

Emergency Action Plan



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1.0 OVERCROWDING

1.1 GENERAL INFORMATION

Each room within the centre has a maximum capacity for the activity this is located in the NOP Section Two.

1.2 LIFEGUARDS

1.2.1 All Lifeguards must be aware of the number of people in the pool at all times. In order to be certain of this the Lifeguard on duty must complete a pool head count sheet at half hourly intervals. (Head Count Sheets are available in Health and Safety Manual F NOP & EAP standard working procedure no 13). These records are legal documents and must be kept for a minimum of three months;

1.2.2 If the pool is near its capacity, inform Reception and the Duty Manager. The maximum capacities are in Section Two of the NOP.

1.3 DUTY MANAGER (Poolside)

1.3.1 Inform Reception and stop the sale of tickets;

1.3.2 Ask customers whether they would be prepared to leave the facility and accept a complimentary ticket at Reception;

1.3.3 If possible, increase lifeguard numbers until the situation is rectified;

1.3.4 If the situation is unsafe then clear the pool;

1.3.5 Prepare to issue bands to any swimmers who may be queuing to enter the Pools;

1.3.6 After thirty to forty five minutes clear the pool and begin to allow new customers in to the pool;

1.3.7 The Duty Manager must adjust the number lifeguards on the pools relative to the bather loading / activity.

1.4 DRYSIDE FACILITIES

1.4.1 Ticket sales for programmed activities have set numbers (in NOP Chapter 2) and are controlled by Till sales;

1.4.2 If more tickets are sold than numbers available, then the Duty Manager is called and further ticket sales must be stopped;

1.4.3 Till sales and classes are monitored to check the system does not fail again.

2.0 DISORDERLY BEHAVIOUR

2.1 GENERAL

- 2.1.1 If a member of the public is acting in such a manner that they may endanger the safety of themselves or others then the Duty Manager must be informed immediately;
- 2.1.2 Offenders should be asked to refrain from the activity. Be polite but firm and explain why they should refrain from the activity;
- 2.1.3 If the first warning is ignored then a second warning may be delivered (ideally by a second member of staff);

2.2 DUTY MANAGER

- 2.2.3 If this is ignored then offenders may be required to leave the facility and very serious offenders may be refused future admission to the building;
- 2.2.4 Should the situation become volatile or if the Duty Manager thinks it may become worse, then the Police should be called;
- 2.2.5 Complete an incident form and pass onto a senior member of senior management.

2.3 UNDER THE INFLUENCE OF DRINK OR DRUGS

- 2.3.3 If you suspect that the person is drunk or under the influence of drugs, then the Duty Manger must be informed;
- 2.3.4 The Duty Manager should confirm your suspicions and then ask the person to leave the centre with another member of staff to act as a witness;
- 2.3.5 Explain that their presence in the centre may endanger their own and others safety;
- 2.3.6 The person should be escorted out of the building;
- 2.3.7 If the person refuses to leave then the Police should be called immediately by calling 999;
- 2.3.8 Contact the Police to remove the offending person and attempt to keep other members of the public isolated from the situation. Complete an Incident Report Form and pass on to a member of the Management team.

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VIOLENCE TO STAFF PROCEDURES

Under an employer's general duty to safeguard employees' safety in accordance with the Health and Safety at Work Act 1974, protection must be provided for employees against the risk of assault.

The HSE recognises three levels of violence to staff:

- VERBAL ABUSE e.g. being called names
- THREAT OF ABUSE e.g. a direct " I'm gonna kick your head in"
- ASSAULT e.g. actually being hit, kicked spat at etc

Dealing with Aggressive Customers:

- Remain calm.
- Be as polite and sympathetic as possible.
- Do not allow your personal feelings to cloud your judgement.
- Keep sufficient distance to avoid physical contact.
- Attract the attention of other members of staff or public, where possible.
- Contact the Duty Manager.
- Complete an Incident Report Form and hand to your Line Manager / Duty Manager / General Manager.

In some situations a simple apology may be enough to calm the situation.

