Splashpoint Leisure Centre

EMERGENCY ACTION PLAN

June 2013

Issued to: Worthing Swimming Club

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CONTENTS

Staffing ................................................................. p3.
Person in Charge ...................................................... p3.
Training ................................................................. p3.
Forms of Communication ........................................... p3.
Location of Emergency Equipment .............................. p4.
Location of Emergency Exits ...................................... p5.
Major Emergencies .................................................... p5.
Evacuation Procedure ................................................ p7.
Other Emergencies ..................................................... p13.
Appendix .................................................................... p23.
STAFFING

The number of staff on duty at any one time will vary according to different shifts, which are planned according facility usage.

The minimum staff on duty at any given time are:

One Duty Manager
One Receptionist (There is a Duty Officer on shift at times where there is no receptionist).
Two Lifeguards (swimming club session only). Four Lifeguards at all other times.
One Fitness advisor.
(A total of five members of staff).

During peak periods, staffing levels will increase to a maximum of 32 members of staff.

Members of the public may be asked to help in an emergency if required. This may be for the purpose of sending messages or for general help concerning the casualty.

TRAINING

All staff are required to undertake at least two hours of fire and evacuation training per year. In addition, all staff are issued an EAP, and are expected to know and understand their responsibilities in relation to this document.

All staff that hold an NPLQ qualification must attend two hours of pool training per month.

PERSON IN CHARGE

The person initially dealing with the incident (i.e. discovering a fire etc) will take charge until the Duty Manager is in a position to take over.

FORMS OF COMMUNICATION

Alarms:

- **Fire alarm**: Activated by breaking glass.
- **Pool alarm (includes Health Suite)**: Activated by pressing red button.
- **Chemical overfill alarm**: Automatically activated.
- **Plant room flood alarm**: Automatically activated.
- **Chemical dosing unit alarm (Ezetrol)**: Automatically activated.
• **Till panic alarm:** Activated by pressing button underneath the 1st Floor Fit4 till, two main Reception tills, or Café till. Linked directly to monitoring centre.
• **Disabled Panic Alarm:** Activated by pulling the red cord in the disabled areas.
• **Lift Alarm:** Activated by pressing emergency button inside the lift. Linked directly to monitoring centre.

**Refuge Intercom:**

Are located at the refuge points at the top of each stairwell. The receivers are located at the fire alarm panel, and also in the reception office.

**Radios:**

Are located in Reception, Fit4 Reception, Poolside, and Reception Office. Radios are carried by the Duty Manager, Duty Officer, and Fitness Advisor. All staff working in areas where radios are available should ensure they carry their radios at all times during evacuation of the building.

**Phones:**

Are located in Fit4 Reception, Fit4 Office, Manager’s Office, Reception, and Reception Office.

**Public address system:**

Is located in Reception, Reception Office, Manager’s Office, and Plant Room (Communications Room).

**Whistles:**

Are carried at all times by Lifeguards, Duty Officers, and Duty Managers for poolside use only.

• **One blast:** To gain the attention of the public.
• **Two blasts:** To gain the attention of colleagues.
• **Three blasts:** To alert colleagues to an emergency.

**LOCATION OF EMERGENCY EQUIPMENT**

The emergency equipment is located in the following areas:

• **Spinal boards:** Poolside – Deep end of Leisure Pool, and south end of the 25m pool.
• **Resuscitator:** Poolside, first aid room.
- **Defibrillator**: Poolside, first aid room.
- **Rescue aids**: In various locations around poolside (see appendix).
- **First aid kits**: Reception, poolside – first aid room, plant room, Fit4 Office.
- **Fire extinguishers**: In various positions around the building (see appendix).
- **Space blankets**: Poolside, first aid room.

**Replenishment of used equipment**

It is the responsibility of the last person to use a piece of equipment to ensure it is fit for use again. Any defective equipment should be reported immediately to the Supervisor/Duty manager. In addition, the Duty Supervisor should check all poolside equipment on a daily basis.

The first aid kit, resuscitation kit, defibrillator and spinal boards are checked on a weekly basis. Completed check sheets should be signed and placed in the red file marked ‘First Aid Checklists’ in the main office.

