

# Emergency Action Plan

## Holloway School

Index	Associated Documents	
1	Evacuation	AIR Form - HS Form 12.ATL
2	Bomb	Non Conformance Register
3	Fire	FIR
4	Toxic Gas Leak	Insurance Claim Form
5	Structural Failure	Fire Extinguisher Locations – QaDoc10.HS
6	Light Failure	Safety Personnel Name List
7	Public Disorder	First Aid Checklist
8	Harassment	Emergency Equipment Checklist
9	Hold Up	Evacuation Record - HSFORM05.ATL
10	Theft - Filling out forms	Bomb Threat Questionnaire - HSFORM02.ATL
11	Local Major Incident	
12	Pool Rescue	
13	Emergency Alarm Bells	
14	First Aid	
15	Building plans showing escape routes	

### 1 Evacuation

#### **The emergency evacuation drill shall be performed as follows:**

##### 1.1 Person in Charge

After assessing the situation, the person in charge of the evacuation procedure will be responsible for ensuring that the pool, sports hall and outside pitches and office/ staff areas are cleared.

##### 1.2 Alarm

**The Fire Alarm is not linked to the emergency services. Therefore in the case of a fire, the emergency services must be called directly by dialling 999 for a land-line or 112 from a mobile (cell phone).**

In the event that the fire alarm is activated, there will be a 3 minute delay before the sirens sound. The responsible person or Duty Manager will have 3 minutes to investigate the source of the fire before the sirens sound. The location of the fire will be indicated on the alarm panel. In the event that a false alarm is detected, the responsible person or Duty Manager can de-activate the fire alarm by entering the code: '1234' followed by pressing the 'silence' buzzer. This will silence the fire alarm.

The fire alarm can be manually activated by the person wanting to evacuate the premises, by breaking one of the designated red fire points. This in the event that a fire is discovered. This can also be communicated to other Aquaterra staff by using the walkie-talkies.

At certain times of the day, such as evenings or weekends it may not be possible for Aquaterra staff to investigate the source of a fire, if the alarm has been activated in the Bridge School. This is because this side of the building will have been secured. In this

# Emergency Action Plan

## Holloway School

instance the premises manager of the Bridge School will need to be contacted directly in order to investigate the source. But a normal fire evacuation should be carried out if the source of the fire cannot be determined. A blue flashing light will indicate that the fire alarm has been activated in the Bridge School foyer.

### 1.3 Calling the Fire Brigade/Police/Ambulance.

In the event of an emergency the school has adopted the following procedures

Holloway staff or Aquaterra Leisure staff to call office from Sports reception located in the lobby. They should have a key for this reception office.

Other telephones are located in the:  
Sports Office on the first floor next to the Sports Hall  
Bridge School opposite side of the lobby next to the pool

School Reception 5885  
Admin office 1469 Jodi Taylor  
Admin office 1468 Kathy Pugsley  
Premises 1471 Jim Brown

For emergency services dial "9" for outside line then "999"

Location address

Holloway School Sports Facilities  
28 Carleton Road  
London  
N7 0EQ

Incoming number in reception 0207 689 1476

When the school is closed the person in charge will be responsible, for calling the Emergency services required by dialling 999.

### 1.4 Evacuation

- Once alerted, all staff must clear the pools they are supervising.
- Unclothed customers should be asked to queue at the nearest fire exit and be given emergency blankets from the **Holloway School blue bags (hanging by poolside fire exits)** so that they are kept away from any danger.
- On the duty managers decision to clear the building customers should be directed out of the building and led towards the emergency meeting point across the road on Carleton Road.

### 1.5 Clearance Procedure of All key areas.

There are currently 5 main area's of responsibility for Aquaterra.

## **Emergency Action Plan Holloway School**

- 1) Pool and Wet changing area.
- 2) Dry toilets and changing area.
- 3) Sports Hall and fire refuge area.
- 4) Reception.
- 5) Astro turf.

Number of staff on shift: 2-3

One staff member – To clear the Pool and Wet changing area (Pattern – A).

