

DUNFIELD HOUSE LIMITED

# SWIMMING POOL

## Normal Operating Procedure & Emergency Action Plan

This document is specific to the swimming pool at DUNFIELD HOUSE

### INTRODUCTION

This document aims to identify the operating rules and emergency arrangements for Dunfield House Swimming Pool when used by groups booked into Dunfield House or Dunfield Stables or when used for community use.

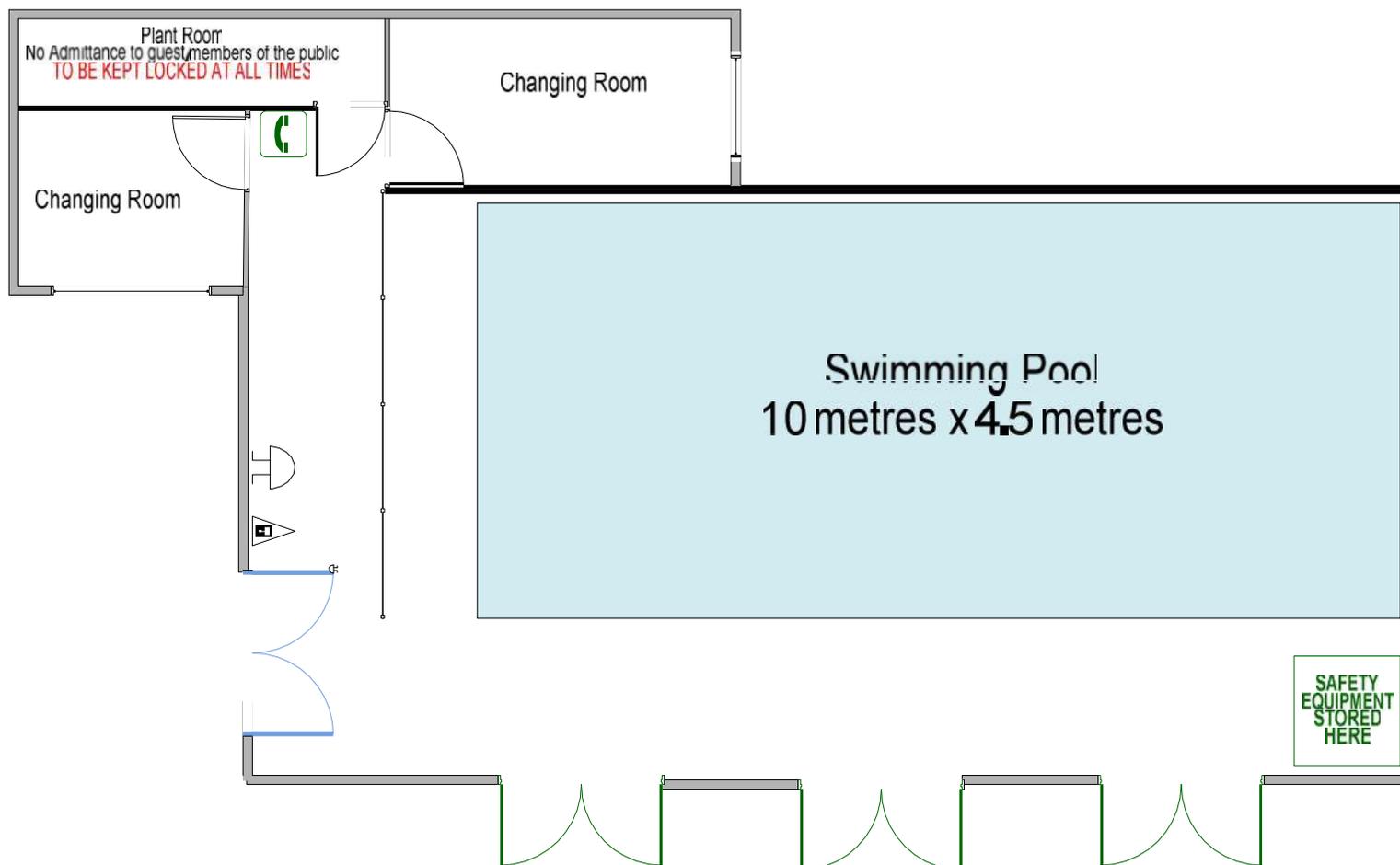
This document has been produced using information gained from:

- the institute of Sport and Recreation Management
- Lifesavers (The Royal Life Saving Society UK)
- Managing health and safety in swimming pools HSE book
- Our legal obligation under the Health and Safety at Work Act 1974 and the Management of Health and Safety in the Work Place Regulations 1992 to provide and maintain a safe place and system of work.