Physical Assault:

If you are physically assaulted:

- Try to remain as calm as possible.
- Get First Aid treatment if necessary.
- Report it to your Line Manager / Duty Manager / General Manager
- Contact the Police.
- Complete an Incident Report Form and if necessary an Accident Form.

Personal Attack Alarms:

These are push button alarms, which are located:

- Reception under each till
- Café under the counter
- Bar under the counter

The Alarms are linked to an alarm call centre. They do not sound in the building, but the call centre, will check-in with an appointed person.

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Cash Handling:

- Do not put yourself or others at risk.
- Try to use the alarms.
- If someone demands cash / goods with any threat of violence, MEET THE DEMAND, where possible.
- Try to remember as much as possible.
- Complete an incident / accident and violence to staff form as appropriate.

Reception Staff:

If Reception are alerted to the fact that a member of staff is or has been assaulted they must put out a call on the PA system stating, "Duty Manager to Urgent assistance required".

Reception should inform the Duty Manager, where possible, and inform them of as much of the situation as possible.

Ring (9) 999 and ask the operator for the Police and inform them that there is a situation where a member of staff is being assaulted and as much supporting information as possible.

When the Police arrive, it may be necessary for you to take them to the area of the assault.

Duty Manager / Line Manager / General Manager:

If possible, GO to the area of the assault, with another member of staff, assess the situation and take appropriate action.

Arrange for someone to have met the Police at Reception and take them to the area of the assault.

Arrange cover for the member of Staff involved, as appropriate.

Complete the Serious Incident Management Pack.

Other Available Staff:

If a message goes out on the P.A. system stating, "Urgent assistance required" then make your way to this area.

This may be informing all staff that another member of staff is being or has been assaulted.

Go to the area of the assault; where possible do not go alone.

Assess the situation and take appropriate action – Do not put yourself in any danger at any time.

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Poolside Staff:

If the assault has taken place on one of the pools, call immediately for back up.
Clear the Pool.

ANY FORM OF VERBAL OR PHYSICAL ABUSE IS UNACCEPTABLE. ENSURE YOU RECORD ALL INCIDENTS. VIOLENCE TO STAFF FORMS AND INCIDENT REPORT FORMS ARE AVAILABLE FROM YOUR LINE MANAGER, DUTY MANAGER OR GENERAL MANAGER.

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3.0 LACK OF WATER CLARITY

- 3.1 The Lifeguard must monitor the water clarity as part of their poolside duties; if the pool becomes cloudy or discoloured in anyway the Duty Manger must be contacted;
- 3.2 If the bottom of the pool cannot be seen then the pool must be cleared immediately, the Duty Manger informed and further admissions ceased;

3.3 DUTY MANAGER

- 3.3.1 Contact the Technical Manager or a member of the Technical Team to investigate what the problem may be;
- 3.3.2 If the problem can not be resolved quickly and if there is any compromise on safety then the pool will close until the problem is resolved;
- 3.3.3 Inform the General Manager;
- 3.3.4 Complete an Incident Report Form.

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4.0 IN THE EVENT OF A FIRE:

On hearing the alarm:

4.1 DUTY MANAGER:

- Leave the building by the nearest Emergency Escape Route;
 - If possible, Contact Reception via radio to obtain a situation report;
 - If safe to do so, check the alarm panel and find out where the incident has occurred;
 - Collect the evacuation bag from the Receptionist at first available opportunity;
 - Issue High Visibility Jackets to team members who are controlling the evacuation;
 - Arrange for a member of staff to control the Assembly Point;
 - Arrange for a member of staff to control the entry to the car park (with a high vis jacket and appropriate footwear). This member of staff should encourage visitors to the site, to leave the premises and return once the evacuation is completed. If unable to do so, then encourage customers to park at far side of car park and wait for further information as appropriate.
 - Await further instructions from the Fire Officer.

4.2 DUTY MANAGER (ADMIN):

- Cease activity evacuate the area you are in and leave the building by the nearest emergency exit route;
- Proceed directly to the closest fire assembly point;
- Report "Area - All Clear" to the Duty Manager;
- Assist with the evacuation as required;
- Await further instructions.

