

GALLEON LEISURE CENTRE

POOL SAFETY OPERATING PROCEDURES (PSOP)



E-Mail: adminoffice@galleoncentre.com
Web: www.galleoncentre.com
Scottish Charity Number: SC 00 8314
Trust Established 1985

The Galleon Centre **Pool Safety Operating Procedures**

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Address of Site

99 Titchfield Street, Kilmarnock, KA1 1QY

T: 01563 524014

F: 01563 572395

E: adminoffice@galleocentre.com

W: www.galleoncentre.com

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Introduction

These instructions provide the Management and Poolside Staff of the Galleon Leisure Centre with the Normal Operating Procedures and Emergency Action Plan of the Swimming Pool and surrounding area. Every employee will have access to a copy of these instructions. The designated roles within this document must be adhered to at all times.

All employees must be so familiar with the actions to be taken when putting the NOP & EAP to use that they do so without hesitation. These procedures have been laid down to help ensure the safety of the public and employees around the Centre.

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GALLEON LEISURE CENTRE PSOP

SECTION 1 POOL INFORMATION

POOL INFORMATION

The Galleon Centre has a main and teaching pool with water capacity of 114'400 and 13'200 gallons (520,072 litres, 60,008litres [433.05m³, 49.97m³]) respectively. The depth of the main pool is 0.9m at the shallow end and 1.8m at the deep end, with a length of 25m. The width of the pool varies from 12m at the deep end to 18m at the shallow end. For competitions 6 lanes are available. Entry to the pool is by mosaic tiled steps at the shallow end, the pool floor slopes down from here to the shallow end bathing. The teaching pool is 0.6m at the shallow end and 0.9m at the deep end, entry to the pool is by mosaic tiled steps. The teaching pool has a flume, entry to the flume is by an iron staircase, there are red (stop) and green (go) illuminated indicators to control the use of the flume. Exit from the flume is into the deep end of the teaching pool.

The swimming pool is illuminated by 20 square lights 250/400w. There is a raised seated viewing area along the west side of the pool. The swimming pool is protected by emergency lighting which is a 'maintained' system.

There are three changing areas, male, female and family. There are toilet and shower facilities in both the male and female changing areas which were all upgraded in 2006.

The water balance of the pool is controlled by a Siemens Ezetrol plus controller Set points are entered and set at 7.1 for PH and 1.3 for free chlorine.

Chemical used to control the water balance are:-

Disinfectant	-	Calcium Hypochloride Tablets/Dedusted Granules
Ph Controller	-	Carbon Dioxide as (CO ²) Gas
Coagulant	-	Poly Aluminium Chloride Liquid

The pool water is filtered through three Certikin medium to high velocity filters.

The main pool is used by the swimming club, accomplished swimmers, adult bathers, second stage learners, disabled persons, for "Fun Swims" and "Pool Aerobics". The teaching pool is used by first stage learners, unaccompanied children (8 years of age) and adults with young children (under 8 years of age). The pools are at all times of use overseen by a minimum of two centre attendants, other than when the swimming club have sole use of the pool and they supply additional supervision in conjunction with the Centres Conditions of hire.

Pool Opening Times

Monday	06.45am	-	22.00pm
Tuesday	06.45am	-	22.00pm
Wednesday	06.45am	-	22.15pm
Thursday	06.45am	-	21.45pm
Friday	06.45am	-	22.15pm
Saturday	06.45am	-	20.00pm
Sunday	09.00am	-	22.00pm

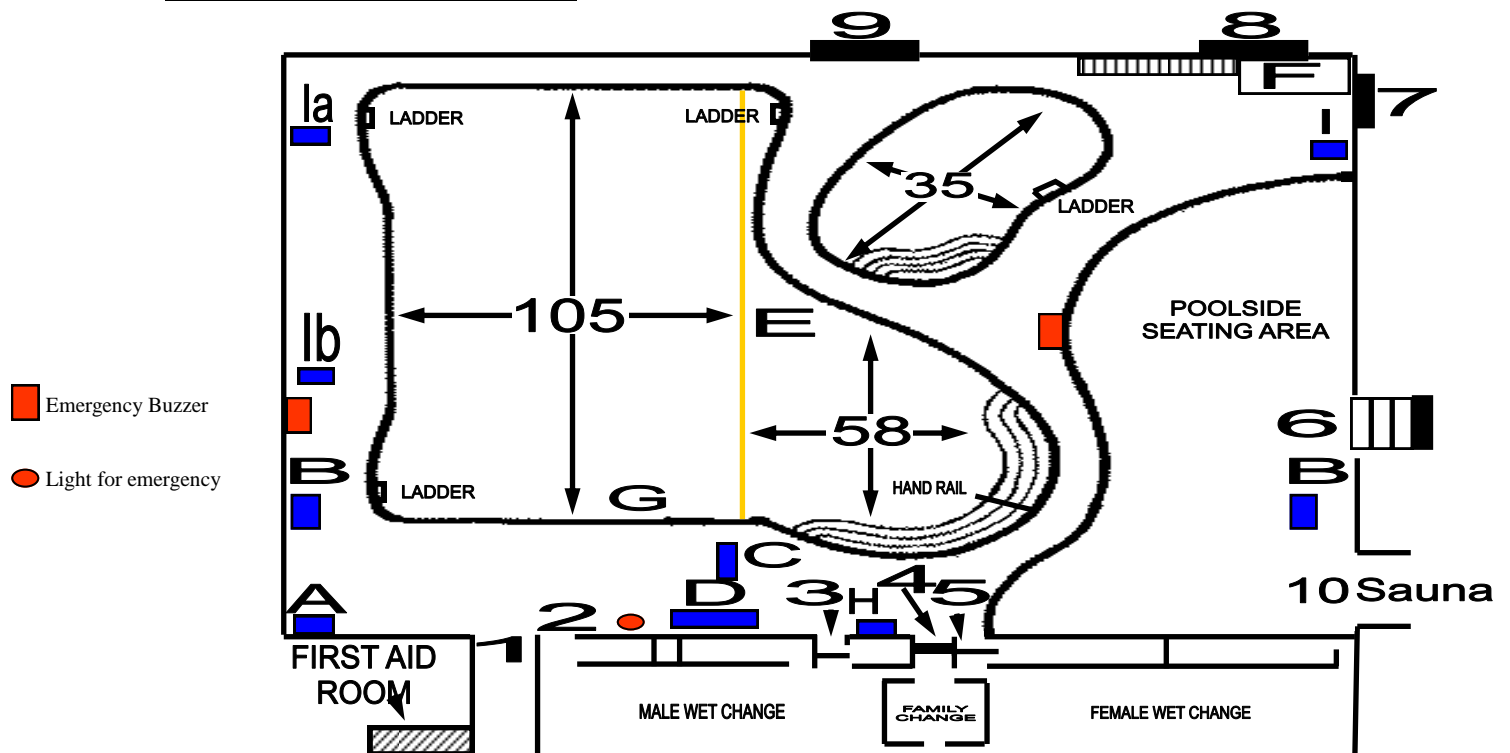
INTENTION AND PURPOSE (Swimming Pool H & S Policy)

The purpose of the following designated procedures are to ensure that we provide and maintain a swim pool environment where our customers can relax and enjoy bathing in clean, clear and inviting pool water at the correct temperature. That it is free from any risk that may be harmful to their health and that all our employees make them feel welcome and secure in the knowledge that safe surroundings are for the benefit of customers and staff alike.

- 1 The Kilmarnock Leisure Centre Trust recognises and accepts its legal duty as an employer to ensure, as far as is reasonably practical, the health, safety and welfare of all its staff and all customers at its facility. Furthermore the Kilmarnock Leisure Centre Trust is committed to providing a safe working environment as part of its core aims and objectives. Such an environment will enable an efficient and effective delivery of service to all our customers.

- 2 Authority to implement this policy is delegated to the General Manager, Deputy General Manager, Operations Manager and all line management. However it is only with maximum involvement of all staff at all levels that we can ensure that the policy is effectively applied.

- 3 The Kilmarnock Leisure Centre Trust will pay particular attention to:
 - (a) The provision and maintenance of plant equipment and systems of work that are safe, and without risks to health.
 - (b) Providing safe working practices and procedures on all aspects of the service through regular revision and updating of its Centre Operating Manuals.
 - (c) Provide access to Centre Operating Manuals to all staff, including establishing, monitoring and reviewing performance standards.
 - (d) Provide comprehensive and up to date COSHH data and assessments on all substances hazardous to health.
 - (e) Provide a healthy working environment.
 - (f) Provide adequate welfare facilities.
 - (g) Provide, so far as practical, health and safety training to all staff and to record details of such training.
 - (h) Provide access for health and safety inspections by the Authorised Safety Officer and to respond to all comments and suggestions.
 - (i) Providing adequate personal protective equipment and clothing including eye protection, ear protection, respiratory equipment, gloves, boots and overalls where appropriate.
 - (j) Recognition of safety representatives, their role and contribution to facility operations via the Health and Safety Committee meetings.
 - (k) Identifying and assessing the risks associated with the activities of the Centre with the aim of eliminating or controlling the risks, as far as is reasonably practical.

SWIMMING POOL LAYOUT**POOL FEATURES**Size of Pools :Bather Load

1)	Rectangular Area of Main Pool	25 m x 12.5 m	105
2)	Bay Area of Main Pool	16 m x 11 m	58
3)	Small Pool	13 m x 8 m	35
			<u>198 Max</u>

Depth of Pools :

1)	Main Pool	-	Shallow End	0.9m
		-	Deep End	1.8m
2)	Small Pool	-	Shallow End	0.6m
		-	Deep End	0.9m

Exit / Entrance Doors

- 1) Fire Exit, entrance door for staff and authorised personnel only, access from Poolside to Main First Aid room.
- 2) Staff Room and Poolside First Aid Station.
- 3) Exit to Male wet change via showers.
- 4) Exit to Family and Female wet changes.
- 5) Exit to Female wet change via showers.
- 6) Fire exit via Poolside seating.
- 7) Fire exit onto Douglas Street.
- 8) Swimming Pool Store, holds evacuation blankets & shoes in 2 suitcases
- 9) Entrance Doors to Plant Room.
- 10) Entrance to Sauna Area.

PHYSICAL HAZARDS TO BE AWARE OF**A** (marked on pool layout diagram)

Disabled chair for disabled hoist - to be used by trained staff.
Pool Booms for Aquatrim and Swimming Lessons.

B (marked on pool layout diagram)

Spinal board for use in any suspected spinal injuries - only to be used by trained Lifeguards.

There are various rescue aids such as poles, torpedo buoys, ropes positioned around the poolside to be used as and when the need arises.

C - Disabled Hoist

- * To be used in the correct manner
- * NOT to be climbed on by public
- * NOT to be used to lean on by staff
- * To remain locked unless in use

D - Steps and Platform for Inflatable Chute

To be used for this structure only :

- * Only one member of public on platform at any one time
- * Steps to be chained off when not in use

E - Shelving Area

- * Be aware as this area slopes off suddenly giving public a fright or causing non - swimmers to be suddenly out of their depth

F - Stairs and Water Flume

- * Public standing blocking flume at exit to water
- * Public not following light signals
- * Public coming down more than one at a time unless a parent / guardian is accompanying an infant
- * Exit off of flume is into a shallow depth

G - Shallow End

- * Public diving in and striking pool floor
- * Diving is not permitted below 1.5m

H - Haystack Dryer**I/la/lb** - Pool Covers

- * Not to be climbed on by public
- * Not to be used to lean on by staff

**THE GALLEON CENTRE
HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: HEATING AND VENTILATION

OBJECTIVE: TO ENSURE THE CIRCULATION OF FRESH HEATED AIR AND THE EXTRACTION OF SUCH AIR. TO MAINTAIN A HEALTHY SWIMMING POOL ENVIRONMENT.

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS
IMPLEMENTATION AND USE: CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. THE FACTORIES ACT 1961

GALLEON RISK ASSESSMENT REFERENCE:

HEATING AND VENTILATION

To ensure the swimming pool ambient air is heated and circulated, the air handling units will be inspected at least every 6 months. An annual filter change and an annual maintenance will be carried out on the de-humidification plant by **Mitie**. The heating controls and heat pumps will be inspected every two days by **Maintenance**. A daily check will be carried out on control settings and pool air and water temperatures. Only authorised personnel will be allowed to enter any of the air handling units, and only after the local and main panel switches have been isolated.

COMMUNICATION SYSTEMS

Speech : Verbally passing on information or to make a member of public aware of rules and regulations (this does not mean that staff can stand and enter into long conversations on poolside).

Whistles : **One short blast** to attract a bathers attention.

Two short blasts to notify other team members attention to acknowledge land based rescue.

Three short blasts to notify other team members a water based rescue is being executed and emergency buzzer should be activated.

One long continuous blast to clear pool.

Radios : Key personnel throughout the facility in contact continuously through the day by radio. These include:-

Golf 1.	Duty Manager
Golf 2.	Senior Centre Attendant
Golf 3.	Reception
Golf 4.	Maintenance
Golf 5.	Bar/Vending
Golf 6.	Pool/Centre Attendants
Golf 7.	Kids Club/Crèche
Golf 8.	Sauna
Golf 9.	Excels
Golf 10.	Ice Rink
Golf 11.	Dry Side Attendants x 2
Golf 13.	Youth Co-ordinator
Golf 14.	Shipmates
Golf 15.	Pirates
Golf 16.	Turtles

SECTION 1

Telephones :

1.) Emergency Telephone in poolside staff room is for emergencies only. To use lift handset, press 9 for external line, dial 999, ask for emergency service required, wait for answer, give required information and answer questions i.e. ambulance service, describe situation faced, detail as much information as possible giving casualties details and symptoms, etc

Tannoy System :

Public P.A. system connected throughout facility.

Alarm System:

Buzzer on poolside activated only in an emergency.

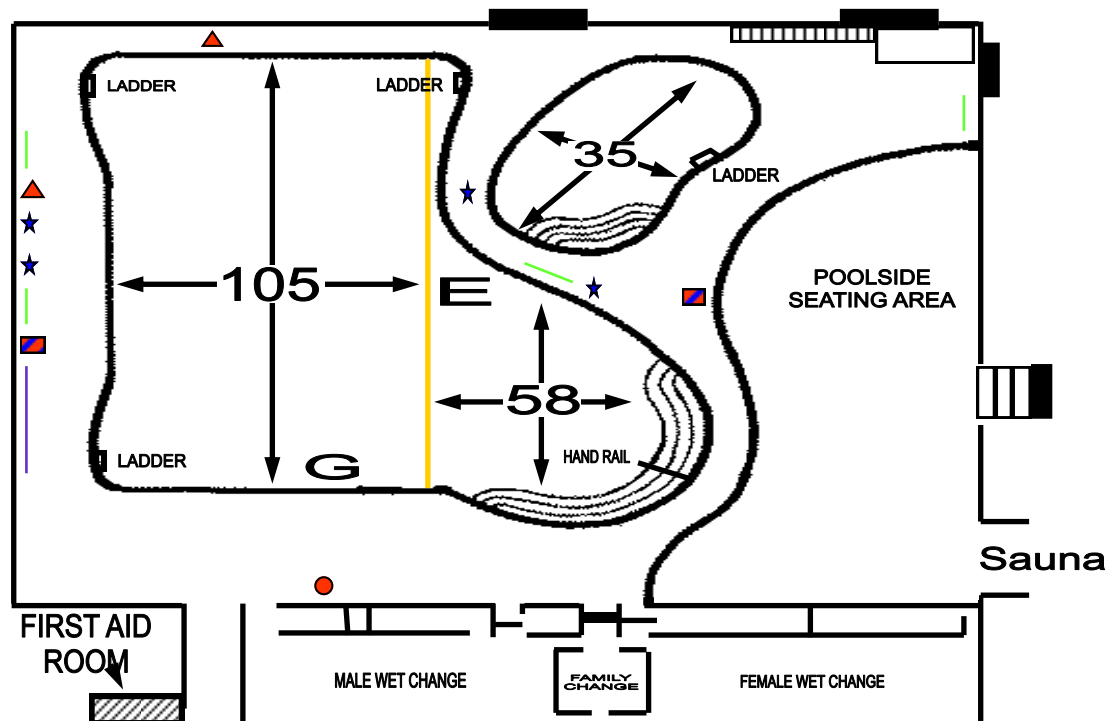
This will go off at reception who will act immediately by tannoying, "CODE ONE ALERT POOLSIDE"

All qualified staff within the Centre will act immediately irrelevant to where they are or what they are doing. However you must be aware you cannot leave any area unsafe.

Safety Equipment :

Refer to page 4 (B)

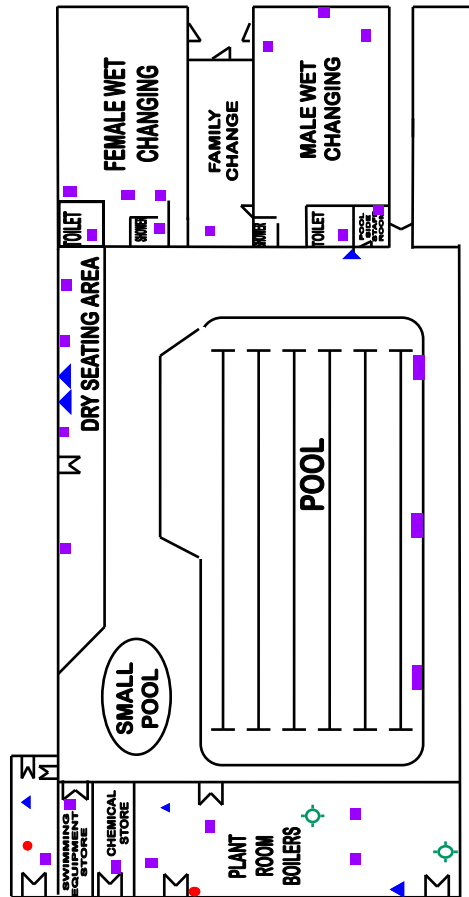
- Ropes ★
 - Poles —
 - Torpedo Buoys ▲
 - Hook —
 - Buzzers ■
 - Emergency Light ●
- In poolside store foil blankets & over shoes are stored in suitcases for use in an emergency



SAFETY – FIRE POINTS

Position of Fire Alarm points around the pool area and plant room.

- - Break Glass Unit
- ▲ - Fire Extinguishers
- - Emergency Lighting
- ⊕ - Fixed Temp Heat Detector



FIRE ALARM TEST

The Fire Alarm is tested once a week and should be tested from a different area each week, and should also be carried out with Duty Managers. A tannoy announcement will be made prior to any alarm test.

FIRE EXTINGUISHERS
TYPE USED

- | | |
|-------------------------|---|
| CO² | These extinguishers are used for putting out liquid fires, electrical fires, gas fires and electrical equipment. |
| Foam & Water | These extinguishers are used for wood fires, paper textiles and liquid fires. |
| Powder | These extinguishers are used for flammable liquids, flammable gas, electrical hazards, paper, wood, textiles and fabrics. |

These are the 3 main types of fire extinguishers used in the Galleon Centre and are situated throughout the building. If for any reason one of the extinguishers had to be used to put out a fire, follow these steps on how to use.

- | | |
|---------------|---|
| STEP 1 | Break plastic seal round handle |
| STEP 2 | Pull pin out from handle |
| STEP 3 | Point nozzle or horn at fire and squeeze handle |

All fire extinguishers will have signs next to them stating what type they are and what type of fire they are used for.

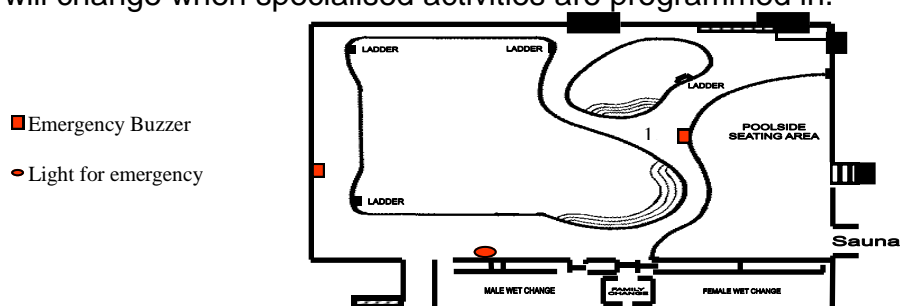
EMPLOYMENT CRITERIA/RESPONSIBILITIES

Induction :

All Centre Attendants will go through an induction programme and be issued with an employee pack. Centre Attendants will complete the site specific training. Training Record - Galleon and Training Worksheet - STA.

Work Rotation :

Centre Attendants rotate around the poolside every 30 minutes, starting off at the peak area between the two pools. Position 1—then moving to position 2. The length of duty on poolside will be one hour . However, alteration to the minimum number of Lifeguards will change when specialised activities are programmed in.



Lifeguard Training :

The Galleon Centre Trust provide regular monthly training sessions for all qualified pool lifeguards working within the Centre. All Centre Attendants must hold a current National Pool Lifeguard Qualification and they must maintain the minimum training requirement of one 2 hour session per month. This will enable them to keep their award valid, their knowledge and skills up-to-date and be physically fit.

All staff must keep their training records up to date

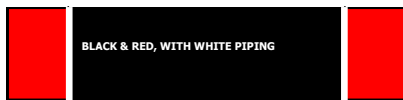
STAFF RULES :

1. Two qualified Centre Attendants must be on duty at all times unless bather load requires more or less.
2. All staff must appear appropriately dressed for duty with name badges, no outdoor shoes to be worn on poolside.
3. All staff must look after the uniform provided and must also take care of the Pool Lifeguard books issued whether part of their uniform or not. These books are :
First Aid @ Work/Emergency First Aid @ Work
Pool Rescuer
Automated External Defibrillation (A.E.D)
Bag-Valve-Mask Module
Pool Plant Operator Foundation/Full
Auto Adrenaline Module
4. Any items of uniform will be invoiced if not returned when leaving.
5. Centre Attendants must ensure they are in view of the public and attentive at all times. It is important to patrol areas rather than stand in one place.
6. All pool areas must be 'scanned', this includes blind spots, the top of the water and the pool floor. Areas behind you should also be covered.
7. **DO NOT** stand with your back to the pool or get involved in long conversations.
8. **DO NOT** shout, use foul language or get involved in arguments with the public.
9. **DO NOT** over use your whistle.
10. It is not in the interest of the general public to allow minorities to disrupt the pleasure of, create danger to, or intimidate public or staff.
11. Immediate First Aid should be given at the nearest station.
12. Staff should not make any report to the media or general public regarding accidents.
13. Removal of anyone who refuses to behave in a satisfactory manner is at the discretion of the Duty Manager. If permanent exclusion is required Senior Management should be notified as soon as possible.
14. Offences should be dealt with immediately so that situations do not deteriorate.

STAFF UNIFORMS



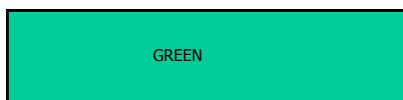
E-Mail: adminoffice@galleoncentre.com
 Web: www.galleoncentre.com
 Scottish Charity Number: SC 00 8314
 Trust Established 1985



DUTY MANAGERS



SENIOR CENTRE ATTENDANT



**CENTRE ATTENDANT,
SAUNA ATTENDANT, CLEANER**



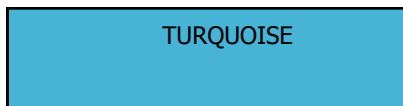
**ICE MASTER,
MAINTENANCE**



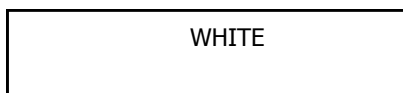
EXCELLS INSTRUCTOR



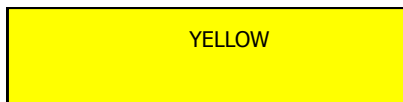
CRECHE ATTENDANT



BAR STAFF



**SWIMMING/
AEROBIC INSTRUCTORS**



KIDS CLUB LEADER

BLOUSE



**ADMINISTRATION
&
RECEPTION**



WHITE
SHIRT

**RINK MASTER
BOWLING**

06/04/2009 09:00:00 AM

**THE GALLEON CENTRE
HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL

ISSUE DATE: 1991

SUBJECT: SUPERVISION

OBJECTIVE: TO ENSURE STAFF ARE CARRYING OUT THEIR DUTIES AS PER THEIR RESPECTIVE CONTRACTS OF EMPLOYMENT.

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS

IMPLEMENTATION AND USE:

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. MANAGEMENT OF HEALTH & SAFETY IN SWIMMING POOLS (Guidance)

GALLEON RISK ASSESSMENT REFERENCE: SP6A

SUPERVISION

Senior Centre Attendant should **ensure** each daily duty is carried out whether it is by him/herself or under his/her instructions. These duties are: ensure strict cleanliness of all areas, including pool bottom, scum line, surrounding tiles, walls, lockers, cubicles, toilets and showers.

All pool plant should be checked, poly aluminium filled, calcium hypochlorite day tank filled, CO² canisters changed if needed: Any defects or faults should be reported immediately to the Duty Manager on the appropriate form completed for maintenance department.

Senior Centre Attendant should ensure the pool water is correctly balanced and the proper temperature is maintained. Proper testing should be carried out three times daily. Any problems should be reported immediately to the Duty Manager. During public use of the pool, the Senior Centre Attendant should ensure that each attendant is aware of their responsibilities and fully competent in procedures to be carried out in the event of emergencies. The main pool, teaching pool and flume should be fully supervised at all times and any accidents be reported immediately to the Duty Manager.

**THE GALLEON CENTRE
HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: STAFF TRAINING/LIFESAVING

OBJECTIVE: TO BE TRAINED AND PRACTICED IN AIDING BATHERS WHO ARE IN DIFFICULTY, INCLUDING INCIDENT TRAINING TO QUALIFY FOR THE APPROPRIATE AWARDS.

PERSONS RESPONSIBLE FOR: MANAGEMENT
SENIOR CENTRE ATTENDANTS
CENTRE ATTENDANT

IMPLEMENTATION AND USE:

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. MANAGEMENT OF HEALTH & SAFETY IN SWIMMING POOLS (Guidance)
3. I.B.R.M (Guidance)

GALLEON RISK ASSESSMENT REFERENCE: SP6A

STAFF TRAINING/LIFESAVING

All trained staff will have a recognised Pool Lifeguard Qualification.

All staff will have one two hour training session per month. This session will cover :-

- Pool Lifeguard Syllabus
- Site specific training
- P.S.O.P Procedures
- Auto - Adrenaline Injection
- Advanced Resuscitation Skills - Defib & Oxygen

The training enables staff to keep their award valid, their knowledge and skills up-to-date and be physically fit. If they do not attend regular training sessions it could lead to disciplinary action or the possibility of being put onto dryside duties. Casual staff will be taken off rota if they continually miss training.

Detailed instruction, information and training on Health and Safety within the swimming pool and related plant will be carried out and supervised by a responsible member of management. A record will be kept stating the subject and date of the training, together with the signatures of the person who carried out the training and of all those who attended.

**THE GALLEON CENTRE
HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: POOL STAFF AND STAFFING LEVELS

OBJECTIVE: TO ENSURE THERE ARE SUFFICIENT STAFF ON THE POOLSIDE IN RELATION TO NUMBERS OF BATHERS. TO ENSURE THE SAFETY OF BATHERS USING THE POOL FACILITIES, BOTH IN THE POOL AND ON THE POOLSIDE

PERSONS RESPONSIBLE FOR MANAGEMENT
IMPLEMENTATION AND USE: SENIOR CENTRE ATTENDANTS
CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. MANAGEMENT OF HEALTH & SAFETY IN SWIMMING POOLS (Guidance)

GALLEON RISK ASSESSMENT REFERENCE: SP6A

POOL STAFFING LEVELS

The Swimming pool should be staffed by at least two attendants at all times. On busy occasions three attendants or more may be required depending on the bathing level and the type of event taking place in the pool e.g. Fun Swim or Aqua Disco. In the unlikely event of one attendant covering the pool, another attendant must be in the close vicinity e.g. locker rooms in case of any emergency.

Staff level will be at the discretion of the Duty Manager and the Senior Centre Attendant.

2 Lifeguards—30minutes each position. Supervision of the pool will normally be 1hour. 30minutes being spent on two different positions of the pool. First 30minutes should be spent patrolling the area between the main pool and teaching pool (this also incorporates the bay area of the shallow end). Second 30minutes will be spent patrolling the main pool.

On busy occasions it may be necessary to have more than two attendants on poolside to supervise areas needing extra vigilance.

SESSIONS/CHANGING/AGE AND DRESS

Sessions :

The Galleon Centre does not normally operate sessions with the exception to specially programmed activities.

Timetabling :

The Swimming Pool timetable is controlled via the Internet using a system called Splashpath. When amendments are made they will automatically update once the administrator has logged out.

Web Address – www.activeintime.com

Username – dutymanager@galleoncentre.com

Password – galleonswim

To amend the timetable, enter the Active in Time website using the details above. Click and select the Galleon Centre – this will bring up the two timetables – select swimming timetable.

To edit the timetable

- ensure on correct date
- scroll down and select section to be amended
- click edit and make amendments
- select save

To delete a section from the timetable

- ensure correct date
- select section click edit
- click delete entry

To add a new session

- ensure correct date
- scroll down page
- select new entry
- insert times
- choose session
- choose which pool from the facility
- choose repeat option if required
- click add new entry

Sessions currently named

Public Swimming

Aquanatal

Kilmarnock Amateur Swimming Club

Galleon Swim Lessons

Kilmarnock Sub-Aqua Club

Family Fun Night

Adult Only

School Lessons

Sports for Special Needs

Lane Swimming

Aquatrim

Fun Swims

Closed to Kids Club

Should you have any problems contact Mark Bingley 02073956175 or email mark@theleisuredatabase.com or Main office 02073793197

CHANGING ROOMS

- (i) Centre Attendants should encourage all swimmers to secure all valuables in the lockers provided. Nothing of value or personal belongings should be accepted by Centre Attendants.
- (ii) Changing rooms should be patrolled, supervised and cleaned at regular intervals.
- (iii) Cleaning duties should be carried out as per cleaning programme and areas should be checked and cleaned continuously throughout each day.
- (iv) Bathers should be encouraged to use toilets and showers before entering the pool.

PUBLIC RULES

- (i) No running around poolside.
- (ii) No fighting.
- (iii) No bombing.
- (iv) No misuse of poolside equipment.
- (v) No outdoor shoes.
- (vi) No spitting, petting, ducking etc.
- (vii) No swimming aids allowed except:
 - * kickboard when a bather is under supervision of an instructor, teacher or a supervised session. Arm bands in restricted areas, i.e. small pool and shallow end
 - * rubber rings only under the supervision of an approved instructor or an adult, rubber rings can be very dangerous
 - * airbeds are not allowed during public sessions
 - * laned swimming sessions
- (viii) Non-swimmers and weak swimmers must not be allowed to move into deep water.
- (ix) Use of abusive language will not be permitted.
- (x) No chewing gum, sweets, foods or drinks allowed prior or during swimming.
- (xi) No person allowed access under the influence of drink or drugs.

AGE

No child under the age of eight shall be allowed admittance unless accompanied by an adult (an adult being someone sixteen years of age or over).

DRESS

Bathing trunks/costume must be worn. They must be suitably cut and of non-transparent material. Cut down clothing and T-Shirts cannot be worn without discussion with Management.

ADMISSION

No person shall be admitted to the swimming pool unless they have paid the appropriate entry fee or as a member of a 'hiring' organisation, whichever is applicable.

RATIOS

Adults attending with less than 3 Children (under 8years) will be permitted access to the swimming pool. Adults attending with more than 3 children will require an additional Adult.

For children under 2 the ratio will be 1 adult to 2 children. Adults attending with more than 2 children under 2 will require an additional adult.

HIRE TO OUTSIDE ORGANISATIONS

The Galleon Centre hire out the swimming pool to various organisations. These organisations can hire the pool exclusively or have shared access. If they opt for shared access this means public sessions will run as normal and the booking party will be sharing the pool or they will have a section laned off. Alternatively, if booked exclusively then the organisation and only them have access to the swimming pool. Additional information is provided by management with any special requirements.

Outside Organisations :

- Kilmarnock Sub Aqua Club
- Kilmarnock Amateur Swimming Club / Gala
- Sports for Special Needs 'Kilmarnock Jets'
- East Ayrshire School Swimming Lessons
- Kilmarnock College

INSTRUCTIONS

With regard to the Health and Safety of the public and employees whilst on poolside the following objectives should be studied so that all staff are aware of their responsibilities in relation to food and drink on poolside.

(a) Staff must never eat consumables when on duty at poolside and have a responsibility to inform the Duty Manager if they know of any member of staff in breach of this rule.
NB: The exception to poolside is the seated area.

(b) The same rule applies to members of the public but pool staff should be fully conversant with the reasons appertaining to this rule. The dangers of swimming after eating i.e. cramp and the resulting problems.

(c) Dangers of Alcohol

No member of the public should be allowed on poolside or in the pool under the influence of alcohol. Duty Manager should be informed if anyone is seen to be consuming alcohol in the seated area. Staff have a responsibility to themselves and to the public to report any colleague under the influence of alcohol on duty.

(d) Cleanliness of the Seated Area (not classed as poolside)

This area should be kept clean at all times and members of the public reminded that no glassware is allowed in this area. Broken glass can cause serious injury to bathers and staff alike.

**HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: HIRE OF THE POOL

OBJECTIVE: TO ENSURE THE HIRER ABIDES BY THE GALLEON CENTRE'S CONDITIONS OF HIRE I.E: CORRECT SUPERVISION, NO ALCOHOL ON POOLSIDE, NORMAL POOL ACTIVITIES ONLY.

PERSONS RESPONSIBLE FOR MANAGEMENT
IMPLEMENTATION AND USE: SENIOR CENTRE ATTENDANTS
CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. MANAGEMENT OF HEALTH & SAFETY IN SWIMMING POOLS

GALLEON RISK ASSESSMENT REFERENCE:

HIRE OF POOLS

Further information may be found in the Galleon Centre's Condition of Hire available from Administration.

**HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: CONTRACTORS

OBJECTIVE: TO ENSURE CONTRACT WORKERS ARE MADE AWARE OF OUR HEALTH AND SAFETY POLICY AND THAT ALL THEIR EMPLOYEES COMPLY WITH IT.

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS
IMPLEMENTATION AND USE: CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. THE FACTORIES ACT 1961
3. C.O.S.H.H 2002

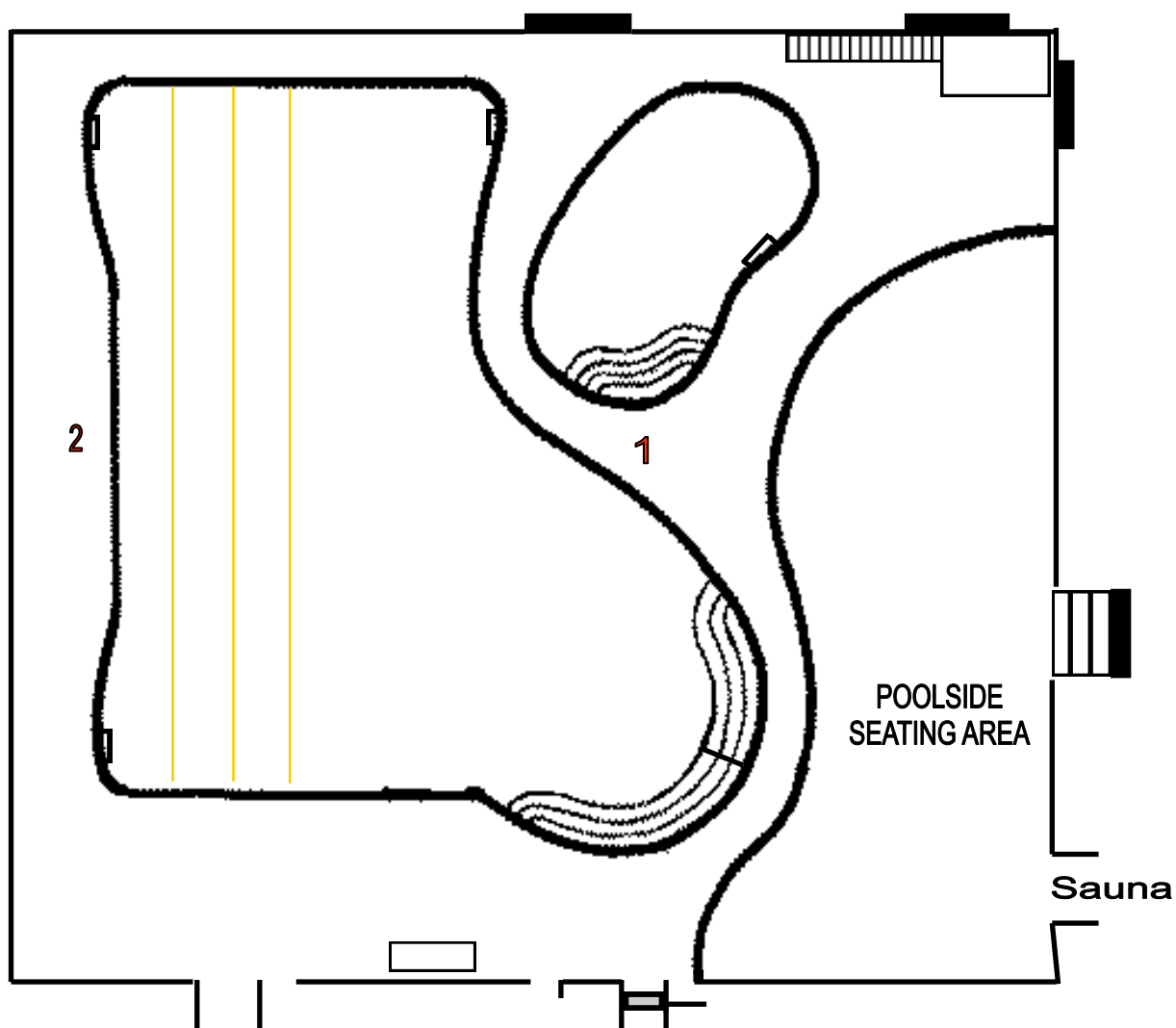
GALLEON RISK ASSESSMENT REFERENCE:

CONTRACTORS

All Contractors will comply with the Galleon Centre's Health and Safety Policy, the Contractor must ensure all the information therein is brought to the notice of their employees. The Contractor must bring to the notice of the Galleon Management and their staff of any hazard that may arise in connection with their activities. Contractors are responsible for the condition of and safekeeping of all their tools and equipment when working in the Galleon Centre.