This document is designed to ensure the safety of all persons hiring/using our pool. It is most important that all persons who hire the swimming pool facilities, Users and Community Users (The Users) apply the requirements of this document.

The manager on duty has the authority to close the pool if the responsible adults on duty do not meet the requirements of this document. Each **RESPONSIBLE PERSON** must perform their duties to the best of their ability and to undertake their respective roles as described in this document.

There is an obligation on the Company to ensure that each RESPONSIBLE ADULT has been issued with this Normal Operating Procedure and Emergency Action Plan (N.O.P and E.A.P) and that they have provided a signature to confirm that they have read and will comply with the requirements of this document by knowing and understanding what is expected of them.



**DIAGRAM OF THE POOL AND BUILDING**  
ENTRY & EXIT DOOR [LIGHT BLUE] EMERGENCY EXIT DOORS [GREEN]

## **POTENTIAL RISK FACTORS**

Responsible Persons prime responsibility is to prevent accidents occurring to themselves or to users of the facility. This can be achieved by positive action and keen observation to anticipate hazardous situations before they arise.

The Responsible Persons must strive to create a safe environment while trying to achieve a balance between being too restrictive and ensuring users have an enjoyable time.

Their role includes checking the facility and its associated equipment including First Aid Kit, Rescue equipment and removal of tripping hazards.

## **KNOWN HAZARDS**

Responsible Persons should be aware of the following factors that could cause fatalities or serious injury/illness to their party members within the confines of a swimming pool. (This is not a definitive list)

People should not swim who have colds, flu or infectious diseases. **NOBODY** with diarrhoea should swim, this is crucial and should never be compromised. People should not swim until symptom free for 2 days

- People Long standing health problems (Heart trouble, asthma, epilepsy etc.) people whose illness makes them susceptible to infection need to take medical advice before swimming
- Youth and inexperience (Half of those who drown are under 15 years of age)
- Alcohol, drugs or food before swimming. Eating prior to swimming will not necessarily cause cramps but if children swallow water it may induce vomiting
- Unauthorized access to swimming pools intended to be out of use
- Weak or non-swimmers straying out of their depth.
- Diving [which is banned from this pool] into insufficient depth of water (leading to concussion or injury to head, spine or back)
- Unruly behaviour and misuse of equipment.
- Unclear pool water, preventing persons in trouble or causing a hazard to other users being seen
- Absence of or inadequate response by pool attendants in an emergency

**DUNFIELD HOUSE LIMITED**  
Has adopted a policy of no diving at all in the pool due to insufficient depth

## **Supervision Ratios**

The number and type of responsible adults is summarised below

### **General swimming session:**

- If 8 users or less then the two responsible persons can be in the water with the other users.
- For 9 – 20 Users two responsible persons must be poolside.

The group leader is required to carry out a risk assessment of their group and the number of responsible adults may need to rise, especially the number of adults required in the water.

The ratio of adults in the water rises in response to the needs of the group, but particularly if your group consists of:

- young children or new swimmers
- Users with disabilities
- Users with language or learning difficulties
- A wide variation in the swimming ability of the Users
- Difficulty in seeing beneath the water surface due to glare or reflection
- A ratio of up to 1:1 may be needed for those Users who need constant support in the water

### **Admission into the pool area:**

All bathers should wear acceptable swimwear. Cutoff jeans, baggy shorts or transparent costumes are not permitted.

Chewing gum and sweets are dangerous and can cause choking. Users and guests viewing should be requested to dispose of the gum or sweets before entering the pool building.

### **First Aid**

The Responsible Person leading each session should provide a first aid box on poolside. It should be stocked with everything needed to deal with minor incidents in the pool area. DUNFIELD HOUSE LIMITED will ensure another first aid box is on site.

### **Accident / Incident Forms**

When an accident or incident happens with a swimmer, guest or member of staff within the pool building one of the Responsible People must report it to their group leader immediately they are free to do so. An accident form must be completed and the house manager on duty must be notified at the earliest possible opportunity.

## POOL AND POOL HALL HAZARDS

Responsible Persons must watch out for the following pool hazards and must take preventative measures to ensure the safety of users both in and out of the pool. The responsible adult:

- must be conscious of the likelihood of slipping accidents on the poolside
- must not allow running or any other activity, which might lead to injury
- must know the pool water depth and make users aware of the dangers, particularly those about to get out of their depth
- must ensure that there is no jumping, diving or bombing for anyone
- must be aware of the possible entrapment dangers arising from inlets, outlets and other grilles
- must ensure that all poolside objects (e.g. equipment) are stowed away properly after use
- must ensure that cleaning of the pool/ poolside areas should **not** be undertaken when the pool is in use
- must ensure that no users enter the pool area whilst the cover is on the pool. At no time should anyone enter the water before the cover is taken off and immediately prior to replacing the cover.

