

Normal Operating Plan

The Normal Operating Plan (NOP) sets out the way our pool operates on a daily basis. It includes details of the layout, equipment, manner of use, user group characteristics and any hazards or activity-related risks.

Details of the pool

Length	13m
Width	5m
Average depth	1.4m
Water area	65m ²
Water Volume	91m ³
Max. Instantaneous Bather load	24
Circulation Rate	40.8 m ³ /hr
Turnover	3.64
Daily Dilution Capacity	4320ltrs
Weekly Dilution	30m ³
Max. Daily Bathing load	135

Our pool uses water from the mains water supply and is heated to 28 to 30 degrees Celsius and assisted by 2 fuel systems. Mainly sourced from Biomass heating, although without the biomass heating method, oil boilers then assist the process.

There are tiles steps in one corner of the pool as a means of access and also there is a stainless-steel ladder in another corner of the deeper end as a means of easy exit.

There are two changing rooms (each with mirror, hair dryer), one which has privacy curtains (females) and another without (males). All floors in these areas have non-slip tiling and under floor heating. The areas of the building are not deemed to be wheelchair friendly.

Our pool is used by the following types of bathers:

- Residents and families staying on Lusty Beg Island; The pool is open for residents, in 2-time windows of the day. Depending on Island Spa appointments and treatments booked in. The morning times for residents are 0900-1100 and evening times are 1600-1900. The name on the booking for their stay on Lusty Beg Island is deemed to be the group leader and is responsible for the health, safety and behaviour of those in their group.
- Spa appointments utilising the facility before or after treatments. Any group bookings. Hen Party, Stag party, or any other group, the group leader is responsible for the health, safety and behaviour of those in their group.

- Owner/staff sessions, where the pool is used by the owners or staff, their friends and/or family when the pool is not in use by the above. The owner or staff member arranging the session is deemed to be the group leader and is responsible for the health, safety and behaviour of those in their group.

A plan of our pool building can be found in Appendix A.

Potential Risks

An appreciation of the main hazards and of users particularly at risk is required before safe operating procedures can be identified. The following hazards have been assessed as being High or Medium severity in the current Our Pool Risk Assessment.

- Persons entering the pool inappropriately, for example, by diving or ‘bombing’
- Persons exhibiting boisterous or unruly behaviour
- Persons gaining unauthorised access, for example, trespassers or staff
- Persons gaining access to the pool when it is not in use or not supervised
- Non-swimmers walking around the swimming pool
- Absence of, or inadequate response of Group Leader in an emergency
- Tag games or ‘horseplay’ in the pool or on the pool side
- Acrobatics and throwing games
- Water contamination

Dealing with the public

Safety messages are communicated to swimmers by the following means:

- Notices are situated within the changing rooms, pool side, outlining safety rules to be adhered to. Also, communication between staff addressing issues that need to be notified immediately or reminders of safety rules that have been breached repeatedly.
- Issuing our Pool Code of Conduct; issued to all of our group leaders and persons availing of treatments in the Island Spa.
- Making our pool conduct available to all potential swimmers, by displaying a copy of it on our website. www.lustybegisland.com.

Bathers gain access to the pool complex via Spa reception where towels are readily available and are given for use. The receptionist directs the customer to their appropriate changing area and navigates them to the swimming pool.

In the event that the reception does not have personnel at the desk the pool can be accessed by entering the code (C402Z) into the keypad on the entrance door. When the complex is not being used the Spa, staff lock it with the key.

Any breach of Our Pool of Conduct will result in a warning by the Pool Manager. Any further breach will result in the session being terminated. Repeat offenders may have their privilege of using the pool complex removed.

Systems of work

The Pool Manager is responsible for the operation of Lusty Beg's pool. The name and contact details of the pool manager is held by staff within the reception of the Island Spa and Reception within the Main Building.

The Group leader is responsible for the health, safety and behaviour of all members in their group and for escalating issues to the Pool Manager. E.g. contacting the pool manager in the event of an incident or reporting broken safety equipment.

