

# Normal Operating Procedure

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## Chapter One: Details of the Pools

### 1.1 Main Pool

The Main Pool is a traditional rectangular pool measuring (in total) 50m x 16m;

There are two swim walls, which convert the Pool into 3 swimming pools:

Pool 1 measuring: 12m x 16m

Pool 2 measuring: 25m x 16m

Pool 3 measuring: 12m x 16m

The depth of the pool ranges from 1.0m to 4.0m, but the depth of the standard 25m tank is 1.8m. It comprises of eight standard lanes, when laned off. The pool itself is deck level.

It is used for casual swimming, lane swimming and aqua-fit (including deep aqua, 50 + aqua and aqua-natal); lessons, competitions, lifesaving, sub aqua, synchronised swimming and aircrew ditching drill.

Diving is restricted during normal swim sessions to the area deeper than 1.8m. Diving from the swimwalls is only accepted during competitions and club training, when the appropriate officials are certain that the swimmers are competent. There are two 1m spring boards, one 3m spring board and a 5m platform. The diving boards are only accessible when the pool floor is at a depth of 4.0m.

### 1.2 Leisure Pool / Teaching Pool

Leisure Pool & Teaching Pool are situated at the shallow end of the Main Pool Hall. They are divided from the Main Pool area by a low balustrade and a gate (to be operated once the pool is closed. Entrance is via the main swimming pool or via the group changing rooms. The teaching pool measures 10m x 12m. The depth of the pool throughout is 0.9m. The Leisure Pool has a total area of 108 m<sup>2</sup> and is a curving design. The depth varies from 0.0m to 0.9m. Located within this area are: a low slow moving water slide with self-contained aqua-catch; a parrot water feature which fills with water and slowly tips; a water slide in the leisure pool which drops into a depth of approximately 0.5m. The Leisure Pool also has a bubble bed at the entrance. The pool is deck level throughout.

### 1.3 Chair Hoist.

This is designed to assist people with impaired mobility to have access to the main pool area. There are socket points for each of the pools.

### 1.4 Plans of the Building and Layout.

At the end of this section are the plans of the building included in these are details of the pools and changing areas indicating fire exits & evacuation routes, dimension of the pools and the depths and the swimwall locations.

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## Chapter Two: MAXIMUM OCCUPANCY LEVELS

### 2.1 Main Pool and Teaching Pool

Area of Pool	Activity	Min No of Lifeguards		Max Bather Load
		Norm	Busy	
50m	General Swim	4	6	250
50m	Lane Swim	4	4	130
50m	Lane Swim / General Swim	4	6	65 / 125
50m	Private Hire	4	6	Dependent on Activity
25m	General Swim	2	3	125
25m	Club Hire	1	2	64
25m	General Swim/ Club Hire	1	2	60/32
50m	Crazy Splash	6		125
Learner Pool	General Swim	1	1	40
LP	Lessons	0	1	Ratios of instructor to pupil as per "Safe Supervision"
LP	Lessons	1	1	If instructor does not hold NRASTAC
Leisure Pool	General swimming	1 or 2 for busy conditions		50
Deep End	Public Diving	2		6 in water
DE	Private Hire	1		
DE	Swimming Lessons	0		
DE	Diving Lessons	1		
LP / DE	Aqua Fit	1		30

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## 2.2 Bather load control

### 2.2.1 Leisure & Teaching Pool

Date: \_\_\_\_\_ 200\_\_\_\_

Time:	Teaching Pool	Leisure Pool	TOTAL
09:15			
09:45			
10:15			
10:45			
11:15			
11:45			
12:15			
12:45			
13:15			
13:45			
14:15			
14:45			
15:15			
15:45			
16:15			
16:45			
17:15			
17:45			
18:15			
18:45			
19:15			
19:45			
20:15			
20:45			
21:15			
21:45			
22:15			
22:45			

Teaching Pool Max for General Swim:40	Inform DM & Reception at:30
Leisure Pool Max for General Swim: 50	Inform DM & Reception at:40

**This form should be retained for 12 months**

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## 2.2.2 Main Pool

Date: \_\_\_\_\_ 200\_\_\_\_\_

Time:	Shallow End	Main Pool (Main Tank 50m or 25m)	Deep End
06:15			
06:45			
07:15			
07:45			
08:15			
08:45			
09:15			
09:45			
10:15			
10:45			
11:15			
11:45			
12:15			
12:45			
13:15			
13:45			
14:15			
14:45			
15:15			
15:45			
16:15			
16:45			
17:15			
17:45			
18:15			
18:45			
19:15			
19:45			
20:15			
20:45			
21:15			
21:45			
22:15			
22:45			

Max Bather Load General Swim: 250	Inform DM & Reception at 150
Max Bather Load Lane Swim: 130	Inform DM & Reception at 80

**This form should be retained for 12 months**

Lifeguards to complete half hourly head count sheet for their area / zone – bather loads for each pool are recorded in the corner of the half hourly head count sheet.

Action points on head count sheet identified for lifeguards to inform reception to restrict control of admissions.

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## 2.3 Control of Numbers of Swimmers

### 2.3.1 OBJECTIVE

To assist the Operations team to control the number of bathers admitted to the swimming facility, in addition to the head count sheets.

### 2.3.2 ACTION

- 2.3.2.1 All pool users are given a band to indicate their session time.
- 2.3.2.2 These bands are issued by Reception when the swimmer purchases their ticket.
- 2.3.2.3 There will be a total of 6 colours of bands, although only five will be in the pool at any one time. The sixth colour is used as a buffer colour to allow access to the pool whilst the first colour is asked to leave their session.
- 2.3.2.4 There will be a maximum of 70 people issued each band colour.
- 2.3.2.5 After the last band per colour has been allocated, the session time of 90 minutes will commence. Reception will record this time on the sheet.
- 2.3.2.6 When a set of band colours has reached its time limit, Reception will call them out by the PA system.
- 2.3.2.7 Reception will start with the next colour until they have sold the five designated colours and inform the Duty Manager / Senior Recreation Assistant.
- 2.3.2.8 The Duty Manager, Reception Supervisor or Senior Recreation Assistant will monitor this system, to ensure that colours sold are called out on time.
- 2.3.2.9 The Duty Manager and the Senior Recreation Assistant need to take into consideration the levels of staffing for the day; the queues at Reception and the space in the changing areas, but at no point must the maximum bather loads for the pools be allowed to be exceeded.

**NOTE:** Black Bands are issued to any customer purchasing a sauna / steam ticket. There is a maximum of 40 bands to be issued at any time

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## Swimming Pools Colour Band System

<b>COLOUR</b>	<b>TIME IN</b>	<b>STAFF INFORMED</b>	<b>TIME OUT</b>	<b>CALLED OUT</b>
Grey				
Yellow				
Red				
Blue				
Green				
Orange				
Grey				
Yellow				
Red				
Blue				
Green				
Orange				
Grey				
Yellow				
Red				
Blue				
Green				
Orange				
Grey				
Yellow				
Red				
Blue				
Green				
Orange				
Grey				
Yellow				
Red				
Blue				
Green				
Orange				
Grey				
Yellow				
Red				
Blue				
Green				
Orange				
Grey				

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## Chapter Three: POTENTIAL RISK FACTORS

### 3.1 Awareness of Risks

#### Known Hazards:

The following have been factors in past fatalities (or serious injuries) in swimming pools in the United Kingdom and should be considered therefore as possibilities:

- a) Prior health problems e.g. Heart trouble, asthma epilepsy etc.;
- b) Youth and inexperience (half of those who drown are aged under 15yrs);
- c) Alcohol, drugs and food before swimming;
- d) Unauthorised access to pools intended to be out of use ;
- e) Weak or non-swimmers straying out of their depth;
- f) Diving into insufficient depth of water (leading to concussion or injury to head, neck or spine);
- g) The diving boards themselves are one of the highest risk factors within the pool environment, including the height of the boards coupled with the depth of water and the problem of assessing an individual's swimming ability;
- h) Unruly behaviour and misuse of equipment;
- i) Unclear pool water, preventing casualties from being seen;
- j) Absence of, or inadequate response, by pool attendants in an emergency.

### 3.2 Pool and Pool Hall Hazards

Pool staff must watch out for the following pool hazards:

- a) Pool staff must be conscious of the likelihood of slipping accidents on the poolside. Do not allow running or any other activity which could lead to injury;
- b) Specific observation must be made of the exit from the changing rooms where access is directly onto the poolside adjacent to deep water areas;
- c) Similarly young children may exit from the Leisure Pool and enter the deeper water of the Main Pool;
- d) Pool staff must know the depths of the pools and make customers aware of the dangers, particularly those about to get out of their depth;
- e) The Diving in Pool's regulations must be vigorously enforced to prevent diving into water under 1.8 metres deep;
- f) The water features may increase the risk of injury through choking etc.;
- g) Waterslides are an area of high risk and injury may arise as a result of the ride itself, access via the staircase or on entry to the Aquacatch;
- h) Pool staff must be aware of the possible entrapment dangers arising from inlets, outlets and other grilles;
- i) The beach pool may become crowded particularly at peak times and even though it is generally shallow, it still requires concentrated vigilance;
- j) The water features attract customers when in use and make the water turbulent so that it is difficult to see the bottom properly. This calls for concentrated vigilance;
- k) Blind spots may be encountered in any pool which staff are made aware of and provision made for bringing the hidden area into view;
- l) Water features can cause injuries. Pool users are discouraged from placing any part of their body directly over both surface and submerged inlets and outlets.

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## 3.3 Customers at Risk.

Once bathers are in the water it is much more difficult to spot potential problems. Those who need to be watched include:

- a) Weak, non or nervous swimmers;
- b) The boisterous and show-offs;
- c) Lane rope crawlers;
- d) Those wearing armbands or other form of buoyancy aid;
- e) Unaccompanied children or inadequately supervised by a responsible adult;
- f) Parent/carers 'teaching';
- g) Customers using floats, inflatables and other such equipment;
- h) Elderly customers;
- i) Customers with disabilities/ special needs;
- j) Customers under the influence of drink and/or drugs.

## 3.4 Exclusions

The receptionists, or staff on duty in the changing areas, are best placed to observe, before they enter the water area, bathers who may be considered to be at particular risk, such as:

- a) Those under the influence of alcohol and/or drugs;
- b) People in poor health;
- c) The elderly;
- d) Unaccompanied children under the age of 8;
- e) Those who appear to be nervous or afraid.

Persons who appear to be intoxicated, or not well enough to enter the water must be excluded. Appropriate consideration must be given to those who may have a disability or appear to pose a risk. A doctor will have referred many persons in this category for exercise and are invariably able to swim safely. If in any doubt a Duty Manager should always be consulted.

Children under the age of 8 are not permitted to use the facilities unless accompanied by a parent or adult aged 18+.

The maximum number of children under 8 to each parent or adult aged 18+ is two.

## 3.5 Risk Assessments

The Management of Health and Safety at Work Regulations require that employers assess the risks arising from their activities both to members of staff and customers. The risks of providing a complex pool facility have been assessed. The detailed requirements included within these normal operating procedures and emergency action plans have been formulated to ensure control and/or a reduction in the risk present.