KILMARNOCK SUB AQUA CLUB :

Monday's 9.00 pm until 10.00 pm
(Shared with Swimming Club 3 lanes)

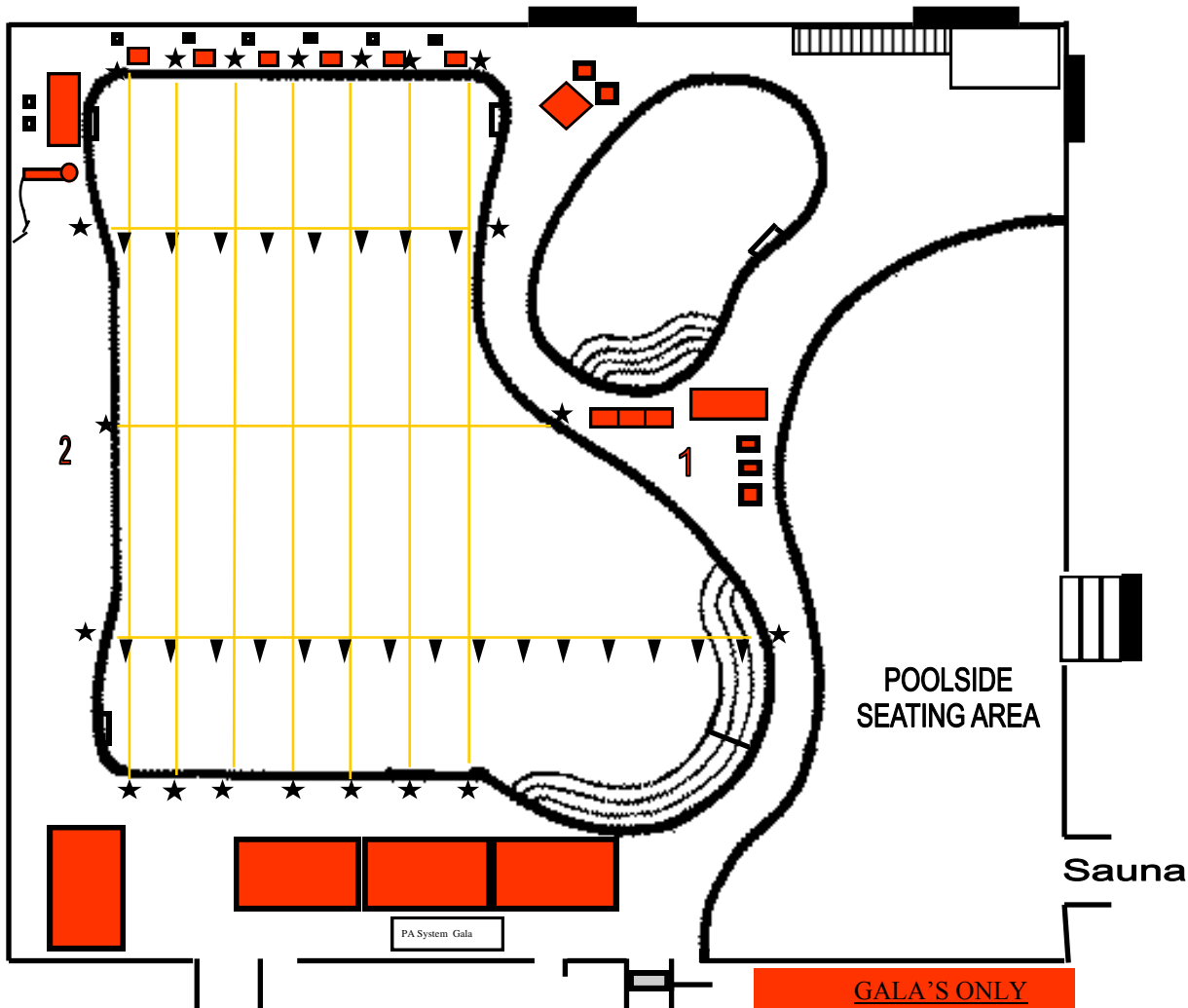
**SET - UP REQUIREMENTS**

2 x Lifeguard - marked 1/2

The Sub Aqua tend to meet on the poolside seating prior to access in the water. Senior Centre Attendants should ensure plant room access door is open to enable them to retrieve their equipment. Poolside should be checked afterwards to ensure no damage has occurred to area.

KILMARNOCK AMATEUR SWIMMING CLUB & SPORTS FOR SPECIAL NEEDS :

Tuesday's 7.30pm - 10.00pm (exclusive)
 Sunday's 7.00pm - 10.00pm (exclusive)



SET UP REQUIREMENTS
Tuesday. Sunday regular set up

- * 12 Secure Rings
- * 3 Turbulence lanes
- * 3 Lane Ropes
- * 6 Flag Poles
- * 2 Lifeguard (marked 1/2)
- 6 Blocks may be required occasionally

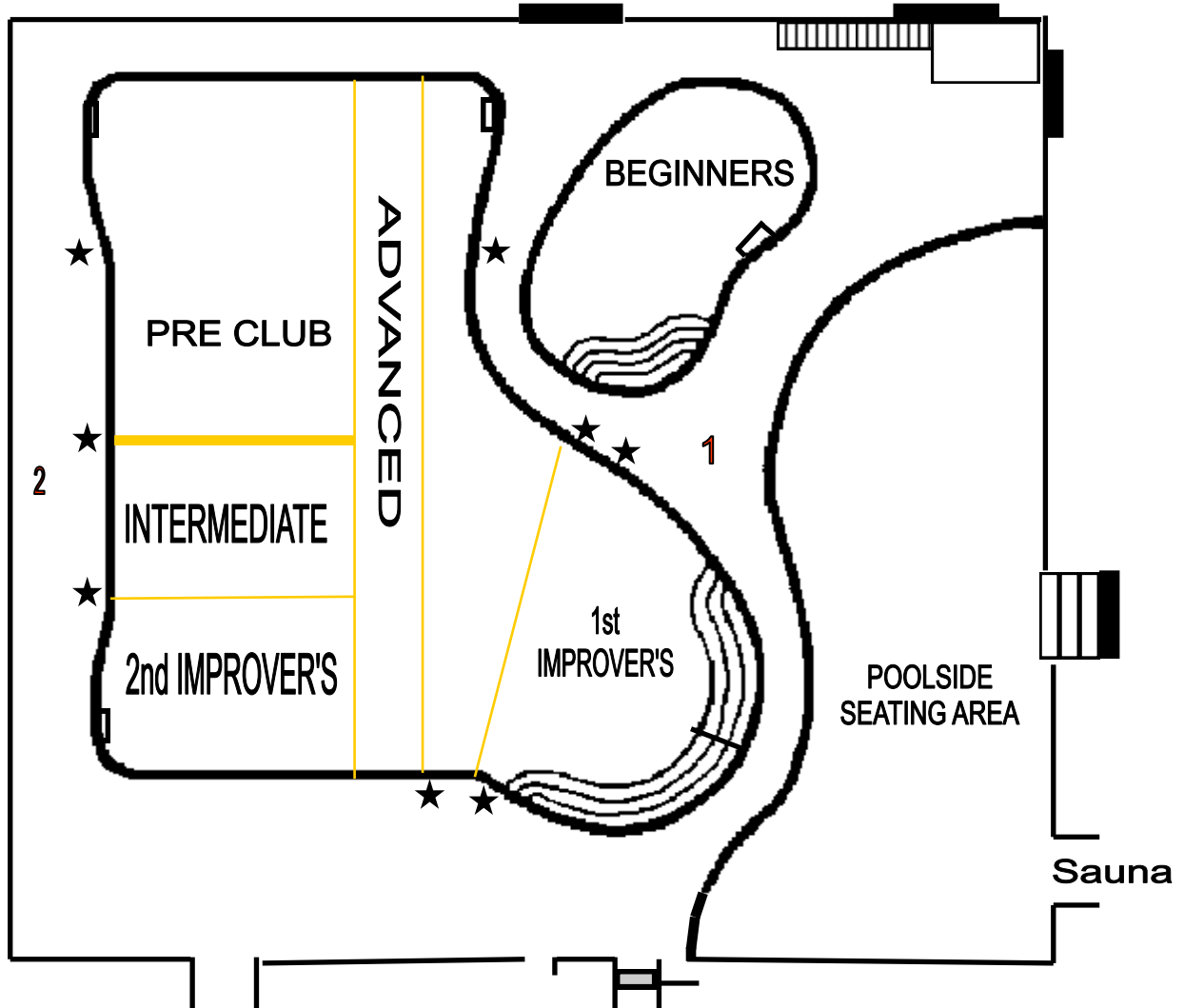
- GALA'S ONLY**
- * 3 Tables , 12 Chairs
 - * 4 Bleacher Units
 - * 8 Turbulence Ropes
 - * 6 Starting Blocks
 - * Hags PA Unit
 - * Inflatable (on top of cupboard)

Normally K.A.S.C. will set up but if required Lifeguards will assist. Gala set ups will be done by Centre Attendants . Additional equipment as per diagram.

GALLEON RISK ASSESSMENT REFERENCE: SP10A

KILMARNOCK AMATEUR SWIMMING CLUB :

Thursday's 6.00pm until 8.00pm

**SET - UP REQUIREMENTS**

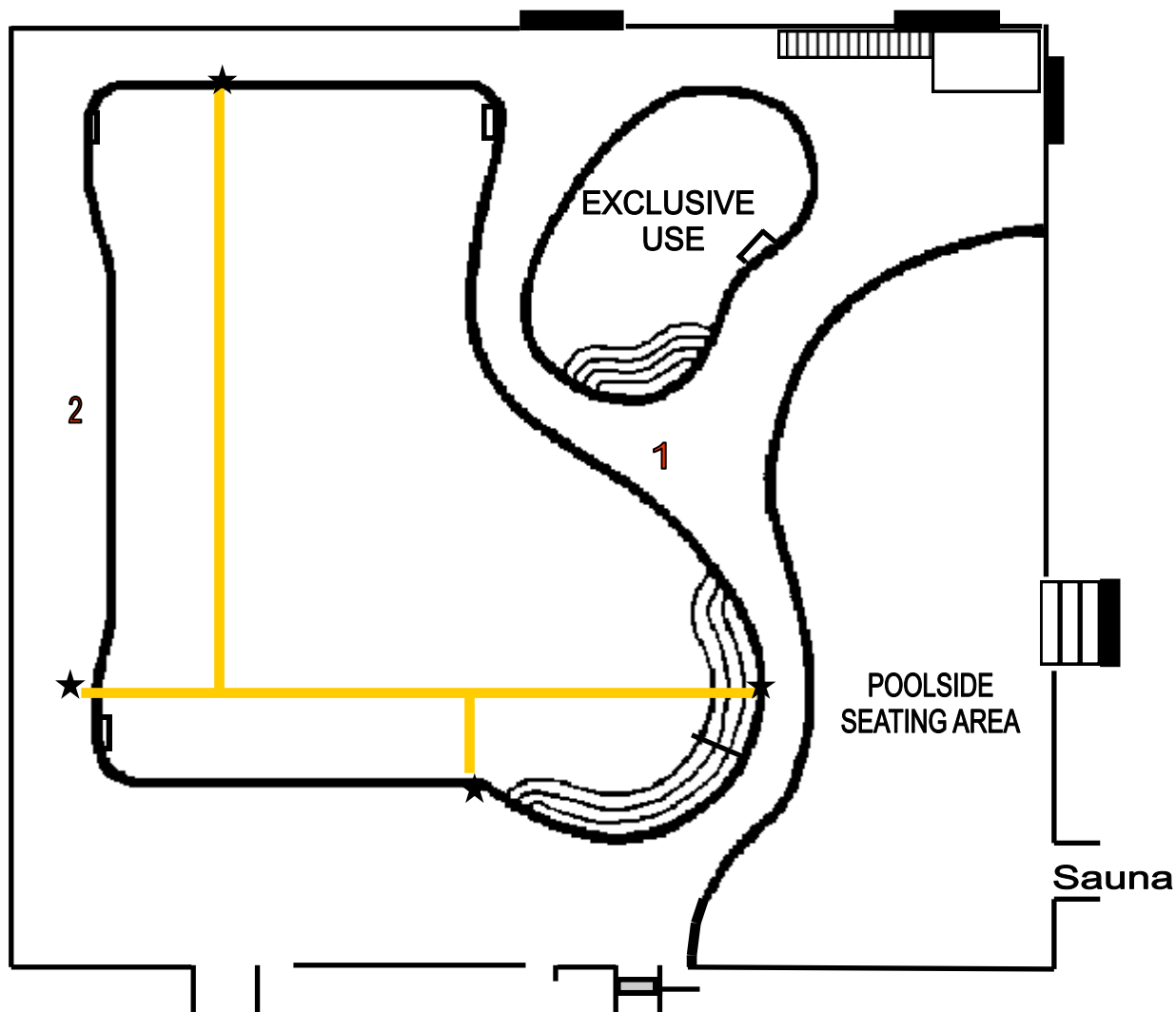
2 x Turbulence Lane	(stored shallow end of pool)
6 x Secure Rings	(stored poolside staff room)
2 x Lane Ropes	(orange, stored in poolside equipment store)
3 x Secure Poles	(stored in poolside equipment store)
2 x Lifeguards	(next to buzzer)

Normally Kilmarnock Amateur Swimming Club instructors will set up their own equipment but may however require some assistance on occasions.

EAST AYRSHIRE SCHOOL SWIMMING LESSONS:

Monday, Wednesday, Friday 9.30 am until 12.00noon (September to March annually)

Tuesday, Thursday 9.30am until 12.15pm (September to March annually)

**SET - UP REQUIREMENTS**

1 x 23 m Turbulence lane (stored on reel shallow end of pool)
 4 x Secure Rings (stored poolside staff room)
 Floats , e.t.c.

2 x Lifeguards (marked 1/2)

Centre Attendants to set up 1 X 20 m Lane Rope (stored in poolside store)

SPECIALISED ACTIVITIES

These are internal activities run and programmed by the management of the Galleon Centre.

Specialised Activities include :

- * Aquatrim
- * Aquanatal
- * Swimming Lessons
- * Fun Swims
- * Laned Swimming
- * Lifesaving/Lifeguard
- * Family Night

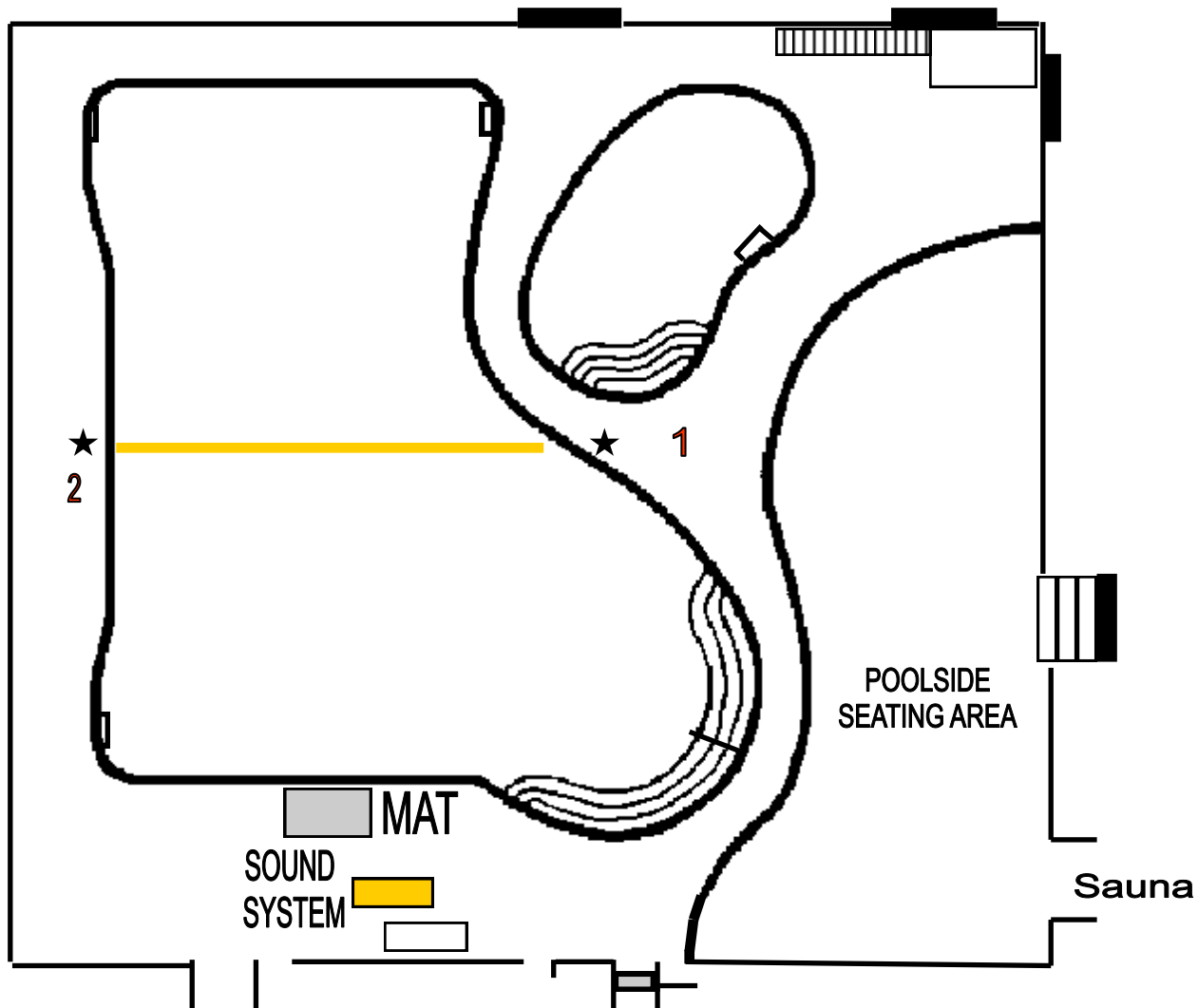
The following covers the set up required for each of the above.

SOUND SYSTEM

At present we have 3 sound systems, one of which is on a trolley for easier transportation to any area they are need for. Two systems are kept in cabinets situated in the Aerobic Studio and Function Room. The portable sound system has a head set that is kept in the Duty Manager's office. Before any aerobics, Aquatrim or OAP keep fit class the following should be checked well in advance of each class.

1. Switch on sound system which will be indicated by tape deck display lighting up.
2. Plug in jack plugs to back of speakers.
3. Test the deck and switch on, check that the music is coming through both speakers.
4. Check head set is working while music is playing by switching button on and speaking into the microphone. If no sound comes through, try a new battery.
5. Check that all cables are correctly connected and are plugged into correct piece of equipment.
6. Once all above have been tested and it is still not working, contact the Duty Manager or Maintenance to check out system.

AQUATRIM :	Monday's	6.45pm	-	7.30pm (shared access with public)
	Tuesday's	10.30am	-	11.15am (shared access with public)
	Wednesday's	7.15pm	-	8.00pm (shared access with public)
	Thursday's	10.30am	-	11.15am (shared access with public)
	Friday's	12.00noon	-	12.45pm (shared access with public)

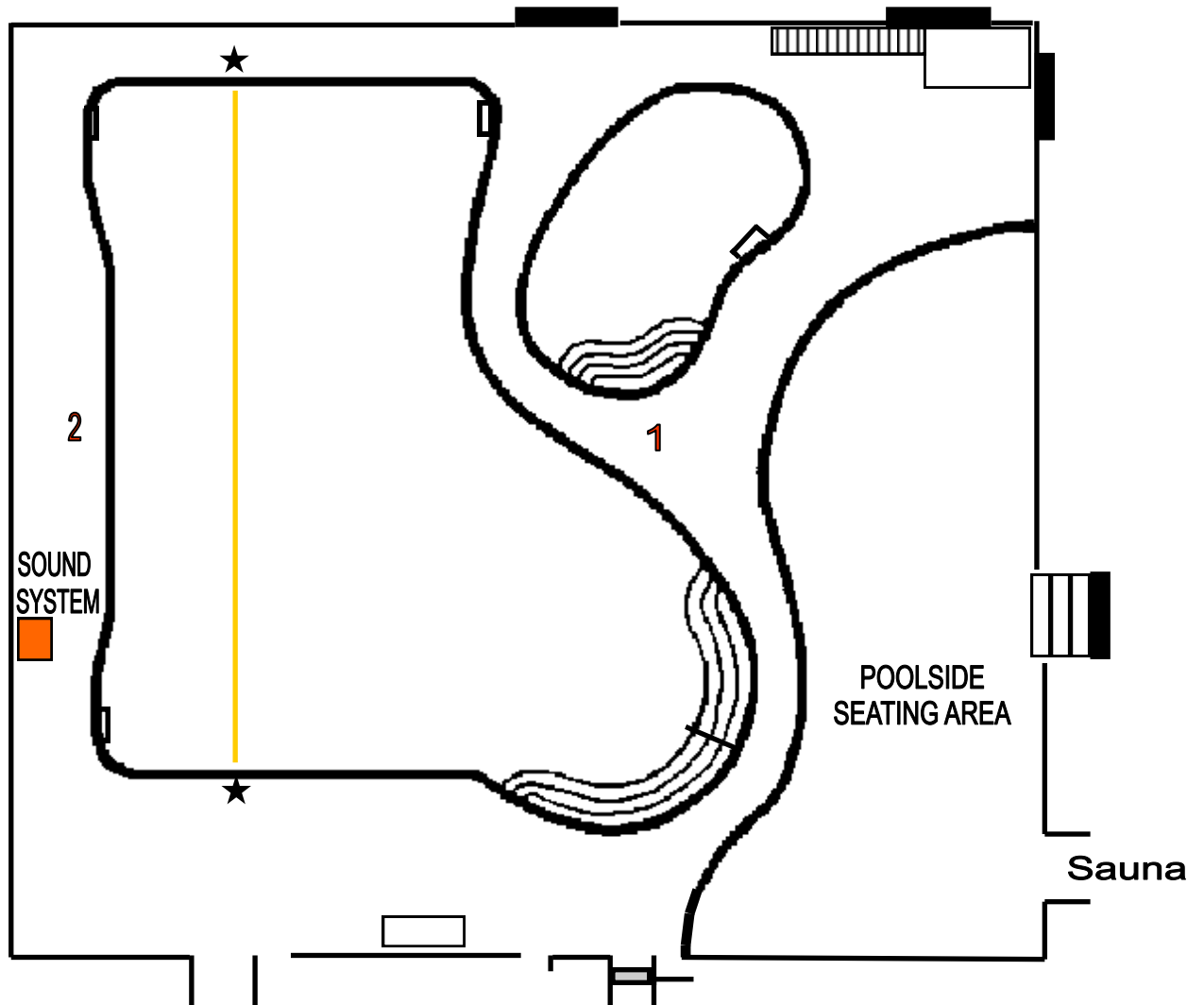


SET - UP REQUIREMENTS

1 x 15 m Turbulence lane	(stored shallow end on reel)
2 x Secure Rings	(stored poolside staff room)
1 x Sound System	(stored in ice rink)
1 x Mat for instructors	(stored poolside staff room)
2 x Lifeguards	(marked 1/2)

Turbulence lane is brought down from deep end and secured in position as shown on diagram. Mat and sound system set up at shallow end.

AQUANATAL : Monday's 6.00pm - 6.45pm (shared access with public)



SET - UP REQUIREMENTS

- 1 x Lane Rope (stored at rear poolside equipment store)
- 2 x Secure Rings (stored poolside staff room)
- 1 x Sound System (stored in the Ice Hall store)
- 2 x Lifeguards (marked 1/2)

Lane rope is retrieved from store and secured 2 lane widths from the side as shown on diagram. Sound system set up on left hand side of pool as shown.

INFLATABLES

The set up for inflatables is quite simple . They are taken from their store area, rolled out (run) down the left hand side of the pool, (inflatable chute) along shallow end, hoses connected to both inflatables and blowers, inflate by switching on power supply. Once inflated manoeuvre into position and secure anchors. Inflatables should be inspected at this time for any dangers, defects, etc

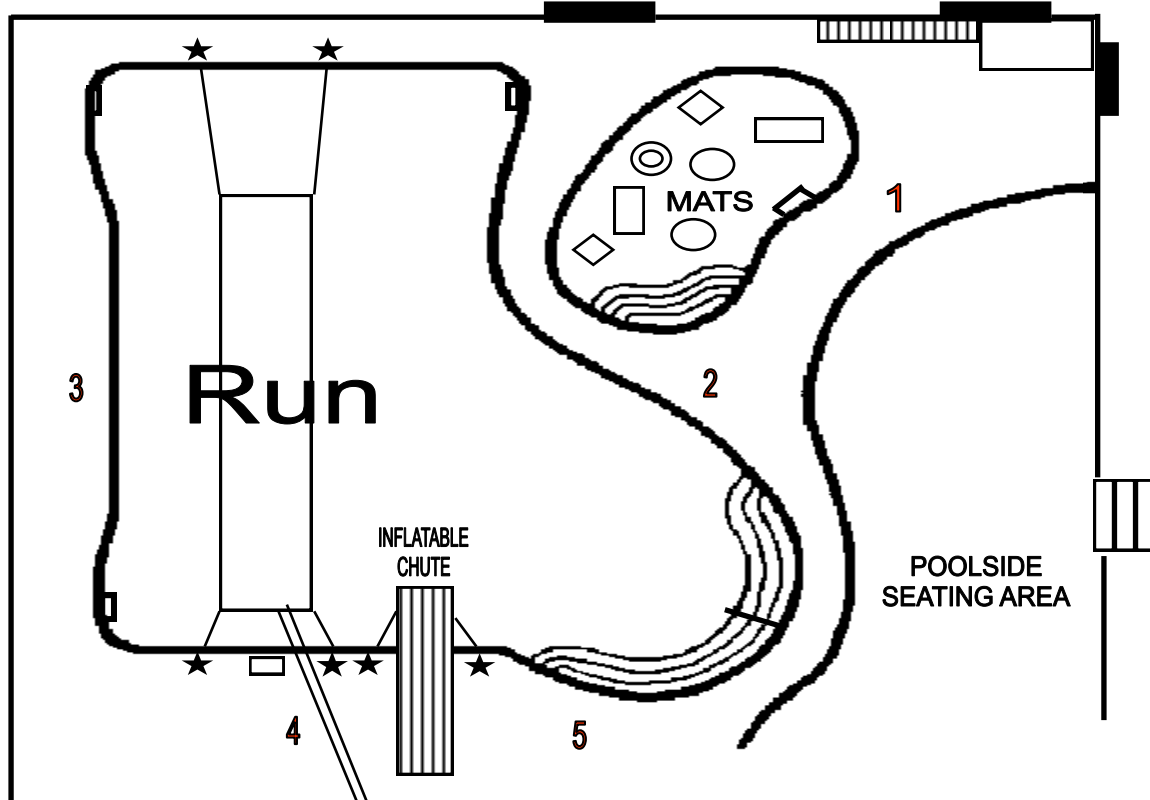
To store, remove from water, dry, deflate, disconnect, roll up and return to storage area ensuring they are not protruding. Pool flume and fun mats are available within the small pool.

Holiday Fun Swims :

Monday's	1.00 pm until 2.45 pm
Thursday's	1.00 pm until 2.45 pm
Friday's	6.45 pm until 7.45 pm
Friday's	8.15 pm until 9.15 pm

Fun Swims :

In the unlikely event of an unexpected staff absence (i.e last minute sickness) where no additional cover can be brought in the maximum numbers for a session should be dropped, at full capacity we have 5 lifeguards to cover 198 swimmers, if we have to operate 4 lifeguards then the numbers should drop to 158. If we have to operate the session with 4 on duty position 5 next to the bay area steps will be removed.

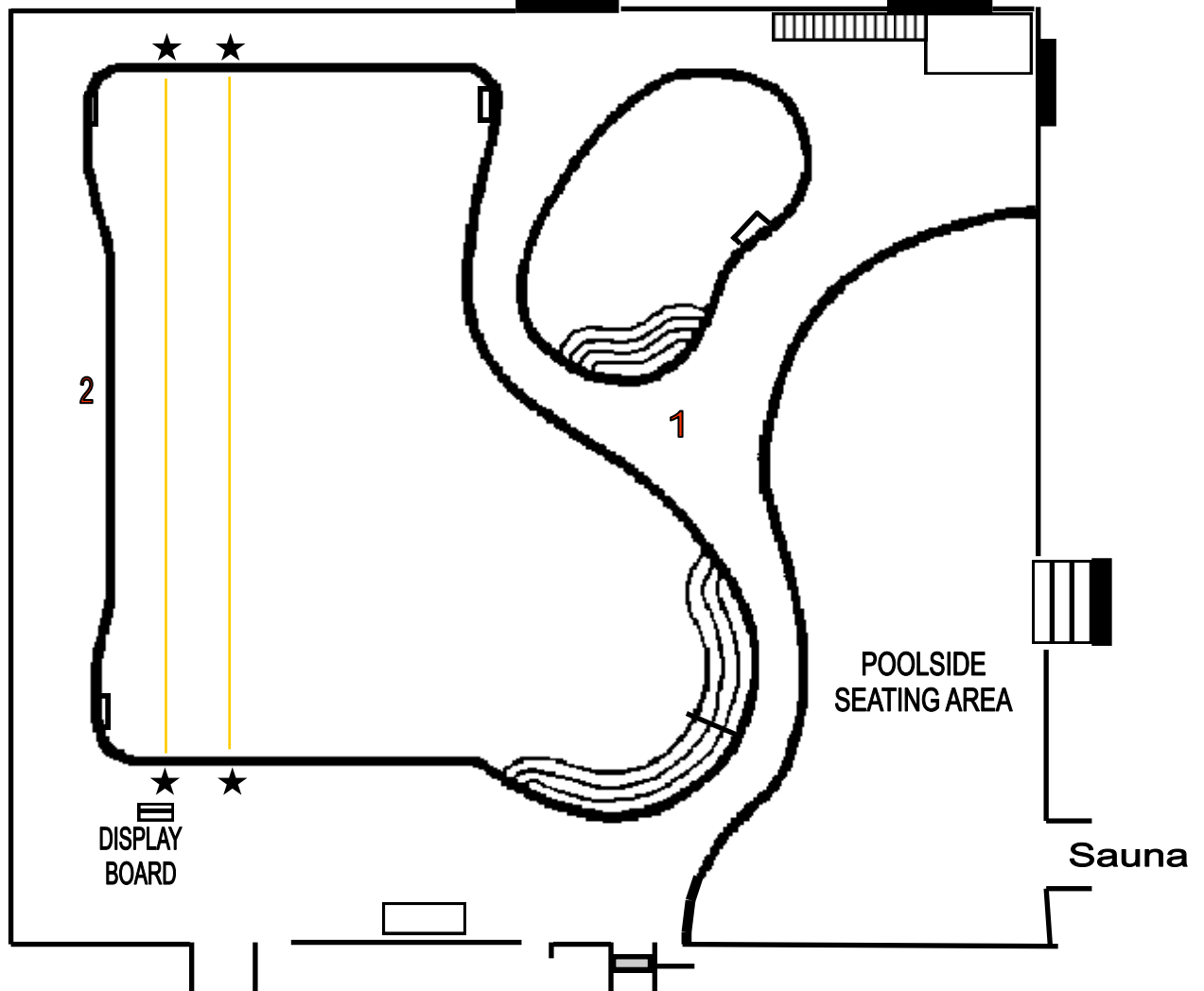


SET - UP REQUIREMENTS

1 x Run	(stored poolside under platform)
1 x Inflatable Chute	(stored poolside under platform)
6 x Secure Rings	(stored poolside staff room)
2 x Fan Blowers	(stored poolside staff room)
Foam Mats, etc	(stored equipment store poolside)
5 x Lifeguards	(marked 1-5)

GALLEON RISK ASSESSMENT REFERENCE: SP10A

LANED SWIMMING : Monday & Friday 7.00am until 10.00am (subject to lessons)
 Sunday's 5.00pm until 7.00pm (subject to lessons)



SET - UP REQUIREMENTS

- | | |
|-------------------|--------------------------------------|
| 2 x Lane Ropes | (stored in poolside equipment store) |
| 4 x Secure Rings | (stored poolside staff room) |
| 1 x Display Board | (stored poolside staff room) |
| 2 x Lifeguards | (marked 1/2) |

Two lane ropes set up and secured at the left hand side of the main pool. A board display to inform public of activity and of clockwise swimming. During holiday periods laned swimming continues with only one lane available not two.

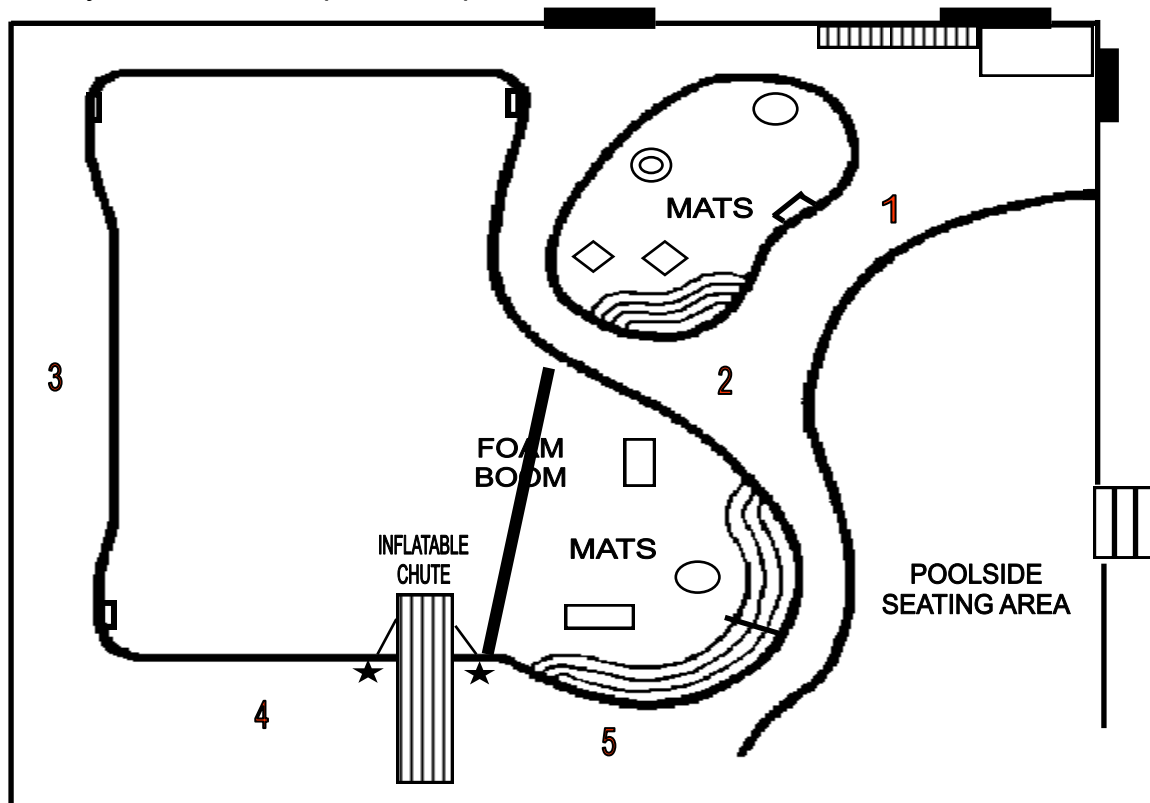
Holiday times may alter dependant on pool activities. These will be displayed at Reception and poolside.

FAMILY NIGHT SET UP

The Inflatable chute is set out along the shallow end. The hose is then connected to the inflatable and blower. It is then switched on at the power supply in the storage cupboard to inflate. Once inflated it should be inspected for any dangers, defects, etc. It is then manoeuvred into position and secured with anchors.

To store, remove from water, dry, deflate, disconnect, roll up and return to storage area ensuring it is not protruding. Pool flume and fun mats are available within the small pool.

Saturday's 5.30pm until 8pm



In the unlikely event of an unexpected staff absence (i.e last minute sickness) where no additional cover can be brought in the maximum numbers for a session should be dropped, at full capacity we have 5 lifeguards to cover 198 swimmers, if we have to operate 4 lifeguards then the numbers should drop to 158. If we have to operate the session with 4 on duty position 5 next to the bay area steps will be removed.

SET - UP REQUIREMENTS

1 x Inflatable Chute	(stored poolside under platform)
1 x foam boom	(stored on poolside)
6 x Secure Rings	(stored poolside staff room)
2 x Fan Blowers	(stored poolside staff room)
Foam Mats, etc	(stored equipment poolside store)

GALLEON RISK ASSESSMENT REFERENCE: SP10A

**THE GALLEON CENTRE
HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: DIVING

OBJECTIVE: TO ENSURE PUBLIC SAFETY BY PREVENTION OF DANGEROUS DIVING.

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS
IMPLEMENTATION AND USE: CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. MANAGEMENT OF HEALTH & SAFETY IN SWIMMING POOLS (Guidance)

GALLEON RISK ASSESSMENT REFERENCE:

DIVING

Dive - 1.5m and over from side.

There is no provision in the Galleon Pool for diving other than from poolside. Sensible behaviour is the only guideline for poolside diving. If persons stand on the pool edge and dive avoiding contact with other users then this is seen as sensible behaviour. Not allowed:-

- (a) Running and diving into the pool
- (b) Diving over or upon other bathers
- (c) Standing on the shoulders of others to assist diving in or out of the pool
- (d) Diving off any piece of equipment (other than recognised club use only)
- (e) Diving backwards into the pool
- (f) Poolside acrobatics
- (g) Diving into shallow water
- (h) Behaviour likely to cause upset to other customers

**THE GALLEON CENTRE
HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: TEACHING POOL **ISSUE DATE:** 1991

SUBJECT: POOL FLUME

OBJECTIVE: TO ENSURE SAFE USE OF THE FLUME AND DISCHARGE POINT.

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS
IMPLEMENTATION AND USE: CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. MANAGEMENT OF HEALTH & SAFETY IN SWIMMING POOLS (Guidance)

GALLEON RISK ASSESSMENT REFERENCE:

FLUME

The flume should always be under close supervision when in use. The principal cause of accidents concerning the flume are:

- (a) Going down in pairs or too close together
- (b) Riders stopping themselves or slowing down
- (c) Standing or kneeling on the slide
- (d) Going down head first
- (e) Failure to leave the discharge point immediately
- (f) Running up the staircase/pushing others on the staircase

All the above points are not allowed and are to be stopped immediately by staff. Defaulters should be informed and if the action is repeated, the offender(s) are to be instructed to leave the pool.

The "traffic lights" must be obeyed at all times.