**LOCATION OF EMERGENCY EXITS**

Exact locations of emergency exits are marked on building plans included in the appendix.

Emergency exits are positioned in the following locations:

- **Foyer**: Front doors.
- **Ground floor lobby**: Door next to fire alarm panel.
- **Ground floor corridor**: South end of corridor.
- **Poolside**: South East corner of leisure pool.
- **Poolside**: South West corner by flume stairs.
- **Paddling Pool**: Gate to West of the pool.
- **Poolside**: Exit to East of Diving Pool.
- **First floor**: Stairs at the South end of dryside changing areas.
- **First floor**: Stairs at South East of Fitness Suite, in free weights area.
- **First floor**: Stairs at rear of spectator area.
- **First floor**: Stairs to foyer.
- **Second floor Plant room**: Door to roof on West side.
- **Second floor**: Stairs to East of Studio 1.
- **Second floor**: Main stairs at north end of corridor.
- **Plant room**: Stairs at East side of room, by ground source pumps.
- **Plant room**: Ladder in South West corner at end of lane rope storage area.

**Muster Point**: The muster point is located at the South East corner of Beach Green, next to the paddling pool perimeter fencing.
MAJOR EMERGENCIES WHICH REQUIRE EMERGENCY EVACUATION OF THE BUILDING

Fire (Code ‘RED 9’):

On discovery of a fire: Activate the fire alarm using the emergency break glass points.

Follow evacuation procedure.

Bomb Threat (Code ‘BLUE 9’):

On discovery of a suspicious package: Call the Duty Manager. Be prepared to activate the fire alarm using the emergency break glass points. The Duty Manager will decide whether it is necessary to call the police.

Follow evacuation procedure.

If a threat is made over the phone: Call Duty Manager to investigate area if information is available. Duty Manager will instruct reception to call the police if necessary. Be prepared to activate the fire alarm using the emergency break glass points.

Follow evacuation procedure.

DO NOT TOUCH ANY SUSPICIOUS PACKAGES.

Toxic Gas:

On discovery of toxic gas: Call the Duty Manager. Be prepared to activate the fire alarm using the emergency break glass points. In the event of a natural gas leak, the Duty Manager must shut off the mains gas tap and call Transco. Ventilate the area.

Do not use light or power switches, do not light any matches, do not smoke.

Follow evacuation procedure.

Major Structural Failure:

In the event of major structural failure: Call the Duty Manager. Clear the area of customers. Be prepared to activate the fire alarm using the emergency break glass points.

Follow evacuation procedure.
**EVACUATION PROCEDURE**

**Duty manager:** On hearing the pre-alarm:

Communicate with Duty Officer; ensure this procedure is carried out while accompanied by another member of staff if possible. Maintain radio contact with other members of staff.

Check the fire alarm panel and investigate area of emergency. Only silence the alarm if it is a false alarm. In the event of the emergency posing a threat to public safety: Hit nearest break glass point, this will put the double knock fire alarm to the second stage.

If the fire alarm is set off by a break glass point or a smoke sensor and if a second sensor detects smoke then an automated voice message will be announced over the tannoy to ask customers to leave the building. The same will apply if the alarm is not silenced within 3 minutes.

The automatic voice fire announcement will sound for staff and customers to evacuate the building via the nearest fire exit, meeting at the muster point. Instruct reception staff to put tannoy announcement out for staff and customers to evacuate the building via the nearest fire exit, meeting at the muster point at the South East corner of Beach House Green. Instruct reception staff to keep phone lines clear.

After the 3 minute period or a second sensor detects a problem, doors that are held open will automatically release and will close. The speed gates in the foyer will open/release to allow quick escape. The boilers/air plant will automatically shut down. The lift will go to ground floor. The kitchen fire shutter will close after 30 seconds. The DDA access door will release, and the basement will configure to natural vent mode. The door in Studio 2 will release in order that contractors working on the roof or in the 2nd Floor plant room can exit safely.

Check Studio 1 and studio 2, including all cupboards. Lock all doors once rooms are checked.

Check the therapy rooms, 2nd floor toilets, 2nd floor store, and plant room. Lock all doors.

Check the dry changing areas and 1st floor toilets. Check the gym, spectator area, staff room, and main office.

