



Cowfold Community Pool

Pool Safety Operating Plan (PSOP)

Policy Summary

Policy Title:	Pool Safety Operating Plan – NOP & EAP		
Scope:	All Pool Users		
Links:	First Aid Policy, Pool Hire Policy, WSCC Supervision of Swimming Sessions in School or Public Swimming Pools Guidance		
Reviewed by:	FGB / Cowfold Community Pool board.	Review Cycle:	Annual
First Approved:	May 2016	Next Review:	March 2022
Ratified by School FGB:	May 2020		
Ratified by Cowfold Community Pool board:	March 2021		

Version Control	Author	Purpose/Change	Date
0.1	Gary Dimmock, Pool Controller	Draft. Update and convert to WSCC model PSOP format	01/06/2017
1.0		Final. Finance & Premises Committee, approval	May 2016
1.1		Update for charitable trust status	March 2021

This PSOP should be used in conjunction with the *Code of Safe Working Practise for swimming pool operations for schools and colleges maintained by West Sussex County Council – Part 1 – Pool Operations Guidelines*

NORMAL OPERATING PROCEDURE (N.O.P.)

To be read in conjunction with the Emergency Action Plan (EAP) and Swimming Pool Rules

Pool Operators

It is the responsibility of the Pool Operator to ensure that the safeguarding procedures are implemented.

Name of Pool Operator:	Cowfold Community Pool		
Trustees:	Giles Kolter (Chair)	Gary Dimmock (vice Chair)	Jo Ball (Treasurer)
	Darren Humphreys	Nicola Rudling	John Hyam
	Guy Hutchings		

Pool Controllers

Name of Primary Pool Controller: Gary Dimmock

Name of Assistant Pool Controller: Nina Humphreys, Guy Hutchings, Jonathan Gray

Pool Structure

There is a single GRP-lined pool with dimensions as follows:

13.6metres x 7.3metres , shallow end incorporating broad steps

Shallow end depth = 0.76m

Deep end depth = 1.07m

Potential Risk Areas and Hazard Prevention

An appreciation of the main hazards and of users particularly at risk is required before safe operating procedures can be identified. There are no hazards assessed as being High or Medium severity in the current *Pool Risk Assessment* document.

Emergency exits, routes and all surface areas are checked as part of the unlocking procedure. All equipment is locked away safely, when not in use. Diving is not permitted due to the shallow nature of the pool.

Chemicals and cleaning products are stored safely in an external locked storage building on the site. The plant room and chemical storage room are always kept locked, when not in use. The swimming pool compound is locked when not in use.

Aspects which are addressed include.

- Entry/Exit area congestion – Ensure swimmers line up and enter/leave pool one at a time.
- Solar glare – Move to other part of poolside if there is solar glare/reflection for supervision purposes.
- Distractions from pool users – maintain good discipline and be aware of distractions.
- Distractions from immediate surroundings of pool – keep focused and control events.
- Boredom – keep focused and in control of events.
- Irresponsible behaviour – maintain rules, tell those with poor behaviour to leave the pool.
- Weak or non-swimmers, disabled swimmers – identify, plan for and supervise.
- **NO DIVING OR JUMPING AT ANY TIME**
- Visitors should share in the assessment and management of the risks associated with swimming activities. This is an essential part of the learning processes. Appropriate signs are visible on poolside.

Pool Rules

The following pool rules are enforced at all times by the lifeguard and other authorised staff:

- No unsupervised swimming (see supervision Ratios).
- No diving
- No smoking
- No eating, or chewing gum
- No running
- No fighting, pushing or throwing bathers
- No ducking
- No bombing, spins, somersaults, seat drops, running, jumps / jumping over other swimmers etc.
- No gymnastics or acrobatics
- No loose jewellery should be worn
- Normal bathing dress will apply but at the discretion of the staff. Swimming trunks /shorts should be above the knee.