Staff training is undertaken on a regular basis to ensure you are familiar with the safety procedures. However, all staff have a responsibility to contribute to ensuring that procedures for safe operation maintain their relevancy over time. Ensure you

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inform a member of management if you are aware of changing circumstances, which affect safety procedures

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## Chapter Four: DEALING WITH THE PUBLIC

### 4.1 Safety Education

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

- a) Notices displayed throughout the building including safety signs such as depth signs and rules for using the facility.
- b) Safety aspects incorporated into programmed activities such as swimming lessons.
- c) References to safety aspects included in with the conditions of hire.
- d) Verbal reminders as necessary by pool staff. It is vital both in customer care terms and to enable customers to understand the rationale behind rules and regulations, so they are given appropriate explanation.

### 4.2 Communication with Customers

Some customers can be rude and difficult but professional staff must remain calm and correct in the face of provocation. Staff should deal with customers politely but where necessary, firmly, especially in situations where health and safety may be at risk. Creating the right image and atmosphere may simply involve a smile or friendly greeting when a customer enters the facility or a straightforward explanation of the rules, especially on the pool use.

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

- a) Smile and appear approachable;
- b) Use eye contact;
- c) Be courteous but firm;
- d) Be seen to care;
- e) Be specific and give reasons for any warning/ instruction;
- f) Do not display anger or use inappropriate language;
- g) Do not intimidate a customer;
- h) Use a whistle sparingly, or else it uses its effect. It is important to remember that the whistle will only attract attention and needs to be followed by a verbal or visual instruction. If using hand signals, ensure that they are made in such a way as to be quite obvious and not open to misinterpretation;
- i) Remember that many barriers to communication exist. The customer with whom you are trying to communicate may have a hearing or sight impediment or may not speak English as a first language.

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## 4.3 Poolside Rules for Bathers.

- a) No running on the poolside;
- b) No fighting, bullying, pushing or throwing other bathers into the pool;
- c) No face masks, snorkels to be used during casual sessions;
- d) No eating including chewing gum) or drinking on the pool side or while swimming;
- e) No outdoor shoes on the pool side;
- f) No spectators allowed on the pool surround, without prior consent from the Duty Manager;
- g) No smoking;
- h) Non and weak swimmers must remain in the depth that they can stand;
- i) Children under 8 must be accompanied by an adult aged 18+ unless a parent. One adult may accompany 2 children;
- j) Accompanying adults must not leave children under the age of 8 or beyond eye contact;
- k) No diving into depths of less than 1.8 metres;
- l) No jumping onto floats or inflatables from the poolside.

## 4.5 Poolside Rules for the Diving Pool.

- a) Only strong swimmers may use the diving boards;
- b) Only one person on any part of the board;
- c) No sitting on the end of the board and bouncing;
- d) Before diving check the area is clear;
- e) No multiple diving;
- f) Only competent swimmers over the age of eight may use the diving boards;
- g) No bombing;
- h) Remove goggles and all jewellery with the potential to cause harm;
- i) After diving, clear away from the board as soon as possible by the steps closest to the board dived from.

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## CHAPTER Five: DUTIES AND RESPONSIBILITIES

### 5.1 Key Tasks

#### **The key tasks of the Recreation Assistant (Poolside) are:**

- a) To maintain concentrated observation of the pool and pool users in order to anticipate problems e.g. rowdy behaviour, diving into shallow water etc. and to identify any emergency quickly. Some bathers in difficulty may shout and splash others may give little indication of a problem, but simply sink below the water. Both types of behaviour may be found during normal activity: concentrated vigilance is needed to detect the genuine emergency;
- b) To supervise diving or other pool equipment when allocated to these duties;
- c) Carry out rescues and initiate the genuine emergency;
- d) Give immediate first aid, in the event of injury to a bather, or other emergency;
- e) Communicate with bathers and other pool staff on duty to fulfil the above tasks;
- f) Encourage responsible behaviour by the swimmers - polite and firm reminders should be given to swimmers who are in breach of the rules;
- g) Maintain pool staff positions as required in supervision plans at back of section;
- h) Maintain communication with colleagues at all times. Use whistle, speech or hand movements to deliver clear directions;
- i) Ensure all emergency first aid equipment and pool side emergency equipment is present and working correctly;
- j) Rotate positions around the poolside as instructed in supervision plans at back of section;
- k) Maintain safe, clean and hygienic conditions on the pool sides;
- l) Carry out inspections of various equipment including flumes, outlet grilles, under water chamber bars etc. Ensure that such checks are recorded;
- m) Operate at all times according to the details and instructions contained in the Centre's Normal Operating Procedure (NOP) and Emergency Action Plan (EAP).

#### **The key tasks of the Senior Recreation Assistant (pool side) are:**

To provide the levels of service expected of the Recreation Assistant and:

- n) To supervise Recreation Assistants;
- o) To act as Duty Manager in lieu of the Duty Manager.

#### **The key tasks of the Duty Manager (poolside) are:**

To provide the levels of service expected of the Recreation Assistant and Senior Recreation Assistant and:

- p) To carry out pool water tests according to the procedures in the absence of the Engineering Team.

In order to carry out these tasks effectively, requires a sound knowledge of pool rules, normal and emergency procedures and problem areas identified as risk factors elsewhere in this document. This knowledge combined with good communication

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skills both with members of the public and other staff will provide the safe environment required.

### 5.2 Bather Observation

A key element in the Recreation Assistant's poolside duties is bather observation. Pool staff must be aware of warning signs that a potentially dangerous situation is developing. Look out particularly for the following:

- a) Worried expression on the face of a bather;
- b) Cries for help;
- c) Crowd gathering;
- d) Deliberate waving of an arm;
- e) Sudden submerging;
- f) Two or more bathers in very close contact;
- g) A bather in a vertical position in the water;
- h) Hair over the eyes or mouth.

By remaining constantly vigilant and continuously scanning the water, pool staff can detect a problem in its early stages and be ready to take the appropriate action.

### 5.3 Poolside Rules for Pool Based Staff

- a) Pool staff must wear the appropriate uniform provided at all times they are on duty so that they are easily recognised by customers.

**Lifeguards:**  
Red and Yellow T-Shirt  
Red Shorts  
Trainers or Pool Shoes  
Name Badge

**Swimming Instructors:**  
White Swim Academy Polo Shirt  
Shorts  
Name Badge

- b) Pool staff shall remain alert, upright in posture and be vigilant during times of pool supervision;
- c) Pool staff must never leave a pool or an area of a pool unattended;
- d) Pool staff must carry a whistle with them at all times;
- e) Food and drink must not be brought onto or consumed on poolside;
- f) Pool staff shall not take part in social conversations with colleagues or customers when on pool side duty;
- g) Pool staff who need to leave pool side for whatever reasons must notify the Duty Manager who will arrange cover at the earliest opportunity;
- h) Pool staff must be in position on pool side before customers are allowed to enter the pool side facility. In addition, staff must remain within the pool facility until the last customer has left the premises. The procedure is specified in 5.5;
- i) Pool staff must be aware of unsupervised children under the age of 8. You may need to question these children, removing them from the water as necessary. The Duty Manager should be called if appropriate.

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## 5.4 Specific Rules for each Pool Lifeguards Position

Pool rules enable all customers to have a good time - safely. The way they are enforced makes a difference to the atmosphere and success of the centre.

### General Rules:

- No running, including in the shallow end of the beach pool and in the changing rooms;
- No pushing;
- No shouting;
- No ducking;
- No bombing;
- No petting;
- No smoking - smoking is only permitted within a designated smoking zone;
- Diving is only allowed in water deeper than 1.8 metres;
- No outdoor footwear on the pool side or in any wet areas;
- No prams or pushchairs are to be taken onto the pool side;
- No acrobatics in or around the pool;
- Children under the age of 8 must be accompanied by a responsible adult aged 18+ unless their parent.

## 5.5 Lifeguard Training

### Frequency of Training:

Regular training is essential for all pool staff as it allows the team to develop and maintain the high standards expected of pool staff.

Training sessions will take place weekly each Tuesday afternoon from 14:00 - 15:00. The shift rotas will be rostered so the staff are able to attend fortnightly. The training programme will be repeated fortnightly so that all staff are able to attend the same training.

Within a rolling programme staff will undertake refresher training for resuscitation skills and practical rescue skills on a four weekly cycle with other training being included on interim weeks.

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## Training Requirements

Staff will be required to maintain their National Pool Lifeguard Qualification and First Aid at Work Certificates.

Training sessions will ensure that pool staff:

- a)** Know and understand pool operating procedures so far as their role may require;
- b)** Understand the safety aspects of their own duties and be fully competent to deal with these.

Pool staff should ensure that they maintain the necessary knowledge, rescue skills and fitness to pass all elements of the Centre's water test and RLSS National Pool Lifeguard Qualification at any time. Regular practice and testing will be organised.

The training sessions are designed to teach and reinforce these skills so that the pool staff are able in particular to:

- a) Operate the pool's normal operating procedures and emergency action plans;
- b) Assess potential risk factors;
- c) Work effectively as a member of a team;
- d) Observe the water and effect a prompt rescue. This requires an ability to use the emergency equipment provided for this purpose, enter the water safely, swim, dive to the deepest part of the pool, recover and land a bather in difficulty;
- e) Give effective resuscitation by expired air resuscitation and by external chest compression (ECC) and use of resuscitation equipment;
- f) Give emergency first aid ;
- g) Maintain water fitness.

Records will be kept for each Recreation Assistant showing initial and refresher training given and qualification held.

Staff who are not fully trained when first appointed will be restricted in their duties and supervised until the necessary training and experience are acquired.

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## CHAPTER Six: SYSTEMS OF WORK

### 6.1 Lines of Supervision (Staffing Structure)

The Recreation Assistants are directly responsible to the Senior Recreation Assistant or Duty Manager on shift.

Reception Staff are directly responsible to the Reception Supervisor or Manager; if neither of these are on duty then they are responsible to the Duty Manager.

Administration staff are directly responsible to their relevant Line Manager.

Bar and Catering Staff are responsible to the Bar / Café Supervisor or Manager on duty.

Kinetika Staff are responsible to the Gym Manager.

Technical Staff are responsible to the Technical Manager.

Overall the General Manager and the Assistant Managers, with the support of the line managers holds responsibility for the centre / section heads.

All staff excluding Section heads have to clock in and out at the start and finish of their shift.

Staff are only allowed off site during their working day during an unpaid break or with the consent of their Line Manager.

At present there is not a set procedure for briefing or debriefing staff unless after an incident. Some departments have hand over notes left in a diary for the next or subsequent staff to read. Some departments have hand over meetings at the end of their shift / start of the next.

The Duty Managers are rostered\* to cover the entire opening hours of the premises and are assisted by three Senior Recreation Assistants. The Duty Manager is responsible for the Recreation Assistants, Cleaners and Crèche Staff.

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## 6.2 Call Out Procedure

There may be occasions when it is necessary to call for another member of staff to come to the poolside, for example to deal with a customer complaint, first aid situation or to summon additional staff to supervise pool areas. If the situation is not an emergency the two way radios or verbal or hand signals should be used to convey the message to other members of the Lifeguard team.

Poolside staff must inform the Duty Manager (with the aid of two-way radios, telephone, the pool alarm system or the fire alarm system as appropriate) as soon as possible of any incident accident or emergency in pool areas. The Duty Manager will decide whether it is appropriate to contact the emergency services as follows:

Serious Accident:	(9) 999
Bomb Threat, disorderly behaviour, theft, break-in:	(9) 999
Fire, Flood, Gas Leak:	(9) 999

Duty Managers must ensure that a direct dial telephone is used during power failures (these are the white non-switchboard phones like the one in the DMs office), as the main system will not function. Alternatively the public telephone may be used.