## POOL SIDE RULES FOR GUESTS

The following are all considered to be a hazard to all persons using the swimming pool and surrounding area. The rules are there for the safety of all guests. By their definition they are to be prohibited by the Responsible Person regardless of the activity.

- swimmers must enter and exit the pool using the steps only
- no running on the pool side
- no fighting, bullying, pushing or throwing other guests into the pool
- no face masks, flippers or snorkels to be used during sessions
- no eating or drinking on the poolside
- no smoking
- non-swimmers and weak swimmers must have an adult in the water with them at all times
- **due to the depth of the pool Dunfield House Limited does not permit diving**
- no misuse of the equipment
- no diving, jumping or bombing allowed

Any guest involved in any of the prohibited activities listed above must be clearly warned by the Responsible Persons of the seriousness of their actions and informed that they will be asked to leave the pool should it continue.

### **Vulnerable Guests AT RISK**

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

- weak swimmers
- the boisterous and show offs
- guests congregating near the steps, or hanging onto the poolside whilst in the water
- those wearing arm bands or other forms of buoyancy aids
- unaccompanied children or those accompanied by an older child
- 'parental guidance' of a non or weak swimmer
- elderly swimmers
- swimmers who are visually or physically impaired
- guests whether in the water or spectators, should not be allowed to remain on the poolside area

### **RESPONSIBLE PERSON - ENFORCING THE REGULATIONS**

Responsible Persons must remain calm and correct in the face of provocation. Responsible Persons should deal with their swimmers politely but where necessary, firmly, especially in situations where health and safety might be at risk. Creating the right image and atmosphere may simply involve a smile or friendly greeting when a customer enters the pool or a straightforward explanation of the rules. In dealing with guests, especially where there is a potential discipline problem, the following should be considered:

- Smile and appear approachable
- Use eye contact
- Be courteous but firm
- Be seen to care
- Be specific and give reasons for any warnings / instructions
- Do not display anger or use inappropriate language
- Do not intimidate swimmers
- Use a whistle sparingly, or else it loses its effect. It is important to remember that a whistle will only attract attention and needs to be followed by a verbal or visual instruction.

### **GUESTS / BATHERS OBSERVATION**

A key element in Responsible Persons duties is bather observation. Responsible Persons must be aware of warning signs that a potentially dangerous situation is developing. Look out particularly for the following;

#### **BATHER OBSERVATION**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• worried expression on the face of a bather</li> <li>• cries for help</li> <li>• a bather in a vertical position in the water</li> <li>• two or more swimmers in very close</li> </ul> | <ul style="list-style-type: none"> <li>contact</li> <li>• sudden submerging</li> <li>• deliberate waving of an arm</li> <li>• crowd gathering</li> <li>• hair over the eyes or mouth</li> <li>• someone under the water</li> </ul> |
|--|--|

By remaining constantly vigilant and continuously scanning the water, Responsible Persons can detect a problem in its early stages and be ready to take the appropriate action. Responsible Persons should also ensure that they patrol the poolside at regular intervals.

## **RESPONSIBLE PERSONS DUTIES AND RESPONSIBILITIES TO GUESTS**

### **Responsible Persons**

Responsible Persons should ensure that there is appropriately qualified staff (one of whom should be first aid trained) available in the Dunfield House vicinity during the swim session.

*The Responsible Person has the following duties:-*

- To supervise the swimming area and changing rooms.
- To be responsible for the safety of the guests in their charge both on the pool side and in the water, undertaking appropriate rescue and / or resuscitation. Guests must not enter the water before the responsible person is present.
- All guests must vacate the pool side before the responsible person leaves the area.
- To ensure the correct ratio of guests to responsible persons in accordance with this normal operating procedure.
- To ensure appropriate levels of safety and supervision at all times and maintain constant supervision of guests by knowing how many people are in the pool at all times [head counts]
- To be aware of all the guests in their charge and provide a safe learning environment.
- To maintain at all times high level of vigilance, being alert to bathers in difficulty and persons who may be on the pool bottom.
- To carry a whistle at all times
- To be aware of the emergency arrangements, and the location of the emergency equipment. [including first aid and the telephone procedure]
- To ensure the guests are fully aware of the emergency procedures.
- To take a head count of the guests regularly especially being aware of people leaving/entering the pool
- To be positioned to carry out emergency procedures, including rescue if the situation arises and to respond to any situation alerted by other guests in the pool
- To remain on the poolside at all times: entry to the water must only be in an emergency and as a last resort.
- To check that all lifesaving equipment and emergency arrangements are available and in good repair
- To be water fit and a competent person to respond in an emergency
- To be fully familiar with this operating plan and emergency action plan.
- To direct and carry out first aid treatment as and when required.
- To give advice and encouragement to the bathers regarding the correct and safe way to participate in an activity or use a particular piece of equipment.
- To seek to modify the conduct of the bathers who behave in an improper or disorderly manner, especially when the offenders are being a danger to themselves or others or interfering with the safety or enjoyment of other swimmers. To ask people to leave the pool building if their behaviour remains problematic.

