



PROCEDURE - POOL NORMAL OPERATING

1. INTRODUCTION

The purpose of this procedure is to ensure that customers experience a safe, clean, warm friendly and fun pool environment by providing an efficient and effective service. It provides details of all aspects of pool supervision and duties and is complimented by Procedures ref: SLQP037 – Pool Emergency Action and SLQP050 – Centre Emergencies.

In addition to outlining processes relating to pool supervision, it includes rules, hazards and general information relating to the pool facilities.

This procedure is to be supplemented by site-specific information as follows:

- Appendix 1 - Description of Pool(s)
- Appendix 2 - Plan(s) of the Pool(s)
- Appendix 3 - Site Specific Rules
- Appendix 4 - Maximum Bather Loads / Lifeguard Requirements
- Appendix 5 - Supervision Arrangements – Special Features

Further information on the content of these appendices is contained within the relevant section of this procedure.

2. RESPONSIBILITIES

It is the responsibility of the Duty Manager (or nominated Manager / Supervisor) to ensure that new staff are made fully aware of this procedure and how to implement it prior to commencing poolside duties.

It is the responsibility of all pool staff to supervise the operation of the pool(s) in accordance with this procedure. Further responsibilities and key tasks are outlined in 3, below.

It is the responsibility of the Duty Manager to ensure that there are sufficient resources on shift to enable full compliance with this procedure.



3. PROCESS

3.1 Pool Details

A description of the pools within the Centre will be included in Appendix 1. This will outline details of the pools including numbers, dimensions, depths and any particular features including:

- booms
- floating floors
- river runs
- wave machines
- flumes & Trough
- slides
- spa pools
- diving boards
- Pool inflatable sessions
- Features in pools such as igloo in toddler pool

Any associated key risks and particular restrictions to these areas, e.g. access to the public, will be detailed in description. Further general details relating to pool features are included later in this procedure.

Plan(s) of the pool(s) will be included in Appendix 2. These will show all lifeguard stations, panic alarm points, observation chairs, observation zones, disabled hoists and other significant features. These plans (or separate plans included in Appendix 2) will also show the positions of rescue equipment.

3.2 Poolside Rescue Equipment

There will be a range of equipment on poolside for use in rescuing swimmers in difficulty. This equipment will be checked daily to ensure it is in its correct position and is fit for use. This will be recorded on the Duty Managers Site Inspection Checklist, ref: SLQF039.

All pool staff will ensure they are familiar with the emergency rescue equipment, where it is situated and how it is used before undertaking poolside duties. This equipment should remain in place until required for a rescue and will not be carried around poolside, particularly reach poles that have potential for causing an accident if not handled correctly.

The location of this equipment is shown in Appendix 2.



3.3 Poolside Panic Alarms

The locations of static poolside alarm points are detailed in Appendix 2.

There are two different types of alarm on poolside which, if activated, require action from the staff on poolside duty. These are the pool / panic alarm and the fire alarm. Action to be taken on hearing these alarms will be outlined in Procedure ref: SLQP037 – Pool Emergency Action

In addition to the above, other alarms may include a chlorine alarm where appropriate, panic alarms in specific areas, e.g. disabled toilets, changing rooms etc. and alarms relating to particular equipment, e.g. flumes. Action to be taken as a result of these alarms will also be included in Procedure ref: SLQP037

All staff will receive training on the use of the alarms as part of their initial induction.

The panic alarms will be silent on poolside and if goes of the receptionist will do an announcement around the whole building for “Jimmy Jones” to the area the alarm is going off. Only the duty manager or SRA can turn off this alarm. Receptionist will be trained in this upon their induction.

Panic alarms will be tested on a daily basis and recorded on the Senior Recreational Assistants QA.

3.4 First Aid Rooms and Supplies

Pool staff must be aware of the location of the First Aid room(s) and their contents before undertaking poolside duties.

The First Aid rooms will be kept clean at all times in accordance with Procedure ref: SLQP035 - Cleaning.

First Aid boxes will be located in various areas of the Centre, including the first aid room, and these locations will be listed in Appendix 2.

Daily checks of first aid boxes will be undertaken to ensure sufficient stock is present. These checks will be recorded on the Senior Recreational Assistants QA. A list of contents of each box will be kept with the box to aid checking.



3.5 Qualifications of Pool Staff

All Pool Staff must possess (or have the ability to pass within 3 months of their date of employment) a current RLSS UK National Pool Lifeguard Qualification. Staff will be required to provide proof of this prior to working on poolside duties. A valid and recognised Emergency First Aid Certificate is also desirable.

New employees may be appointed to pool duties if they possess a foreign or non-NPLQ qualification of equivalent standard, following a water test. An NPLQ qualification will be obtained within 3 months of commencement of employment.

Pool staff will renew their lifeguarding and first aid qualifications in accordance with the certifying organisations.

Senior Recreation Assistants / Supervisors and, where applicable, Duty Managers will hold the same minimum qualifications as those stated for pool staff. They will also hold a current First Aid at Work Certificate.

Where staff are employed to supervise programmed swimming activities, they will hold a minimum of the RLSS UK National Rescue Award for Swimming Teachers and coaches or equivalent.

Non-qualified staff may be utilised for certain activities not involving pool rescues at the discretion of the Contract Manager, for example, supervision of flumes provided they have received appropriate training.

3.6 Lifeguard Training

All new employees will receive an induction in accordance with Procedure ref: SLQP021 – Staff Induction. The induction will include a pool test as appropriate.

Ongoing training sessions for pool staff will be held at regular intervals as defined by the Contract Manager and a schedule of training sessions will be documented. All pool staff will be required to attend sessions as required by the Contract Manager as outlined in the Staff Handbook and Procedure Ref: SLQP022 – Staff Training and Development, in order to maintain skills and their qualification. The training will include implementation of emergency procedures and other criteria as defined by the RLSS. Non pool staff will also be encouraged or required by the Contract Manager to attend relevant training sessions. This training will be monitored and reviewed on a regular basis as described in Procedure SLQP022.



3.7 Pool Staff – Key Tasks / Responsibilities

Key tasks of the pool staff whilst on duty include:

- working as part of a team to ensure the safe supervision of the pool, communicating as necessary using appropriate whistle, hand signals or speech
- maintaining a concentrated observation of the pool and its bathers in order to anticipate any problems before they occur and identify any emergency quickly. It should be noted that some bathers in difficulty might shout and splash whilst others give little indication of a problem but simply sink below the water. Concentrated vigilance is needed to detect genuine emergencies.
- supervising diving, flumes and use of other pool equipment when allocated to these duties
- carrying out rescues and initiating other emergency action as required
- carrying out initial first aid to a bather in the event of an injury or any other emergency
- ensuring that all bathers are behaving in an orderly manner, using polite but firm reminders. Pool staff must politely but authoritatively stop any practises that will endanger or inconvenience other bathers
- ensuring all poolside emergency equipment and first aid equipment is present and free from defects
- maintaining pool positions until relieved by a colleague. Positions must not be left unattended
- maintaining personal water fitness and knowledge through regular training
- offering assistance and advice to customers when necessary, maintaining high standards of customer care in accordance with Procedure ref: SLQP011 – Customer Care.
- undertaking cleaning duties as required in order to maintain high standards of cleanliness throughout the building in accordance with Procedure ref: SLQP035 - Cleaning



- maintaining conduct and service standards in accordance with the Serco Leisure Staff Handbook
- notifying the Supervisor / Duty Manager in the event that a problem arises that can not be resolved in a satisfactory manner
- carrying out any other duties assigned by Line Managers

3.8 Poolside Rules for Pool Staff

Any site-specific staff rules, including those required for each lifeguard position if applicable, will be outlined in Appendix 3, however, the following rules apply to all centres:

- Under no circumstances are staff to talk on poolside, unless it is absolutely necessary and is relevant to the job. This particularly applies during a rotation or changeover.
- Drinking is permitted on poolside from plastic drinking bottles only. Eating is not permitted on poolside. Hot drinks are not permitted on poolside in any container. However cups should not be left around poolside, the area should be kept clean and tidy to reflect our professionalism. All canned drinks should be poured into a cup.
- Equipment should be stored after use e.g. inflatables, swimming lesson equipment, pool reach poles.
- Staff must not loan out swimming equipment belonging to the centre and which is reserved for lesson or development use.
- Staff must not accept any money or valuables from members of the public for safekeeping. This includes goggles and locker keys etc.
- Staff must act in a mature and responsible manner at all times. Horseplay can be dangerous and must not take place.

