

Helmsley Open Air Pool PSOP - Updated June 2021

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**NOP 1 - Details of the Building**

List main building areas, location and description of facilities or equipment

|  |  |
| --- | --- |
| **Areas** | **Description of Facilities** |
| *Reception*  | *Stable door, till, telephone. Small kettle/ kitchen unit for hot drinks, fridge, freezer. 1 door to the poolside.*  |
| *Plant room* | 3 circulation pumps, oil boiler, calerx heat exchanger, chemicals. |
| *Female Changing rooms*  | 2x toilet cubicles. 12x changing cubicles. Baskets for personal items to be stored on the poolside.  |
| *Male changing rooms*  | 1x toilet 1x urinal. 9x changing cubicles. Baskets for personal items to be stored on the poolside. Store cupboard.  |
| Poolside  | Pool, 4 pool covers. 2x poolside showers. 12 group tables for spectators. Lifeguard high chair with lifeguard equipment  |

**NOP 2 - Potential Risk**

See Risk Assessment Folder.

**NOP 3 - Dealing with the Public**

**NOP 3.1 Admission Policies**

Children under 8 years are accompanied by an adult (18 years) with a maximum of two children per adult in the swimming pool.

1 child to 1 adult if the child is under 4 years old. 2 children ages 4-8 can be accompanied by 1 adult.

Customers who are drunk will not be admitted into the pool.

Customers are advised not to swim if they have consumed a meal within the last hour, or have had an upset stomach.

Customers must wear appropriate clothing.

**3.2 Photograph and Videography Policy**

Our policy is to try and use a common sense approach. Customers are free to take photographs of their own families. If the customer wants to take a picture of the whole pool, this must be done when the pool is empty.
**It is not** appropriate for photography or videography to be used in any changing room areas, showers and within the swimming pool water.

Customers should not take photographs or film others who are not in family or social groups. Customers reporting concerns about someone using a camera, mobile phone or other device should be referred to the manager on duty.

**3.3 Violence Towards Colleagues Policy**

Immediately report all incidents of threatening, abusive or physical violence to the manager on duty and to report to the police (see EAP- Disorderly Behaviour (including violence to colleagues)

**NOP 3.4 Controlling Admissions**

Lifeguards will tally bathers as they pay for admissions and enter the changing rooms. Lifeguards should carry out head counts at 30 minute intervals to ensure bather loads remain at a safe level. Once admissions reach the bather load, bathers are advised to return/ book for the next session.

Maximum bather load is 75 swimmers in the pool

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Pool  | Pool Length (Metres)  | Pool Width (Metres)  | Pool Area Metres Squared (Length X Width)  | Pool Area divided by 3 = Maximum Bather Load  |
| Main Pool  | 25  | 9 | 225 | 75 |

**NOP 3.4.1 Swimming Pool Maximum Bather Loads**

* During the current Covid restrictions-
* Maximum bather load= 60
* Lane swim/adults only= 40
* Open Swim= 45
* Fun swim= 50

**NOP 3.5 Swimming Pool Hygiene, Pool Rules and Diving from Poolside**

**NOP 3.5.1 Swimming Pool Hygiene**

We follow the national pool water guidance to keep pool water clean and safe.

Bathers are asked to shower before swimming, use the toilets provided, and children to wear aqua nappies if required.

**NOP 3.5.2 Pool Rules**

* Running is not permitted around the swimming pools
* Bombing or boisterous behaviour is not permitted
* Acrobatics are not permitted within the swimming pool(s)
* The use of glass or ceramic products is/are forbidden in the wet side facilities.
* The use of toys such as ‘sinkers’ may be used during general swimming sessions and should be used with care.
* Large personal inflatables are not permitted in the pools.
* Babies must wear suitable aqua nappies
* Helmsley Outdoor Pool follow the current recommendations of Swim England that the participating child should have completed their initial immunisation programme and should be approximately 4 months of age.