Pre-Swim Hygiene Arrangements and Admissions Policy

- Swim caps are to be used by all swimmers during swimming lessons.
- Persons who appear under the influence of drink or drugs should not be permitted to swim and will be asked to leave the site for the safety of themselves and others.
- Persons who appear not well enough to enter the water must be refused admission. Current or recent illness including respiratory problems, open wounds, infections, digestive upsets and rashes are strong indications against participation.
- Food must not be brought onto or consumed on the poolside.
- Plastic water bottles may be brought onto poolside for swimmers and teachers during teaching sessions to avoid dehydration.
- Children are to be encouraged to use the toilet before entering the pool.
- Swimwear must be clean and suitable for use (no board shorts or bikinis for swimming lessons).
- Children and elderly persons requiring nappies are required to wear a recognised swim nappy.
- Where the pool is used by people with special needs, ensure special swimming nappies for older children and young adults are worn if necessary.
- Conventional nappies are not permitted in the pool.
- All swim nappies should be taken away by the user and not left in bins on site.
- Any person with a recent history of diarrhoea or other gastric complaints (i.e. within the last 14 days) should not be permitted to swim.
- People with severe illness or treatment that makes them more susceptible to infection should seek medical advice before being allowed to swim.

POOL SUPERVISION

Continuous supervision of the pool is required during all operating hours. Constant vigilance is required by all staff to anticipate problems and prevent and deal with incidents.

The maximum number of persons allowed in the pool at any one time is 20.

The pool should be staffed when there is one or more people swimming or likely to enter the water.

The pool supervision guidance below adheres to the: **WSCC Supervision of Swimming Sessions in School or Public Swimming Pools Guidance – January 2016**

The Cowfold Community Pool is a ‘Shallow School Pool’ as it is less than 1.2m deep (1.07cm – deep end).

The Trustees have risk assessed different swimming circumstances and set the rules and ratios below that meet the WSCC and HSE Guidelines and sometimes insist on higher levels of supervision than the minimum requirement.

SCHOOL SWIMMING LESSONS

The minimum level of supervision required on the poolside at all times for school swimming lessons is

2 adults* poolside at all times for every 20 children (i.e. excluding staff or helpers in the changing rooms or dealing with an incident).

*Of those 2 adults **both** must be able to demonstrate the ‘Supervision Competencies’ outlined in Section 4 (4.1 to 4.7) of WSCC Supervision of Swimming Sessions in School or Public Swimming Pools Guidance. **One** of the two supervising adults must be **a qualified school Teacher** (e.g. a B.Ed or PGCE qualified teacher or equivalent).

Supervision Competencies:

All teachers and/or supervisors who are on the poolside, and **not** Rescue Test or life-guard qualified, must be able to demonstrate the following:

- have a thorough knowledge of the pool’s routines, normal and emergency operating procedures, i.e. Location of telephones, emergency equipment, first aid kit, etc. and aware of potential risk factors
- to be able to administer expired air resuscitation (EAR)
- to be able administer cardio-pulmonary resuscitation (CPR)
- be able to initiate emergency procedures
- be able to recognise pupils in potential difficulties
- be able and willing to effect a rescue using throwing and reaching methods using the equipment on the poolside, e.g.: pole, buoyancy aids, etc. or, if necessary and appropriate, able and prepared to enter the water to rescue and land a casualty.

Records of training and competency will be kept for those supervising.

PUBLIC AND PRIVATE HIRE SWIMMING

Based on a lifeguard visibility zone test (LVZT) and the ability to apply the 10:20 rule as a starting point, HSE indicates the number of lifeguards appropriate for a conventional rectangular pool, when used for swimming sessions and water activities which are not programmed, as:

Approximate Pool Size:	20.0 x 8.5
Area: m ²	170
Number of lifeguards indicated by LZVT	1
Number of lifeguards indicated by LZVT for busy conditions	2

To avoid lone working and adequate staff to raise an alarm, there must be 2 adults for all public sessions:

- One lifeguard with a nationally recognised qualification (NPLQ or equivalent) OR a qualified Pool Responder
- One adult who can demonstrate the supervision competencies (see WSCC Guidelines).

Records of training and competency will be kept for those supervising.

In order to maintain the required high level of vigilance and supervision, the period of poolside supervision must not exceed 2 hours and appropriate breaks must be taken.

PRIVATE SWIM LESSONS

During private swimming lessons, an additional poolside assistant is not necessary, as the Swim Teacher should have recognised swim teacher qualifications (Swim England/STA or equivalent).

A separate risk assessment may need to be made and advice sought for children with SEN or disabilities. The Local Authority guidance must be followed by anyone privately hiring or using Cowfold Community pool. In addition, it is essential that the hirer is fully aware of the local emergency systems that are in place. All safety, supervision and lifeguard requirements are the responsibility of the private hirer.

ADDITIONAL COVID-19 REQUIREMENTS

Private Hire

A single family can use the pool at any one time, so there'll be no COVID issues – as long as the pool is kept at the correct chemical levels (verified through Pool Controller testing three times a day) and the toilets or surfaces used by people are cleaned between users.

