

MAYFIELD SCHOOL



POOL

Emergency Operating Procedure

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EMERGENCY ACTION PLAN

The following information refers to a Pool Attendant – Gavin Bound as being the person in charge of the operation.

The person nominated to take this role is Gavin Bound.

1. General Notes

1.1 Emergency Radio

There is one radio in the pool office and this can be used in an emergency to contact the main reception.

- Radio should be set on frequency 33.
- Light on the top flashes red when fully charged (no light on the top means the battery has run low)
- Press the button on the left hand side of the radio and speak, release the button and listen for a response

1.2 Emergency Exit

The Fire Exits are located as follows:

- At the rear of the pool
- Entrance to the pool

The Fire Alarm Sounders will be checked, weekly.

The Fire Alarm call points are located as follows:

- Both exits from the hydrotherapy pool, also shown on the pool plan.

1.3 Fire Equipment

All Fire equipment, such as Fire Extinguishers, are checked by a competent person annually.

The Fire Extinguishers are located as follows:

- Main entrance door to hydrotherapy pool as shown in Pool Plan.

All Fire Exits are checked for ease of use, as a minimum, daily, and structurally every term.

1.4 Emergency Assembly Point

The emergency Assembly Point is next to main car park exit gates. A head count will be taken once everyone has gathered at the Assembly Point.

1.5 System of Communication for all Emergency Situations

Should an incident occur, the Pool Attendant would take immediate action and, using their whistle, alert other members of staff in the pool area to provide assistance. Whistle alerts are as follows:

- **1 short blast** – swimmers must pay attention to the lifeguard/teacher
- **2 short blasts** – lifeguard/teacher alert to another member of staff
- **3 short blasts** – lifeguard entering the water
- **1 long blast** – all bathers to leave the pool immediately

1.6 Availability of School Management

Whilst the pool is open in normal school hours (Monday – Friday 8.30 – 3.30), there is a member of the School Senior Management Team on duty in the school.

Outside of school hours and weekend use, the pool hirer has responsibility for emergency procedures, and under the pool agreement the responsibility at all times

- for the safety and security of the children
- of the premises
- of belongings of people whilst on site
- of adults supporting children

As such the hirer must take out adequate insurances to cover the above.

2. Responsibilities during an Evacuation/Emergency

The hierarchy of supervision is as outlined in the Pool's Normal Operating Procedures

2.1 Immediate response

It is important that staff work as a Team throughout an incident/emergency

- The Pool Attendant will take action along with the other trained members of staff should an emergency arise
- Teaching and non-teaching staff in the pool must ensure that any bathers are properly supervised throughout. If all staff are needed in the emergency situation, the pool must be cleared of bathers as soon as practicable.
- A member of management, teacher or Pool Attendant will alert the emergency services (9-999) should the case arise. This can be done by contacting main school office and they will phone the emergency services.
- A member of the school senior management team will be contacted immediately and assist with or take charge of the situation.
- The Head teacher or other authorised person will decide if/when the pool is safe to use and will give permission for the swimming sessions to continue.

2.2 Cordless Phone

The following personnel shall carry a cordless phone, for use in an emergency:

- Pool Attendant, Assistants Heads of Lakes and Planets departments, School Office

2.3 Contacting the Emergency Services

When contacting the emergency services you must provide the following information:

- State clearly the emergency service you require – ambulance, fire, police
- The full name, address and direct line telephone number of the pool
- Individual young person's Medical Key Card information (available from the main administration office)
- The location of the incident
- Details and the time of the accident
- The condition of the casualty and any treatment given or being provided e.g. no breathing/pulse – CPR in progress
- Number of casualties
- Ambulance access

A member of staff should be directed to meet the ambulance. If no member of the pool staff is available, contact the school reception for assistance

Once the pool user has been brought to safety, it is essential that until the ambulance arrives, they receive full aftercare and at no time must the casualty be left unattended

In the case of a serious incident, staff must ensure that all other bathers are cleared of the surrounding area as they will often stand and stare and small children could be traumatised by such events.