Second staff member – To clear the dry toilets, changing area and Sports Hall (Pattern – B).

Third staff member (if present) to assist from Reception. (Pattern n/a).

The priority would be to evacuate all pupils, club members and staff from inside the building and direct them to Carleton Road. (Teachers/instructors are responsible for pupils).

One Aquaterra Staff member would need to inform staff/pupils on the Astro turf to move across to Carleton Road.

This is second priority as these staff/pupils are already outside the building.

Upon clearance, staff will remain by the exit doors to prevent public re-entry, until contacted by the Persons in Charge.

The Persons in Charge will collect the Visitors Signing in log and the Personnel Register for the roll call.

Following complete evacuation of the building staff and customers should assemble at the evacuation point, and a roll call be taken.

If it is unclear whether to evacuate all or part of the premises the Persons in Charge should consult with a member of the Senior Management and record this in the diary.

Where required, First Aid should be administered as identified in the EAP First aid procedure.

The Persons in Charge will control re-entry after checking with the Emergency Services that the premises are safe.

### **1.6 Liaising with the Fire Brigade if called to an evacuation.**

If an evacuation has to be carried out and the fire brigade has been called the Persons in Charge is responsible for informing the lead fire fighter at the scene how many people may still be in the building and also which chemicals are stored on site and their location. The Persons in Charge must take the COSHH folder (red no2) and give it to the lead fire fighter to show them which chemicals they will be dealing with. The Persons in Charge must also take the staff attendance register & visitors log book to show whom was on site at time of evacuation. The Persons in Charge will then confirm to the lead fire fighter how many people may be left in the building if any.

# Emergency Action Plan

## Holloway School

The Persons in Charge will then contact the General Manager who will contact the relevant senior staff. They will also inform Islington council.

The Persons in Charge will then liaise with the lead fire fighter to ascertain when it will be safe to return to the building.

After the evacuation the General Manager should make a written report to the Contract Manager as soon as possible

## 2 Bomb Alerts

### 2.1 Reception

On receiving the bomb threat use the Bomb Threat Questionnaire HSFORM02.ATL

- Try to keep the person talking, ask any questions you can think of.
- Write down as much information as possible
- Report the incident to the Person in Charge & during school hours inform Holloway School & The Bridge School of the threat as well.
- Make the following coded announcement over the PA system: "This is a staff announcement - **BOB SULLIVAN** please report to Reception". This announcement can also be made using the walkie talkies.
- Telephone the police (999) when instructed to do so by the Person in charge.

You may be required to make other announcements as the situation develops.

If the building is to be evacuated then you should follow the Evacuation Procedure in Section 1.

# Emergency Action Plan

## Holloway School

### 2.2 Recreation Assistants

When the staff announcement is made for **BOB SULLIVAN** to report to Reception then staff not directly supervising the pool should report to Reception to receive instructions from the Person in charge.

You may be asked to look for suspicious packages. **If you find one do not touch it.** You should simply report your findings to the Person in charge.

The Person in charge will then issue instructions for the emergency bell to be sounded and for the evacuation procedure to be initiated.

Remember to remain alert for any further instructions given over the PA System.

### 2.3 Person in Charge

Instruct the Recreation Assistant/Life-guard to call the police (999)

A quick search of the building should be organised. Staff should be instructed to look out for any suspicious packages. If a package is found then it **should not be touched**.

In the meantime the emergency bell should be rung to initiate the evacuation procedure to the extent that people should be asked to assemble at the designated exit points.

### 2.4 Police

When the police arrive they should be given all information concerning messages / callers and any findings from the search.

The police may also ask the Duty Manager to show them around the building. You are not looking for the bomb, but you are familiar with the building and can advise them on any unusual or suspicious objects, etc.

The police will only insist on an evacuation if they have had an additional warning or are suspicious for another reason. If they do not 'take over' at this point, then the decision to evacuate is up to the Duty Manager.