**NOP 3.5.3 Diving from Poolside**

Diving from poolside is not permitted into water less than 1.5metres – prohibition signs (below) will be clearly displayed in the pool hall

The following types of diving will be prohibited in all areas of the pool:

* Running Dives
* Backward Dives
* Dives without hands in front of head
* Indiscriminate Diving
* Somersault Entries
* ‘Bombing’

In pools with a water depth of less than 1.5m, all diving and head-first entries are prohibited.

The Lifeguard will:

1. When enforcing the pool rules always try and explain the reasons behind why you are taking action to the individual. Do not shout.
2. If the misbehaviour continues then they will be asked to exit the pool.

**NOP 4 - Details of the Swimming Pool(s) and Lifeguard Zones**

**NOP 4.1 Swimming Pool Plans and Details**

**NOP 4.2 Lifeguard Zones**

When there are less than 35 people in the pool, the lifeguard will cover the whole of the pool. Depending on the position of the sun during the day. The lifeguard will either be positioned in the high chair at the deep end of the pool or patrolling at the shallow end.

Adults only= 2 lifeguard positioned at the shallow end

Open/Fun swim over 35= One lifeguard in the high chair at the deep end the other patrolling the shallow end.

**NOP 4.3 Lifeguard Numbers During Busy Pool Conditions**

if the pool gets busier than 50 a 3rd lifeguard will be called in

**NOP 5 - Lifeguards Duties and Responsibilities**

**Prior to Lifeguards working on poolside**

* Ensure they hold a current National Pool Lifeguard Qualification (NPLQ). Site management to review current status of all lifeguard qualifications and arrange re-takes as required. NB RLSS have extended the qualification expiry dates
* Ensure they own correct uniform (Yellow top. Red or Black Short, whistle).

**At All Times-**

* Turn up for work physically fit, have good vision and hearing and be mentally alert
* Wear the correct uniform (yellow shirt, red shorts and trainers) and carry your whistle
* Keep a close watch over the pool and the pool users, exercising the appropriate level of control
* Monitor and record on the ‘Pool Head Count Record’ numbers swimmers in the pool every 30 minutes
* Communicate effectively with pool users, and other colleagues
* Anticipate problems and prevent accidents
* Intervene to prevent behaviour which is unsafe
* Identify emergencies quickly and take appropriate action (raise the pool alarm to obtain further assistance if required)
* Carry out rescues from the water
* Give immediate first aid to any casualty
* Child not wearing nappies. Explain that the result of an accident could mean closure of the whole swimming pool for the day.
* Must follow the current government social distancing guidelines

**NOP 6 - Systems of Work**

* Undertake early morning check of the building (including pool water, pool alarm checks, and pool equipment checks.
* Plan colleagues work patterns on shift noting any special events that are planned throughout the day.
* Check all colleagues turn up to work on time and are ready to work (physically fit and mentally alert) wearing the correct uniform (yellow shirt, black shorts and trainers), your whistle and with jewellery kept to a minimum.
* Check operations and cleaning tasks are being done in accordance with standards on operational checks.

**NOP 6.2 Work Rotation**

**At all times**

* Turn up to work physically fit (with good vision and hearing), mentally alert, and in good time for your shift, with the correct uniform (yellow shirt, red shorts and white trainers), your whistle and with jewellery kept to a minimum.
* Before going onto poolside wash hands as per the guidance, take bacterial wipes/ viral plus and blue roll to wipe down the lifeguard chair and monitor before taking up position. Dispose of wipes/paper in the bin provide. The outgoing lifeguard will maintain surveillance of the pools during this time
* On arriving on poolside at start of your shift go to allocated position as per the Lifeguard Zone Plan, following the rotation plan to ensure social distancing

**When moving off position once your replacement arrives**

* Highlight any current concerns (weak swimmers, boisterous behaviour, pool numbers).
* Once you are informed that they are in position and observing the pool, move to next position

Lifeguards will rotate positions from deep to shallow end every half hour

**NOP 6.3 Maximum Poolside Working Times**

* Ensure all colleagues are organised to undertake Lifeguard duties for no more than 60 minutes without a break. In exceptional circumstance this can be increased to 90 minutes e.g. Emergency situation

**NOP 7 - Operational Systems**

**NOP 8- Detailed Work Instructions**

**NOP 8.1 Safe Systems of Work**

**Setting up lane swim**

Lane ropes are stored at the deep end of the pool.