## RESPONSIBLE PERSONS DUTIES & RESPONSIBILITIES TO SELF

- you must maintain an alert, upright posture and a vigilant demeanor during times of poolside supervision.
- you must never leave the pool area unattended. e.g. You must not, for example leave the pool to get floats or armbands.
- you should also ensure that your attention is not drawn from the poolside by the fitting of armbands etc.
- you must carry a whistle at all times.
- you must not take part in a social conversation with colleagues or guests when responsible for the safety of the users in the pool building
- you must not consume food or drinks at the poolside
- you must be on the poolside before guests are permitted to enter the water. In addition, you must remain on the poolside at the end until all guests have left the area.
- you must wear appropriate clothing at all times when on duty, so that guests can easily recognise you.
- you must not wear sunglasses, these can distort your view of the pool, especially underwater

## GENERAL RULES

- no running
- no pushing
- no shouting
- no ducking
- no bombing
- no diving
- no jumping
- no outdoor footwear on the poolside or in the changing rooms
- floats and swim aids must only be used for the purpose intended, at no time should they be thrown in the pool

On occasions, it is necessary to call other people to the poolside, for example to deal with an incident in the pool area or first aid situation. Do not leave the pool building unless you have got everyone out of the water and you have a responsible person remaining in the building.

You can contact the house manager on duty should you require assistance by dialing the internal numbers by the telephone

***In an emergency, call the emergency services by dialing 9 / 999 [please note extra 9 for an outside line]***

## RISK

The management of Health and Safety at Work Regulations requires that employers assess the risks arising from their activities both to members of staff and customers.

The risks of providing a swimming pool facility have been assessed. The detailed requirements included within these normal operating procedures and emergency action plans have been formulated to ensure control of and / or a reduction in the risk present. The Company will provide the Responsible Persons with the safety procedures and any up dated versions.

Nearly all risks are avoidable. It is up to the Responsible Persons to ensure the well-being of all guest's. If you see anything that gives cause for concern **REPORT IT TO THE HOUSE MANAGER ON DUTY**

### Housekeeping

Responsible Persons and guests must maintain a high level of housekeeping around the poolside and changing areas, leaving good clear walkways and unobstructed entrance and exits.

Changing rooms should be checked after each session and any personal items of clothing or belongings must be taken from the pool building.

### Electricity

**UNDER NO CIRCUMSTANCES MUST EQUIPMENT DEPENDENT UPON POWER LEADS FROM MAINS SOCKETS BE USED.**

## OPERATIONAL SYSTEMS

### Minimum/ Maximum Bather Load and Supervision Ratios

The DUNFIELD HOUSE SWIMMING POOL has a **maximum capacity of 20 bathers** and at no time should this be exceeded.

The DUNFIELD HOUSE SWIMMING POOL has a **minimum capacity of 2 adult bathers both of whom must have read, understood and signed this document**

The DUNFIELD HOUSE SWIMMING POOL **must have at least two responsible adults [who have signed this documentation] at the pool building prior to anyone else entering**

**BABIES & YOUNG CHILDREN: it is recommended that babies under 6 months are not allowed in the pool. They may lose heat in the water, the air may irritate their lungs and their skin may be too sensitive for the pool chemicals. Babies and young children must wear approved swimwear that retains soiling**

### Dress Code

Responsible Persons will dress appropriately in a manner, which allows an immediate water rescue to be performed without delay.

### **Risk of sharp objects in the pool building**

Any Responsible Person or guest finding any sharp objects must ensure that the pool is evacuated and closed immediately and the group leader and house manager on duty are informed straight away.

If you cut or prick yourself on something, which may be contaminated with someone else's blood, leave the pool area, squeeze the wound to make it bleed, wash it thoroughly with soap and water and cover the wound with waterproof plaster.

