are:

- Responsible for fewer pool users
- Nearer the people they supervise
- Can concentrate on a more manageable area
- Can rotate between zones to keep alert and prevent boredom.

Because the whole pool area needs to be watched, Swimming Teachers need to work as a team.

As well as the swimming area itself, zones include steps, ladders, walkways and entrances and the poolside itself. Zones extend from the surface down to the bottom of the pool and up to the top landing of a diving board or slide.

Swimming Teacher Signals and Whistles

Three signals are used on poolside to convey messages to each other:

- Tapping of the head indicates - requires manager on duty
- Tapping of arms - requires help from other teacher
- Forming a cross with forearms - first aid

Maximum Poolside Working Times

Work rotation should provide for maximum periods of duty on poolside. Under normal circumstances rosters should be implemented to ensure that duty periods do not exceed 180 minutes at the poolside, except in exceptional circumstances

Rotation from poolside may involve duties in other areas and allocation of breaks.

Swimming Teacher rosters should give due consideration to the Working Time Regulations for both adults and young workers, giving suitable breaks during a shift break between shifts and breaks over the week.

Swimming Teachers in Other Employment

Where a Swimming Teacher may have other employment/education, management should satisfy themselves that the other employment/education does not interfere with the efficient performance of Swimming Teacher duties, for example, tiredness, which may affect vigilance.

'Other employment/education' should be considered within the centre's risk assessment process. This should be used to develop a suitable policy considering the recruitment stage and ongoing employment of an individual, for example, ascertaining on recruitment if any other employment/education is undertaken and informing the recruit that they must notify their line manager should circumstances change, which may impact on their Swimming Teacher performance.

Controlling Access to Pool(s)

Precautions must be taken to prevent unauthorised access to the pool intended to be out of use, for example prior to opening, at closing time, scheduled or unplanned closure of the pool.

Children are often most at risk and physical barriers or supervision, rather than signs may need to be employed. The swimming pool risk assessment must include these factors. At this pool the measures are:

- Pool closed signs indicating pool(s) that are out of use
- Swimming Teachers presence on poolside.

First Aid Supplies and Training

As a minimum one member of staff on duty will hold a recognised First Aid at Work (FAW) qualification, this will normally be the swim teachers on duty.

Those holding a current National Pool Lifeguard Qualification (NPLQ) are able to give immediate first aid in the event of an injury to a swimmer or other emergencies, in accordance with their training.

Mobile first aid kits are on site in the following locations:

- School First Aid Room (School Hours Only)
- Pool Cupboard

First aid kits are checked weekly and recorded on the Weekly Health and Safety Checksheet.

Automated External Defibrillators (AED)

We do not currently have in the Pool.

Disposal of Sharps

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

- Wear protective gloves from the first aid box, carefully pick up the syringe or razor blade with pincers/tongs
- Place in one of the sharps boxes located in the School First Aid Room
- Campsbourne Junior School will make disposal arrangements
- If you cut or prick yourself on something which may be contaminated with someone else's blood, **seek medical advice immediately**
- See also the First Aid procedure in the Health and Safety Manual.

stems, Emergency Equipment and Maintenance Arrangements

Assistance alarm is operated by green push buttons located in the entrance hall to the pool. The alarm should be clearly labelled.

Operation of the alarm will activate sounders in the building and an audible alarm on the main amp in the back office. School Hours Only

The **pool assistance alarm** activation points must be tested **daily** and recorded on the Daily Pool Yes & Log Sheet . Any faults should be transferred to the Fault Log and the Site Manager for urgent rectification. The pool alarm system must be serviced annually.

Rescue Equipment

The following rescue equipment is available by the poolside:

- Torpedo buoy
- Reach poles
- Throw bags
- Throw ropes.

All pool rescue equipment must be checked daily and recorded on the Daily Test & Log Sheet. Any faults must be reported to the manager on duty and recorded in the Fault Log for urgent rectification.

As part of their on-going training, Swimming Teachers must receive training and a competency assessment in the correct use of all rescue equipment provided.

Photography Policy

Just Swim's Photographic Policy is defined within the Photographic Policy procedure.

POOL EMERGENCY ACTION PLAN

Introduction

This section of the PSOP relates only to pool specific emergencies, other types of emergency which may affect pool uses and lifeguards are detailed in the below procedures. All Swimming Teachers must ensure they are familiar with all documents prior to working on poolside.

The following emergency situations are covered in the building Emergency Action Plan:

- Outbreak of Fire
- Bomb Threat
- Flood/ Storm and Structural Damage
- Emission of Toxic Gases
- Disorderly Behaviour.