RISK ASSESSMENTS

Risk Assessments relevant to the General Running of the Swimming Pool are as follows -

Task	Risk Assessment Number	Risk Level
Poolside	SP1A	Low/Medium
Swimming Tank – Both	SP1	Medium
Poolside & Surround	SA2	Medium
Spectator Area	SA3	Low
Pool Lifeguarding	SP6A	Low/Medium
Fun Swim Set Up	SP10A	Low/Medium
Pool Water Cooler	SP12A	Medium
Bleachers Seating	GC18B	Low/Medium
Ratios	SP23A	Medium
Hand Paddles	SP22A	Low

Risk Assessments are reviewed on an annual basis.
All Risk Assessments can be found in the Deputy General Managers Office

MANUAL HANDLING ASSESSMENT

Task	Risk Assessment Number	Risk Level
Setting up pool inflatables	SPMH3	
Using Anti-turbulence lanes	SPMH4	
Moving Bleacher Seating	PRMH1	

All Manual Handling Assessments can be found in the Deputy General Managers Office

GALLEON LEISURE CENTRE PSOP

SECTION 2 CLEANING/ GENERAL MAINTENANCE

**HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: PROTECTIVE CLOTHING

OBJECTIVE: TO PROVIDE AND MAINTAIN SUITABLE PROTECTIVE CLOTHING FOR THE HANDLING AND USE OF DANGEROUS SUBSTANCES, IN PARTICULAR CALCIUM HYPOCHLORITE AND (CO²) CARBON DIOXIDE

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS
IMPLEMENTATION AND USE: CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. C.O.S.H.H
3. MANAGEMENT OF HEALTH AND SAFETY IN SWIMMING POOLS (GUIDANCE)
4. THE PERSONAL PROTECTIVE EQUIPMENT REGULATIONS 1992

GALLEON RISK ASSESSMENT REFERENCE:

PROTECTIVE CLOTHING

The protective clothing will be checked to ensure it is in position and that the face masks, aprons, gloves and boots are in a safe condition for their intended use. It is the duty of every employee to report immediately to Management any faulty or missing equipment and not to handle or use dangerous substances until the article is repaired or replaced with safe equipment. The full set of protective clothing must be worn whenever handling or using dangerous substances. Other information can be found in section 4/16 Chemical Store, Staff circulars and from the C.O.S.H.H Assessment sheets in the Plant Room.

THE GALLEON CENTRE

**HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: CLEANING

OBJECTIVE: TO ENSURE THE SAFE USE OF CHEMICAL CLEANING SUBSTANCES. TO PROTECT THE HEALTH AND SAFETY OF STAFF WHEN USING SUCH SUBSTANCES.

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS
IMPLEMENTATION AND USE: CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. C.O.S.H.H REGULATIONS 2002

GALLEON RISK ASSESSMENT REFERENCE: SP10A; GC6

CLEANING

When using cleaning chemicals all labels and C.O.S.H.H ASSESSMENT INSTRUCTIONS must be checked for safety instructions. When using a chemical which may cause injury, personal protective equipment must be worn. e.g. Boots, Rubber Gloves, Goggles etc.

Chemicals used on pool side will include Biotek Fresh Wash and Cleaver.

New Chemicals will be assessed for any possible risk to health and an assessment sheet added to the folder in the Poolside Staffroom. If unsure about any points when dealing with chemicals please ask the Duty Manager.

Care should be taken by staff when using the pressure washer, to use the equipment responsibly. Changing Rooms and Toilets are to be cleaned frequently. No litter or dirt is to be allowed to accumulate. The poolside is to be pressure washed and kept clean and free from obstruction.

THE GALLEON CENTRE

**HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: CHANGING AREAS

OBJECTIVE: TO PROVIDE AND MAINTAIN CHANGING FACILITIES THAT ARE CLEAN AND TIDY, AND NOT A RISK TO HEALTH TO PATRONS OR STAFF.

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS
IMPLEMENTATION AND USE: CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. SHOPS, OFFICES AND RAILWAY PREMISES ACT 1963
3. ELECTRICITY AT WORK REGULATIONS 1989

GALLEON RISK ASSESSMENT REFERENCE: SP2A

CHANGING AREAS

The toilets and wash basins are to be cleaned and disinfected daily. All hair driers are to be maintained regularly and checks made to ensure adequate connection to earth. Floors to be scrubbed daily. Walls to be cleaned down and dried then polished. All changing cubicles to have doors fitted and no screws protruding. Lighting to be checked regularly with tubes changed immediately when required. Ventilation to be adequate and a warm atmosphere maintained.

CLEANING AND GENERAL MAINTENANCE

The poolside and surrounding areas are cleaned on a daily basis. The following pages describe and show the tasks involved and how to carry them out safely.

Should any defect arise when carrying out a task then it is the responsibility of the Centre Attendant to inform the Senior Centre Attendant/Duty Manager and complete a Repair form. The repair forms are handed to the Duty Manager who will determine the best repair plan.

- Wet Change Cleaning
 - Shower heads
 - Mirrors/Glass
 - Toilets
 - Floors
 - General
 - Deep Clean
 - Changing Room Channels
 - Walls
 - Lockers
 - Roof Grills
 - Baby Changes
 - Cubicles
 - Ceiling Tiles
- Poolside
 - Sections
 - Sickness/Bodily fluid
 - Scumline
 - Channelling
 - Matting
 - Chrome
 - Poolside Seating
 - Chute
- Equipment Checks
- Cleaning equipment
- Staff room
- Funswim Cupboard
- Inflatables
- Hose Reel
- Planned Preventative Maintenance - poolside & surrounding areas

WET CHANGE CLEANING

Commitment to Quality

All Centre Attendants must check the wet changing areas when off pool rotation. Any defects/cleaning issues required should be dealt with immediately or the Duty Manager/Senior Centre Attendant informed.

The record sheets must be signed off when checks are completed.

Shower Heads

The wet change shower heads are quarterly and left to soak in a tub of diluted chemical before being refitted. The maintenance department are responsible for carrying out this task. Chemical used – diluted HTH.

Mirrors/Glass areas

All changing area mirrors and the poolside glass are cleaned using Clear Glass Cleaner and a cloth.

Toilets

These areas are cleaned using toilet descaler in the toilet bowl. Diluted Biotek fresh clean is used to clean the seat and cisterns.

Floors – see page 58

Three different sections of the Wet Changing areas are scrubbed on a daily basis following the Wet Change/Poolside Cleaning PPM.

General

To clean the floors –

1. Ensure cleaning notices are displayed closing the areas off
2. Fill a bucket with warm water and add the required chemical
3. Take bucket to area being scrubbed
4. Scrub floor
5. Set up pressure washer and hose
6. Agitate chemical again by scrubbing area for a second time
7. Pressure wash chemical off towards drains
8. Set down pressure washer
9. Squeegee area
10. Ensure drain is clean
11. Remove signage and return area to normal

Chemical to be used on the floors on a daily basis in Wet Change is Biotek Fresh Clean

Deep cleaning floors

Occasionally the floors may need Deep cleaned. To do this the chemical used is Cleaver.

The process above should be followed but substituting Cleaver as the chemical. This should be completed when there are no customers in the facility.

Changing room channels

Should be cleaned using the channel cleaner. To freshen the channel up Citrus Drain Cleaner should be used and pushed along the channel using the cleaner before being pushed down the drain.

Walls

The changing area walls should be cleaned using a cloth and spray bottle of diluted Biotek Fresh Clean. The tiles should then be polished dry using a towel.

Lockers – see pages 59-61

Lockers are checked on a weekly basis to ensure they are operational. To clean the lockers a cloth and spray bottle of diluted Biotek Fresh Clean should be used.

When a key is found to be non-operational the lock should be oiled and tested. If it is deemed unrepairable a repair form must be completed and handed to the Duty Manager.

Repair Forms must also be completed for locked lockers and those missing wrist bands.

Roof Grills – page 67

Once a month the roof grills and air vents in the changing areas must be cleaned to ensure the areas are kept free of dust.

Air Vents – a damp cloth should be used to clean the vents

Grills – a Hoover should be used to free the vent from any dust

Baby Changes

Baby changes are located in nine cubicles. These are cleaned on a daily basis using a cloth and diluted biotek fresh clean. Any damage/defects must be reported to the Duty Manager using a repair form. Once cleaned the employee must note their initials on the Planned Preventative Maintenance sheet kept in the poolside staffroom.

Cubicles

These should be wiped down on a daily basis using a cloth and diluted biotek fresh clean. Any damage/defects must be reported to the Duty Manager using a repair form.

Ceiling Tiles

These should be wiped down when required using a cloth and diluted biotek fresh clean. Any damage/defects must be reported to the Duty Manager using a repair form.

POOLSIDE CLEANING

Sections

One different section of the poolside is scrubbed on a daily basis following the Wet Change/Poolside Cleaning PPM. The section cleaning will only commence once the pool is closed to the public.

To clean the section –

1. Fill a bucket with warm water and add the required chemical
2. Take bucket to area being scrubbed
3. Scrub floor
4. Set up pressure washer and hose
5. Agitate chemical again by scrubbing area for a second time
6. Pressure wash chemical off towards channelling
7. Set down pressure washer
8. Squeegee area
9. Ensure drain is clean
10. Remove signage and return area to normal

Chemical to be used on the floors on a daily basis in Wet Change is Biotek Fresh Clean

Deep cleaning section

Occasionally the poolside may need deep cleaned. To do this the chemical used is Biotek Tile Clean. The process above should be followed but substituting Biotek Tile Clean as the chemical. This should be completed when there are no customers in the facility.

Sickness/Bodily Fluid – Poolside area

When cleaning sickness or bodily fluid from the poolside the area any mater left should be removed using towelling and deposited into an empty bucket. The area should then be scrubbed using diluted Biotek Fresh Clean. The area should then be dried.

Where possible no mater/liquid should be pushed into the channelling or pool, thus ensuring that contamination is maintained.

Scumline

A section of the pool scumline is cleaning twice a day Wet Change/Poolside Cleaning PPM.

This will be scrubbed using a scourer and sodium bicarbonate. It should be carried out when the pool is quiet or empty.

Channelling

The channelling should be cleaned at the same time as the poolside section.

1. Pressure wash top of channelling
2. Turn channelling over
3. Scrub underside of channelling
4. Rinse with water
5. Remove channelling and scrub channel
6. Rinse with water
7. Reset channelling

Matting

1. The matting should be pressure washed daily
2. Pressure wash top of matting
3. Turn matting over pressure wash underside
4. Roll matting away
5. Pressure wash area

Chrome

All chrome on poolside should be cleaned using E-phos.

Poolside Seating

All tables and chairs should be cleaned using diluted biotek fresh clean and a cloth when being set up in the morning.

The poolside seating floor will be brushed and mopped daily at night. Diluted Biotek Fresh Clean should be used for this purpose.

Once a month the floor on poolside seating should be scrubbed using the Viper Cleaning Machine.

Chute

On a Saturday night the chute flume and steps should be pressure washed during the poolside area being cleaned. The chute should be checked for any defect/damage prior to cleaning. Any issues should be forwarded to the Duty Manager.

CLEANING EQUIPMENT

Equipment

Equipment used for cleaning within the pool area and changing facilities

Brushes
Buckets
Scourers
Spray Bottle
Scoop
Pool Brush
Pressure Washer

Staff Room

The Poolside Staffroom will be kept clean and tidy and in an organised fashion. Chemicals will be stored in the cupboard beside the electrical store. Equipment will be neatly stored on the wall beside the sink, to the immediate left as you enter the staffroom from poolside.

There will be no equipment or chemicals stored in the electrical store in the staffroom.

Inflatable Cupboard

The cupboard to the left of the pool staffroom entrance stores the pool inflatables. There are two in weekly use which are rotated on a regular basis. The floor area should be cleaned every Friday night prior to the inflatables being stored away.

Inflatables

There are five pool inflatables within the Galleon.
Two runs – the Twin Track, the Olympus, the ghost ship
Two rocket chutes – blue/pink and red/pink.
All inflatables were supplied by Airquee and area maintained by Scotbounce.

Inflatables are deep cleaned once a month using hot soapy water and a hand scrubber. Inflatables should be dried thoroughly prior to storing.

CHEMICAL DILUTION

CHEMICAL	WHERE TO USE	DILUTION	
		Use chemical volume below and dilute with water	
		Spray Bottle	Bucket
Biotek Fresh Clean green	General Purpose i.e. floors, sinks, baby changes, paint work	1/4 inch	2-3 plunges
Clean Fast	Sinks, toilets, tiles - removal of body fat	1/4 inch	3-4 plunges
Clear Glass	Glass and mirrors	Do not dilute	Do not dilute
Cleaver	Wet change & shower areas	1/4 inch	3-4 plunges
Cleaver (raw)	Wet change & shower areas	Do not dilute	Do not dilute
Ephos	Polishing chrome, removing rust	Do not dilute	Do not dilute
Citrus Drain Cleaner	Drains	1/4 inch	2-3 plunges

For more information and safety guidelines see COSHH folder

PLANNED PREVENTATIVE MAINTENANCE

The record sheets must be signed off when checks are completed.

The following pages show the planned preventative maintenance carried out in the pool area and changing rooms

- DAILY
 - o Baby changes
 - o Chute
 - o Buzzers
 - o Lockers
 - o Scumline
 - o Cleaning Sections
 - o Commitment to Quality
- WEEKLY
 - o Lockers
 - o Chute
 - o Fire Doors (internal)
 - o Lesson Equipment
 - o Urinals
- MONTHLY
 - o Sanitary Machines
 - o Spine Boards
 - o Soft Play Pool Inflatables
 - o Roof Grills
 - o Fire Extinguishers
- QUARTERLY
 - o Shower Heads

DAILY PPM WORK SCHEDULE



99 Titchfield Street
Kilmarock KA1 1QY
Telephone (01563) 524014
Fax (01563) 572985

Week Commencing: _____

DAILY PPM'S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S		
Locker Locks																							
Car Park Litter																							
Baby Change Facilities																							
Emergency Buzzers																							
Check Chute																							
Shower Bays Female Sq																							
Shower Bays Male Sq																							
Shower Bays Female Dry																							
Shower Bays Male Dry																							
Reception Roof																							
Compound Scrubbed																							

Do not initial unless completed.
Fill out a Repair Form if you can not repair the item.

NOTES:

COMMITMENT TO QUALITY

As part of our commitment to providing a quality service we aim to ensure that these changing areas, showers and toilet facilities are cleaned and maintained to the highest possible standard.

Staff will check the whole area on a regular basis but if you feel there are any issues you feel we should be made aware of or if you are unhappy with our standards of cleanliness please ask to speak to the Duty Manager or complete a Customer Response Form.

WEEK BEGINNING _____ AREA _____

Monday	AM	7	8	9	10	11	12					
	PM	1	2	3	4	5	6	7	8	9	10	
Tuesday	AM	7	8	9	10	11	12					
	PM	1	2	3	4	5	6	7	8	9	10	
Wednesday	AM	7	8	9	10	11	12					
	PM	1	2	3	4	5	6	7	8	9	10	
Thursday	AM	7	8	9	10	11	12					
	PM	1	2	3	4	5	6	7	8	9	10	
Friday	AM	7	8	9	10	11	12					
	PM	1	2	3	4	5	6	7	8	9	10	
Saturday	AM	7	8	9	10	11	12					
	PM	1	2	3	4	5	6	7	8	9	10	
Sunday	AM	7	8	9	10	11	12					
	PM	1	2	3	4	5	6	7	8	9	10	

Have you Checked

- * Lockers are opening and closing properly
- * Locker mechanisms are clear and working
 - * No tickets or litter left in lockers
 - * No tickets or litter left on floor
- * Shower bays clean and free from litter
- * Toilet roll available in toilet roll holder

Have you Checked

- * Hand driers and hairdryers in working order
- * Toilet areas are clean and free from litter
 - * Soap Dispensers are full
- * Cubicle Surfaces and tiled wall areas wiped down
 - * Pipework dusted
 - * Air vents dusted and cleaned
- * Drains clean, free from litter, hair etc

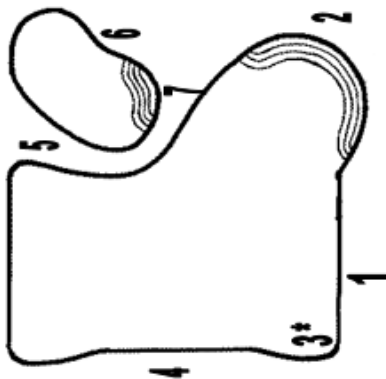
AFWINGENFORMSPPMISQUASHCHECKS
22.04.04

WET CHANGE/ POOLSIDE CLEANING

Week Beginning -

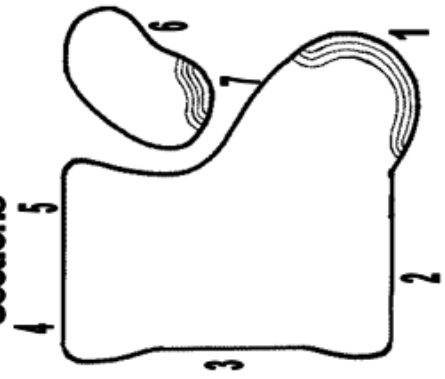
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
AM SECTION	LHS Female & Toilets	Family/Wets	RHS Female & Showers	RHS Male & Toilets	LHS Female & Toilets	Family/Wets	RHS Female & Showers
MID DAY SECTION	Family	RHS Female & Showers	RHS Male & Toilets	RHS Male & Showers	RHS Male & Toilets	LHS Male & Showers	RHS Female & Showers
PM SECTION	RHS Male & Toilets	LHS Male & Showers	RHS Female & Showers	Family	RHS Female & Showers	LHS Female & Toilets	LHS Male & Showers
POOLSIDE	Pos 2 - Male/Wet Shower entry	Male/Wet Shower entry - Pos 1	Pos 2 - Pos 1 Channelling	Pos - Plant Room Door	Plant Room Door - Chute steps & under chute	Small Pool Channelling & surrounding chute pressure washed	Walkway between pools
Scumline AM	4	5	6	7	1	2	3
Scumline PM	1	2	3	4	5	6	7

Poolside Cleaning



* CHANNELLING

Scumline Sections



CTI/MPUB/WET&POOL/CLEAN
26.02.13

SECTION 2

**WEEKLY PPM'S
PPM CHECKLIST LOCKER LOCKS - FEMALE WETS**

ADMINFORMSPPM WEEKLYFEMALEWETLOCKERS
UPDATED 13.11.11

AREAS		KEY CONTACT & READABLE	LOCKS TESTED	DOOR CLOSES	LOCKERS CLEANED	INITIALS	DATE	TIME COMPLETED
21	22							
23	24							
25	26							
27	28							
29	30							
31	32							
33	34							
35	36							
37	38							
39	40							
41	42							
43	44							
45	46							
47	48							
49	50							
51	52							
53	54							
55	56							
57	58							
59	60							
61	62							
63	64							
65	66							
67	68							
69	70							
71	72							
73	74							
75	76							
77	78							
79	80							
81	82							
83	84							
85	86							
87	88							
89	90							
91	92							
93	94							
95	96							
97	98							
99	100							
101	102							
103	104							
105	106							
107	108							
109	110							
111	112							
113								

SECTION 2

**PPM CHECKLIST
LOCKER LOCKS**

ADGEN/NOP/SWIMMING/LOCKER LOCKS
09.04.13

AREAS		KEY INTACT & READABLE	LOCKS TESTED	DOOR CLOSES	LOCKERS CLEANED	INITIALS	DATE	TIME COMPLETED
MALE WETS MONDAY								
150	151							
152	153							
154	155							
156	157							
158	159							
160	161							
162	163							
164	165							
166	167							
168	169							
170	171							
172	173							
174	175							
176	177							
178	179							
180	181							
182	183							
184	185							
186	187							
188	189							
190	191							
192	193							
194	195							
196	197							
198	199							
200	201							
202	203							
204	205							
206	207							
208	209							
210	211							
212	213							
214	215							
216	217							
218	219							
220	221							
222	223							
224	225							
226	227							
228	229							

INTERNAL FIRE DOORS

WEEKLY PPM'S
DATE:

AREA DOWNSTAIRS	PROPER SIGNS	AREA CLEAR	DOOR CLOSING	FITTINGS INTACT	CA INITIAL	ALARM	Faults:	TIME COMPLETED
Ice Hall Main Front Door								
Leading to Squash Courts								
Leading to Bowls Hall via Squash								
Leading to Back Stairs Fire Exit (Squash)								
Main Corridor Door (Bowls Hall)								
Leading to Poolside (Staff Room)								
Bowls Hall Main Front Door								
Leading to Back Stairs (Cordwainer Bar)								
Main Corridor Door (Sauna Corridor)								
Leading to Poolside (Games Hall)								
Corridor Door (At Kitchen)								
Leading to Bonspiel Bar Fire Exit Stairs								
Bonspiel Bar Front Doors								
Activity Hall Main Front Door								
Rear Door inside Activity Hall								
Leading to Squash Gallery								
Leading to Back Stairs Fire Exit (Squash)								
Corridor Door Leading to Excells								
Left Rear Fire Exit (Excells)								
Right Rear Fire Exit (Excells)								


SECTION 2

ADMINFORMSPPWEEKLYFIREDOORS
UPDATED 18.04.11


SWIMMING LESSON EQUIPMENT PPM

PPM				
EQUIPMENT	CLEANED	NO OF	INITIALS	DATE
EGG FLIPS				
DIVE STICKS				
ARM DISCS				
INFLATABLE SEATS				
FLOATING TOYS				
SEATS				
MANAGERS NOTES:				
EQUIPMENT TO BE REPLACED:				

Please ensure all equipment is cleaned thoroughly and dried before putting back into container. Please ensure any damage or problems with equipment is reported to the Duty Manager.

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 2px dashed black; padding: 5px; font-size: 2em; font-weight: bold;">Weekly PPM's - Urinal Tanks</div> <div style="text-align: right; font-size: 0.8em;"> <p>ADMINFORMPPMWEELYURINALTANKS UPDATED15.04.11</p>  <p>GALLEON Centre 99 Tinchinnee Street Kilnaree KAT TDY Telephone (01563) 524014 Fax (01563) 572395</p> </div> </div>								
AREA	CITERN FLUSHING	NO LEAKS	PIPES & CISTERN ATTACHED	NO CRACK S	WATER DRAINING	CHE CKE D BY	DATE	TIME COMPLETED
1. Male Wet Change								
2. Male Downstairs Toilet								
3. Male Admin Toilet								
4. Male Ice Hall Toilets								
5. Male Squash Change								
6. Bonspiel Bar								

SANITARY PRODUCTS



**GALLEON
Centre**
59 Titchfield Street
Kilmarnock KA1 1QY
Telephone (01563) 524014
Fax (01563) 572395

MONTHLY STOCK SHEET:


ITEM	WET CHANGE	ADMIN TOILETS	ICE HALL STORE	TOTAL	REORDER WHEN BELOW	TIME COMPLETED
Kotex Towel					20 Single	
Tampax Super					20 Single	

COMPLETED BY:


NAME: SIGNATURE:

ORDERED:

NAME: SIGNATURE:



SPINE BOARD MONTHLY CHECK SHEET PPM



**GALLEON
Centre**
59 Titchfield Street
Kilmarnock KA1 1QY
Telephone (01563) 524014
Fax (01563) 572395

AREAS	POOLSIDE		POOLSIDE SEATING		ICE HALL		SIGN	DATE	TIME COMPLETED
	Acceptable	Unacceptable	Acceptable	Unacceptable	Acceptable	Unacceptable			
Condition of board									
Head straps									
Head Pads									
Black Straps									
Black Clips									
Coloured Clips									
Padding									

COMMENTS/FAULTS

Repair Form Completed:- _____ Date:- _____

ADMINFORMS/PPM/SPINEBOARD
UPDATED 13.04.11

POOL SOFT PLAY MONTHLY PPM



NAME OF INFLATABLE DRYSIDE	CLEANED Y/N	ANY DAMAGE	REPAIR Y/N	INITIALS	DATE	TIME COMPLETED
Inflatable Rocket -Blue/Red						
Inflatable Rocket -Pink/Blue						
Olympus						
Twin Track						
Ghost Ship						
Blowers Tested						

INFLATABLE	DAMAGE DETAILS

ADMIN GEN FORMS/PPM/MONTHLY/SOFTPLAY
UPDATED 13.04.11
updated 07.05.12

ROOF GRILLS DOWNSTAIRS

ADGENFORMSPPMONTHLYROOFGRLS
UPDVED13.04.11



**GALLEON
Centre**
99 Titchfield Street
Kilnarrick KA1 1QY
Telephone: (01563) 824014
Fax: (01563) 822008

AREA	REMOVE EXTRACT	WIPE SUPPLY	ANY DAMAGE	INITIALS	TIME COMPLETED
Poolside Staff Room	1-	NONE			
Female Wet Showers	1-	NONE			
Female Wet Change	2-	2-			
Female Wet Toilet	2-	1-			
Family/Footbath	3-	1-			
Male Wet Showers					
Male Wet Change					
Male Wet Toilet					
Male Dry & Showers	3-	3-			
Female Dry & Showers	3-	4-			
Female Dry Toilet	2-	1-			
Male Dry Toilet	2-	1-			
Sauna	4-	3-			
Cordwainer Bar	4-	NONE			
Bowls Hall Committee Room	1-	NONE			
Female Wet Entrance	NONE	1-			
First Aid Room	1-	1-			
Behind Reception	3-	3-			
Side of Reception	2 Red-	NONE			
Crèche	1-	1-			
Crèche Toilet	1-	NONE			
Skate Hire	1-	2-			
Female Ice Toilet	2-	1-			
Male Ice Toilet	2-	1-			
Admin Office	1-	3-			
First Office	1-	1-			
Second Office	1-	1-			
Third Office	1-	1-			
Fourth office	1-	1-			
Female Staff Room	1-	1-			
Male Staff Room	1-	1-			
Female Admin Toilet	1-	1-			
Male Admin Toilet	1-	1-			
Medical Clinic x 2	2-	2-			

Fire Extinguisher Checklist



Monthly PPM's

Date:

	Area	Colour/Type	Extn Present	Ext Full/Used	Pin Present	Tie Present	Initials	Time Completed
1	Rear Fire Exit of Plant Room	CO ²						
2	Stranco Unit in Plant Room	CO ²						
2A	Chemical Store	Powder						
3	Pool/Games Hall Fire Exit Corridor	Foam Spray						
3A/B	Poolside Seating x2	CO ² /Foam						
4	Outside Pool Staffroom	Foam/CO ²						
5	Games Hall Store	CO ²						
6	Outside Games Hall	Foam						
7/7A	Outside Sauna x2	CO ² /Foam						
8	Inside Sauna	CO ²						
9/9A	Corridor outside Cordwainer Bar x2	Multi-Purpose Foam/CO ²						
10	Dalkia Cupboard Male Dryside Toilet	CO ²						
11	Cordwainer Lounge	Water						
12/12A	Behind Cordwainer Bar x2	CO ² /Wet Chemical						
13/13A	Bowls Hall Fire Exit x2	Foam Spray/Water						
14	Outside Family Wet Change	Foam						
15	Back Stairs at Squash (ground floor)	Multi-Purpose Foam						
16	Fi-Tech Room	Powder						
17	Female Staff Room	Powder						
18	Male Staff Room	Foam						
19	Inside Administration	CO ²						
19A/19B	Outside Reception Door x 2	Multi-Purpose Foam/CO ²						
20/20A	Inside Lift Store x 2	CO ² x 2						
21	Inside Reception	CO ²						
22	Inside Creche	Water						
23/23A	Behind Skate Hire x 2	Water/CO ²						
24/24A	Roller Door Fire Exit Ice Hall x 2	Water/CO ²						
25	Zamboni Fire Exit Ice Hall	Foam						
26/26A	Outside Bonspiel Bar Door x 2	Water/CO ²						
27/27A	Behind Bonspiel Bar x 2	Multi-Purpose Foam/CO ²						
28/28A	Exocells - reception area x2	Multi-Purpose Foam/CO ²						
29	Exocells - beside Large TV's	CO ²						
30	Function Suite	CO ²						
31	Kitchen	CO ²						
32	Top of Stairs outside Function Suite	Multi-Purpose Foam						
33/33A/ 33B	Light Cupboard x3 SPARES	Water/Powder/CO ²						
34	Squash Gallery back stairs	Foam						

Senior Centre Attendant Signature:

SIGN LOG BOOK IRPC WHEN COMPLETED

ADGEN/NOP/SWIMMING/SWIMPOOLWORD09.04.13
IPW/20/04/13

**QUARTERLY PPM
SHOWER HEADS
Carried out by Maintenance**

AREA	SHOWER HEADS REMOVED	SHOWER HEADS REPLACED	ANY DAMAGE	INITIALS	DATE	TIME COMPLETED
Male Squash Change						
Female Squash Change						
Male Dry Change						
Female Dry Change						
Male Wet Change						
Female Wet Change						
Sauna						
Ice Rink						

Shower Heads should be left overnight and emptied first thing the next morning in a bucket of hot water and HTH. It should be left in the appropriate shower bay. The showerheads must be replaced next morning **prior** to the public's arrival.

When last set have been replaced SCA should sign PPM card.

DAMAGE DETAILS:

99 Titchfield Street
Kilmarnock KA1 1QY
Telephone (01563) 524014
Fax (01563) 572395



E-Mail: admin@ce@galleoncentre.com
Web: www.galleoncentre.com
Scottish Charity Number: SC00 8314
Trust Established 1983

ADGEN/FORM/PPM/SHOWERHEADS
UPDATED:18.11
UPDATED:02.12

RISK ASSESSMENTS

Risk Assessments relevant to Cleaning are as follows -

Task	Risk Assessment Number	Risk Level
Cleaning Changing	SP2A	Low/Medium
Changing Areas, Showers & Toilets	SP4	Low
Contact Hazardous Substances	GC6A	Low/Medium
Removing Rubbish	GC8A	Low/Medium
Cleaning Duties	GC15A	Low

Risk Assessments are reviewed on an annual basis.
 All Risk Assessments can be found in the Deputy General Managers Office

MANUAL HANDLING ASSESSMENT

Task	Risk Assessment Number	Risk Level
General Lifting	MH43	
Compactor Bags	MHCOMP1	

All Manual Handling Assessments can be found in the Deputy General Managers Office

GALLEON LEISURE CENTRE PSOP

SECTION 3 FIRST AID



FIRST AID

Contact is:

The Galleon Centre employ many staff who have been trained to give First Aid. In the event of any injury, tell the nearest member of staff or staff at Reception, and a First Aider will be summoned immediately

FIRST AID BOX LOCATION

First Aid Boxes are sited in The Reception Area, in the First Aid Rooms and at other Key points around the Centre.

**THE GALLEON CENTRE
HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLAN**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: FIRST AID

OBJECTIVE: TO ENSURE TRAINED PERSONNEL ARE AVAILBALE TO TEND TO INJURIES. TO REPORT INJURIES, DISEASES, OR DANGEROUS OCCURENCES. TO HAVE ADEQUATE AND APPROPRIATE EQUIPMENT OT TREAT INJURIES.

PERSONS RESPONSIBLE FOR MANAGEMENT

IMPLENTATION AND USE: SENIOR CENTRE ATTENDANTS
CENTRE ATTENDANTS

GALLEON RISK ASSESSMENT REFERENCE:

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. R.I.D.D.O.R REGULATIONS
3. FIRST AID REGULATIONS

FIRST AID BACKGROUND

Under the Health and Safety (first aid) Regulations 1981 employers must make adequate first aid provisions for their employees. Although these regulations apply only to employers, the Galleon Centre recognises its duty to provide adequate first aid provision for our pool users.

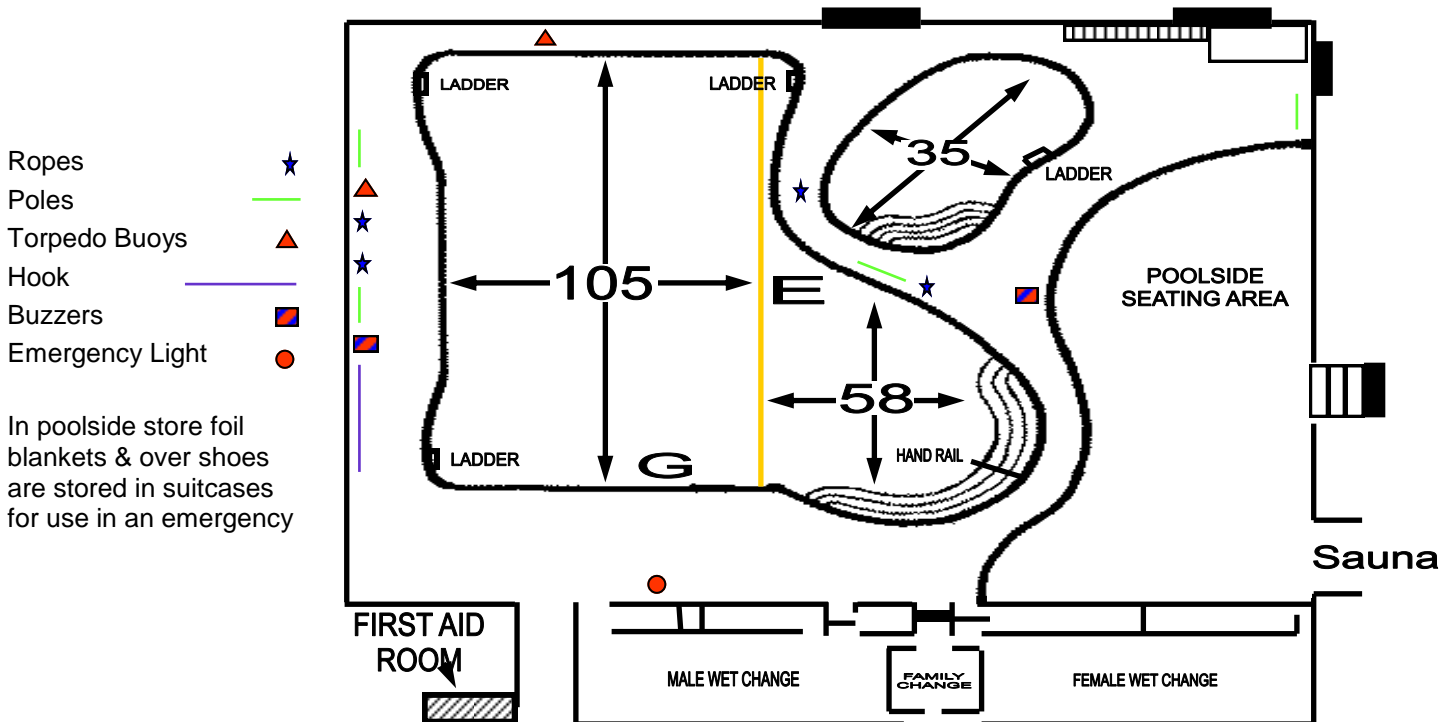
FIRST AIDERS

Holders of * First Aid at Work or equivalent
* Pool Lifeguards.

Shifts are organised in such a way as to ensure a first aider is always on duty. It should be noted that when there is a personnel change it is **your** responsibility to know who our current first aiders are at any one time.

LOCATION OF FIRST AID EQUIPMENT

A first aid box is situated in the poolside staff room. In the poolside area itself a number of pool safety tools such as ropes and safety poles are ready for use. In addition an emergency phone is located on poolside.



There is a First Aid bench and equipment box in the Poolside Staffroom.

FIRST AID PROTOCOL

FIRST AIDER

- Holds a current First Aid Certificate.
Employed by the Galleon Centre.

**APPOINTED
TEAM MEMBERS**

- Holds current First Aid Certificate or Pool Lifeguard Qualification.
Employed by the Galleon Centre.

**AIMS AND
PRIORITIES**

- To preserve life.
- To prevent the casualties condition from worsening.
- To promote recovery.

RESPONSIBILITIES

- A **DUTY** to respond to an emergency while acting as a first aider.
- Using **SKILLS** that require professional training and updating.
- Ensuring **SAFETY** to yourself, the casualty and bystanders.
- Providing **EMERGENCY CARE** for the casualty.
- Summoning the **EMERGENCY SERVICES** when necessary.
- Involvement in organising and updating **EMERGENCY ACTION PLAN**.
- Keeping **RECORDS** and **REPORTS**.
- **MAINTAINING** and **RESTOCKING** first aid kits

Employees carrying out any first aid must –

- A) Assess the situation without endangering your own life
- B) Identify the disease or condition from which the casualty is suffering
- C) Give immediate, appropriate and adequate treatment
- D) Arrange without delay for the disposal of a casualty to a doctor, hospital or home according to the seriousness of the casualty's condition

In the event of a Code 1 Alert response, the senior manager on duty should ensure a sufficient support team are in place to deal with the incident, all additional staff should then be instructed to return to their normal duties.

In the event of an Anaphylactic shock staff members who hold a current STA Auto Adrenaline Module or Equivalent can administer an Epi-pen.

First Aid: **Minor** * Minor Cuts, Bruises

- Major** * Cardio-pulmonary Resuscitation
* Control of severe bleeding
* Care of unconscious breathing casualty
* Treatment for shock : particularly anaphylaxis

First Aid should be carried out by trained personnel who should in all cases of dealing with First Aid complete an accident report form, whether it be a member of public or an employee and immediately pass it to the Duty Manager on duty (examples of Accident Report Forms attached).

As a Centre Attendant you must not be afraid to seek further advice if in any doubt regarding the well-being of a casualty from the Senior Centre Attendant or Duty Manager.

Those casualties who have been unconscious, required ventilation, been in severe shock, totally submerged underwater (near drowning) must always be sent to hospital. Parents/ guardians must be notified immediately and informed of which hospital.

These rules apply irrespective as to how well the casualty appears to be recovering.

FIRST AID STATIONS

- First Floor :**
- * Bonspiel Bar
 - * Kitchen
 - * Excels (fitness room)
 - * Function Suite
 - * Aerobic Suite

- Ground Floor :**
- * Main First Aid room, ground floor first corridor on left as you go through double doors to main corridor
 - * Reception Area
 - * Ice Hall
 - * Creche
 - * Admin Area Store
 - * Bowling Hall
 - * Cordwainer Bar
 - * Sauna
 - * Poolside
 - * Games Hall
 - * Kids Club have first aid boxes/grab bags at their location

FIRST AID BOXES - CONTENTS

ITEM	MINIMUM
Ice Packs	1 Box/12 Singles
Vinyl Gloves	1 Box
Assorted Hypo Allergenic Plasters	1 Box
Medi Wipes	1 Box
Swabs	1 Packet
Elastic Bandages (5x6cm)	1
Elastic Bandages (5x8cm)	1
Elastic Bandages (5x10cm)	1
Eye Bandage	2 Single
Micropore Tape 2.5cm	2 Single
Eye Irrigation	5 Single
Triangular Bandage	2 Single
Melolin Dressing	2 Single
Public Accident Report Forms	10
Employee Accident Report Forms	10
Pen	1
Face Mask	1

All First Aid stations are stock checked on a weekly basis by Centre Attendants. Any equipment missing is replaced from the stock in the First Aid Room.

Every Friday the Senior Centre Attendant will stock take the medical supplies in the First Aid Room.

Medical Supplies are purchased from Campbell Medical, Unit 2, Victoria Industrial estate, Violet Street, Paisley, 01418893500

FIRST AID MANAGEMENT

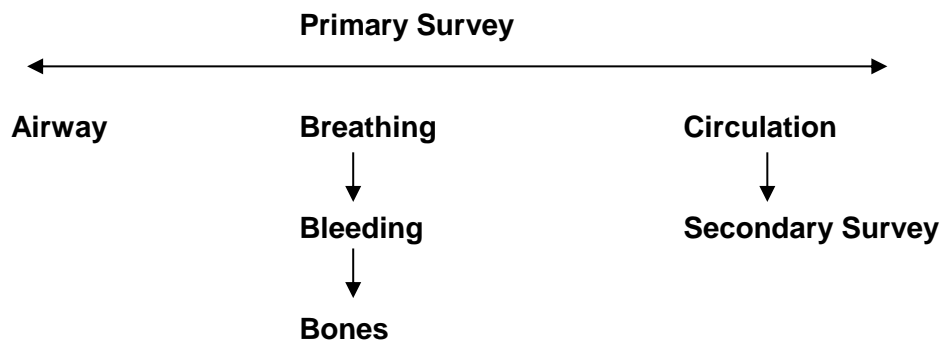
INCIDENT MANAGEMENT

First priority with any patient is to carry out a Primary Survey - Danger, Response, Airway, Breathing.

