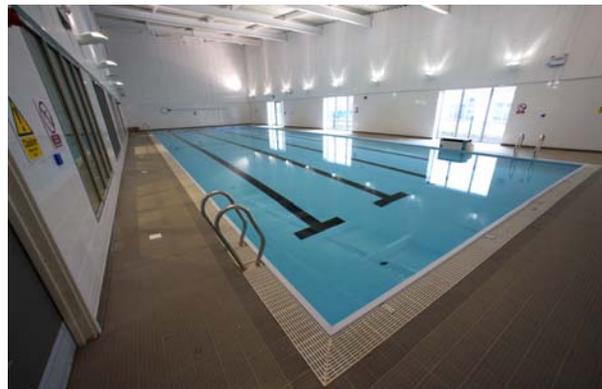




In Partnership with



## The Education Village



Normal Operating Procedure and  
Emergency Action Plan

## Swimming Pool and Hydrotherapy Pool

March 2010

This document is specific to the pools and is to **accompany the existing terms and conditions** of hire.

The information contained in this document is for guidance, each third party user is responsible for their actions and the actions of anyone attending/assisting with their booking.

## **INTRODUCTION**

This document aims to identify the operating rules and emergency arrangements for The Education Village swimming pool and hydrotherapy pool when used for community use, in pursuance of guidance from the Amateur Swimming Association (ASA), the Institute of Sport and Recreation Management, Lifesavers (The Royal Life Saving Society UK), the Institute of Swimming 'Safe Supervision' and 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 pools.

It is most important that all persons who hire the swimming pool facilities, Users and Community Users apply the requirements of this document. Anyone found contravening the requirements would have their booking immediately terminated.

Each Third Party supervisor swimming instructor or person responsible for the Third Party (Responsible Persons) must perform their duties to the best of their ability and to undertake their respective roles as described in this document.

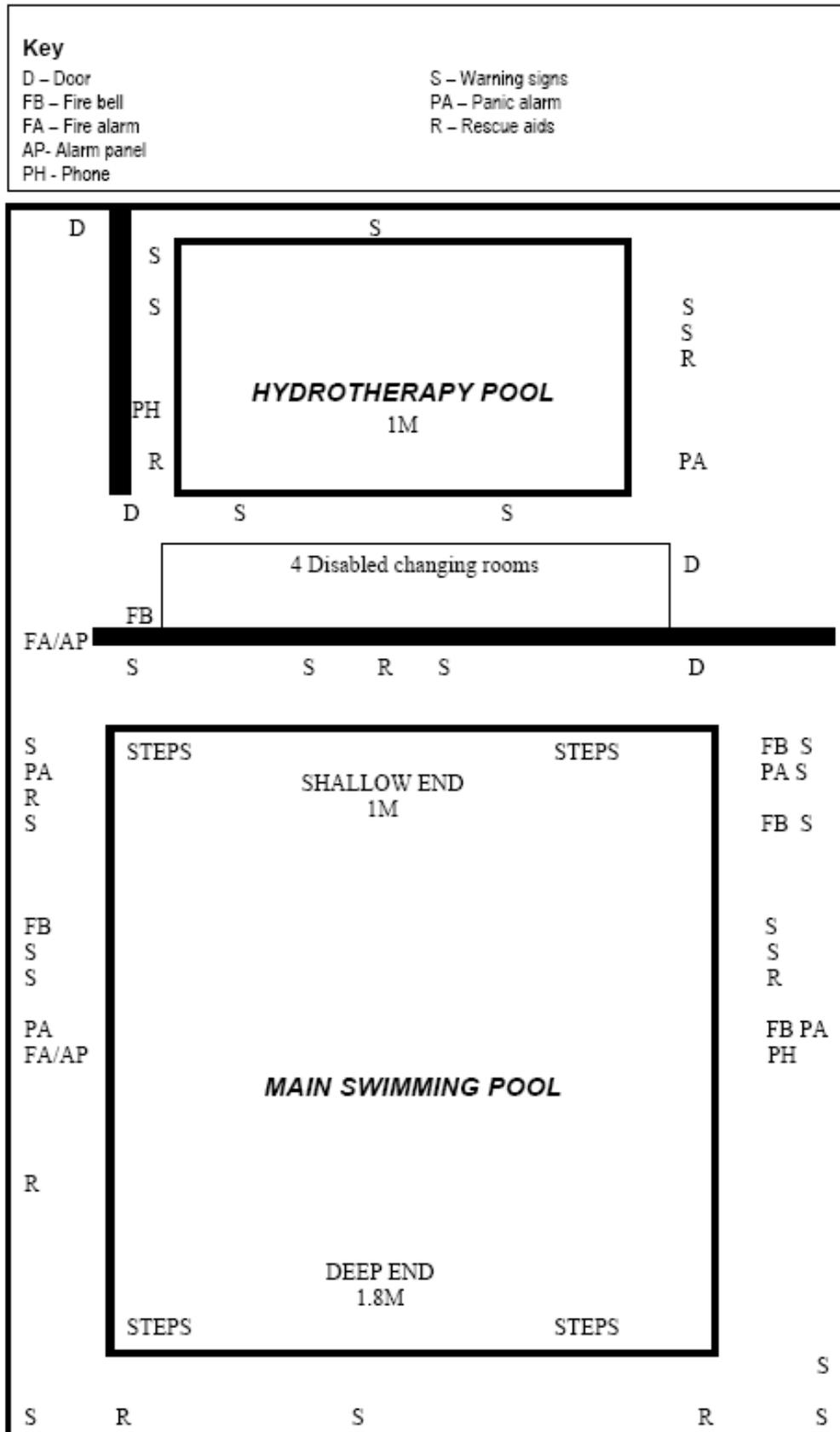
There is an obligation on the Company to ensure that each Third Party supervisor, swimming instructor or person responsible for Third Party has been issued with this Normal Operating Procedure and Emergency Action Plan (NOP and EAP) and that they have provided evidence of their relevant qualifications and hence, know and understand what is expected of them.