### 2.5 No Evacuation

If the decision is made not to evacuate, then the Person in charge should make an announcement similar to this 'Attention! please remain at the exit points until further instructions are given'.

### 2.6 Re-opening

Explosive devices are usually accurate to within two minutes on either side of the time for which they have been set. If the specified time of explosion passed without comment, then it should be possible to re-open the pool.

If you feel unsure about this then you should ring your superior for assistance. If you are unable to reach anyone, then you should make a decision based on the effect of the incident on your staff; ie if they appear to be in a state of shock, then you may decide to stay closed for a short period.

The police may assist you to escort customers from the building if you do decide to

# Emergency Action Plan

## Holloway School

close.

### 2.7 Action Afterwards

After the incident the Duty Manager should make a written report to the Head of Operations as soon as possible.

## 3. Fire

### 3.1 Fire Detection System

**You must be aware that the fire alarm system is manually operated only throughout the site. In other words there are no smoke detectors on site, only call points which must be activated once the fire has been visually detected. ??**

3.2 In the event of a fire breaking out the Duty Manager must be contacted immediately where they will ascertain what action needs to be taken. This may mean activating the fire alarm system in order to notify customers and the fire service of the situation. **Under no circumstances should the fire be tackled if there is any doubt as to whether it can be controlled or not.**

The alarm bell will be sounded by the nearest fire alarm call point.

A Public Address announcement will be made, providing the fire alarm bell is not sounding. This will constitute the call of "will **MR ERIF** please come to reception". This announcement can also be made using the walkie talkies to inform Aquaterra staff.

### 3.2 Attacking the Fire

If circumstances permit, the fire should only be tackled using suitable apparatus if it safe and necessary to do so , having first called 999.

### 3.3 Location of Fire Extinguishers

Fire Extinguishers are situated throughout the building. All staff should be aware of the location and type of fire extinguishers available.

### 3.4 Location of Fire Call Points

All staff should be aware of the fire call points:

**Zone 1:** Foyer area

**Zone 3:** Sports complex

### 3.5 Location of Gas Cut-Off Points

Located in the boiler room opposite the Sports Hall. These will automatically shut off in the event of a fire.

There are no gas cut off points in the Plant Room. But there is an isolator switch (cut off switch) situated in the Plant Room on the main control panel which controls the circulation pipes.

# Emergency Action Plan

## Holloway School

### 4 Toxic Gas Leak

#### 4.1 Emission of Toxic Gases

Alert the person in charge or duty manager in the event of toxic gases escaping either by walkie talkie or emergency bell. The person in charge must also inform the school reception during school hours.

If the problem cannot be rectified immediately there might be a need to evacuate the building as per evacuation procedure.

### 5 Structural Failure

#### 5.1 Structural Failure

If you see or suspect danger from the building structure:-

Evacuate the area and contact the Schools Premises Manager and the General Manager

### 6 Light Failure

#### 6.1 Light Failure

Evacuate the area and contact the Schools Premises Manager and the General Manager

If Evacuation is necessary then follow evacuation procedure.

### 7 Public disorder

In cases of Public Disorder **TAKE NO PERSONAL RISK.**

Keep the situation as calm as possible.

Invite those involved into the Duty Office to remove from public view.

If the situation continues, ask them to leave the premises. If they still continue and do not leave the premises then call the police.

Take personal details and statements from those involved (if possible) to pass on to the Duty Manager.

Record the incident by using the Accident & Incident Report Form (Ref: HSFORM12.BNES) in the Duty Office. If any injuries have been sustained complete an Accident & Incident Form.

The Staff Code for an Accident or Incident is: '**MR EXCEL**'.

# Emergency Action Plan

## Holloway School

### 7.1 Vandalism

Watch out for vandalism.

Inform the Duty Manager immediately if anyone is caught and they will deal with the incident.

Give an accurate account of what has happened - deal only in facts, not opinions.

Record all incidents where the person has been seen committing vandalism using the Accident & Incident Report Form (HSFORM12.BNES) in the duty office.

Record the damage in the Non Conformance Register and on the Insurance claim form.