Minor Emergencies

A minor emergency is an incident, which, if handled properly, does not result in a life threatening situation. The nearest Swimming Teacher will normally deal it with as follows:

- Swimming Teacher is made/becomes aware of an incident

Swimming Teacher notifies others in the team that they have to respond to an incident by
activation of the pool assistance alarm and/or three blasts of the whistle
Pool alarm sounds via emergency alarms to alert support staff who promptly report to the poolside
Manager on duty must be informed immediately
Other Swimming Teacher move to cover vacated patrol/vigilance area
Swimming Teacher involved administers immediate first aid or provides appropriate assistance
Swimming Teacher completes incident/accident reports
Swimming Teacher returns to duty.

Major Emergencies

A major emergency is one where an incident occurs resulting in a serious injury or life-threatening situation. As with minor emergencies the response in most major emergencies follows a general pattern:

Swimming Teacher is made/becomes aware of an incident
Swimming Teacher notifies others in the team that they have to respond to an incident by activation of the pool assistance alarm or three blasts of the whistle
Pool alarm sounds via emergency alarms to alert support staff who promptly report to the poolside
Swimming Teacher initiates rescue/first aid procedures and removes casualty from the danger area
Support staff clear the pool and assist with rescue/first aid as necessary
Support staff should ensure that a crowd does not gather around the casualty
Manager on duty will call an ambulance and designate one member of staff to meet the ambulance at the main entrance and take them directly to the scene of the incident
As soon as possible after the incident all staff involved will complete an accident report form
Swimming Teacher complete an incident report and accident report form
Swimming Teacher will inform Senior Manager
The Senior Manager will determine when the pool will be re-opened to the public
No statements shall be made to the press or members of the public at the time of or immediately following the incident. Please refer to Serious Incident Management Procedure (SIMP)
Swimming Teacher will complete a personal witness note, which will be used for the prompt and effective investigation of the incident
A counselling service is available to all staff involved in the incident, via HR.

Chemical Spill

All chemical spills must be reported to the manager on duty and controlled/cleaned up straight away as directed by the COSHH sheets for that chemical. The area will have to be isolated to prevent access and emergency services contacted immediately to remove spillage and make any further decisions on public safety.

The chemical spill kit is located at the Plant Room

Serious Injury to a Swimmer

All **head injuries** are to be treated as serious injuries; delayed concussion injury may lead to unconsciousness. An ambulance should be called by the manager on duty. Under no circumstances should the casualty be permitted to return to the pool even if they appear well.

Any casualty who has needed assistance from the water may have inhaled a small amount of water placing them at risk from 'delayed effect from inhaled water' (formally known as secondary drowning) for up to 72 hours after the incident. It is impossible for pool staff to assess whether a casualty is likely to suffer from this potentially fatal condition and therefore all such casualties must be transferred to hospital immediately.

As much assistance as possible should be given to the casualty and persons accompanying them. This may include use of the telephone and assistance with looking after children.

Staff have the responsibility to treat casualties prior to the arrival of a paramedic team only. The paramedic team have full responsibility to transport unaccompanied children to hospital and it should not be necessary for a member of staff to accompany the casualty in the ambulance.

Evacuation of Person(s) with a Disability

Please refer to Equipment for People with Disabilities section of the Pool Normal Operating Procedures.

Aquatic Spinal Cord Injury Management

The serious consequences of damage to the central nervous system means that careful handling, lifting and moving are crucial when dealing with spinal injuries.

Incident management priorities

- 1 - Save a life – airway, breathing, circulation
- 2 - Stabilise the casualty's head
- 3 - Maintain their horizontal position.

Swimming Teachers must manage the situation in accordance with their on-going training.

If a spinal board and a sufficient number of trained staff are available, the casualty should be recovered from the water using the spine board.

If a spine board/PXB is not available, or in the event of the urgent need to remove the casualty from the water, such as when the casualty does not have signs of normal breathing, the casualty should be removed using a horizontal lift.

In a situation where urgent removal is necessary and there are an insufficient number of trained persons to perform a horizontal lift Swimming Teachers may have to use an assisted lift to quickly remove the casualty and commence CPR.

Aftercare

Casualties who have been immobilised in the water are likely to suffer from onset of hypothermia; injuries to the cervical spine frequently lead to a failure of the body's temperature regulation system which will speed up this onset

Once on the poolside casualties with spinal injury should be wrapped in dry, heat retaining material to prevent heat loss

Unnecessary movement should be avoided; there is no need to move a casualty to a first aid room unless the poolside presents further risk.

There is no spinal board at Campsbourne Pool

Lack of Water Clarity

A reduction in clarity prevents pool users from assessing the depth of the water and may prevent Swimming Teachers seeing a casualty below the surface of the water.

The clarity of the pool water should be constantly monitored. If the pool water clarity begins to deteriorate, the Swimming Teacher shall carry out a water test, check the pool plant and initiate any corrective action.

If corrective action is not possible or effective quickly, the Swimming Teacher will stop all further admissions and decide whether it is safe for the pool to remain open.