Lifeguards need to put in 6 screws into the pool- this is what the lanes ropes hook up to.

Make sure there is no one in the pool when setting up the lane ropes

**Aquaerobics**

Pool noodles and weights can be found in the store room- these should be ready on poolside before the start of the session.

**Aquathlon**

Set up similar to the lane swim. Make sure the spectators are following the pool rules.

**Pool hoist**

Every lifeguard will receive individual training on how to use the pool hoist.

**Cleaning**

Lifeguards are to follow the cleaning procedures for opening and closing the pool.

During the day lifeguards should check the changing rooms and toilets.

During the 15 minute rotation between sessions, lifeguards should mop and dry the changing room floors, make sure there are enough toilet rolls and remove any rubbish from the changing rooms/ poolside.

**NOP 9 - First Aid Supplies and Training**

**Nop 9.1 Location of First Aid Equipment**

First aid box is stored in the filing cabinet in the office/reception.

Nearest AED is at the park building next door to the pool.

**NOP 9.2 checks of First Aid Equipment**

|  |
| --- |
| **Basic first aid box**  |
| 6 Assorted individually wrapped sterile dressings, and 1 large individually wrapped dressing  |
| 2 individually wrapped triangular bandages and 2 safety pins  |
| disposable gloves  |
| individual moist cleaning wipes  |
| cold compress Plasters Eye pads Eye wash |
|  |

The first aid kit should be checked weekly to ensure it is fully stocked and Chris Parkin/ Carol Swift should be alerted when this is low.

Any first aid that is carried out by a lifeguard should fill out an accident report form.

**NOP 10 -Emergency equipment and emergency arrangements**

Torpedo Buoys should be checked daily to ensure if they are fit for use.

**Emergency Action Plan**

**EAP 2 - Emergency Evacuation of the Building– Outbreak of Fire**

* Clear the pool buy 1 long blow of the whistle
* Make sure there is no one in the changing rooms/ toilets.
* Everyone to go to the assembly point- car park
* Exit via the nearest available exits- main front door or back gate (depending on location of the fire)
* Give out fire blankets
* Contact the Fire Brigade
* If it is a false alarm, thank customers for their patience and allow everyone back into the pool.

**EAP 3.1 - Security Incident - Emergency Evacuation of the Building - Bomb Threat**

**On receiving a bomb threat**

1. Listen to the caller do not interrupt and try and ascertain as much of the following information;
2. If possible write down the warning given?
3. What time it will explode?
4. Where is it located?
5. What type of device is it?
6. Note the tone of voice, accent and gender of caller?
7. Estimate the age of the caller, young or old?
8. Any background noises that might identify the location of the caller?
9. Remain calm and do not panic
10. Contact the Duty Manager immediately and inform him/her of the situation
11. Evacuate the building by setting off the nearest fire alarm call point
12. Undertake evacuation as per EAP 2.

Contact the police and ensure everyone is at the assembly point.

**EAP 3.2 - Security Incidents - Finding or Receiving a Suspicious Package**

**On finding or receiving a suspicious package**

1. Do not touch it or attempt to move it
2. Clear the immediate area
3. Immediately go to the location of the suspicious package and carryout the 5C’s:

1. Confirm: The object is it Hidden, Obviously Suspicious, Typical (HOT)? Does it look suspicious?
2. Clear: if yes or you suspect something is not right about the package

- Evacuate the building and undertake actions as per EAP2 (if inside building) or

- Clear the area (if outside the building).

1. Cordon: If outside the building establish a cordon (50m for bags, 100m for cars)
2. Control: Control to prevent further admissions or re-entry to the building, or to prevent outside access through the cordoned area.
3. Check: Check outside cordon is effective.