### 7.2 Fights

In the case of fights, where no damage is done, identify the person(s), record the details and report them to the Duty Manager for removal from the building.

In the case of serious injury, call the police.

Record the incident in the using the Accident & Incident Report Form (ref. HSFORM12.BNES) in the duty office. NB: Give clear accurate accounts. Deal only in facts not opinions.

The Staff Code for an Accident or Incident is: '**MR EXCEL**'. Eg. '**MR EXCEL**' to the poolside.

### 7.3 Raising The Alarm

If the situation is on the poolside call for the off-duty lifeguard by the walkie-talkies through the duty manager or receptionist.

In other areas or when situations become serious call for back-up using the radios by asking the duty manager to attend and by the receptionist putting a call out stating, '**Mr Excel** to ..... ' (wherever the incident is) to get assistance.

## 8. **Harassment/Assaults**

### 8.1 Harassment to include physical, sexual and or mental intimidation either by a client or another member of staff.

Harassment must be dealt with as quickly as possible to prevent escalation of any given situation.

If it is of a serious nature call for help from another colleague and call the police if necessary.

Record the incident using the Accident & Incident Report Form (Ref. HSFORM12.BNES) in the duty office.

At no time take any personal risk.

Do not accuse anyone.

Do not get involved in any argument.

Keep observation on parties involved, making notes as to their appearance, names, their car number(s) if they leave, time of incident, and any names of witnesses etc.

If necessary call the police, especially for incidents of sexual assault, and for assaults on persons under the age of 16.

### 8.2 Cases of Indecent Exposure

# Emergency Action Plan

## Holloway School

Inform the Duty Manager.

Keep under observation.

Take down details in writing at the time it happens, e.g. description of offender, his clothes, car number should he leave, witnesses, etc.

Call the police.

Do not accuse anyone.

Record the incident by using the Accident & Incident Report Form (ref: HIFORM12.BNES) in the duty office. Give clear accurate accounts. Deal only in facts not opinions.

### **9 Hold Up**

9.1 No money is kept on site

### **10 Theft**

10.1 Inform the Duty Manager

10.2 Always deal with it. Take down as many details as possible in writing.

10.3 If possible, observe discreetly. Never accuse anyone.

10.4 Call the police should the person suffering the loss wish to make charges.

10.5 Record all details of the incident by using the Accident & Incident Report Form.

10.6 Complete the Property loss notification form (fiform21.atl), if goods have been stolen from a locker or unattended property.

10.7 Take statements from witnesses (if any).

10.8 Make sure people complaining of theft have checked and double-checked their pockets, belongings, lockers, cubicles and changing areas. It is often helpful to have a member of staff do this with the complainant. Also by casual questioning it may be determined that the complainant actually forgot to lock their locker.

### **11. Local major Incident.**

Does not apply to Holloway School

### **12 Pool Rescue**

#### **12.1 Accidents in the Pool**

Always remember - prevention is better than cure. Before patrolling the pool you must ensure that your NPLQ is up to date and that you have attended regular training sessions, held at Cally Pool every Thursday at 14:00 or another designated Aquaterra site.

# Emergency Action Plan

## Holloway School

Think before acting, remembering basic skills, e.g. reach, throw, wade and tow.

Should a casualty be too far out, or submerged, you must go in.

Activate the emergency alarm signal before entering the water so that the other staff on duty are alerted. Once you enter the water, you are no longer supervising the pool.

Call the ambulance or ask the Recreation Assistants to send all patients who have been resuscitated to hospital; in the meantime, treat for shock and keep them warm.

All cases of head injuries are serious and should be sent to hospital.

All accidents and rescues must be recorded by using the Accident and Incident Report Form (Ref: HSFORM12.BNES).

### 12.2. Instructions to Second Recreation Assistant on Poolside

Upon hearing the alarm bell or whistle:

Quickly assess the situation without leaving your position.

Clear the pool using your whistle and ask people to sit on poolside - use a responsible adult to keep order, if possible.

