

Emergency Action Plan

Cally Pool

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1 Evacuation

The emergency evacuation drill shall be performed as follows:

1.1 Manager in Charge

The Duty Manager, after assessing the situation, will be the manager in charge of the evacuation procedure and will be responsible for ensuring that all offices and areas are cleared.

1.2 Alarm

The alarm bell will be sounded by the person wanting to evacuate the premises (normally the Duty Manager)

A Public Address announcement will be made informing the customers and staff of what is required, which can also be communicated to the staff by the use of the walkie-talkies.

1.3 Calling the Fire Brigade/Police/Ambulance.

The manager in charge will be responsible, by asking the receptionist, 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 Cally Pool red 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

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(outside The Tarmon Public House) across the road.

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1.5 Clearance Procedure of All key areas.

Pool	Cleared by Recreation Assistants via suitable fire exits, collecting, from near the exits, Emergency Blankets, in the red First Aid bags.
Changing Rooms	Cleared by Recreation Assistants via suitable exits.
Foyer	Cleared by Receptionist.
Sunbooth, Gym and Health Suite	- Cleared by Receptionist
Plant Rooms	Cleared by Duty Manager, closing fire doors where possible.

Upon clearance, staff will remain by the exit doors to prevent public re-entry, until contacted by the Duty Manager.

The Receptionist will collect the Visitors Signing in log and the Duty Manager will collect 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 Duty Manager 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 Duty manager will control re-entry after checking with the Emergency Services that the premises are safe.

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

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 Duty Manager 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 there location. The Duty Manager 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 Duty Manager must also take the staff attendance register & visitors log book to show whom was on site at time of evacuation. The Duty Manager will then confirm to the lead fire fighter how many people may be left in the building if any.

The Duty Manager will then contact the General Manager who will contact the relevant senior staff and also they will inform Islington council.

The Duty Manager will then liaise with the lead fire fighter to ascertain when it will be safe to return to the building.

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1.7 Evacuating Disabled People & Contractors.

As Cally Pool is on one level no consideration for stairs/lifts is required. Disabled customers will be taken out of the nearest exit (being given a foil blanket if swimming) and taken to the evacuation point at the Tarmon pub opposite the pool. If a customer requires assistance in getting to the evacuation point they must wait until staffs have carried out there evacuation checks of the building before helping customers. The staff may ask other customers to help out if they are willing and able to assist others.

Contractors who are working in the building should be made aware of the emergency procedures before they commence work. They should also be aware of the nearest exit and an alternative exit if the nearest exit is blocked. They will also be told where the evacuation point is at the start of the work. The contractor supervisor should liaise with the Duty Manager to let them know all there workers are accounted for during an evacuation. The contractor will also be responsible for informing the Duty Manager if they have been using any potential hazardous materials that may cause further problems.

2 **Bomb Alerts**

2.1 Receptionists

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 Duty Manager
- Stop selling tickets
- Make the following coded announcement over the PA system: "This is a staff announcement - **BOB SULLIVAN** please report to Reception"
- Telephone the police (999) when instructed to do so by the Duty Manager

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.

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 Duty Manager.

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 Duty Manager.

The Duty Manager 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 Duty Manager

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Ensure that the Receptionist has made the appropriate staff announcement, ie we have received a code one at Reception.

Instruct the Receptionist 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 Receptionist should be instructed to 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 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

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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".

3.2 Attacking the Fire

If circumstances permit, the fire should be tackled using suitable apparatus, 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:	Main Plant Room	(a)	Roller Shutter
	(b) Near Refuse Door	(c)	Stairs to Basement
Zone 2:	Basement Plant Room	(a)	Near Exit Door
Zone 3:	Changing Area	(a)	Near Entrance Door
Zone 4:	Foyer & Offices	(a)	Staff corridor by door entrance
Zone 5:	Pool Area	(a)	Adjacent First Aid Room
Zone 6:	Sauna	(a)	Rest Area

3.5 Location of Gas Cut-Off Points

Where possible the duty manager will cut off the gas supply using cut off points

Adjacent to Main Entrance.

Adjacent to Roller Shutter.

Adjacent to Refuse Area.

Adjacent to Stairs to Basement.

If evacuation is necessary, then follow procedure as laid out in section 1.

Fire exits must be kept clear of obstructions at all times.

4 **Toxic Gas Leak**

4.1 Emission of Toxic Gases

Alert the duty manager in the event of toxic gases escaping either by two call-out bells or emergency bell.

If the problem cannot be rectified immediately there might be a need to evacuate the

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building as per evacuation procedure.

5 Structural Failure

5.1 Structural Failure

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

Alert the duty manager either by two call-out bells or on emergency bell.

If necessary, the area will be put out of bounds until repairs can be made.

If it is necessary to evacuate the building the duty manager will instruct the staff to carry out the evacuation procedure, but the evacuation will be away from the area.

6 Light Failure

6.1 Light Failure

In the event of lighting failure call the Duty Manager (two bells) - duty manager will probably have noticed this at the same time as you.