## 6.3 Pool Work Rotation

The complexity of the pool areas requires pool staff to rotate throughout the building during the course of their shift.

The rotation will include areas of poolside work and dryside work. It is already programmed onto the Recreation Assistants shift pattern and changes made as appropriate. An example is included for reference.

## 6.4 Maximum Poolside Work Times

Maximum poolside work times will vary with the type of activity, but no longer than 30 mins should be spent in one location.

Unforeseen circumstances such as a requirement to administer first aid or an emergency situation may extend this period occasionally.

The normal working day length varies from shift to shift and a paid break is included for shifts of 5 hours or longer. Unpaid breaks of an hour are included on longer weekend shifts.

All breaks are allocated by the Duty Manager at the start of a shift and may be subject to alteration subject to the needs of the service.

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## 6.5 Numbers of Pool Staff for Particular Activities.

Area of Pool	Activity	No of Lifeguards	Special Considerations
50m	General Swim	4	
50m	Lane Swim	4	
50m	Lane Swim / General Swim	4	
50m	Private Hire	2	No Public
25m	General Swim	2	
25m	Club Hire	1	No Public
25m	General Swim/ Club Hire	1	If teachers hold current Lifeguard Qualification or Rescue Test for teachers Award
25m	General Swim / Club Hire	2	Unqualified Teachers
25m	Crazy Splash	4	+ 1 Lifeguard in water
Learner Pool	General Swim	1	
LP	Lessons	0	If teachers hold current Lifeguard Qualification or Rescue Test for teachers Award
LP	Lessons	1	No public
LP	Lessons & General Swim	1	Teacher holds NPLQ or Rescue Test Award
LP	Private Hire	1	No Public
Deep End	Public Diving	1	
DE	Private Hire	1	No Public
DE	Swimming Lessons	0	If teachers hold current Lifeguard Qualification or Rescue Test for teachers Award
DE	Diving Lessons	1	If teachers hold current Lifeguard Qualification or Rescue Test for teachers Award
LP / DE	Aqua Fit	1	

<u>Activity</u>	<u>Minimum number of Staff</u>
Trampolining	1
Gymnastics	1
Crèche	2
Day Camp (5-7)	2
Day Camp (8-12)	2
Kinetika (normal Session)	1
Kinetika (& Inductions)	2

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## 6.6 Maximum Numbers for Activities

### Main Pool And Leisure Pool

See Chapter Two Page 4

#### Swimming Lessons:

Parent and Child:	10 children accompanied by 1 adult per 1 instructor
3 & 4's Lessons:	10 children with 1 instructor in the water
Beginners' and Flippers':	10 children with 1 instructor
Water Skills 2 and above:	12 children with 1 instructor.

#### Water Aerobics:

Shallow Aqua-Fit:	30 with 1 instructor (+ 1 Lifeguard)
Deep Aqua-Fit:	25 with 1 instructor (+ 1 Lifeguard)

#### Holiday Activities (Day Camp):

Under 8's:	8 children per 1 adult
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#### Dryside Activities:

##### Maximum Numbers:

Aerobics and Body Combat (Dance Studio):	28
Step and Body Pump (Dance Studio):	25
Fit'n'Fifty Aerobics (Dance Studio):	28

#### Courses & Classes:

Trampolining:	6 per instructor
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#### Kinetika Gym:

Normal Opening:	150
Spinning;	12

#### Crèche:

Under 2's:	9 maximum
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## Normal Operating Procedure

2 years:	9 maximum
3 & 4 years:	15 maximum
Note: Maximum Occupancy for Crèche must not exceed 15 in total.	

### **Junior Activities:**

#### Monday – Soft Play (Dojo):

Age under 2's:	18
Age 2-5:	18

#### Tuesday – Bouncers (Main Hall):

Age under 2's:	40
Age 2-5:	40

#### Wednesday – Bikes & Trikes (Main Hall):

Age under 2's:	40
Age 2-5:	40

#### Thursday – Climbers (Main Hall):

Age under 2's:	40
Age 2-5:	40

### **Courses & Classes:**

Trampolining:	6
Crèche	15

### **Kinetika Gym:**

Normal Opening:	150
Spinning;	12

Numbers are checked approximately, by head count, by the instructor in the gym. Two instructors are always on duty throughout busy periods. If numbers appear to be close to the maximum, then Reception is informed to cease admissions. The Duty Manager is informed, along with the Gym Manager (if on duty). When numbers return to normal, then ticket sales restart.

# Normal Operating Procedure

## 6.6 General Arrangements

Generally the number of staff required for particular areas are:

For the building to open itself to open there will be a minimum of two members of staff, a Duty Manager and one extra member of staff.

List of Pool Water Features, showing the progressive closures for:

- Times of reduced attendance;
- Times of reduced staff availability.

Progressive Closure List for both pools is a combined approach to poolside features; the list starts with the minor items working through to major ones:

5m Diving Board;  
3m Diving Pool;  
1m Diving Board;  
1 x Teaching Pool in Main Pool;  
Water Slides;  
Learner Pool Beach Area;  
Learner Pool Teaching Pool;  
2 x Teaching Pools in Main Pool;  
Main Pool.

## 6.7 Minimum Staffing Levels

### 6.7.1 Main Pool

Two lifeguards (See Chapter 2).

### 6.7.2 Leisure Pool & Teaching Pool

For the Teaching pool to open there must be a minimum of one Lifeguard, provided another member of staff is immediately available within the building to assist in an emergency situation.

In order for the beach area to be open there must be two lifeguards available.

## 6.9 Inflatable Sessions (Crazy Splash & Splash'n'Dive)

When the inflatable is being used in the above sessions, there must be a minimum of five Lifeguards.

## 6.8 Specialist Activities (e.g. Sub-Aqua etc.)

These sessions should be lifeguarded by a competent member of the team with prior knowledge about what to do should something go wrong.

## Normal Operating Procedure

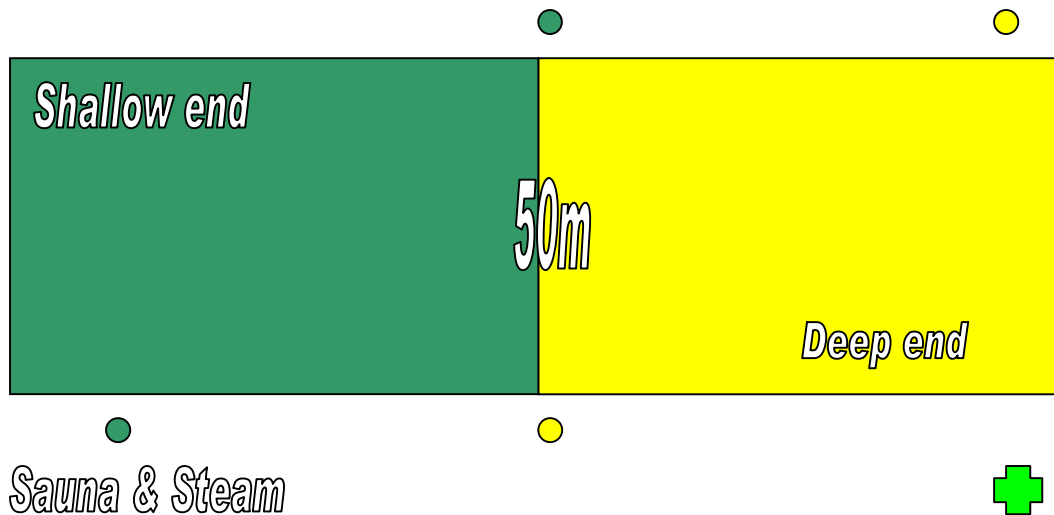
The Sub-Aqua clubs are highly trained and experienced and lifeguard their own sessions. An experienced member of the Leisure Centre staff will always be on duty and available via appropriate communication channels.

### 6.9 Swimming Lessons

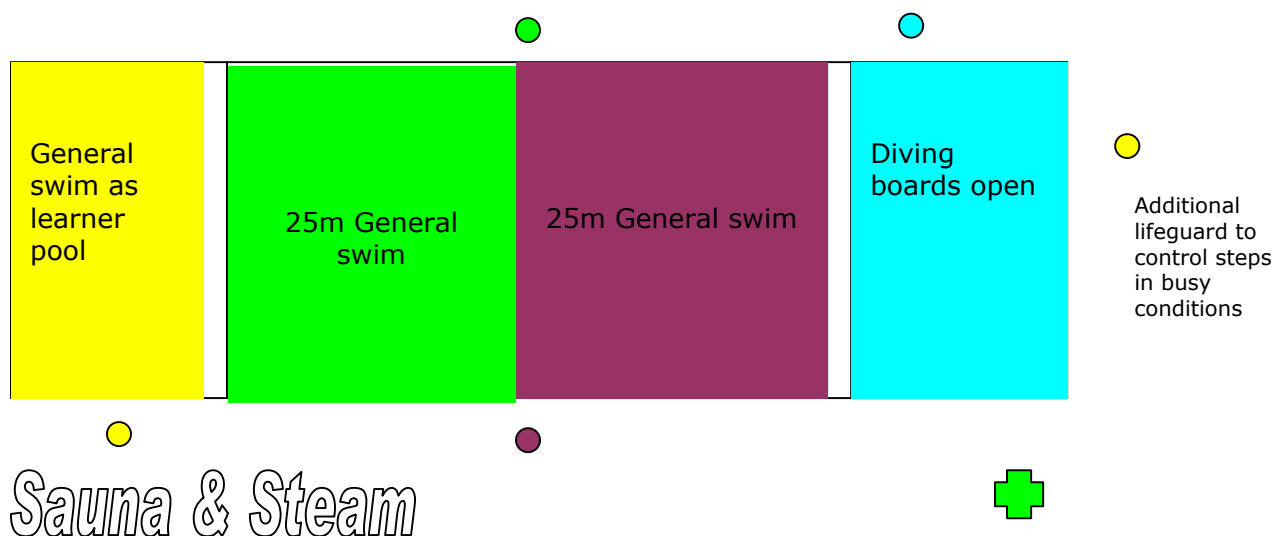
All swimming teachers employed by the Leisure Centre hold a minimum of the ASA Assistant Teachers or equivalent.