Check poolside, ensure lifeguards have carried out their duties and cleared the pools. Check float store and first aid room.

Check changing village, group change and toilets. Direct any customers to the nearest fire exit.
Check foyer toilets, and reception area/vending area. Check pram store area. Direct any customers to the nearest fire exit.

Check reception office and cleaning store. Evacuate kitchen, turn off all appliances, shutter will release within 30 seconds.

Check the foyer and lift. Check the lower ground plant room and communications room. Lock all doors, and exit the building.

Ensure no-one re-enters the building until the emergency services have confirmed that it is safe to do so.

During the periods where there is no receptionist, follow reception procedure prior to final building checks. Delegate this task to trained staff if appropriate.

**Duty Officer:**

On hearing the fire alarm:

Communicate with Duty Manager and arrange for a member of staff to accompany the Duty Manager while evacuating the building. Arrange for a member of staff to go to the front of the building to prevent the public from entering until the emergency services have confirmed that it is safe to do so. The lifeguards currently not on poolside should report to poolside to assist the Duty Officer in evacuating the building. Maintain radio contact with other members of staff. Ensure this procedure is carried out while accompanied by another member of staff.

Instruct lifeguards to evacuate pool hall via the nearest fire exits, to meet at the assembly point.

Check poolside cleaning cupboard, first aid room, health suite, family/school changes, changing village, disabled toilet, male toilets, female toilets, shower area, changing places room, and float store. Direct customers to the fire exit by the diving pool.

Check the kitchen, café seating area and foyer toilets. Direct customers to the muster point through the main entrance doors.

Exit building with lifeguards to the muster point.

**Lifeguards:**

**On poolside:**
On hearing the first alarm, evacuate to the nearest fire exit, and await further instructions. Do not proceed to the muster point until instructed to do so by reception or the Duty Manager.

**Teaching/Diving pool:** Evacuate small pool of customers to fire exit next to the pool. When swimming lessons are in progress, assist the children to exit the pool, and with the teacher, escort children to assembly point.

Diving boards must be closed and customers instructed to use the steps to exit the 3m board – UNDER NO CIRCUMSTANCES should customers use the boards during evacuation.

**Leisure pool:**

On hearing the fire alarm, the lifeguard at the shallow end of the leisure pool is to collect the box of space blankets from the poolside first aid room, and place next to the shallow end fire exit.

While features are open: Switch off features using any of the emergency stop buttons located around the leisure pool. Evacuate customers to assembly point via nearest fire exit.

The slide should be closed and switched off. Customers should be directed down the steps to exit the slide – UNDER NO CIRCUMSTANCES should customers use the slide during evacuation.

Lifeguard at deep end of the pool to direct customers evacuated by the nearest exit to assembly point via south end fire exits.

Lifeguard at shallow end to direct customers to assembly point via south end fire exits.

When swimming lessons are in progress, assist the children to exit the pool, and with the teacher, escort children to assembly point.

**25m Pool:**

Lifeguard at north end of the pool to direct customers evacuated by the exit next to the diving pool to assembly point.

Lifeguard at south end to evacuate customers to the assembly point via the fire exit next to the diving pool.

Paddling pool (Summer months only):

Lifeguard to evacuate customers to the assembly point via the gate to the west of the paddling pool.
**Not on poolside:**

Lifeguards currently not on poolside, should report to poolside to await instructions from the Duty Supervisor.

If using chemicals, the chemicals should be returned to the nearest cleaning cupboard prior to returning to poolside. Equipment must be moved so as not to cause an obstruction.

**Reception:**

On hearing the fire alarm:

Stop admissions immediately. Remove keys from till drawers. Keep phone lines clear.

The Duty Manager will check the fire alarm panel to find the location of the fire. In the event of an evacuation the DM will issue instructions to reception via their radio.

Following instructions from the Duty Manager issue the following announcement using the tannoy system:

‘This is a staff announcement – Red 9 (or Blue 9) in (location).’ Repeat.

Followed by:

‘This is a customer announcement. Due to circumstances beyond our control, please leave the building via the nearest fire exit.’ Repeat.