Clarity will be assessed by throwing a diving brick into the water and determining whether it is visible on the bottom in the deepest part of the pool and in the area of poorest visibility. If the brick cannot be seen Swimming Teachers shall clear the pool immediately.

Lighting / Power Failure

In the unlikely event of a significant problem causing the lights to fail in the pool hall, but nowhere else, the manager on duty must assess whether there is sufficient light to see the deepest part of the pool clearly as detailed above. If the brick cannot be seen the Swimming Teacher shall clear the pool immediately.

In the event of a power failure to the whole building, the Swimming Teacher will evacuate the pool building and cease operations.

Swimming Teacher responsibilities:

Ensure that the pools are cleared immediately

Customers asked to wait on the poolside away from the pool edges until further information concerning the situation is available

Further admissions shall be stopped

If the lighting failure is prolonged, customers will be organised into groups and led into the changing rooms to change **OR if this is assessed not to be safe to do**, swimmers should be lined up next to the nearest fire exit and issued with space blankets.

The arrangements will alter depending on the availability of natural light and emergency lighting.

Power failure to pool circulation pumps and dosing units

In the event of power failure to the pool circulation pumps and dosing units, the Swimming Teacher will:

- Monitor the pool chemical readings
- Close the pool if the readings fall outside of recommended parameters
- Turn off the dosing equipment to prevent any risk of dosing commencing without circulation pumps starting resulting in potential dangerous build-up of concentrated chemicals in pool water within the pipework
- Carry out pool water tests when power is restored and confirm satisfactory operation in line with the Pool Water Treatment procedure prior to allowing bathers back into the pool.

Dealing with Blood, Vomit and Faecal Fouling

For all spillages- WEAR FIRST AID PROTECTIVE GLOVES

Blood and Vomit

If substantial amounts of blood (or vomit) are spilled into the pool, it should be temporarily cleared of people to allow the pollution to disperse and any infective particles within it to be neutralised by the disinfectant in the water.

After dispersion the Swimming Teacher will immediately carry out a pool test to establish that disinfectant residuals (free and combined chlorine), and pH are within recommended ranges. If these tests are satisfactory the pool can be reopened.

Large spillages will be cleared up by using 'Response Powder' by covering the affected area and sweeping up the congealed 'Response Powder' into a dustpan and brush. Dispose of in the Bin found in the entrance hall.

For small spillages, wash down the affected area then scrub with disinfectant, repeat as necessary.

The disposal gloves should be disposed of in the Bin found in the entrance hall.

If staff become in contact with Blood/Urine

- Affected staff are to be removed from duty immediately
- Staff are encouraged to shower/wash and change their uniform if they come into contact with the spillage
- The uniform is then to be washed on a hot wash or safely disposed of depending on the extent of contact
- Staff are also encouraged to book a GP appointment for a blood test.

Faecal Fouling

There are seven types of stools (faeces) according to the Bristol Stool Chart. The Bristol Stool Chart or Bristol Stool Scale is a medical aid designed to classify faeces into seven

groups and may assist managers on duty to decide the course of action to take when dealing with faecal fouling.

Solid Stools

It is essential that solid stools are retrieved quickly to prevent them breaking up and resulting in an extended pool closure.

Clear the pool of swimmers immediately

Using the scoop provided on poolside the Swimming Teacher identifying a possible stool must quickly retrieve the offending item

The stool should be disposed of in the toilet and the scoop disinfected.

After dispersion the manager on duty will immediately carry out a pool test to establish that disinfectant residuals (free and combined chlorine), and pH are within recommended ranges.

If these tests are satisfactory the pool can be reopened after 24 hours

Stools Which Break Up

Normal pool disinfection will destroy the bacteria and viruses associated with stools, however if a stool has broken up it is difficult to ensure all of the bits have been removed:

Clear the pool of swimmers immediately

Using the scoop provided on poolside remove as much of the faecal material as possible

The stool should be disposed of in the toilet and the scoop disinfected

Advise swimmers to shower thoroughly (although not in pre-cleanse showers using pool water)

Increase disinfectant levels to the top of the recommended range

Vacuum and sweep the pool

Backwash the filter(s)

The manager on duty will immediately carry out a pool test to establish that disinfectant residuals (free and combined chlorine), and pH are within recommended ranges.

If these tests are satisfactory, the pool can be reopened after 24 hours.

Diarrhoea or Liquid Stool

The likeliest cause of diarrhoea is a virus or bacteria that are susceptible to the normal disinfection of the pool. These are inactivated within a matter of minutes. However, the other possibility is that the diarrhoea is from someone infected with *Cryptosporidium* or *Giardia*. The infectious stages of these parasites are resistant to chlorine disinfectants and therefore their removal relies on filtration, which will take a number of hours.

