03. Health & Safety Policy

Woking Strokeability is committed to ensuring the health, safety and welfare of our members and volunteers as far as is reasonably practicable, as well as members of the public who may be affected by our activities.

Our general statement of policy is that we will:

- Take steps to ensure that individuals and the group meet their legal duty of care to others, both within and outside of the group. Individuals must take every effort to support, comply with, and implement this policy.
- Provide adequate control of health and safety risks arising from our meetings and activities, with the aim of preventing accidents and incidents;
- Provide information and training to members and volunteers (as required) to enable the safe performance of our activities;
- Provide and maintain adequate and safe meeting places and equipment to enable the safe performance of our activities;
- Appoint competent people to assist the group in meeting our health and safety duties, where necessary approaching specialists from outside of the group;
- Provide opportunities for people within and outside of the group to raise issues of health and safety;
- Monitor continually and review regularly this policy, making changes as required, including those directly resulting from changes in legislation.

Signed by Trustees

Campbell Ford _____by email_____ Date__13 October 2020___

Val Cunningham _____by email_____ Date__05 November 2020___

Ben Anthony _____by email_____ Date__12 October 2020___

Jenny White _____by email_____ Date__14 October 2020___

Tony Dawson _____by email_____ Date__13 October 2020___

Responsibilities

To ensure the proper management of health and safety, the group has allocated the responsibilities outlined below:

Overall Responsibility

The Trustees of Woking Strokeability accepts overall responsibility for all matters, including those regarding health, safety and welfare.

The Group

The group, by way of the committee and the group volunteers, accepts its responsibility for health and safety, including the following duties:

- Making sure that everyone knows the safety procedures;
- Ensuring that any equipment is appropriate and in good working condition;
- Providing adequate training, information and supervision to ensure that activities are carried out safely;
- Taking immediate steps to report, investigate and rectify any health and safety issues;
- Ensuring that all accidents, incidents and near misses are recorded and investigated and lessons learned from these are reflected in the revision and improvement of this policy;
- Maintaining safe access to and from the meeting place.

In order to assist the group in meeting its health and safety duties, the following people have been appointed to take responsibility for specific areas of the policy and its implementation, having been deemed competent to do so by their attendance at appropriate training and by their demonstrable experience and knowledge.

Health & Safety Officer	Val Cunningham	07745 471130
First Aider(s)	Val Cunningham	07745 471130
	Tony Dawson	07753 606678
Fire Warden	Jenny White	01483 222510
First Aid box located	Woking Leisure Centre	with reception
	Woking Homes	by Pool
	Lancaster Hall	in Hall
Accident Books	Jenny White	01483 222510
Accident Forms		with Management Committee

Individuals

All individuals, regardless of their role, accept their responsibility for health and safety, including the following duties:

- Taking care of oneself;
- Avoiding putting oneself or others in danger;
- Avoiding any unnecessary risks;
- Co-operation with the committee in carrying out their responsibilities in respect of health and safety;
- Following safety rules and ensuring only the proper use of safety equipment;
- Doing things as one has been trained or directed to do;

- Reporting any hazards without delay to a responsible person.

Policies and Procedures

Risk Assessment

Risk assessments must be completed in respect of any activity undertaken or venue attended by members of the club, whenever that activity or attendance is under the auspices of the club.

It is the responsibility of the Trustees to ensure that the Health and Safety Officer and Deputy Health and Safety Officer are given appropriate Risk Assessment training.

The Trustees are responsible for ensuring that all relevant risk assessments are completed, and is responsible for ensuring that those required to carry out risk assessments are given appropriate training.

The club's general approach to risk assessment is based on the HSE Five Steps model.

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precaution
4. Record your findings and implement them
5. Review your assessment and update if necessary

The Trustees and the Health and Safety Officer are responsible for ensuring that all risk assessments are reviewed and, where necessary updated, on a frequent and regular basis. The Trustees and the Health and Safety Officer are also responsible for ensuring that all accidents, incidents and near misses are recorded and investigated and that lessons learned from these are reflected in revisions to risk assessments where appropriate.

An example of a Woking Strokeability Risk Assessment is attached for reference in the Appendix.

Regularly review - Few locations stay the same as they change and new equipment and activities arise that could lead to new hazards reviews should take place on an ongoing basis. Useful points to consider are:

- Have there been any significant changes?
- Are there improvements you still need to make?
- Have your trainers, members, carers or volunteers spotted a problem?
- Have you learnt anything from accidents or near misses?