2.4 Follow-up Procedures

- Once the management/emergency services have been alerted, information will be gathered relating to the incident.
- If necessary, this will include witness statements, details of the individual(s) involved e.g. casualty, rescuers, on lookers, circumstances in which the incident took place, names of the staff on duty and details of their involvement in the incident
- The information will be collated and given to the Headteacher/Pool Attendant.
- The incident/accident report form will be completed by the Headteacher/Pool Attendant with a copy sent to The Corporate Health and Safety Team, Carlisle
- Where an injury has been sustained, the Accident Book will also be completed
- Any first aid supplies used will be replenished

2.5 Dealing with Enquiries Following an Incident

All information and details relating to the incident or emergency will be kept confidential. Staff **must not** discuss any aspect of the incident with anyone other than those directly involved and only then to seek information relating to the incident.

No member of staff will speak to the media or any other enquirer unless specifically authorised to do so by the Head teacher of the Mayfield School.

3. Lack of Water/Air Clarity

It is essential that the bottom of the pool can be clearly seen AT ALL TIMES so that a bather can be seen in the event of an emergency. If at any time the pool floor cannot be seen, the Head teacher will be informed immediately.

The air clarity should allow vision across the whole of the pool area. If foggy or misting conditions arise, the procedures for lack of water clarity will be followed.

- The Pool Attendant will check the clarity and chemical levels of the water every four hours during the each day of operation.
- If the pool water clarity deteriorates in the interim, then the Pool Attendant will clear the pool of swimmers immediately.
- A water test will be undertaken and plant will be checked for correct functioning. Appropriate remedial action will be taken.
- If remedial action is not possible or is not effective soon enough, the duty manager will determine if it is safe for the pool to remain open.
- The pool will re-open when water testing and chemical checks are complete, the pool floor is visible and the correct chemical balance has been confirmed.
- If other situations arise due to chemical or plant failure the pool will be closed until the situation is remedied.

4. Outbreak of Fire

Fire alarm break-glass points are located:

- Both exits from the Hydrotherapy Pool

On discovery of a fire:

- Immediately activate the nearest fire alarm
- Do not attempt to tackle the fire unless safe to do so (i.e. the fire can be quickly extinguished with the minimum of risk to self)
- Evacuate the building
- The fire evacuation procedure sheets are located in the pool office. Verbal evacuation procedures are conducted at the beginning of the academic year and when ever appropriate.

5. Evacuation of the Building

The following procedures will be followed in the event of a full evacuation of the building:

- One long blast of the whistle to signal to all swimmers to exit from the water.
- During FE / evening swimming pool attendant will issue swimmers with an emergency blanket, all swimmers and spectators must leave in a responsible manner (grab pack in the pool office).
- Unless the alarm has been activated within the pool building, the Pool Attendant will radio the school office to establish whether or not the emergency is such that the pool users have to be evacuated. If so, users will exit the building via the emergency exit to the assembly point, swimmers and spectators will be escorted out of the doors by a member of pool staff.

- Once outside, a head count will be taken and all registers checked.
- Under no circumstances must swimmers, spectators or unauthorised staff go back into the changing room area to collect any belongings during the evacuation.
- The changing rooms will be checked by a member of staff to ensure no one is left in the pool / changing areas.
- The evacuation assembly point is situated next to the main exit gates at the car park, all customers are to walk outside and wait until the school fire officer has given the all clear and permission for pool users to re-enter the pool building.

If evacuation is necessary for whatever reason, it is important to remember the following golden rules:

- Do not panic – keep a clear head
- Do not stop to collect personal belongings or allow others to do so
- No heroics – people before property
- All doors must be closed

6. Other Emergencies

6.1 Minor Emergencies

Minor incidents or emergencies, if handled properly, will not result in a life-threatening situation. Examples of incidents of this nature include a bather slipping on poolside, a minor cut or bruise and a simple reaching rescue. Whilst these may be routine, they may result in increased risk of a more serious incident if proper processes are not followed. In order to ensure an appropriate response, the member of staff, on becoming aware of the incident will follow the process below:

- Notify other staff that they have to respond to an incident by 2 short whistle blasts
- Other staff will move to cover area or request additional assistance if necessary
- A first aider will administer aid or provide appropriate assistance. This could be the pool attendant/lifeguard or the teacher /LSA in charge of a group
- In the case of a teacher /LSA administering first aid the swimmers in this teacher's group must be told to exit the water and wait on the poolside until they are told it is safe to continue swimming under the supervision of the swimming teacher. The pool attendant/lifeguard/swimming teacher must complete an incident form
- Casualty will be referred to appropriate location
- Any equipment or supplies used will be returned or replaced
- Accident / Incident Report completed as necessary
- Member of staff reports back on duty
- The pool reverts to the NOP

6.2 Major Emergencies

A major emergency is where an incident occurs resulting in a serious injury or life-threatening situation. In most cases, more than one member of staff will be involved and in extreme situations, all members of staff will be required to provide support. The process for dealing with major emergencies is as follows:

- The Pool Attendant will raise the alarm by using the cordless phone, blowing 2 short blasts on the whistle and/or the use of hand signals
- A pool attendant will initiate rescue / first aid and remove casualty from the area
- The support staff will cover the area vacated, assist the pool attendant and evacuate the pool if necessary
- Emergency first aid treatment will be administered until professional medical assistance arrives.
- The Pool Attendant will formally hand over responsibility to the emergency services
- The Pool Attendant or another member of staff will ensure an ambulance is requested, supply specialist equipment and take control of the situation, including managing and assisting other bathers.
- A member of staff will be assigned to meet the ambulance crew to brief them and escort them to the scene of the incident
- Responsibility is assigned to the ambulance crew once they start to treat the casualty
- Where the casualty is part of a school group, the adult in charge will ensure that safe levels of supervision are maintained for the duration of the incident and subsequent action is taken to ensure the welfare of the remaining pupils
- The Pool Attendant will ensure that all Accident / Incident Reports are completed and the necessary follow up action is taken.
- School Health and Safety Officer and Head teacher will be informed and a written report provided once complete.

7. Discovery of a Casualty in the Water

- The Pool Attendant will take charge and alert other staff
- Consider performing a rescue by reaching with a pole or rope
- Whenever possible, hand to hand contact will be avoided until the casualty is under control and the possibility of being pulled into the water is reduced
- The immediate pool area will be evacuated if necessary by other members of staff
- The lifeguard will only enter the water to affect a rescue if other alternatives are inappropriate
- The emergency services will be called regardless of the outcome for the casualty
- All staff involved will be required to contribute to a written report which, on completion will be sent to the Head teacher.
- The accident book will be completed
- An accident form will be completed and sent to the Corporate Health and Safety Team, where a RIDDOR submission to the HSE will be made if necessary.
- If a Fatality occurs it must be reported to: -
 - The Health and Safety Executive
 - The Head of the School (who will inform the next of kin)
- Staff must not discuss any incident with the public, or outside of work.
- It is recognised that after a serious incident, members of the public and staff involved are likely to need counselling.

8. Serious Injury to a Bather

- The process for dealing with major emergencies as detailed in Section 6.2 will be followed in the event that a member of the pool staff notices a bather with a serious injury.
- The lifeguard will follow first aid/resuscitation protocols in accordance with National Pool Lifeguard Qualification or first aid training. These will be followed until the ambulance crew takes over.
- In cases of serious injury, unconsciousness or suspected broken bones, the casualty will not be moved until first aid has been given.

8.1 Head Injuries

All head injuries will be treated as serious injuries and teachers will follow first aid/resuscitation protocols in accordance with their NPLQ or first aid training. In addition to following the major emergency process outlined in Section 6.2, the following action will be taken:

- Casualties with face / head injuries will not be allowed to return to the pool
- An ambulance will be called if the injury appears serious. If the injury appears less serious, the casualty will be asked to dress or assisted in the changing room and will be supervised by a responsible person whilst doing so
- If there is any doubt as to the severity of the injury an ambulance will be called as there is possibility of delayed concussion/loss of consciousness occurring

8.2 Aquatic Spinal Injury

If a spinal injury is suspected, the rescuer must take the necessary action immediately. Any person, who leaves the water, complaining of neck soreness or pain in the neck, or pins and needles in any limb, must be regarded as a suspected spinal injury.