Once happy that the casualty is breathing the next priority is major bleeding, then bones. The check for bleeding and broken bones is called Secondary Survey.

PROTECTION FROM INFECTION - Wear gloves when dealing with any first aid. Use specialised equipment provided face masks for carrying out CPR breathing.

PRIORITIES OF TREATMENT



PRIMARY SURVEY

DANGER

RESPONSE

AIRWAY

BREATHING -

Breathing normally

Secondary Survey

* Check for signs of bleeding
deal with bleeding

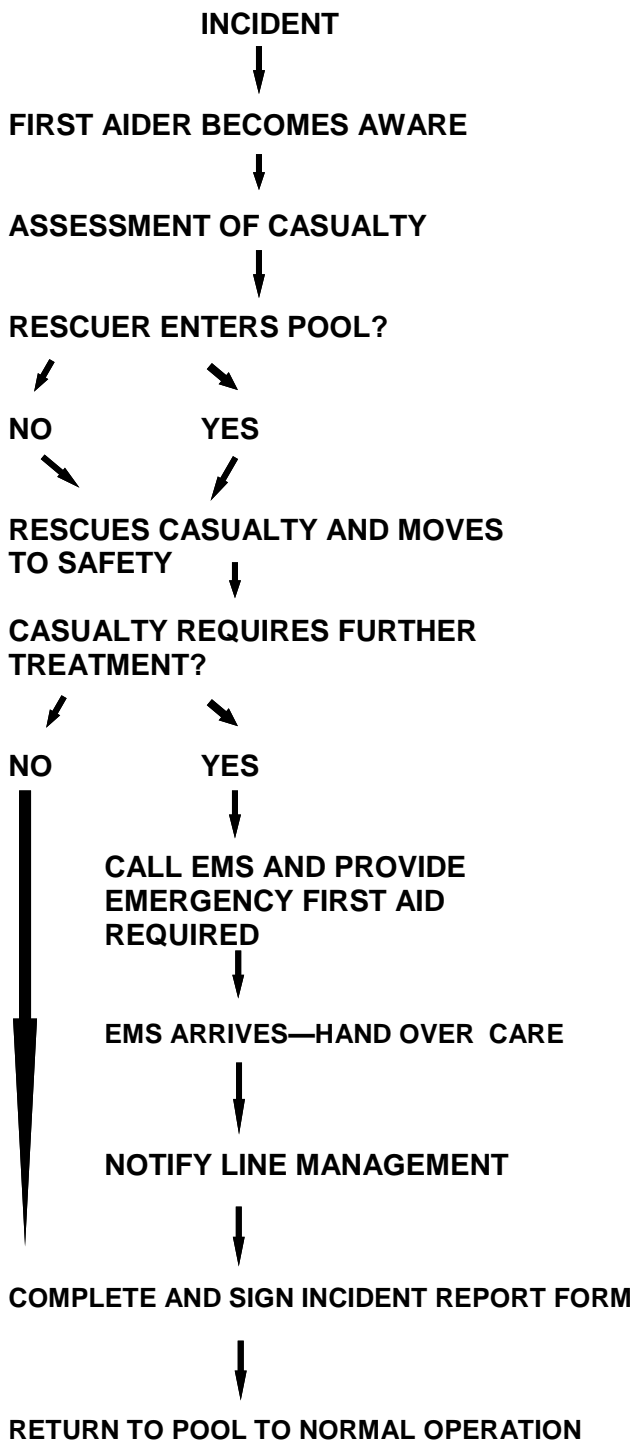
* Top-Toe to check for broken
bones/anomalies

* Place in recovery position

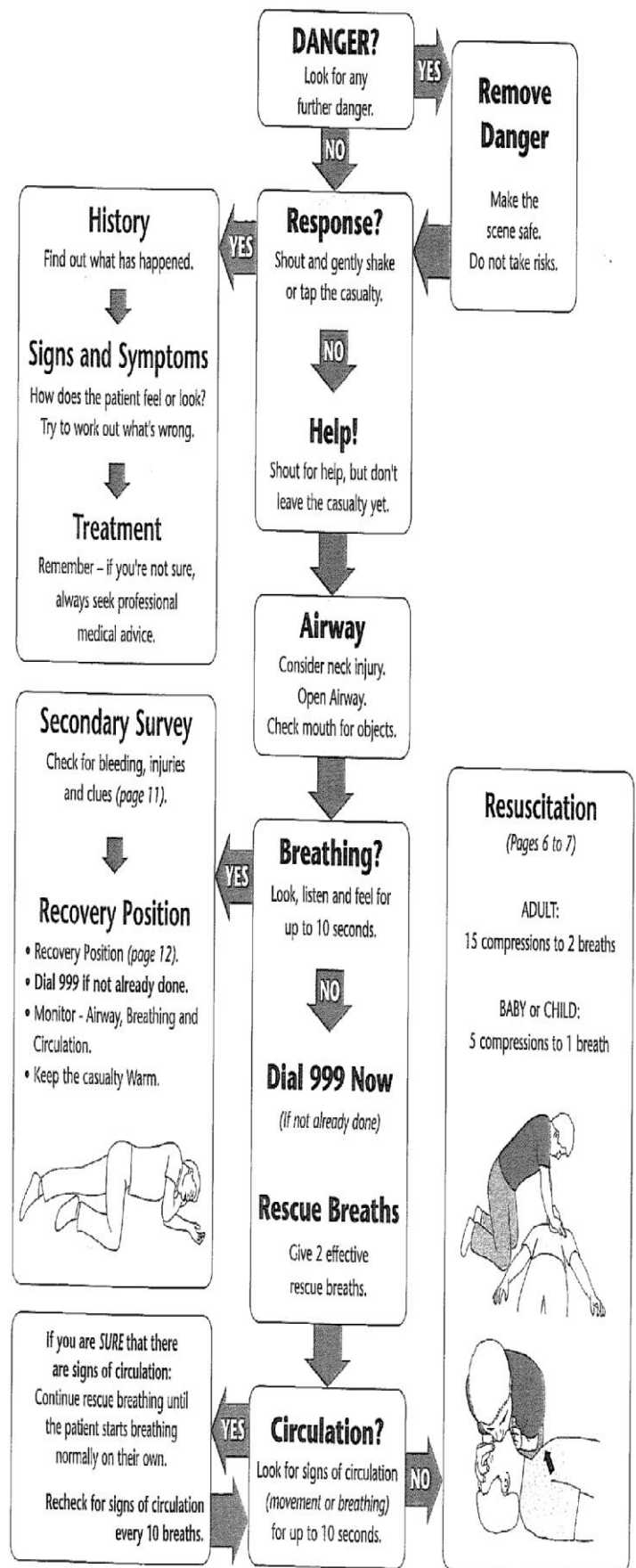
* Phone for EMS

FIRST AID

EMERGENCY ACTION PROCEDURE FLOWCHART



EMERGENCY ACTION PLAN



REPORTING OF INCIDENTS

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, all employees must complete the standard incident form for all incidents. The Galleon Centre have two forms –

1. Public Accident Report Form – printed on blue paper, this form should be completed whenever an incident occurs within the centre. If any form of minor first aid is carried out, i.e. a plaster given for an old wound, a form should be completed.
2. Employee Accident Report Form – printed on pink paper, this form should be completed whenever an employee is involved in an incident within the centre. All employee incidents are also recorded in the Accident Book.

Serious cases - In the event of a Cardiac Arrest and the use of the De-fib the Cardiac Arrest Report form must also be completed. A copy of this form must be sent to the STA Medical Officer immediately after any use.

For cases which require reporting to RIDDOR – please refer to F2508 Report of an Injury or Dangerous Occurrence HSE manual. A copy of this is kept in the Duty Managers office.

SPECIALISED FIRST AID EQUIPMENT ONSITE **AUTOMATED DEFIBRILLATOR**

The Galleon Centre has an Automated Defibrillator and Supplementary Oxygen onsite. This equipment can be used by trained personnel in all major first aid scenarios.

The Automated Defibrillator is a PHILIPS Heartstart HS1 defibrillator. It is kept at Reception on the shelf immediately inside the entrance door. Ours is only for use on an Adult or Child over 25kg (8years).

Spare parts can be purchased from Laerdal, 01689 876634
M5073A Adult Training Pads
M5071A Adult Pads Cartridge
M5070A Battery

When using the HS1 in training mode

1. ensure the battery and white SMART pads cartridge are installed and the green ready light is blinking.
2. Remove the adult pads cartridge from the compartment on the front of the HS1. To release the cartridge, slide the latch on the top of the unit over to the side. Lift out the closed cartridge.
3. Insert the training pads, yellow cartridge, into the compartment on the front. Press the cartridges down until it clicks into place. Be sure the green handle is pressed all the way down.
4. The defibrillator will then tell you the training pads are in place.

There are 8 training scenarios available when using the training pads cartridges. The default is training scenario 1. To change this, press the flashing blue i-button to scroll through the eight scenarios in sequence. When you reach the scenario number you want, press and hold on/off button until the defibrillator turns off, or wait 10seconds and it will automatically go into standby training mode.

Once training is completed always remove the training pads and insert a pads cartridge. If the training pads are left in the unit with no use for more than one hour, the unit will start 'chirping' to alert someone that the training pads are in use.

If the battery is running low the unit will start 'chirping'.

A replacement pads unit and battery are stored in the case on the opposite side. A razor and gloves are also stored for use with the casualty.

SUPPLEMENTARY OXYGEN

Supplementary Oxygen is kept onsite. One is located beside the defibrillator and the second in the Duty Managers office. Both are 460litre cylinders of compressed oxygen – enough oxygen to last approx. 30minutes at the highest flow rate.

Cylinders should not be used is damaged or contaminate with oil or grease. Both cylinders should be kept away from naked flames and sources of heat.

BOC medical supply and maintain the oxygen cylinders on an annual basis.

When used in training minimal oxygen use should be used. There is a gauge on the front of the cylinder which indicates the volume of gas within the canister.

Should a gas cylinder be used and the gauge show the cylinder within the red or white on the gauge BOC medical will be contacted to replace the cylinder.

BOC medical – 0800111333

Facemasks and Bag-Valve-Mask kits are kept with the oxygen. Should these need replaced spares can be purchased from BOC medical or Campbell Medical

MONTHLY CHECKS

The supplementary oxygen units and Automated Defibrillator are check on a monthly basis. There working status is recorded and all requirements passed to the Duty Manager.

PUBLIC ACCIDENT REPORT FORM99 Titchfield Street
Kilmarnock KA1 1QYTelephone (01563) 524014
Fax (01563) 572395E-Mail: admin@galleoncentre.com
Web: www.galleoncentre.com
Scottish Charity Number: SC 09 8534
Trust Established 1983

DATE OF ACCIDENT	TIME (state am/pm)	EXACT LOCATION OF ACTIVITY
About The Injured Person		Nature of Injuries & Treatment Given (please state left or right)
Mr/Mrs/Miss Ms Surname: Forename: Address: Postcode: Tel No: Age:		Doctor Recommended YES/NO Ambulance Called YES/NO Hospital YES/NO
Describe Accident and cause. (Be explicit) Ensure statements are taken from injured person and witnesses. (continue on reverse) Take photographs if necessary.		
Action taken to prevent recurrence (to be completed by Duty Manager)		
Witness		First Aider in Attendance
Name:		Print Name:
Address:		Sign Name:
		Duty Manager Signature
		Sign:
		Date:
		Deputy General Manager Signature
		Sign:
Postcode:		Date:

If Casualty is attending Crèche, Shipmates, Pirates or Turtles Clubs please ensure Parent reads form and signs below.

Parent/Guardian Signature: _____ Print Name: _____



VISIT SCOTLAND

IF MACHINERY, PLANT OR VEHICLE INVOLVED, PLEASE STATE:	
(a) Nature, type and registration no:	
(b) Was it in motion by mechanical power?	
YES/NO	
(c) Part of machinery inflicting injury:	
ADDITIONAL WITNESSES	ADDITIONAL WITNESSES
Name:	Name:
Address:	Address:
Postcode:	Postcode:
Tel No:	Tel No:
ADDITIONAL INFORMATION	
<p>Photographs Taken YES/NO</p>	

**DH/EXCEL/LF/PUBACCIDENTFORM
04.12.01**



Employee Accident Report Form

Date of Accident	Time	AM/PM	Exact Location of Activity
Injured Person Age: Mr/Mrs/Miss/Ms Surname: First Name:	Address: Postcode: Tele No:		Nature of Injuries: (State left or right)
Treatment Given:	Describe Accident and Cause: (Be explicit)		
Doctor Recommended YES/NO Ambulance Called YES/NO Hospital YES/NO	Action Taken to Prevent Recurrence:		
Witness Name and Address		Witness Name and Address	
Name: Address & Postcode: Tele No:		Name: Address & Postcode: Tele No:	
First Aider In Attendance		First Aider In Attendance	
Print Name: Sign Name:		Print Name: Sign Name:	
Duty Manager Signature		Deputy General Manager Signature	
Sign: Date:		Sign: Date:	

If machinery, plant or vehicle involved, please state:	
(a) Nature, type and registration no:	
(b) Was it in motion by mechanical power?	YES/NO
(c) Part of machinery inflicting injury:	
Additional Witnesses	Additional Witnesses
Name:	Name:
Address & Postcode:	Address & Postcode:
Tele No:	Tele No:

DH/LF/EMPACCFORM.PUBGENERAL
03.09.02



CARDIAC ARREST REPORT FORM

ADMINGEN10/FORMS/CARDIAC

Date of Incident: _____ Location of Incident: _____

CASUALTY DETAILS				AGENCIES INVOLVED			
Forename:				G.P.			
Surname:				Police			
D.O.B:				Fire & Rescue Services			
Age:				Ambulance Service			
Address:				Other - Please state below			
Postcode:		Gender:	Male/Female				
CARDIAC ARREST DETAILS				CARDIAC ARREST DETAILS - use 24hr clock			
	Yes	No		Estimated time of arrest	hrs		
Collapse witnessed				Estimated time CPR started	hrs		
Was the casualty breathing							
Was CPR started prior to staff attending (If yes provide details below)							
TREATMENT				DEFIBRILLATOR USED			
Was casualty defibrillated	YES	NO		Laerdal Heartstart 1	Other		
Number of shocks				Please state if other			
Time of first shock (24 hour clock)			Hrs	Serial No of unit			
Time of second shock (24 hour clock)			Hrs	Did casualty start breathing any time after shock delivered	YES	NO	
Time of third shock (24 hour clock)			Hrs	Print Out of Unit taken by Emergency Services	YES	NO	
OXYGEN USED				REPORTERS DETAILS			
Volume of Flow	YES	NO		Name:	Designation:		
		Length of time delivered	mins	Signature:			
Volume of Flow		Length of time delivered	mins	RIDDOR REFERENCE NUMBER:			
Volume of Flow		Length of time delivered	mins				
NAMES & DESIGNATION OF STAFF INVOLVED							
1.							
2.							
3.							
4.							
Outcome:				Comments:			

Supplementary Oxygen Unit Monthly checks

Unit _____



This PPM should be completed by the SCA or DM at the beginning of every month with any shortages or problems reported

immediately to the Duty Manager.

This PPM should be kept with the unit until all months have been completed. The Duty Manager should be informed when it has been completed to update the PPM recording sheet

Month _____.

	Date	Cylinder present	Expiration Date	Volume of O ²	BVM Adult	BVM Paediatric	Variable rate mask	Piping free from cracks/defects	Gloves X6 present	Initial
Start of month										
Used equipment										
After use										

Completed by _____ Signed _____ Date _____.

Automated External Defibrillator (AED) Monthly checks



This PPM should be completed by the SCA or DM at the beginning of every month with any shortages or problems reported

immediately to the Duty Manager.

This PPM should be kept with the unit until all months have been completed. The Duty Manager should be informed when it has been completed to update the PPM recording sheet

Month _____.

	Date	Defib Charged (flashing Green LED)	Primary Pad Expiration Date	Spare Pad Expiration Date	Tough Cut Scissors	Razor	Cardiac forms x2	Spare Battery Present and in date	Disposable Gloves	Initial
Start of month										
Used equipment										
After use										

Completed by _____ Signed _____ Date _____.

FIRST AID BOXES

ADMINFORMS/PPM/WEEKLY/FIRSTAIDBOXES
UPDATED 13.04.11



WEEKLY P.P.M

DATE:

AREA	BOXES CHECKED	AREA FULLY STOCKED	ANY PROBLEMS	CONTENTS CARD PRESENT	INITIALS	TIME COMPLETED
First Aid Room						
Poolside Staff Room						
Eyewash Station (Chemical Store)						
Games Hall Store						
Sauna						
Eyewash Station (Long Store)						
Cordwainer Bar						
Bowls Hall (Rink Office)						
Administration (Store Cupboard)						
Reception						
Crèche						
Ice Hall (Skate Hire)						
Behind Bonspiel Bar						
Excels						
Function Suite						
Kitchen						
Activities Hall						

All areas should be re-stocked from first aid room supplies which in turn correspond to the contents cards contained in each box.

Shortages to first aid room supplies should be reported to the Duty Manager.

Stock cards are then updated.

FIRST AID STOCK TICK SHEET

ITEM	ADMIN	RECEP	ICE HALL	1ST AID ROOM	POOL STAFF ROOM	GAMES HALL	SAUNA	CORD BAR	BONS BAR	EXCELLS	FUNCTION SUITE	KITCHEN	BOWLS HALL	ACTIVITY HALL	CRECHE	
Ice Packs																
Latex Gloves																
Swabs																
Medi Wipes																
Water Proof Plasters																
Triangular Bandages																
Micropore																
Eye Irrigation																
18 x 18 Bandages																
12 x 12 Bandages																
Eye Bandage																
Melolin Dressing																
4 x 5 Bandages																
4 x 7 Bandages																
4 x 10 Bandages																
5 x 10 Bandages																
5 x 8 Bandages																
5 x 6 Bandages																
Laerdal Mask																
10 Blue Accident Forms																
10 Pink Accident Forms																
Pen																

RISK ASSESSMENTS

Risk Assessments relevant to the First Aid are as follows -

NUMBER	TOPIC	RISK LEVEL
First Aid	GCFA1	Medium
Disposal of Needles/Syringes	GC14A	Low/Medium

Risk Assessments are reviewed on an annual basis.
 All Risk Assessments can be found in the Deputy General Managers Office

MANUAL HANDLING ASSESSMENT

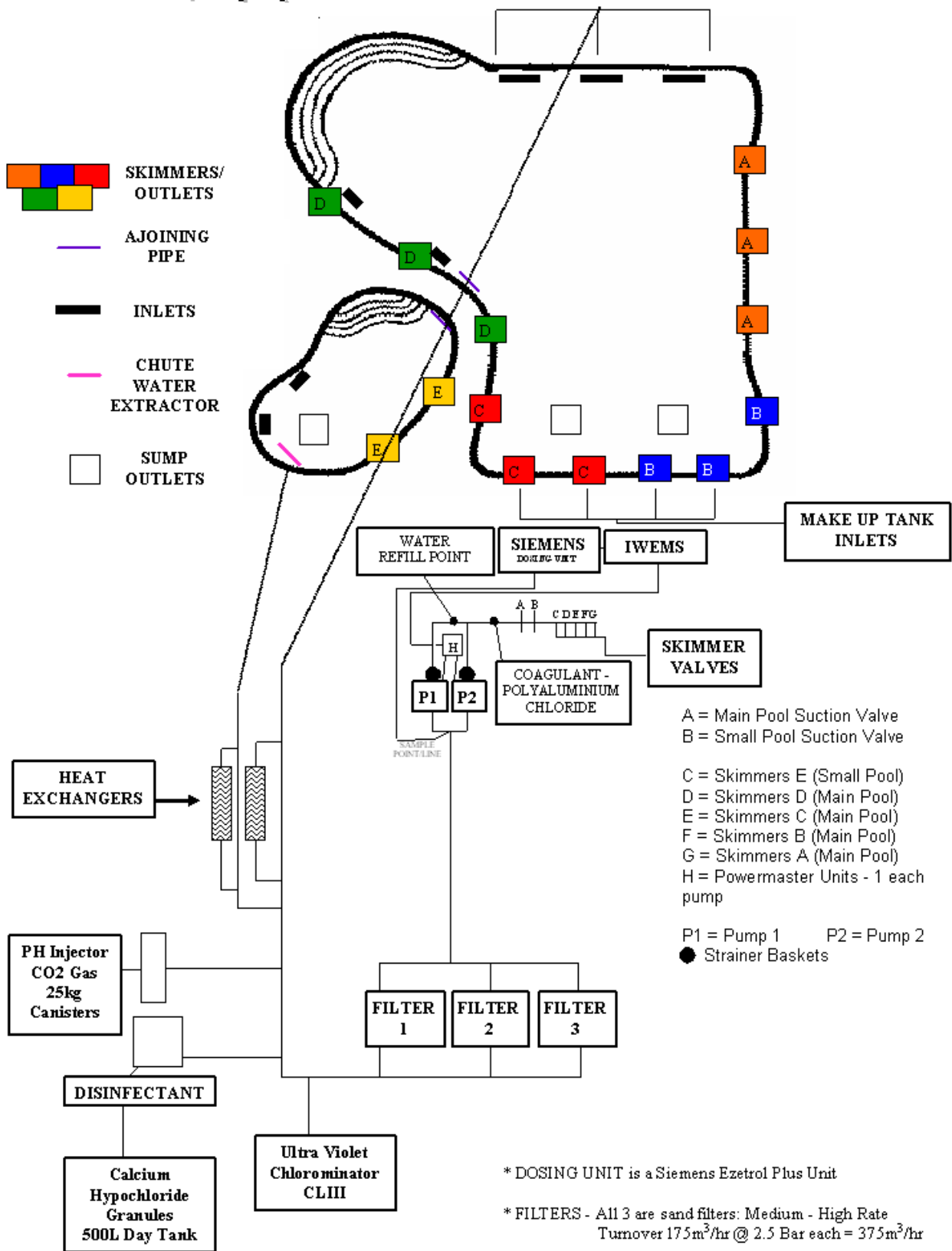
Task	Risk Assessment Number	Risk Level
Lifting Unconscious Casualty	SPMH2	
Spinal Casualty	SPMH5	

All Manual Handling Assessments can be found in the Deputy General Managers Office

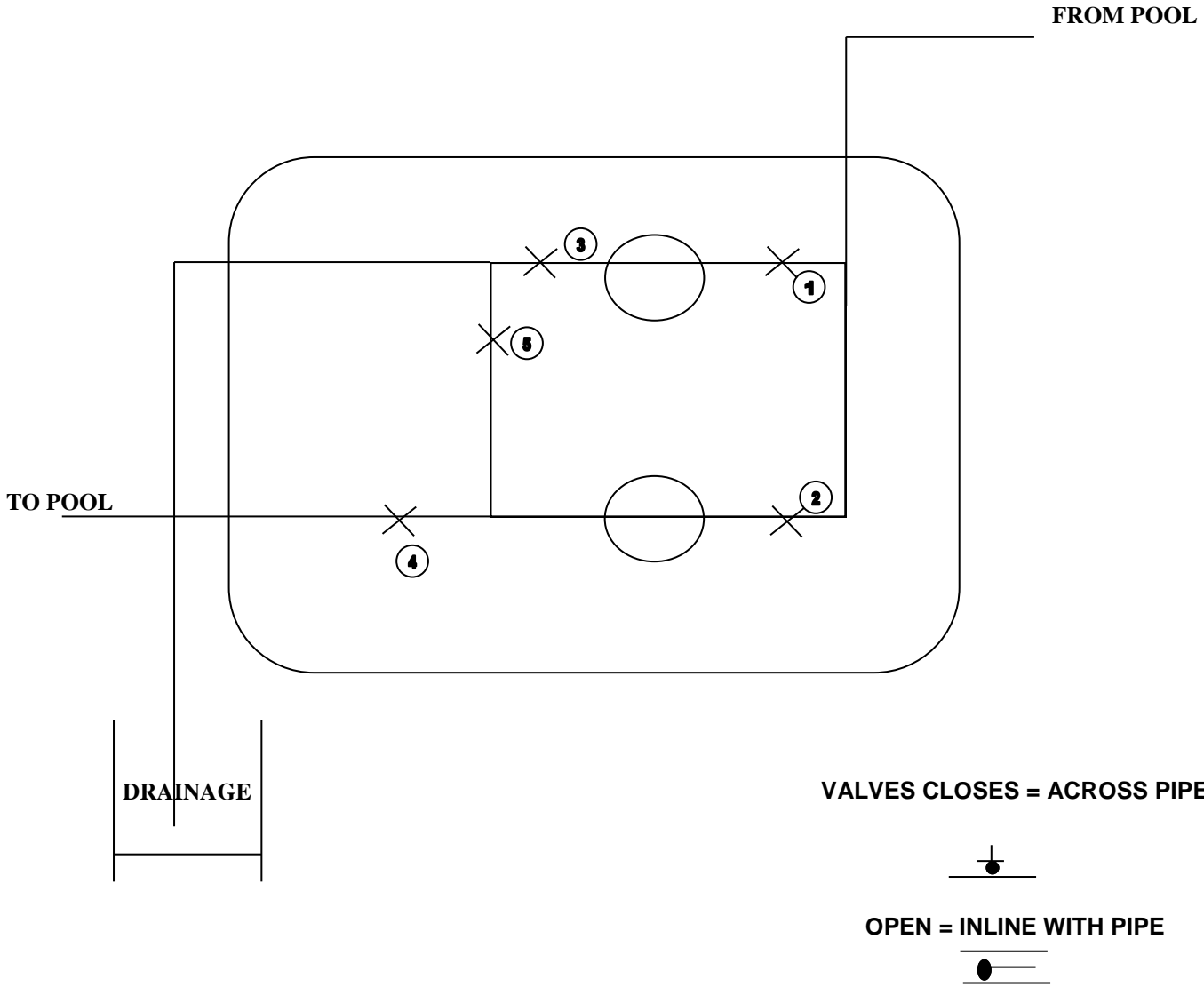
GALLEON LEISURE CENTRE PSOP

SECTION 4 POOL PLANT & MAINTENANCE

Diagram of Pool Plant & Chemicals/Equipment



FILTERS



Filters are Certikin - Serial GC254020000140BM - Med-High Rate.
 Turnover 2.5hrs 375m³/hr as each do 125m³/hr.
 We have 3 filters.
 Sand based filters with a bed depth of 1-2mtrs.
 Valves on the Filters are 4" Butterfly Valves.



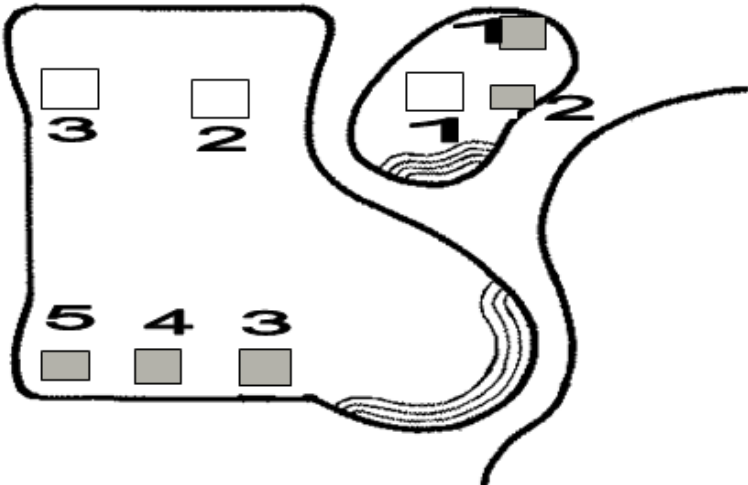
PPM OUTLETS/INLETS CHECK



SWIMMING POOL

DATE: _____

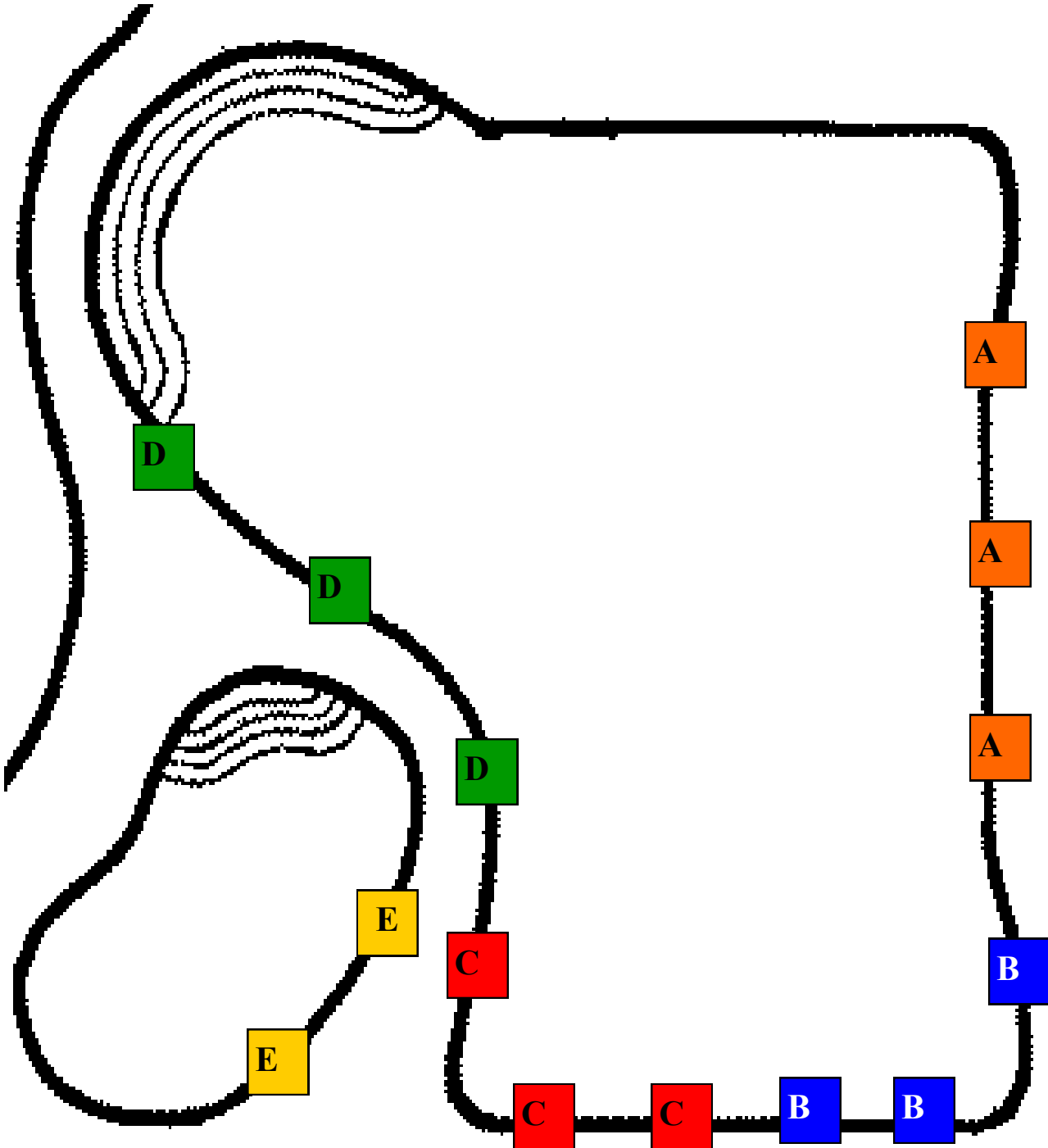
INITIALS: _____



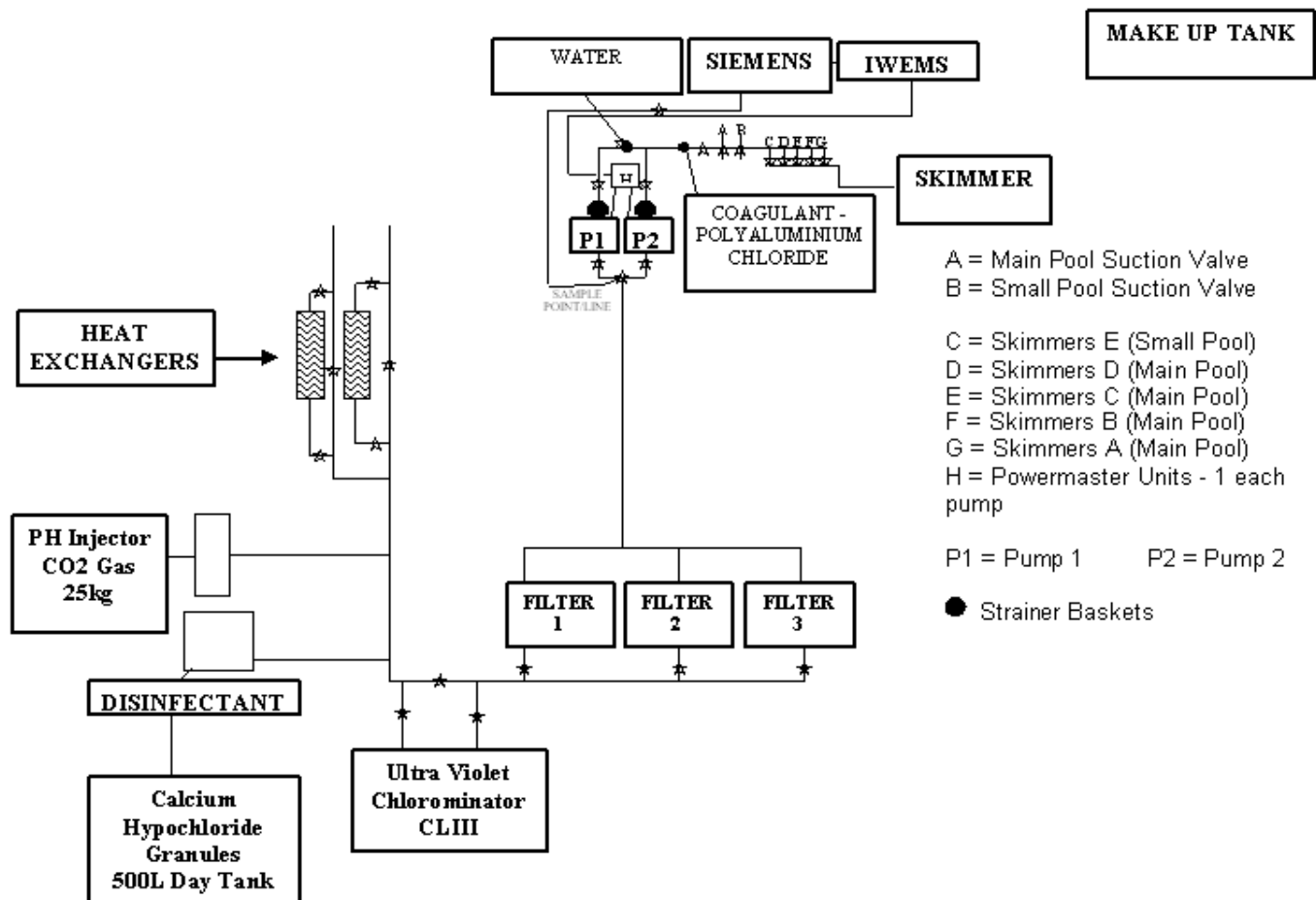
	GRILL INTACT	SURROUNDING TILES INTACT	Repair Completed
1			
2			
3			
4			
5			
1			
2			
3			

CT/JD/PPM/OUTLETS27.11.12

SKIMMERS
VALVE CONTROL



VALVE DETAIL OF POOL PLANTROOM PIPEWORK



Location	Valve	Number of	Size
Skimmers	Butterfly Valve	5	4"
Skimmers	Non-return Valves	5	4"
Main Pool Suction	Butterfly Valve	1	8"
Small Pool Suction	Butterfly Valve	1	5"
Water refill Point	Lever Valve	1	1"
Pump 1 Strainer	Butterfly Valve	1	80"
Pump 2 Strainer	Butterfly Valve	1	80"
Pump 1 Flow	Butterfly Valve	1	6"
Pump 2 Flow	Butterfly Valve	1	6"
Sample Point	Ball Valve	1	1"
Sample flow	Butterfly Valve	1	1"
Filters	Butterfly Valves	1 back to flow from each filter	4"
Ultra Violet Feed	Butterfly Valve	1	3"
Main Flow through UV	Butterfly Valve	1	8"
Ultra Violet Return	Butterfly Valve	1	3"
Main Pool Return	Butterfly Valve	1	8"
Main Pool Heat Exchanger Feed	Ball Valve	1	2"
Main Pool Heat Exchanger Return	Ball Valve	1	2"
Small Pool Return	Butterfly Valve	1	4"
Small Pool Heat Exchanger Feed	Ball Valve	1	2"
Small Pool Heat Exchanger Return	Ball Valve	1	2"

WATER TESTING

Equipment

The Galleon use a Palintest Photometer 9.
This is calibrated annually by sending it to Alba Pools.

Tests -

Free Chlorine – DPD1

The test for free chlorine should be taken as soon as possible after the sample has been taken from the pool. It is tested over two stages to ensure that the water is not over-chlorinated. This should be at 1.0ppm

Total Chlorine – DPD3

This is taken to allow the Combined Chlorine to be calculated.

Combined Chlorine

Subtract the free chlorine reading for the Total Chlorine reading. The result is the concentration of Combined Chlorine. This should be less than half the free chlorine reading.

pH

The efficiency of the chlorine-based disinfectant systems and flocculation is dependant on pH. The level of pH should be between 7.2 and 7.6.

The balance between pH and chlorine is paramount in the successful operation of the pool chemicals. The Galleon Strive to keep chlorine levels as low as possible. For this to work the following levels are recommended for the Galleon.

Free – 1.0ppm Total – 1.5ppm Combined -0.5ppm pH – 7.0ppm

Total Alkalinity

Total Alkalinity is the measure of the amount of alkaline salts present in the water. Using Calcium Hypochlorite the alkalinity should be between 80-120ppm.

Calcium Hardness

Calcium Hardness is a measure of the amount of Calcium salts present in the water.
Calcium Levels should be more than 100ppm but not exceed 500ppm.
Calcium levels too high – scaling of heaters and pool finishes
Calcium levels too low – etching of cement, tiles, corrosion of heating and circulation components

Total Dissolved Solids

Is a measure of all the solids in the pool water
TDS should not rise more than 1000mg/l above source water.

Langelier Test

Using the Langelier test will formally assess the water balance.
A positive Langelier index indicates a scale-forming water
A negative Langelier index indicates a corrosive water.