4.3 TECHNICAL TEAM:

- Evacuate the area that you are in, telling any customers who are in the area to leave as quickly as possible by the nearest escape route;
- Proceed directly to the closest fire assembly point;
- When your area is clear, report "Area - All Clear" to the Duty Manager.

4.4 RECEPTION STAFF:

- Ensure the till drawers, Reception and the Strong Room are secure;
- Pick up the Evacuation Bag and Contractors / Visitors Book and hand to the Duty Manager at the front Assembly Point;
- Take the radio with you and report to the Duty Manager "Area - All Clear";
- Await further instructions.

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(NOTE: If the Duty Manager fails to arrive at the alarm panel, the Receptionist on duty must initiate the evacuation and report the scenario to the Fire Officer).

4.5 RECREATION ASSISTANTS (DRYSIDE):

- Evacuate the area that you are in,
- When your area is clear (or not) report to the Duty Manager at the Assembly Point and inform them:
 - What area you have cleared;
 - Whether there was anyone left in the area;
- Proceed to the nearest Assembly Point.

4.6 RECREATION ASSISTANTS (WETSID):

• MAIN POOL:

- Assemble all the swimmers at the Emergency Exits on the Window (School) Side of the pool, supervised at both points by a Lifeguard, if there is no immediate sign of danger;
- Evacuate the Spectators via the nearest available escape route;
- Evacuate the Sauna / Steam Room to the assembly point on poolside;
- Issue foil blankets if required to swimmers and young children as appropriate;
- Evacuate the changing rooms to the nearest exit route;
- Report "Area - All Clear" to the Duty Manager by radio, if able to do so;
- Await further instructions;
- If there is any immediate danger evacuate immediately taking the public with you to Assembly Point A

• LEISURE POOL:

- Assemble the swimmers at the Emergency Exit behind the Teaching Pool, supervised by a Lifeguard;
- Issue foil blankets if required to swimmers and young children as appropriate;
- Evacuate the spectators via the fire exit to the nearest available fire exit route;
- Report "Area - All Clear" to the Duty Manager by radio, if able to do so;
- Await further instructions;
- If there is any immediate danger evacuate immediately taking the public with you to the Assembly Point A.

(Note: Allow parents who have been watching their children to come onto the poolside during the evacuation process).

4.7 KINETIKA GYM STAFF

- If it is safe to do, evacuate the Kinetika area, gym floor, changing rooms including Saunarium Treatment Rooms, Dance Studios to the nearest fire exit;
- Issue foil blankets if appropriate;
- Assist with evacuation on exit from gym, check toilets if safe to do so;
- Proceed directly to the Assembly Point appropriate to the exit you have left by;
- Report "Area - All Clear" to the Duty Manager or appropriate person at the assembly point;
- Assist where possible with the control of the customers;
- Await further instructions.

4.8 FOOD & BEVERAGE STAFF

• CAFÉ STAFF

- Cease Activities;
 - If safe to do so:
 - Turn off isolators (Grill, Cookers, Fryers etc);
 - Secure all tills
 - Secure the area;
- Evacuate the area that you are in, telling any customers who are in the area to leave as quickly as possible by the nearest escape route;
- Report "Area - All Clear" to Duty Manager at Assembly Point;
- Assist with control of customers where possible;
- Await further instructions;

• BAR STAFF

- Cease activities
- Secure all tills;
- Ensure all drinks locked away / secure;
- Secure the area;
- Evacuate the area that you are in, telling any customers who are in the area to leave as quickly as possible by the nearest escape route;
- Report "Area - All Clear" to Duty manger at Assembly Point;
- Assist with control of customers;
- Await further instructions.

4.9 CRECHE STAFF

- Assemble the children by the fire exit, assist the children to put on outdoor clothing, where appropriate;
- Apply Wrist Links to children and check children with register;
- Evacuate children to the front assembly point;
- One member of staff to report "Area - All Clear" to the Duty Manager at Assembly Point;
- Await further instructions.