Collect the schools, staff and visitors signing in books, and radio. Put high visibility vest on over uniform. Exit the building via the nearest fire exit, and go to the muster point in Beach Green.

Once at the muster point, conduct a roll call using the signing in books to check that all visitors and staff are present. Check that schools are present with teachers – they will conduct their own roll call of children.

**Fitness Advisors:**

On hearing the fire alarm:

Instruct all customers to leave the gym and direct them to wait at the nearest fire exit. Ensure all equipment is place so that it does not cause any obstruction.
Check the gym, dryside toilets (first floor) and dryside changing rooms to ensure these areas are clear of public.

Communicate with Duty Manager via radio, and await further instructions at nearest fire exit.

Muster point is at the South East corner of Beach House Green.

**Membership Advisors:**

On hearing the fire alarm:

Stop admissions immediately. Remove keys from the till drawer. Assist the fitness advisors to evacuate the fitness suite and dryside toilets and changing areas.

If with a customer, escort the customer to the nearest fire exit, and return to reception to assist.

Muster point is at the South East corner of Beach House Green.

**Aerobics Instructors (Dryside):**

On hearing the fire alarm:

Switch off music.

Escort customers to wait at the nearest fire exit, and await instructions from the Duty Manager or reception.

Muster point is at the South East corner of Beach House Green.

**Aerobics Instructors (Wetside):**

On hearing the fire alarm:

Switch off music.

Instruct customers to clear the pool, and wait by the nearest fire exit. The lifeguard will assist. Remove all equipment so as not to cause an obstruction.

Proceed to nearest fire exit and await further instructions from the Duty Officer or reception.

Muster point is at the South East corner of Beach House Green.
**Swimming Instructors:**

On hearing the fire alarm:

Instruct customers to clear the pool. Lifeguards will assist.

Collect the register (if applicable), and escort children to nearest fire exit. Parents will be evacuated by the lifeguards/Duty Officer. They will be reunited with their children at the muster point.

Await further instruction from Duty Officer or reception.

Muster point is at the South East corner of Beach House Green.

**Vending Staff:**

On hearing the fire alarm:

Close and lock all machines. Remove all equipment/stock so as not to cause an obstruction.

Assist Duty Manager with clearing the foyer area, downstairs toilets, and café seating area.

**Café Staff:**

On hearing the fire alarm:

Turn off all appliances that are in use. Remove till key from drawer and ensure it is secure.

Clear kitchen within 30 seconds as shutter will release. Evacuate all customers to the nearest fire exit, main entrance and wait for further instructions from the Duty Manager.

**Administration Staff:**

On hearing the fire alarm:

Clear all staff from main office. Close doors behind you.

Leave building to muster point at the South East corner of Beach House Green.

**Party Coaches (Dryside):**
On hearing the fire alarm:

Evacuate all children from the bouncy castle and ball pond. Once clear, switch off pumps to the structures. Escort children and adults attending the party to the muster point via the nearest fire exit. Do not allow children to collect their belongings.

**Contractors:**

On hearing the fire alarm:

Switch off all equipment currently in use. Remove items so as not to cause an obstruction.

Leave building via the nearest fire exit, and assemble at muster point located at the South East corner of Beach House Green.

**Clubs:**

On hearing the fire alarm:

Instruct members to clear the pool, and wait at the nearest fire exit. Lifeguard will assist. Collect registers (where applicable). Remove any equipment so as not to cause an obstruction.

Await further instructions from centre staff. In the event of an evacuation, proceed to muster point at the South East corner of Beach House Green. Space blankets will be issued by lifeguards.

**OTHER EMERGENCIES**

**Minor Structural Failure:**

Clear the area of customers.

Call the Duty Manager. The Duty manager will check extent of damage and risk, and make a decision based on present situation.

**Chemical Spillage:**

In the event of a large chemical spillage, for example uncontrolled release of liquid from bulk/day tanks, the first priority is to prevent the chemical coming into contact with other chemical substances. Spillages of this size may warrant the attendance of the Fire Service.

In the event of a spillage of any chemical, the area should be isolated, and people moved to a safe area.
PPE MUST BE WORN IN ALL CIRCUMSTANCES.

**Hydrochloric Acid:**

For large spillages, liquids should be contained using sand or rock salt. Call Fire Service. If chemical enters surface drains call the Environment Agency.