### 12.3 Instruction to Duty Manager and on-call Recreation Assistant.

Proceed to poolside immediately.

Assess the situation and see what help is required.

Call the ambulance, if necessary and use the P.A. system to evacuate or clear the pools.

Assist in the supervision of the bathers while the rescue continues.

### 12.4 Spinal Cord Injury Management

Regular training should be attended by all staff. This procedure should be practiced at least once every 3 months.

THE RESCUE:-

Recreation Assistant on Duty:- call for assistance using the emergency alarm.

Clear the immediate area to prevent wave movements.

If the casualty is conscious and face up, reassure them.

Try to restrict movement by applying the vice grip.

# Emergency Action Plan

## Holloway School

If the casualty is unconscious and face down, using the vice grip slowly roll the casualty over so they become face up, then trawl the casualty into shallow water.

Once in shallow water await the arrival of the team.

### 13 Alarms

#### 13.1 Call Points:

These are available for customers who require assistance and are located as follows:

- a) Male Dry Changing Rooms 1&2
- b) Female Dry Changing Rooms 1&2
- c) Male Dry Toilets
- d) Female Dry Toilets
- e) Wet Area Exit (located opposite door).
- f) Sports Hall Exit (located opposite door).

When activated the call points are audible in the duty office and will be indicated by a visible light on the control panel.

On hearing the alarm, the receptionist must notify the Duty Manager immediately or a member of staff, who will investigate. If no-one responds then they must go to the area and investigate the call themselves.

#### 13.2 Panic Alarms.

These are available for customers who require help and are situated :-

- In the disabled toilets.

These alarms alert staff in the Duty Office by an audible sound and the light illuminates to indicate the area.

On hearing the alarm, the receptionist must notify the Duty Manager immediately or a member of staff, who will investigate. If no-one responds then they must go to the area and investigate the cause themselves.

If assistance is required, call an available member of staff via the PA system

To reset the disabled toilet alarm reset the panic cord on the toilet alarm.

#### 13.3 Duty Office Panic Alarm

This alarm is situated under the main desk, facing the light switch panels. The alarm omits a loud noise, but is not connected to the emergency services.

### 14 First Aid

## Emergency Action Plan

### Holloway School

#### 14.1 First Aid may only be administered by those hold the HSE approved First Aid at Work.

The trained first aider will respond and assess the situation. If cover is needed on poolside the first aider will call the assistance of another lifeguard.

Appropriate treatment will be given to the casualty. Where possible the casualty should be treated in the first aid room.

The General Manager should be informed if the injury is serious and may require further medical attention.

The accident details will then be recorded on an Accident & Incident Report Form (HSFORM12.ATL). Only enter details into the BI 510 book if the accident/incident has occurred to a member of staff (book kept in the duty office).

This form is then passed to the Duty Manager to check and fill in the Management Action/Comments section. This is checked by the Manager. A copy is then placed on file and the original sent to Head Office.

#### 14.2 Head Injuries

For head injuries:

**DO NOT ALLOW THE CASUALTY** to resume the activity.

If casualty has **any** of following symptoms:

1. Confusion
2. Drowsiness
3. Blood or straw coloured discharge from the ear or nose
4. Nausea
5. Headache
6. Blurred or double vision
7. Wound or bruising to the head
8. Slurring of speech.

**Medical examination is strongly recommended.**

#### 15. Chemical Spillages

## Emergency Action Plan

### Holloway School

**Note: The first priority in any spillage is containment. Do NOT allow the chemical to enter any drains.**

#### 15.1 Major chemical spillages

If a major chemical spillage occurs in the plant room the Duty Manager or PMS engineer should carry out the following:

Calcium Hypochlorite Tablets - Sweep up spillage of tablets and store in a marked container and dispose of as hazardous waste. This can be done by immediately contacting PHS who will safely remove the chemicals off site. You must not dispose of chemicals into any drain systems or dispose as normal centre waste.

Note: Avoid excess dirt in with sweeping as that could cause a reaction

Sodium Thiosulphate - Treat the same as Calcium Hypochlorite tablet spillage.