Fire and Evacuation Procedures

It is the responsibility of the Trustees to ensure that the Fire Warden and Deputy Fire Warden are given appropriate Fire Risk Assessment training and to ensure that a Fire Risk Assessment is carried out.

It is the responsibility of the Trustees and of the Fire Warden to ensure that a Fire and Evacuation Plan

- Is based on the Fire Risk Assessment and that every attendee at every regular venue is conversant with it.
- Drills are carried out on a regular basis at any regular venue.

The Trustees, the Fire Warden and the Health and Safety Officer are responsible for ensuring that all Fire Risk Assessments are reviewed and, where necessary updated, on a frequent and regular basis. The Trustees and the Health and Safety Officer are also responsible for ensuring that all relevant incidents and near misses are recorded and investigated and that lessons learned from these are reflected in revisions to Fire Risk Assessments where appropriate.

Where Woking Strokeability hold regular meeting at venues with their own fire and emergency evacuation procedures we will follow those procedures.

The fire and emergency evacuation procedures for our regular meetings at Woking Leisure Centre and Woking Homes Pool are attached in the Appendix.

First Aid

At least one qualified First Aider must be present at any activity undertaken or venue attended by members of the club, whenever that activity or attendance is under the auspices of the club.

A First Aid box, for use by the qualified First Aider(s), should be available at any activity undertaken or venue attended by members of the club, whenever that activity or attendance is under the auspices of the club. The Health and Safety Officer and the First Aiders are responsible for checking the First Aid box on a frequent and regular basis and replenishing it in order to ensure that it is always fully and appropriately stocked.

All incidents requiring intervention by a First Aider must be recorded in the Accident Book immediately and reported as soon as reasonably practicable to the Health and Safety Officer and subsequently reviewed by the committee as soon as reasonably practicable.

- It should be noted that since Woking Strokeability make use of facilities owned, managed and staffed by third parties the First Aider responding to an incident may not be a member or associated with Woking Strokeability.

The Trustees and the Health and Safety Officer are also responsible for ensuring that all accidents, incidents and near misses are recorded and investigated and that lessons learned from these are reflected in revisions to risk assessments where appropriate.

Accident Reporting Procedure

All accidents, incidents and near misses must be recorded in the Accident Book or through a Woking Strokeability Accident Repot immediately and reported as soon as reasonably practicable to the Trustees and the Health and Safety Officer and subsequently reviewed by the committee as soon as reasonably practicable.

The Trustees and the Health and Safety Officer are also responsible for ensuring that all accidents, incidents and near misses are recorded and investigated and that lessons learned from these are reflected in revisions to risk assessments where appropriate.

Manual Handling and Client Assistance

All members and volunteers involved in manual handling and client assistance must receive appropriate training and follow the procedures laid out in that training in order to protect themselves and the people they assist. Any member who might reasonably be expected to require physical assistance should be the subject of a risk assessment.

The Trustees and the Health and Safety Officer are responsible for ensuring that such risk assessments are carried out and that proper procedures are followed. The Trustees and the Health and Safety Officer are responsible for ensuring that these risk assessments are reviewed, and where necessary updated, on a frequent and regular basis.

Further information and support

The Stroke Association can offer guidance on different areas of health and safety, and information sheets are available on the main topics. Additional information is also available from the following places:

Health and Safety Executive – 0845 345 0055

www.hse.gov.uk

Dept. for Communities and Local Government, including Fire and Resilience – 020 7944 4400

www.communities.gov.uk

St John Ambulance, including first aid and other health and safety training – 08700 10 49 50

www.sja.org.uk

British Red Cross – 0844 871 11 11

www.redcross.org.uk

Community Transport Association – 0845 130 6195

www.ctauk.org

Royal Society for the Prevention of Accidents (RoSPA) – 0121 248 2000

www.rospa.com

Dated: 18 January 2021

Appendices

Woking Strokeability Accident and Witness Report Form

Fire and Emergency Evacuation Procedure for Woking Leisure Centre

Fire and Emergency Evacuation Procedure for Woking Homes Pool

Accident and Witness Report Form

This form should be used for the recording of all accidents, injuries and dangerous occurrences. The form should be completed as soon as possible after the occurrence. All details should then be checked by a member of the management team or Trustee. To comply with the data protection legislation personal details must be kept confidential.