4.10 DAYCAMP/ MORNING CLUB/ FRIDAY FUN CLUB STAFF

- Cease all activities;
- Assemble all the children together and collect the register;
- Evacuate the children to the assembly point, by the safest escape route, checking with the register as you leave;
- Report "Area - All Clear" to the Duty Manager at the Assembly Point;
- Supervise the children closely;
- Await further instructions.

4.11 UNDER 5'S ACTIVITY STAFF

- Cease all activities;
- Evacuate all class participants via the nearest emergency escape route;
- Proceed directly to the assembly point;
- Report "Area - All Clear" to the Duty Manager at Assembly Point;
- Supervise the children closely;
- Await further instructions.

4.12 SWIMMING COACHES

- Remove pupils from the water;
- Ensure pool space is clear;
- Assemble class on poolside at evacuation point;
- Check children against registers;
- Follow the Lifeguards instructions regarding evacuation procedures;
- Await further instructions.

4.13 FOOTBALL COACHES / REFEREES

- Cease all activities;
- Assemble all pupils / players in one area;
- Move to the Assembly Point A;
- Await further instructions.

4.14 AEROBIC / YOGA INSTRUCTORS

- Cease activity;
- Evacuate all class participants via the nearest safe emergency escape route;
- Proceed to Assembly Point;
- Report "Area - All Clear" to the Duty Manager at the Assembly Point;
- Await further instructions.

4.15 CUSTOMER ADVISORS:

• OFFICE BASED:

- Evacuate the area that you are in and assist with evacuating the areas on your route out;
- Proceed to the nearest assembly point;
- Report "Area - All Clear" to the Duty Manager;
- Await further instructions.

• TOUR / CENTRE BASED:

- Cease activity;
- Evacuate the area that you are in, telling any customers who are in the Area to leave as quickly as possible by the nearest escape route
- Proceed to the nearest assembly point;
- Report "Area - All Clear" to the Duty Manager;
- Await further instructions

4.16 ADMINISTRATION STAFF:

- Cease activity;
- Leave the building by the nearest safe emergency escape route;
- Proceed to Assembly Point;
- Report "Area - All Clear" to the Duty Manager at Assembly Point;
- Await further instructions.

4.17 THOMAS BENNETT COMMUNITY COLLEGE:

- Cease Activity;
- Assemble all classes and evacuate by the nearest emergency escape route to the assembly point;
- Report "Area - All Clear" to the Duty Manager;
- Await further instructions.

4.18 HAWTH GYMNASTICS:

- Cease Activity;
- Assemble all classes and evacuate by the nearest emergency escape route to the nearest assembly point;
- Report "Area - All Clear" to the Duty Manager at Assembly Point;
- Await further instructions.

4.19 HIGH SPORTS:

- Cease Activity;
- Assemble all classes and evacuate by the nearest emergency escape route to the assembly point;
- Report "Area - All Clear" to the Duty Manager;
- Await further instructions.

4.20 BODYCARE CLINIC:

- Cease Activity;
- Evacuate by the nearest safe emergency escape route to the assembly point;
- Report "Area - All Clear" to the Duty Manager;
- Await further instructions.

4.21 SCHOOLS, CLUBS & HIRERS (WETSID):

- Listen to the instructions given by the Lifeguard Team;
- Evacuate your area as appropriate;
- Await further information.

4.22 SCHOOLS, CLUBS & HIRERS (DRYSIDE):

- Cease activity;
- Evacuate the area by the nearest emergency exit route to the Assembly Point;
- Report to the Duty Manager to state "Area - All Clear";
- Await further instructions.

4.23 RE-ENTERING THE BUILDING

After the Fire Alarm has been silenced and the Fire Officer has allowed staff and customers to return to the building:

The Duty Manager should:

- Reset the Fire Panel located by the Main Doors;
- Isolate any areas as necessary;
- Ask Reception to put out a call stating that "It is now safe to re-enter the building";
- Reset the gas isolator located in the Plant Room;
- Contact Congenco to arrange for the CHP to be reset;
- Open the self-closing doors located on the first floor – outside the Kinetika Gym and on the ground floor – Outside the Main Hall / Bowls Room.