WATER TESTING - DAILY

A water test will be carried out first thing in the morning on the sample water from the Siemens unit. The results of this will then be used to calibrate the Siemens Unit.

Carried out 5-8 times a day

Turn Photometer 9 unit on.

FREE CHLORINE TEST

Fill a test tube to 10ml mark

Transfer a drop of water into another test tube.

Put one DPD 1 tablet in and crush

Transfer rest of water into test tube and cover

Press arrows to select Test 001 - Chlorine - Free/5

Insert Control sample then press OK

Insert sample and press OK to get reading.

Record on pool test sample sheets

TOTAL CHLORINE TEST

Using the Free Chlorine Sample

Add one DPD 3 tablet in and crush

Leave sample for 2-3minutes

In the meantime carry out the pH test

pH TEST

Press arrows until Test 006 - pH - Phenol Red is selected

Put 1 pH tablet (Phenol Red) into a test tube of 10ml water and crush.

Insert sample and press OK to get reading.

Record on pool test sample sheets.

Now complete the Total Chlorine Test.

TOTAL CHLORINE TEST

Press arrows until Test 002 - Chlorine - Total/5

Insert sample that has sat and press OK to get reading.

Record on pool test sample sheets.

COMBINED CHLORINE TEST

TOTAL CHLORINE - FREE CHLORINE

WATER TESTING - WEEKLY**TOTAL ALKALINITY TEST**

Using a shaker jar add 50ml of sample water.

Add 1 Alkalinity tablet

Put lid on unit and shake

Continue adding alkalinity tables one at a time in this manner until the colour of the solution changes from yellow to vibrant pink.



Note number of tablets used and calculate the result using the formula below.

50ml → (No. of tablets X 40) – 20 = Total alkalinity (mg/l Ca Co³)

CALCIUM HARDNESS TEST

Using a shaker jar add 50ml of sample water.

Add one calcium hardness tablet and shake the container until the CH table disintegrates.

Continue adding the CH tablets in this manner one at a time until the colour changes from pink to violet.



Note the number of tablets used and calculate the result from the formula.

50ml → (No of tablets X 40) – 20 + Calcium Hardness (mg/l CaCo³)

TOTAL DISSOLVED SOLIDS READING

Using Test Machine

Put sample water in container

Turn unit on

Remove cap and place sensors in sample

Wait until unit stops reading, the small timer in the corner will go out.

Record results.

LANGELIER TEST

Once the pool water has been tested please follow the following procedure to work out the Langelier result. This test shows if swimming pool water is corrosive or scale forming to the pool environment. Ideally test should be 0. To work out the Langelier result use the following formula:

Langelier Index = TF + CF + AF + pH - the TDS Factor

A positive result 0.0 - 0.5 or above indicates the water is scale forming

A negative result 0.0 - -0.5 or below indicates the water is corrosive

TF = Temperature Factor, CF = Calcium Hardness Factor, AF = Total Alkalinity Factor

pH = the pH result, TDS = the Total Dissolved Solids Factor

To work out the factors use the following table

SOURCED FROM ISRM POOL PLANT OPERATORS CERTIFICATE MANUAL APRIL 2006

Temp	TF	Calcium mg/l	CF	Alkalinity mg/l	AF	TDS mg/l	TDSF
0	0.0	5	0.3	5	0.7	1000	12.1
6	0.2	50	1.3	50	1.7	2000	12.2
10	0.4	100	1.6	100	2.0	3000	12.3
18	0.5	150	1.8	150	2.2		
24	0.6	200	1.9	200	2.3		
29	0.7	300	2.1	300	2.5		
34	0.8	400	2.2	400	2.6		
41	0.9	500	2.5	800	2.9		
53	1.0	1000	2.6	1000	3.0		

ADMIN09/FORMS/PPM/POOLTESTDAILY
27.05.09

GALLEON CENTRE POOL TEST RECORD

DAY								
TIME								
PH								
TOTAL CHLORINE								
FREE CHLORINE								
COMBINED CHLORINE								
CALCIUM HARDNESS								
ALKALINITY								
T.D.S								
LANGELIER TEST								
STRANCO PH								
STRANCO CHLORINE								
POOLTEMP °C								
TEACH POOL TEMP °C								
AIR TEMP °C								
PUMP IN USE								
NO.1 PRESSURE IN								
NO 1 PRESSURE OUT								
NO 2 PRESSURE IN								
NO 2 PRESSURE OUT								
NO 3 PRESSURE IN								
NO 3 PRESSURE OUT								
HYPO TANK CHECKED								
CO ² CHECKED								
PPE CHECKED								
CHEMICALS ADDED								
TESTERS INITIALS								

OM Signature - _____

POOL COVERS

There are two automated pool covers for the main pool and one manual cover for the small pool. The two automated covers should never be run out together. Only one should be in operation at any one time.

Main Pool

One cover spreads over the shallow end and bay area while the other will spread over the deep end.

To control the spread of the covers over the pool a rope should be connected to the cover and a Centre Attendant will stand on the opposite side of the pool. The Centre Attendant should ensure they have a firm footing and guide the pool cover across the pool. A second Centre Attendant should always be on hand to control the pool cover electrics and ensure the safety of the Centre Attendant pulling the cover over.

Small Pool

This cover spreads across the middle of the small pool.

To control the spread of the covers over the pool a rope should be connected to the cover and a Centre Attendant will stand on the opposite side of the pool. The Centre Attendant should ensure they have a firm footing and then pull the pool cover across the pool.

FLUME

The operation controls for the Flume at the Small pool can be located at the back of the Chemical store.

To turn the chute off

Close the valve so perpendicular to pipework.
Press Red button on wall unit.

To turn the chute on

Press the green button on the Wall unit
Slowly open the valve before the pump and then slowly turn till handle is parallel with pipework,

Lose of flow to Chute

Ensure valve before pump is in perpendicular situ
Open Skimmer Basket lid
Insert Hose and turn on.
Fill pipework and basket area
Close Skimmer basket lid
Switch on

Controls for lights at top of chute

Switch on/off left hand socket above chute pipework

EQUIPMENT DETAILS

Machine	Number	Serial Number	Used for	Spares
Certikin Pump	2	BPH131	Circulating the water through the system	
Chlorinator CLIII	1		Ultra Violet - additional disinfectant of Pool water	
Powermaster Controller	2		Controlling the speed of the pumps	
Integrated Water Efficiency Management System	1		Controlling the speed of the Powermaster Units	
Siemens Ezetrol plus	1	244287/9	Controls dosing units - LMI, Floccos, CO ²	Siemens Water Technologies, Priory Works, Tonbridge, Kent, Tn110QL 01732 771777 or for parts 0800 7834628
LMI Chemical Dosing Pump	1	C135-31052	Disinfectant dosing	
Floccos plus 1.6 Peristaltic Pump	1		Coagulant dosing	
CO2 Flow Control Unit	1		Controlling CO ² dosing	
CO2 Changeover Valve	1		Controlling CO ² canisters	
Agitator	1		Agitating chemicals in day tank	

CERTIKIN PUMP DETAILS							
Type BPH131							
Hp	12,5	V	3X400/700v			H m	m ³ /h
Kw	9,25	A	21,5			10	200
Hz	50	Lote	100210 13			14	173
µf		T. Max	50	°C IP	55	18	98
rpm	1500	Phase	3	Class	F		

RECALIBRATION OF SIEMENS EZETROL PLUS UNIT

To recalibrate PH or free chlorine follow this step by step guide.

Free Chlorine

Press F
Press down arrow till chlorine shows
Press tick
Press arrows up and down according to level
Press tick
Press ESC until normal screen shows

pH

Press F
Press down arrow till pH shows
Press tick
Press arrows up and down according to level
Press tick
Press ESC until normal screen shows

To change Set Point

Press down arrow until chlorine or pH
Press tick
Press up and down arrows accordingly
Press tick
Press ESC until normal screen shows

Set points should be set at

Chlorine = 1.3

PH = 7.1

Serial Number 244287/9

Parts - 0800 7834638

Siemens Water Technologies
Priory Works
Tonbridge
Kent
TN11 0QL
01732 771777

The Siemens unit should be recalibrated every morning using the readings from a test completed on a sample of water from the unit.

Differentiation between manual readings and unit readings could be due to probes needing cleaned.

CHEMICALS**When working with Chemicals PPE MUST BE WORN**

Type	Form	Used for	Packaging	Storage	Affect on Water
Calcium Hypochlorite	Granular	Disinfectant	25kg plastic drum	In chemical store	Increases pH
Calcium Hypochlorite	Dedusted granules	Disinfectant	40kg plastic drum	In chemical store	Increases pH
Carbon Dioxide	Gas	pH adjuster	25kg cylinder	In chemical store	Decreases pH
Poly Aluminium Chloride	Liquid	Coagulant	20kg plastic container	In chemical store	Decreases pH
Sodium Bicarbonate	Powder	Adjusting/Cleaning	20kg bag	In chemical store	Increases pH and total alkalinity

A. To add Calcium Hypochlorite to Day tank

Disinfectant - Calcium Hypochlorite (HTH) Granules

500litre day tank in Chemical Store

Unscrew lid

Remove basket

Measure water level in drum

Count number of groves from water level to top of drum

1 grove = 1 scoop of granules

Add the required number of scoops of granules to the basket

Fill the day tank with fresh water

Put the basket in

Screw lid onto tank

B. To change CO² canister when empty or faulty

pH adjuster - Carbon Dioxide Gas

Open CO² canister that is full

Move changeover valve to feed from the new canister

Turn Close the empty canister

Unscrew the connecting pipe

Roll the canister to sit by the empty area

Unhook a full canister and roll into place

Screw on the connecting pipe.

This is now ready for use when the other canister empties.

C. To change the Poly Aluminium Chloride (PAC) in the Flocdos plus

Unscrew lid and remove feeder - watch for any drips

Lift out empty container and move to empty area

Lift new container into drum

Insert feeder and screw lid into place.

Flocdos plus will not add PAC if the flow reader does not read a flow in the pipework.

SHOCK DOSING

PPE MUST BE WORN

Face Mask / Goggles and mask

Gloves

Jacket and trousers or full suit

Boots

Emergency dosing through the Strainer Basket

Use Calcium Hypochlorite dedusted granules.

Procedure if the pool is open -

Close sample point valve above pumps

Switch off Siemens Unit

Open strainer basket

Insert 1-2 scoops of dedusted granules

Mix within the strainer to help dissolved the granules in the water

Put strainer lid back on.

Put pump into operation

Leave the Siemens unit off for a minimum of 30mins.

Manually test the swimming pool after 30mins and recalibrate the Siemens unit accordingly.

Emergency dosing directly into the pool

Please note this MUST NOT be completed if there are customers in the pool

Should only be used at the end of the night to allow the chemical to feed through the water overnight

Take a scoop of dedusted granules

Sprinkle at the Inlets to the pool

Ensure all granules have dissolved - if not use the brush to move the granules

AIR LOCK IN CHEMICAL PUMP**PPE MUST BE WORN****Face Mask / Goggles and mask****Gloves****Jacket and trousers or full suit****Boots**

If for any reason the chemical level in the Calcium Hypochlorite tank drops below the filter level when still pumping it will cause an air lock in pumps.

To resolve this problem:

Put on protective clothing which consists of:

1 pair of gloves

1 pair of Wellingtons

Protective jacket & trousers

1 pair goggles

Switch off pump at socket

Ensure filter at bottom is not clogged up or damaged

Fill tank back up to level

Turn pump up full to 100

Switch pump on and watch for air lock passing through the pipework.

Switch pump off

Turn both pump dials down to 70

Switch pump back on

If unsuccessful at step 6.

Switch off pump at socket

Undo nut on top of pump that holds pipe (watch as the water in the pipe will flow back)

Remove pipe from pump

Once this has been completed switch pumps back on at socket

The pumps will start up, stand away from the pump

On about the 3rd or 4th time of pumping the air lock should clear, you will be able to tell as the calcium hypochlorite will shoot out of nozzle.

Once this has happened switch off pumps

Reconnect top pipe hose to nozzle and tighten nut back on to hold pipe in place

Turn pump up full to 100

Switch pump back on at socket

Watch for air lock passing through pipework

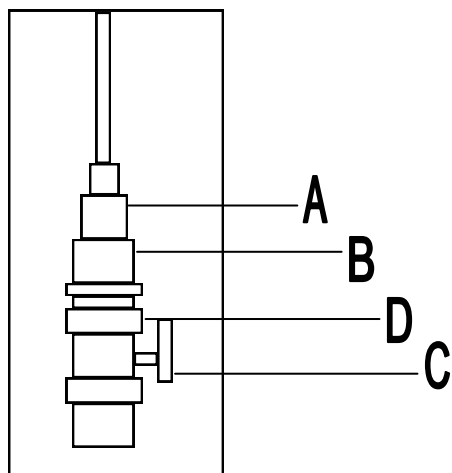
Switch pump off

Turn both pump dials down to 70

Switch pump back on.

CLEANING OF THE INJECTORS

PPE MUST BE WORN
Face Mask / Goggles and mask
Gloves
Jacket and trousers or full suit



The Gaffey injector doses Calcium Hypochloride into the pool in conjunction with the LM1 dosing pump C135-31052. The injector should be checked once a fortnight for any blockages or damages. The injector has a small sleeve on the tip which should be changed (if blocked or discoloured) when the injector is checked.

INSTRUCTIONS FOR CHANGING INJECTOR SLEEVE

1. Turn B until A is released
 2. Pull A until C can be turned across the pipe
 3. Unscrew D - whole injector will be released
 4. Turn sleeve at base of injector
 5. A - if moves easily sleeve is ok
 6. B - if sleeve can't be moved it should be replaced
 7. If sleeve moves easily rinse in warm water and spin the sleeve a few times as this will help release any build up of calcium.
 8. If it does not move freely replace the sleeve by
 9. Cut off the sleeve on the injector
 10. Clean the injector end
- Push new sleeve onto injector from base

TO REPLACE INJECTOR

1. Place into position and tighten D
 2. Turn C inline with pipe
 3. Push A down
- Tighten B

The same procedure can be used to check the Coagulant Injector.

The Disinfectant should be checked weekly - on a Friday.

The Coagulant should be checked monthly - first Friday of the month

INTEGRATED WATER AND ENERGY MANAGEMENT SYSTEM (IWEMS)

IWEMS constantly adjusts the speed of the filtration pumps to ensure that the pumps are running effectively at the lowest speed possible. IWEMS continually monitors all aspects of water quality by bathing load and pump speed. It is connected into the Siemens unit and Powermaster units.

IWEMS is connected into the Duty Manager's Computer through the software programme PINCom 3. The Galleon use 109.200.14.102 to log in.

Main Menu Instructions

By pressing the 'MENU' button you will be taken to the main menu where configuration of the Instrument is performed.

Press the up or down arrow buttons to scroll around the sensors.

By pressing the 'data' button you will be taken to a screen with the log buttons, offering a graphical display of A0-A9 over the last 60 data logs.

By pressing the 'alarm' button you will be taken to a page that shows the current status of the alarms. When an alarm is active, the alarm screen will also have a button marked 'ack'. Pressing this button will acknowledge the alarm and silence the buzzer.

To return to the main menu at any time, simply press the button marked 'quit' on any of the screens shown.

The alarm system is connected directly to the Duty Manager's Mobile phone.

For further information please refer to the Operation Manual in the Duty Manager's Office – Folder Operational Manuals Pool Plant.

POOL PLANT START UP

If for any reason the Pool Plant loses its circulation the following procedure should be followed.

The following is a step by step guide.

1. Turn IWEMS system off
 2. Close valve on operational pump
 3. Stop Powermaster
 4. Close main pool, small pool and all skimmer suction valves.
 5. Close valves on pipe work to Siemens Unit
 6. Open refill valve and fill pipework
 7. Close refill valve and turn water off
 8. Turn on Powermaster
 9. Open main pool and small pool valves a 1/3
 10. Open pump valve 1/3 (approx hz at 30-40 and amp at 13-14)
 11. Open pool valves 2/3
 12. Open pump valve 2/3
 13. Open pool valves fully
- Open pump valve fully

Once operational the pressure gauges on the filters will start to rise. To test everything is ok go to filter 1 and open valve 3. Water should drain through this pipe. Please note this may take a few seconds/minutes. Once water is flowing close the valve. Once these steps have been carried out watch the AMPS on the Powermaster. This should read between 16-20 during normal use.

Open all skimmer valves and valves to the Siemens unit.
Turn the Siemens unit and IWEMS system back on.

Please note the system may not go back online first time but may take a few attempts. If this is the case please follow the above Steps.

The system is now back on line, there will be a lot of air coming out of small pool vents and main pool vents, this is normal and will last for about 5 minutes until plant settles down.

Small backwashes may be required to release pressure build up on filters.

STRAINER BASKET

This procedure is carried out on average 2-3 times per day by a Duty Manager/Senior Centre Attendant. On completion they must sign the backwash/strainer PPM record to indicate that the Strainer Basket has been changed.

1. Open the pump strainer valve that is ideal
2. Turn on the Powermaster unit for the ideal pump
3. Open the Pump valve
4. This will mean both pumps are in operation
5. Close off the opposite pump
6. Turn the Powermaster off
7. Close the main flow strainer valve to that pump
8. Unscrew all four screws and drop them down loose
9. Remove the lid – you may need to use the edge of a flat headed screwdriver to help lift lid.
10. Take the basket out and clean it
11. Replace the basket
12. Secure the lid
13. Tighten the four screws securing the lid in place

The strainer and pump are now ready for the next changeover.

BACKWASHING

OPENING & CLOSING VALVES SHOULD TAKE BETWEEN 3 AND 5 SECONDS

1. Close valve number 1 and valve number 4 (ideally both valves should be closed at the same time. If this cannot be done then close valve number 1 first).
2. Open valve number 2 and valve number 3. (ideally both valves should be opened at the same time. If this cannot be done then open valve number 3 first).
3. The Backwash is now in process. It should normally take around 5 minutes to ensure the water in the sight glass is running clear but this will depend on the frequency of backwashes and the bathing load in the pool. The pressure gauges will read zero during the backwash.
4. When the water in the sight glass is running clear, close valve number 2 then valve number 3.
5. Prior to putting the filter back on line it will be rinsed to ensure that any particles which have been disturbed during the Backwash but not removed, are now flushed down the drain.

RINSING

1. Open valve number 5
2. Open valve number 1
3. The rinse is now in process and will take around 30 seconds to complete. View the water in the sight glass until it is clear.
4. Close valve number 1
5. Close valve number 5
6. Open valve number 1 and valve number 4. (ideally both valves should be opened at the same time. If this cannot be done then open each valve about 2-3 inches at a time starting with valve number 1).
7. Please ensure valves are always opened and closed slowly to avoid hydraulic shock (e.g. pipes rattling)

The pressure on the gauges should be quite close together although they will never be exactly the same. The closer together the pressure readings indicates the cleaner the filter.

Should there be any problems experienced with any filter at any time e.g. leaks, then it should be isolated by closing valve number 1 and valve number 4. (Both at the same time or valve number 1 first).

CHLOROMINATOR CLIII- ULTRA-VIOLET

The UV system installed in the Galleon Leisure Centre Pool Plant is a Chlorinator CLIII. The Chlorinator is primarily used for the reduction of chloramines (combined chlorine) and secondary reduction of germs in pool water.

The advantages of using the Chlorinator

- Breaking down of chloramines by photochemical processes without dosing additives.
 - Use of environmentally desirable light technology for breaking down of products in both water after disinfection.
 - Up to 90% of the energy used is emitted to the water as heat.
 - Reduced smell in the swimming pools as well as reduction of eventual irritation of the eyes.
 - Additional disinfection of the treated water through UV exposure.
 - Easy to install by leading a part – flow through the Chlorinator in a by pass
- Reduced consumption of fresh water and chemicals

TECHNICAL DATA

Max flow (m ³ /h)	30
Connection inside diameter	65
Power consumption (kw)	2,4
Mains Voltage (V)	230/400
Photochemical lamps	3
UV Lamps	6

Photochemical lamps have an effective life capacity of 4000hr and run at 400w.

Ultra violet lamps have an effective life capacity of 8000hr and run at 200w

STARTING UP

When first starting up the Chlorinator it must be tested for leakage (see point 5). This should happen after each replacement of lamps. The rotary switch on the front of the control panel is activated to turn the unit on and off. In operation a green light will show and a red light when out of operation.

WORKING HOUR COUNTER

In the door is mounted a working hour counter. The number of hours shown is the total of operating hours for the Chlorinator.

CHANGING THE LAMPS

The lamps are changed by Leisure Design Engineers when they have been ordered.

SERVICING

Replacement of Lamps

The lamps slowly lose their UV-emitting ability. The guaranteed minimum radiation efficiency in the UV-chamber is based on the UV-light emission after 8000 operations hours for UV-lamps and 4000 for photochemical lamps. For this reason it is necessary to replace the lamps after the specified number of operating hours. The replacement has to be carried out by a trained service technician. The lamps contain mercury and shall be disposed according herewith.

Spare Parts Recommended spare parts are, UV-lamps 200w, Photochemical lamps, Quartz glass tubes Quartz glass tubes (photochemical)

For further information please see the full operational guidelines in Duty Manager's Office – Folder Operational Manuals Pool Plant.

EMPTYING AND REFILLING THE POOL

EMPTYING

Prior to emptying the pool the following equipment should be turned off

- 1. UV system**
- 2. Close off valves to dosing unit and IWEMS unit**

Switch off dosing unit and IWEMS unit

Following ISRM Guidelines the pool should be emptied at a rate of 750mm/24hrs. As the Galleon pool has been established for over 20years the water rate can be emptied faster at approx 2-3 tiles/hr. Please note emptying too fast will cause the pool to crack.

When starting to empty the pool the water can be backwashed through the filters as this will ensure they get cleaned thoroughly. After a good backwash on each of the filters the pool water keep valve 4 closed should be drained by opening valves 1 and 3 on the filters. These will ensure that the pumps are just emptying the pool water.

When the water level reaches the bottom of the skimmer outlets then all five skimmer valves need to be closed over to ensure no air reaches the system.

The pumps will eventually cut out and a submersible pump will be required to empty the rest of the pool.

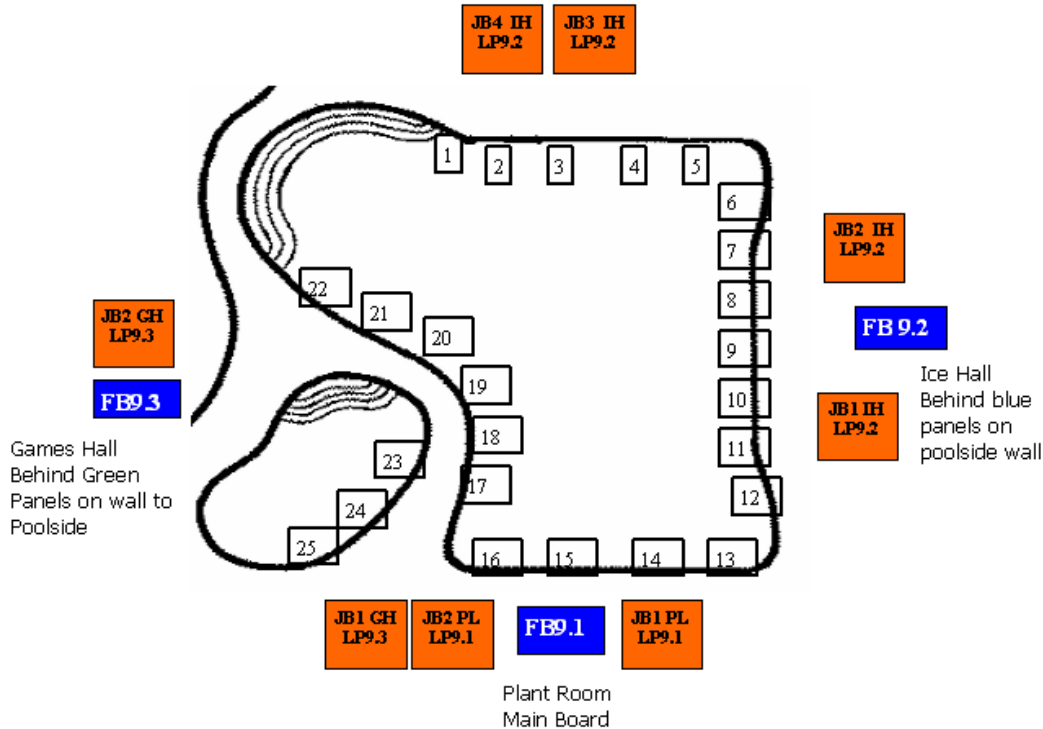
REFILLING

The pool should be refilled at the same speed of emptying. It is filled using a pipe which is connected to a gate valve. This is located on the left hand side of the swimming pool, position 2, behind a piece of wood approximately level with the shallow end steps. This is connected to the mains pipe in the Ice Hall and also feeds the Ice Plant and Cooling Tower. For these reasons refilling the pool can only be completed at a pace ensuring the water supply is still reaching the Ice Plant. This is trial and error.

UNDERWATER LIGHTING – INFORMATION AND MAINTENANCE

The lights are 24 volt AC, with 100 watt tungsten halogen capsules, (150W capsules can be used).

The overall diameter is 265mm and the back flange is a six hole fixing with top locating pin and bottom fixing screw.



Non-operational lights are 1, 8, 20 and 24

The Plant Room fuse box is the main switchboard for the underwater lights.

To switch the lights on and off there are three, three way switches on the main circuit board. These each control three of the Junction Boxes, which run the underwater lights. The 100W Halogen capsules run for approximately 2000hours before replacement.

To replace a bulb in the underwater lights.

1. Ensure lights are off
2. Enter water
3. Unscrew the flat head screw located at 6pm on the surround
4. Pull light forward and up – this will enable unit to be lifted onto poolside
5. When the light is on poolside
6. Unscrew allen key screws
7. Ease light apart as internal seal is silicon
8. Ease bulb out
9. Replace bulb
10. Test Light
11. Use aqua silicon and seal unit back up
12. Tighten using allen keys
13. Once dry and watersealed replaced light in pool
14. Clip the light over the locating pin
15. Screw flat headed screw at 6pm on surround
16. Test Light

**PERIODIC CHECKING AND MAINTENANCE
OF SKIMMER NON-RETURN VALVES**

The Non-return valves should be removed, checked, cleaned and replaced.

1. To do this
 2. Close valve above the skimmer non-return
 3. Leave for 30minutes to settle
 4. Unscrew Non-return valve and pull out
 5. Inspect valve
 6. Replace valve and secure back into place
- Open skimmer valve back up

This should be repeated on each skimmer and carried out during the month of December.

TILING**Poolside Surround**

The tiles on the poolside surround are supplied by
Italian Stile
Bellegrove Ceramics
75 Barrie Road
Hillington
Glasgow
G52 4PX
T – 0141 892 2478
F – 0141 892 2479

The red tiles are no longer available. The alternative is the same tile but grey in colour.
The tiles size is 8" x 8"
These are porcelain tiles and are required to set in an aquatic flexible floor adhesive.
Normal adhesive may cause the tiles to crack.

Mosaic Tiles

The mosaic tiles in the pool are Waxman Mosaic tiles and can be supplied by
Tedesco Tiles
Glencairn Industrial Park
Kilmarnock
KA1 4AY
01563 550088

The three styles of Mosaic Tiles are 25x25mm
Black edging tiles – Gloss Black
Dark Blue scumline tiles – Baltic Blue
Mixed white, blue, light blue - Carribean
Each set of tiles comes in a sheet of 12 x 11 tiles

The mosaic tiles can be fitted using aquatic tile adhesive and grout if completed when the pool is empty. Should tiles within the pool require repair when the pool is full then Epoxy Tufmix or Magic Grout can be used. When using Tufmix the user should take an equal amount of both materials and mix together before using to apply the tile. When using magic grout a piece of material should be broken off and mixed well before using to apply the tile.

EXTERNAL TESTING/ QUALIFICATIONS/LEGISLATION

External Testing

East Ayrshire Council Environmental Health will test the pool water twice annually. The test results will be returned to the Operations Manager with any recommendations required.

Qualifications

Duty Manager's and Senior Centre Attendants will be qualified to Pool Plant Operators Certificate. This will be ISRM Pool Plant Operator or STA Level 2 Certificate in Swimming Pool and Spa Water Treatment. Full Time Centre Attendant's will be qualified to STA Level 1 Foundation Certificate in Swimming Pool and Spa Water Treatment.

All qualifications must be revalidated every five years.

Legislation

The following legislation is abided to within the operations of the Pool Plant
Provision and Use of Work Equipment Regulations (PUWER) 1998
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995)
Confined Spaces Regulations
Manual Handling Regulations 1992
The Control of Noise at Work Regulations 2005
The Work at Height Regulations 2005
Regulatory Reform Fire Safety Order 2005
Personal Protective Equipment

MAINTENANCE

<p>Parts for the Floccdos and LMI pump can be purchased from Leisureteq Unit 15 Innage Park Holly Lane Industrial Estate Atherstone Warwickshire CV92QZ T -01827 715750 F -01827 715550 E -sales@leisureteq.co.uk</p>	<p>Maintenance requirements For any issues with the pool plant contact Leisure Design, 0141 2040555 Paul Lovell, 07830296160 Harry Lovell, 07979597475 Andrew Sanders, 07898102731 Leisure Design ltd 16 Royal Crescent Glasgow G3 7SL E_MAIL: leisuredesign@sky.com WEB: www.leisure-design.com</p>
<p>Chemical Supplier/Maintenance Requirements Alba Pools Unit 10 Brechin Business Park West Road Brechin DD9 6RJ T: 01356 627000 F: 01356 627001</p>	<p>Pool Covers Forge Leisure Forge Industrial Centre Morpeth Road Ashington Northumberland NA63 8QG T – 01670 522022 F – 01670 522072</p>
<p>Pool Hoist Arjohuntleigh St. Catherine Gloucester GL1 2SL T - 08702 430 430 F – 01452 525 207</p>	<p>Electrics Billy Hunter Cunninghame Technical Services 55 Windmill Street Saltcoats KA21 5EW 0141 416 2227</p>
<p>Flume Universal Glass Fibre Unit 1 Logie Avenue Dundee DD2 2AS T - 01382 566670 F - 01382 668661</p>	<p>Siemens Water Technologies Siemens Priory Works Tonbridge Kent TN11 0QL 01732 771777</p>
<p>Tiling – poolside surround Italian Stile Bellegrove Ceramics 75 Barrie Road Hillington Glasgow G52 4PX T – 0141 892 2478 F – 0141 892 2479</p>	<p>Tiling – in pool Tedesco Tiles Glencairn Industrial Park Kilmarnock KA1 4AY 01563 550088</p>

RISK ASSESSMENTS

Risk Assessments relevant to the Pool Plant Operations are as follows -

Task	Risk Assessment Number	Risk Level
Filling the Day Tank	GC19A	Low
Cleaning the Injector	SP14A	Low
Contact with Hazardous Substances	GC6A	Low/Medium
Changing the CO ²	SP15A	Low
Changing the Strainer Basket	SP16A	Low
Cleaning the Non-return valves	SP17A	Low
Changing the Under Water lights	SP18A	Low
Shock dosing	SP19A	Low
Fixing with the LMI Pump	SP20A	Low
Chemicals Mixing	SP21A	Medium
Swimming Pool Electrics	GC11A	Medium

Risk Assessments are reviewed on an annual basis.

All Risk Assessments can be found in the Deputy General Managers Office

MANUAL HANDLING ASSESSMENT

Task	Risk Assessment Number	Risk Level
Moving CO2 Cylinders	PRMH3	
Moving HTH Tubs	PRMH2	
Using Pool Covers	SPMH1	

All Manual Handling Assessments can be found in the Deputy General Managers Office

GALLEON LEISURE CENTRE PSOP

SECTION 5 SWIMMING LESSONS

SWIMMING LESSON

INSTRUCTORS

Swimming Instructors must hold a minimum of a Swimming Teachers Certificate (Beginners) or equivalent and a rescue award.

Swimming Qualifications

STC (B)

STC (F)

UKCC Level 1 1

UKCC Level 1 2

Rookie Lifeguard Instructor

Rescue Awards

Pool Safety Award

Nars Pool Helper

Nars Pool Lifeguard

RLSS Pool Lifeguard

It is the responsibility of the instructors to ensure their knowledge is up to date through Continued Professional Development Programme. All instructors will be trained to enable them to teach all levels of ability and support to develop their personal skills/qualifications.

Induction

Swimming Instructors will go through an additional induction into the Galleon Lesson Programme

Teaching a class

While instructing a class the Swimming Instructor has full responsibility during that class. In the event of a fire alarm or evacuation taking place then the Instructor will calmly take their class out of the pool and to safety following the directions of the Centre Attendants. See EAP for fuller guidelines.

Enquiries

Due to the intense nature of the lesson programme enquiries cannot always be dealt with on poolside. Should a customer need to speak to an Instructor then their details can be left at reception. The Instructor or the Duty Manager will deal with any enquiries.

Ratios

Ratios for classes are kept within the guidelines of the Swimming Teachers Association and the Galleons Risk Assessments. These ratios ensure safety in numbers for all classes.

For beginners Instructors the maximum ratio is 10 beginners. For full Instructors it is dependant on class level.

**THE GALLEON CENTRE
HEALTH AND SAFETY
SWIMMING POOL AND RELATED PLANT**

DEPARTMENT: SWIMMING POOL **ISSUE DATE:** 1991

SUBJECT: SWIMMING TEACHING

OBJECTIVE: TO ENSURE LEARNER SWIMMERS ARE TAUGHT BY
QUALIFIED PERSONS. TO ENSURE MANNING LEVELS
ARE APPROPRIATE FOR SIZE OF CLASS.

PERSONS RESPONSIBLE FOR MANAGEMENT
SENIOR CENTRE ATTENDANTS
IMPLEMENTATION AND USE: CENTRE ATTENDANTS

**STATUTORY REQUIREMENTS
OR GUIDANCE:**

1. THE HEALTH AND SAFETY AT WORK ACT 1974
2. MANAGEMENT OF HEALTH & SAFETY IN SWIMMING POOLS (Guidance)

GALLEON RISK ASSESSMENT REFERENCE:

SWIMMING TEACHERS

Numbers per classes are kept within the guidelines of the STA (Swimming Teachers Association) and our Risk Assessment. These guidelines ensure safety in numbers for all classes. The ratio is Beginner Teacher maximum 10 pupils and Full Teacher no limit therefore is dependant on class level and risk assessment.

All teachers will also be required to keep their knowledge up to date through participation in the continued professional development. Proof of continuous professional development participated in outside the Galleon must be forwarded to Management. A copy will be taken and kept in the relevant Instructors Personal File.

Teachers will be trained to enable them to teach all levels and supported to develop their personal skills/qualifications

SWIMMING LESSON GUIDELINES

The Galleon Lesson programme follows the requirements of the Swimming Teachers Association programmes (amended to cover site specific requirements).

- Starfish Adult & Child
- Stanley 1-7
- Learn to Swim
- Advanced Swim
- Rookie Lifeguard
- Adults
- Masters

Starfish

Starfish lessons are for adults with children under 3 years. Children who grow through the starfish programme and show the ability to swim without their accompanying adult prior to turning 3 will be allowed to move into Stanley 1/2 and develop through the lesson programme.

Starfish lessons take place in the small pool – full or deep end. The ratio has been set at 1:10.

Stanley 1-7

The Stanley lessons are blocked in sets.

Entry level 3/4 years	=	Stanley 1/2
Entry level 5-6 years	=	Stanley 3/4

Both are entry level classes and the swimmers will have a pool assistant trained in pool helper or pool lifeguard in the water during the class. It is preferred that regular pool helpers are trained to aid the class instructor. Ratio for class: 1 Instructor + 1 pool assistant = 10 pupils

They will take place in the shallow end of the small pool aids will be worn at the start of this level however to move on to Stanley 5/6 aids must no longer be worn and the criteria should be met.

Stanley 5/6 takes place in the deeper ½ of the small pool and the ration is 1:10.

Stanley 7 takes place in the whole of the small pool and the ration is 1:10.

Learn to Swim

The learn to swim programme covers Octopus, Goldfish, Angelfish and Sharks. There are three levels in each class. Those who gain Octopus 3 may move to Stanley 7 to allow more time to develop the skills required to move to Goldfish.

Tank Area

Octopus	-	Small pool – full or deeper end	
Goldfish	-	Shallow end main pool widths	
Angelfish	-	Shallow end main pool widths + occasional lane	
Shark	-	Lane at side of main pool	

SECTION 5

Ratios	-	Octopus	-	1:10
		Goldfish	-	1:12
		Angelfish	-	1:12
		Shark	-	1:12

Should children express an interest in competitive swimming the details of the Kilmarnock Amateur Swimming Club are passed to them as the Galleon do not offer competitive swimming.

Advanced Swimmers/Rookie Lifeguard

Once swimmers reach Shark 3 they have an option to choose from. They can continue through the swimming programme participating in Advanced Swimmer which works through Bronze, Silver and Gold Swimmers Awards of the Swimming Teachers Association.

Customers can also choose to participate in the Rookie Lifeguard programme which follows the guidelines set by governing body, The Royal Lifesaving Society.

Masters

Instructed training session for adults (over 18yrs) to maintain and develop their swimming ability.

Private Lessons

Private Lessons are run in 5 week blocks and follow the same programme as the Group Lessons.

Individual Private Lessons are available on request and discussion with Management.

Blocks

Private 1:1 - Last 20 minutes one instructor one pupil

Private 1:2 - Last 30 minutes one instructor to two pupils. Where pupils differ in ability these lessons will be run as two 15 minute lessons.

Options to develop from our lessons programme which are still in development stage are

- Student Teacher
- Pool Helper
- Pool Lifeguard

The lesson programme is always being developed to suit changes in the industry and customer requirements.

Health Conditions

All recorded health conditions will be collated by reception staff throughout week 1 of a new block. They will then be written into the relevant class register which can be found at the back of reception.