Full name of person injured	
Home address	
Member, Carer, Volunteer, Trainer or member of public	
Date / Time of occurrence	
Place of occurrence	
Description of accident (Full description of the accident circumstances, including a description of any apparatus or equipment involved)	
Full description of any injuries suffered and treatment given	

I declare and confirm that as far as I am aware the above details including the description of the accident are true and complete	
Signature & Date	
Full Name	
Home address	
Member, Carer, Volunteer, Trainer	

FIRE ACTION

ANY PERSON DISCOVERING A FIRE

1. Sound the alarm
2. Call 999 for the fire brigade or 104 for main building
3. Leave the building by the nearest available fire exit
4. Close the doors behind you
5. Report to the **assembly point** in the **rear car park** of the **main building** by the garages

IF YOU HEAR THE ALARM

Follow Steps 3, 4 & 5 above

STOP

DO NOT STOP TO COLLECT BELONGINGS

DO NOT ATTEMPT TO RE-ENTER THE BUILDING UNLESS AUTHORISED TO DO SO

freedomleisure where you matter	Operating Document Woking Leisure Centre	SECTION: OD 2.5 ISSUE: ONE APPROVED BY: MH DATE CREATED: 10/10/2013 REVIEW DATE: 04/04/2018
Title: Fire Evacuation Plan		

Policy Number	PD 2.2	Risk Assessment	Click here to enter text.	Quality Record(s)	Click here to enter text.

1) Documents Relating to OD (ACOP / Industry Guidance)	Hyper link
Fire Safety in the workplace	https://www.gov.uk/workplace-fire-safety-your-responsibilities

2) Amendment Details	Date
Added to new template	30/07/2013
Updated by JM	28/01/2015
Updated by JM	04/04/2016
Click here to enter text.	**Click here to enter a date.**

3) Scope and Objective

It is the objective of Freedom Leisure to ensure that all customers and staff are safe whilst using and working at our centres. However, in the unlikely event of an evacuation, this procedure details the action to take to safely evacuate the centre.

4) Training Details

4.1 On Discovery of a Fire/Tackling a Fire

On discovery of a fire, staff must decide if it can be extinguished immediately. General advice is that staff must only consider extinguishing a fire if it is smaller than a waste paper bin and if they have received fire extinguisher training. STAFF ARE NOT EXPECTED TO PUT THEMSELVES AT RISK.

On discovery of fire, the first action must be to sound the fire alarm by activating an Alarm Call Point and contact the Emergency Service.

4.2 Authority to Contact Emergency Services

Whilst normally it is the Receptionist who will contact the Emergency Services by dialling 999, any member of staff can do so if he/she considers it necessary.

When contacting the Emergency Services request the Fire and Rescue Service, and the Ambulance and Police services as necessary. Be prepared to give information about the location of the centre, contact telephone numbers, your name, the nature of the fire (if known) and the number of any possible casualties.

4.3 Sound of Fire Alarm

The sound of the Fire Alarm is described below:
Male voice message stating "Fire, Fire Please leave the building"

4.4 Evacuation Procedure Guidelines

In the event of the Fire Alarm sounding, a full evacuation of the building must take place, even in the event of a false alarm.

The staff on duty will have their own responsibilities during an evacuation Staff must clear the public from their area and direct them to the safest fire exit.

All staff must be familiar with the location of the Fire Exits in their area of work.

Generally speaking the nearest fire exit must be used. Choice of which fire exit to use may; however, depend on risks introduced by the fire, its location and scale, and the availability of resources. Primary and secondary escape routes should be displayed in key rooms and flow areas to help direct customer who may not be familiar with the building.

The primary evacuation route for an area should be the most direct route to an external exit leading people as far away as possible. In the event of fire preventing access to the primary fire exit, an alternative must be used.

The secondary route should be the next shortest route available; These routes should be determined by the fire risk assessment.

Staff must ensure that those members of the public evacuated out of the building make their way, or ideally be accompanied by a member of staff, to the designated **Assembly Points** using an external route.

Staff must ensure that no-one returns to the changing rooms to retrieve their belongings. When possible, customers may be permitted to dress for decency, but only when there is no risk.

If a customer refuses to leave after polite and repeated requests, it must be reported to the Duty Manager and logged on the evacuation route card. The Emergency Services must be informed on their arrival.

Staff must ensure that once evacuated from the building, no member of the public re-enters without the consent of the Emergency Services (or Duty Manager in exceptional circumstances).