No diving is allowed at any time.

If possible, lifesaving should be carried out from the poolside using the equipment supplied (long-reach pole and/or life buoys).

Operational systems

The pool is opened and pool building is locked after the last use each night by the Island Spa staff.

Access to the pool building is via reception and is secured by a coded lock.

Detailed Work of Instructions

Diving into the pool is prohibited as the pool is only 1.4 metres deep at its deepest point.

No-one, unless suitably trained, will have access to the Plant Room without the Pool Manager.

The instructions from the company supplying the plant equipment and cleaning equipment are taken as the main advice on operating what plant, chemicals. Etc. are needed to keep the pool in its best condition.

Manual water sampling is carried out by trained Island Spa staff at least 3 times per day. Once on opening, once at lunch time and another time before closure.

Continual (on the hour) pool checks are to be carried out and walkaround pool conducted.

Backwashing will be carried out at least 1 time per week and each filter will be backwashed in turn. The strainers located before the pumps are also taken out and cleaned at least 1 time per week. This work will be carried out by the pool manager or a trained member of maintenance staff. These duties are mainly processed at the end of the day unless our Emergency Operating Procedure (EOP) advises to do so out of normal procedure.

The Health & Safety Executive (HSE) 'Managing Health & Safety in Swimming Pools' 2003 HS(G)179 and Pool Water Treatment Advisory Group (PWTAG) 'Swimming Pool Water Treatment & Quality Standards' 1999 books are kept in the Plant Room for reference purposes.

First Aid Supplies and Training

A fully equipped First Aid Kit is located in the reception of the Island Spa

Where treatment is required, there are many rooms can be used as a First Aid point depending on factors, such as, accident location and severity and the level of business within the Island Spa building.

The pool manager is responsible for ensuring the First Aid Kit is stocked adequately and replace any used or faulty items.

Owing to the nature of the business, whereby, the code may be needed for access to the pool. The Group Leader is responsible for the health and safety of those in the group and must have a mobile phone with a useable signal in case the emergency services are needed.

The Group Leader is responsible for ensuring that all rubbish, including used first aid materials and sharps, is removed from the pool complex at the end of their session.

Details of Alarm systems and Emergency Equipment

The location of Fire/emergency Alarms are shown on the plan in Appendix A. Actions to be taken can be found in the Emergency Action Plan below.

In the event of a power failure the emergency lighting will be activated. Actions to be taken can found in the Emergency Action Plan below.

Each of the toilets are fitted with an alarm. In most circumstances, the Group Leader will be able to rectify the situation, but if the situation requires the toilet door to be opened from the outside, call a member of staff.

The following rescue equipment is available by the pool side:

- 2 x Life Buoy Rings
- 1 x Reach Ring Pole
- Flotation devices
- 2x Emergency Alarm Call points

EMERGENCY ACTION PLAN

The Emergency Action Plan (EAP) give specific instructions on the action to be taken, by all staff, in the event of a foreseeable emergency.

SERIOUS INJURY TO A BATHER

- Assess the injury and administer first aid and/or call the emergency services on 112 or 999
- Keep the injured person safe and warm
- Clear the pool instructing the other bathers to get changed and wait in the reception area or leave the premises, as necessary
- Contact the Pool Manager
- Call the next of kin of the injured bather, if appropriate
- If the injured swimmer is suspected of having sustained a spinal injury, stabilise them in the water or pool side and do not attempt to move them prior to the arrival of the emergency services
- All serious injuries requiring hospital treatment **MUST** be reported on an incident form. Forms can be found in the Spa reception area. Provide the following information:
 - Name and address of the injured party
 - Contact telephone number
 - Age
 - Cause of accident(A brief description of the events leading up to the incident, any action taken and by whom).

You have a legal duty to supply this information.

DISCOVERY OF A CASUALTY IN THE WATER

Rescue the casualty and follow the instructions above for Serious Injury to a swimmer.

Only Enter the water as a last resort. I.e. There is a No Response Casualty.