Equipment

Various teaching aids are used throughout the classes. These are cleaned on a weekly basis by Centre Attendant

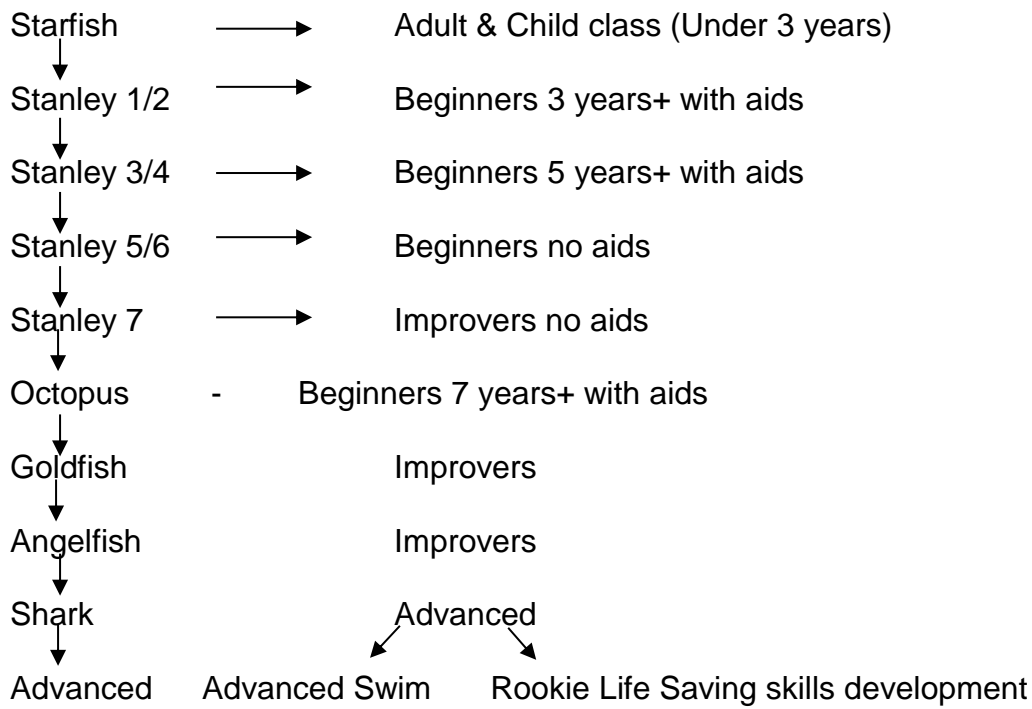
For the Galleon Programme

CLASS	RATIO INSTRUCTOR:PUPIL
Starfish	1:10
Stanley 1/2	1 :10
Stanley 3/4	1:10
Stanley 5/6	1:10
Stanley 7	1:10
Octopus	1.10
Goldfish	1:12
Angelfish	1:12
Shark	1:12
Advanced Swimmer	1:12
Rookie Lifeguard	1:12
Adults	1:12
Masters	1:15

Registers

Class registers will be kept on site at all times. Folders will be distributed to instructors who have regular classes for their registers and notes. All instructors will collect/return the folders to the window at the back of reception. This area is covered by CCTV to ensure no unauthorised personnel remove the folders.

Development through the Programme



The aim of the Galleon lesson programme is to develop swimming ability, water safety awareness and water confidence. It is hoped that participants will develop through the programme.

SWIMMING METHODOLOGIES

The Galleon Centre will promote the development of Swimming Instructors by delivering

- Site Specific
- Ongoing Training
- Promoting Personal Development
- induction for all Instructors detailing the programme we deliver
- ensuring all staff shadow no less than two classes at every level
- delivering regular update sessions in conjunction with staff meetings
- through further training – Full teachers, Baby & Pre-school Teachers

Through their training Instructors learn to use various methods of delivery that they will use with customers throughout the sessions. This will include repetitive measures ensuring that customers develop their skills. All customers are unique and have their own learning style therefore ensuring there is something for everyone helps to aid development.

Methods used (sourced from STA)

Whole-part-whole

- this is where a customer tries the whole stroke, The Instructor then assess each customer and highlight the development needs. The stroke is then broken down to allow the individual aspects to be worked on BLABT.

B=Body Position, L=Leg Action, A=Arm Action, B=Breathing, T=Timing

The whole stroke is then attempted again.

Progressive Actions

This is where the Instructor selects various parts of a skill and progressively develops the stroke leading up to the Whole Stroke being practiced.

Shallow Water

Mostly used for beginners as the floor of the pool is close by. Children can keep their head above the water allowing water confidence/breathing to be learnt.

Multi-stroke teaching

Once a swimmer develops and they have developed their mobility within the water, all strokes can be taught. Repeating each stroke helps to develop ability, strength and stamina.

Teacher in the Water

This offers customers support and encouragement from someone close by.

Within the Galleon Programme the following methods are used by Instructors to aid development

SW = Shallow water, DW = Deep water, WPW= Whole, part, whole, PP=Progressive Practices, TIW=Teacher in Water, MST= Multi Stroke Teaching

SWIMMING METHODOLOGIES

Class	Methods
Starfish	SW, PP, TIW
Stanley 1-2	SW, PP, TIW
Stanley 3-4	SW, PP, TIW
Stanley 5-6	SW, PP, MST, WPW
Stanley 7	SW, PP, MST, WPW
Octopus	SW, PP, MST, WPW
Goldfish	SW, PP, MST, WPW
Angelfish	SW, DW, WPW,PP,MST
Shark	DW, WPW,PP,MST
Advanced Swimmer	DW, PP, WPW,MST
Adults	SW, PP, TIW, WPW, MST
Private 1:1	SW, PP, TIW, WPW, MST, DW
Private 1:2	SW, PP, TIW, WPW, MST, DW
Masters	PP,WPW,MST

The Galleon Lesson programme runs for 50weeks/annum

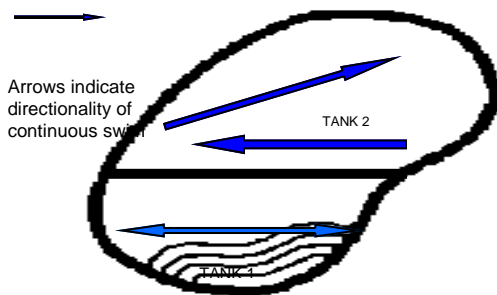
Group lessons - 5x10week blocks
Private lessons - 10x5week blocks

During week 1 Instructors will assess the ability level of each child. Within Stanley 1/2 and 3/4 most swimmers are total beginners. Once pupils have developed to the Goldfish class and above pupils are split into two groups - those starting the level and those who are moving on within the level. Further details is shown on the Lesson Pool Plan.

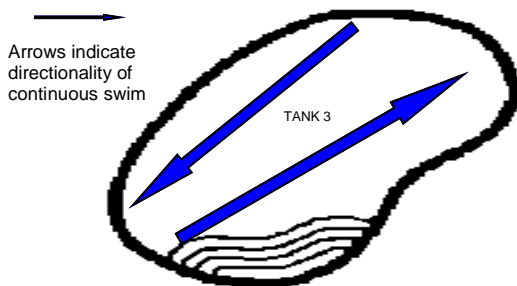
Lesson Pool Plan

Swimming Lessons should be taught using the following directional swimming

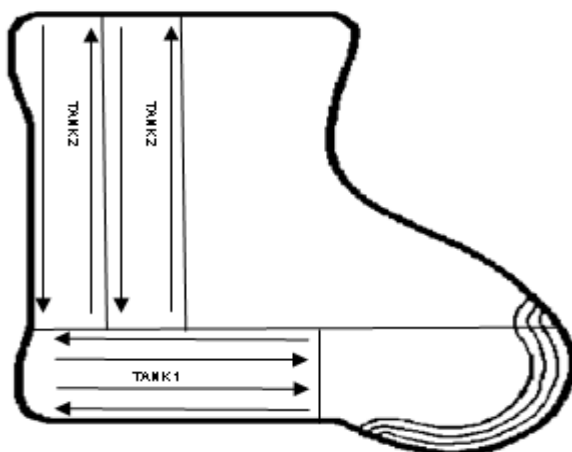
SMALL POOL



TANK 1	Shallow end of small pool roped off	Stanley 1-2 Stanley 3-4
TANK 2	Deep end of small pool roped off	Stanley 5-6, Stanley 7,



TANK 3	Whole of Small Pool	Starfish, Stanley 7, Octopus
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TANK 1	Shallow end of Main Pool	Goldfish, Angelfish
TANK 2	Lane 20/25m Dependant on programme of classes	Angelfish, Shark

The number of lanes used for Angelfish, sharks, Advanced Swimmer & Rookie Lifeguard will be dependent on class sizes. All strokes should be pushed to be continuous swimming

Private lessons will take place within the pool subject to the Instructors assessment and customers ability.

Both sets of lessons will use the STA Criteria amended for site specific.

STARFISH

The Official Water Safety and Swimming Programme for Babies and Toddlers



STARFISH 1

1. Helped baby to enter the pool safely.
2. Used swing dips to help familiarise baby with the water.
3. Supported baby on the front to enable movement freely around the pool.
4. Supported baby on the back to enable movement freely around the pool.
5. Encouraged baby to wash and splash their face with water.
6. Helped baby to leave the pool safely.



STARFISH 2

1. Held baby facing you and submerged yourself in the water for baby to see.
2. Enabled baby to move freely around the pool using the safety hold.
3. Moved around the pool using the seat hold, bobbing baby up and down.
4. Supported baby on the back while walking backwards and zigzagging through the water.
5. Encouraged baby to wash their face with water or submerge baby in the water, holding baby towards you.
6. Encouraged baby to hold onto the poolside, with assistance if necessary.



STARFISH 3

1. Supported baby under the arms and encouraged baby to gently flop into the water from a sitting position on the poolside.
2. Encouraged baby to move from front to back positions using a flip-flop rhythmical movement.
3. Encouraged baby to reach for a toy while moving around the pool, supporting baby on the front.
4. Helped baby to move through the water using a kicking action, while supporting baby on the back.
5. Supported baby using the safety hold and rolled baby away from you, then gently back towards you.
6. Used a buoyancy aid to support yourself while floating in the water, with baby laying on your chest or sitting on your tummy making eye contact.



STARFISH 4

1. Supported baby by the arms or hands to encourage movement into the pool from a sitting position.
2. Used a forward hold to encourage and gently submerge baby.
3. Used the Little Harbour hold to move around the pool while encouraging movement from baby.
4. Encouraged baby to roll from a front position to a back position with support.
5. Encouraged movement from baby by swiftly walking backwards while supporting baby on the back.
6. Assisted and encouraged baby to hold onto the poolside and climb out (if baby has the physical ability).



STARFISH 5

1. Encouraged baby to jump into the water from a standing position on the poolside, while holding baby's arms or hands.
2. Supported baby while encouraging them to roll from a back position to a front position.
3. Encouraged baby to make kicking movements with support either in a Front Surf or a Woggle.
4. Encouraged baby with cues to submerge in a Duckling Dive.
5. Swam around the pool with baby holding onto your back.
6. Cued baby to submerge vertically and rotate 180 degrees in the pool.
7. Supported baby in a front hold to move forwards and grasp a toy, then enabling return with support in a back float position.



STARFISH 6

1. Encouraged baby to enter the water freely from a sitting position on the poolside.
2. Encouraged baby to move freely through the water, either with minimal support or with the use of a buoyancy aid.
3. Cued baby to submerge vertically and rotate 360 degrees in the pool.
4. Supported baby by the hands and encouraged movement in a figure of eight or snaking pattern through the water.
5. Taken baby for a front or back ride through the water, with or without support.
6. Cued baby to submerge in a Duckling Dive towards the poolside and encouraged baby to hold onto the poolside and climb out (if baby has the physical ability).

SWIM WITH STANLEY



Stanley 1

Demonstrate the ability to:

1. Identify the teacher.
2. Enter the water safely.
3. Splash the feet on the surface, whilst holding the rail, trough or poolside and then return to standing position.
4. Walk forwards, backwards and sideways through the water unaided for a width, if in deeper water, unassisted walking actions may be substituted.
5. Move through the water on the front for 2 metres
6. Move through the water 2 metres on the back, regain feet.
7. Blow a small object across the pool for a width.
8. Using a woggle as a bridge and a watering can as a shower, move under the waterfall.
9. Push and glide on the front.
10. Exit pool safely.

It is recommended that all skills be performed in shallow water. Buoyancy aids may be used; adult assistance in the water is optional.



Stanley 2

Demonstrate the ability to:

1. Show an understanding of poolside safety.
2. Enter the water from the poolside safely.
3. Blow bubbles into the water, nose and mouth submerged.
4. Move through the water for a width on their front returning to a standing position.
5. Move through the water for a width on their back using an alternating leg action with the eyes looking at the ceiling, return to standing position.
6. Perform a floating position.
7. Use front paddle action to move a ball across the pool.
8. Push and glide on the back.
9. Roll from front to back, look at the ceiling.
10. Climb out of the pool safely.

It is recommended that all skills be performed in shallow water. Buoyancy aids may be used; adult assistance in the water is optional.



Stanley 3

Demonstrate the ability to:

1. Answer a question on poolside safety.
2. Enter the water from poolside, move forward 1 metre then return and exit from the pool unassisted.
3. Hold the rail, trough or poolside, with the face in the water and blow bubbles.
4. Perform a star float whilst on their back and regain the feet.
5. Move through the water whilst on their back using an alternating leg action for a width.
6. Move through the water a width on their front using front paddle action.
7. Complete a 360 turntable with feet off pool floor.
8. Roll from front to back and then stand up.
9. Jump into the water from poolside with hand support from carer.
10. Tread water action with legs on woggle – (seahorses).

It is recommended that all skills be performed in shallow water. Buoyancy aids may be used; adult assistance in the water is optional.

**Stanley 4****Demonstrate the ability to:**

1. Answer 2 questions on poolside safety.
2. Swim 1/2 width front paddle, tuck and roll onto back, swim 1/2 width on back.
3. Hold the rail, trough or poolside, bob up and down and submerge the face 4 times exhaling underwater.
4. Pick up an object from below the water surface.
5. Perform 2 float positions.
6. Push and glide on front and roll onto back.
7. Tread water action with arms and legs.
8. Attempt a circular action of either arms or legs.
9. Jump into pool safely unaided.
10. Climb out of pool safely unaided.

It is recommended that all skills be performed in shallow water. Buoyancy aids may be used.

Stanley 5**Demonstrate the ability to:**

1. Answer 2 questions on poolside rules.
2. Swim 2 widths front paddle or back paddle.
3. Hold 3 different types of floating positions for 3 seconds each.
4. Hold the rail, trough or poolside and breathe rhythmically 4 cycles.
5. Jump in from poolside, turn and swim back to support at wall, climb out safely.
6. Tread water (may be in a spinning action).
7. Perform a push and glide on their front, keeping the face in the water and blowing bubbles.
8. Retrieve an object from bottom of pool.
9. Demonstrate front crawl arm action.
10. Demonstrate back crawl arm action.

It is recommended that all skills be performed in shallow water. Buoyancy aids may NOT be used unless stated.

Stanley 6**Demonstrate the ability to:**

1. Answer 2 water safety questions.
2. Push and glide on front with arms stretched, face in water.
3. Swim through a submerged hoop.
4. Swim 1 width using a breaststroke type leg action, holding 2 floats or woggle.
5. Swim 1/2 width on their front and 1/2 width back paddle with a smooth transition in between.
6. Star or pencil jump into the pool, tread water then return to poolside.
7. Hold side of pool; push off on side under water.
8. Swim on front, tuck up and return swimming on back.
9. Swim 2 widths either front crawl or backstroke.
10. Using a woggle scull forwards, backwards or in a circle.

It is recommended that all skills be performed in shallow water. Buoyancy aids may NOT be used unless stated


Stanley 7**Demonstrate the ability to:**

1. Answer 3 water safety questions.
2. Perform a star float, slowly change to a narrow float and return to a star float on either their front or back.
3. Push and glide on back with arms stretched then roll onto front.
4. Swim 1 length dolphin leg kick on their front or back.
5. Tread water for 10 seconds.
6. Swim 1 length using a frog breaststroke type action of the arms and legs.
7. Swim 2 lengths front crawl confidently, attempting side breathing.
8. Swim 2 lengths on their back confidently.
9. Swim through a submerged hoop and retrieve an object.
10. Scull headfirst using arms only.


It is recommended that all skills be performed in shallow water. Buoyancy aids may NOT be used unless stated.




LEVEL 1 - OCTOPUS 1

- 
1. Answer 2 water safety questions
 2. Enter the pool Safely and unassisted, using the steps
 3. Walk, hop, skip, or jump for 1 width in the water
 4. Return to a standing position from a star float on the front
 5. Return to a standing position from a star float on the back
 6. Perform back paddle for 1 width
 7. Perform front paddle for 1 width
 8. Blow bubbles in the water
 9. Blow floating objects for a distance of 1 width
 10. Exit the pool safely and unassisted


OCTOPUS 2

- 
1. Answer 2 water safety questions
 2. Enter the pool Safely
 3. Push and glide on the front and the back
 4. Hold the side of the pool, bob up and down getting the face wet and exhaling under the water
 5. Hold a float and swim 1 length using an alternating leg kick on the front
 6. Hold a float and swim 1 length using an alternating leg kick on the back
 7. Hold a float and swim 1 length using a simultaneous leg kick on back
 8. Stand in shallow water, perform front crawl, backstroke and breaststroke arm action
 9. Perform a floating position without the use of aids
 10. Rotate 360 degrees in a tucked position with both feet off the pool bottom and keeping the face clear of the water
 11. Swim 1 length without the use of aids and climb out of the pool safely


OCTOPUS 3

- 
1. Answer 2 water safety questions
 2. Perform a sit and swivel entry
 3. Push and glide on the front and swim 1 length; pupil's choice
 4. Push and glide on the back and swim 1 length backstroke
 5. Swim on the front for 2 lengths; pupil's choice
 6. Swim on the back for 2 lengths
 7. Fully submerge beneath the surface
 8. Hold the poolside and breath rhythmically for 6 cycles
 9. Scull headfirst for 1 length
 10. Identify objects under the water
 11. Perform a mushroom float


LEVEL 2 - GOLDFISH 1

- 
1. Answer 2 water safety questions
 2. Perform a step in entry
 3. Push and glide and hold the glide for 5sec
 4. Pick up an object with both hands from the bottom of the pool from a depth of approximately 1m
 5. Hold a float(s) and swim 1 width, legs only, in each of the following; back crawl, breaststroke and front crawl
 6. Swim 2 widths of a recognised stroke; pupil's choice
 7. Perform a push and glide to the bottom of the pool and glide to the surface
 8. Swim 1 width dolphin leg kick on the front or back

GOLDFISH 2

- 
1. Answer 2 water safety questions
 2. Perform a back float, tuck to front float and return to a standing position
 3. Scull head first for 1/2 width and then feet first for 1/2 width
 4. Push and glide on the back, tuck, rotate to the front and swim to the starting point
 5. Swim 2 widths of a recognised front stroke; pupil's choice
 6. Swim 2 widths back crawl
 7. Swim 2 widths of a recognised front stroke; pupil's 2nd choice
 8. Push and glide to the bottom of the pool, tuck, place feet on the bottom and spring up
 9. Perform a mushroom float and hold for 3 sec, extend to a front float and return to a standing position.

GOLDFISH 3

- 
1. Answer 2 water safety questions
 2. Perform two different types of entries and tread water for 15sec each time; performed in chest deep water
 3. Swim 3 widths backstroke
 4. Swim 3 widths of a recognised front stroke; pupil's choice
 5. Swim 2 widths holding a float under each arm using life saving backstroke leg kick
 6. Swim 2 widths dolphin kick on front or back
 7. Push and glide on the surface, pike sharply and assume a handstand with both hands on the bottom of the pool; performed in chest deep water
 8. Perform a horizontal float on the back and hold for 5sec roll on to the front hold for 5sec, roll to the original back float position and hold for 5sec

**LEVEL 3 - ANGELFISH 1**

1. Be rescued by a reaching aid
2. Perform a straddle entry and tread water for 30 seconds
3. Push and glide into a forward somersault
4. Scull head first for 1 width and feet first for 1 width
5. Swim 3 widths of a recognised front stroke using correct breathing - pupil's choice
6. Swim 2 widths front stroke using correct breathing - pupil's 2nd choice
7. Swim 3 widths back crawl
8. Swim 1 width legs only on the front, using dolphin leg kick, without aids
9. Start in a crouch position in the water, spring up, pike, glide to bottom of pool then glide to surface

**ANGELFISH 2**

1. Be rescued by catching a buoyant aid
2. Perform a straddle entry, tread water for 30 secs, perform a 360° turn in a vertical position whilst wearing a T-shirt
3. Swim 5m perform a forward somersault and continue to swim forward for 5 metres
4. Swim 4 widths of a recognised front stroke using a correct finish; pupil's choice
5. Swim 3 widths of a recognised front stroke using a correct touch finish; pupil's 2nd choice
6. Swim 4 widths back crawl using a correct touch finish
7. Swim 1 width on the back using a double arm action and dolphin leg kick
8. Crouch, spring up, pike and glide to the bottom of the pool, tuck.
9. Swim under water for 5 breaststroke arm pulls

**ANGELFISH 3**

1. Be rescued by catching a rope
2. Perform a straddle entry and tread water for 30 secs whilst wearing a t-shirt. Remove t-shirt and climb out unassisted
3. Perform a head first and feet first surface dive
4. Scull feet first for 10m and head first for 10m
5. Swim 1 length back crawl incorporating a correct finish
6. Swim 1 length a recognised front stroke incorporating a correct finish; pupil's choice
7. Swim 1 length of a recognised front stroke incorporating a correct finish; pupil's 2nd choice
8. Swim 1 length butterfly; not suitable for under 7 year olds
9. Crouch. Spring up, pike, glide to the bottom of the pool, place both hands on the bottom and assume a handstand

**LEVEL 4 - SHARK 1**

1. Perform a reaching rescue
2. Compact jump and swim 10 m in a t-shirt, tread water for 30 secs, remove t-shirt and climb out
3. Swim 5m of a recognised front stroke, perform a head first surface dive and swim 5m underwater
4. Swim 5m, of a recognised front stroke, perform a feet first surface dive, tuck and swim 5m underwater
5. Swim 2 lengths of a recognised front stroke; pupil's choice
6. Swim 1 length of a recognised front stroke; pupil's 2nd choice
7. Swim 1 length Old English Backstroke
8. Swim 1 length front crawl demonstrating bilateral breathing
9. Perform a kneeling dive; depth of water permitting

**SHARK 2**

1. Throw a buoyant aid 3m to a target point in the pool
2. Enter the water with a star jump, swim 10m of a recognised stroke, tread water for 1min, swim 5m of a recognised stroke, surface dive, swim 3m underwater, surface, climb out of the pool unassisted. If shallow water substitute straddle jump or step jump
3. Swim 4 lengths during which the pupil performs two recognised strokes with a smooth transition and the correct turns
4. Swim 1 length during using a recognised stroke not undertaken in the 4 length swim
5. Wearing a T-shirt and shorts, swim 1 length sidestroke
6. Perform a plunge dive; depth of water permitting, if shallow water perform submerge and swim width of pool or 7m
7. Swim 4 x 1width individual medley incorporating the appropriate transition procedure at the end of each stroke

**SHARK 3**

1. Throw a rope over 5m
2. Dive or straddle jump in wearing a t-shirt and shorts, swim 25m in a recognised stroke, tread water for 1min, tread water or scull support for 1min waving one arm, surface dive, swim 5m underwater, surface and remove clothing; depth of water permitting
3. Swim 4 lengths of a recognised stroke on the front, incorporating the appropriate start, turns and finish; pupil's choice
4. Swim 2 lengths of a recognised front stroke, incorporating the appropriate start, turns and finish; pupil's 2nd choice
5. Swim 4 lengths back crawl incorporating the appropriate start, turns and finish
6. Swim 1 length of a fourth recognised stroke not undertaken in the other tests
7. Swim 4 x 1length individual medley incorporating the appropriate transition procedure at the end of each stroke
8. Perform a competitive start for two recognised strokes using two different stances that are legal for depth of water available

ADVANCED SWIMMER



Gold Swimmer

1. Swim 400 metres within 8 minutes using a recognised competition stroke.
 2. Swim 100 metres in 90 seconds.
 3. Swim 4 x 50 metres individual medley within 5 minutes.
 4. Perform two tucked back somersaults starting and finishing with a back layout.
 5. Perform two tucked front somersaults starting and finishing with a front layout.
 6. Scull 25 metres head first standard scull, support scull for 10 seconds and return reverse scull for 25 metres feet first.
 7. Tread water using the eggbeater leg action for 2 minutes (30 seconds x four directions).
 8. Tread water, catch a ball, rotate 360 degrees, swim 50 metres polo crawl passing and receiving the ball on four occasions during the swim. OR synchronise with a partner, swim 5 metres breaststroke, surface dive and swim 5 metres breaststroke underwater. Resurface and swim 10 metres front crawl, change direction, standard scull 10 metres, change direction, reverse scull 10 metres, feet first surface dive and swim 5 metres breaststroke underwater, resurface and swim 5 metres breaststroke.
 9. Swim 15 metres underwater in the prone position from a front push and glide.
 10. Swim 15 metres underwater in the supine position from a back push and glide.
- aid and accompany them back 10 metres to safety, assist them out onto the poolside.
9. Rescue a tired swimmer becoming unresponsive 15 metres away using a buoyant aid. Push the aid towards them and instructing them to grasp it, tow them back 15 metres to safety, assist them out onto the poolside.
 10. Explain three methods you could use to help if you discovered somebody in difficulty in the water.



Silver Swimmer

1. Swim 400 metres within 10 minutes using a recognised competition stroke.
2. Swim 100 metres in 2 minutes.
3. Swim 4 x 50 metres individual medley.
4. Perform a tucked back somersault starting and finishing with a back layout.
5. Perform a tucked front somersault starting and finishing with a front layout.
6. Scull 15 metres head first, support scull for 5 seconds and return 15 metres feet first.
7. Tread water using eggbeater leg action for 90 seconds (45 seconds x two directions).
8. Tread water, catch a ball, swim 25 metres polo crawl showing three changes in direction then pass the ball to another person. OR synchronise with a partner, swim 10 metres front crawl, change direction and swim 10 metres backstroke, change direction and swim 10 metres breaststroke.
9. Swim 10 metres underwater in the prone position from a front push and glide.
10. Swim 10 metres underwater in the supine position from a back push and glide.

Bronze Swimmer

1. Swim 200 metres within 6 minutes using a recognised competition stroke.
2. Swim 50 metres in 70 seconds.
3. Swim 6 widths performing front and back tumble turns.
4. Swim 3 widths breaststroke performing two-handed turns and a finish.
5. Swim 3 widths butterfly performing two-handed turns and a finish.
6. Swim 4 x 3 widths individual medley.
7. Perform a front and a back somersault.
8. Scull 15 metres head first and 15 metres feet first.
9. Tread water using eggbeater leg action for 1 minute.
10. Swim 25 metres polo crawl with a ball showing control by keeping the ball just in front of the head OR synchronise with a partner, swim 10 metres breaststroke and 10 metres backstroke.

ROOKIE LIFEGUARD

The Rookie Lifeguard programme at the Galleon Centre follows the programme set by the Royal Lifesaving Society.



ADULT

SERIES 1

1. Enter the water safely in any manner.
2. Hold the rail, trough or side of pool, submerge completely while keeping the feet on the bottom of the pool.
3. Hold a float(s) swim 10 metres, legs only in prone OR supine position, return to a standing position; pupil's choice.
4. Hold a float(s) swim 5 metres, legs only, in a position not undertaken in Test 3, return to a standing position; pupil's 2nd choice.
5. Free float for 5 seconds; pupil's choice and buoyancy aids may be used.
6. Push and glide to rail.
7. Leave the pool safely unaided.

SERIES 2

1. Enter the water safely.
2. Push and glide, swim 10 metres on the front.
3. Push and glide, swim 10 metres back paddle.
4. Retrieve an object from the bottom of the pool using both hands.
5. Hold a float(s) perform breaststroke leg kick for a distance of 10 metres.
6. Scull head first for a distance of 5 metres.
7. Hold the rail, trough or side of the pool and perform ten breath cycles.

SERIES 3

1. Enter the pool from the side without the use of steps.
2. Tread water for 1 minute.
3. Swim 25 metres from the deep end to the shallow end using any stroke in the prone position; pupil's choice.
4. Push and glide on the front and swim 10 metres in the prone position using a different stroke; pupil's 2nd choice.
5. Push and glide on the back and swim 25 metres using a backstroke, pupil's choice.
6. Retrieve an object from the bottom of the pool using both hands having executed a surface dive; performed in chest deep water.
7. Swim 10 metres on the front, roll onto the back and swim 10 metres on the back.
8. Perform a mushroom float, hold for 5 seconds, extend arms beyond the head with the legs together and straight, hold for 3 seconds and return to a vertical position.

SERIES 4

1. Swim 50 metres on the front with the correct start; pupil's choice.
2. Swim 50 metres on the back with the correct start; pupil's choice.
3. Swim 25 metres on the front; pupil's 2nd choice.
4. Tread water for 3 minutes.
5. Push and glide to the bottom of the pool and glide up.
6. Push and glide to the bottom of the pool and jump up.
7. Push and glide, bend at the hips to go into a handstand.
8. Plunge dive into deep water; depth permitting.

Frequently Asked Questions

Q: I am new to the area and I am interested in learning to swim.

A: Complete an application to be enrolled onto our waiting list and we will contact you prior to the next course commencing. (Spaces permitting)

Q: What if I am new to the area and I have participated in lessons before?

A: Telephone reception and leave your name on the assessment list. We will contact you prior to the enrolment to arrange a swim assessment.

Q: What if I have been participating in your lesson programme but I have missed 1 course due to holidays etc?

A: If you have missed 1 course e.g. course 2, you may enrol for course 3 on the last week of course 2. If you miss 2 or more courses you must put your name on the waiting list and we will contact you prior to the next course commencing. (Spaces permitting)

Q: When are the re-enrolment forms distributed?

A: On the 2nd last week of the present course at the end of the lesson.

Q: What if I am on holiday when the re-enrolment forms are being distributed?

A: If you are unable to uplift your re-enrolment form due to holiday/illness etc. The teacher will leave it at reception. It is up to you to uplift and complete the form.

Alternatively telephone reception and a member of staff will provide you with the necessary information and complete the re-enrolment form for you.

Q: Can I collect my re-enrolment form before the day and time of my class?

A: No. Re-enrolment forms cannot be uplifted prior to the stated week (i.e. 2nd last week of lessons) as they are with our Administration Department up until this point.

Q: When do the re-enrolment forms have to be returned by?

A: They must be returned to reception no later than 7.00pm on the Sunday of the second last week of the present course.

Q: What happens if I don't get my 1st or 2nd choice?

A: We will contact you by telephone on the Sunday night of the 2nd last week if your 1st & 2nd choice is unavailable and offer you an alternative.

Q: When do I make payment for the next course?

A: Payments can only be made on the last week of the lessons from 7.00am on the Monday morning until 6.00pm on the Friday evening. Payment can be made in person at reception or by telephone using a Credit/Debit Card. If you are unable to connect to reception (e.g. during busy periods) please dial extension 209 and leave your name and telephone number with the Duty Manager. We will call you back at our earliest convenience.

Q: Why can't I make payment as I return my re-enrolment form?

A: The re-enrolment process is not completed until Sunday evening of the 2nd last week and in addition as we have so many forms being returned at the one time this would create congestion at reception. However, you are free to submit a cheque when you submit your re-enrolment form. Please note that this does not guarantee a space in your class of choice.

Q: What if I miss the payment deadline?

A: If your booking is not paid by 6.00pm on the Friday evening of the last week of the present course it will be deleted and made available for re-sale.

Q: When do I receive my achievement badge?

A: When you are progressing to the next stage.

Q: If I miss more than 1 course of lessons do I have to be re-assessed or do I return to the class I was last in?

A: In most cases you will return to the class you left but if you feel you would prefer to be re-assessed please inform the receptionist as you leave your name on the waiting list.

Q: I am 3, 4, 5 years of age. What class should I enrol for?

A: Age 3 & 4 - Stanley 1-2; Age 5 - Stanley 3-4

Q: Why have I not been moved up a class?

A: You must meet the agreed criteria for your present class before progressing to the next stage

Q: Can I stay in the same class if I don't feel I am ready to move up?

A: If the instructor recommends you progress to the next stage you must do so. To remain in the present class and have met the necessary criteria will only restrict your future progress.

Q: Why must I pay admission fees when I have already paid for a course of lessons?

A: Admission fees are applicable to all non-card holders and cover entrance fee to the centre only. We recommend Admission Cards to all regular users of the Centre as this saves money during the course of the year

Q: What if I am on holiday when payment is due?

A: 1: Ask a friend to make payment for you on the due dates.
2: Telephone reception on the due dates with your Credit/Debit card details.
3: Post a cheque made payable to The Galleon Centre for the correct amount to arrive on or before the due dates. (Don't forget to include name, address, date of birth & class requested).

Q: What refunds are available should my child not complete the course?

A: Only under very extenuating circumstances (i.e injury or illness to the child preventing them from completing this course) will refunds be given the reasons being:
No children are allowed to join the course once it has started, bringing a new child in can create difficulties for the instructor and more importantly the other children in the class.
The waiting list is quite substantial at present and signing up for the course and then withdrawing, results in another child being excluded from this course
All calculations for the course are based on the class being full to be financially viable.
Should your child not complete the course for reasons other than those detailed above we will on receipt of written request offer complimentary tickets for use here at Galleon Centre to the value of the lessons left after the parent has withdrawn the child.

Health Conditions

All recorded health conditions will be collated by reception staff throughout week 1 of a new block. They will then be written into the relevant class register which can be found at the back of reception.

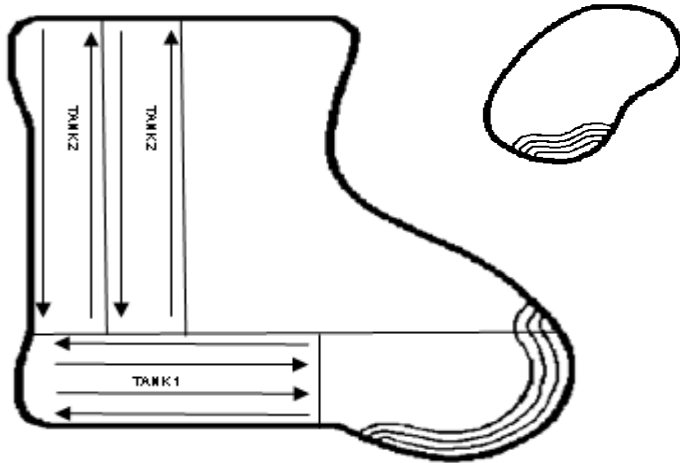
Equipment

Various teaching aids are used throughout the classes. These are cleaned on a weekly basis by Centre Attendant

SCHOOL LESSON PROGRAMME

The School lesson programme is run in conjunction with East Ayrshire Council.

There are four tanks that are used for school lessons.



Main Pool –

Tank 1 – Shallow end with Boom across

Tank 2 – Lanes

Tank 3 – Occasionally used depending on numbers – Bay area to steps

Tank 4 – Small Pool

School lessons run Monday – Friday throughout two terms with two time slots.
09:30 – 10:30 and 11:00 – 12:00

They work to a different criterion which has been set up in line with the School Programme National Award, by Scottish Swimming – Triple S.

EAST AYRSHIRE SCHOOL SWIMMING AWARDS**LEVEL ONE**

1. Enter/Exit Water using steps/ladders (sitting entry)
2. Blow Bubbles.
3. Walking in water.
4. Prone Float with swimming aids.
5. Kick over 2 metres using swimming aids.

LEVEL TWO

1. Enter/Exit (including standing entry jumps)
2. Prone and Supine Floats (with aids)
3. Ring/Stick picked up off bottom of pool.
4. Exhale underwater.
5. Kicks over 5 metres a) Front Crawl b) Back Crawl
6. Swim 10 metres
7. Tread Water (Shallow water)

LEVEL THREE – MEETS TRIPLE S SCOTLAND SAFE SWIMMER

1. Prone and Supine Floats (No Aids) – float on front then transition on to back – 5 seconds each
2. Push and Glide on the surface for a minimum of 4metres
3. Jump in and submerge under water breathing out underwater and in on surface
4. Kick over 10 metres a) Front Crawl b) Back Crawl c) Breaststroke d) Butterfly
5. Somersaults front and back
6. Perform HELP position for 30seconds whilst calling for help and waving an arm to attract attention
7. Answer four Water Safety Questions
8. Swim 25 metres without putting your feet on the floor or stopping

LEVEL FOUR

1. Push and Glide/Kick and Exhale over 5 metres.
2. Kick over 25 metres a) Front Crawl b) Back Crawl c) Breaststroke d) Butterfly
3. Tread Water (deep water)
4. Sculling head first for 10metres hold a stationary position and scull feet first for 10metres
5. Perform 3 floating positions linking them together
6. Surface dive from a horizontal position and swim underwater for 3metres.
7. Swim 2x 25 meters using two different strokes over each 25m
8. Answer four Water Safety Questions relating to rivers, ponds, lakes, etc.

LEVEL FIVE

1. Push and Glide Underwater
2. Surface Dive a) Head first b) Feet first
3. Swim 25 meters a) Front Crawl b) Back Crawl c) Breaststroke d) Butterfly
4. Tread Water for 3minutes
5. Swim 50 Meters

LEVEL SIX

1. Swim one Individual Medley using correct turns
2. Jump into the pool using a two footed take off and straight body entry. Exit by climbing out at the side
3. Swim 50meters a) Front Crawl b) Back Crawl c) Breaststroke d) Butterfly
4. Tread Water in a vertical position for 45secs
5. Swim 25metres in a t-shirt and shorts

The Galleon Leisure Centre and East Ayrshire Council
presents

Level _____

School Swimming Awards

in recognition of their performance during School Swimming Lessons.

Carol Thomson
Signature— Carol Thomson, Duty Manager Galleon
March 2013
Date

Cheryl Brady
Signature— Cheryl Brady, Active Schools Manager
March 2013
Date




SCHOOL SWIMMING AWARDS CRITERIA

LEVEL ONE

1. Enter/Exit Water using steps/ladders (sitting entry)
2. Blow Bubbles.
3. Walking in water.
4. Prone Float with swimming aids.
5. Kick over 2 metres using swimming aids.

LEVEL TWO

1. Enter/Exit (including standing entry jumps)
2. Prone and Supine Floats (with aids)
3. Ring/Stick picked up off bottom of pool.
4. Exhale underwater.
 - a) Front Crawl
 - b) Back Crawl
6. Swim 10 metres
7. Tread Water (Shallow water)

LEVEL THREE

1. Prone and Supine Floats (No Aids)
2. Push and Glide on the surface for a minimum of 4 metres
3. Bobbing (x10) exhale under water/inhale on surface
4. Kick over 10 metres
 - a) Front Crawl
 - b) Back Crawl
 - c) Breaststroke
 - d) Butterfly
5. Somersaults front and back
6. Perform HELP position for 1minute whilst calling for help and waving an arm to attract attention
7. Answer four Water Safety Questions
8. Swim 25 metres including a roll

LEVEL FOUR

1. Push and Glide/Kick and Exhale over 5 metres.
2. Kick over 25 metres
 - a) Front Crawl
 - b) Back Crawl
 - c) Breaststroke
 - d) Butterfly
3. Tread Water (deep water)
4. Sculling head first for 10metres hold a stationary position and scull feet first for 10metres
5. Perform 3 floating positions linking them together
6. Surface dive from a horizontal position and swim underwater for 3metres.
7. Swim 2x 25 meters using two different strokes over each 25m
8. Answer four Water Safety Questions relating to rivers, ponds, lakes, etc.