### 6.10 Lifeguard Positions and Zones

General swim or lane swim (whole pool)

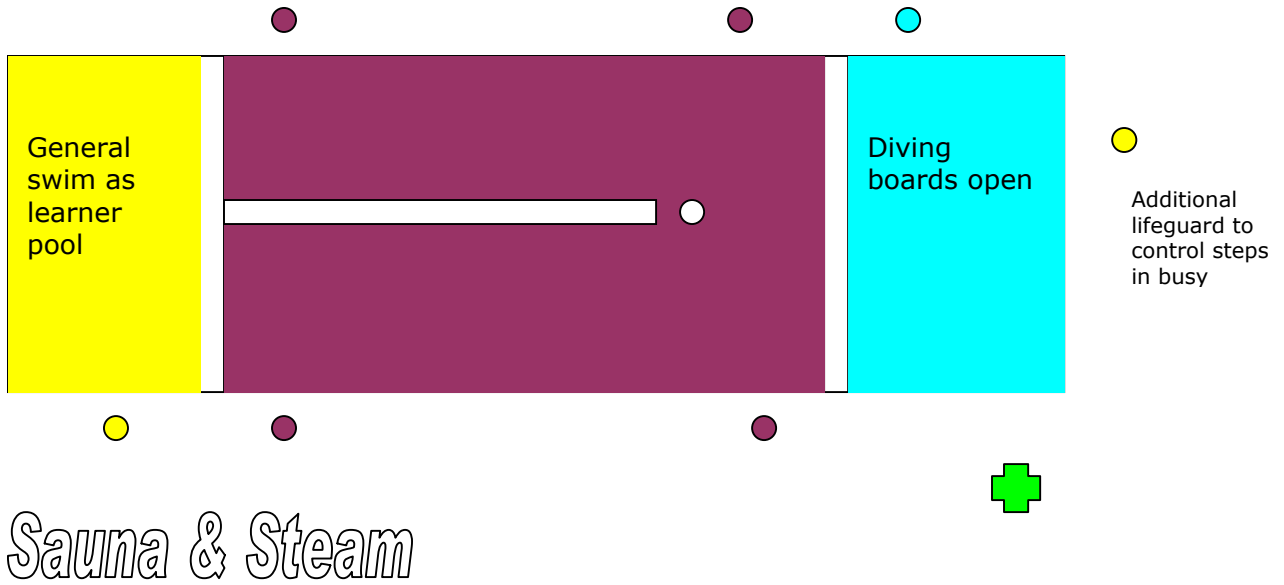


### Main Pool Lifeguard Positions and Zones

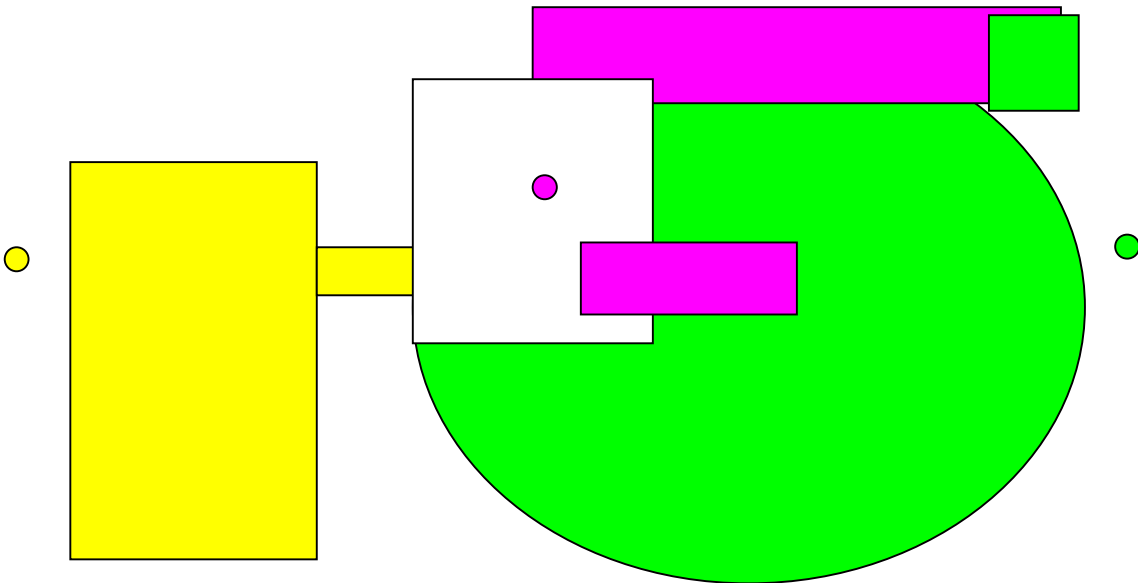


# Normal Operating Procedure

## Crazy Splash Lifeguard Positions and Zones



## Leisure Pool Lifeguard Positions and Zones



# Normal Operating Procedure

## 6.11 Diving Board Control

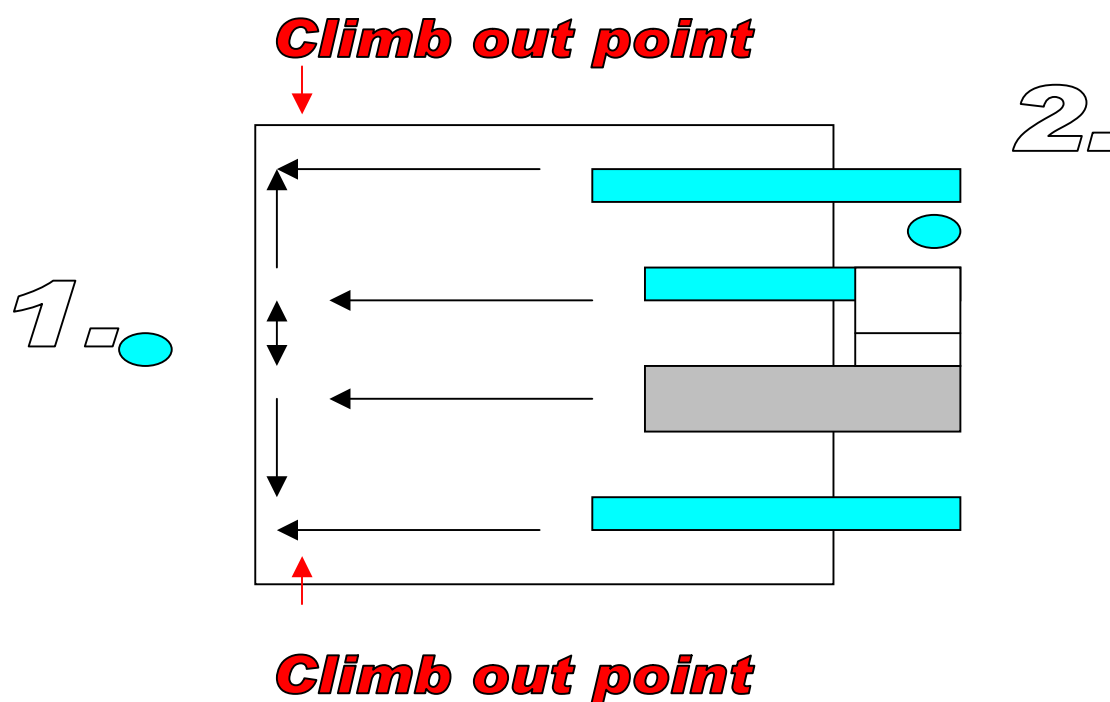
### 6.11.1 Lifeguard 1 standing on boom looking directly ahead to control divers.

6.11.2 Lifeguard 1 ensures all divers swim directly forward towards boom then along side of boom to climb out. (See diagram)

6.11.3 Lifeguard 2 controls number of swimmers onto 3m spring board and 5m platform.

6.11.4 Maximum number allowed up steps is two bathers.

6.11.5 Diving board rules see 4.5 (Poolside Rules for Diving Pool)



# Normal Operating Procedure

## 6.12. Moveable Floors

6.12.1 The moveable floors are capable of depths ranging from 0.0m (minimum) to 4.0m (maximum) in order to meet the demands of various swimming activities.

The pool arrangements for the day must be followed using the schedule located in the Duty Managers' Office.

When the floor is required to change the depth all bathers must be removed from the area, until the floor is at the designated level.

6.12.2 If any bather enters the pool whilst the floor is being moved, the floor must be stopped by the panel or by the emergency stop button.

6.12.3 Once the floor's adjustment is complete, bathers may resume their usual activities.

6.12.4 Normal depths daily:

<b>Activity</b>	<b>Area</b>	<b>Depth</b>
Aqua - Fit	Shallow End	1.15m
Aqua - Fit	Deep End	1.15m
Aqua - Fit (Deep)	Deep End	4.0m
Aqua - Fit (Deep)	Shallow End	1.8m
Diving	Deep End	4.0m
Lessons	Shallow End	0.8m
Lessons	Deep End	1.15m

# Normal Operating Procedure

## **6.13. Setting up for Galas**

- 6.13.1 Lifeguards not on poolside duty will be required to set up the main pool for galas.
- 6.13.2 The floor must be at the correct diving depth, if diving is required.
- 6.13.3 Timing boards need to be placed at the deep end and shallow end, if they are required.
- 6.13.4 Starting blocks need to be placed in the correct numerical order and fastened securely.
- 6.13.5 All eight lanes need to be roped off with lane ropes, unless an instructor or competition organiser requests otherwise.
- 6.13.6 Atlantis swimming club will need their flags placed across the pool, as in training sessions.
- 6.13.7 The false start rope needs to be in place in the middle of the pool
- 6.13.8 Two lifeguards are required on poolside.

# Normal Operating Procedure

## Chapter Seven: Operation Systems

### 7.1 Controlling Access to Poolside

#### Preventing Unauthorised Access

##### Pool Hall

During the time between the pools being opened and the customers entering a Lifeguard must be positioned on the poolside or in the changing area. Reception telephone through to the pool to check availability before the customers are sold tickets.

At the end of the day a Lifeguard remains on the poolside or in the changing area until all the customers have left and the area is secured.

##### Leisure Pool

When the Leisure Pool is not staffed the area is secured by closing the gate from the Main Pool. The staff available on the Main Pool are also responsible for overseeing the closed area and alerting other members of staff if something occurs when this facility is closed.

When the flume is closed the gate is put across the bottom of the steps to prevent unauthorised access.

### 7.2 Pool Hygiene

Customers should be encouraged to use the toilets and showers before entering the pool to reduce the amount of pollution and consequently the amount of chemicals in the pool. Such action significantly reduces the amount of dirt and bacteria that would otherwise end up in the pool.

It is particularly important to emphasise the aspect of visiting the toilet to children who should be encouraged to empty their bladder prior to entering the swimming pool.

Babies and young children must wear costumes or swim nappies in the pool.

Obviously dirty customers must tactfully and respectfully be asked to shower.

**Outdoor footwear is not permitted on the poolside, by any member of staff or public. Overshoes are available to be worn over the top of outdoor footwear.**

# Normal Operating Procedure

## 7.3 Admissions Policy

**A child under the age of 8 years old must be accompanied at all times by a parent or adult aged 18+.**

**If the child's parent is not aged 18+, they can be classed as the 'adult' and as such they must buy an adult rated ticket.**

The ratio of children under 8 to one adult is the maximum of **2 children: 1 adult.**

These ratios apply to casual public swimming and not programmed activities i.e. swimming lessons

## 7.4 Diving in Pools Policy

- a) No Diving is permitted in water less than 1.8m deep - this rules out any diving into the beach pool or learner pool and from the shallow end of the Main Pool. Clear prohibition signs are displayed.
- b) Running dives are prohibited due to the increased velocity of entry combined with the possibility of higher take off and probable steeper angle of entry. Running dives also increase the dangers of slipping and striking the side or passing swimmers.
- c) Customers performing shallow racing type dives should ensure that no other swimmers are in the area into which they are about to dive.
- d) Starting blocks are only fixed in place at the deep end. The blocks should only be fixed in place during ASA affiliated galas. They should be checked that they are secure and the following announcements have been made:
  - "Competitors are reminded that the depth of water is 1.8m. Starting blocks are 70 cms above the pool water."
  - "Swimmers, coaches and teachers are reminded that only those swimmers who have reached the standard of the ASA competitive Start Award (or equivalent) are permitted to enter the water with a shallow dive. Those who have not achieved this standard must start in the water."
  - "Coaches must inform the referee immediately if they are unsure of any way of the competence of their swimmers to perform a shallow dive from a starting block or from the poolside."
  - "Should competitors perform a false start they must continue with a shallow dive, they must not topple into the water downwards, as this is dangerous."
  - "Those competitors starting in the water should lower themselves over the side into shallow water before starting; a jump can be dangerous."