5.0 BOMB THREAT

5.1 SUSPICIOUS PACKAGE

- 5.1.1 Do not touch the suspicious package.
- 5.1.2 Contact the Duty Manager to investigate the situation;
- 5.1.3 If the package is in a public area, put out a tannoy call to ask for the owner to remove the package. If the owner does not come forward then:
- 5.1.4 Evacuate the premises if necessary after the investigation;
- 5.1.5 Implement the Serious Incident Management Pack

5.2 ON RECEIPT OF A BOMB THREAT

- 5.2.1 Immediately alert someone else (who can alert a member of senior Management);
- 5.2.2 Do NOT put down the handset;
- 5.2.3 Obtain as much information as you can;
- 5.2.4 Try to keep the caller talking (apologise for a bad line, ask them to speak up etc);
- 5.2.5 Complete the relevant form;
- 5.2.6 Activate the Serious Incident Management Pack.

5.3 BOMB EVACUATION PROCEDURES

- 5.3.1 Notify all staff of the bomb alert;
- 5.3.2 Ensure they all know where the suspect package is located;
- 5.3.2 Follow the normal evacuation procedures unless otherwise stated by the Duty Manager or Emergency Services;
- 5.3.3 Set off the evacuation alarm, once all staff are clear on the above steps and treat as a usual evacuation;
- 5.3.4 Assemble at the Assembly point;
- 5.3.5 Implement the Serious Incident Management Pack (SIMP).

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6.0 POWER / LIGHTING FAILURE

6.1 Power Failure (Whole Building):

In the event of a power failure, the building must be evacuated as for Fire Evacuation.

The emergency lighting will automatically activate, enabling customers and staff to cease their activities and safely leave the building. Staff will be deployed to check areas for staff and customers who may have lost their exit route away from their area of activity. Torches are available in staff areas.

The Duty Manager will log the start and finish times of the power failure on the evacuation sheet located on the clipboard in Reception by the Fire Panel.

Emergency lighting is powered by a battery, which is charged by the power supply and activated when the power fails. This battery has a run time of 3 hours maximum (once fully charged).

Once the building has been fully evacuated and secured, the Duty Manager will contact:

- SEEBOARD 0800 056 53 66, to establish the estimated duration of the power failure.
- The General Manager, in accordance with the Serious Incident Management Pack.
- The Duty / Stand-by Engineer

If the emergency lighting has been activated for 3 hours, then the batteries will require a full recharge of 24 hours.

In order to evacuate and secure the building fully, the time allocated is 1 hour. Therefore the batteries must always have a minimum of 1 hours charge remaining to open the building safely for staff and customers alike.

6.2 Power Failure (Partial):

If there is a power failure which is or appears to be local to one area of the building for example, poolside or grandstand, this procedure would need to be activated for that area alone, unless other areas are affected.

Contact the Duty or Stand-by Engineer for clarification, before SEEBOARD

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See Attached Table:

Length of Power Failure (hours)	Building safe to Re-open?	Further Action Required.
Up to One hour	ü	<ul style="list-style-type: none"> Do not re-open building until power supply has been restored for a minimum of 30 minutes without interruption.
	ü	<ul style="list-style-type: none"> If power fails again within next hour for no longer than one hour.
Up to Two hours	ü	<ul style="list-style-type: none"> Do not re-open building until power supply has been restored for a minimum of 30 minutes without interruption.
	X	<ul style="list-style-type: none"> If power fails again within next hour, then treat as up to three hour power failure.
Up to Three hours	X	<ul style="list-style-type: none"> Batteries must have a minimum recharge time of 8 hours.
	ü	<ul style="list-style-type: none"> Providing power supply has not failed again within this period then ok to open.
If no times are available	X	<ul style="list-style-type: none"> Batteries must have a minimum recharge time of 8 hours.
	ü	<ul style="list-style-type: none"> Providing power supply has not failed again within this period then ok to open.

6.1 GENERAL RESPONSIBILITIES

Evacuate the area that you are in.
Allow customers to get changed if their situation warrants this.
Assist customers who may be scared or wary of the building in darkness.