The chemical should be diluted with plenty of water and run to waste. Ventilate area to dispel vapour. If chemical enters surface drains call the Environment Agency.

**Sodium Hypochlorite (Hypo) - Alkali:**

The chemical should be diluted with plenty of water and run to waste. Ventilate area to dispel vapour.

For large spillages, liquids should be contained using sand or rock salt. Call Fire Service. If chemical enters surface drains call the Environment Agency.

For small spillages, use the portable pump to return chemical to safe storage – either carboys or day tanks. Any residue should be rinsed with plenty of water, and the remainder mopped up. Dispose of mop after use.

**For Other Chemicals:**

Clear the area of customers. Follow instructions on COSHH sheets for the chemical.

**Plant Room Flooding:**

Duty Manager to check extent of risk.

The plant will automatically shut down.

Be aware of chemicals and electrical equipment.

If necessary, call Fire Service and Property Services at Town Hall.

**Power Failure:**

Duty Manager to investigate cause of power failure. If it cannot be rectified, call Power Company.

Instruct reception not to admit customers into the building.
Instruct Duty Supervisor and lifeguards to clear the pool. Due to the availability of emergency lighting (for 3 hours), allow public to collect their belongings and get changed.

Once the pool and health suite have been cleared, lifeguards are to assist customers downstairs with directions and enquiries.

Instruct gym staff to clear the gym, allowing public to collect their belongings and get changed. Gym staff to check the area is clear.

Clear the studios. Allow customers to collect their belongings and get changed.

Duty Manager should shut down the plant room.

**Following the return of power:**

The Duty Officer must do a pool water test, and ensure lifeguards are in position before allowing public into the pool.

The Duty Manager must restart the plant room and conduct a regen of the filters before switching on UV systems and features.

Reception to restart the computers and log in to Clarity before allowing customers into the building.

Gym staff to check all equipment in the fitness suite is working properly prior to allowing customers into the fitness suite.

**Overcrowding:**

Lifeguards to call the Duty Manager. Duty Manager will instruct reception not to admit any further customers to the pools.

The Duty Officer should monitor the bather numbers, and inform reception when the bather numbers have dropped sufficiently to allow further customers into the pool. Sessions should be used to control numbers once admission is restarted.

**Lack of Water Clarity:**

Lifeguards to call the Duty Manager. The Duty Manager will decide whether it is necessary to clear the pool.

The Duty Manager will instruct reception to stop further admissions to the pool until the water clarity is satisfactory.

**Disorderly Behaviour:**
Lifeguards should speak to customers concerned firmly, but politely. Advise other members of the lifeguard team of the situation. If necessary, call the Duty Supervisor for assistance.

Duty Officers and Managers should speak to the customer concerned firmly and calmly. It should be made clear that their behaviour is unacceptable. If the situation cannot be resolved, the customers concerned should be asked to leave the building. If necessary, the Police should be called.

**Fouling of the Pool:**

**Solid Stool:**

Lifeguards should remove the stool from the water using a net. The stool should be disposed of in a toilet. The net must be disinfected after use.

**Severe Fouling (Diarrhoea/Vomit):**

Lifeguards should clear the pool immediately. All customers should be advised to shower thoroughly. Call the Duty Manager.

The Duty Manager should instruct reception to stop admitting customers to the pool. The Duty Manager must do as follows:

The dosing unit for the affected pool should be reset to run at 5ppm free Cl₂, and allowed to run at this level for six turnover periods. Turnover periods for each pool are as follows:

<table>
<thead>
<tr>
<th>Pool</th>
<th>1 Turnover (hrs)</th>
<th>6 Turnovers (hrs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diving Pool</td>
<td>4.8</td>
<td>28.8</td>
</tr>
<tr>
<td>25m</td>
<td>2.6</td>
<td>5.2</td>
</tr>
<tr>
<td>Leisure Pool</td>
<td>1.0</td>
<td>6.0</td>
</tr>
</tbody>
</table>

The pool bottom should be vacuumed thoroughly.

The media in the filter should be replaced, and a regen run on the filter.

The dosing unit should be reset to 1.0 ppm and a pool water test conducted.