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## 7.5 Safe Use of Diving Boards

**The policy for the use of Diving Boards is as follows:**

- a) **The attention of every user must be drawn to the signage indicating** the required swimming ability;
- b) Swimmers should vacate the water before the next customer dives in;
- c) Running on the diving board should be prohibited;
- d) The swimming pool should be checked at the end of each session.

## 7.6 Use of Snorkels, Face Masks and Fins

The use of snorkels, face masks and fins is only permitted during programmed activities.

# Normal Operating Procedure

## Chapter Eight: Detailed Work Instructions

### 8.1 POOL HYGIENE – CLEANING SCHEDULES

**Floor surfaces both within** the changing facilities and the pool surrounds must be kept clean. Floors should be thoroughly cleaned at least once per day in accordance to the cleaning schedule. Pool surrounds should be hosed daily as a minimum.

\*\*\*\*\*Scum line should be cleaned regularly, Monday to Thursday by C-Shift, using sodium bicarbonate.

Toilets and changing facilities must be inspected regularly, every time you enter or leave poolside, and signed off on the checksheet.

The pool floor must be cleaned twice weekly with the pool vac, Sunday evening and Wednesday evening. The pool must be clear of customers.

### 8.2 MANAGING POLLUTION IN SWIMMING POOLS (including the Management of Cryptosporidium)

#### 8.2.1 OBJECTIVE

To reduce the possibility of an outbreak of Cryptosporidiosis, which, although not life threatening to healthy adults, can result in debilitating diarrhoea, with children and the elderly thought to be more susceptible.

In most identified cases direct faecal contamination of the pool was suspected or known to have occurred. It is apparent that Cryptosporidium is resistant to commonly used swimming pool disinfectants at normal operating levels, although Ultra-Violet Light and Ozone are more effective at disinfecting the Cryptosporidium parasite. The parasite Cryptosporidium may be progressively removed from swimming pool water through the filters.

#### 8.2.2 LAW

The Health at Safety at Work Act 1974 requires that the company do all that is reasonably practicable to ensure the health and safety of both employees and the public.

#### 8.2.3 ACTION

##### **Preventative Measures - Practical Guidance for Staff to Keep Faeces Out Of the Pool**

Children under 6 months should wear special baby aqua nappies, in place of normal nappies.

Encourage parents to change children prior to using the pool and correctly dispose of nappies, in nappy bins.

## Normal Operating Procedure

Ensure that nappy bins are provided for the deposit of soiled nappies.

Ensure that there is regular cleaning to the nappy change area. Records of cleaning to be retained for 6 months.

Parents should encourage their children to use the toilet before they swim.

Encourage all swimmers to shower prior to swimming.

Ensure water temperatures are within the acceptable range 27°C - 30°C

Display posters encouraging pre swim hygiene (available from the Institute of Sport and Recreation Management).

Advise people not to swim if they have or have recently had diarrhoea.

### 8.3.4 Staff Response to a Faecal Release into the Pool

Faecal release may be either:

- a) Solid Stool;
- b) Diarrhoea.

Duty Manager must decide immediately on the course of action.

#### 8.3.4.1 Solid Stool

If the release is a solid stool:

- Clear the area of the pool & encourage bathers to shower;
- Retrieve the stool quickly and dispose of down the toilet;
- Disinfect the scoop and bucket;
- Check disinfectant levels in the affected part of the pool. If the pool is operating to the current levels of disinfection, no further action is necessary. If not then contact the Technical Manager.

#### 8.3.4.2 Diarrhoea

If it is suspected that there is **diarrhoea in the pool**:

- Clear the infected pool and tell bathers to shower. Do not allow them to enter the uninfected pool without thoroughly showering first.
- Contact the Technical Manager, General Manager and Assistant Manager (Operations);

## Normal Operating Procedure

- The infected pool must pass through six complete turnovers within the filtration system with a coagulant (which is added automatically by the system);
- Turnover Cycles for Pools:
  - Main Pool = 4 hours
  - Leisure Pool = 30 mins
- Therefore the Pools must remain Closed for:
  - **Main Pool:** 4 hours x 6 cycles = **24 hours**
  - **Leisure Pool:** 30mins x 6 cycles = **3 hours**
- Complimentary tickets should be available to be issued to customers asked to leave; Duty Manager must confirm that the pool has been evacuated due to **an incident.**
- Pool Vac the pool whilst closed;
- Wait for length of time required;
- Complete pool test and record results;
- Backwash the filters;
- Re-open the pool.

**If the Environmental Health Officer and/or client requests the swimming pool to be closed due to a concern relating to Cryptosporidium, a request to be given in writing should be made together with the reason. Then the Regional Operations Director, Group Health and Safety Co-ordinator or Consultant should be immediately contacted.**

### 8.3.6 Outdoor Footwear on Poolside

Prohibition safety signs are displayed at each dryside entrance onto poolside prohibiting outdoor footwear on poolside;

Consider the installation of plastic overshoe dispensers to be strategically placed at dryside/poolside, with collecting containers for used overshoes, for the use of authorised personnel e.g. technical and management staff needing to go onto poolside in outdoor footwear;

Ensure that overshoe dispensers are fully stocked at the start of each day and initiate re-ordering of stocks as necessary;

Pool Staff may only wear dedicated poolside footwear on the pool surround that has not been worn outside the building.

# Normal Operating Procedure

## 8.3.7 Staff Training Guidance for Pool Staff

The pools use a mixture of Sodium Hypochlorite and Hydrochloric Acid, for every day disinfection.

In addition the Main Pool has an Ozone disinfection system and the Leisure Pool has an Ultra-violet disinfection system.

These additional systems allow the pool chemicals to be used at a much lower level than in most traditional pools.

Pool chemical levels are checked on a daily basis by either the Duty Manager or the Technical Team, a minimum of four times per day.

There are additional chemicals that may need to be used in the event of a fault with the plant or faecal release.

## Reference Documents

### **Managing Health and Safety in Swimming Pools (1999)**

Published by Health and Safety Executive.

### **Pool Water Treatment Guide (1999)**

Published by the Pool Water Treatment Advisory Group

# Normal Operating Procedure

## 8.4 Diving Board Procedure

Every day, the diving boards must be checked by the morning shift. These checks must include:

- a) The structure must be inspected for any cracks or fractures which may have appeared;
- b) The safety rails should be inspected to ensure that they are not loose;
- c) The platform flooring should be tested to ensure there is no lifting, therefore causing a trip hazard ;
- d) The diving board should be inspected for general wear, fractures and malfunction of the main fulcrum units.

In the event of unsatisfactory reports staff should ensure that the diving pool is put out of action and the Duty Manager informed at the earliest opportunity.

## 8.5 Setting up for Swimming Galas

Swimming galas take place in the Main Pool. For the full gala set up the following needs to take place in advance of the gala. The set up should not compromise the safe supervision of the pool and must take place when the pool is closed to public.

- **Fixing Lane Lines.**

The pool is to be divided into eight lanes using seven anti-wave lanes fixed to the swim wall, which in turn must be secured in position before tightening the anti-wave lanes, and to seven bolts screwed into the deep end gutter or swim wall.

Lane Lines are kept on a large reel, which is stored in the pool store. Lane lines should be pulled off the reel completely and walked into place carefully by staff, who fix the end to the shallow end first and then tightened at the deep end by using the ratchet spanner. The reel should then be placed away tidily.

- **Backstroke Flags and False Start Rope.**

Holes for the backstroke flags are located 5m from the deep end of the pool and swim wall, and holes for the false start rope are located 12.5m from the start.

The backstroke marker flags should be unravelled before attempting to attach them to the poles and walked down the poolside with two members of staff, who should then secure them to the flagpoles.

The false start rope should be attached to the false start poles. The quick release mechanism should be located on the First Aid Room side of the pool. Place the pole through the metal lope and rest the top on the bobbles on top.

# Normal Operating Procedure

- **Electronic Timing Equipment.**

If the touch pad timing system is to be used, it must be secured to the end of the pool. Ensure the rest of the timing equipment is set up in accordance with the manual.

Before use Start must be put on charge.

- **Starting Blocks.**

These are only provided for use for galas held under ASA laws. The starting blocks are kept in the store on the Main Pool. There is only one set of blocks for use, which are installed only at the deep end of the pool.

The lanes are numbered from 1 - 8 Window side to First Aid Room side.

Position the blocks in the correct lane and bolt securely to the plinth. The security of the blocks must be checked before the gala commences. If the gala has not requested the timing equipment then the small blue blocks must be placed under the front of each block.

The height of the block from the poolside is 40 cms and the height of the plinth from the water is 30 cms.

- **Officials Equipment.**

Tables, chairs and other equipment requested by the hirer for officials, timekeepers etc. must be placed in position as requested by the hirer in accordance with the Booking Hire Form.

- **Electrical Equipment requiring 240V output.**

All electrical equipment brought on to site must have been PA tested within the previous twelve months.

Electrical equipment is not permitted on the pool surround within a 3.0m distance from the water. All equipment must be run through a Residual Circuit Device (RCD).

## **8.6 Procedure for setting up Inflatable.**

Before use the inflatable must be checked to ensure that it is safe to use.

Before the inflatable is positioned in the pool the Duty Manager must ensure there are enough Lifeguards available to ensure correct supervision.

Ensure that at least one member of staff is dedicated to supervise the pool whilst the equipment is put into the water. Before putting the inflatable into the pool it should be inflated.

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The pool floor may be brought up to 0.0m to allow easy rigging and inflation of the inflatable.

NOTE: Under no circumstances must the blower or extension cable be placed on the pool floor whilst rigging taking place.

Loosely anchor the ropes to the anchor points, as the ropes will tighten as the floor lowers.

Inflate.

Check the inflatable before lowering the floor. If there are any faults with it then the Duty Manager or Senior Recreation Assistant must be called and the decision taken whether the inflatable is safe to use.

NEVER place the inflatable into the water with people in the area.

NEVER raise or lower the floor with people in the water.

The floor may only be moved by trained personnel (Assistant Manager (Operations), Duty Manager, Senior Recreation Assistant, Lead Hand, or a member of the Technical Team)

### **8.7 Procedure for Derigging the Inflatable.**

Ensure that the Inflatable is clear of users.

Clear the pool of customers.

Raise the Pool Floor to 0.0m. (Only to be carried out by an authorised member of staff).

Switch off the power supply to the blowers.

Disconnect the blower from the inflatable.

Roll up the inflatable to enable the air to escape.

Put the Inflatable onto the trolley and store in the poolside store with the blower.

Lower floor back to level required (remember this may only be carried out by an authorised member of staff)

### **8.8 Procedure for checking the Water Shute.**

Ensure the ride's surface is checked regularly by walking / shuffling down it. As you go check the surface by running your hands lightly across the surface and checking each joint.