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6.1.1 DUTY MANAGER

- Go to Reception to get a situation report and proceed to the Assembly Point;
- Evacuate the area that you are in;
- Collect the Evacuation Bag from the Receptionist;
- Allocate a member of staff to control the Assembly point;
- Allocate a member of staff to check that there is no-one stuck in the lift;
- Contact the Technical Manager or stand-by Engineer for further assistance;
- Evacuate the building, check all areas and secure when empty;
- Contact EDF 0800 056 5587 for an assessment of length of power failure.
- Contact General Manager and seek further advice.

6.1.2 DUTY MANAGER (ADMIN):

- As Evacuation for Fire.

6.1.3 TECHNICAL TEAM:

- Evacuate the area that you are in;
- Check that the Emergency Lights are working;
- Contact EDF 0800 056 5587 for an assessment report;

6.1.4 RECEPTION STAFF:

- Cease Admissions;
- Ensure all till drawers and the Reception Area is secured;
- Pick up the Evacuation Bag and Contractors / Visitors Book and hand to the Duty Manager at the first available opportunity;
- Take the radio with you and assemble at the assembly point.

6.1.5 RECREATION ASSISTANTS (DRYSIDE):

- As Evacuation for Fire

6.1.6 RECREATION ASSISTANTS (WETSIDE):

- **MAIN POOL:**
 - As Evacuation for Fire
- **LEISURE POOL:**
 - As Evacuation for Fire

6.1.7 KINETIKA GYM STAFF

- As Evacuation for Fire

7.0 STRUCTURAL FAILURE

7.1 ACTION FOR ALL STAFF

7.1.1 LOCALISED DAMAGE

7.1.1.1 In the event of any structural failure the area affected will be closed until a qualified person is able to assess the problem.

7.1.2 WHOLE BUILDING

7.1.2.1 If the amount of structural failure so warrants the building should be evacuated with the affected area avoided;

7.1.2.2 The Fire Brigade should be notified.

7.1.2.3 Reception will stop entry;

7.1.2.4 Evacuate the building as for Fire;

7.1.2.5 The Serious Incident Management Pack should be implemented.

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8.0 EMISSION OF TOXIC GASES

8.1. ACTION FOR ALL STAFF

- 8.1.1 If you find or are alerted to the possible emission of toxic gases, leave the building by the nearest possible escape route and press a break glass to sound the evacuation alarm.
- 8.1.2 Inform the Duty Manager at the earliest opportunity.
- 8.1.3 DO NOT attempt to rescue a person who is in an affected area as you may become a casualty yourself. Personal safety is the first priority.

8.2 DUTY MANAGER

- 8.2.1 Call the Fire Brigade and pass on all relevant information, e.g. type and amount of chemical or gas
- 8.2.2 Evacuate the building as per Fire

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9.0 DISCOVERY OF A CASUALTY IN THE WATER

(See Rescue Flow Chart for sequence of events to be followed when an incident occurs or the pool alarm is activated on either pool)

9.1 If you discover a casualty in the water, alert other members of the Lifeguard Team by whistle, alarm, hand signal or voice;

9.2 Rescue the casualty from the pool;

9.3 ACTION BY OTHER LIFEGUARDS

9.3.1 Clear the pool

9.3.2 Move customers from the poolside to the changing rooms and ask them to get changed;

9.3.3 Assist as necessary with the incident

9.4 CASUALTY IN DIFFICULTY WITHIN REACH

9.4.1 Assess the situation;

9.4.2 Alert other members of the Lifeguard Team;

9.4.3 Rescue the casualty.

9.5 LIFEGUARDS ON POOLSIDE

9.5.1 As soon as the Lifeguard enters the water, the pool alarm must be activated (if not already done);

9.5.2 Move to assist with the rescue while asking swimmers to clear the pool and to move to the changing rooms;

9.6 DUTY MANAGER

9.6.1 On hearing the pool alarm activation proceed to poolside with the defibrillator;

9.6.2 Confirm whether an ambulance needs to be called, and confirm they have been called if necessary;

9.6.3 Allocate a member of staff to meet the ambulance at the front of the building;

9.6.4 Implement the Serious Incident Management Pack (SIMP).

9.7 RESUSCITATION IN WATER

- 9.7.1 If casualty is unconscious, breathing and circulation checks and rescue breathing can commence in the water, until assistance arrives
- 9.7.2 Rescue breathing in the water should be carried out by mouth to nose techniques;
- 9.7.3 As soon as assistance arrives the casualty should be removed from the water with an assisted lift (if no spinal injury suspected), to allow for more effective CPR to be carried out on the pool surround