A. Is the Casualty responsive?

1. Toss him/her/they a life buoy ring and instruct them to kick towards the side of the pool (preferably toward the shallow end of the pool)
2. Once they have taken control of the life buoy ring, extend the pool hook and allow the casualty to take hold. Pull the casualty to a safe point where they can leave the pool. Preferably towards the shallow end steps.

B. Is the Casualty unresponsive?

1. Extend the pool pole and hook the casualty in such a way that you can pull the person to the surface and towards the shallow end of the pool.

2. Once the casualty is in the shallow end of the pool you can enter the pool to keep their face out of the water.

IN BOTH INSTANCES. YOU MUST INFORM THE POOL MANAGER IMMEDIATELY

Overcrowding – Maximum Numbers Permitted = 16

- Do not allow more people in to the pool
- Remove excess bathers immediately

Disorderly behaviour (including violence to staff)

- Inform the Group Leader immediately. If the offender is not part of a group, then call the Supervisor on duty or the Pool Manager
- If necessary, clear the pool and isolate offenders
- Do not argue and do not attempt any physical intervention
- Call 112 (or 999) if necessary

Lack of Water clarity

- If the clarity of the water deteriorates during operational hours clear everyone from the pool IMMEDIATELY and call the Pool Manager
- If the clarity of the water is poor on entering the building do not allow the swimmers to enter the pool and call the Pool Manager
- The Pool Manager will:
 - Conduct a water test
 - Check that the plant room equipment is operating correctly
 - Close the Pool until normal conditions are restored

Faecal or Vomit Contamination

- Clear the pool IMMEDIATELY
- Ensure all bathers shower thoroughly
- Close the pool and call the Pool Manager (who is a trained Pool Plant Operator)
- No unauthorised personnel are to enter the pool building until the 'all clear' has been given by the Pool Manager
- The Pool Manager will:
 - Remove the contaminant
 - Conduct a water test
 - Close the pool until normal conditions are restored

Diarrhoea Contamination

- Clear the pool IMMEDIATELY
- Ensure all swimmers shower thoroughly
- Close the pool and contact the Pool Manager (who is a trained Pool Plant Operator)

- No unauthorised personnel are to enter the pool building until the ‘all clear’ has been given by the Pool Manager
- The Pool Manager will:
 - Remove as much of the contaminant as possible
 - Maintain chemical levels at top of range
 - Add coagulant to the filter for 3 turnover cycles
 - Backwash as recommended for filters
 - Reopen the pool when normal conditions are restored

Outbreak of fire (or sounding of the alarm to evacuate the building)

ON DISCOVERY OF A FIRE

- Activate the alarm
- Call swimmers from the water
- Instruct everyone to leave via the nearest exits and go to the fire assembly (the tennis court)
- If it safe to do so, check the changing rooms, toilets, showers, relaxation rooms and treatment rooms to ensure nobody is left in the building and ensure all doors and windows are closed
- Call 112 and ask for the fire brigade
- Call the Pool Manager
- Do not re-enter the building (or allow anyone else until the pool manager gives the ‘all clear’)

ON HEARING THE FIRE ALARM SIGNAL

- Leave via the nearest exit and go to the fire assembly point (the tennis court)
- If it safe to do so, check the changing rooms, toilets, showers, relaxation rooms and treatment rooms to ensure nobody is left in the building and ensure all doors and windows are closed
- Do not re-enter the building (or allow anyone else until the pool manager gives the ‘all clear’)

ON HEARING THE POOLSIDE ALARM SIGNAL

- If on reception, politely excuse yourself from your duties and make your way to the poolside.
- Enquire with pool users who/what was the reason for raising the alarm.
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LIGHTING FAILURE

In the event of mains failure, the electrical generator should automatically come on. In the event of generator failure, the emergency lighting will automatically come on. There

will be sufficient lighting to enable staff to clear all of the areas used by residents during operations.