3.9 Work Rotation

The Senior Recreational Assistant (or nominated Manager / Supervisor) will co-ordinate staff rotation around the pool and arrange breaks to ensure appropriate variation in duties. Under normal circumstances no member of staff should stay on the same poolside position for more than 30 minutes. In addition, staff will work no longer



than 2.0 – 2.5 hours without a break from poolside. This 'break' will either be a dedicated break or some other dryside duties for at least 30 minutes.

The system of rotation around lifeguard stations will be shown on the pool diagram within Appendix 2. The system should ensure that no lifeguard position is kept unoccupied during the rotation. Appendix 2 will also show approved lifeguard movement around the pool and indicate the areas covered when patrolling, in addition to static positions.

Work rotation will be co-ordinated in light of the conditions of the Centre with consideration given to factors that may affect concentration etc such as poor design and overcrowded conditions.

3.10 Communication on Poolside

The method of communication using a whistle is as follows:

- 1 Whistle Blast – attracts the attention of the pool users
- 2 Whistle Blasts – attracts the attention of other pool staff.
- 3 Whistle Blasts – indicates that the lifeguard is about to take emergency action
- 1 Long Whistle Blast – attracts the attention of the pool users to prepare for an evacuation

Whistles will be used sparingly and will be followed by relevant verbal or visual instruction, e.g. hand signals. Consideration will be given, where possible, to the timeliness of the whistle in relation to the activities being carried out in order to ensure users, e.g. divers, are not unduly distracted.

Hand held radios, intercom systems, CCTV cameras, and "traffic lights" (e.g. to control flume use) will also be used as necessary. Radios and intercom systems will only be used for essential communication. Where appropriate, rules for use of these items will be documented.

3.11 Handover / Communications

A handover period will take place every day in order to communicate relevant information between team members of various shifts.

3.12 Potential Risk Factors

A number of hazards exist in swimming pools and therefore pool staff will be alert and vigilant at all times when on duty. Incidents can occur, both at busy times, when there is a greater potential for an accident to occur and during quieter periods when it is possibly more difficult to remain alert. It is vital that pool staff are aware of the hazards within the Centre and become sensitive to them. Hazards may generally be divided into 4 categories:

- People Hazards – those that are created by the bathers in the pool.
- Activity Hazards – those relating to the manner in which activities are undertaken.
- Lifeguard Hazards – those created by staff in the building.
- Physical Hazards – those relating to the design and structure of the pool.

Details of these, along with known key hazards surrounding pools are outlined below:

Known Hazards

The following have been factors in serious injuries and fatalities in swimming pools in the UK:

- Prior health problems e.g. heart trouble, asthma, epilepsy, etc.
- Youth and inexperience (half of those who drown are 15 or under)
- Alcohol, drugs or food before swimming
- Unauthorised access to pools intended to be out of use
- Weak or non-swimmers straying out of their depth
- Diving into insufficient depth of water (leading to concussion or injury to head, neck or spine)
- The diving boards themselves are one of the highest risk factors within the pool environment, including the height of the boards coupled with the depth of water, and the problem of assessing an individuals swimming ability
- Unruly behaviour and misuse of equipment
- Unclear pool water, preventing casualties from being seen
- Absence of, or inadequate response, by pool staff in an emergency

People Hazards

Wherever possible, it is desirable to observe bathers before they enter the water. This can identify users who may be considered to be a particular risk, i.e.,

- Bathers under the influence of alcohol or drugs
- Bathers in poor health



- The elderly
- The young
- Those who appear nervous
- Customers with disabilities / special needs

Once bathers have entered the pool, it becomes much more difficult to spot potential problems. Those who need to be carefully observed, in addition to the above, include:

- Non / weak swimmers
- Swimmers wearing armbands or using other buoyancy aids including floats, inflatables etc.
- Youngsters swimming alone or inadequately supervised
- Show-offs / boisterous swimmers
- Scum channel / handrail and lane rope crawlers
- Parents / carers "teaching"

Customers who are considered particularly at risk, e.g. under the influence of alcohol / drugs, in poor health, unaccompanied under 8s and the nervous or afraid should not be allowed into the pool. Receptionists or pool staff will ensure they are excluded and will consult the Duty Manager if in any doubt.

Activity Hazards

Pool staff must be aware that accidents can happen as a result of seemingly harmless pool games or high-spirited activity. In certain cases pool staff will use their skill and judgement to change the activity pattern, thus reducing the risk.

Certain activities however must be stopped: -

- Acrobatics
- Bombing
- Bullying
- Diving (unless in designated areas)
- Fighting
- Misuse of equipment
- Pushing
- Running
- Tag games

Lifeguard Hazards

Lifeguards should be role models to bathers, especially the younger ones using the pool. Therefore the manner in which pool staff behave on poolside can have a profound effect on the standards of bather behaviour.



The positioning of the pool staff can seriously affect their capability to observe the water and may affect their ability to remain vigilant. Staff will therefore remain in close proximity to their designated position, should not, unless absolutely necessary, talk to other lifeguards supervising the pool, and will not leave their position unless cover is available.

Physical Pool Hazards

Site specific hazards which have been identified following risk assessment will be listed in Appendix 1, and on the pool plan, e.g. blind spots, areas affected by glare, water features etc. Certain hazards however, may be common to a number of Centres and these include:

- Exits from changing rooms leading directly onto poolside adjacent to deep water areas
- River runs causing problems for non/weak swimmers who may have been drawn into these areas
- Flumes, including the ride itself, access to the top via stairs and entry to the trough
- Entrapment dangers from inlets, outlets and other grills
- Diving pools and boards
- Awareness of pool water depths in different areas
- Access to lagoon from under silver gate (young children).



3.13 General Poolside Rules for Bathers

It is essential that the behaviour of customers does not detract from the enjoyment of others or represent a risk. Notices will be displayed around poolside to outline rules to customers. Specific safety signs, e.g. depth signs and various “do not” signs will be provided. The Safety In Pools leaflet will also be available and will be provided to schools, clubs and known new customers. Pool staff will also communicate rules verbally to bathers as necessary.

The following are general poolside rules and apply to all pools. Should any additional site-specific rules apply, these will be included in Appendix 3.