The Duty Manager will direct the pool to be cleared if emergency lighting is inadequate.

If the power fails, the emergency lighting system should automatically operate. Back-up torches are available in the plant room (electrical cupboard) and duty office.

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 in the Duty Office Diary. If any injuries have been sustained complete an Accident & Incident Form.

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 in the Duty Office Diary.

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

7.2 Fights

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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 incident in the duty office dairy. NB: Give clear accurate accounts. Deal only in facts not opinions.

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 in the Duty Office Diary.

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

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 incident in the duty office diary. Give clear accurate accounts. Deal only in facts not opinions.

9 **Hold Up**

9.1 Take no personal risk.

Observe as much detail as possible, and:

- a. Do everything the person says.
- b. Try to keep them and the situation calm.
- c. Try to keep customers at a distance.
- d. The fewer people involved the better.
- e. If asked for money from till - co-operate fully.

9.2 If possible press panic button, located under the counter (Not currently working)

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- 9.3 If asked to open the safe - do so
- 9.4 As soon as he/she leaves the building notify the Duty Manager immediately (if not already involved), who must contact the police as soon as possible.
- 9.5 If there is an injury call ambulance services and arrange for a qualified first aider to administer first aid.
- 9.6 Record incident in the Duty Office Diary. If any injuries have been sustained also complete an Accident & Incident Form.

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 in the Duty Office Dairy.
- 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 Cally Pool

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 in-house every Thursday at 14:00.

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.

Operate the emergency alarm signal before entering the water so that the other staff on

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duty are alerted. Once you enter the water, you are no longer supervising the pool.

Call the ambulance or ask the Receptionist 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.

12.2. Instructions to Second Recreation Assistant on Poolside

Upon hearing the alarm bell or whistle:

Quickly assess the situation without leaving your own pool.

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

Bring the pneu-pac (emergency oxygen) and appropriate masks to the site and assist in the rescue.

If required ask any bystanders to go for help to Reception.

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.

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.

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USING THE SPINAL BOARD

POSITIONING AND SECURING THE CASUALTY:-

1. The spinal board should be kept on the poolside.
2. The head restraint and all the straps loosened.
3. When the board is placed in the water the straps nearest the casualty should be passed under the board.
4. Align the head markings on the board with the casualties head and pivot the board up on the nearest side to the casualty. In this position it can be pushed down into the water and it will float up under the casualty.
5. With the casualty still supported by the lifeguards, minor adjustments can be made to the alignment of the board.
6. At this point the lifeguard supporting the lower limbs should slide his hands out from between the limbs and the board, move to the foot end of the board and take hold of it.
7. Similarly, the lifeguard supporting the shoulders and upper back should move to support the head end of the board. When securing the board, the lifeguard supporting the casualty's head should maintain support to the head at all times.

SECURING THE CASUALTY:-

1. The lifeguard who positioned the board should now secure the chest strap.
2. Following this the head restraint should be positioned over the forehead and tightened gently by pulling the straps to secure the head. The lifeguard supporting the head can now release his hold to allow the restraint to be positioned correctly.
3. Once the head restraint is in place and correctly adjusted the remaining straps should be secured working down towards the casualty's feet, in the following order.....Blue, Orange, Black and finally White.
4. The casualty is now ready to be removed from the water.

REMOVAL OF THE CASUALTY FROM THE WATER:-

The casualty must be removed from the water in a horizontal position.

Place the head end of the board at right angles to the poolside.

On the count of three, lift the board and place the head end onto the poolside.

Gently slide the board away from the water and commence any further treatment needed until the arrival of the Emergency Services.

13 Alarms

13.1 Health Suite Panic Alarms.

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

- In the disabled toilet.
- In the sunbooth room.
- In the sauna relaxation area

These alarms alert the Receptionist by an audible sound and the light illuminates to indicate the area.

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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 sauna or sunbooth alarm pull out the alarm button at the scene then press the cancel button in the Reception. To reset the disabled toilet alarm reset the panic cord on the toilet alarm.

14 First Aid

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 by using the bell system.

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

The duty 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

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

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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

15.3 Drench shower

Location: Cally plant room

Located in the plant room next to the dosing unit is a drench shower which can be used in emergency cases of chemical spills where an employee or contractor gets sprayed with chemicals from the chlorine dosing unit or acid tank.

Instructions for use:

1. Person stands under cold water pipe attached to the roof
2. Pull the red handle down so water disperses down
3. Immerse in water for 10 minutes – minor splashes or spillages
4. If serious accident call ambulance & keep immersed in water until ambulance arrives
5. If injured party cannot pull handle down then help should be given by nearest available person to carry out above steps
6. Inform general manager/contract manager of accident – if unavailable inform Nigel Halls Health & Safety manager
7. Complete necessary accident report form & RIDDOR form ASAP

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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.

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 Manager informed immediately by using the call out alarm system using 2 short blasts of buzzer.

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 received 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 a 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.

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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.

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 ticket sales 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.