When the evacuation is complete, staff must report to the Duty Manager as soon as possible.

4.5 Contacting Emergency Services

A phone call to the Emergency Services must be made by the Receptionist or Duty Manager to request the attendance of the Fire and Rescue Service.

Please note that at some sites contact with the Emergency Services may be automatic through the Alarm Company monitoring service, however, it should NEVER be assumed that this contact has been made.

4.6 Closing Doors/Windows

In the event of a fire, or evacuation, all doors must be closed behind you and, where possible, all windows are shut. All staffs are reminded not to unduly delay their own evacuation from the Centre.

If smoke is seen under or around a door, do not open the door.

4.7 Electrical Appliances

When possible, electrical appliances that might increase the risk of fire should be switched off and unplugged. All staffs are reminded, however, not to unduly delay their own evacuation from the centre.

4.8 Use of lifts

The use of passenger lifts in an evacuation scenario is strictly prohibited as the risk of a failing power supply and the possible spreading of smoke and fire make their use unsafe. Alternative routes must be used. On activation of the fire alarms the lift should lower to ground floor level and will remain at this level and be unusable until the alarms are deactivated. Signage by the lift indicates that it is not for use during an evacuation.

4.9 Speed of Evacuation

The speed of evacuation should be determined by the risk assessment, Unless there are exceptional circumstances. The maximum length of time it must take to evacuate the centre is

Unless there are exceptional circumstances, the maximum length of time it must take to evacuate the Centre is 5 minutes

4.10 Assembly Points

Evacuees must assemble a significant distance from the building as indicated by the Assembly Point signs. The assembly area must be large enough to accommodate a significant number of people, allow easy access to disabled customers and be away from access roads and moving traffic.

The Main Assembly Points for evacuated customers and staff is detailed below:

1 – Front car park.
2 – rear access road

4.11 Emergency Pack

The Duty Manager must access the Emergency Pack as soon as possible to assist him/her in the evacuation procedure and liaison with the Emergency Services.

Emergency Packs are located as follows:

Located by alarm panel in main office.

4.12 Route Card Evacuation Procedure

Freedom Leisure operates a Route Card Evacuation system. A set route is followed around the centre and a mark made on the route card to indicate that the area is clear or if an immovable casualty has been discovered.

The centres route card procedure is as follows:

Woking Leisure Centre operates a zonal Card Evacuation system. All staff must report to the Duty Manager at the fire alarm panel when the alarm sounds. Here the DM will hand out zonal cards so that all areas of the building are checked starting with the area highlighted as having a fire. Once they have checked their areas they must report back to the DM

Gym staff will clear the fitness facilities and then go to Reception and pick up their specific zone card.

The first two staff members to arrive at Reception are given the zone that the alarm has started at, they must have a radio. After this staff go on their own to check other zones as distributed by the DM

The zone card includes details of the room/area that should be checked and also contains keys to access these areas..

The purpose of the zonal card system is to ensure that the evacuation of the building is consistent and thorough and it eliminates the possibility of areas being missed.

Each area of the building is covered by a zonal card.

A tick must be placed in the corresponding box to indicate that the area is clear of public and that the staff member is confirming that this is the case.

In the event of the area not being clear, the staff member must fully evacuate any members of the public via the nearest Fire Exit. In the event of an immovable casualty or the area not being accessible (structural damage etc.), the staff member must immediately inform the Duty Manager for assistance via Reception or the walkie-talkie (if available)

Any door found to be locked by the Route Evacuator must be left locked – do not waste time trying to unlock it or find keys (all necessary keys are provided in the emergency pack). It must be assumed that if a door is locked by key then there is no-one in that room. However, it should be noted on the Route Card that the room or area has not been checked.

4.13 Evacuation of Customers with Disabilities/Vulnerable Customers

General Information

Due to the different designs and ages of the facilities, the procedure for evacuating customers with disabilities varies at each site. There are certain fire exits and fire evacuation routes that may be less or more suitable for some disabled users, such as wheelchair users, and especially independent wheelchair users.

It is imperative that all staffs are aware of the issues in relation to the evacuation of customers with disabilities. Staff should be totally familiar with the preferred evacuation routes, what alternatives there are and what actions need to be taken to assist should immediate and total evacuation not be possible.