- No acrobatics in or around the poolside
- No bombing – this can be dangerous to other bathers.
- No diving – varying water depths make it dangerous to dive, except in organised sessions in the diving pool
- No ducking – this is dangerous as it can cause panic and alarm.
- No face masks, flippers, snorkels, or swim paddles. These are inappropriate in public sessions as glass can be broken, flippers and paddles have sharp edges and can cut other bathers.
- No food or drink on poolside.
- No petting – this can be embarrassing to other bathers.
- No prams or pushchairs on poolside.
- No photography – do not allow people to film or take photography either from poolside or the balcony unless prior permission has been granted from the Duty Manager. This includes filming and taking photo’s from mobile phones.
- Recognised swimwear must be worn at all times – T-shirts may be allowed if agreed beforehand by the duty manager. There may be a need for sensitivity to the religious and cultural needs of some ethnic groups. Please see swimming costume policy in appendix 5.
- No running – this is dangerous as the floor is wet and therefore may present a slip hazard.
- No shouting or unnecessary distracting of the pool staff



3.14 Maximum Bather Loads / Lifeguard Ratios

Maximum bather loads will be determined following a risk assessment. The HSE document – Managing Health and Safety in Swimming Pools and the RLSS / ISRM the Lifeguard Training Document will be used as a guide. In addition, the fire authority, the client or the equipment supplier may advise on lifeguard numbers and positions and this advice will be taken into account.

When determining the bather loads and numbers of staff available to supervise / lifeguard, consideration will be given to the various sessions programmed, e.g. inflatable's, sub-aqua, swimming lessons and the degree of supervision required for each and not just to the pool size. The bather loads may also be influenced by quiet and busy use and programmed and casual use. In addition, the maximum load may be influenced by the type of bather, e.g. large numbers of children may require more supervision than the same number of adult bathers.

Bather loads will be constantly monitored by pool staff and in the event that additional support is required, the Duty Manager / Supervisor will be informed and will take necessary action as outlined in the section on overcrowding in Procedure ref: SLQP037 - Pool Emergency Action.

In pools where diving boards and platforms are provided and are in use in either programmed or non-programmed sessions, additional lifeguard cover will provide direct supervision.

In pools where wave making equipment is provided and in use, additional lifeguard supervision will be provided.

The maximum bather loads for the pool(s) within the Centre are shown in Appendix 4, along with the lifeguard requirements for various sessions.

3.15 Poolside Positions

Lifeguard stations are shown on the plan at Appendix 2.

3.16 Admissions

Certain users will be excluded from the pool as outlined in the Section 3.12 relating to People Hazards. The Serco Leisure Safety in Swimming Pools leaflet will also be adhered to in respect of under 8s and will be available at Reception for new customers.

Children aged three & under must be accompanied into the water by a responsible adult on a one to one ratio. The exception to this is that 2 children aged 3 and under



can be accompanied on a one to two basis if both children are wearing approved buoyancy aids, such as armbands or floatation jackets.

A responsible adult must accompany children aged four to seven into the water on a one to two ratio.

A responsible adult can accompany a child aged 3 and under and a child aged 4 to 7 into the water on a one to two ratio if the child aged 3 and under is wearing an approved buoyancy aid, such as armbands or a floatation jacket.

During one of our family friendly swimming sessions (as marked on the centre swimming program) or in the Teaching pools, a responsible adult must accompany children aged under eight into the water on a one to two ratio.

Specific rules relating to pool features will also be observed, e.g. height restrictions for flume use.

Babies in prams / carry chairs will not be left on poolside whilst their parent or guardian swims or takes part in an activity.

3.17 Controlling Access Onto Poolside

The public & staff should be discouraged from walking onto poolside in outdoor shoes. Where it is necessary for a member of the public or visitors to have access, overshoes will be provided for hygiene reasons.

Access to poolside when the pool is not in use will be prevented through the use of physical barriers or supervision. Particular care will be taken when pool covers are in use.

Unauthorised access will also be prevented to flumes by provision of physical barriers at the bottom of the stairs and/or covers to the flume openings.

Any site-specific controls to prevent access to pool areas will be outlined in Appendix 1.



3.18 Special Features

Some Centres will have special features within the pools including floating floors, moveable booms, flumes, diving boards, spas and inflatables. The operation of these features will be in accordance with the relevant Safe Working Practice, e.g. LSWP41 – Booms / Floating Floor, LSWP43 – Flumes, LSWP42 - Diving and LSWP45 – Pool Inflatables. These will be amended and supplemented as required to suit the particular features of the Centre.

Risk assessments will identify the supervision requirements for these features and these requirements will be outlined in Appendix 5. Where national guidelines exist, these will form the basis of the supervision arrangements.

3.19 Pool Set-Ups and Activities

The pool will be set up by reference to the activity programme. All set-ups and activities will be carried out in accordance with Safe Working Practices, ref: LSWP40 to LSWP47.



3.20 Pool Water Quality

Pool water testing will be carried out in accordance with the Technical Working Practice, ref: TWP06, in order to ensure the quality of the water is within parameters recommended by the ISRM and Pool Water Treatment Advisory Group.

Only nominated and trained staff will carry out pool water tests.

Any irregularities in the results will be reported immediately to the technical staff & Duty Manager.

In the event that the clarity of the pool water is poor, action will be taken in accordance with Procedure ref: SLQP037 – Pool Emergency Action.

3.21 Accidents / Injuries

Due to the nature of activities taking place within the Centre, accidents will happen, which will result in injuries to either public or staff. The majority of these will be minor accidents and may be treated on site without referring the customer to hospital. For minor accidents treatment will be given at either the scene of the accident or in a first aid room.

Treatment and subsequent action taken for both minor and major injuries will be carried out in accordance with Procedures ref: SLQP037 – Pool Emergency Action, SLQP050 – Centre Emergencies and SLQP030 – Health and Safety – General.

3.22 Theft, Disorderly / Violent Behaviour, Indecent Exposure / Sexual Assault

Incidents of this nature will be dealt with in accordance with Procedure ref: SLQP050 – Centre Emergencies.

3.23 Customer Care

Customer care skills are important in a pool environment and staff will work in accordance with Procedure ref: SLQP011 – Customer Care and guidelines contained in the Staff Handbook.

3.24 Cleaning

Cleanliness and hygiene represents a significant element of a customers experience and enjoyment within the Centre. All staff will ensure the poolside and all associated



areas are kept clean at all times and will carry out tasks in accordance with Procedure ref: SLQP035 – Cleaning.

3.25 Defect Reporting

Defects will inevitably be identified from time to time. Pool staff will ensure all defects found are reported in accordance with Procedure ref: SLQP039 – Suggestion, Concern and Defect Reporting.

3.26 Teaching, Coaching, Events and Occasional Hire

All groups receiving instruction in a formal teaching situation will be under the supervision of a qualified swimming teacher. Lifeguarding supervision may be undertaken by teachers holding a current RLSS UK National Rescue Award for Swimming Teachers and Coaches or a current RLSS UK National Pool Lifeguard Qualification. Teachers will also hold an appropriate teaching qualification in the relevant discipline from the Amateur Swimming Association, the Swimming Teachers Association or the RLSS. All swimming lessons will be planned and operated in accordance with the Swimlife Manual.

Where schools and clubs are using the pools for teaching and coaching, including water polo, sub-aqua, canoeing and diving, the Contract Manager will ensure the appropriate qualifications are held by supervisors/instructors. These may include specific teaching qualifications and standards set by appropriate organisations. The Contract Manager will determine the lifeguarding requirements, where Serco staff are to be provided, for each session and these will be outlined in Appendix 4 and clearly communicated to hirers.