As there is only one family using the pool at any one time the supervision rules - listed on page 4 - will be adapted for use throughout the pandemic. to have only one member of staff on site (to avoid social distancing and additional people issues). The one person assigned MUST be a qualified Lifeguard or a qualified Pool Responder.

Other proactive measures being put in place to minimise the risk of COVID spread?

- People are encouraged to come "swim ready", but a single changing room will be open for the private hire use (to reduce the Covid cleaning requirement).
- All equipment should be removed (with the exception of lifesaving equipment).
- Strict instructions apply on what toys/apparatus people can bring with them to avoid any issues with the pool filtration or accidents that could occur. They must ensure all such items are removed when they leave.
- Only one toilet is open for each session, each toilet is cleaned before the next group can use it.
- The cleaning/disinfecting schedule is in accordance with Government guidance
<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- Clean and disinfect frequently touched surfaces and shared objects before and after each time they are used. For example: chairs, tabletops, door handles and surfaces of restrooms, handwashing stations.
- Those who are responsible for cleaning need the appropriate cleaning equipment, chemicals and Personal Protective Equipment (PPE)
- All table surfaces that swimmers have come in to contact with are wiped before next user.
- The lifeguard/pool responder will clean the toilets between users.

Other points:

Maintaining the levels of chlorine in the pool water actually kills the COVID-19 virus, so the water is particularly 'safe'.

The back entry gate will be opened and closed by the lifeguard/Pool Responder and the gate locks and handles will be wiped between sessions. The Lifeguard/Pool Responder will manage the access of the hirers via this back entry gate.

Hand hygiene and respiratory etiquette

Encourage all staff, patrons, and swimmers to [wash their hands](#) often or use sanitizer that contains at least 60% alcohol and cover their coughs and sneezes.

Masks

Everyone should wear masks as they arrive at the pool.

Staying home

Educate staff and patrons about when to stay home (for example, if they have [symptoms](#) of COVID-19, have tested positive for COVID-19, are waiting on COVID-19 test results, or were [exposed to someone with COVID-19](#)) and when they can safely [end their home isolation](#).

Physical distancing in lessons/public swimming

- Ensure that the number of swimmers in the pool allows adequate physical distance (at least 2m) between swimmers.
- Monitor swimmers to discourage huddling.

Adequate supplies

Ensure there are enough supplies for people to clean their hands and cover their coughs and sneezes. Supplies include soap, a way to dry hands (e.g., paper towels), tissues, hand sanitizer with at least 60% alcohol (for staff and older children who can safely use hand sanitizer), and no-touch/foot pedal trash cans (preferably covered).

Signs and messages

- Post [signs](#) in highly visible locations (for example, at entrances and at sinks) about how to [stop the spread](#) of COVID-19, [properly wash hands](#), [promote everyday protective measures](#), and [properly use a mask](#).
- Broadcast in written communications with individual patrons or households (for example, emails, on our website, [social media accounts](#)).

Modified layouts

Change deck layouts to ensure that in the standing and seating areas, individuals can remain at least 2m apart from those they don't live with.

Physical barriers and guides

Ensure staff, visitors, and swimmers stay at least 2m apart from those they don't live with, both in and out of the water. Provide physical cues or guides, such as chairs and tables on the deck, and signs.

Shared objects

- Discourage people from sharing items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (for example, goggles, nose clips, and snorkels).
- Discourage the sharing of items such as food, equipment, toys, and supplies with those they don't live with.
- Ensure adequate equipment for patrons and swimmers, such as kick boards and pool noodles, to minimise sharing to the extent possible, or limit use of equipment by one group of users at a time and clean and disinfect before and after use.

Staggered or rotated shifts

Stagger or rotate shifts to limit the number of staff present at the aquatic venue at the same time.

Designated COVID-19 point of contact

Designate a staff member to be responsible for responding to COVID-19 concerns. All staff should know who this person is and how to contact him or her.

Exceptions to the physical distancing guidance include:

- Anyone rescuing a distressed swimmer, providing first aid, or performing cardiopulmonary resuscitation, with or without an automated external defibrillator.
- Individuals in the process of evacuating the venue due to an emergency.

Communication policies

- Have staff, visitors, and swimmers self-report after their visit to the venue if they develop [symptoms](#) of COVID-19, get a positive test for COVID-19, or learn they had been [exposed to someone with COVID-19](#).
- Notify [local health authorities](#) of COVID-19 cases.
- Notify staff, visitors, and swimmers of venue closures.