9.8 SUSPECTED SPINAL CORD INJURY

- 9.8.1 If you see an accident happen and you suspect that it could be a spinal injury or if you are unsure how an accident has occurred the casualty should be treated as having a spinal injury;
- 9.8.2 Alert other members of the Lifeguard Team by pressing the pool alarm, three short blasts on your whistle;
- 9.8.3 Enter the pool by sliding entry, while alerting the other members of the lifeguard team to a suspected spinal injury;
- 9.8.4 If the casualty is face down in deep water (deeper than your chest), turn the casualty using a vice grip method and trawl to shallow water, remembering that you must allow your shortest person to be able to stand comfortably;
- 9.8.5 If the casualty is face up in deep water (deeper than your chest), the vice grip should be applied and casualty trawled to shallow water;
- 9.8.6 If the casualty is in face down in shallow or standing depth (no deeper than your chest and deeper than 0.9m), then turn the casualty using the head splint;
- 9.8.7 If the casualty is in water less than 0.9m then the casualty can be turned using the head splint or bear hug;
- 9.8.8 If no other method of turning the casualty can be used and in very shallow water then a log roll should be applied;

9.9 LIFEGUARDS ARRIVING TO ASSIST WITH A SUSPECTED SPINAL CORD INJURY

- 9.9.1 On the way to assist with the incident, clear the pool using one long blast of the whistle;
- 9.9.2 Ensure the pool alarm has been activated;
- 9.9.3 Clear the public away from the casualty, with as little disturbance of the pool as possible;
- 9.9.4 The first available lifeguard enters the water and support the casualty's head with direct communication with the rescuing lifeguard;
- 9.9.5 Further lifeguards must ensure that the pool has been cleared and enter the water to support the casualty in the horizontal position;

9.10 REMOVAL OF A CASUALTY FROM THE WATER WITH A SUSPECTED SPINAL CORD INJURY

- 9.10.1 When there are at least three lifeguards supporting the casualty in the water a fourth lifeguard can prepare the spine board to remove the casualty;
- 9.10.2 Clear the public away from the injured person to cause as little disturbance as possible;
- 9.10.3 Ensure that an ambulance is on its way and that the crew have been made aware that it is a suspected spinal cord injury;
- 9.10.4 If the casualty stops breathing, then rescue breathing should commence in the water until there are enough staff to lift the casualty out of the pool safely;
- 9.10.5 A horizontal lift can be used if speed is required, due to the urgency to begin CPR or if casualty vomits;
- 9.10.6 If the casualty is breathing normally conscious then the spinal board should be used.

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9.11 SPINAL BOARD

- 9.11.1 The casualty can be taken to hospital on the spinal board;
- 9.11.2 Inform the ambulance crew that the spine board will not affect any x-rays that may need to be taken.
- 9.11.3 The spine board must only be used by competent and qualified staff, although other members of staff or public may be required to assist the team and should do so as told by the trained team.

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10.0 Lift Emergency

10.1 Passenger Lift

In case of emergency the lift will automatically call the call-centre at Thyssenkrupp, who will automatically send a lift service engineer to free the person from the lift.

Emergency Action Plan



11.0 MISSING CHILD

11.1 LOST CHILD

- 11.1.1 In the event of a child being reported missing to any member of staff or Reception, the Duty Manager must be informed immediately;
- 11.1.2 The Duty Manger must deal with the situation immediately and a description of the child must be asked for;
- 11.1.3 If the child was last seen in or around the poolside or changing areas, the pools should be cleared and the pool bottom checked;
- 11.1.4 A member of staff should be placed at the final exit points around the building in order to prevent the child inadvertently wandering out or in the case of abduction preventing the child from being taken away;
- 11.1.5 The members of staff in these positions must communicate with the Duty Manager who will monitor the search;
- 11.1.6 Other members of staff will be required to undertake a thorough search of the Centre, including the Car Park;
- 11.1.7 Once the child is found the parent must be informed and the child taken to Reception;
- 11.1.8 The incident must be recorded on the Incident Report Form;
- 11.1.9 If the child is not found after a thorough search, the Police must be notified and the Serious Incident Management Pack (SIMP) must be used.