LEVEL FIVE

1. Push and Glide Underwater
2. Surface Dive
 - a) Head first
 - b) Feet first
3. Swim 25 metres
 - a) Front Crawl
 - b) Back Crawl
 - c) Breaststroke
 - d) Butterfly
4. Tread Water for 3minutes
5. Swim 50 Meters

LEVEL SIX

1. Swim one Individual Medley using correct turns
2. Jump into the pool using a two footed take off and straight body entry. Exit by climbing out at the side
3. Swim 50meters
 - a) Front Crawl
 - b) Back Crawl
 - c) Breaststroke
 - d) Butterfly
4. Tread Water in a vertical position for 45secs
5. Swim 25metres in a t-shirt and shorts

SWIMMING LESSON ENROLMENT PROCEDURE

INTRODUCTION

During week 2 of each swimming lesson course, it is time to commence preparations for the re-enrolment of the next course.

This step-by-step guide should be followed to the letter to ensure the process is completed as smoothly as possible.

STEP 1 PRINT CURRENT BOOKEE LIST

Print a bookee list for each class in the current course.

- (i) Double click on class on booking sheet.
- (ii) Click on bookees.
- (iii) Click print.
- (iv) Click on box at information to display.
- (v) Click print.
- (vi) Click exit.
- (vii) Repeat whole process for each class.

Each bookee list will detail names and member ID for each pupil. If no member ID is displayed this will more than likely mean that the pupil is new to the lesson programme.

STEP 2 INPUTTING NEW BOOKEES TO THE GLADSTONE SYSTEM

Upon completion of this process, all new comers must now be added into the Gladstone system.

Working from Monday through to Sunday, the following process should be adhered to.

- (i) Click on "Main" on left hand side task bar.
- (ii) Click on "Members".
- (iii) Click on "New" icon, member ID will automatically be displayed.
- (iv) Add in name, address and telephone number for new pupils. Please refer to bookee list for this information (alternatively, this information will be on the waiting list request form).
- (v) Change price level to non-member junior.
- (vi) Click on save.
- (vii) Click on "Subscription" icon.
- (viii) Add a swimming lesson subscription by clicking on "New" icon within the subscriptions window.
- (ix) Type in "SWIML" at flashing cursor.
- (x) Press enter.
- (xi) Click save on the subscription allocation window.
- (xii) Click on "X" on top right of that window to close it.
- (xiii) Detail the bookees ID number on the front of their enrolment form.
- (xiv) The forms should now be filed with the bookee list in the appropriate teachers folder at the correct date.

This process must be completed for each new bookee.

STEP 3 LOCATING ENROLMENT FORMS

For all pupils with a member ID displayed (these will be existing pupils), locate their re-

enrolment form from the “Accommodated Pupils” file. For all pupils without a member ID displayed (these will be new pupils), please adhere to the following procedure:

- (i) Locate a blank enrolment form from the file. (Appendix 1)
- (ii) Enter the bookers name on the front of the form.
- (iii) These forms, together with the existing pupils forms, should now be filed with the booker list in the appropriate class at the correct day.

COMPLETE THIS PROCESS FOR ALL CLASSES MONDAY THROUGH TO SUNDAY.

STEP 4 INPUTTING CLASSES & BLOCKS TO GLADSTONE SYSTEM

Obtain a class list without codes from administration. Classes should now be inputted to the Gladstone system using the following process:

Sign into the Gladstone system under the following ID:

ID – 29

PASSWORD – SWIM

- (1) Click on configuration on top task bar.
- (2) Position cursor over bookings on drop down list.
- (3) Click on reservations on next drop down list.
- (4) Click on “New” icon in reservations window.
- (5) Click on dice. This will generate a random course ID, which should be detailed on the class list.
- (6) Click on description and input the name of the course e.g. First Steps 5-8 MON 4.00pm.
- (7) Click on box at activity group.
- (8) Type in swim and press enter.
- (9) At duration type in duration of class in minutes e.g. Adults 45, Juniors 30 (Please note that the Aquatic Skills classes are 60 minutes long)
- (10) Press tab to move down to maximum bookers and input the maximum that can be accommodated in that class (see below).
- (11) Press tab to move down to minimum bookers and input the minimum that can be accommodated in that class (see below).

STARFISH (ADULT/CHILD)	10 MAX	6 MIN
STANLEY 1-2	10 MAX	6 MIN
STANLEY 3-4	10 MAX	6 MIN
STANLEY 5-6	10 MAX	6 MIN
STANLEY 7	10 MAX	6 MIN
OCTOPUS (7yrs +)	10 MAX	6 MIN
GOLDFISH	12 MAX	6 MIN
ANGELFISH	12 MAX	6 MIN
SHARK	12 MAX	6 MIN
ADVANCED SWIM	12MAX	6 MIN
ROOKIE LIFEGUARD	12 MAX	6 MIN
ADULTS	12 MAX	6 MIN
- (12) Click on dates tab.
- (13) Click on large arrow at start date and a calendar will appear.
- (14) Choose appropriate start date by clicking on it.
- (15) Click on large arrow at end date and calendar will appear.
- (16) Choose appropriate end date by clicking on it, i.e. the appropriate date which the course is programmed to end on.
- (17) Click on start time and input appropriate time. The system operates on the 24-hour clock.
- (18) Click on the appropriate day on the column on the right.

- (19) If lessons are off during the course (e.g Easter/October holidays), click on 'add' button next to 'excluded dates' and then click on the appropriate date(s).
- (20) Click on products tab.
- (21) Click on add product.
- (22) Scroll down list until the appropriate code for pricing is visible or type it in at flashing cursor.

Price codes are as follows:

Starfish 30 minutes: 10 week course – G0245

Normal 30 minute and 45 minute classes: 10 week course – G0020

Advanced Swimmer/Rookie Lifeguard Skills 45 minute classes: 10 week course – G0222

- (23) Press enter and price product will be displayed.
- (24) Click on add product.
- (25) Scroll down list until the appropriate code for area is visible or type it in at flashing cursor. Area codes are as follows:

STARFISH	TPA1 & TPA2
STANLEY 1-2	TPA1
STANLEY 3-4	TPA1
STANLEY 5-6	TPA2
STANLEY 7	TPA1 & TPA2
OCTOPUS	TPA1 & TPA2
GOLDFISH	SPL1
ANGELFISH	SPL2
SHARK	SPL3
ADVANCED SWIM	SPL4
ADULT BEGINNERS	SPL1 & SPL2
ADULT IMPROVERS	SPL3 & SPL4

- (26) Press enter and area product will be displayed.

THERE SHOULD ALWAYS BE ONE PRICE PRODUCT DISPLAYED AND AT LEAST ONE AREA PRODUCT DISPLAYED (SOME CLASSES WILL HAVE TWO AREA PRODUCTS).

- (27) Click on payments tab.
- (28) Ensure the "All bookees pay" button is highlighted.
- (29) Click on the box at "course" to display P
- (30) Click on the box at "charge products once" to display P. This will automatically grey out and display a P at "produce one sale".
- (31) Click on more details tab.
- (32) Click on box at background colour. A range of colours will be displayed.
- (33) Click on colour appropriate to class. See below.

Class colours are as follows:

STARFISH	DARK GREEN
STANLEY 1-2	PEACH
STANLEY 3-4	LIGHT GREEN
STANLEY 5-6	BLUE
STANLEY 7	RED

OCTOPUS	GREY
GOLDFISH	LIGHT PINK
ANGELFISH	YELLOW
SHARKS	CERISE PINK
ADVANCED SWIM/ROOKIE LIFEGUARD	AQUA
ADULT BEGINNERS	PURPLE
ADULT IMPROVERS/ADVANCE	ORANGE

Click on ok.
Click on save.

Class details are now programmed and saved. This process must now be repeated for all classes.

STEP 5 UPDATING CLASS LIST AND ENROLMENT PROCEDURES

Arrange to have new class list with new codes typed up in Administration. At the same time the Customer Re-enrolment procedures (Appendix 3) should also be updated to include the new dates. Both documents can be located on the system by following these steps:

- (i) Double click on My Computer.
- (ii) Double click on Y Drive.
- (iii) Double click on Reception folder.
- (iv) Double click on Swimming Enrolment Info folder.
- (v) Double click on appropriate course icon. E.g. class list, front page and customer re-enrolment procedures.

Both documents should then be updated with new dates and codes. Print out both documents and after proof reading, photocopy the appropriate number and place one of each with the enrolment form in each bookers file.

STEP 6 UPLIFT/RETURN OF FORMS (TEACHERS RESPONSIBILITIES)

Re-enrolment forms should be uplifted by the teachers from the Monday of the third last week of the current course. They must be completed by the teacher and returned to reception no later than 3pm on the Sunday of the third last week of the current course. Teachers should detail what class the pupil has to be booked in for in the appropriate box.

Teachers will sign their initials in the stayer or mover box. They will mark the certificate to be awarded in the grid on the enrolment form. Codes for certificates/awards can be found on Appendix 8.

STEP 7 NEW COURSE REFERENCE NO'S RE-ENROLMENT FORMS

When the completed forms are returned to reception by the teachers, reception staff should complete section 1 on the enrolment form if the pupil is staying in the same class and input a certificate & badge if awarded.

THIS PROCESS MUST BE COMPLETED BY 12 NOON ON THE MONDAY OF THE SECOND LAST WEEK OF THE CURRENT SWIMMING LESSON COURSE.

STEP 8 DISTRIBUTION AND RETURN OF ENROLMENT FORMS

- (i) From Monday of the second last week of the current course all instructors will uplift their completed folders from reception and distribute the re-enrolment packs to all pupils at the end of their lesson. This means that all pupils will have received their re-enrolment packs by the end of the second last week. Any forms not distributed due to absence will be returned to reception each day and placed in the relevant folder.
- (ii) (The parent will then complete options 1 & 2 on the re-enrolment form if the 'mover' box is ticked or the class detailed in section 1 is unsuitable **(Movers)**. If the new course reference is suitable then options 1 & 2 can be ignored **(Stayers)**).
- (iii) All forms must be returned to reception no later than 7.00pm on the Sunday of the second last week. If the pupil misses the second last week of lessons due to illness, holiday etc. and does not uplift their re-enrolment form from the instructor, then they will have to phone reception to ascertain if they are moving or staying. Reception will then be responsible for entering new course details on the re-enrolment form.
- (iv) On the second last week of the course the re-enrolment forms are returned by the customer to reception. The swimming instructors should check if the child is moving up a class and if so issue the necessary badge. The re-enrolment form should then be placed in either the movers or stayers box.

STEP 9 INPUTTING BOOKEES TO COURSES IN THE GLADSTONE SYSTEM**(i) Stayers**

Each night of the second last week (normally from 9.30pm Monday to Friday, 5.00pm on Saturday and Sunday) the receptionist(s) on duty will be responsible for booking in pupils who are staying in the same class. The following process should be adhered to:

- (a) Remove enrolment forms from stayers box.
- (b) Click on booking sheet on left hand task bar.
- (c) Scroll along top tabs until Swimming Pool and Teaching Pool tabs become visible.
- (d) Click on appropriate tab.
- (e) Double click on appropriate class.
- (f) Click on Book.
- (g) Type in member ID at flashing cursor and press enter.
- (h) The 'official use only' box on the form should be completed and the form should be filed in the swimming cabinet in alphabetical order.
- (i) Repeat steps (e) + (h) for every bookee. The booking in of stayers is now complete.

(ii) Movers

On the Sunday evening of the second last week when all the stayers have been accommodated it is now time to input all movers.

- (a) Remove enrolment forms from movers box.

- (b) Arrange movers forms into class and day order attempting to accommodate all pupils in to their first option. If this cannot be achieved then the pupils must be booked in to their second option.

This part of the process will require an element of “re-arranging” pupils to ensure every mover is accommodated.

- (c) Click on booking sheet on left hand task bar.
- (d) Scroll along top tabs until Swimming Pool and Teaching Pool tabs become visible.
- (e) Click on appropriate tab.
- (f) Double click on appropriate class.
- (g) Click on Book.
- (h) Type in member ID at flashing cursor and press enter. Complete ‘official use only’ box on enrolment form.
- (i) Repeat steps (g) + (h) for every bookee in that particular class. The booking in of movers for that particular class is now complete.
- (j) Repeat steps (e) to (i) for all classes.

The booking in of all movers is now complete. All forms should then be filed in the swimming cabinet in alphabetical order.

(ii) Unaccommodated Movers

In the event of a moving pupil not being accommodated in to their first or second option the receptionist who has been designated to perform the bookings process should contact the pupil and agree an alternative day and time. This alternative should then be detailed in the enrolment form and highlighted.

PLEASE NOTE

If the re-arranging of the movers is done properly and enough thought is put into it, all pupils should be accommodated in to their first or second option and no movers should be unaccommodated.

STEP 10 LATE RETURNS

(i) Late Returns – Sunday Night

Customers who return their form after 7.00pm on the 2nd last week should be informed they have missed the deadline. As the re-enrolment process will have been started the customer should be informed of this but their form passed to the designated receptionist anyway. These should be dealt with when Section 10 “Inputting Bookees” has been completed.

(ii) Late Returns – Monday Onwards

Customers who return their form on the last week should also be informed they have missed the deadline and should be offered what is available. The receptionist should process the booking, initial the form and the appropriate part on the back

page completed. The form should then be filed in the Accommodated Pupils file alphabetical order A-Z.

If the customer wishes to make payment there and then this should be accepted as payment can be taken from 7.00am on Monday morning of the last week. If they don't wish to pay at that moment they should be informed to pay before 6.00pm on Friday.

11. UNPAID BOOKINGS

All bookings must be paid by 6pm on the Friday evening of the last week.

For any bookings, which remain unpaid at this time, the following process must be strictly adhered to. The reception staff on duty are responsible for this.

- (i) In the Gladstone System, double click on class and check which, if any, pupils remain unpaid.
- (ii) Record the appropriate details on the "Unpaid Pupils Monday – Friday Sheet". (See Appendix 4)
- (iii) Click on the grey box to the left of the Bookees name and this will highlight the booking.
- (iv) Click cancel.
- (v) The system will ask if you are sure you wish to cancel. Click "yes". The booking is now removed from the Gladstone System.

REPEAT THIS PROCESS FOR ALL CLASSES.

When this process has been completed the receptionist should locate all enrolment forms for unpaid existing pupils. These will be in the swimming cabinets. * Please note there will be no enrolment forms compiled yet for new pupils i.e. those who have joined from the waiting list. All enrolment forms for unpaid pupils should be removed and filed, together with the unpaid pupils sheet, in the unpaid folder.

12. LATE PAYMENTS – FRIDAY NIGHT ONWARDS

If a pupil wishes to pay after the payment deadline they should be informed that they have missed the deadline and payment cannot be taken till after 7pm. Inform the customer we will try our best to accommodate them.

After 7pm

- (i) Locate their enrolment form from the unpaid folder.
- (ii) Check the Gladstone System to ascertain if their space is still available.

- (ii) If their space is still available, inform the pupil of this and re-book them ensuring payment is made at this point.
- (iv) If their space has been taken by a pupil on the waiting list or a late return then the pupil should be offered a suitable alternative, if there are any, and payment taken.
- (v) After the booking has been completed, the 'official use only' box on the enrolment form should be amended (if necessary) and the enrolment form should then be filed in the accommodated pupil file and the unpaid pupils sheet completed appropriately.

13. WAITING LIST

For anyone enquiring about swimming lessons e.g. new to the area or not involved in the lesson programme at present the following process should be adhered to.

- (i) If the enquiry is by telephone take the customers details and inform them that an information pack (Appendix 5) will be forwarded to them. When they receive the pack they should complete the waiting list form and return it at their earliest convenience. The customers details should be forwarded to the administration department to ensure a pack is sent out.
- (ii) If the enquiry is in person at reception, the customer should be given an information pack (Appendix 5) and informed that they should complete the waiting list form and return it at their earliest convenience. They may complete the form there and then if they wish.
- (iii) When the waiting list forms are returned to the centre, the forms should be passed to the Senior Receptionist, who will then input details to the appropriate spreadsheet and the form signed, dated and filed in the A-Z expanding waiting list file.

14. TELEPHONING THE WAITING LIST

From the Monday of the last week of the lessons, designated reception staff will start phoning the customers on the waiting list to try and accommodate them in to the lesson programme. Due to the complexities involved in the bookings, payments and deadlines etc there are two processes involved in this. The first process concerns all customers phoned between Monday and Friday (at 6pm) and the second process concerns all customers being phoned on Saturday and Sunday.

Messages should be left on answering machines asking customers to contact us if they are still interested in starting swimming lessons. It should be made clear, however, that places will be sold on a first come first served basis. Also, the receptionist should ask if the pupil has any allergies/illnesses/conditions that the teacher should be aware of.

Process 1 (Monday to Friday 6pm)

The Office Manager or Senior Receptionist will

- (ii) Print a copy of each waiting list.
- (iii) The receptionists should then commence phoning each customer and offer them the spaces available. Refer to section 10(i) (b) to (f) then press enter. Type in the pupil's surname in the 'last name' box. Click once on the 'first name' box and enter pupil's first name. Click once on the 'information' box and enter the pupil's address, phone number and any allergies/illnesses/conditions the pupil has. Click on save. The course price should now appear. Click on enter and the pupil is now booked in.
- (iv) Inform the customer of the total cost and take payment. If the customer is unable to pay e.g. no credit/debit card, they should be informed that we must have payment by 6pm on Friday.

Process 2 (Saturday to Sunday)

- (i) Print a copy of each waiting list.
- (ii) The receptionists should then commence phoning each customer and offer them the spaces available. Refer to section 10(i) (b) to (f) then press enter. Type in the pupil's surname in the 'last name' box. Click once on the 'first name' box and enter pupil's first name. Click once on the 'information' box and enter the pupil's address, phone number, and any allergies / illnesses / conditions the pupil has. Click on save. The course price should now appear. Click on enter and the pupil should now appear. Click on enter and the pupil is now booked in.

15. TELEPHONING THE WAITING LIST (CONTINUED)

- (iii) Inform the customer of the total cost and take payment. If the customer is unable to pay e.g. no credit/debit card they should be informed that we must have payment by 10pm on the Sunday. Bookees who do not pay at the time of booking should be detailed on the "Unpaid newcomers booked Sat/Sun" form. (Appendix 6) This form should then be used on the Monday morning to check which customers remain unpaid and will avoid the tedious process of checking every class. For unpaid bookees follow section 12(i) to (v).

16. PRINTING CLASS LISTS FOR INSTRUCTORS

When all unpaid bookees have been removed from the Gladstone System it is now time to print all class lists for instructors. (Appendix 7)

- (i) Using the Senior Receptionists P.C. log in to the Gladstone System using your own I.D.
- (ii) Double click on class.
- (iii) Click on Bookees tab.
- (iv) Click on enrolment list.

- (v) Double click on course enrolment list.
- (vi) Click on “printer” button under “display”.
- (vii) Click on drop down arrow and select printer. Printer to be selected should be MRM/SQL(photocopier).
- (viii) Click O.K.
- (ix) Click exit.

In addition to the class list teachers should receive a class print out from MRM. To do this:

1. Double click on class
2. Press Print
3. Select the information box
4. Then press print

THIS PROCESS MUST BE REPEATED FOR ALL CLASSES.

Upon completion of this process all class lists should be arranged into order for all teachers and forwarded to reception for uplift. Teachers will start uplifting class lists from around 12 noon.

17. HOLIDAYS

During the 5 blocks of lessons customers will be entitled to the following holidays

Block 2 – 2 weeks
Block 3 – 2 weeks
Block 4 – 1 week

These holidays co-inside with the Easter, Summer and October School Holidays.

18. SURVEYS

Surveys will be carried out at the end of block 1 and 4 per annum to gain an understanding of customers feedback.

PRIVATE SWIMMING LESSONS
RE-ENROLMENT PROCEDURE FOR BLOCK BOOKINGS

STEP 1

On the third week of the course, swimming instructors will distribute re-enrolment letters to all pupils after their lesson.

STEP 2

Parents/Guardians will book and pay at reception to re-enrol. All bookings must be made no later than 7pm on the last Sunday of week 4.

Notes

- Payment will be made as a block.
- Lesson payments can be made at our main reception or by telephone using credit/debit cards on 01563 524014.
- Admission fees will be applicable to non-members
- Teacher continuity will be kept as much as possible. Subject to availability.
- Holidays - Two per annum can be applied for must be applied for on booking/payment

On Monday of week 5 the waiting list can be phoned to fill any available spaces. Registers will be completed by the end of week 5 and handed to the relevant instructor.

Price Codes are as follows:



Private 1:1 - G0028
Private 1:2 - G0516

Course No. (2013/2014)	13 2	13 3	13 4	13 5	14 1	14 2	Disc	COMMENTS
Starfish								
Stanley 1/2								
Stanley 3/4								
Stanley 5/6								
Stanley 7 (to GF)								
Octopus (To Stan 7 or GF)								
Goldfish (GF)								
Angelfish								
Shark								
Advanced Swimmer								
Adult Beginners								
Adult Imp/Adv								

To ensure the enrolment process operates as smoothly as possible we would ask that you please read carefully all information relative to return dates and payment dates. If payment is not received by the specified date then the space will be made available to other pupils.

ADMISSION FEES WILL BE APPLICABLE TO NON-MEMBERS

SWIMMING LESSON ENROLMENT FORM 2013-2014

NAME:.....
 NUMBER:.....
 D.O.B:.....

COURSE 2 (2013)

Class: Day: Time:

COURSE 3 = MONDAY 17.06.13 - SUNDAY 25.08.13

STAYER	MOVER
If this is ticked section 1 will already be completed. If this class day/time is unsuitable please complete section 2. (Options 1 & 2)	If this is ticked ignore section 1 and complete section 2 (Options 1 & 2)

SECTION 1

Class: Day: Time:

SECTION 2

	OPTION 1	OPTION 2
CLASS		
DAY		
TIME		

OFFICIAL USE ONLY

Class Booked

Class:

Day:

Time:

Booked by:

Date Booked:

COURSE 4 = MONDAY 26.08.13 - SUNDAY 03.11.13

STAYER	MOVER
If this is ticked section 1 will already be completed. If this class day/time is unsuitable please complete section 2. (Options 1 & 2)	If this is ticked ignore section 1 and complete section 2 (Options 1 & 2)

SECTION 1

Class: Day: Time:

SECTION 2

	OPTION 1	OPTION 2
CLASS		
DAY		
TIME		

OFFICIAL USE ONLY

Class Booked

Class:

Day:

Time:

Booked by:

Date Booked:

COURSE 1 = MONDAY 27.01.14 - SUNDAY 06.04.14

STAYER	MOVER
If this is ticked section 1 will already be completed. If this class day/time is unsuitable please complete section 2. (Options 1 & 2)	If this is ticked ignore section 1 and complete section 2 (Options 1 & 2)

SECTION 1

Class: Day: Time:

SECTION 2

	OPTION 1	OPTION 2
CLASS		
DAY		
TIME		

OFFICIAL USE ONLY

Class Booked

Class:

Day:

Time:

Booked by:

Date Booked:

COURSE 5 = MONDAY 04.11.13 - SUNDAY 26.01.14

NO LESSONS
MONDAY 23RD DECEMBER 2013 TO SUNDAY 5TH JANUARY 2014

STAYER	MOVER
If this is ticked section 1 will already be completed. If this class day/time is unsuitable please complete section 2. (Options 1 & 2)	If this is ticked ignore section 1 and complete section 2 (Options 1 & 2)

SECTION 1

Class: Day: Time:

SECTION 2

	OPTION 1	OPTION 2
CLASS		
DAY		
TIME		

OFFICIAL USE ONLY

Class Booked

Class:

Day:

Time:

Booked by:

Date Booked:

COURSE 2 = MONDAY 07.04.14 - SUNDAY 15.06.14

STAYER	MOVER
If this is ticked section 1 will already be completed. If this class day/time is unsuitable please complete section 2. (Options 1 & 2)	If this is ticked ignore section 1 and complete section 2 (Options 1 & 2)

SECTION 1

Class: Day: Time:

SECTION 2

	OPTION 1	OPTION 2
CLASS		
DAY		
TIME		

OFFICIAL USE ONLY

Class Booked

Class:

Day:

Time:

Booked by:

Date Booked:

	CERTIFICATE TO BE GIVEN - SIGN	COURSE
BRONZE 1		
BRONZE 2		
BRONZE 3		
SILVER 1		
SILVER 2		
SILVER 3		
GOLD 1		
GOLD 2		
GOLD 3		

ROOKIE LIFEGUARD ENROLMENT FORM 2013-2014



NAME:.....

NUMBER:.....



	CERTIFICATE TO BE GIVEN - SIGN	COURSE
LIFE SUPPORT		
ACHIEVEMENT 1		
ACHIEVEMENT 2		
WATER SAFETY		
PADDLEBOARD		
COMMUNICATIONS		
BEACH		
MASTER		

COURSE	2013		2014	
	STARTS	FINISHES	STARTS	FINISHES
1	28.01	07.04	27.01	06.04
2	08.04	16.06	07.04	15.06
3	17.06	25.08	16.06	24.08
4	26.08	03.11	25.08	02.11
5	04.11	27.1.14	03.11	25.01.15

The second table of awards are additional awards gained through the Rookie programme. These are subject to availability.
 To ensure the enrolment process operates as smoothly as possible we would ask that you please read carefully all information relative to return dates and payment dates.
 If payment is not received by the specified date then the space will be made available to other pupils.

ADMISSION FEES WILL BE APPLICABLE TO NON-MEMBERS

COURSE 1 2013			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 2			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 3			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 4			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 5			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 1 2014			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 2			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 3			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 4			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

COURSE 5			STAYER	MOVER
MOVER			OFFICIAL USE ONLY	
CLASS	OPTION 1	OPTION 2	Class:	
DAY			Day:	
TIME			Time:	
			Booked by:	
			Date Booked:	

SECTION 5

**PRIVATE LESSONS
ENROLMENT FORM
2013**



NAME:

NUMBER:

D.O.B:



INSTRUCTOR-
DAY-
TIME-

HOLIDAYS TAKEN For 2013	Holiday x 1 Date.....	Holiday x 2 Date.....
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COURSE 1 2013 - 28TH JANUARY - 3RD MARCH

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked: Certificate Given
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COURSE 2 2013 - 4TH MARCH - 7TH APRIL

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked: Certificate Given
---------------------	--

**SWIMMING/SWIMLESS/PRIVESS/
PUB/PRIVLESSENFORMM1212**

	CERTIFICATE TO BE GIVEN - SIGN	COURSE
Stanley 1		
Stanley 2		
Stanley 3		
Stanley 4		
Stanley 5		
Stanley 6		
Stanley 7		
Octopus		
Goldfish 1		
Goldfish 2		
Goldfish 3		
Angelfish 1		
Angelfish 2		
Angelfish 3		
Shark 1		
Shark 2		
Shark 3		
Bronze Swimmer		
Silver Swimmer		
Gold Swimmer		

To ensure the enrolment process operates as smoothly as possible we would ask that you please read carefully all information relative to return dates and payment dates. If payment is not received by the specified date then the space will be made available to other pupils.

ADMISSION FEES WILL BE APPLICABLE
TO NON-MEMBERS

COURSE 3 2013 - 8TH APRIL - 12TH MAY

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked:
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COURSE 4 2013 - 13TH MAY - 16TH JUNE

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked:
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COURSE 5 2013 - 17TH JUNE - 23RD JULY

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked:
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COURSE 6 2013 - 22ND JULY - 25TH AUGUST

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked: Certificate Given
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COURSE 7 2013 - 26TH AUGUST - 29TH SEPTEMBER

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked: Certificate Given
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COURSE 8 2013 - 30TH SEPTEMBER - 3RD NOVEMBER

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked:
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COURSE 9 2013 - 4TH NOVEMBER - 8TH DECEMBER

<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked:
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COURSE 10 2013 - 9TH DECEMBER - 26TH JANUARY 2014

NO LESSONS 23.12.13 - 04.01.2014	
<u>COMMENTS BOX</u>	<u>COURSE CLASS BOOKED</u> Teacher: Day: Time: Booked by: Date Booked: Certificate Given

SECTION 5

	CERTIFICATE TO BE GIVEN - SIGN	COURSE
Stanley 1		
Stanley 2		
Stanley 3		
Stanley 4		
Stanley 5		
Stanley 6		
Stanley 7		
Octopus		
Goldfish 1		
Goldfish 2		
Goldfish 3		
Angelfish 1		
Angelfish 2		
Angelfish 3		
Shark 1		
Shark 2		
Shark 3		
Bronze Swimmer		
Silver Swimmer		
Gold Swimmer		

To ensure the enrolment process operates as smoothly as possible we would ask that you please read carefully all information relative to return dates and payment dates. If payment is not received by the specified date then the space will be made available to other pupils.

ADMISSION FEES WILL BE APPLICABLE TO NON-MEMBERS

COURSE 3 2013 - 8TH APRIL - 12TH MAY

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked:

COURSE 4 2013 - 13TH MAY - 16TH JUNE

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked:

COURSE 5 2013 - 17TH JUNE - 23RD JULY

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked:

COURSE 6 2013 - 22ND JULY - 25TH AUGUST

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked: Certificate Given



PRIVATE LESSONS 1:2 ENROLMENT FORM 2013

NAME 1 & ID NUMBER:

NAME 2 & ID NUMBER:



INSTRUCTOR- DAY- TIME-

HOLIDAYS TAKEN For 2013	Holiday x 1 Date.....	Holiday x 2 Date.....
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COURSE 1 2013 - 28TH JANUARY - 3RD MARCH

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked: Certificate Given

COURSE 2 2013 - 4TH MARCH - 7TH APRIL

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked: Certificate Given

SWIMMING/SWIMLESS/PRIVESS/
PUB/PRIVLESSENRF0M041212

COURSE 7 2013 - 26TH AUGUST - 29TH SEPTEMBER

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked: Certificate Given

COURSE 8 2013 - 30TH SEPTEMBER - 3RD NOVEMBER

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked:

COURSE 9 2013 - 4TH NOVEMBER - 8TH DECEMBER

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked:

COURSE 10 2013 - 9TH DECEMBER - 26TH JANUARY 2014

NO LESSONS 23.12.13 - 04.01.2014

COMMENTS BOX	COURSE CLASS BOOKED
	Teacher: Day: Time: Booked by: Date Booked: Certificate Given

RISK ASSESSMENTS

Risk Assessments relevant to the Swimming Lessons are as follows -

Task	Risk Assessment Number	Risk Level
Starfish Lessons (Adult & Children under 3 years)	SWIM1	Medium
Stanley Lessons Levels 1-4 & Octopus Levels 1-3	SWIM2	Medium
Stanley Lessons Levels 5-7	SWIM3	Medium
Goldfish & Angelfish	SWIM4	Medium
NARS Cross	SWIM5	Medium
Shark & Aquatics	SWIM6	Medium
Pool Lifeguard	SWIM7	Medium
School Lessons	SWIM8	Medium
Special Needs & Disabilities in Swimming Lessons	SWIM9	Medium
Swimming Teaching	SWIM10	Medium
Private Lessons 1:1	SWIM11	Medium
Private Lessons 1:2	SWIM12	Medium
Rookie Lifeguard	SWIM13	Medium

Risk Assessments are reviewed on an annual basis.
All Risk Assessments can be found in the Deputy General Managers Office

MANUAL HANDLING ASSESSMENT

Task	Risk Assessment Number	Risk Level

All Manual Handling Assessments can be found in the Deputy General Managers Office

GALLEON LEISURE CENTRE PSOP

SECTION 6 EMERGENCY ACTION PLAN

EMERGENCY ACTION PLAN

Introduction

The Fire and Emergency Procedures for the Galleon Centre provide the management and staff with a general guide in the event of any emergency. The roles outlined within this document should be adhered to at all times although each member of staff should assess and deal with any incident occurring outwith the normal as and when required. In certain situations additional responsibilities may be given to a particular member of staff by the Duty Manager.

The Fire and Emergency Procedures are designed to afford maximum cover where possible to ensure the safety of the public and staff in the facility. Safety is everyone's responsibility and all employees are required to:

- (a) Obey the regulations laid down.
- (b) Become conversant with the equipment installed to deal with emergencies.
- (c) Acquaint themselves with all exits and where they lead to.
- (d) Be aware of dangerous materials and their storage.

The latest technology does not eliminate completely the risks of fire. A careless act by anyone can lead to danger and all staff must incorporate the available technology into a broad framework of good safety practices.

Each employee will have access to a copy of the Fire and Emergency Procedures and fire drills will be conducted on a regular basis to ensure that each member of staff is familiar with their role and responsibilities in the event of an emergency. Staff will also receive training on how to operate the fire and safety equipment available in the Centre.

These procedures have been established to help ensure the safety of both public and staff in the Centre. Every member of staff should:

- (a) Read and digest
- (b) Enquire
- (c) Question
- (d) Suggest

SIGNATURE: DATE:

GENERAL MANAGER

GENERAL PRECAUTIONS**Housekeeping**

- 1 Ensure that premises are kept clean and tidy. In particular, all stairs, passenger lifts, gangways and adjacent areas must be kept clean, dry and free from obstructions, **especially fire exits**.
- 2 All dangerous substances, e.g. broken glass, ice, etc must be cleared away immediately (glass **must** be kept separate from other waste).
- 3 All spillages on floors must be mopped up and thoroughly dried (areas wet from cleaning purposes must be identified).

Staff Must Never:

- 1 Act in any way prejudicial to the interest of health and safety of (a) themselves, (b) other persons with whom they come into contact at work.
- 2 Leave any articles, substances and equipment where they could be a safety hazard.
- 3 Allow electric cables or other lines to trail unnecessarily across the floor in a manner that could cause people to trip.
- 4 Leave open the doors or drawers or filing/store cabinets when not in use.
- 5 Operate or use machinery or equipment unless trained and authorised.
- 6 Carelessly discard cigarette ends or lighted matches.

GENERAL FIRE/EVACUATION PROCEDURES

Although the Fire and Emergency Procedures provide a guide for all members of staff in the event of an emergency, it is everyone's responsibility to prevent fire occurring by being careful with all sources of heat, e.g. electrical appliances, smoking heaters, etc. However, it is impossible to guarantee that there will be no risk of a fire and/or any other emergency occurring in the Centre.

Therefore:

On discovering a fire

- (a) Raise the alarm by breaking the nearest fire alarm glass.
- (b) Warn people in the vicinity of the fire.
- (c) Try to extinguish the fire by using the nearest fire fighting appliance. **HOWEVER, DO NOT TAKE ANY UNNECESSARY PERSONAL RISK.**
- (d) Assist with the evacuation of the facility by completing the duties assigned to you within the Fire and Emergency Procedures.

On hearing the alarm:

- (a) Go to your designated area and assist with the evacuation of the facility.
- (b) Escort members of the public to a safe position outside the building or to the collection point, i.e. Galleon Centre allocated assembly points and remain with them.
- (c) Selected members of staff (as outlined in this document) should report to the Duty Manager. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.
- (d) Selected members of staff (as outlined in this document) should report to the Duty Manager.
- (e) The Duty Manager will liaise with the Fire and Emergency authorities.
- (f) The Duty Manager will inform staff when to allow the public to re-enter the facility.

Staff Must Never:

- (a) Abuse the Centres equipment or property
- (b) Interfere with or misuse anything provided in the interest of health, safety and welfare.
- (c) Act unsafely or recklessly within the precincts of the Centres premises, or at any workplace.

FIRE AND EMERGENCY CONTROL TEAM

Due to the size of the Galleon Centre and the scale of the operation within, a Fire and Emergency Control Team will be used to co-ordinate and supervise the evacuation of the facility and to assist the emergency services as and when necessary. It will be staffed by the Duty Manager, Senior Centre Attendants and Centre Attendants and it is their responsibility to become familiar with ALL aspects of the Fire and Emergency Procedures for the Centre.

The Fire and Emergency Control Team is as follows:

Duty Manager (Incident Controller)

Senior Centre Attendants (Assistant Control)

Centre Attendants (Poolside) Area 1 - Ground Floor	Centre Attendants (Dryside) Area 2 Level One
Poolside Bowling Hall Sauna/Solarium Suite Sports Hall Squash Courts Crèche Ice Rink Sports Medicine Clinic Dry/Wet Changing/Toilets Cordwainer Bar Plant Room	Fitness/Conditioning Suite Function Suite Bonspiel Bar and Toilets Excels Changing and Toilets Activities Hall Squash Spectating

All other staff will assist the Fire and Emergency Control Team by completing their designated tasks as outlined in this document. All Management staff on duty at the time of a fire or emergency should report to the Duty Manager.

The three (3) main evacuation points are:-

No1 GALLEON CENTRE CAR PARK

No2 BACK OF THE GALLEON CENTRE AT THE COMPOUND

No3 DOUGLAS STREET NEXT TO CAR PARK

On the event of an evacuation, staff should escort customers to the nearest fire exit, then to the relevant evacuation meeting point. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Duty Manager**1 In the event of a fire:**

- (a) Make contact with the Senior Centre Attendant and all radio controlled staff.
- (b) You must proceed to reception immediately and check the Multi Zone Fire Alarm Control Panel as to the location of the fire or if in the event of the fire alarms not sounding instruct the Senior Centre Attendant to proceed to the area where the fire has been reported to ascertain the extent of the damage.

2 On Receiving Confirmation of a Fire:

- (a) You must initiate an immediate evacuation of the building.
- (b) Proceed to reception and remain in that area to supervise the evacuation and to liaise with the Fire and Emergency Control Team.
- (c) Instruct the Fire and Emergency Control Team to locate the fire by checking the relevant break glass units or smoke detectors and assess the situation.
- (d) Await the arrival of Fire and Emergency Services.

3 When the Fire and Emergency arrive:

- (a) Provide them with all the necessary information on the fire.
- (b) Provide a progress report on the evacuation of the building and if possible give approximate numbers of people using the Centre prior to the evacuation.
- (c) Await further instruction and advice from the Fire and Emergency Authorities.

4 Following the incident and advice from the Fire and Emergency Authorities:

- (a) You must liaise with the Senior Centre Attendant and supervise the entry of the public back into the building and attend to their needs.
- (b) Make out a written report on the incidents as soon as possible.
- (c) Contact the General Manager and/or Deputy General Manager and inform them of the incident.

Senior Centre Attendants**On hearing the fire alarm you should adopt the following procedure:**

- 1 Make contact with the Duty Manager and inform him/her of your location.
- 2 Ascertain the location of the fire by checking the relevant break glass units or smoke detectors.
- 3 Supervise the evacuation of the Centre and ensure that all staff are following the correct procedures and completing their duties as outlined in the document.
- 4 Provide help and guidance to members of the public and assist in their evacuation from the building.
- 5 Maintain constant communication with the Duty Manager and update him/her on the progress of the evacuation.
- 6 Upon completion of the evacuation ensure ALL staff have completed their duties and left the building. Report to the Duty Manager and await his/her instructions.