All suspected spinal injuries will be treated as serious injuries and lifeguards will follow rescue/ resuscitation protocols in accordance with their training. In addition to following the major emergency process outlined in Section 6.2, the following action will be taken:

- On entering the water, the pool attendant must shout, "***Lifeguard entering the water, suspected spinal***"
- All other pool users will be carefully directed away from the casualty in order not to disturb the water or the casualty. Once away from the casualty all bathers must clear the pool and will be directed away from the incident
- The emergency services will be called and the procedures followed as outlined in 8. above

9. Emergency Equipment

9.1 First Aid Equipment

Location and extent of first aid supplies is as described in the Normal Operating Procedures (NOP).

- The pool First Aid box is located on the pool side. Further supplies are held in the pool side store cupboard (Green door)
- If necessary the pool office will be used as a first aid room for treatment, especially after school hours and at the weekends. People can also wait in here until the emergency services arrive if need be.

9.2 Resources

The Lifesaving and First Aid training manuals and pool NOP and EAP, and any other relevant reference information is kept as follows:

- Pool Attendants Office
- Fire Evacuation Procedures
- Bomb Threat
- Structural Failure
- Emission of Toxic Gases

10. Water Contamination

10.1 Glass in the Water

On the discovery of glass in the Swimming Pool water the Pool Attendant will immediately clear the pool. The pool would then shut while the pool is drained completely, swept and vacuumed to remove all traces of glass before the pool is refilled and reopened to swimmers.

10.2 Faeces, vomit or blood

Solid Stool

- If a solid stool is reported to be in the pool, it must be immediately retrieved from the pool using a scoop. The stool will be placed into a bucket and flushed down the toilet
- The decision to close the pool for a short period, e.g. to maintain customer care standards, rests with the Pool Attendant
- A careful visual check will be undertaken to ensure that no particles remain and a water test carried out to ensure that the quality of water is within defined parameter
- Any equipment that has been used to scoop up the stool must be thoroughly disinfected before it is stored away.

Diarrhoea

If diarrhoea is discovered in the pool, the pool will be closed immediately, in order to allow for its removal. The pool will remain closed for a minimum of 24 hours. The following procedures will apply:

- Disinfectant levels will be maintained at the top of the operating range
- The pool will be vacuumed and/or swept
- The pool water will be filtered using continuous coagulation for six turnover cycles
- Backwashing of the filters will take place

- Final disinfectant residual level and pH value of the pool water will be measured to ensure they are within the agreed parameters and a visual inspection will be carried out
- Staff involved with this procedure must wear PPE and disinfect any equipment used after use
- Regular water testing will occur to make sure chlorine levels are sufficient for the pool to be reopened
- The pool will only reopen once the above actions have been undertaken

This process will also be followed if the pool has been identified as a potential source of *Cryptosporidium*.

Blood

- If substantial amounts of blood are spilled into the pool, it will be temporarily cleared of people to allow the pollution to disperse and any infectious particles within it to be neutralised by the disinfectant in the water
- When clearing blood, the correct personal protective equipment, i.e. disposable gloves must be worn
- Spillages of blood on poolside will be contained, covered in paper towels to enable the towels to soak up the blood and wiped up immediately. Blood will not be washed into the pool or poolside drains. Soiled towels will be disposed of properly in clinical waste bins, e.g. nappy bins. The area will then be disinfected.
- A blood and vomit spillage kit is available and located on poolside.

Vomit

- If substantial amounts of vomit are spilled into the pool the affected pool will be closed to bathers in order to allow for its removal
- The vomit will be removed from the water using a scoop and placed in a bucket, the contents of which will be flushed down the toilet
- A minimum of “three turnover periods” of the pool will elapse to ensure the removal of any bacteria
- Prior to the pool re-opening a water quality test to ensure that chlorine levels and pH levels are within the agreed parameters and a visual inspection will be carried out
- When clearing vomit, the correct personal protective equipment, i.e. disposable gloves must be worn
- Spillages of vomit on poolside will be contained, covered in paper towels to enable the towels to soak up the vomit as much as possible and wiped up immediately. Vomit will not be washed into the pool or poolside drains.
- Soiled towels will be disposed of properly in clinical waste bins, e.g. nappy bins. The area will then be disinfected
- Any equipment that has been used to scoop up the vomit must be thoroughly disinfected before it is stored away
- A blood and vomit spillage kit is available and located on poolside.