The Contract Manager will determine the lifeguarding provision for galas, other organised events and occasional hire and these will be communicated to hirers. Hirers will also be provided with written emergency procedures on booking.

The Duty Manager will ensure that requirements for lifeguarding supervision provided by schools, clubs and other organisations are fulfilled on the day.



4. REFERENCES

Ref:	Item:
Appendix 1	Description of Pool(s)
Appendix 2	Plan(s) of the Pool(s)
Appendix 3	Site Specific Rules
Appendix 4	Maximum Bather Loads / Lifeguard Requirements
Appendix 5	Supervision Arrangements – Special Features
SLQP011	Procedure – Customer Care
SLQP021	Procedure – Staff Induction
SLQP022	Procedure – Staff Training and Development
SLQP030	Procedure – Health & Safety – General
SLQP037	Procedure - Pool Emergency Action
SLQP039	Procedure – Suggestion, Concern & Defect Reporting
SLQP050	Procedure – Centre Emergencies
SLQP035	Procedure – Cleaning
SLQF039	Duty Managers Site Inspection Checklist
-	Serco Leisure Staff Handbook
-	Safe Working Practices
-	Technical Manual
-	Risk Assessment Manual
-	Serco Leisure Safety in Swimming Pools Leaflet
-	Poolside Rules
-	Managing Health & Safety in Swimming Pools
-	RLSS / ISRM The Lifeguard Training Document



APPENDIX 1

Pool	Dimensions	Depths	Features	Hazards	Restrictions
Fitness	25m x 15m	1m to 2m	Moveable boom	Shallow diving	No diving under 2.0m
Boom	7m x 15m	1m overall			
Teaching 1	9.2m x 9.2m	0.4m to 0.8m			
Teaching 2	9.2m x 9.2m	0.8m to 1.4m			
Diving Pit	12.5m x 12m	3.8m overall	1m, 3m & 5m diving boards		
Leisure Lagoon	Free Form	Beach to 1.6m	Wave machine, river run, river run blower, bubble pool, Jacuzzi, 4 arm mushroom, spray.	Shallow diving, wave machine, strong current in river run.	No diving, running or jumping into the waves.
Toddler Pool	6m x 6m	0.3m overall	Igloo and various other features.	Young/small children, water fall into lagoon.	No people over the age of 8, (Unless responsible adult 16+ supervising a child under 8)
Flume		Trough – 12 inches		Clear strips in flume that create a light effect	No persons under 1.1m in height, no armbands or goggles.

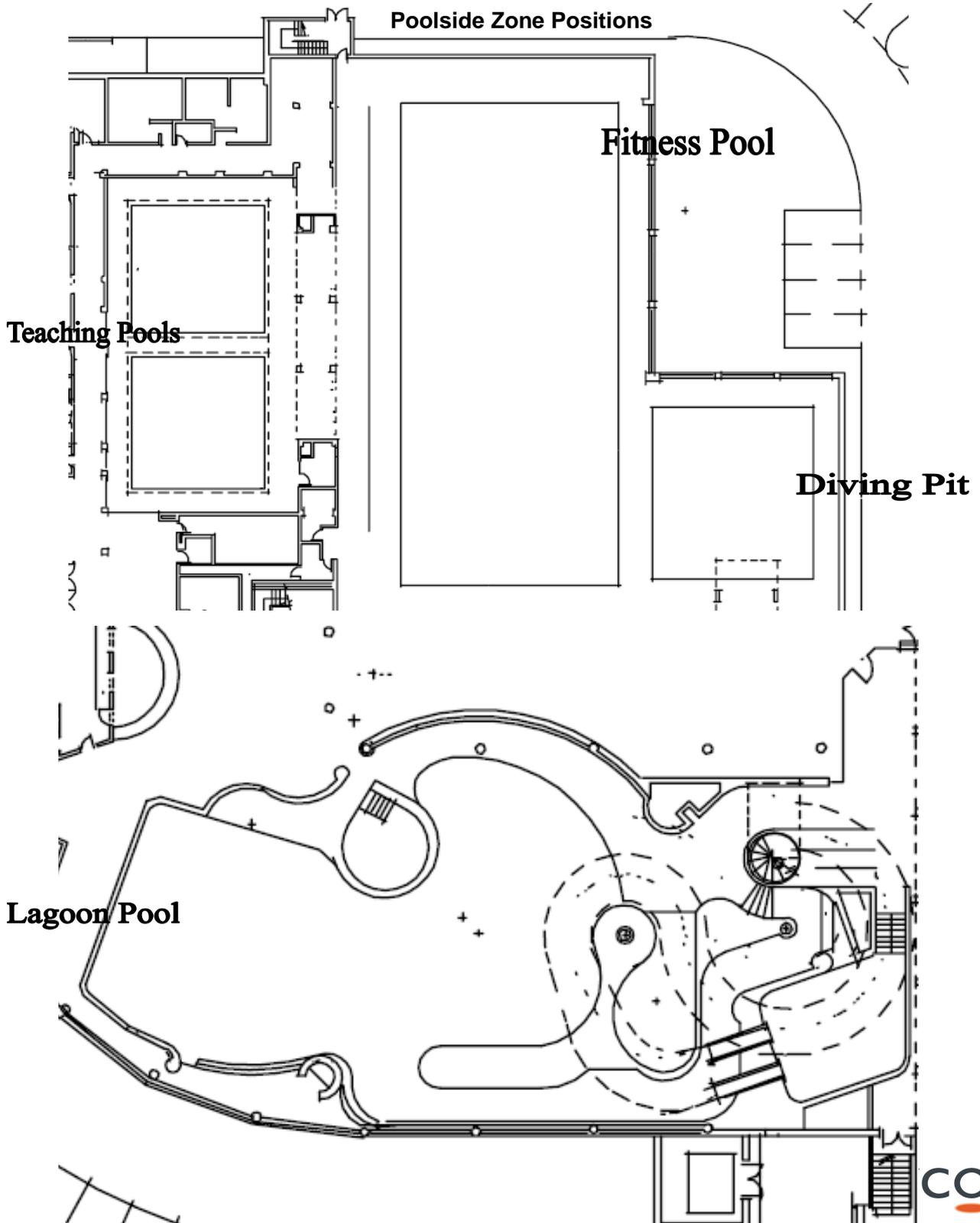
Diving Pit, Leisure Lagoon and Fitness Pools:-

These areas are lit by natural light; therefore are subject to glare. Whilst on these pools if the lifeguard cannot see the whole pool then they are to:

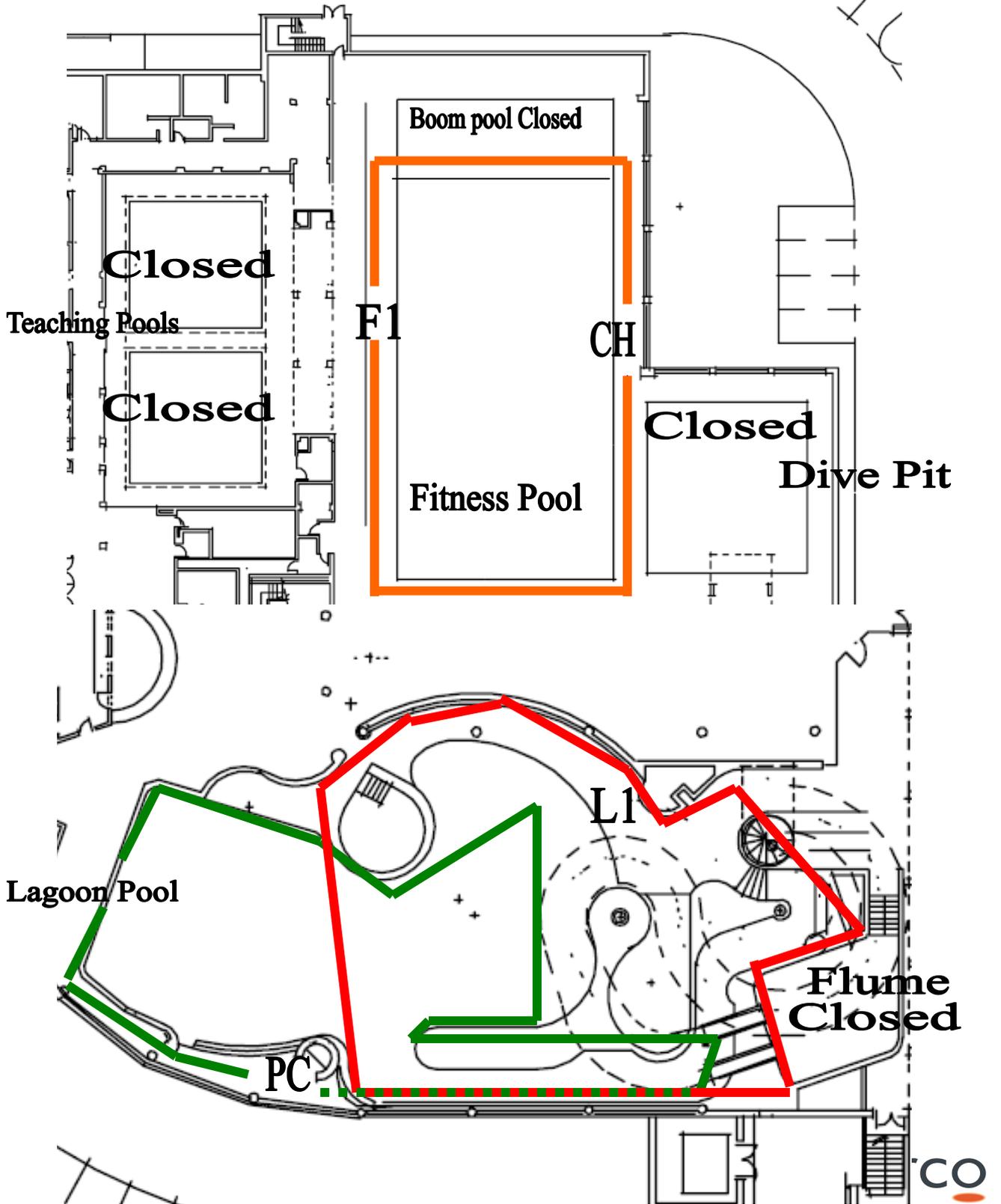
1. Call for assistance
2. Move position so that the whole pool can be observed
3. Communicate with your assistance to maintain total coverage of the area

If at any point the glare is still hampering supervision call for the Duty Manager and/or the Senior Recreation Assistant.

APPENDIX 2



Term Time before 4pm Monday to Friday

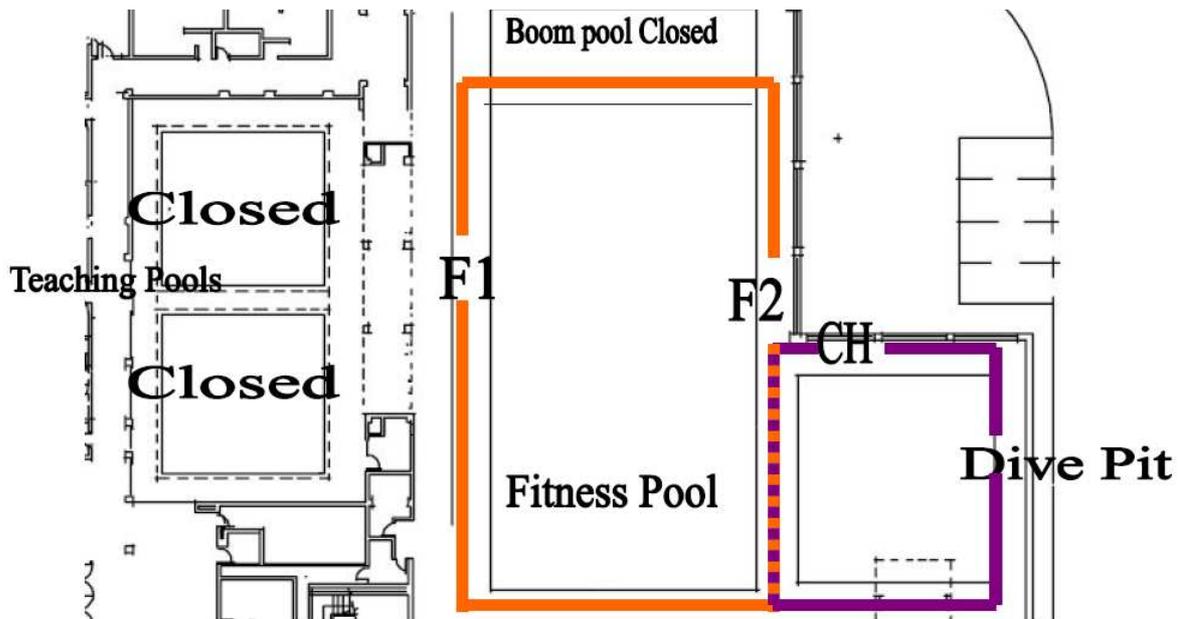
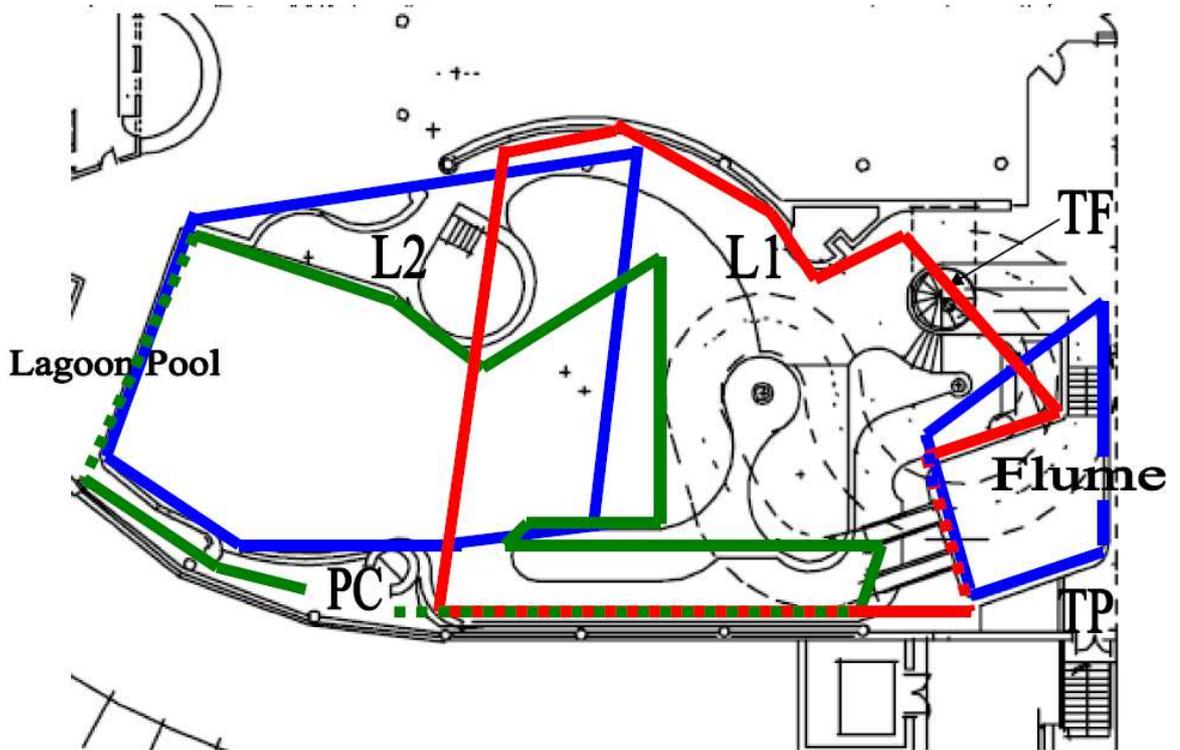