Date: March 2010.

## **CONTENTS**

|                     |  |
|---------------------|--|
| SECTION 1, PAGE 4   | POOL PLAN AND DESIGN                             |
| SECTION 2, PAGE 5   | POTENTIAL RISK FACTORS                           |
| SECTION 3, PAGE 7   | DEALING WITH THE PUBLIC (THE USERS)              |
| SECTION 4, PAGE 8   | RESPONSIBLE PERSONS DUTIES AND RESPONSIBILITIES  |
| SECTION 5, PAGE 11  | OPERATIONAL SYSTEMS                              |
| SECTION 6, PAGE 14  | FIRST AID  |
| SECTION 7, PAGE 15  | DETAILS OF ALARM SYSTEMS AND EMERGENCY EQUIPMENT |
| SECTION 8, PAGE 16  | NOTICES  |
| SECTION 9, PAGE 17  | HIRE TO USERS                                    |
| SECTION 10, PAGE 17 | DEFINITIONS                                      |
| PAGE 19             | EMERGENCY ACTION PLAN                            |
| PAGE 21             | CHANGING ROOM POLICY                             |
| PAGE 22             | CODE OF CONDUCT – CHANGING ROOMS                 |
| PAGE 23             | CODE OF CONDUCT – GENERAL                        |

**SECTION 1 POOL PLAN AND DESIGN**



## **SECTION 2 POTENTIAL RISK FACTORS**

Responsible Person's 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 to their party members within the confines of a swimming pool. (This is not a definitive list; some have been omitted because of non-applicable circumstances)

- Prior health problems (Heart trouble, asthma, epilepsy etc.)
- Youth and inexperience (Half of those who drown are under 15 years of age)
- Alcohol, drugs or food before swimming
- Unauthorized access to swimming pools intended to be out of use
- Weak or non-swimmers staying out of their depth.
- Diving 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 others being seen.
- Absence of or inadequate response by pool attendants in an emergency.

\*The company has adopted a policy of no diving during lettings by Users. The exception to this rule is during structured classes.

### **Pool and Pool Hall Hazards**

Responsible Persons must watch out for the following pool hazards and must take preventive measures to ensure their elimination.

- 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's water depths and make Users aware of the dangers, particularly those about to get out of their depth.
- All Users to be reminded of the policy concerning diving.
- Must be aware of the possible entrapment dangers arising from inlets, outlets and other grilles.
- Ensure that all poolside objects (e.g. equipment) are stowed away properly after use.
- Cleaning the poolside areas should **not** be undertaken when there are classes, lettings or community activities taking place.

- At the end of the activities the Responsible Person must inform MITIE site supervisor (caretaker) who will ensure that the facility has been secured and that the area is clear.

REMEMBER IT IS THE RESPONSIBILITY OF THE RESPONSIBLE PERSON TO ENSURE THE SAFE EXIT OF ALL USERS PRESENT ON THE POOLSIDE AFTER THE ACTIVITY YOU ARE SUPERVISING HAS FINISHED.

### **Users 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
- Scum channel, hand rail and lane rope crawlers
- 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 impaired or physically impaired

Users whether in the water or spectators should not be allowed into the pool area under the influence of alcohol or drugs.

### **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 Person with the safety procedures and any up to dated versions. Nearly all risks are avoidable. It is up to the Responsible Person(s) to ensure the well being of all Users. If you see anything that gives cause for concern, **REPORT IT.**

### **SECTION 3 – DEALING WITH THE PUBLIC (THE USERS)**

The following are all considered to be hazardous to all persons using the swimming pools and surrounding areas. Rules are for the safety of all Users. By their definition they are to be prohibited by the Responsible Person regardless of the activity.