Centre Attendant

On hearing the fire alarm you should adopt the following procedure:

- 1 Go immediately to the designated public area and assist in the evacuation of the building. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.
- 2 You should ensure that all other staff assist in the evacuation of the building.
- 3 Any problems emerging should be reported immediately to the Senior Centre Attendant in the first instance or the Duty Manager.
- 4 You should ensure that all locations in your area are checked fully.
- 5 Upon completing a check of your area you should report to the Senior Centre Attendant and/or Duty Manager, and remain at a recognised assembly point until instructed to return.
- 6 Await further instruction from the Senior Centre Attendant.
- 7 Assist in the handing out of blankets and overshoes

Swimming Instructors/Pool Fitness Instructors

- 1 Switch off your sound system (if in use)
- 2 Request that members of your class form an orderly queue ready to evacuate.
- 3 Lead class through fire exit and assist in the distribution of blankets and overshoes to your class.
- 4 Escort class to the fire safety point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant.
- 5 Do not allow children to go away with parents/guardians until allowed back in facility.

Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Action in the event of other emergencies:

Should any other emergency arise, i.e. if in the event of a bomb scare the procedure for evacuation is as for fire, although the following must be considered.

- (a) When a call is received claiming a device has been placed in the building, you must contact Duty Manager who will contact the police and enlist their help.
- (b) Instruct the receptionist to make the prepared announcement (ref: Receptionist).
- (c) Liaise with the Senior Centre Attendant and evacuate the building.
- (d) Initiate a search of the building with the Emergency Services.
- (e) After receiving and assessing all information available to him/her the Duty Manager will make the decision that the building is safe and inform the public

The decision to evacuate must remain with the Duty Manager at the time the call is received. Until further notice the policy from the Manager is to evacuate on all calls.

Other Staff Members

Maintenance Department

- 1 Go immediately to the plant room and inspect the area. Make contact on the radio handset with the Duty Manager and provide him/her with any relevant information on any incidents occurring in the plant room.
- 2 Proceed to reception and report to the Duty Manager.
- 3 Liaise with the Duty Manager when the Fire and Emergency Services arrive at the facility.

Ice Rink

- 1 Assist the Centre Attendant in the evacuation of the ice rink and ice toilets. Members of the public must be escorted from the building immediately and under no circumstances must skates be exchanged for shoes at skate hire.
- 2 You should ensure that all locations in your area are fully checked.
- 3 Escort members of the public to a safe position outside the building and remain with them at the designated Fire Assembly point until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant.
- 4 Please ensure once customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Bowling Rink Master

- 1 Secure the Rink Masters Office and assist the Centre Attendant in the evacuation of the Bowling Hall via the fire exits leading to car park.
- 2 You should ensure that all locations in your area are checked fully.
- 3 Escort members of the public to the Fire Assembly point in the Galleon Centre car park and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Fitness Instructor

1. If you are not in the Fitness Room go immediately to this area and evacuate all members of the public through the rear fire exits or the main entrance door.
2. Ensure that all locations in your area are checked fully.
3. Escort members of the public to a fire assembly point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Sauna Attendant

- 1 Assist the Centre Attendants in the evacuation of the Sauna/Solarium/Steam Suite, Sports Hall, Male and Female Dry Changing Rooms and Toilets.
- 2 You should ensure that all locations in your area are checked fully.
- 3 Escort members of the public to the Fire Assembly point outside the building via the rear fire exit adjacent to the Sports Hall and remain with them until

obtaining further instruction from the Duty Manager and/or Senior Centre Attendant.

Crèche Attendant

- 1 Assist the Centre Attendant in the evacuation of the Crèche via the reception area.
- 2 You should ensure that the Crèche and Crèche toilets have been fully checked.
- 3 Take the daily attendance book with you when you escort the children from the Crèche to a safe position outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Administration Staff

- 1 Secure all safes and monies in the administration area.
- 2 Assist the Centre Attendants and Receptionists in the evacuation of the Crèche, Sports Medicine Clinic, Fitech Assessment Room, Male and Female Toilets in the Administration Area, Disabled Toilet, Staff Room, Squash Courts and Foyer Area.
- 3 You should ensure that all locations in your area are checked fully.
- 4 Escort members of the public to a safe position outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Receptionist

- 1 Secure all cash tills and lock the reception door.
- 2 Assist the Centre Attendant in the evacuation of the Creche, Sports Medicine Clinic, Fitech Assessment Room, Male and Female Toilets in the Administration Area, Disabled Toilet, Staff Room, Squash Courts and the Foyer area.
- 3 You should ensure all locations in your area are checked fully.
- 4 Escort members of the public to a safe position outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

In the event of an emergency other than fire the Duty Manager may request that you make the following announcement:

‘May I have your attention please. We have an emergency in the building and may I ask that you immediately evacuate the building through the nearest emergency exit. Staff are available to assist you if required. Please leave the building as quickly as possible. Thank you’.

Bonspiel Bar staff

- 1 Secure the cash tills and close the bar shutters.
- 2 Assist the Centre Attendant in the evacuation of the Bonspiel Bar and toilet area via the fire exit next to the Bonspiel corridor.
- 3 You should ensure that all locations in your area are fully checked.
- 4 Escort members of the public to a fire assembly point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Cordwainer Bar

- 1 Secure the cash tills and close the bar shutters.
- 2 Assist the Centre Attendant in the evacuation of the Cordwainer Bar via the fire exit to the Beer Garden Patio and car park.
- 3 You should ensure that all locations in your area are fully checked.
- 4 Escort members of the public to the Galleon Centre car park assembly point and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Vending Staff

- 1 Ensure that all machines and monies are secure and assist the Centre Attendant in the evacuation of the Kitchen and Function Suite via the rear stairs from Excells.
- 2 You should ensure that all locations in your area are checked fully.
- 3 Escort members of the public to the Galleon Centre car park assembly point and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Aerobic Staff & other Instructors

- 1 Switch off your sound system (if in use).
- 2 Request that members of your class form an orderly line ready for evacuation.
- 3 Assist the Centre Attendants in the evacuation of your class from whatever area you are operating.
- 4 Escort members of the public to the fire assembly point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Shipmates, Pirates and Turtles Club Leaders

- 1 Ensure you have the correct number of children in an orderly line ready for evacuation. Remain calm at all times.
- 2 Assist the Centre Attendants in the evacuation of all the children under your control.
- 3 Escort the children under your control to a fire assembly point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Cleaners

- 1 Assist the Centre Attendants in the evacuation of all the area you are working in or as instructed.
- 2 You should ensure that any equipment you are operating is switched off and stored against a wall away from exit routes.
- 3 Escort members of the public as directed by Centre Attendants to a fire assembly point outside the building and remain there until obtaining further instructions from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Sub Contractors and all other Partnership Worker's (CHIP, Doctors, Physios etc)

- 1 Switch off any machinery in use.
- 2 Follow all instructions from Centre Attendants or other Centre staff to a fire assembly point outside the building and remain there until receiving further instructions from the Duty Manager and/or Senior Centre Attendant.

TERRORISTS THREATS AND BOMB WARNING POLICY

Introduction

The Kilmarnock Leisure Centre Trust recognises their responsibility to their staff on a regular basis and takes into account the possibility of a Terrorist Attack on the Galleon Centre.

The Emergency Evacuation Plan as detailed in the Health and Safety Manual (Fire Safety) is the model to be used.

Staff in the Galleon Centre can all assist to reduce the risk of a terrorist leaving a concealed package in the Galleon Centre by keeping all areas uncluttered, clean and tidy, particularly in public and communal areas. Entrances, stairs, toilets and changing rooms should be checked on a regular basis. External areas should also be kept clean and tidy.

Emergency Planning

In terms of a terrorist attack, we will look at our response to a worst case scenario and how we might function during the aftermath of an attack. This will cover evacuation routes and means of communicating with staff and the emergency services.

The Emergency Evacuation Plan is the model to be used.

In planning for a terrorist attack we will –

- Ensure that staff understand the plan and have access to it in an emergency
- Identify all staff, including reception, and administration staff who might receive a bomb threat and ensure that they are trained in all handling procedures (see 1 – what to do if you receive a bomb warning).
- Ensure that all staff are aware of their roles and that communication is paramount.
- Rehearse the Emergency Evacuation Plan/Bomb Threat procedures.
- Use the Fire Safety Assembly Areas as outlined taking into consideration the proximity of the threat. Staff and the public must be evacuated away from the threat.

Bomb Warning

- Staff must stay calm, listen and try to obtain as much information as possible.
- Ask the caller to be precise about the location and timing of the alleged bomb threat and try to establish the organisation that they represent. Keep the caller talking.
- Ensure that any recording facility is switched on. If there is no facility, make notes for the police or Duty Manager.

- When the caller rings off, try and obtain the number either from the phones automatic number display or by dialling 1471.
- Immediately inform the designated manager who will automatically inform the police.
- Do not leave your post until contacted by the manager of the police or ordered to evacuate.

Identifying a Letter Bomb

Obvious warning signs that a package is suspect may include the presence of protruding wires, a pen sized hole in the package and/or strange smells (particularly of almonds or marzipan). Other warning signs include whether or not the package:-

- Is unexpected or of unusual origin
- Has a verifiable return address
- Has an address that is inaccurate, printed in an uneven or unusual style (for example be Letterset) or is written in an unfamiliar foreign style
- Has unusual postmarks or an excessive value of stamps
- Is in a padded bag
- Is unusually heavy for its size (most effective letter bombs weigh 50-100g and are at least 5mm thick).
- Is marked 'personal' or 'confidential'
- Is oddly shaped or lopsided
- Has flaps that are stuck down completely (a standard letter will normally have an unglued gap of a few millimetres at the corners)
- Feels like a book or
- Has an inner envelope, particularly one that is tightly taped or tied

Eyes and Ears

Whatever the physical precautionary emergency plans, they will be ineffective without trained and alert employees. As employers we must:-

- Involve, inform and explain to the staff why they are taking action
- Train staff in awareness, emergency and evacuation procedures and rehearse them regularly
- Regularly update staff on what they should be looking for
- Encourage staff to report anything they regard as suspicious, without fear of sanction if the alarm proves false.

All of the above are appropriate to the Galleon Centre but we must forever be alert and implement measures that are practicable, consistent with our assessment of this threat to our staff, operations and customers.

POWER FAILURE PROCEDURES

Introduction

These instructions provide the Management and staff of the Galleon Centre with guidelines to follow in the event of loss of electrical power to or within the Centre. If the power failure coincides with an outbreak of fire, the fire and emergency procedures would come into force and take precedence over these instructions. Every employee will have access to a copy of these instructions. The designated roles within this document must be adhered to at all times.

It follows that all employees must be so familiar with their given roles that they carry them out without hesitation when called upon to do so. These procedures have been laid down to help ensure the safety of the public and staff in the Centre and also to prevent damage to electrical circuits and equipment.

General Information

1. In the event of a power failure it must be quickly established if this is a total power and lighting failure or partial loss.
2. If it is a partial loss e.g. 1st floor lighting only this would indicate the problem is a failure of a main circuit break or fuse within the building.
3. If it is found there is a total loss of power and lighting within the building we can assume the cause is a loss of electricity supplying the building.
4. Scottish Power are responsible for the supply of electricity to the Centre. The Galleon Centre is responsible for all the electrical equipment within the building after the metering equipment. This is the main incomer and not individual meters on the main board in the Games Hall Store.
5. A failure of power would result in all motors and pumps ceasing to operate until power was restored. It must be noted by all staff that most of the motors and pumps will re-start automatically with the restoration of power. Therefore stay clear of movable parts and machinery.
6. No work must be carried out on equipment or plant without first switching off the isolator for the relevant equipment or plant.
7. The lift would stop running in the event of power failure. Possibly with members of the public trapped inside.
8. A total power failure would result in all swimming pool plant, all air handling units, all heating, lifts, refrigeration plant, boilers, bar pumps, freezers, coolers, all main lighting going off simultaneously.
9. The telephone system would not operate. There would however be one "power fail" outside line available. This is positioned at:-
 1. "Mustard" phone - Administration (across from Duty Managers office door)
10. The tannoy system would not operate, therefore full use of the hand held radio sets would have to be made.
11. The alarm systems would operate for 8 hours on battery power.
12. The emergency lighting would switch to battery power. This would activate an alarm at reception and a light would indicate a "mains failure". Once the red button was pressed, ("audio reset") it would cancel the alarm. The mains failure light would stay illuminated until power was restored. (The position of the emergency lights can be found on the floor plan Appendix 1).

13. Immediately there is a loss of main lighting all members of the public will be told to cease their activities and to prepare to evacuate the building.
14. As members of the public are dressing the Duty Manager will be assessing the situation (i.e. to evacuate the building or not).

Partial Loss

The partial loss of power within the building could be caused by:-

1. A short circuit within a distribution board, tripping the 100 amp circuit breaker. This would result in the loss of power to all the power and lighting circuits supplied by this distribution board.
2. An Earth Leakage Circuit Breaker being “tripped” because of an earth fault e.g. the neutral and earth “shortening”. All the circuit protected by this E.L.C.B. would lose power.
3. A “short circuit” in the cable supplying a distribution board would “blow” the main fuses in the main in-comer distribution board. (in the games hall store)
Only a qualified electrician would be called upon to correct/repair all of the above faults.

Total Power Loss

The total loss of power to the Centre could be caused by:-

1. Workmen accidentally cutting through mains cable supplying the Centre.
2. A Safety device “tripping” within the power station supplying the Centre.
3. A fault on the local transformer which supplies the Centre with 240/415v power.

EMERGENCY LIGHTING

In the event of a mains power failure to the Centre the Emergency lighting would operate on battery power for 3 hours.

On the restoration of mains power it would take 24 hours for the batteries to be fully charged. There is an emergency lighting alarm panel in reception. The alarm will sound if the following occurs.

1. Mains failure (total mains failure or blown fuse)
2. Charge Fail (charger faulty or blown fuse)
3. Low Voltage Alarm (output below correct operating voltage)
4. Low Electrolyte (batteries require topping up)

This alarm can be cancelled by pressing the red audio re-set button on the bottom of the panel.

This of course does not cure any fault. The light indication will remain illuminated until the fault has been attended to.

CONTROL TEAM

The power failure control team is as follows:-

DUTY MANAGER

SENIOR CENTRE ATTENDANT

CENTRE ATTENDANTS
POOLSIDE

CENTRE ATTENDANTS
DRYSIDE

AREA 1 GROUND FLOOR

AREA 2 LEVEL ONE

POOLSIDE
PLANT ROOM
BOWLING HALL
SAUNA
SPORTS HALL/PLANT ROOM
SQUASH COURTS
CRECHE
ICE RINK
SPORTS MEDICINE CLINIC
DRY/WET CHANGE AND TOILETS
CORDWAINER BAR
LIFT

FITNESS ROOM
FUNCTION SUITE
BONSPIEL BAR
EXCELLS CHANGING ROOMS
TOILETS (Bonspiel)
ACTIVITIES HALL
SQUASH SPECTATING
LIFT
KITCHEN

All other staff will assist the control team by completing their designated tasks as outlined within this document. All Management staff on duty at the time of a power failure should report to the Duty Manager.

DUTY MANAGER

1. Proceed to reception and check the fire alarm panel. Contact Senior Centre Attendant/Centre Attendant to investigate immediately the location of the problem.
2. **If the failure of power is the result of fire or is accompanied by the outbreak of fire, or if the fire alarm is sounding, revert immediately to the fire and emergency procedures.**
3. Ascertain if the power failure is a partial or total power loss.
4. If it is partial, evacuate the particular area affected, then call the Maintenance Department.
5. If the partial loss affects the main plant room, the lift or refrigeration plant see under these titles within this document as to what action should be taken, after evacuation. Appendix 2, 3 and 4.
6. If the power loss is total i.e. no power within the building, phone Scottish Power 01563 520421 (24 hours). Enquire as to the cause of the failure and how long it will be before power is restored. There is one outside line available during a power failure.

No. 1 Line The "Mustard" phone in Administration
7. If the power is not going to be restored immediately, a full evacuation of the building must be carried out, allowing members of the public to dress and collect belongings if there is no fire risk.
8. Using the radio handset contact the Senior Centre Attendant and inform him/her to commence the evacuation of the building. Inform all staff to commence evacuation.
9. Notify the General Manager or in his absence, his Deputy.
10. Check. Main Plant Room and MRM Computer System.

SENIOR CENTRE ATTENDANT

In the event of power failure:-

1. Make contact with the Duty Manager and inform him of your location.
2. **If the failure of power is the result of fire or is accompanied by the outbreak of fire or if the fire alarm is sounding, revert immediately to the fire and emergency procedures.**
3. Assist the Duty Manager to ascertain if the power loss is a partial or total power loss.
4. Ensure all bathers leave the pool immediately.
5. Check the plant room. If it is a total power loss i.e. no pumps or motors running, carry out the following.
 - (a) Switch to the OFF position the main circulation pump.
 - (b) Valve off the main pool isolation valve.
 - (c) Valve off the main pool valves (this is to prevent damage when the power is restored).
6. Go to wet change area and await the Duty Manager instructions.
7. If the Duty Manager informs you that the building must be evacuated, assist members of the public in the wet changing areas to evacuate the building. Inform dry and poolside attendants to commence evacuation.
8. Keep in constant communication with the Duty Manager.
9. Check that no members of the public are trapped inside the passenger lift. If there are people in the lift, carry out the instructions as shown within this document.
10. See Refrigeration Plant.

CENTRE ATTENDANT
GROUND FLOOR (POOLSIDE)

1. Inform bathers to leave the pool immediately and to begin dressing ready to evacuate.
2. Check all your designated areas. If you find these have lost lighting, inform all members of the public to begin preparing for evacuation.
3. The Senior Centre Attendant will inform you if a full evacuation is to begin. If an evacuation is called for, assist members of the public to leave the building.
4. Report any problems that arise to the Senior Centre Attendant or Duty Manager.
5. If anyone is trapped inside the lift, assist the Senior Centre Attendant to release them. See Appendix 2.

CENTRE ATTENDANT
(DRYSIDE) LEVEL 1

1. Check all your designated areas. If there is a loss of power/lighting. Assist members of the public to evacuate from level 1.
2. Contact the Duty Manager who will inform you if a full evacuation of the building is to be made.
3. Remember to check all toilets and the passenger lift.
4. If there is someone in the lift, assist the Senior Centre Attendant to release them. See special instructions on lift (Appendix 2).
5. Report any problems that arise to the Duty Manager.

If the failure of power is the result of fire or is accompanied by the outbreak of fire, or if the fire alarm is sounding, revert immediately to the fire and emergency procedures.

MAINTENANCE DEPARTMENT**General Information**

1. Immediately there is a power loss you must assist the Duty Manager to evaluate the situation. You must establish the following.
 - (i) Is it a partial loss of power or a total power failure.
 - (ii) Has it resulted in the outbreak of fire.
 - (iii) Are members of the public in danger.

If only one area is effected the problem is internal you should inform the Duty Manager.

2. If the whole building is without power an evacuation of the building would take place. If there was no fire risk the public would be allowed to dress before leaving the building. If a fire is detected the Fire and Emergency Procedures would come into force immediately.
3. Areas that lose lighting must be cleared so as not to endanger any individual. Therefore a partial loss of power affecting only the ice hall would require all skaters/curlers to be evacuated from the ice hall whilst the problem was attended to.
4. The lift would always be checked after the power loss to ensure no one is trapped inside. See Appendix 2.

If the failure of power is the result of fire or is accompanied by the outbreak of fire, or if the fire alarm is sounding, revert immediately to the fire and emergency procedures.

5. See Passenger Lift (Releasing Public from the lift).

PASSENGER LIFT:- Releasing public from the lift.

Immediately there is a power loss to the passenger lift the following procedures must be carried out in the stated order.

1. Make contact with the people in the lift. Re-assure them that we are in the process of releasing them, and to stay clear of the doors.
2. Go to the lift room SWITCH OFF THE MAINS POWER SUPPLY. This isolator is to the left of the main lift panel. Pull the lever down to the "O" position.
3. To the right of the main lift panel is the hydraulic lift equipment. Push in the red button, keep firm pressure on the button until the pressure gauge adjacent to the button drops to zero. NB The lift will travel slower than normal operating speed. Do not release the button until the gauge shows zero.
4. Take the release key (hanging on wall) and insert this in the LIFT DOOR turn the key and pull open LIFT DOOR. Release the key and fully open to expose CAB DOOR.
5. Pull the horizontal arm of the cab door down to open cab door. Pull door fully open and release the people inside.
6. Close the doors, leave the lift isolated until power is restored.

NB If you do not succeed in releasing the passengers, phone Kone (24 hours) 0141-554-7604. Inform anyone in the lift that assistance has been summoned.

**POWER FAILURE
REFRIGERATION PLANT
ICE MASTER/SENIOR CENTRE ATTENDANT**

In the event of a power failure the ice plant compressors will stop running. Star refrigeration will be aware that there is a problem as they have a direct link through the telstar unit. The Ice Master should phone star on 01698 841535 and inform them of the situation. If the plant does not re-start when power is restored carry out the following:-

1. Cancel fault on main panel by pressing cancel button.
2. Cancel fault on Telstar panel by pressing 1099E.
3. The ice plant should now start.
4. If it does not there is a further re-set button inside the box on the left hand side of the main panel. The key for this box is in the Senior Ice Masters Office. Open the box and press the red button on the printed circuit then repeat steps 1 and 2.
5. If the plant does not start, phone Star again and get assistance urgently.

POWER FAILURE
MAIN PLANT ROOM
DUTY MANAGER (after evacuation)

1. The Senior Centre Attendant will have already electrically and mechanically isolated the main circulation pump.
2. Switch off No. 1, 2 and 3 boilers. Top left hand side main panel.
3. Switch off all heating pumps. Background, swimming pool AHU etc on main panel.

POWER FAILURE
MRM COMPUTER SYSTEM

In the event of a power failure all information stored up to the time of the failure of power would be maintained on the hard disk of the Gladstone MRM system. Any information being taken at the time of the power failure will be lost. Phone Gladstone MRM and explain the situation and if possible advise Gladstone MRM when power is expected to be restored. All equipment should be switched off until power is restored and then switched on in order (See below). Gladstone MRM are staffed 8.00am until 6.00pm. After 6.00pm there is a paging system (See Below).

Power Failure: Action to be Taken

1. Switch off work stations, ticket printers, cash boxes and valve server modem (Duty Managers Office).
2. Phone Gladstone MRM, 8.00am until 6.00pm. After 6.00pm telephone 0845 1201011. When asked for a message give the Galleon Centre telephone number 01563 524 014.
3. Explain to Gladstone MRM the situation (Power Failure) and if possible how long it will before power is restored.
4. Once the Power is restored switch on the machines in the following order:
 - (a) Valve server modem (Duty Managers Office)
 - (b) Ticket Printer / Cash Boxes
 - (c) Work Stations
5. Phone Gladstone MRM and confirm the power is restored and the system is working normally. If there is a problem consult Gladstone MRM.

EMERGENCY CALL OUT

Should the key holder be called to attend the Centre outwith the opening hours they must await the arrival of the Police before entering the building. Under no circumstances should the key holder enter the facility on their own.

Below is a list of emergency contact numbers which may come in useful in the event of an emergency call out.

<u>Emergency</u>	<u>Company</u>	<u>Office Hours</u>	<u>Out of Hours</u>
Alarm	ADT	0870 600 6008	0870 600 6008
Gas *	British Gas	01563 544111	01563 544111
Electricity	Scottish Power	01563 520421	01563 520421
Ice Plant **	Star Refrigeration	01698 841535	01274 727328
Pool Plant	Alba Pools	08707705660	08707705660
Boarding Up	A1 Glass	01563 572156	01563 572156
Car Park	APT	0532 5860200	0860 469462
Telephones	British Telecom	154	154
Main Plant	Dalkia	0131 440 5534	07730 431 042
C.H.P	ENER-G	0161 745 7450	07785 360644 07780 955590

- * The Galleon Centre has a maintenance contract with Dalkia and they are responsible for maintaining Air Handling Units, Pumps and Boilers. If in doubt as to which company to contact inform the Galleon Centre Maintenance Department and they will advise.
- ** For outwith normal working hours should you require the services of a standby engineer please telephone 01274 727328 which connects you to a monitoring centre, which is manned 24 hours a day, 7 days a week. Please leave a message including:
 1. Specify a "WEST" engineer.
 2. Brief description of fault.
 3. Your name, company and position.

The monitoring staff will contact a Star engineer. Should they be unable to contact an engineer directly they will contact a member of Star's Management.

OVERCROWDING

Two Centre Attendants are on position 1 and 2 at all times.

If a Centre Attendant suspects an area of the pool becomes overcrowded the following procedure should be followed.

1. Refuse entry to area by anyone else
2. Inform Duty Manager & Senior Centre Attendant of situation
3. A Centre Attendant should be rota'd to intensive zone the area
4. Remove any play equipment

The Duty Manager and/or Senior Centre Attendant should liaise with the Centre Attendants to decide on any further action required.

DISORDERLY BEHAVIOUR

The Galleon Centre has a statutory obligation to provide a safe and secure environment for its staff and others as well as a moral duty to take all reasonable steps to protect and support staff.

This policy is designed as an important step in improving the Centres ability to tackle incidents of abuse and in some cases violence. The aim of the policy is to detail behaviours which are unacceptable and the sanctions available in the event of such behaviour.

The Galleon Centre Management will not tolerate abusive or violent behaviour and decisive action will be taken to protect staff and visitors.

Unacceptable Standards of Behaviour

The following examples of behaviour are not acceptable within or around the facility.

- Excessive noise e.g. loud or intrusive conversation or shouting
- Threatening or abusive language involving swearing or offensive remark
- Derogatory racial or sexual remarks
- Malicious allegations relating to staff or visitors
- Offensive sexual gestures or behaviour
- Abusive alcohol, drugs or medically identified substance abuse
- Drug dealing
- Wilful damage to Galleon Centre property
- Theft
- Threats or threatening behaviour
- Violence
- Bullying and harassment

The Equal Opportunities Commission Employment Code of Practice defines harassment as:

“Reciprocated, unreciprocated and unwelcome comments, looks, actions, suggestions or physical contact that is found objectionable and offensive and that might threaten an employee’s job security or create an intimidating environment.”

Bullying has been defined as:

“The use of strength or power to coerce others by fear to persecute or oppress by force or threat”.

Customer

Customers who display any of these behaviours will be asked to stop. The Senior Manager on duty will then offer the individual the opportunity to explain their actions. If the explanation is unsatisfactory or the customer continues to fail to comply with the required standard of behaviour they will be asked to leave the premises. In the

event of violent or threatening behaviour or refusal to leave the premises the Police may be contacted.

Any customer behaving in an unlawful manner will be reported to the Police, the centre may seek an application of the maximum penalties available in law.

If any customer disagrees with any decision taken, they have a right to appeal in writing to the General Manager. The General Manager may decide to exclude any individual who behaves in a manner deemed as unacceptable from using the facility permanently.

Staff

It is the responsibility of any member of staff involved in an incident with a violent or abusive customer to ensure it is reported immediately. The Duty Manager must obtain written reports from all staff involved or witnesses in any incident of this nature.

If any member of staff observes any act of bullying, harassment, verbal or physical abuse to a colleague, it is your duty to seek assistance for that person.

Guidance on Dealing with Abusive Customers

(i) Telephone conversation

You may terminate a telephone call with a person who is making abusive or discriminatory remarks without prior reference to a manager.

Before doing so you should tell the person politely but firmly that such remarks are unacceptable and that you will end the call unless they stop. If you have a hands free telephone, request a colleague listen to the caller via the hands free service. Request the caller to desist from making unacceptable remarks and that they are on hands free and are being listened to by a colleague. (It would also be beneficial to have the individual's details so this behaviour can be followed up on.)

If the person persists, say that you are ending the call, replace the handset and take a note of the contents of the call. Any witness can also contribute a minute.

A Duty Manager should be alerted as soon as possible.

Offensive Remarks in Written Material

- The Manager should respond in writing, explaining that the statements are unacceptable, explaining why this is. The individual should be given the opportunity to explain themselves.

Offensive Remarks Face to Face

- Contact the Duty Manager immediately.
- The Duty Manager may feel comfortable challenging offensive statements but must not risk personal safety to do so.
- End the conversation and ask the individual to leave if necessary.
- The issue should then be addressed to the individual in writing.

Support

The Galleon Centre Management will support staff distressed by abusive behaviour and will find ways to deal with it which are sensitive to their needs, especially where abuse can affect them personally. Remember support and advice is available.

LACK OF WATER CLARITY

If the pool water clarity deteriorates the Centre Attendant must follow this procedure:

1. Inform the Duty Manager and Senior Centre Attendant.
2. Clear the customer from the affected area.
3. A pool test should be carried out to ascertain the possible cause of the deterioration.
4. Remedial action should be taken depending on the pool test results.
5. Access to the area can continue after the pool water clarity improves and the pool test results allow.

Should the clarity not improve after remedial action then the pool should be closed to source the problem.

The General Manager should be informed of any pool closure.

LIGHTING FAILURE

In response to a lighting failure in the pool hall the following procedure should be followed.

1. Inform the Duty Manager and/or Senior Centre Attendant.
2. Clear all patrons to the side of the pool(s) at shallow end.
3. Await further instruction from the Duty Manager

DUTY MANAGER

Check all fuse boxes for lights (located in the plant room opposite boilers and CHP unit).

If all are on check main switch.

If no problem is easily located contact a member of maintenance staff and/or an electrician.

Note – If whole building power fails back up batteries are maintained and should kick start the electrics on emergency power, a full evacuation should then take place.

FAECAL RELEASE INTO THE POOL

In response to the faecal release in the swimming pool the following procedure should be followed –

- 1, Inform the Duty Manager and/or Senior Centre Attendant
2. Clear all patrons away from the area or out of the pool

For Solid Faecal release

3. Using a scoop remove the object from the pool
4. Carry out a pool test

If the results are in the acceptable ranges then swimming can resume.

If the results are not acceptable increase the chlorine levels and retest after 30minutes.

Should there be a release of Diarrhoea into the swimming pool then staff should follow this procedure

PROCEDURES FOR THE PREVENTION OF CRYPTOSPORIDIUM IN THE SWIMMING POOL

DIARRHOEA IN SWIMMING POOL

If a member of the public introduces Diarrhoea into the swimming pool, there is the possibility that the **PROTOZOA, CRYPTOSPORIDIUM** will be present within the diarrhoea. Cryptosporidium is resistant to chlorine, therefore the following procedures must be put in place to reduce the possibility of other customers being infected.

ALL members of staff have an important role to play to ensure that the possibilities of cross contamination from Diarrhoea are minimised. The role of each member of staff is as follows:

Centre Attendant

If a customer informs a Centre attendant or they see an incident happen that there is diarrhoea introduced into the Swimming Pool they will:

1. Inform the Duty Manager immediately.
2. On instructions from the Duty Manager assist in the clearing of customers from the pool.
3. Inform all customers to take a shower immediately. Inform customers of the situation when they leave that the pool had to be cleared to ensure their safety and welfare.
4. After the pool area is clear, ensure no one re-enters.
5. Inform Sauna customers that the Swimming Pool is closed.
6. Await further instructions from the Duty Manager.

Management Team

If possible a Senior Manager will inspect the location of the incident and make the decision to close the pool.

The Senior Manager will close the pool immediately, informing Reception to put a message over the PA system. They will also assign all Centre Attendants to inform and assist customers to leave the pool as quickly as possible. (See checklist Appendix one)

Contact the General Manager and inform them of the closure.

Arrange for staff to continually sweep or vacuum the bottom of the pool.

Contact Environmental Health Services during normal working hours to inform them of the incident and to request that a pool water sample test for pathogenic organisms is carried out. (This test would only be carried out after the sixth turnover cycle and final backwash) to help ensure that the pool water is safe for customers.

Ensure the incident is recorded in the Duty Manager's log book.

Ensure the following tasks are carried out and readings recorded.

- a) Maintain Free Chlorine at the top of its recommended range up to 10 ppm if possible.
- b) Ensure the pH value is at the bottom of the range (7.0 to 7.2)

DIARRHOEA IN SWIMMING POOL

- c) Maintain the level of flocculent (PAC). This should be added to the pool circulation prior to the filters.
- d) Make sure the pool treatment plant is operating as it should be.

Ensure the pool shall remain closed for the minimum duration of six turnover cycles. Running the plant overnight to allow for the filter media to settle.

- f) Increase the carrying out of regular pool water samples to every two hours during the closure to ensure that maximum disinfectant levels are being maintained. **ALL** pool tests will be recorded in the pool log.
- g) Scrub and clean the pools deck level grids and channels/scum channels using only pool water applied with a clean scrubbing brush and abrasive pads. Dispose of all cleaning materials, PPE used, etc as clinical waste.
- h) After the sixth turnover, backwash all filters, as per manufacturers guidelines.
- i) The pool will only be re-opened when the pool temperature, chlorine levels and pH are within the normal operating levels.

NB: If in the event of a children's slide being smeared/ contaminated with Diarrhoea then the pool that the slide goes into should be closed with immediate affect and the above procedure instigated. All materials and PPE used should be disposed of as clinical waste.

**CHECKLIST FOR SUSPECTED CONTAMINATION OF SWIMMING POOL WATER
(APPENDIX 1)**

Suspected Contamination of the Pool Water (Cryptosporidium or Faecal Matter)

NO	DATE	Comments	Reported to	Time of Incident	Pool Cleared	Engineering Contacted
1						
2						
3						

Checklist for Suspected Contamination of the Pool Water (Cryptosporidium or Faecal Matter)

NO	Checklist/Procedures	Tick When Completed	Completed By
1	Contact Duty Manager immediately		
2	Pool cleared of all bathers immediately		
3	All bathers are directed to the showers and advised to shower straight away		
4	Reception is contacted and ensure that all admissions into the pool is stopped until further notice		
5	Pool area is closed and barriers in place to prevent further unauthorised entry		
6	Pool area is to be swept or vacuumed and flocculent/coagulant maintained		
7	Maintenance Department contacted and advised of the problem		
8	Pool to run for 6 full turnover periods (site specific)		
9			

Item No (From Above)	Corrective Action Taken	Chemicals Added	Date Reopened	Approved By

ACTION TO TAKE WHEN DEALING WITH BLOOD AND VOMIT

If substantial amounts of vomit are spilled into the pool, it should be temporary cleared of people, to allow the pollution to disperse and any infective particles to be neutralised by the residual disinfectant. Operations should confirm that disinfectant residuals and pH values are within the recommended ranges.

Any blood spillage on the poolside should not be washed into the pool or poolside drains & channels. Instead, like blood spillage anywhere in the building, it should be dealt with using a strong disinfectant. Using disposable gloves the area should be covered with paper and then gently flooded with the disinfectant and left for two minutes before being cleared away. On poolside the affected areas can then be washed down with pool water.

In response to the vomit release in the swimming pool the following procedure should be followed –

- 1, Inform the Duty Manager and/or Senior Centre Attendant
2. Clear all patrons away from the area or out of the pool

For Solid Vomit particles

3. Using a scoop remove the objects from the pool
4. Carry out a pool test

If the results are in the acceptable ranges then swimming can resume.

If the results are not acceptable increase the chlorine levels and retest after 30minutes.

STRUCTURAL FAILURE

On the discovery of a structural failure the following procedure should be carried out:

NOTE Structural Failures

Building Cracks
Metal Weakness
Brickwork Deterioration

1. Inform the Duty Manager and/or Senior Centre Attendant
2. Clear the area of patrons and await further instructions from the Duty Manager/Senior Centre Attendant

The Duty Manager in liaison with the Senior Management Team will order a full evacuation if required.

EMISSION OF TOXIC GASES

Whilst not common, instances of toxic gas release have occurred in facilities. No attempt of a rescue must be made unless the rescuer is wearing breathing apparatus, or trained to do so, to remove a casualty from an infected area.

In all cases:

Inform the Duty Manager/Senior Centre Attendant.

The Fire Brigade will be called advising them of the nature of the fumes, if known.

Appropriate ventilation should be introduced to the area immediately.

Areas affected or that could potentially be affected are to be evacuated immediately following the fire evacuation procedures.

DISCOVERY OF A CASUALTY (IES) IN THE WATER

On discovery of a casualty in the water the following procedure should be followed:

1. Three short whistle blast by Rescuer 1 to alert other team members. Rescuer 2 activates emergency button and clears the pool.
2. Reception will tannoy "CODE ONE POOLSIDE" all available staff attend.
3. Rescuer 1 deals with casualty. A support team will enter the pool if required.
4. The Duty Manager will delegate roles and pass as much information to reception or staff member contacting emergency medical services.
5. The Automated Defibrillator and Oxygen can be used by trained staff to aid a casualty's recover.
6. Treatment of casualty continues until emergency medical services arrive and take over the care of the casualty.

Should the casualty stabilise in our care, place them in the recovery position and continue to monitor until emergency medical services arrive.

Reassure and keep the casualty warm.

Be prepared to respond to any further deterioration of the casualty's health until emergency medical service arrive.

An Accident Report form should be completed. Where the Automated De-fib has been used the Cardiac Arrest Health form should be copied and sent to the health Officer, STA, Anchor House, Birch Street, Walsall, WS2 8HZ.

All accidents should be checked and reported to the Health and Safety Executive under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

All areas should be returned to normal operation as soon as possible after an event.

Staff involved in dealing with an incident shall debrief the incident with a member of the management team.

Post Traumatic Stress may occur after an event and where required staff members will be offered counselling.

MISSING PERSONS POLICY

Regular head counts should be taken and staff should be aware of all children's whereabouts at all times. As soon as a child is thought to be missing from the centre a member of staff should immediately notify the Duty Manager.

If the child is within sight, follow the child and make other staff aware. Please inform parent/guardian/carer and Youth Co-ordinator. A full search of the building will be co-ordinated by the Duty Manager and conducted by all available staff.

If the child is confirmed to be missing, then the Duty Manager should immediately:

1. Call the Police on 999 from a landline or 112 from a mobile. The Police will want to know:
 - ⌚ Where you are
 - ⌚ Next of kin of the missing child
 - ⌚ Detailed description of the child including age and sex. Work down from the head to the toes including as much clothing description as possible.
 - ⌚ Circumstances of any incident that may have triggered the disappearance i.e. how long missing for, when and where last seen, was there an argument? etc.
 - ⌚ Who is searching for the child, where is the searcher, and what is their contact mobile number if possible.
2. Immediately after speaking to the Police the Duty Manager must contact the General Manager and inform them of the situation.
3. The Duty Manager or member of the Senior Management Team is then responsible for calling the parent/guardian/carer on the contact numbers provided.
4. All media interest will be directed to the General Manager or appointed Manager.
5. Once the child is found, please ensure that the parent/guardian/carer, the Police the Senior Management Team are informed.
6. All staff involved in the disappearance of the child will be asked to give a written report of the incident.
7. Above all stay calm. Remember, minutes count with a missing child.

RISK ASSESSMENTS

Risk Assessments relevant to the Emergency Action Plan are as follows -

Task	Risk Assessment Number	Risk Level
Attending Code 1 Alert	GC23A	Low
Evacuation of Building	GC27A	Medium

Risk Assessments are reviewed on an annual basis.
 All Risk Assessments can be found in the Deputy General Managers Office

MANUAL HANDLING ASSESSMENT

Task	Risk Assessment Number	Risk Level
Lifting Unconscious Casualty	SPMH2	
Spinal Casualty	SPMH5	

All Manual Handling Assessments can be found in the Deputy General Managers Office