Term Time Before 4pm Monday to Friday

1. **HC** = High Chair: This is a static position. When needed a mobile patrol is possible. This is an intensive zone scan when on its own. When F1 joins on pool side this becomes extensive zone scan.
2. **F1** = Fitness Pool One: This is use when pool is busy. This is a mobile patrol. With CH this is an extensive zone scan.
3. **PC** = Pool Control: This is a static position, if needed should only move to the deep end, then returning to PC as soon as possible. This is an intensive zone scan when on its own. When L1 joins them on pool side this becomes a combined system.
4. **L1** = Lagoon One: This is a mobile patrol. This is a combined system.

Term Time after 4pm Monday to Friday.

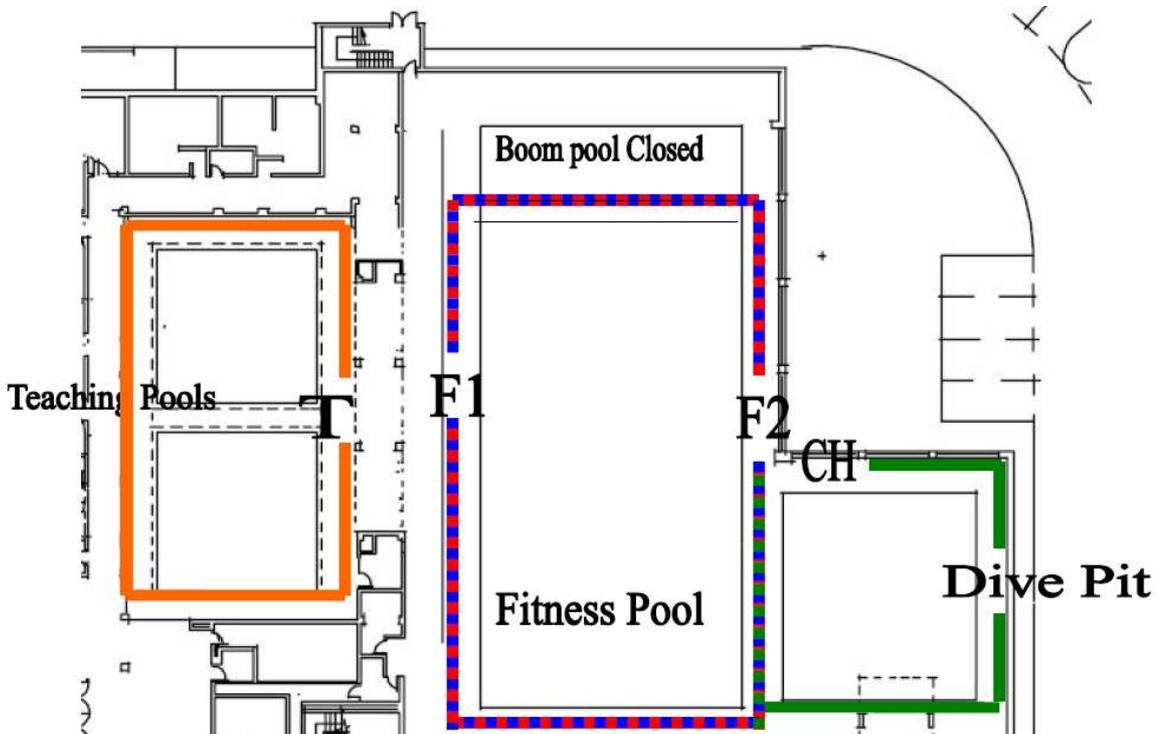
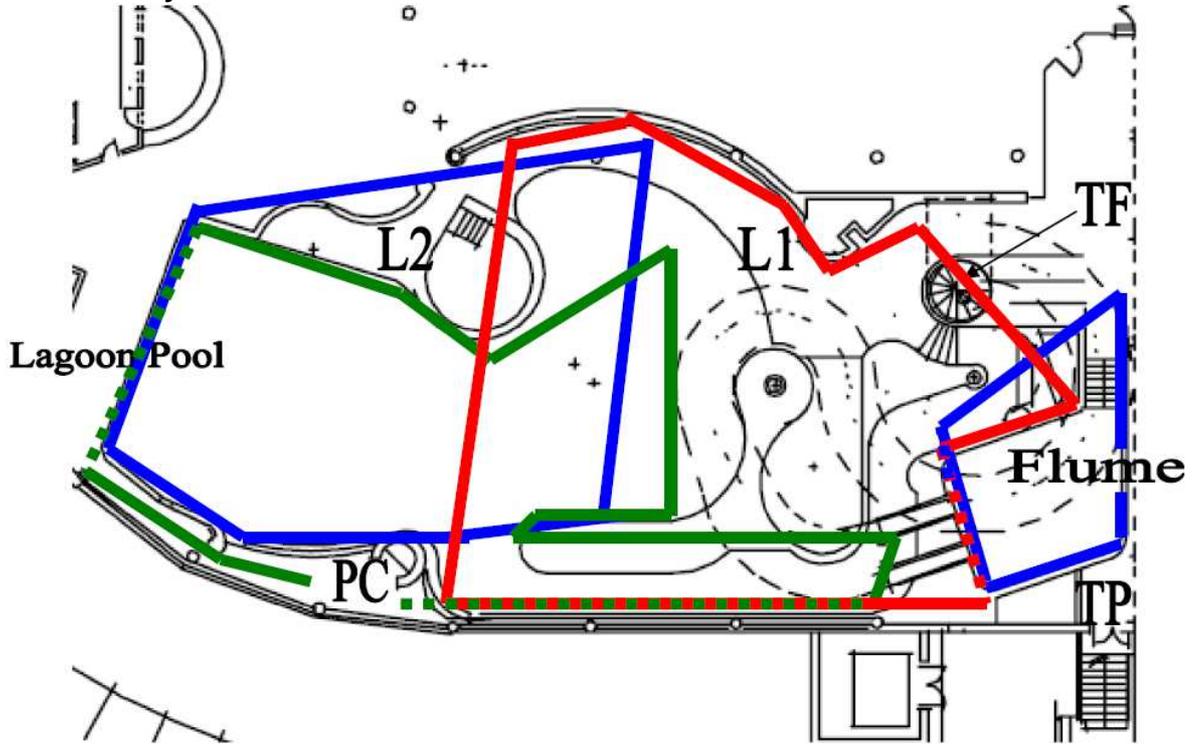




Term Time After 4pm Monday to Friday

5. **F1** = Fitness Pool One: This is a static position, but when needed mobile patrol is possible. If F1 is on their own then it is an intensive zone scan. If F2 is on pool side this becomes an extensive zone scan.
6. **F2** = Fitness Pool Two: This is use when pool is busy. This is a mobile patrol. With F1 this is an extensive zone scan.
7. **HC** = High Chair: This is a static position. When needed a mobile patrol is possible. This is an intensive zone scan.
8. **TF** = Top of Flumes: This is a static position. Controlling the public going down the flumes.
9. **TP** = Toddler Pool: This is a static position. Controlling bathers exiting the trough and the toddler pool (if open). Use a intensive zone scan.
10. **L1** = Lagoon One: This is a mobile patrol. Combined system.
11. **PC** = Pool Control: This is a static position, if needed should only move to the deep end, then returning to PC as soon as possible. This is a combined system.