Staff training

- Train staff on all safety protocols.
- Conduct training virtually or ensure that [physical distancing](#) is maintained during in-person training.

SUPERVISION RATIOS AND AREAS (More specific guidance for types of swimming use).

The pool supervision ratios for specific lesson types are:

One-to-one (private) sessions: 1:1

Baby & Preschool sessions: 1:6

Intensive group course sessions: 1:6

These ratios, apply to teacher:pupil and are in addition to a qualified Lifeguard.

School Run sessions

The ratios for swimming lessons in school time are:

- A class with over 20 pupils will divide in to 2 groups with a Maximum of 20 in the water at a time.
- At all times 2 adults able to demonstrate the supervision competencies (see WSCC Guidelines) must be poolside and watching the pool.
- More specifically different ages/classes will be supervised by –

Class 1 – Year R and Year 1 pupils	Class 2 – Year 1 and 2 pupils	Class 3 – Year 3 and 4 Pupils	Class 4 – Year 4 and 5 Pupils	Class 5 – Year 6
4 adults 1 Swim Teacher Teacher with First Aid Cert. Plus 3 additional adults.	3 adults 1 Swim Teacher Teacher with First Aid Cert. Plus 2 additional adult.	3 adults 1 Swim Teacher 1 Teaching Assistant with First Aid Cert. Or 1 Parent Helper with First Aid Cert. Plus 1 additional adult.	3 adults 1 Swim Teacher 1 Teaching Assistant with First Aid Cert. Or 1 Parent Helper with First Aid Cert. Plus 1 additional adult.	2 adults 1 Swim Teacher 1 Teaching Assistant with First Aid Cert. Or 1 Parent Helper with First Aid Cert.

Public Swim Sessions:

Children under 8 must be accompanied by an adult, the ration of adults to children is 1:3.

During one-to-one sessions, baby & preschool sessions and intensive group sessions, the teachers are in the pool water with the swimmers.

A Lifeguard will be on poolside to supervise.

Staff Competencies at Poolside

All Lifeguards employed on poolside must have a RLSS (Royal Life Saving Society), National Pool Lifeguard Qualification, STA Pool Safety award or National Rescue Award for Swimming Teachers and Coaches qualification.

All Pool Responders employed on poolside must have the STA (Safety Training Awards, the awarding organisation of the Swimming Teachers Association) Level 2 Award for Pool Emergency Responder. Lifeguards/Pool Responders must be known or easily identifiable to all pool users whilst on duty and dressed for immediate entry to the pool.

All qualified teachers (with QTS) and/or supervisors who are on the poolside, and are not Rescue Test of lifeguard qualified, must be able to demonstrate the following:

Supervision competencies:

- have a thorough knowledge of the pool's routines, normal and emergency operating procedures, i.e. location of telephones, emergency equipment, first aid kit, etc. be aware of potential risk factors and wear appropriate clothing.
- to be able to administer expired air resuscitation (EAR).
- to be able administer cardio-pulmonary resuscitation (CPR).
- be able to initiate emergency procedures.
- be able to recognise pupils in potential difficulties.
- be able and willing to effect a rescue using throwing and reaching methods using the equipment on the poolside, i.e.: buoyancy aids, etc. or, if necessary and appropriate, able and prepared to enter the water and land a casualty.

In addition staff should be able to manage emergency procedures such as:

- Serious injury to a swimmer
- Dealing with casualties in the water
- Sudden lack of water clarity
- Poor behaviour
- Emergency evacuation (fire alarm, power failure, structural failure, toxic gas emission)

A lifeguard trained in first aid or a first aider must always be on duty when pool is in use.

All staff employed must be able to undertake the duties for which they have been trained.

The lifeguard/pool responder's role is to monitor the pool and take emergency action for water based events. The lifeguard/pool responder is in overall charge of the swimming pool compound and takes charge of evacuations and supervising people not in the water.

Additional adults provide additional support in accompanying children, evacuating the pool site and assisting recovery from the water, as directed.

No child or adult is to enter the pool until the correct poolside ratio of adults is at the poolside.

If the Lifeguard/Pool Responder is required to attend to any First Aid when there is no other qualified First Aider present – the Lifeguard/Pool Responder MUST evacuate the pool.

Rescue and resuscitation techniques are to be carried out as laid down by the Swim England, RLSS (Royal Life Savers Society) or similar. (Knowledge of and the ability to perform appropriate types of rescue and resuscitation techniques is a condition of lifeguard employment. They are responsible for ensuring that their lifeguarding qualifications are current and their knowledge is up to date.)