The flume is turned off prior to the start of this check and turned back on at the completion of the check.

Prior to opening each day the following must be checked:

Staircase, platform, aqua-catch, handrails, lights, including emergency alarms stop buttons etc.

After checking and cleaning the results must be entered onto the Poolside Weekly Cleaning Checksheet.

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On a weekly basis, the components of the slide including the supporting structure should be checked particularly for any excessive movement

## 8.9.1 Cleaning Procedures

All pool cleaning should be carried out in accordance with the Cleaning Instructions and COSHH regulations. See COSHH Manual/Data sheets.

When ever cleaning (making the floor wet ,etc.) lifeguards should make sure slippery floor wet signs are placed in an appropriate and visable area in relation to the hazard.

Signs are to be placed at both ends of the aisle before cleaning the floor.

Lifeguards must check the changing rooms for litter before continuing to clean with squeegies.

It is important when walking around the changing rooms that the lockers are closed and not left open and if items are found inside the locker, they must be bagged and handed to Reception as lost property.

The gullies must then be cleaned and drain covers must be cleared of any dirt using the appropriate equipment.

Lifeguards must ensure the toilets are clean and tidy, and both toilet paper and soap containers are filled up, ready for public use.

The cleaning cupboards **must** always be locked.

The shutes' surfaces should be checked daily from the top to the bottom of the tube, looking for any problems with the silicone seams or any damage to the casing.

Smoking, drinking alcohol, taking drugs, using mobile phones or eating food is prohibited around the swimming area to the public and staff; this includes the pool and poolside changing rooms.

Lifeguards cannot provide members of the public with armbands or floats (including Woggles). Even if they are lying around poolside unused or kept in the float cupboard, as no one can guarantee their safety in the water or risk of being damaged before hand. Members of the public must use their own armbands equipment except during a designated fun session.

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## 8.10 USE OF PHOTOGRAPHIC / FILMING EQUIPMENT

### 8.10.1 OBJECTIVE:

To ensure that all spectators/visitors wishing to use photographic/film/video equipment with a telescopic or zoom lens should register their intent with the Centre Manager.

Professional photographers/filming/video operators wishing to record should seek agreement with the Duty Manager by producing their professional identification for the details to be recorded.

Ideally they should request this at least 5 working days before the event.

Amateur photographers/film/video operators wishing to record the event should seek agreement with the Duty Manager by producing their student or club registration card and a letter from their club/educational establishment outlining their reason for filming.

### 8.10.2 ACTION

§ Using the attached pro-forma a record should be made of the individual's name and address.

§ Professionals should register prior to the event and their identification details also recorded.

§ Identification details should be checked with the issuing authority prior to the event, if possible.

§ On registering, consideration may be given to the issue of an identification label for major events.

§ Where regular events occur, the identifying label should be changed to prevent unofficial replication.

### Public Information

The specific details concerning photographic/video and filming equipment registration should be published prominently in the Centre.

In the case of an event this should be announced over the public address system prior to the start. The recommended wording is:

**"In line with Child Protection Standards, the promoters of this event request that any person wishing to engage in any video, zoom or close range photography should register their details with staff at the spectator entry desk before carrying out any such photography."**

### Guidelines For Use Of Photographic/Filming Equipment At Public Sessions

There is no intention to prevent parents, coaches and teachers using videoing for legitimate reasons. However, swimmers and their parents should be aware

# Normal Operating Procedure

that this is part of the coaching programme and care should be taken in the storing of such films.

**If staff are concerned that someone they do not know is taking photographs or filming, they should ask them to contact the Centre Manager.**

## Record of Registration

Name	Group Representing	Purpose
<u>Address</u>	Registration Number (if relevant) _____ _____	
<u>Telephone Number</u>	E Mail Address	

Name	Group Representing	Purpose
<u>Address</u>	Registration Number (if relevant) _____ _____	
<u>Telephone Number</u>	E Mail Address	

Name	Group Representing	Purpose
<u>Address</u>	Registration Number (if relevant) _____ _____	
<u>Telephone Number</u>	E Mail Address	

**PHOTOCOPY THIS MASTER TO MAKE MORE COPIES  
AVAILABLE ON INTRANET**

# Normal Operating Procedure

## 8.11 MANAGEMENT OF DISINFECTION

### 1.0 Water Temperature:

Main Pool = 29°C (+/- 1°C)  
Leisure Pool = 30°C (+/- 1°C)

### 2.0 Water Balance:

#### Main Pool

PH = 7.5 (+/- 0.3)  
Free Chlorine = 0.5ppm (+/-1.0) **Shutdown** 0.2 or 6.0 ppm '1' Turnover  
Total Chlorine = shall **not** be above 6.0ppm  
Combined Chlorine = shall **not** be Greater than Free Chlorine  
Alkalinity = shall **not** be Greater than 160ppm  
TDS = shall **not** be Greater than 3000ppm

#### Leisure Pool

PH = 7.5 (+ / - 0.3)  
Free Chlorine = 0.5ppm (+/- 1.0) **Shutdown** 0.2 or 6.00ppm  
'1' Turnover  
Total Chlorine = shall **not** be above 6.0ppm  
Combined Chlorine = shall **not** be Greater than Free Chlorine  
Alkalinity = shall **not** be Greater than 160ppm  
T.D.S = shall **not** be Greater than 3000ppm

### 3.0 Air Temperature:

Main Pool Hall = shall be 1°C, above Pool Water Temperature  
Leisure Pool Hall = shall be 1°C, above Pool Water Temperature

### 4.0 Chemical Levels:

Sodium Hypochlorite = Min Re Order shall be 500 litre's  
Hydrochloric Acid = Min Re Order 2 full drums

### 5.0 Water Flow:

Main Pool = shall **not** fall Below 700 cm per hour  
Leisure Pool = shall **not** fall Below 290 cm per hour

### 6.0 Filter pressures:

All Filters - Outlet} = Differential shall not be greater than 0.65 bar  
- Inlet}

Should any inspection reveal performance outside the prescribed limits the responsible officer shall initiate a second test/inspection with the results being

## **Normal Operating Procedure**

recorded on the appropriate form. Should the results from the second test / inspection still be outside the prescribed limits a member of the technical Team should be contacted.

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## 8.12.1 Trampoline Setting up

The trampoline must be set up and dismantled by at least 2 members of staff.

NO members of the public are allowed to help.

All fittings must be thoroughly checked before use and if a fault is discovered, consult the Duty Manager. This may result in cancelling the activity until the problem is rectified.

Position the trampoline 2m clear of any wall, rebound board or other piece of equipment.

The area within a distance of six feet around the trampoline should be kept clear of persons (other than spotters) and other equipment.

Position two crash mats, one either end of the trampoline on the floor and a mat on each side on floor.

After use, put the trampoline out of action by either folding up one half or by putting a crash mat on the bed, or, if time permits fold the trampoline away.

One person at each set of wheels guiding, watch for uneven floor which could tip the apparatus over.

Watch height clearance. Select safe set up position clear of obstructions, flat floor, and adequate height, minimum 16" (21" for competitions).

Raise top leg strut grasping bottom leg strut before lifting.

Lower bottom leg strut to floor.

Lower top leg to floor so that bed is horizontal.

Gently pull bed towards you so that the bottom leg moves under the bed and extends behind the bed with restraining chains taut.

Adopting a suitable lifting position raise top leg off the floor and lift wheel struts clear of the ground.

Both wheel struts are removed clear of the trampoline and the apparatus is lowered.

One person on each side of the trampoline helps to raise the top 1/3 of the bed, which is immediately secured by the leg braces.

The bottom 1/3 is then carefully opened up against the tension of the bed and the leg struts are secured. Hands and arms are kept clear of the line of the equipment with ones arms in front of the body.

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## 8.12.2 Trampoline check list

- Leg braces are secure
- Hinge pins
- Allen screws
- Springs (hooks down)
- Webbing for loose stitching
- Roller stands are well away - laying flat on floor in safety
- Side and end pads are clipped on
- Ropes and pulleys of rig pieces to go between belt and snap shackles
- Webbing of belts
- Free movement of twisting belt,
- Rivets on twisting belt and check crash mats

## 8.12.3 Dismantling the trampoline

Undo leg braces on one side, carefully lift end of the frame taking care that the bed tension does not whip the frame closed.

Lower frame onto middle section. Repeat with other side.

Adopt lifting position from soft end without frame and lift one end of trampoline so that the wheel braces can be inserted.

Lower the end so that bed is horizontal, then lifting slightly, push trampoline away from you so that the far leg supports stay in position and the frame rotates around the wheel supports.

Restraining hoods on the frame should be in a 'U' position and holding the bed upright on the frame.

Lift the bottom leg brace up into a vertical position and hold there while the top leg brace is folded over it to prevent it falling out.

## 8.12.4 Storing the trampoline

If trampoline is left in position in the activity area while not in use - both ends should be folded on top of the bed.

Trampolines should not be stored on badminton courts unless they are awaiting transfer to store cupboards. If so, ensure the trampolines are against the wall and safe.

Trampolines are stored in the main hall store and should be safely transferred to the stores by 2 people.

## 8.12.5 Setting the deck ends

Two people are required to set up and dismantle the deck ends.

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Lift up deck end and place the front hook under one end of the trampoline.

Ensure deck end is secure and hook is tight and not caught on any springs.

Ensure crash mat is securely tied onto top of deck end.

To dismantle the deck ends reverse procedure.

Keep deck ends and crash mats stored in main hall stores.

**Note: Under no circumstances staff with back problems or are pregnant are not permitted to carry out this task.**

# Normal Operating Procedure

## 8.13 MANAGING LIGHTNING STRIKES FOR OUTDOOR ACTIVITIES

### 8.13.1 OBJECTIVE

To assist Managers in the action that needs to be taken in the event of lightning strikes in outdoor leisure pools

### 8.13.2 LAW

The Health and Safety at Work Act 1974 requires that the company do all that is reasonably practicable to ensure the health and safety of both employees and the public.

### 8.13.3 ACTION

- § On the first sign of lightning, the outdoor activities should be stopped.
- § The activity can be restarted twenty minutes after the last sign of lightning.
- § The Duty Manager must be informed immediately.
- § Reception must be informed immediately so customers can be made aware of the temporary closure.

## 8.14 SNOW AND GRIT

- 8.14.1 In the event of snow and ice making the front and back entrance paths dangerous and slippery for the public, 'drop salt' must be shoved onto the correct place; the path from the park to the back entrance doors and the car park ramp to the main front doors.

# Normal Operating Procedure

## CHAPTER Nine: First Aid Supplies and Training

### 9.1 First Aid Supplies

#### 9.1.1 There are three First aid rooms, these are located at:

- Poolside (At the deep end of the pool by the diving boards);
- Dryside (On the Squash Street opposite the Main Hall by the Changing Rooms);
- Arena (By the stars Dressing Rooms: accessible from the outside)

In addition there are

In addition to these there are First Aid Boxes located in the following areas:

- **Reception**
- **Kinetika Gym**
- **Cafe**
- **Bar**
- **Engineer's Plant Rooms & workshops**
- **All first aid qualified Recreation Assistants carry a bum bag containing first aid supplies.**

Body Fluids Disposal Kit is located in the Duty Managers' Office

Sharps Disposal Kit is located in the Duty Managers' Office.