Once the free Cl₂ returns to an acceptable level, the pool can be reopened.

**Glass in the Pool:**

Lifeguards should clear the pool immediately and summon the Duty Manager/Supervisor.

The Duty Manager will instruct reception to stop admitting customers to the pool. Turn off the circulation pumps to allow particles to settle on the pool bottom.
The Duty Officer should arrange for the pool surrounds to be swept and rinsed down. The pool bottom should be swept towards the diving pit. The pit should be cleaned using the pool vac.

Once the glass is completely cleared, the Duty Manager should turn the circulation pumps on, and reopen the pool.

**Serious Injury to a Bather:**

**Lifeguards:**

Press pool alarm button or whistle three times to gain assistance. Carry out pool rescue as necessary, and treat injuries as trained to. Ensure that all necessary details are recorded using an accident report form. Hand over care of the casualty to the ambulance crew when they arrive. Ensure that first aid stock is replenished after use.

**Duty Manager/Officer:**

Respond immediately to pool alarm. Instruct reception to call an ambulance, and arrange for a member of staff to meet the ambulance at the north east gate of the Paddling Pool. Ensure accident report form is completed. This must be sent to CAPS by fax or email immediately (see appendix for details) if the injury is reportable under RIDDOR.

**Spinal Injury:**

**Lifeguards:**

Press pool alarm button or whistle three times to gain assistance - shout ‘spinal’.

Other members of the team should clear the pool of customers, and ensure the slide is switched off.

Turn the casualty using the recognised method, and trawl to shallow water as necessary.

One member of the team to get the spinal board and prepare it on the poolside. Other lifeguards support the casualty in the water.

The spinal board is placed underneath the casualty, and secured using the straps. The casualty is then lifted out of the water onto the pool surround.

If the casualty has no breathing, the casualty should be removed from the pool using a horizontal lift, and resuscitation started.

**Duty Manager/Officer:**
Respond immediately to pool alarm. Instruct reception to call an ambulance, and arrange for a member of staff to meet the ambulance at the front of the building. Ensure accident report form is completed. This must be sent to CAPS by fax or email immediately (see appendix for details).

**Discovery of Casualty in the Water:**

**Lifeguards:**

Press pool alarm button or whistle three times to gain assistance. Carry out pool rescue as necessary, and treat injuries as trained to. Ensure that all necessary details are recorded using an accident report form. Hand over care of the casualty to the ambulance crew when they arrive. Ensure that first aid stock is replenished after use.

**Duty Manager/Officer:**

Respond immediately to pool alarm. Instruct reception to call an ambulance if necessary, and arrange for a member of staff to meet the ambulance at the north east gate of the Paddling Pool. Ensure accident report form is completed. This must be sent to CAPS by fax or email immediately (see appendix for details) if the injury is reportable under RIDDOR.

**Pool Rescue by Swimming Teacher:**

**Lifeguards:**

Press pool alarm button or whistle three times to gain assistance. Carry out pool rescue as necessary, and treat injuries as trained to. Ensure that all necessary details are recorded using an accident report form. Hand over care of the casualty to the ambulance crew when they arrive. Ensure that first aid stock is replenished after use.

**Duty Manager/Officer:**

Respond immediately to pool alarm. Instruct reception to call an ambulance if necessary, and arrange for a member of staff to meet the ambulance at the front of the building. Ensure accident report form is completed. This must be sent to CAPS by fax or email immediately (see appendix for details) if the injury is reportable under RIDDOR.

**Collapse of the Inflatable/Failure of Tether Ropes**

**Lifeguards:**

Clear bathers from the inflatable immediately. Call the Duty Manager/Supervisor.
**Duty Manager/Officer:**

Arrange for the removal of the inflatable from the water, ensuring the pool is adequately supervised. Arrange for repair at the earliest opportunity.

**Accident on the slide:**

**Lifeguards:**

Press pool alarm button or whistle three times to gain assistance. Carry out pool rescue as necessary, and treat injuries as trained to. Ensure that all necessary details are recorded using an accident report form. Hand over care of the casualty to the ambulance crew when they arrive. Ensure that first aid stock is replenished after use.