#### **Pool side rules for Users**

- No running on the pool side
- No fighting, bullying, pushing or throwing other Users into the pool
- No facemasks, flippers or snorkels to be used during sessions, unless the User has a prior agreement with the Company
- No eating or drinking on poolside
- No smoking
- Non-swimmers and weak swimmers must remain in the shallow end of the pool
- The Company has adopted a policy of no diving in the pool. The exception to this rule is during structured classes.
- No tag games allowed
- No misuse of equipment
- No piggybacks/shoulder lifts allowed
- No bombing allowed

Any User involved in any of the prohibited activities listed above must be clearly warned by the Responsible Person of the seriousness of their actions and informed that they will be ejected from the pool should it continue.

#### **Customer Service**

Some Users can be rude and difficult but Responsible Persons must remain calm and correct in the face of provocation. Responsible Persons should deal with their customers 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 straight-forward explanation of the rules.

In dealing with customers, 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 warning/instructions
- Do not display anger or use inappropriate language
- Do not intimidate a customer
- 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.

## **SECTION 4 - RESPONSIBLE PERSONS DUTIES AND RESPONSIBILITIES**

### **Responsible Persons**

Responsible Persons should ensure that there is appropriately qualified staff (one of whom should be first aid trained) in attendance during the period of hire. (Qualifications are subject to verification by the Company).

### **Responsible persons - Qualifications**

(Responsible Persons engaged in teaching or supervising poolside activities must have the following minimum qualification: Rescue test, R.L.S.S OR National Pool lifeguard)

Under the direction of the Responsible Persons, a qualified teacher/Lifeguard has the following duties:

- Ensure all certificates are up to date
- To supervise the swimming area and changing rooms
- To be responsible for the safety of the Users in their charge both on pool side and in the water, undertaking appropriate rescue and/or resuscitation. Users must not enter the water until teacher/lifeguard is present. All users must vacate the pool side before teacher/lifeguard leaves the area.
- To ensure continuity of supervision at the end of a teaching session, liaise with the supervision of the group following.
- To liaise with other Users/Responsible Persons particularly where the pool is been shared by different groups, to establish an effective working relationship and clearly establish responsibility for each zoned area of the pool.
- To ensure the correct ratio of Users to teacher/lifeguard in accordance with this normal operating procedure.
- To ensure appropriate levels of safety and supervision at all times and to maintain high standard of lifesaving skills.
- To be aware of all the users in their charge and provide a safe learning environment.
- In liaison with other teacher/lifeguard's, where the pool is shared, be jointly responsible for the control, discipline and safety of the Users in the water and on poolside.
- To maintain at all times a 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 and be aware of the emergency arrangements and the location of the emergency equipment including first aid and the telephone procedure.
- To ensure the Users are fully aware of the emergency procedures.
- To take a head count of the third party Users regularly.
- To be positioned to carry out emergency procedures, including rescue if the situation arises and to respond to any situation alerted by other Users, teachers/lifeguards.
- To remain on the pool side at all times when teaching: 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 component lifeguard trained to National Pool Lifeguard standard, regarding participating in the training sessions, being fully familiar with this operating procedure and emergency action plan.
- To undertake first aid training either to a basic standard, City Council's or St. Johns Ambulance Certificate level or equivalent. 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 the other swimmers.
- To eject persons who continue to behave in an unruly, unsafe or improper manner, using no more force than is considered reasonably necessary.
- To seek the support of the Kajima Leisure Attendants to eject an offending person who refuses to leave.

### **Users/Bathers Observation**

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

- Worried expression on the face of the bather
- Cries for help
- Crowd gathering
- Deliberate waving of an arm
- Sudden submerging
- Two or more swimmers in very close contact
- A bather in a vertical position in the water
- Hair over the eyes or mouth.

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

### **Responsible Persons Duties**

- Responsible Persons shall maintain an alert, upright posture and a vigilant demeanour during times of poolside supervision.
- Responsible Persons must never leave a pool or an area of the pool unattended. They must not, for example leave the pool to get floats or armbands. They should also ensure attention is not distracted by the fitting of armband etc.
- Responsible persons must carry a whistle at all times.
- Responsible Persons shall not take part in a social conversation with colleagues or customers when on duty.

- No food or drinks must be brought onto or consumed on the poolside
- Responsible persons must be on poolside before users are permitted to enter the water. In addition, Responsible Persons must remain on the poolside at the end until all users have left the area.
- Responsible persons must wear appropriate clothing at all times when on duty, so they are easily recognised by Users.

### **General Rules**

- No Running
- No pushing
- No shouting
- No ducking
- No bombing
- No petting
- No smoking
- No diving
- No outdoor footwear on the poolside
- No acrobatics in or around the pool

On occasions it is necessary to call other people to poolside, for example to deal with a customer complaint or first aid situation.