Dry Acid/Sodium Bi-Sulphate - If spilt onto floor neutralise with sodium carbonate or sand & sweep up and store in a marked container and dispose of as hazardous waste. This can be done by contacting PHS who will safely remove the chemicals off site. You must not dispose of chemicals into any drain systems or dispose as normal centre waste.

#### 15.2 Minor chemical spillages

Note this only applies to very small amounts.

Calcium Hypochlorite - If there was a spill of just a few Cal Hypo tabs on the floor or more usual around the outside of the hopper, but still in the unit then, it should be fine to put them into the hopper – if they are picked up immediately after the spill.

However if the Cal Hypo tabs are left on the floor until they start to break down, crumble and possibly have dirt and dust stuck to them, then a good way to dispose of them without any cost would be to put small amounts into the strainer basket of a pool to dissolve and add to the chlorine level in that pool, with any dirt etc being caught in the filter media.

Note: Care should be taken not to overdose the pool & render it unusable

#### 16 Lack of Water Clarity

To achieve clear and safe water in the swimming pools, it is essential for filtration and disinfection to be operated continuously day and night. Unclear water is a safety hazard. It makes it more difficult to see a casualty in the water: A diver may not see swimmers below the surface and obstacles may not be seen. Poor water clarity also indicates that water treatment is inadequate. The standard of water quality is extremely important to reduce the risk of infection. It is vital that all lifeguards can clearly see the bottom of the pool in order that a bather can be seen in the event of an emergency.

It is not possible to define the criteria that determines at what point water clarity becomes a hazard as this will very much depend upon size, design, colour and depth of the swimming pool, the quality of the mains water supply, the effectiveness of the water treatment system etc. Each pool Manager must assess these factors and advise accordingly.

# Emergency Action Plan

## Holloway School

The following process will be followed in the event of poor water clarity:

### **Lifeguard**

If the pool water clarity becomes cloudy, discoloured or begins to deteriorate in any way immediate action must be taken and the Duty Manger informed immediately through the walky talky or in person.

If the bottom of the swimming pool can not be seen clearly and the lines in between the tiles are not easily visible or if there is any impact on safety then the lifeguard will evacuate the pool immediately.

Blow your whistle once continuously to evacuate the bathers from the swimming pool. On exiting the swimming pool the lifeguard will direct the bathers to leave the water and wait by the side of the pool until further instructions are receive from the Duty Manager.

Only reopen the pool when instructed to do so by the Duty Manager and when there is no impact on the safety of the bathers.

If you are instructed to do so by the Duty Manager inform other bathers that the pool is being closed due to lack of water clarity and that refund will be issued at reception.

### **Duty Manager**

Investigate the cause of the problem and carry out relevant water quality tests required. If the problem cannot be resolved quickly the pool will be closed until such a time that you are satisfied that the water clarity does not pose a risk to swimming pool users.

Contact plant maintenance to get them to look at the problem, then tell reception and instruct the receptionist to cease the ticket sales until the problem of water clarity has been rectified.

Only allow customers back in the swimming pool once the water quality has been resolved and enable lifeguards to clearly view the pool bottom, there is no impact on safety and a satisfactory chemical balance has been confirmed.

If it is not possible to re-open within 15 minutes inform the receptionist and lifeguards.

Instruct the receptionist to issue refunds to customers as per finance procedures.

## Emergency Action Plan

### Holloway School

Instruct the lifeguard to restrict access to poolside and inform customers that the swimming pool has been closed.

Contact reception and instruct the receptionist to cease entry until the problem of water clarity has been rectified.

The Duty Manager will inform the General Manager. The General Manager will inform the deputy contract/contract manager of the closures, they will inform the council if necessary. The General Manager will also contact marketing to put a notice up on the internet informing customers.

Once the problem has been rectified the General Manager will inform the necessary parties that the problem has been rectified and normal service has resumed. The Duty Manager will reopen the pool to the public.

#### **17 Building Plans showing escape routes**