11. Controlling Admissions/Overcrowding

- The NOP provides details of the maximum number of bathers for each session.
- In the event that the number of swimmers exceeds the maximum the Pool Attendant must reduce the numbers accordingly by asking the swimmer/s to leave the water. Further admission to the water must be stopped.
- Should the swimmer/s be asked to wait on poolside, the Pool Attendant must consider whether any measures need to be taken to ensure their safety when they have access to the water (e.g. supervision by teacher etc).

12. Aggressive/violent behaviour

12.1 Prevention

- All users are advised of the pool rules and code of good conduct
- Emphasis is placed on spotting any aggressive/violent behaviour early

12.2 Procedures for Dealing with Aggressive/Violent Behaviour

There are two situations in which this kind of behaviour has to be dealt with.

- A pupil of the school/visiting school is asked to leave/is escorted from the pool area and reported to a member of school teaching staff/Head teacher. A report is written by the Pool Attendant about the incident involved and a copy sent to the Head teacher.
- If an incident involves a member of the public, the pool staff will try to calm the situation by asking the individual to leave the pool area to discuss their behaviour. If however the situation continues to deteriorate, one of the pool management must be notified and the individual will be asked to leave the premises. Support may be sought from the school staff and, if necessary, the Police will be called. A report on the incident will be submitted to the Head teacher.

The following action will be taken in any event:

- Emergency whistle procedure will stop the group, disorderly individual told to leave the pool and sit on the side, individual staff members will then take action as appropriate depending on the severity of the behaviour
- If a swimmer refuses to leave the pool and the situation is deteriorating, the whistle procedure will be used to clear the pool of all other bathers who will wait until the situation is under control. If necessary, additional school staff and/or the Police will be called
- All serious incidents of aggression/violence and other disorderly behaviour will be logged by the Pool Attendant.

13. Emission of Toxic Gases

In the event of a toxic gas emergency, the following procedures apply:

- The building must be evacuated immediately – See evacuation procedure at Section 5 above

- A member of staff will contact the appropriate emergency services
- A member of school management must be informed immediately
- The area will be ventilated to dissipate the gas/emission
- The area involved must be closed off immediately from the public and other persons
- Under no circumstances must any person go back into the building until the area has been cleared of gas or emissions and the all clear has been given by the emergency services or necessary qualified person(s) involved.

14. Bomb Threat

In the event of a bomb threat, the individual taking the call must gather as much information as possible from the caller; this will assist the emergency services in the event that the threat is real rather than a hoax. In addition, the following procedures will be followed:

- The building will be evacuated immediately – See evacuation procedures at Section 5 above. **Do not cause panic by making an announcement**
- A member of the school management team must be informed immediately
- If deemed necessary, contact the emergency services.
- Under no circumstances must anyone apart from the emergency services go and inspect / examine / or try to remove the suspect object from the building at any time.
- No one must re-enter the building until the emergency services or necessary person(s) have given the all clear.

15. Lighting failure

Internal and external lighting must be checked regularly to ensure that all bulbs and tubes are working. This includes lighting in the plant room and office/reception areas. Defective bulbs/tubes will be reported to the School Administrator as soon as practically possible.

In the event of a total lighting failure, the following action will be taken:

- If during daylight hours, swimming may continue if there is sufficient natural light.
- If during hours of darkness, the emergency lighting system will activate.
- The Pool Attendant will ensure that all swimmers, spectators, and staff exit from the pool / changing area and leave the building - See evacuation procedure at Section 5.
- School management and School Administrator must be informed immediately
- Only management may enter into the building if belongings need to be retrieved. No one may enter back into the pool area(s) until instructed by a member of the school senior management team

16. Structural failure

The building must be evacuated immediately if the building is found to be structurally unsound - See evacuation process at Section 5. A member of the senior management team must be informed straight away and also the emergency services if necessary.

No one is permitted to re-enter the building until the Head teacher or other authorised person has given the all clear.