- In an emergency call emergency services – 999
- Kajima Community – 0191 262 53 36
- MITIE (Caretaker) – 0791 77 51 383

### **Housekeeping**

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

### **Electricity**

NOTE: Third party aqua aerobics instructors or instructors using music for therapy may use battery powered music cassette or compact disc equipment. Alternatively the inbuilt PA system can be hired at an additional fee.

UNDER NO CIRCUMSTANCES MUST EQUIPMENT DEPENDANT ON POWER LEADS FROM MAINS SOCKETS BE USED

## **SECTION 5 - OPERATIONAL SYSTEMS**

### **Maximum bather load and supervision ratios**

The Education village main swimming pool has a **MAXIMUM CAPACITY OF 70 BATHERS** and at no time should this be exceeded.

The Education Village hydrotherapy pool has a **MAXIMUM CAPACITY OF 18 BATHERS** and at no time should this be exceeded.

**NO ADEQUATELY TRAINED LIFEGUARD = NO SWIMMING**

### **Dress Code**

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

### **Supervision Ratios**

The number and type of trained lifeguards will be in conformity with section 8 of the ASA safe supervision for teaching and coaching which is summarised below: -

#### **Programmed swimming (teaching)**

##### **Adult and child classes 12:1**

That is, up to twelve pairs (one adult and one child) to each teacher/lifeguard. For the purpose of this document the term child refers to – a child, less than 5 years of age.

##### **Non-Swimmers and beginners 12:1**

Young children, normally of primary school age, or adults being introduced to swimming. If more than this is been taught, other adults may be used to help the instructor/lifeguard – See exceptions.

##### **Improving Swimmers 20:1**

Users of similar ability to one another who can swim 10 metres competently and unaided on their front or back. It is recommended that the lesson be confined to an area of the pool where Users are not out of their depth.

##### **Mixed ability groups 20:1**

Users with a range of ability (from improver standard to competent swimmers) but where least able and least confident are working well within their depth. Swimmers technique, stamina and deep water experience should be considered.

##### **Competent Swimmers 20:1**

Those users who can swim at least 25 meters competently and unaided on front and back, and can tread water for two minutes.

##### **Competitive swimmers 30:1**

Training only, with very confident swimmers.

##### **Synchronised swimming 20:1**

The Responsible Person must be able to rescue from the deepest part of the floor.

### **Water polo 20:1**

Training only.

### **Aerobics in deep water 20:1**

Users must be water confident and either wear appropriate buoyancy aid or be competent swimming in deep water.

### **Aerobics in shallow water 30:1**

Users must be restricted to water within which they can safely stand and all must be able to stand up from lying in the water on their front or back.

### **Diving-beginners and improver divers 12:1**

Divers of similar ability who are comfortable and confident in deep water.

### **Diving-Competitive 15:1**

This refers to the training of competent divers. A competitive diver is one who is able to swim competently and is able to perform a safe forward dive and backward dive from the poolside, demonstrating control and awareness of both themselves and other users.

### **Users with disabilities 8:1**

(With an appropriate number of helpers). Each situation must be considered independently as people with disabilities do not form a homogenous group. Care must be taken to ensure that there are sufficient helpers in the water to provide a 1:1 ratio for those needing constant support and a sufficient number of other helpers to provide the degree of support demanded by the range of disabilities within the group. There are national organisations for specific disabilities from which further guidance can be obtained.

### **Exceptions**

Organisational demands will sometimes make a teaching ratio within 20:1 virtually impossible. In these circumstances a qualified and skilled teacher/lifeguard can adopt a number of strategies to help with the management of the group. For example, another Responsible Person on the poolside, who is competent to recognise and respond to Users in difficulty, may provide the necessary supervision. This could be an interested parent, a teaching auxiliary or a sixth form student training for sports leader or similar award. They must always work under the supervision of the third party teacher/lifeguard and be absolutely clear on the nature and extent of their role.

Alternatively, Users can be taught to work in pairs, immediately halving the number in the water at any one time. The Responsible Person teaching, instructs the third party user, who must be out of the water, to constantly observe their partners and to bring any concern to the immediate attention of the Responsible Person.

### **These measures can be adopted but not when there is:**

- A wide variation in the swimming ability of the Users
- Language or learning difficulties
- A large water area (more than 250sq metres)
- Deep water areas into which poor ability swimmers could stray and be out of their depth
- Difficulty in seeing beneath the water surface due to glare or reflection

### **Hygiene Policy**

Important personal hygiene practices can significantly reduce swimming pool water pollution. All users are required to comply with the following code of conduct to assist in achieving this.

- Use the pre-swim showers before bathing.
- Use the toilet before entering the pool, and **ENCOURAGE USERS TO DO SO.**
- Where deemed applicable the Responsible Person should remind Users to use toilets during pool use.
- All Users must wear suitable, clean swimwear.
- Users who require nappies must wear a recognised swim nappy. Conventional nappies are not permitted in the pool(s).
- Outdoor shoes are not permitted on poolside.
- Users who have had sickness and/or diarrhoea should avoid swimming for at least two days.