 4. If you believe the package to be suspicious immediately contact the Police by dialling *(9)*999 and giving the sites address and follow any advice they give

**EAP 3.3 - Security Incidents - Lone Attacker, Knife Attack or Marauding Terrorist Attack**

**If a ‘lone attacker or group of attackers’ are seen with weapons or gunfire is heard**

1. Make your escape as quickly as possible following Run, Hide, Tell

Run

* All colleagues must escape if you can, considering the safest options
* If there is a safe route RUN, if this is not possible then all colleagues must find a safe place to HIDE
* Insist others leave with you, but don’t let them delay you
* Leave any belongings behind

Hide

* All colleagues must find cover from any gunfire / marauding attackers – get out of sight. Try to find hard cover e.g. substantial brickwork / heavy reinforced walls or secure area
* Be aware of your exit routes, try not to get trapped and be quiet, silence your phone (turn off vibrate) and radio
* If possible lock / barricade yourself in, Move away from any door.

Tell

* When it is safe to do so, Call 999 and notify the Duty Manager and other colleagues of your location.
* Stop other people entering the site if it is safe to do so.

 Immediately try to get confirmation of any reported incident. If this is not possible immediately activate the alarm. This will disperse customers and colleagues through different exits reducing potential targets.

**Call 999 or Anti-terrorist hotline 0800 789321** to report incidentgiving the sites address and follow any advice they give.

If possible instigate an all radio call informing colleagues of the incident location and to evacuate the site.

Upon arrival of police armed response

* Follow officers’ instructions at all times and remain calm
* If possible, move to a safer area
* Avoid any sudden movements that may be considered a threat to the Armed Response Units and always keep your hands in view.

**EAP 4 - Emergency Evacuation of the Building– Structural Failure**

Clear the pool and alert the people in the changing rooms to get themselves to safety.

Undertake evacuation as per EAP 2

Report this to Chris/Carol.

Ring Fire Brigade if structural failure has caused immediate damage to life.

**EAP 5 - Emergency Evacuation of the Building– Escape of Hazardous Substances.**

Alert customers to evaluate by using 1 long whistle blow.

Undertake evacuation as per EAP 2

**On identification of a spillage of a hazardous substance**

Determine if the spillage is controlled or uncontrolled.

If the spillage is uncontrolled and cannot be contained undertake EAP 2.

If the spillage is controlled and contained deal with the spillage as detailed on the relevant COSHH sheet and for large volumes of hazardous waste contact Hazardous Waste removal as per the process below;

Braemar Howells Limited 08700 73 77 66 73 (24 hour response line – 2 hour response time)

Biffa Haz Response Service 08455 216 666 (24 hour help line – 4 hour response time)

Report event to pool trustees.

**EAP 6 - Controlled Evacuation of the Building– Lighting Failure**

If lightning failure happens during the day ensure there is enough natural lightning to carry on with operations.

If this is a risk to health and safety, evacuate the building as stated in EAP 2

**EAP 8 – Serious Injury (Wet Side)**

* Blow 3 whistles
* Initiate rescue
* Stop all admissions to the pool
* All lifeguards to the poolside
* Clear the pool
* If requested dial 999 to contact an ambulance
* Reopen pool when appropriate.

**EAP 9 – Serious Injury (Dry side)**

* Stop all admissions to the pool building.
* If requested dial 999 to contact an ambulance

**EAP 11 – Lack of Water Clarity**

* Stop admissions to the pool
* Place a black diving block in the poorest area of visibility (to test if the pool needs closing)

**-If you can see the block**

Keep the pool open, investigate the reason for the lack of clarity, monitor and correct the situation.

**-If the pool needs closing**

Ask people to leave the pool explaining that due to the lack of clarity the pool will be temporarily closed

**EAP 12 – Overcrowding – Maximum occupancy levels reduced in line with Covid 19 risk control measures**

Stop admissions to the pool, assess the situation and implement a 1 in 1 out policy.

Wait until the session is over and make sure the following session numbers are monitored.

**EAP 13 – Release of Faeces, Blood or Vomit / *Cryptosporidium***

Solid-

Ensure that the substance is immediately removed from the pool using the net or a scoop.