Report the accident to your group leader and the house manager on duty

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

### **IMPORTANT NOTE:**

When dealing with wounds that are open, whether bleeding or not, you must always wear protective gloves. After use they must be disposed of with care and attention to personal and public safety.

### **DETAILS OF ALARM SYSTEM AND ANY EMERGENCY EQUIPMENT;**

#### **Fire Alarm System**

An automatic fire alarm system is present in the pool area this is linked to the main house fire alarm system. It is activated from numerous call points, one of which is positioned on the poolside adjacent to the main exit along with smoke detectors around the complex.

An emergency telephone is provided by the changing rooms, which has a direct line for contacting the emergency services. A notice giving relevant information, which needs to be given to the emergency services, is displayed adjacent to the emergency phone.

You can also summon help from the Dunfield Office, Kitchen or Managers Cottage in an emergency.

#### **Location of alarm points**

The alarm point in the pool building is to the right of the entrance door This location can be found on the building plan (Section one).

#### **Action by responsible adult on hearing the alarm**

- Prepare to and evacuate the building, ensuring that all users and guests viewing leave the building, secure the emergency doors and lock the entrance door [if safe to do so] and assemble group on the lower front lawns of main house [fire assembly point]
- Await further instructions from group leader, house manager on duty or fire officer
- Supplies of emergency survival blankets will be given out to evacuated swimmers if required. [house manager on duty will supply]
- The Responsible Person must take their first aid kit to the assembly point

### **Pool Emergency Equipment**

Other emergency equipment provided includes 2 reaching poles situated on the wall to the right of the poolside. This equipment must be in position whenever the swimming pool is in use.

Any items that are missing or damaged should be brought to the immediate attention of your group leader or house manager on duty who will arrange for their repair or replacement. The pool should not be used during this time.

### **REMEMBER**

When dealing with an incident you must remain calm and in control. Any anxiety you have will quickly spread to others and may cause panic leading to further, unnecessary injury or distress.

### **NOTE**

All equipment involved in alarm and rescue situations must be inspected weekly by a designated member of the Dunfield House staff. A record of the inspections is kept in the Dunfield House office.

This information must be accurately recorded and the appropriate action taken to isolate and take out of service any piece of equipment that has been damaged or needs replacing. The house manager on duty must then take measures to replace this equipment at the soonest possible opportunity.

### **NOTICES**

Below is a list of the signs presently displayed in the swimming pool area. These signs need to be clearly visible, kept clean and unobstructed.

- 1.38 metre depth sign
- No Diving signs
- Emergency Exits
- Male Changing rooms
- Female Changing rooms
- Fire Action
- Poster showing "Prohibited Activities"
- No Outdoor Shoes
- No Eating, Drinking or Smoking in the pool area

### **HIRE TO OUTSIDE ORGANISATIONS (Community Use)**

It is important that the Responsible Person making a booking is aware of the rules and regulations applicable to the letting (e.g.) maximum numbers, supervision ratios, emergency arrangements, etc. To ensure this, the information will be formally communicated on a contract basis and the necessary forms completed prior to any hiring or letting arrangement taking place.

Copies of this Normal Operating Plan and Emergency Action Plan must be given to all Responsible Persons making a booking as a part of the contractual agreement. The Responsible Person must sign that they have received the documents and agree to comply with all the requirements.

### **NOTE:**

Community swim sessions can take place when a group/s is in residence at Dunfield House, in liaison with the group leader and the house manager on duty. The community user must provide two people to act as responsible persons for the duration of the booking prior to the pool key being issued.

Community swimmers cannot be onsite without a manager on duty being present.

### DECLARATION BY GROUP LEADER/PRIVATE HIRER

Group Name.....OR Private hire.....Date.....

I confirm that I have read and understood the *normal operating procedure* and the *emergency action plan* for the swimming pool at Dunfield House. I confirm that the people below have agreed to serve as “**responsible persons**” in accordance with the procedures written above and I will ensure that these guidelines are adhered to, I will notify the house manager on duty if anything untoward happens

Signed \_\_\_\_\_ Print Name \_\_\_\_\_

**If private hire:**

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile \_\_\_\_\_

### DECLARATION BY RESPONSIBLE PERSONS

I confirm that I have read and understood the *normal operating procedure* and the *emergency action plan* for the swimming pool at Dunfield House. I agree to serve as a “**responsible person**” in accordance with the procedures written in these documents and will notify my group leader and the house manager on duty should anything untoward happen

Signed \_\_\_\_\_ Print Name \_\_\_\_\_

Signed \_\_\_\_\_ Print Name \_\_\_\_\_