### **Nappy Issues**

Special swimming nappies/trunks, do not allow swimming with diarrhoea.

Used nappies must be disposed of in special bins for nappy disposal, which are located in the changing rooms.

Changing rooms are equipped with sinks and soap for washing hands.

### **Fouling**

The basic recommendations about how to react to faecal fouling incidents are little changed.

### **Solid Matter**

Solid stools can simply be scooped out; as long as the pool is operating as it should in terms of disinfectant residual etc, no further action needed.

### **Diarrhoea**

If its diarrhoea, clear the pool immediately. Report the matter to MITIE immediately.

If users are to be transferred to another pool, the Responsible Person must obtain permission from MITIE and all users must shower first.

Any incident involving contamination of the pool must be reported to MITIE.

### **Admissions policy**

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

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

## **SECTION 6 - FIRST AID**

The Responsible Person leading each session should provide a first aid box (EMERGENCY ACTION BOX) on poolside. It should be fully stocked with everything needed to deal with minor incidents in the pool area including survival blankets and plastic overshoes to be given out to evacuated swimmers.

The Company will ensure another first aid box is on site.

### **Accident/incident forms**

Users/teachers/lifeguards

When a User e.g. pupil in swimming lesson or a member of staff has an accident or is assaulted etc the Responsible Person must report it to the onsite Kajima Leisure staff as an accident then an accident assessment form needs to be completed.

### **Disposal of Sharps**

Any Responsible Person or User finding a used hypodermic syringe, razor blade or other sharp instrument must ensure that the MITIE Site Supervisor (caretaker) is immediately informed. MITIE will organise its disposal.

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

Report the incident to Kajima Leisure Supervisor.

Please note: This is not a special precaution because of HIV/AIDS. Other illnesses such as HEPATITIS B are much 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.

REMEMBER SOME INFECTION AND DISEASES CAN **KILL**

## **SECTION 7 – DETAILS OF ALARM SYSTEMS AND EMERGENCY EQUIPMENT**

### **Pool Assistance Alarm**

**\*\*\*THE POOL ASSISTANCE ALARM SYSTEM IS NOT IN USE DURING PRIVATE USE/HIRE\*\*\***

The pool assistance alarm includes two alarm activation buttons, one located on the wall in each pool. Once one button is activated it will raise the alarm in the other pool area to alert of an incident.

**During use by private Users, both pools are not always in use, which is the reason why the pool assistance alarm is not to be used at these times.**

In the event of an emergency the telephone on poolside should be used to call the emergency services.

### **Fire alarm system**

An automatic fire alarm system is also present in the pool area which is linked to the school fire alarm system and is activated from numerous call points, one of which is positioned on the pool side adjacent to the emergency exits.

An emergency telephone is provided on the poolside, which has a direct line for contacting the emergency services. If for any reason the emergency phone is in operation, swimming must cease or adequate alternative arrangements made to contact the emergency services.

A notice giving relevant information, which needs to be relayed to the services, is displayed adjacent to the phone.

### **Location of alarm points**

These locations can be found on the building plan in section one.

### **Actions to be taken by staff on hearing the alarm.**

1. Prepare all persons to evacuate the building by assembling at the fire exit located within the main pool hall, adjacent to the hydrotherapy pool (swimming pool muster point).
2. Await further instructions. - Do not open fire doors, leave the area or return to the pool until you are told to do so - this will assist with maintaining body heat and lessen exposure to external elements.
- 3. IF DANGER IS IMMINENT EVACUATE IMMEDIATELY.**
4. The hirer/coach must take their first aid kit and emergency action box to the assembly point.
5. Close all doors behind you.
6. Report to fire assembly point which is located next to the bike shed near the main reception.

### **Pool Emergency Equipment**

Other emergency equipment provided for use in an emergency includes reaching poles and throw ropes situated on the walls around poolside. This equipment must be in position whenever the swimming pool is in use.

MITIE check these items on a weekly basis for their integrity and suitability for use.

Any items that are missing or damaged should be brought to the immediate attention of the Facility Manager or in their absence the Site Supervisor (caretaker) who should arrange for their repair or replacement.

#### **REMEMBER:**

When dealing with an incident that requires the presence of the emergency services 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 by MITIE on a weekly basis. A record of the inspections is kept in the MITIE FM 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 Facility Manager must then take measures to replace this equipment at the soonest possible opportunity.