If a substantial amount of runny stool or diarrhoea enters the pool, the pool will be immediately cleared of all bathers and closed.

If the person responsible reports the incident, or can be identified, then as much history as to their health should be obtained, in particular asking if this has been a prolonged issue or was due to other known medical issues and record on an incident form.

Bathers should be advised to shower before drying and changing. Most viruses causing diarrhoea are susceptible to disinfectant, but giardia and cryptosporidium (a protozoan parasite) are more harmful and are not killed by chlorination. Any faecal contamination can lead to a significant number of people becoming ill. We will not know the cause of the diarrhoea and so the worst possible scenario should be considered.

The following action must be taken before the pool can be reopened:

- Clear the pool of all customers advising them to shower thoroughly (although not in pre-cleanse showers using pool water) before drying and changing.

- Contact the manager on duty immediately

- Staff should remove as much matter as possible using the pool net/scoop and any solid matter is disposed of in the toilets - disposable gloves should be worn and staff must shower after completion of the task if they have come into contact with the pool water

- If any clothing has become wet this must be placed into a plastic bag and taken for washing

- Any equipment should be washed in a solution of 5-10mg/l of free chlorine

- If the matter is on the poolside, clear the area using a disinfectant cleaning chemical thoroughly removing as much matter first and disposing as above. This must NOT BE washed into the pool and should be mopped up. The mop and any other cleaning equipment should be disposed of

- Immediately increase the chlorine levels to 4.0ppm for at least 4 hours on the pool. PWTAG recommend that a minimum of 6 turnovers, which would be approximately 13 hours for the pool but our policy is 24 hours.

- During the 6 turnovers all features should be turned back on and features such as, water cannon used at periodic intervals to ensure no parasites are left in static water pipes within the pool circulation system

- The manager on duty will ensure the pool continues to be dosed with a coagulant at the recommended rate

- A backwash of all of the primary filters for that pool will then be undertaken following the 6 turnovers and will then be left for a further 8 hours to allow the filter medium to settle and mature

- Barnet Pools must be contacted to inform them of the incident, as additional microbiological sampling may be required

- The pool can be reopened once the 6 turnovers, backwashing and 8 hours settling time has been completed a total of 24 hours for the main pool

For specific details of filtration times, disinfectant levels, vacuuming and backwashing refer to the Pool Water Management and Testing procedure.

Dealing with Broken Glass in the Pool

- The Lifeguards will contact the manager on duty immediately

- The manager on duty will instruct that bathers be cleared from the pool and instruct reception to stop admissions

- Remove glass from pool by referring to the work instructions for removing broken glass from the pool.

Action Required:**Associated Forms:**

Pool Water Testing Form
Bather Headcount Form
Manager on Duty Checklist
Fault Log
Weekly Health & Safety Checksheet
Personal Emergency Evacuation Plan Letter
Personal Emergency Evacuation Plan
Generic Emergency Evacuation Plan
Personal Notes form

Associated RD-Docs:

RD-Doc How to carry out a LZVT

Associated Work Instructions:

Cleaning
Cleaning Standards
Disabled Alarm Operation
Health and Safety Checks – Weekly
Lights
Pool Alarm
Pool Cover
Pool Vac
Backwash Pool
Chemical Spillage
Pool Water Testing
Plant Room Check

Associated Risk Assessments:Emergency Evacuation

Chemical Storage - Pool
AED
First Aid Provision and Equipment
Pool Plant Equipment
Swimming Lessons – Site
Swimming Pool – Schools
Swimming Pool – Environment
Swimming Pool Programme Sessions
Pool Surround

Associated Guidance and Legislation:

Pool Water Management and Testing Procedure
Photographic Policy procedure
Emergency Action Plan
Cleaning and Housekeeping procedure
Accident, Incidents, Dangerous Occurrences and Near Misses procedure
First Aid Management procedure
Serious Incident Management procedure

Notices displaying Pool Rules and Child Supervision Policy
 Health & Safety Executive (HSE) 'Managing Health & Safety in Swimming Pools'
 HS(G)179
 RLSS 'The Lifeguard'
 Pool Water Treatment Advisory Group (PWTAG) 'Swimming Pool Water Treatment and
 Quality Standards'
 PAS 68 and 69
 PAS 520 Safeguarding 0-4yrs within swimming
 L104 Commercial Diving Projects Inland/Inshore, Diving at Work Regulations 1997
 BS EN 15288 2:2008
 Working Time Regulations

Training on this procedure is required for the following staff:

All Just Swim Staff

Updates of procedure:

Issue No	Description of Revision	Date	Action By
1	None - First Issue	28th June 2018	Train designated staff and incorporate the procedure into QMS.

Date of Next Update:

This procedure is reviewed every year or updated as and when necessary, the next review is 7th May 2024.