Ensure that other customers are stopped from using the slide due to the possibility of a collision in the aquacatch.

**Duty Manager/Officer:**

Respond immediately to pool alarm. Instruct reception to call an ambulance if necessary, and arrange for a member of staff to meet the ambulance at the front of the building. Ensure accident report form is completed. This must be sent to CAPS by fax or email immediately (see appendix for details) if the injury is reportable under RIDDOR.

**First Aid:**

All Duty Managers, Duty Officers, and Fitness Advisors are HSE first aid qualified. All lifeguards are qualified to treat minor injuries and carry out CPR as part of the RLSS NPLQ.

If first aid is needed, the member of staff that the incident is reported to should carry out first aid if qualified to do so. If the member of staff is not qualified, the Duty Manager should be called to deal with the situation.

If the casualty is able to move, they should be treated in the first aid room on poolside. If the casualty is too ill to moved, they should be treated on the spot. The casualty should always be treated with dignity, and every attempt should be made to ensure they remain as comfortable as possible.

An incident report form should always be completed. This form should be checked and signed by the Duty Manager/Supervisor, and then placed in the photocopying tray on Angie’s desk in the main office. All RIDDOR reportable incidents should be emailed or faxed to CAPS immediately (see appendix for details).

**Fitness Advisors:**
Minor injuries should be treated in the Membership office by the fitness advisor, provided that member of staff is qualified. If the fitness advisor is not qualified, the Duty Manager/Officer should be called to arrange first aid.

Major injuries should be brought to the attention of the Duty Manager/Officer by calling for assistance using the radio.

An incident report form should always be completed. These are located in the gym office. This form should be checked and signed by the Duty Manager/Officer, and then placed in the photocopying tray on Angie’s desk in the main office. All RIDDOR reportable incidents should be emailed or faxed to CAPS immediately (see appendix for details).

**Missing person:**

**Lifeguards:**

Call the Duty Manager/Officer.

Carefully question the person to where they last saw the person, and get a description and name.

**Duty Manager/Officer:**

Instruct reception to put a Tannoy announcement out for the missing person.

Complete a search of wet areas first, including the paddling pool, then the dry areas of the site.

If the person cannot be found, assist the person in every way you can: call relatives and police if necessary.
APPENDIX
Fire Alarm Control Panel – Operating Instructions

Accept the alarm by pressing the ‘accept’ button. This will silence the panel buzzer, and cause the flashing alarm indicators to go steady. The panel buzzer will chirp intermittently every 30 seconds to remind you of the alarm. Do not press ‘reset’ or ‘silence alarms’.

Identify the zone from which the alarm originated – this will be displayed on the LCD on the alarm panel. Check the area to ascertain the cause of the alarm. During this time only the sounders in that particular area will be on.

In the event of an emergency, instruct reception to give the announcement to evacuate the building. Once this announcement has been made, resound the alarms by pressing the ‘sound alarms’ button on the panel. The building alarms will then all be on.

To reset the alarm, restore the device which activated it (e.g. replace smash point glass), then press the ‘reset’ button on the panel.
Useful Contacts

Emergency Services: 999 or 112.

Police (non-emergency number): 0845 60 70 999.

Transco (Gas emergency number): 0800 111 999.

EDF (Power emergency number): 0800 783 8866.

1st Clear Flow (Drains): 0800 731 8332.

Southern Water (Mains water): 0845 278 0845.

Clymac (Alarm monitoring centre):
For fire alarm activations: 0844 8791102.
For security alarm activations: 0844 8791103.

AP Security (Key holders): 0845 070 2407.

Lesley Dexter (Corporate & Public Safety Manager): 07968 515446

Corporate and Public Safety (CAPS)

All accidents and incidents reportable under RIDDOR should be sent immediately to CAPS as follows:

1. Complete the online Incident form found on the intranet.

2. Complete a paper form and Fax it to 01273 221047 (email CAPS@adur-worthing.gov.uk informing of accident and severity)

3. Email a report of the accident to CAPS@adur-worthing.gov.uk

4. Complete a paper copy of the report and send it internally, AND email CAPS@adur-worthing.gov.uk informing of accident and severity.

5. If fax and email fail, call CAPS direct on (01273) 211047.