### **SECTION 8 - NOTICES**

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

- 1 metre depth sign
- 1.8 metre depth signs
- No diving signs
- Caution wet floor
- 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
- Shallow end
- Deep end
- No swimmers beyond this point

## **SECTION 9 - HIRE TO USERS (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 arrangements taking place.

Copies of this Normal Operating Plan and Emergency Action Plan must be given to all responsible persons making a booking as 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:**

The booking form, signed by the third party hirer, clearly stipulates that the third party must provide copies of all lifeguard qualifications prior to the commencement of the booking.

Third party hirers must sign the booking form to confirm that during swimming lessons, a qualified instructor will be present as must a first aider is on site.

LONE WORKING WITHIN THE POOL WITHOUT A SECOND FIRST AID TRAINED PERSON ON SITE CANNOT BE PERMITTED.

## **SECTION 10 - DEFINITIONS**

**Activities** means the activities carried out for the duration of the Hire Period and on the School Premises.

**Booking form** means the Regular Hire Booking Form or the Special Event booking form.

**Community Use** means use of the Sites by Third Party Users

**Company** means Kajima Darlington Schools Limited and also (where the context permits) its assigns and any sub-contractor for the Company.

**Equipment** means any equipment under the ownership, possession or control of the Company or otherwise present on the Facilities that is made available to the Third Party or to which the Third Party has access for use in connection with the Activities.

**Facilities** means that part of the School Premises listed on the Booking Form.

**Facility Manager** means the person responsible for co-ordinating all efforts related to planning design and managing building systems, equipment and furniture within the school premises.

**Hire period** means any and all periods of time during which the Third Party is permitted to use the Facilities and (where appropriate) the Equipment as stated in the Booking Form.

**Leisure Attendant/Supervisor** means an employee of the Company with the responsibility for the Community use.

**MITIE** means a sub-contractor of the Company with responsibilities for the School Premises and Equipment.

**Regular Hire Session** means one of the sessions, which together with other sessions comprise a period of Regular Hire.

**Regular Hire** means hire on a periodic basis.

**School Premises** means the premises at the school applied to hire.

**Site Supervisor (caretaker)** means an employee of MITIE with responsibility for the School Premises and Equipment.

**Special Event** means hire of one specific period only.

**Third Party** means the Responsible Person, organisation, club, firm or company with whom the Contract is made, and Third Party User means any person under the control of, connected with or on School Premises with consent of the Third Party (the Users).

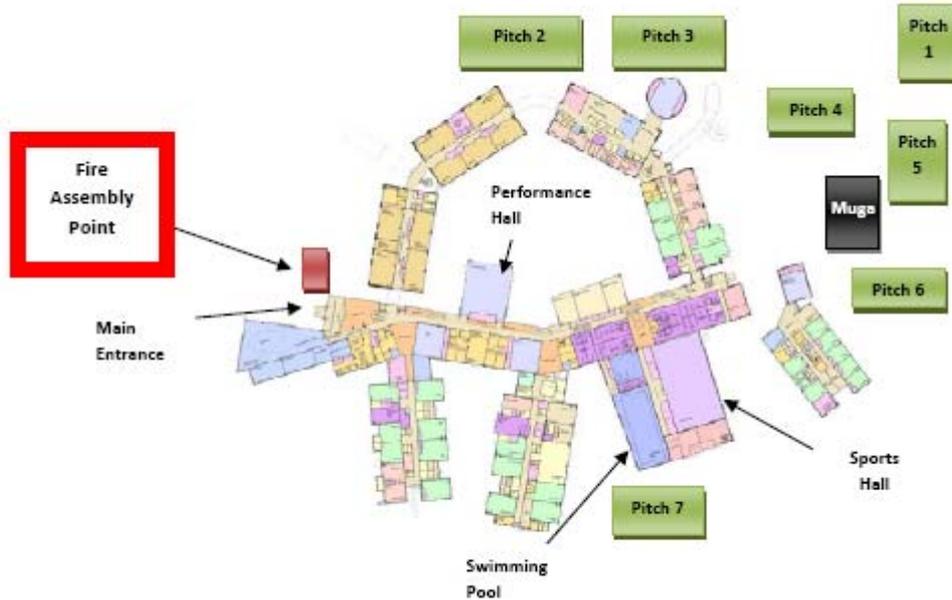
Words in the singular shall include the plural and vice versa, references to any gender shall include the others and references to legal person shall include natural persons and vice versa.

Community Use - Emergency Action Plan

**1. EVACUATION – Pool users please see additional information in 1.1.**

If the fire alarms sound, all persons on site must go to the designated fire muster point which is located in next to **the bike shed near the main reception**. (See diagram below).

Hirers / coaches must ensure all persons behave in an orderly manner and ensure **access is left clear for emergency vehicles**.



All hirers / coaches are responsible for ensuring all persons / attendees on site as a result of their booking evacuate the building by vacating the building by the nearest exit and closing the doors behind them. Evacuation must take place in a calm and orderly manner

The Kajima Community member of staff will meet all groups at the muster point and will liaise with each hirer / coach to establish if any groups have missing persons.