Automated External Defibrillator

#### 9.1.3 Contents of First Aid Box (minimum)

- One packet (35) airstrip
- Six Propax medium dressings
- Two Propax large dressings
- Three Propax extra large dressings
- Six sterile disposable triangular bandages
- One first aid guidance leaflet
- Six safety pins
- Two sterile eye pads
- One resuscitation pack / pocket mask
- Gloves

#### 9.1.4 First Aid Equipment Checking

All first aid equipment should be checked on a weekly basis see attached Pro-forma, and any items replaced after use. This is recorded in health & safety manual A

# Normal Operating Procedure

## 9.1.2 Staff Accidents / Reporting

**Staff accidents/ incidents** must be reported onto a D.C. Leisure First Aid Form. Staff accidents must also be written into the staff First Aid Book (B1510), kept in the drawer marked First Aid Forms in the Duty Managers' Office. Please let your line manager/supervisor know immediately if you have suffered an accident at work.

An F2508 form must be completed for serious accidents involving the public which involve the customer being taken off site by Ambulance or for treatment at Hospital, or for any accident involving staff resulting in a 3 day or more absence from work. If you think an F2508 needs to be completed contact the Duty Manager immediately.

## 9.2 First Aiders

Only qualified First Aiders or Lifeguards may offer first aid treatment but anyone can complete an accident report form. On any shift there should a minimum of 1 qualified First Aider on duty. All Duty Managers, Senior Recreation Assistants and permanent Recreation Assistants should be First Aid qualified.

Completed accident report forms must be placed into the Duty Managers' tray.

## 9.3 First Aid Training

Basic First Aid training and refresher training are carried out on a regular basis during the normal staff training sessions.

Full qualification courses will be organised by Lorraine, as well as external re-qualification training.

## 9.4 Disposal of Sharps.

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

- a) Put on protective gloves, supplies of which can be found in all first aid rooms and with all first aid boxes, before picking up the syringe or blade;
- b) Place it into the yellow sharps box (which is located in the Duty Managers' Office and should be taken to the area needed);
- c) The Duty Manager will make arrangements for the disposal of the Sharps boxes when necessary. They are capable of holding several syringes;
- d) If you cut or prick yourself on something which may be contaminated with someone else's blood, squeeze the wound to make it bleed, wash it thoroughly with soap and water and cover the wound with a waterproof plaster;
- e) Report the accident on an accident report form and in the staff first aid book, (B1510).

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Please note that this is not a special precaution because of HIV/AIDS. Other illnesses such as Hepatitis B are more infectious. If you think your wound could have come into contact with infected blood seek medical advice immediately.

### 9.5 Access by Emergency Services (Ambulance Crew)

Access to the First Aid Rooms:

- **Poolside:** via service road to right of building drive length of the athletics arena to end of building. Access door is the last set of double doors to right of building (when looking at building).
- **Arena:** via service road at the back of building.
- **Dryside First Aid Room:** via Front of building and Reception through to Squash Avenue and First Aid Room.

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## CHAPTER Ten: Details of Alarm Systems and Emergency Equipment; Maintenance Arrangements.

### 10.1 Pool Alarm System.

#### a) Basic Description

The pool alarm system comprises of alarm buttons, which are installed at various locations throughout the pool facilities. They are linked to receiver units in Reception.

When the alarm is pushed, they set off an alarm on the Main Pool and in Reception. This can be heard on the both pools and have a blue light on the poolside.

This alarm is a two-tone warble.

When Reception hear the alarm they instigate the emergency signal to all available dryside staff of "Code 1 to Poolside" which indicates that there is an emergency situation. The Duty Manager will go straight to Poolside and will inform Reception as to whether to call for a Paramedic Ambulance.

Once the alarm has been sounded and the situation is being dealt with then the system must be reset both on poolside and in Reception.

#### b) Location of alarm transmitters.

Alarm Transmitters can be found in the following locations.

<u>Alarm Number</u>	<u>Location</u>
1	Leisure Pool
2	Main Pool Shallow End by Sauna
3	Deep End by First Aid Room

#### c) Action to be taken on Hearing the Alarm.

This is covered in detail in the Emergency Action Plan, section 9.0 and 10.0

#### d) Procedure for Testing.

The system will be tested daily by the Duty Manager and / or Senior Recreation Assistant and a Recreation Assistant, one pressing the button and resetting the button with the key and one resetting in the Poolside Office. The test is recorded on the Alarm checksheet.

If any alarm transmitter is found to be faulty it shall be taken out of action and reported to the Duty Engineer via IRV. It is recorded as faulty on the Poolside for the Lifeguard team.

# Normal Operating Procedure

## 10.2 Fire Alarm System.

### 10.2.1 Fire Alert Signal:

The Building Evacuation alarm is a two-tone high-low warble, which is accompanied by a recorded message, which states,

“Attention please, attention please, this is an emergency, please leave the building by the nearest available exit. Do not use the lifts.”

On hearing this alarm, staff must vacate the area that they are in via the nearest fire exit, advising members of the public to do the same. Any customer, that is hesitant to leave, should be advised it is in their own interest to do so, but never put yourself in any danger by doing this. On arrival at the assembly point alert the Duty Manager to the fact there you had to leave customers in a certain area of the building or that the area you have come from is empty, and assist with ushering customers to the assembly point.

### 10.2.2 To Initiate an Evacuation:

Break the glass in a red call point (also indicated by a finger pressing a button and the fire symbol).

There are 55 alarm call points throughout the buildings and 175 automatic detectors.

It is your responsibility to familiarise yourself with their location and what your escape route from the area where you work.

### **10.2.3 Assembly Points**

There are two Assembly Points both depicted by a green and white sign indicating a family group with arrows pointing inwards at the four corners.

#### **Assembly Point A:**

Located at the front of the building by the All Weather Area

#### **Assembly Point B:**

Located on the Athletics Arena.

#### **b) Location of Alarm Points.**

These locations can be found on the building plan in the back of this section.

#### **c) Action to be taken by staff on hearing the alarm.**

This is covered in detail in the Emergency Action Plan Section 4.0.

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## d) Procedure for testing.

Before carrying out any fire alarm testing:

- 1) The Duty Manager or person in charge of the test must contact Congenco on 01403 272270 and inform them that a fire alarm test is about to be carried out.
- 2) The Duty Manager or person in charge of the test must contact ADT on 0870 600 6008 and ask to be taken 'off-watch' for a period of time usually between 15 and 30 mins.
- 3) The Receptionist on duty must put out an announcement to customers and staff that the fire alarm is to be tested:

### **Fire Alarm Test (Before)**

"Attention please, this is a customer and colleague announcement, we are about to test the fire alarm.

Please continue with your activity"

The Duty Manager or person in charge of the test then must select the fire alarm panel key and the cabinet key.

Open the fire alarm cupboard and place the key in the panel and turn on.

Reception place another announcement same as the first.

Activate the Break Glass by inserting the key into the base of the break glass.

Check that alarm sounds, doors open / close dependant on location – internal doors close; external doors open.

Enter the passcode on the alarm panel.

Silence alarms.

Isolate the break glass & de-isolate the break glass.

Reset the alarm panel.

Reset the Gas Valve.

Contact Congenco on same number as previously.

Reception to put out another two announcements confirming that the fire alarm test is complete.

### **Fire Alarm Test (end of) x2**

**"Attention please, this is a customer and colleague announcement; we have finished testing the fire alarm. Thank you for your co-operation."**

# Normal Operating Procedure

## 10.3 Pool Emergency Equipment

Other equipment provided for the use of pool staff in an emergency situation and include reaching poles, throw bags, and spine board. The location of these items of equipment in the pool facility can be found on the plan at the back of this section.

Pool staff are required to check these items on a daily basis and recorded on the relevant checksheet.

Any equipment needing repair or replacement should be reported to the Duty Manager and/ or taken out of action.

## 10.4 Fire Fighting Appliances.

### Types of Extinguishers.

All fire extinguishers are red in colour but have an identifiable band in an associated colour:

Colour	Type	Use
Red	Water	Wood, Paper, Textile
Black	Carbon Dioxide (CO2)	Flammable Liquids Live Electrical Equipment
Blue	Powder	Wood, Paper, Textile Flammable Liquids Gaseous Fires Live Electrical Equipment

### Location of Extinguishers.

The types of extinguishers can be found on the plan in the back of this section.

### Maintenance of Extinguishers.

The extinguishers will be checked on a weekly basis by the Technical Team and recorded on the weekly check sheet. Any extinguisher found to be used or partially used will be noted on the record sheet and replaced as necessary.

A maintenance agreement exists with C. T. Fire for an annual inspection.

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## Chapter Eleven: Condition of Hire to outside organisations.

### D C LEISURE MANAGEMENT LIMITED AND SUBSIDIARY COMPANIES

#### 1. INTERPRETATION

- a) "Agreement" shall mean the agreement for hiring, signed by or on behalf of both the Company and the Hirer.
- b) "Booked Period" means the period of any day or days reserved by the Hirer.
- c) "Centre" means any part of any recreation facility under the control of the Company and including its grounds, car parks and access roads.
- d) "Company" means D C Leisure Management Ltd and its subsidiary or associated companies, and any officer authorised to perform any particular duty.
- e) "Hirer" shall mean the person or persons signing the agreement or the Company or organisation on whose behalf the agreement is signed.
- f) "Hire Period" means the period during which one or more bookings have been made and confirmed; the time period on each booked occasion includes the removal from stores, setting up, dismantling and returning to stores of any equipment.
- g) "Manager" includes the recreation supervisors, duty Managers or operations controllers and any other member of staff authorised by them to perform any particular duty.
- h) "Major Event" definition. A major event is defined as any booking in excess of four hours duration (outside of a normal domestic swimming gala).
- i) "Minor Events". All other bookings shall be considered as Minor Events.
- j) "Organisation" shall mean the Company or Organisation for whom the Hirer works or is employed.
- k) "Seasonal Block Bookings" shall mean bookings of an annual or recurring nature.
- l) "Series Of Lets" shall mean ten or more sessions for the same sport or activity taking place at the same centre with an interval between each session of a least one day and not more than fourteen days. The facilities are let out to a school, club association or an organisation representing affiliated clubs or constituent associations (such as a local league) and the person to whom the facilities are let has exclusive use of them during the sessions.

#### 2. HIRER'S RESPONSIBILITY

The Conditions of Hire as set out below shall remain in force until such time that the Hire Period has been completed. Should the Hirer cease to work for or be employed by the Organisation before the Hire Period has been completed then the Hirer shall immediately advise the Manager that he no longer acts as Hirer for the Organisation and the Organisation will immediately provide a new Hirer authorised to sign a new Conditions of Hire Agreement. Failure to provide a new Hirer may result in the Hire Period being cancelled by the Manager.

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## 3. CORRESPONDENCE

All correspondence shall be addressed to the Manager at the relevant Centre.

## 4. BOOKINGS/PAYMENTS

Organisations must make an application in writing on the appropriate form, which may be obtained from the relevant Centre, at least 28 days before the date required for hire. Seasonal Block Bookings may not exceed the period specified by the Company. The Company reserves the right to refuse any application for any hiring.

## 5. VENUE

In all correspondence and advertising, the relevant Centre shall be referred to.