Staff Training

Any staff training will be structured to enable staff to perform emergency action required in the course of their employment. Emergency procedures must be practiced regularly (e.g. annually). Evacuation of the pool should be initiated by a specific signal (both audible – whistle; and visual – wave arm) with which all staff and visitors are familiar. Lifeguards and other members of staff shall be responsible for keeping their own training and professional accreditation records up to date. Such records must be made available to the Charity and endorsed (if required) by the appropriate authority.

Communication of Safety Messages

In the event of an emergency the lifeguard or other authorised staff will be in direct contact with the appropriate emergency service.

On induction to the pool, swimmers are informed of the Whistle Procedures and other relevant safety messages such as the location of the fire exit and first aid station.

Signs are located on the poolside to alert pool users of pool rules, water depth and any other safety messages.

Whistles and signals:

- Lifeguards, teachers and supervisors should always carry a whistle when on duty - whistles to be used as follows:

One short blast – stop and listen	Used to draw the attention of the bather
One long blast – get out	Signals that the pool is to be cleared via the steps
- Visual signals:
 - A raised hand means “STOP” (usually accompanied with one short whistle blast)
 - Waving a hand and arm means “GET OUT” (with one long whistle blast)

First Aid and Rescue Equipment

A first aid kit should always be ready for use and include a blanket.

The first aid box should contain sufficient stock to perform all necessary treatments. The contents of the box are to be checked weekly and re-supplied when necessary by the member of staff responsible for first aid stock.

All teachers, first aiders and lifeguards/Pool Responders must be adequately trained to perform basic first aid. First aid treatment, where possible, is to be performed in the presence of a third party.

Staff dealing with an incident at the pool should observe the following procedures:

- a. Ensure all details are recorded on the appropriate Accident Report form
- b. Ensure that a copy of the form is retained for lifeguard records

The lifeguard torpedo and reach pole are the safety equipment used at Cowfold Community pool. Lifeguards should check all safety equipment including whistles, on a weekly basis, that it is usable and accessible. The reach pole can be found at the front fence next to the chemical store shed.

Safety during Hire Sessions (Clubs/Organisations etc.)

Procedures and conditions of hire to outside organisations are defined within the Pool Hire Procedure document

- The safety and emergency procedures laid down in this document apply to periods of private hire as well as all other sessions and apply to the appropriate qualified staff used by hirers
- It is the responsibility of the hirer to observe and comply with the current conditions of hire, especially in the event of the hirer providing their own qualified staff. All staff must be suitably qualified.
- It is required that at each period of hire there must be a qualified lifeguard (holding a RLSS National Pool Lifeguard Qualification, or equivalent) or Pool Responders (holding the STA [Safety Training Awards, of the Swimming Teachers Association] Level 2 Award for Pool Emergency Responder.
- The names of these people will be required at the time of booking and copies of all relevant certificates for required qualification certification must be supplied and will be kept. These people should introduce themselves at the commencement of the period of hire. Hiring and supervision at the pool is at the Cowfold Community Pool's Trustee's discretion.