If anyone is reported missing, this will be relayed to the MITIE site supervisor / caretaker and the emergency services.

If the fire alarm is a false alarm, the MITIE site supervisor / caretaker is the only person who can deem it Safe to re-enter the building.

The MITIE site supervisor / caretaker will keep all users informed as much as possible with progress throughout an evacuation.

If there is power failure or any other utilities that affects the use of the building, MITIE will decide whether the activities can still go ahead safely. MITIE will notify Kajima Community to inform other hirers coming later in the evening or the next day if it is not suitable to use.

On no account should any person attempt to tackle a fire however small unless it blocks their direct means of escape i.e. a room within a room.

The lifts will return to base and the doors will remain open during an evacuation, however, on **NO** account should any attempt be made to use any passenger lift.

On **NO** account should any person re-enter the building.

On **NO** account should any person ignore any fire alarm, assume that the fire alarm is false or fail to leave the building.

### 1.1 Main Swimming Pool and Hydrotherapy pool

Specific **Emergency Action Plan** arrangements for users of the **swimming pool** and **hydrotherapy pool**.

The hirer / coach is responsible for providing an 'Emergency Action Box' which should include survival blankets and plastic overshoes to be given out to evacuated swimmers.

Action to be taken by hirer/coach on hearing the alarm

1. Prepare all persons to evacuate the building by assembling at the external fire exit located within the main pool hall adjacent to the hydrotherapy pool (swimming pool muster point).
2. Await further instructions – do not open the fire doors, leave the area or return to the pool until you are told to do so - this will assist with maintaining body heat and lessen exposure to external elements.
3. **If danger is imminent evacuate immediately**
4. The hirer / coach must take their first aid kit and emergency action box to the assembly point
5. Close all doors behind you.
6. Report to the Fire Assembly point which is located next to the bike shed near the main reception.

### 2. STAFF RESPONSIBILITIES

**MITIE** – Upon hearing the alarm the Site supervisor must unlock the double gates between blocks 1 and 5 before undertaking any other duty.

**KAJIMA** – In the event of a false alarm and once given permission to re-enter the building the Kajima Leisure attendant will make their way to the swimming pool muster point to inform any persons waiting in this refuge area that they may stand down

### 3. FIRST AID

All hirers are responsible for first aid within their groups. Kajima community staff will phone an ambulance if necessary and MITIE will be responsible for getting the ambulance to its designated place.

If necessary MITIE will record the incident/accident in their accident book.

### 4. TELEPHONING THE EMERGENCY SERVICES

The MITIE site supervisor must be informed if the emergency services have been called in order to allow access to relevant areas.

- All **hirers / coaches** must sign in and out the **Kajima Customer attendance sheets** held at the main reception desk.
- All **attendees** must sign the **activity register** also held at the main reception or report to their hirer / coach if the hirer / coach has agreed to keep a record of all their users. These registers will be used in order to establish if their entire group has evacuated safely from the building.

## **Kajima Community changing room policy (Wet-side/Swimming)**

Written with advice from ISRM, ASA and the Child Protection in Sport Unit.

If a complaint is received that an incident has occurred in the changing room between a swimmer and any other person the Club/Hirer has a duty to act upon that concern and investigate appropriately. If the incident involves a person not associated with the club/Hirer, Kajima Community should be made aware and consideration will be given as to whether the statutory agencies need informing.

### **Duty of care to swimmers in changing facilities**

The Club/Hirer has a responsibility for swimmers in changing rooms before, during and after sessions.

Under the Duty of Care to Safeguard Children the Hirer/club has a responsibility for the wellbeing of children in the changing rooms. This does not mean the parents have no responsibility but parents are often not in the pool complex at the time when children are Changing or Swimming to exercise their duty of care. For this reason Hirers/clubs must be clear to parents under what circumstances they require parents to remain at the pool throughout a session. For example with young children who require assistance in changing or for those children with a disability who may require additional help the hirer/club cannot provide.

### **Hirer/club responsibility during sessions - when a swimmer uses the toilets or changing room.**

While a child is attending a session she/he remains under the responsibility, under the duty of care, of the person who is teaching/coaching her/him at that time on behalf of the Club/Hirer. If a swimmer goes out of the pool area, the coach/teacher should be aware of this. If she/he fails to return in a reasonable time, or appears upset upon leaving the poolside the coach/teacher should request a Responsible Person to ensure that she/he is all right. It is best practice for two persons to look for the swimmer (the second person could be a senior swimmer or another parent).

### **Information for parents regarding changing facilities**

- Ensure that parents are made aware that changing facilities may be shared by both club members and members of the general public.
- Ensure parents are made aware of the type of changing rooms i.e. separate for male and female.
- Ensure behaviour of swimmers in changing rooms is part of the Hirers/Clubs own code of conduct.
- Ensure parents are aware they should not be in the changing room while their swimmers are changing, unless the swimmer is under 8 years of age or the swimmer requires additional specific assistance. In such circumstances the parent must be the same gender as the child.