Emergency Action Plan



11.2 MISSING CHILD

11.2.1 If a member of staff, in charge of children, finds that a child is missing they inform the Duty Manager immediately;

11.2.2 Staff must then follow the procedure set out for Lost Child;

11.3 MISSING CHILD (Crèche and Daycamp)

11.3.1 If a child can not be accounted for at any time during the session, the member of staff who has discovered the problem will inform the Supervisor and the rest of the staff that a child is missing, taking care to ensure that the rest of the children remain adequately supervised, safe and calm;

11.3.2 The Supervisor will contact Reception and ask for a call to be made to the Duty Manager and for the child's parent to be found.

11.3.3 The Supervisor will nominate two members of staff to search the surrounding area. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the facility.

11.3.4 If after 15 minutes of searching thoroughly and the child is still missing, the Police will be called.

11.3.5 While waiting for the Police to arrive, the searches will continue with all available staff to assist.

11.3.6 The Supervisor and Duty Manager will co-ordinate any actions instructed by the Police, and do all they can to comfort / reassure the parent.

11.3.7 Once the incident is resolved, the Supervisor, Manager and the Duty Manager will review all relevant policies and procedures and implement any changes as necessary.

11.3.8 All incidents where a child is missing from the crèche or daycamp must be logged in the Incident Records Book, and in cases where the Police and / or Social Services are called Ofsted must also be notified as soon as reasonably practicable.

11.4 CHILD NOT COLLECTED (Crèche and Daycamp)

11.4.1 If a parent is more than 15 minutes late collecting the child, the Supervisor and Duty Manager will be notified.

11.4.2 The supervisor will call the parent or designated adult, and use any other emergency contact details to try to ascertain the cause for the

Emergency Action Plan



delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.

- 11.4.3 While waiting to be collected, the child will be supported by at least two members of staff who will offer as much reassurance and support to the child as necessary.
- 11.4.4 If after all attempts, no contact with either the parent or the designated adult, and a further period of 30 minutes has passed, the Duty Manager will call Social Services for advise.
- 11.4.5 In the event of social services being called and the responsibility for the child being passed to the child protection agency, the Duty Manager will attempt to leave a further telephone message with the parent or designated adult's answerphone. A note will be left for the parent or designated adult, to inform them of their child's safety and instruct them to contact the Social Services Department.
- 11.4.6 Under no circumstances will a child be taken home by a member of staff, or away from the premises unless absolutely necessary, in the course of waiting for them to be collected at the end of their session.
- 11.4.7 The child will remain in the care of K2 – Crawley Daycamp and Crèche until they are collected by the parent or designated adult, or alternatively placed in the care of Social Services.
- 11.4.8 Incidents of late collection will be recorded by the Daycamp or Crèche Manager and discussed with the parent at the earliest opportunity. Parents will be informed that persistent late collection may result in the imposition of a fine and the loss of their child's space.
- 11.4.9 All incidents where a child is uncollected from the crèche or daycamp must be logged in the Incident Records Book, and in cases where the Police and / or Social Services are called Ofsted must also be notified as soon as reasonably practicable.

12.0 SEXUAL ASSAULT / INDECENCY

- 12.1 If the disorderly behaviour is of a sexual or indecency nature then the Duty Manager must be called immediately;
- 12.2 The Duty Manger will contact the Police or if relating to a child, follow the guidance under child protection in Section 25 of Health and Safety Manual A;
- 12.3 If any of these incidents involve a member of staff the General Manager must be informed immediately;

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- 12.4 Follow the Serious Incident Management Pack (SIMP) located in the Duty Managers' Office.

To be attached:

- Rescue Flow Chart
- Minor and Major Emergencies etc