- Instruct people to change and clear the building, collecting all of their belongings
- Close all the doors
- Call the Pool Manager

STRUCTURAL FAILURE

If any signs of structural failure appear, clear the building immediately and contact the Pool Manager

EMISSION OF TOXIC GASES

If there is a release of toxic gases, clear the pool IMMEDIATELY.

- On leaving the building, activate the fire alarm and move to the fire assembly point (the tennis court)
- Contact the emergency services by dialling 112 or 999
- Contact the Pool Manager

Document Information

REVIEW

The PSOP will be reviewed and revised if necessary:

- With the installation of new equipment
- After a major incident (e.g. accident requiring hospitalisation or near drowning)
- Following the identification of a trend of minor accidents
- Structural change
- At least once per calendar year

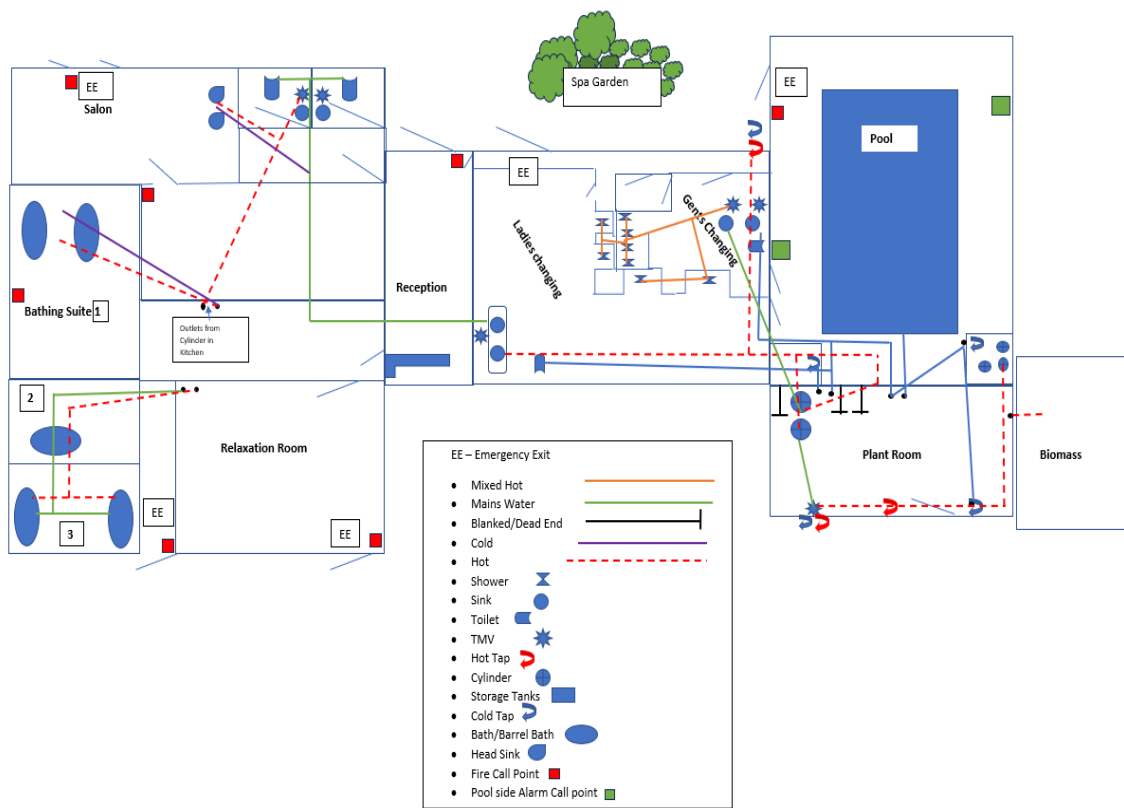
Any revisions to the PSOP will be communicated to all staff and Group Leaders.

INTERNAL FORMS

- Pool water testing
- Bath and Barrel tub temperatures
- Client forms (for those availing of Spa treatments)

APPENDIX A

Spa Plan – Lower Level



Swimming Pool – Lusty Beg Island

Spa Plan – Upper level