### **Responsibility after a session is completed**

Each Hirer/Club has a duty of reasonable care to swimmers, which extends to an awareness on the part of the Hirer/Club that their junior members have been collected, in so far as is possible, at the conclusion of a session, i.e. that a swimmer is not left unsupervised if a parent is late.

This has to be age appropriate, i.e. a 17 year old is capable of getting themselves home, but a 12 year old is not. Best practice would be for a Hirer/Club to make all junior members and their parents aware that if children are not collected by a parent, then they should make that known to the coach or whoever a Hirer/Club deem to be appropriate, and for the nominated individual to ensure that the junior is supervised appropriately until a parent arrives or the parent communicates alternative arrangements.



# Community Use of the Education Village Code of Conduct (Changing Rooms)

## General

- Use of video, photographic and mobile phone imaging equipment is prohibited.
- Those responsible for the supervision of minors are required to adopt controls and practices to ensure minors are protected while at all times being under the care of a responsible nominated adult.
- All changing rooms are single sex I.E separate for male and female.
- Adults must not change or shower at the same time (using the same facility) as children. Adults should make use of the disabled changing rooms and or showers with privacy doors fitted.
- Hirers must inspect changing rooms prior and post activity, and clean the facilities, including the away team after use.
- During shared use all users should conduct their activities to the agreed allocation and respect the rights of the other hiring group/s.
- No fighting, bullying, pushing or throwing other Users.
- No running or tag games allowed

## Wet-side

- Parents/carer's should not be in the changing rooms while their swimmers are changing, unless the swimmer is under 8 years of age or the swimmer requires additional specific assistance. In such circumstances the parent must be the same gender as the child.
- All Users entering the water to use the showers before bathing.
- Use the toilet before entering the pool, and **encourage children to do so.**

## Dry-side

- No football boots to be worn in the changing rooms or main building at any time.
- Players and officials must not clean their boots on the side of the building, in the changing rooms and or in the showers.

## Nappies

- Used nappies must be disposed of in special bins for nappy disposal, which are located in the changing rooms. Changing rooms are equipped with sinks and soap for hand washing.

Please note that if children are uncomfortable changing or showering, no pressure should be placed on them to do so. Encourage them to do this at home.

**Failure to adhere to above may result in future bookings not being accepted**

## Community Use of the Education Village

### Code of Conduct (All Users)

1. Rooms and hired areas will be available to use from the time they are booked. If clients arrive before this time, access to the room may not be available. When booking, please allow time before the event is due to start, and for overruns. Your event/booking must end and the room be cleared no later than the finish time as stated on your booking form.
2. Should your Booking continue after the agreed finish time, Kajima will make every endeavour to accommodate your wishes. However should a Leisure Attendant request you to vacate the premises, for example, in the event of requiring the room for a subsequent hirer, you should immediately comply.
3. Charges will be incurred on a pro-rata basis for any time run over booking times.
4. It is your responsibility to ensure that Rooms and Spaces are left in the condition that they were found. All furniture must be returned to its original layout and all litter must be removed. Failure to do so will result in a charge levied for cleaning.
5. Any accidents or damage occurring within the premises must be immediately reported to the Leisure Attendant on duty and will be logged in our Accident Book.
6. Nothing may be fixed to walls, ceilings, floor or pillars of any room by nails, screws, drawing pins, tape or any other means without consultation.
7. There is strictly no smoking in the building
8. We reserve the right to cancel your Booking with immediate effect and without liability if at the sole discretion of Kajima, it appears that:
  - a. The Booking may bring bad publicity or disrepute upon the company.
  - b. The Booking may be illegal.
  - c. The Booking is of a different nature to that confirmed by you.
  - d. The number of attendees may exceed published capacity figures and it is not possible to reorganise the Booking within the Society's premises.
  - e. It is possible that you may not be able to honour your obligations under the Contract.
  - f. You fail to pay any required deposit
  - g. You breach any of the conditions of these signed Conditions of Booking.
9. In the event of cancellation under the circumstances described above, any deposit paid by you may, at the sole discretion of Kajima, be retained.

10. *Hired Equipment*: Laptops, projectors and audio visual equipment can be hired for a fee. Prior notice is required and the hirer is responsible for any damage caused.
11. It is advised that you keep your valuables with you at all times. Kajima Community takes no responsibility for items that are stolen. Hired areas can be locked upon request.
12. There is a notice in each room regarding fire procedures. Please note and inform your delegates of this important information.
13. Hirers are responsible for all those who enter the site who do so with the intention to spectate or participate in the hirer's activity. Those responsible for the supervision of minors are required to adopt controls and practices to ensure minors are protected while at all times being under the care of a responsible ***nominated*** adult/s.