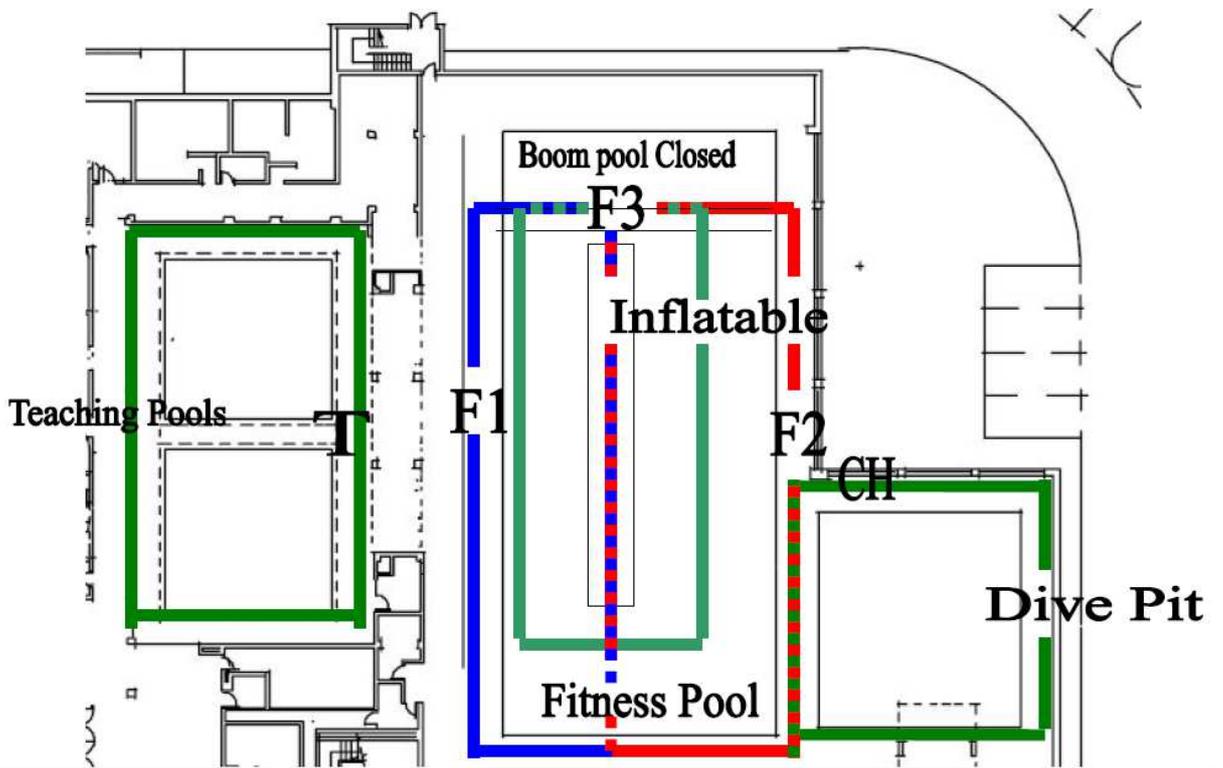
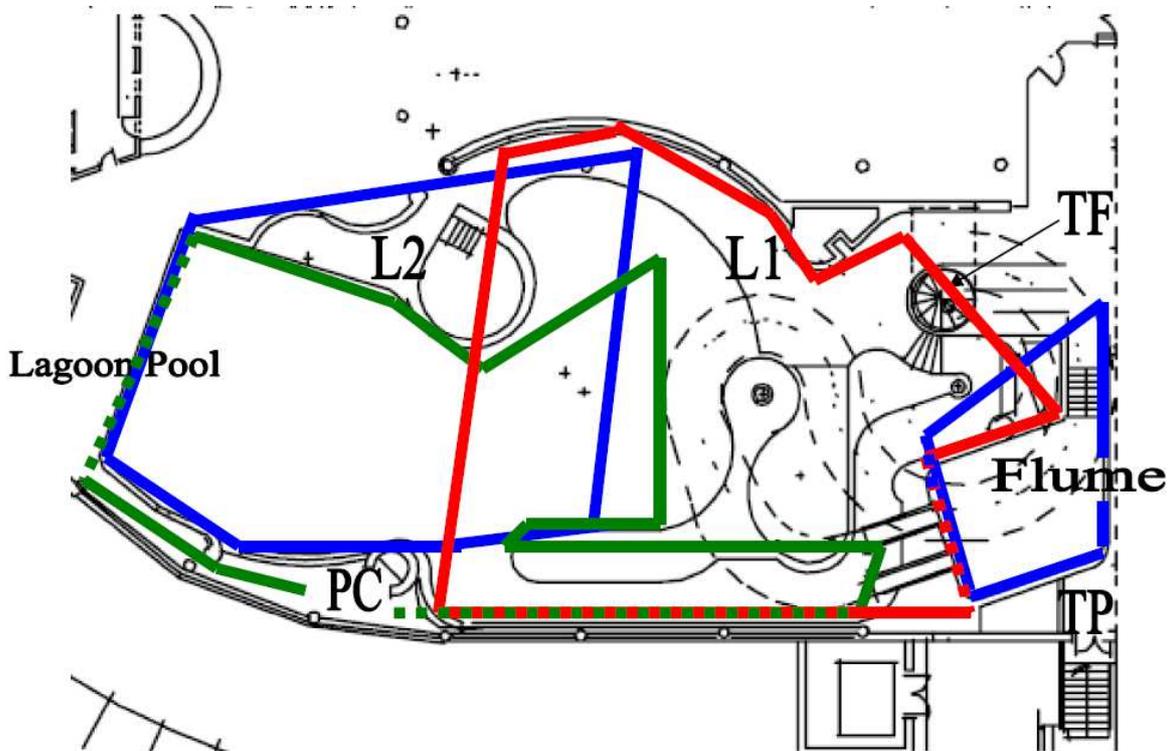
School Holiday + Term Time Weekend.



**School Holiday + Term Time Weekend**

12. **T** = Teaching Pools: This is an intensive zone scan. This is a mobile patrol.
13. **F1** = Fitness Pool One: This is a static position, but when needed mobile patrol is possible. If F1 is on their own then it is an intensive zone scan. If F2 is on pool side this becomes an extensive zone scan.
14. **F2** = Fitness Pool Two: This is used when pool is busy. This is a mobile patrol. With F1 this is an extensive zone scan.
15. **HC** = High Chair: This is a static position. When needed a mobile patrol is possible. This is an intensive zone scan.
16. **TF** = Top of Flumes: This is a static position. Controlling the public going down the flumes.
17. **TP** = Toddler Pool: This is a static position. Controlling bathers exiting the trough and the toddler pool (if open). Use an intensive zone scan.
18. **L1** = Lagoon One: This is a mobile patrol. This is a combined system.
19. **PC** = Pool Control: This is a static position, if needed should only move to the deep end, then returning to PC as soon as possible. This is a combined system.
20. **L2** = Lagoon Two: This is a mobile patrol, using a combined system.