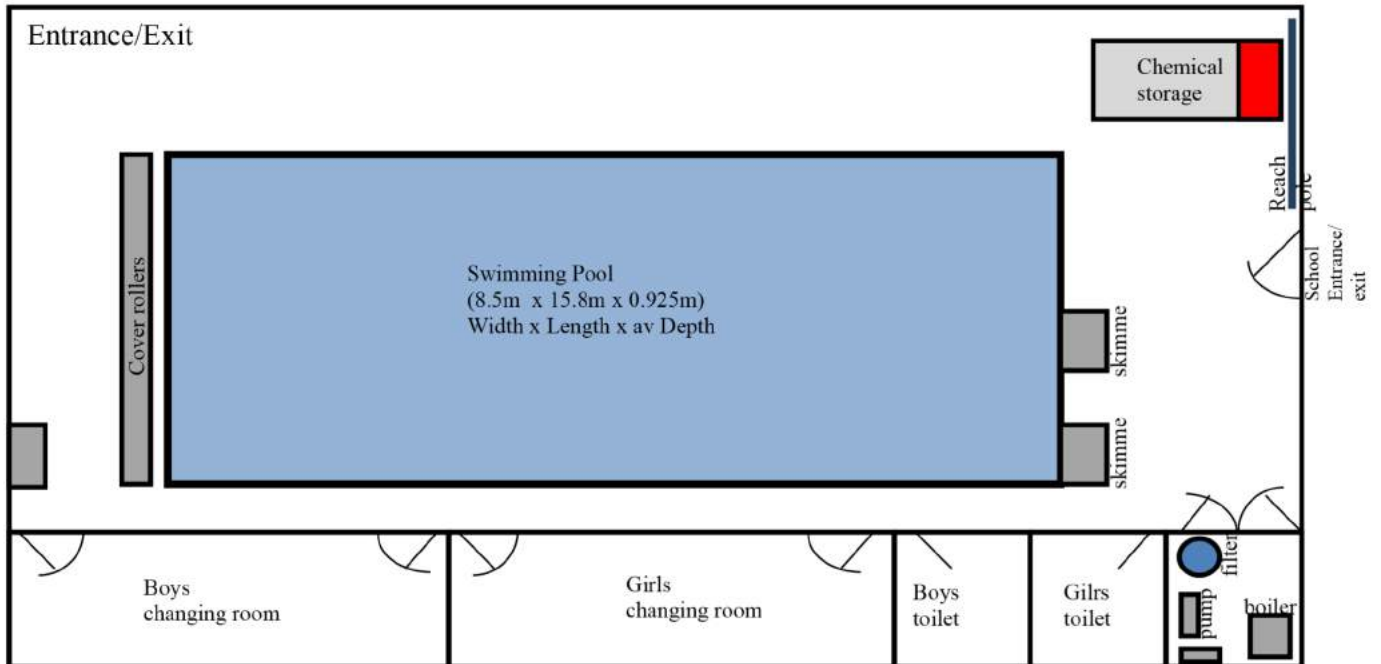
- The lifeguard/pool responder to remain in complete control during the period of hire and will direct operations in the event of an emergency.
- Clear information concerning pool area layout, rules and emergency procedures to be provided to all hirers.
- Should an incident occur that requires first aid, the first aider in charge will administer the treatment. If a more serious emergency takes place e.g. evacuation of the pool then the lifeguard will assume responsibility for any action taken.

Customer Care

Maintaining a safe and enjoyable environment for swimmers at the pool is a very important aspect in the role of the pool staff. Whilst on poolside it is the swim teacher or lifeguard/pool responder's responsibility to ensure that the rules are followed, however guidance should always be given in a clear and positive way. Customers should be dealt with fairly, firmly but diplomatically. Occasionally you may be required to deal with refusal to comply with the rules, and as a general rule, customers should receive two verbal warnings, followed by a request to leave the pool.

Plan of Pool and associated buildings

For detailed schematics of the pool services and plant circulation, see the Swimming Pool Technical Operation document.



EMERGENCY ACTION PLAN (E.A.P.)

for Accidents, Evacuations (including Fire) and Plant failure

To be read in conjunction with the Normal Operating Procedures (NOP) and Swimming Pool Rules

Introduction

The purpose of this procedure is to outline the action to be taken in the event of an emergency within the pool and poolside areas.

The Pool Operator will ensure that staff are aware of their responsibilities in respect of this procedure.

Emergency Evacuation of the Pool

For every swimming session of any kind there must be a nominated person 'In Charge'.

The 'Person In-Charge' could be: a) a lifeguard, b) a pool responder, c) a class teacher (for school swimming lessons).

Whistle Procedure

Lifeguards/pool responders and teachers should always carry a whistle when on duty - whistles to be used as follows:

One short blast – stop and listen

Used to draw the attention of the bather

One long blast – get out

Signals that the pool is to be cleared via the steps

The Person In-Charge's role is to monitor the pool and take emergency action for water based events.

The Person In-Charge is in overall charge of the swimming pool compound and takes charge of evacuations and supervising people both, in the water, or around the pool. The lifeguard/pool responder assumes this role during public and private swim sessions and lessons.

If the Lifeguard/Pool Responder is required to attend to any First Aid when there is no other qualified First Aider present – the Lifeguard/Pool Responder MUST evacuate the pool.

An additional adult provides additional support in accompanying children, evacuating the pool site and assisting recovery from the water, as directed.

In the event of a serious accident the pool should be cleared immediately, and users supervised by other attendant adults.

The emergency services should be contacted directly by mobile phone and be informed of the nature of the injuries involved.

A member of the Charity Committee nominated as the point of contact should be notified of the incident.