## 6. HIRING FEE

The Hiring Fee for use of facilities shall be determined by the Company. The Company reserves the right to alter charges without notice up to the time of confirmation of the booking by the Company.

## 7. ADMISSION

a. The Manager will advise the Hirer of the maximum number of admissions that will be allowed for any event. Under no circumstances will the Hirer or Organisation allow the maximum number of admissions to be exceeded.

b. Any person may be required to produce evidence of membership of an organisation using the premises.

c. If such evidence cannot be produced, a separate admission fee will be charged.

The Manager may refuse the admission of any person, or may require any person to leave the Centre without giving a reason for doing so, whether or not that person is a valid member of an affiliated organisation hiring the Centre.

## 8. PAYMENT

Payments shall be made as follows:-

a. Organisations will be invoiced for the Hire Period as specified by the Manager.

b. Payment to be made to the Centre holding the booking.

c. Payment must be made within the time specified when making the booking. This will be confirmed on the sale invoice.

d. Payment will be required prior to the Hire Period beginning.

## 9. CANCELLATION BY HIRER

If a Hire Period is cancelled by the Hirer or Organisation for any reason then the following rebates on the hiring fee will apply.

a. For a cancellation within seven days or less before the Hire Period; 100% of the total hiring fee to be paid.

b. For a cancellation between eight and fourteen days before the Hire Period: 50% of the total hiring fee to be paid.

c. For a cancellation between fifteen and twenty eight days before the Hire Period : 20% of the total hiring fee to be paid;

## Normal Operating Procedure

- d. For a cancellation twenty nine days or more before the Hire Period : no cancellation charge will be incurred.
  - e. As a Series Of Lets are exempt from V.A.T. the series is to be paid for as a whole. In the event of a cancellation part way through the booking a charge for V.A.T. on the sessions that have already taken place will be made to the Hirer. In addition a cancellation charge based on 9a, 9b, 9c and 9d will be made to the Hirer for the outstanding proportion of the cancelled sessions. The above charges will be levied irrespective of whether facilities are subsequently rehired. In addition any other payments which have been made by the company in association with the Hire Period will be levied against the Hirer.
- Repayment of booking fees or any percentage thereof is in accordance with provisions of this paragraph and will only be made if the cancellation is made in writing and received at the Centre prior to the booking date and within the periods specified above.

### 10. CANCELLATION BY THE COMPANY

- a. The Company reserves the right to cancel any Booked Period or HirePeriod and to end a Hire Period at any stage during it.
- b. The Hiring Fee already paid in respect of any period cancelled or terminated under 10a. (above) will be refunded.
- c. The Company will not be responsible for expenditure undertaken or loss incurred, by the Hirer in connection with a cancellation or termination under 10a. (above).
- d. The use of certain facilities within a Centre during a Hire Period may be prohibited and/or varied by the Company at any time and for whatever reason.

### 11. EQUIPMENT TO BE BORROWED OR HIRED

The Hirer shall agree with the Manager, not less than 14 days prior to the Booked Period the equipment required to be used during the Booked Period. If available, the Company will provide the equipment at the applicable rate of hire. Should the Company be unable to provide the required equipment, the Hirer may with the Manager's agreement be allowed to bring their own equipment to the Centre in which case use of that equipment will be the sole responsibility of the Hirer.

### 12. DAMAGE TO OR LOSS OF PROPERTY

Unless caused by its own negligence the Company accepts no liability for damage to, or loss of, any property or articles or things whatsoever, placed or left in the Centre or any part thereof, by an organisation, or member of any organisation, or any individual attending any Minor or Major Event.

### 13. PORTABLE ELECTRICAL APPLIANCES

No portable electrical appliance is to be brought into the Centre and used in the Centre without the prior agreement of the Manager. Any such appliance must have been inspected beforehand in accordance with current Institution of Electrical Engineers Regulations and bear a dated sticker, or other endorsement to that effect.

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### 14. PROPERTY LEFT AT THE VENUE

The Company may remove and store any property left by the Hirer after the termination of the booking. If after receiving notice, the Hirer fails to collect the property within 7 days, the Company may dispose of the property without further notice to the Hirer.

### 15. DAMAGE CAUSED

The Hirer shall on demand pay to the Company, the reasonable amount incurred by the Company in repairing or replacing as appropriate together with the Company administration fee of 10% of the repair or replacement cost, any damage to the fixtures, fittings, apparatus, equipment, furniture or other contents thereof, by a person participating at the invitation of the Organisation in the use of the facilities or premises (fair wear and tear excluded). The amount of such damage shall be certified by the Company whose decision shall be final.

### 16. INDEMNITY

The Hirer shall indemnify and keep indemnified the Company against all claims, demands, action or proceedings in respect of death of, or injury without limit to, any person or damage to or direct or indirect loss or damage to property belonging to any person during the course of, or in consequence of the hiring unless caused by the Company's negligence.

### 17. INSURANCE

a. It is advisable for the Hirer to take out third party liability insurance with an insurance company of repute, to cover loss of or damage to property (whether the Company's or belonging to an individual) and injury or death of any person caused by the Hirer's negligence during the Hire Period or in connection with it.

b. The Hirer must satisfy themselves that the level of cover insured for will protect them from any potential claim. Such cover would not normally be less than £2 million however it is for the Hirer's to fix the amount of cover required.

c. The Hirer is notified that the Company's insurance does not extend to property brought onto the premises in connection with the Hire, in respect of fire, theft, loss or any other damage.

The Hirer should make separate insurance arrangements in respect of such matters.

### 18. FIRST AID INCIDENT OR OTHER EMERGENCY INCIDENT

a. In the event of accident, incident and/or injury, the Hirer will at once alert a member of the staff of the Centre, who will take the appropriate action.

b. A Hirer may be requested to provide additional first aid cover for larger events; this must be provided by a recognised organisation, e.g. St. Johns Ambulance, British Red Cross Society.

c. All first aid treatments, incidents and emergencies must be recorded in accordance with the Company's current procedures.

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### **19. INFRINGEMENT OF COPYRIGHT**

The Hirer shall indemnify and keep indemnified the Company against all claims, legal fees, court fees, damages, demands, action and proceedings in respect of any infringement of intellectual property rights by an unauthorised public performance or use of recording apparatus or contrivance at the Centre by the Hirer or his agent.

### **20. BROADCASTING AND FILMING RIGHTS**

No Hirer booking the Centre may grant broadcast (sound or television) or filming rights without prior written consent of the company. As a pre-requisite of consent being given, the company reserve the right to take part in any negotiations, to be party to the terms and conditions of any agreement reached and to take all or share any income and publicity derived therefrom.

### **21. GRAMOPHONE RECORDS AND PERFORMANCE**

The Hirer shall not play or permit to be played gramophone records, compact discs, radios or tape recorders in the Centre, or perform any work, which will infringe the rights of any third party in intellectual property. The Hirer shall obtain beforehand, and provide a copy to the Manager, all proper licences in respect of such broadcasts or performances.

Any unlicensed or unauthorised performance or broadcast that attracts a penalty will be the sole responsibility of the Hirer who will forthwith indemnify and keep indemnified the Company.

### **22. PHOTOGRAPHS AND VIDEO RECORDINGS**

Photographs for professional use and publication thereof must not be taken without the express prior permission of the Manager. The use of video recording equipment is not allowed without the express prior written permission of the Manager.

### **23. ADVERTISING**

The Hirer shall not advertise or publicly announce any event to take place at the Centre without the prior, written approval of the Manager. The Hirer shall submit proofs of all intended advertising to the Manager prior to publication for his authorisation.

### **24. CATERING**

The Company reserves to itself or its agents the right of sale of all refreshments in the Centre. The Hirer shall make arrangements with the catering Manager for any special catering requirements not less than 14 days before the Booked Period. Nothing must be done by the Hirer to break the provisions of the Food Safety Act 1990, as they apply to the Centre. The Manager will provide instructions to the Hirer concerning food and/or drink brought onto the premises and made available for consumption by other.

### **25. SALE OF GOODS**

The Hirer shall not without the prior consent in writing of the management sell or supply or permit any other person to sell or supply or offer for sale goods of any kind in the Centre during the Hire Period.

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### **26. INTOXICATING DRINKS**

The Hirer is not permitted to arrange for, or permit, the sale or consumption of alcohol on the premises of the Centre, without the prior, written permission of the Manager. If such permission is given, the Hirer will be told of any licensing applications or permissions that must then be sought and granted by the authorities, prior to the sale or consumption of alcohol to which it relates.

### **27. NOTICES**

The Hirer shall not display any notices or decorations (internal or external) without the express permission of the Manager.

### **28. ALTERATIONS TO FITTINGS**

The Hirer shall not alter or interfere with any equipment or fittings of the Centre or structure thereof.

### **29. GAMBLING**

The Hirer shall not hold, or permit to be held any sweepstake, raffle or other lottery on the premises during the hire, other than one which is permitted by law (and registered if the law requires) and has the prior written permission of the Manager.

### **30. RULES FOR USERS**

The Hirer will do nothing to undermine the published rules for users of the Centre, for example in regard to vehicle parking, smoking, required activity dress and access by animals. The Hirer will use his/her best endeavours to inform all those involved in the use of the premises during the Hire Period of these rules and to encourage compliance with them.

The Hirer accepts that the Manager reserves the right to exclude from the premises anyone breaking such rules and/or causing nuisance to other users of the Centre or those in nearby premises.

### **31. VACATION OF PREMISES**

The Hirer must ensure that the hired part of the Centre and any equipment used is left clean and tidy and that the equipment is left in the same condition as found at the end of the period of use. The Company reserves the right to levy an additional cleaning charge should the premises be left in such a condition as to necessitate unreasonable extra cleaning. Damage to equipment will be charged to the Hirer at the cost of repair plus a 10% administration fee as set out in paragraph 15 above. If damaged equipment cannot be repaired then the full replacement cost will be charged to the Hirer.

### **32. HEALTH & SAFETY**

The Hirer agrees to comply with the risk control measures that form part of the risk assessment for the premises, under the Management of Health and Safety at Work Regulations 1992. These measures include minimum qualifications for those leading, teaching, coaching and/or supervising activities and compliance with the rules and advice of relevant governing bodies for particular activities. Swimming pools are the subject of written Pool Safety Operating Procedures, including the Normal Operating Plan (NOP) and Emergency Action Plan (EAP). A separate document is to be completed

## Normal Operating Procedure

for pool hire, in accordance with current guidance from the Health and Safety Commission”.

### 33. BREACH OF CONDITIONS

The Hirer shall be responsible for ensuring that the Conditions of Hire are complied with, by all persons using the Centre arising out of or in consequence of hiring.

In the event of the Hirer breaching any of the conditions of hire, the Company may at the Manager’s discretion cancel the booking and all future bookings. The Hirer shall remain liable for all charges, including cancelled future bookings.

### CONFIRMATION OF AGREEMENT TO THESE CONDITIONS OF HIRE

1. I confirm that I have read and understood the above ‘Conditions of Hire’.
2. I confirm that I have informed the officers/committee/members of the organisation I represent, as appropriate, of these ‘Conditions of Hire’.
3. I confirm, on behalf of myself and the organisation I represent, our Agreement to these ‘Conditions of Hire’.
4. I attach to this signed copy of the ‘Conditions of Hire’ document a copy of the current insurance policy/certificate relating to the ‘Insurance’ paragraph 17 (above).