Check the rest of the pull for further distribution

Disinfect the net/scoop

Check the chlorine and pH levels

Allow re-entry if the pool was cleared for the removal.

Runny-

Ask bathers to leave the pool apologising for the pool closure. Ensure any other pool whose water treatment system is linked to the fouled pool is closed too.

Instruct bathers to ‘shower as normal’

Ensure the disinfectant residual level (free Chlorine) is set and held at the top of the recommended range e.g. 1.0 -2.0 mg/l free chlorine. And the pH value set at the bottom of its range (7.2-7.4).

Check that the coagulant (PAC or alum) pumps are dosing continually

check UV system is operating within correct parameters. Without backwashing, filter the water for six turnover cycles.

Close for 2 hours

**Blood/Vomit**

Clear the pool of bathers

Allow pollution to disperse and any infective particles to be neutralised via disinfection process.

Check chlorine and pH values are within normal operating range.

Re-open the pool.

If the bather has a recent history of diarrhoea and/or vomiting caused by a gastrointestinal infection then the procedure for runny faeces should be followed as above.

 **EAP 14 – Disorderly Behaviour (including violence to colleagues)**

* Maintain a calm atmosphere and as a lifeguard act professionally
* Try to remove the individual away from the pool environment and away from others
* Alert the emergency services if the situation gets worse

**EAP 15 – Robbery**

* Comply with all instructions given by the robber
* Remain calm
* Once they have left ring the police

**EAP 16 – Lost and Found Children**

* Immediate check of all pool facilities to check child isn't in danger
* Obtain an accurate description of the child
	+ name of child
	+ age of child
	+ address/ name of school
	+ physical description of child (height, colour of hair, clothing etc)
	+ where child was last seen
	+ the time the child was last seen
* Position staff/ public at entrances and exits to ensure child does not leave the venue
* Immediate check of surrounding area
* Contact police if child is still not found

**EAP 18 – Closure for Pandemic and Local Lock-Down**

* Close the pool ask customers to leave the premises immediately
* Cancel all bookings
* Implement cleaning
* Keep track of swimmers for track and trace.

**EAP 19 – Identifying and Responding to Safeguarding Concerns about a Child**

**If a child tells you something that leads you to think s/he is being abused or at risk of abuse then**

* React calmly so as not to frighten the child;
* Tell the child they are not to blame and that it was right to tell;
* Take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child
* Keep questions to the absolute minimum necessary to ensure a clear and accurate understanding of what has been said;
* Reassure the child, but do not make promises of confidentiality, which might not be feasible in the light of subsequent developments;
* Make a record of what has been said heard and/or seen on a safeguarding report

If a referral is made to the authorities:

* Record the details of the referral on a safeguarding report including the name and role of the children’s services member of staff or police officer to whom the concerns were passed, together with the time and date of the call/referral.
* Put the referral in writing with the safeguarding report form attached to the individual the referral was made to within 48 hours to confirm the details.
* Note any subsequent conversations, decisions or actions pertaining to the case on the safeguarding report form

**EAP 20 - Identifying and Responding to Concerns about an Adult**

* a ‘Adult at Risk’ may tell you
* someone else may tell you that they suspect a ‘Adult at Risk’ is being abused
* a ‘Adult at Risk’ may show physical or behavioural signs of abuse, such as bruises or distress
* the behaviour of an adult may make you feel uncomfortable in some way
* you may observe abusive behaviour between a ‘Adult at Risk’ and an adult or between ‘Adults at Risk’
* If a ‘Adult at Risk’ tells you something that leads you to think s/he is beingabused or at risk of abuse then
* Take what the ‘Adult at Risk’ says or indicates seriously
* Keep questions to the absolute minimum necessary to ensure a clear and accurate understanding of what has been said;
* Reassure the ‘Adult at Risk’, but do not make promises of confidentiality, which might not be feasible in the light of subsequent developments inform them of what you will do next. (They should be part of the decision making process and their views considered – for example you should not inform carers without their consent).



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C.Lockwood. C. Cooper.

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C. Lockwood