Statutory accident forms to be completed by The Person In Charge in all cases

Major Emergencies - Discovery/Alarm

- An evacuation of the pool area may be required in the event of a fire or other serious emergency
- Actions to be taken in the event of specific emergencies are detailed below.
- On discovery of a fire, staff should raise the alarm as soon as possible, and alert the emergency service(s).
- The decision to evacuate the pool area rests with the 'Person In-Charge' and in such a case they will direct operations and liaise with the emergency services.
- If there is a fire, staff must prepare to evacuate and secure the pool area.
- The 'Person In-Charge' or attendant staff will be responsible for giving clear instructions. Pool users will be asked to vacate the pool area quickly, not to panic, and not to attempt to return to the changing rooms or collect clothing, or possessions.
- Staff should guide pool users to the churchyard and when assembled check their condition and number.

Specific Emergencies:

Discovery of a Casualty in the Water

The first response to a casualty in the water will be to consider performing a rescue by reaching with a pole. 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 pool will only be evacuated if necessary and the Person-In-Charge will only enter the water to affect a rescue if other alternatives will not work.

If entry into the pool is necessary, the process to be applied is as follows:

- The Person-In-Charge will alert all other swimmers to evacuate the pool.
- The Person-In-Charge will enter the water in a safe manner, recover the casualty and land them at the nearest suitable landing point with the assistance of other staff.
- The Person-In-Charge(s) will follow resuscitation protocols in accordance with recognised Lifeguarding training and/or first aid training, which will be followed until the ambulance crew take over.

Serious Injury to a Bather

General

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

Head Injuries

All head injuries will be treated as serious injuries and pool staff will follow first aid and resuscitation protocols in accordance with their first aid training.

- An ambulance will be called if the injury appears serious. 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.
- Casualties with face / head injuries will not be allowed to return to the pool.
- If the injury appears less serious, the casualty will be made to dress and will be supervised by a responsible person whilst doing so.

Aquatic Spinal Injury

All suspected spinal injuries will be treated as serious injuries, pool staff will follow rescue and resuscitation protocols in accordance with their training. A no-diving policy is enforced at this pool.

- All other pool users will be evacuated in order not to disturb the water or the casualty.
- On entering the water, the Person-In-Charge must shout, "Lifeguard entering the water, suspected spinal"
- A minimum of 4 trained staff is required to recover a casualty out of the water on to the poolside. If there are not four available, the Lifeguard must keep the victim in the pool until adequate help can arrive.
- An ambulance will be called if the injury appears serious. 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
- A relative of the casualty will be informed of the incident

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. In order to ensure an appropriate response, the Person-In-Charge, on becoming aware of the incident will follow the process below:

- Notify other pool staff that they have to respond to an incident
- Other pool staff will move to cover area or request additional assistance if necessary
- A first aider will administer aid or provide appropriate assistance
- Casualty will be referred to appropriate location
- Accident/Incident Report completed as necessary

Pool Contamination (Dealing with Blood, Vomit and Faeces)

In the event of contamination of the poolside or pool water, the following procedure must be followed:

Blood

If substantial amounts of blood are spilled into the pool, all persons must evacuate the water immediately. An on duty pool controller should be contacted.

The pool will be temporarily closed to allow the contamination to disperse and any infectious particles within it to be neutralised by the disinfectant in the water. Flocculent will be manually added to the pool. The pool filters will be backwashed at the end of the day.

The Chlorine in the pool water kills germs found in blood (such as hepatitis B and HIV). The Centre for disease control and prevention (CDC) is not aware of any instances in which a person has become infected with bloodborne germs after being exposed to a blood spill in a pool. The length of time of the temporary closure of the pool in the event of blood in the water will be at the Pool Controllers discretion according to the nature and quantity etc..

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. Soiled towels will be disposed of properly in clinical waste bins in the school. The area will then be disinfected. Personal protective equipment should be worn at all stages.

Vomit

If substantial amounts of vomit are spilled into the pool, all persons must evacuate the water immediately. An on duty pool controller should be contacted. 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.

Flocculent will be manually added to the pool. A minimum of “three turnover periods” of the affected pool will elapse to ensure the removal of any bacteria. The pool filters are then backwashed. Prior to the pool re-opening a water quality test to ensure that chlorine levels and TDS (total dissolved solids) 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. Soiled towels will be disposed of properly in clinical waste bins in the school. 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.

Personal protective equipment should be worn at all stages.

Diarrhoea

If diarrhoea is discovered in the pool, all persons must evacuate the water immediately. An on duty pool controller should be contacted.