Inflatable / Fun session



**Inflatable/Fun session**

21. **T** = Teaching Pools: This is an intensive zone scan. This is a mobile patrol.
22. **F1** = Fitness Pool One: This is a mobile patrol, using a combined system.
23. **F2** = Fitness Pool Two: This is a mobile patrol, using a combined system.
24. **F3** = Fitness Pool Three: This is only used if the pool is very busy or the inflatable is out. This is a mobile patrol so F3 can help F1/F2. Your priority is to ensure safety of the public getting on the inflatable, one at a time and control the queue wanting to go onto the inflatable. This is a combined system.
25. **HC** = High Chair: This is a static position. When needed a mobile patrol is possible. This is an intensive zone scan.
26. **TF** = Top of Flumes: This is a static position. Controlling the public going down the flumes.
27. **TP** = Toddler Pool: This is a static position. Controlling bathers exiting the trough and the toddler pool (if open). Use a intensive zone scan.
28. **L1** = Lagoon One: This is a mobile patrol. This is a combined system.
29. **PC** = Pool Control: This is a static position, if needed should only move to the deep end, then returning to PC as soon as possible. This is a combined system.
30. **L2** = Lagoon Two: This is a mobile patrol, using a combined system.





APPENDIX 3

Diving Rules

- No running dives of any kind into the fitness pool.
- No running dives off the top diving board in the Dive Pit.
- Only one customer to be on one of the diving boards at anytime.
- No waiting on the steps to the 3m and 5m platforms.
- No waiting behind diving boards except on the 1m board.
- Exit the dive pit by using the steps unless performing an inward dive.
- Exit the dive pit immediately after landing.
- To exit the dive pit from the 1m and 5m boards, use left hand steps near high chair.
- To exit the dive pit from the 3m board, use right hand steps.
- The two secured diving boards are only to be used by Maidstone Swimming Club and are not for general public use.
- Only 1 bounce permitted before diving.
- If a swimmer does attempt to make more than one bound, wait for them to finish the dive, speak to them when they exit the diving pit, rather than attempting to distract them whilst they are on the boards.
- Area beneath must be clear before diving.



APPENDIX 4

Maximum Bather Loads

The maximum bather load for the swimming pools of 610 as outlined in Procedure Ref: MLP010 – Control of Admissions

Fitness pool/Boom	250
Diving Pit	30
Teaching pool 1 (shallow)	40
Teaching pool 2 (deep)	41
Leisure Lagoon	233
Toddler Pool	<u>16</u>
	610

These figures are governed by three factors:

- The number of lifeguards available
- The type of swimmers using the pools
- The activities being undertaken

The decision to reduce these figures lies with the Duty Manager. This decision can be influenced by the Lifeguards who can make a request to the Duty Manager or Senior Recreation Assistant for extra lifeguards. The decision will be made taking into account the three listed factors and the lifeguard ratios.

Number of Lifeguards for particular activities

Public Session

Fitness Pool/Boom Pool/Dive Pit: -

Minimum of one Lifeguard in High Chair if Dive Pit Closed. Minimum of two Lifeguards if the Dive Pit is opened.

Only one lifeguard is required if either the Boom and or Fitness are in use, however if very busy the duty manager may add a second lifeguard. If the Dive Pit is open then two lifeguards are required. One lifeguard watching the Divepit and one lifeguard controlling the F1 position.

Lagoon Pool

Minimum of two Lifeguards – one on Pool Control and one patrolling the Terrace side of the Lagoon Pool (L1). Areas such as the river run will be closed off during unsupervised times.

Teaching Pools



Minimum of one Lifeguard positioned between the two pools at the store side.

APPENDIX 5

Wave Machine Activation

The waves are to be activated every 30 minutes – on the hour and half past every hour, during “features fun & flumes” on the pool timetable. Upon each lifeguard rotation, the lifeguard coming onto the Pool Control Position will check to confirm the last activation. Each activation should last for 5 minutes.

Prior to the waves being activated, the lifeguard on the Pool Control position will first push the button at pool control to warn customers and staff that the wave machine is about to be activated. The announcement is as follows:

“Attention please, the wave machine is about to come on in the Leisure Lagoon. Would all weak, non-swimmers and children in armbands, please remain in the shallow end of the pool. There will be no running jumping or diving into the waves and will all swimmers please stay away from the silver handrail at the 1.6 metre mark. Thank you.”

The lifeguard will then wait for all weak and non-swimmers and children in armbands to move to the shallow end of the pool before activating the wave siren and wave machine from the control panel on Pool Control. All other features must be turned off before the waves are activated.

Wave machine activated every 30 minutes during school holidays, weekends and after 4pm, and when requested by customers during term time before 4pm (this is down to the discretion of the duty manager).

Flumes

Whenever in operation one Lifeguard at the top of the stairs and one positioned at the bottom near the toddler pool and at the end of the trough. Only one person can descend the flume at a time. The next person can descend upon the traffic light turning from red to green.

Certain restrictions apply to the flumes:-

- 1 Anyone under 1.1m cannot use the flumes
- 2 No children using swimming aids may use the flumes
- 3 No dual ride is permitted
- 4 No access before previous bather exits the trough
- 5 All rides must be feet first
- 6 No watches or jewellery to be worn



7 Must exit the trough as soon as possible

In addition the flumes are checked daily by the Senior Recreation Assistant or designated person for any discrepancy that may cause harm to bathers.

Pool Hoists

There are three pool hoist positions on poolside. One on the fitness pool, one on the boom pool and one on the teaching pool. For exact positions please see Appendix 2 Plans of Pools. Two lifeguards are required to move the hoists and one to operate. If you have any difficulties with the bather call for assistance via radio.

Boom Pool

Please refer to Safe Working Practices reference LSWP41.

Diving Pit

During busy periods an additional lifeguard will be positioned on fitness pool 1 so that both pools are being supervised. If the bather loads continue to increase than radio the Duty Manager and/or Senior Recreation Assistant who will then allocate additional staff where necessary. If in any doubt radio for assistance immediately.

To increase the safety of our diving boards we provide an information handout of rules at Reception which are also around the dive pit in the form of signs. These must reflect the Diving rules about and must be enforced at all times.

Swimming and Diving Club

One lifeguard should be positioned on the high chair for the Swimming Club and Diving Club. It may be necessary to help the coaches in setting up. During Gala's reference: LSWP46 pool events and galas the lifeguard ratio remains the same.

Water Polo

For details of set-up reference: LSWP47.

One lifeguard will be positioned on the high chair to render any assistance when necessary.

Deep Aqua

For set-up requirements refer to Safe Working Practices LSWP40.

One lifeguard is required on the high chair.

Shallow Aqua

For set-up requirements refer to Safe Working Practices LSWP40.



Inflatable

For set-up requirements refer to Safe Working Practices reference: LSWP45. Must have 3 lifeguards for inflatable. One controlling entrance and one overseeing the exit.

Holiday Sessions

During these busy times additional staff are required on various positions. These positions will be allocated by the Duty Manager and/or Senior Recreation Assistant. If at any time the pool that you are supervising becomes very busy, you must call via radio for assistance from the Duty Manager and/or Senior Recreation Assistant.