The procedure for removing diarrhoea will be the same as for removing vomit. However, a minimum of “six turnover periods” to the affected pool will elapse to ensure the removal of bacteria.

Prior to the pool re-opening a water quality test to ensure that chlorine levels and TDS (total dissolved solids) levels are within the agreed parameters and a visual inspection will be carried out.

Personal protective equipment should be worn at all stages.

Solid stools

If a solid stool is reported to be in the pool, it must be immediately retrieved from the pool using the pool scoop. The stool will be placed into a bucket and flushed down the toilet.

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 parameters. Flocculent will be manually added to the pool and the pool filters will be backwashed at the end of the day.

Any equipment that has been used to scoop up the stool must be thoroughly disinfected before it is stored away.

Personal protective equipment should be worn at all stages.

Lack of Water Clarity

It is vital that all Person-In-Charges and assistants can clearly see the bottom of the pool in order that a bather can be seen in the event of an emergency. The following process will be followed in the event of poor water clarity:

- If the pool water becomes cloudy, an on duty Pool Controller must be informed immediately.
- A water test will be undertaken and plant will be checked for correct functioning.

- Appropriate remedial action will be undertaken.
- If the remedial action is not possible or is not effective soon enough, the Pool Controller and the swimming Person-In-Charge will determine if it is safe for the pool to remain open.
- Swimmers will only be allowed back in the pool once the water quality has improved sufficiently to enable staff to clearly view the pool bottom and a satisfactory chemical balance has been confirmed.

Disorderly Behaviour (Including Violence to Staff)

The Person-In-Charge and/or other members of staff are in charge of the pool users and their behaviour. It should be noted that incidents of this nature within the pool or around poolside may detract the attention of pool staff away from their primary duties of pool supervision and teaching. Assistance from other staff will be requested as soon as the Person-In-Charge feels their attention is being drawn away from their primary duties. Cowfold Community Pool operate a zero tolerance policy in relation to violence to any member of staff or pool user.

Overcrowding

Pool staff must adhere to the appropriate ratios as outlined in the *Normal Operating Procedures* section. Note that the policy is a maximum instantaneous bather load of 20 bathers.

In the case of overcrowding, the excess swimmers must leave the pool immediately. Any additional swimmers will be asked to stay outside the pool.

Structural Failure

If there is any sign of structural failure whilst the pool is in use, close immediately and follow the emergency evacuation procedure. The school and Pool Operator should be notified once the evacuation has been completed.

Bomb Threat

On receiving a bomb threat, stay calm and listen.

- Obtain as much information as possible – try to get the caller to be precise about the location and timing of the alleged bomb and whom they represent. If possible, keep the caller talking.
- Ensure that any recording facility is switched on. If you are not able to record the call, make notes for the police.
- Take down as much information about the caller as possible, such as their gender, whether they were an adult or child, their accent or any background noise heard
- Ask questions such as:
 - Where is the bomb now?
 - What does it look like?
 - When will it explode?
 - Did you plant the bomb? Why?
- When the caller rings off, dial 1471 (if that facility operates and you have no automatic number display) to see if you can get their number.
- Immediately report the incident to the relevant senior member of staff to decide on the best course of action and notify the police.
- If you cannot get hold of anyone and even if you think the call is a hoax, inform the police directly, giving your impressions of the caller and an exact account of what was said.
- Do not leave your post – unless ordered to evacuate – until the police arrive.

Emission of Toxic Gases / Chemical emergencies

This procedure is written on the basis that toxic gases can be liberated by the incorrect handling or mixing of chemicals. Generally, these chemicals will be confined to the plant room or chemical storage room, but may leak onto the poolside.

Upon discovering a release of toxic gas, raise the alarm by informing the person in charge.

Once the alarm has been raised those on poolside should blow their whistles as per the Whistle Procedure and clear the pool as quickly as possible and follow the emergency evacuation procedure.

In the event of a toxic gas being released into the atmosphere within any of the pool buildings, the emergency services must be called. It should be noted that Fire, Police and Ambulance will respond to an emergency call involving the release of toxic gas and you should expect firemen to arrive wearing full breathing apparatus.

Prevent anyone re-entering the building until the emergency services say that it is safe to do so.

Plant Failure

Any failure of the pool plant should be reported to the Pool Plant Operator (PPO) or pool controllers on duty immediately.

Should any major leakage or structural damage occur, the Water Authority and Pool surveyor must be notified.