It is essential that at any one time, staffs in any area are aware of how many customers who have disabilities that may hinder immediate evacuation, or any children who are unable to evacuate themselves independently, are present.

Only with this awareness can staff effectively manage an evacuation and prioritise action.

4.14 Designated Refuge Areas

A designated Refuge Area is an area where customers who cannot be externally evacuated for any reason (e.g. due to disability, or children in buggies), can remain in safety for a specified period of time. These areas are protected from fire, heat and smoke by Fire Resistant Doors for a period of time depending on their fire rating providing the protection. They also have easy external access. The Fire Resistant Doors must be in good condition to provide protection.

All staff carrying out the evacuation must be aware of how many customers, if any, are positioned in a Refuge Area, and must assist their evacuation as soon as practicably possible. These customers must be logged on the route card.

The management of this process and the speed and order it is carried out can only be determined at the time of the evacuation and the level of risk to any customer or group of customers will have to be assessed depending on the location and scale of the fire, and available resources (both staff and public).

Designated Refuge Areas are located as follow:

On the 2nd floor by the Party Office outside the lift
On the 2nd floor outside the spinning studio.
Next to gym reception.

4.15 Holding Areas

There may be occasions when it is not practical or physically possible to evacuate all customers.

Examples may be when an independent wheelchair user is unable to negotiate the threshold on a fire exit, or any wheelchair user or child in a buggy has to descend down stairs. There will be many other examples when easy evacuation is hindered by the physical constraints of the building, often due to its design.

When such a situation arises, staff must make every effort to place such customers in areas of 'relative' safety where they can be 'held' while assistance is summonsed. The length of time customers are in such a holding area must be minimised.

These areas may not provide protection from fire, heat or smoke, but will normally be positioned next to fire exits where immediate evacuation to safety can be achieved.

All staff carrying out the evacuation must be aware of how many customers, if any, are positioned in a Holding Area, and must assist their evacuation as soon as practicably possible. This would be detailed on the route card.

The management of this process and the speed and order it is carried out can only be determined at the time of the evacuation and the level of risk to any customer or group of customers will have to be assessed depending on the location and scale of the fire, and available resources (both staff and public).

Communication both between staff and with customers is essential in order that customers are not put under any unnecessary risk, or are unnecessarily distressed.

It is essential to understand that Holding Areas must not be used as an alternative to evacuation in order to 'protect' customers from having to go outside – the first priority must always be to evacuate the building.

A Holding Area must only be used if one of the following criteria applies:

If it a known false alarm, customers being evacuated from the pool or sauna may be held in a holding area if there is a risk of hypothermia and it is safe to do so.

The customer cannot be physically evacuated due to level of resources and must remain in the building until resources are available, or

The customer is particularly vulnerable and may be at greater risk being evacuated outside than if he/she stayed inside.

Holding Areas are located as follows:

Holding areas only used for large main hall events. These are risk assessed prior to the event and all staff are informed of the outcome.

These have been chosen due to direct access to the outside.

4.16 Arrival of the Emergency Services

On arrival, the Emergency Services shall take charge of the situation and all their instructions and requests must be complied with. No-one may re-enter the building without the consent of the Emergency Services.

Emergency services should be advised of the following:

a) Location of Fire
b) Any casualties and their location within the building
c) Any person(s) left in a refuge or holding area and their locations
d) Any person(s) that identified as being trapped within the building

All of the above should be detailed on the Evacuation card

e) Details of utility intakes (gas, electrical)
f) A map layout of the building.

The above should be detailed within the Evacuation Pack

4.17 Re-Admittance to the Building

Customers and staff will only be allowed to re-enter the building once the Emergency Services have confirmed that it is safe to do so.

4.18 If Re-Admittance is not possible

If in the event that the Emergency Services considers the building unsafe for re-entry, the following procedure must be followed:-

- Contact General Manager
- If unavailable contact Area Manager or one of the EMT
- Contact the Head of Marketing so that the correct press release can be made
- Contact as many staff as possible informing them of the closure
- Arrange for customers and staff to be moved to nearest rest centre

The Rest area for this centre is

Pool in the park

4.19 False Alarm (to be treated as genuine emergency)

In the event of a suspected false alarm, the building must be evacuated as though it is a genuine emergency. It must never be assumed that it is a false alarm. Even when known that it is a false alarm it is essential that the evacuation procedure is tested, so that in the event of a genuine emergency all staff are well prepared as possible and loss of life is minimised. This must be emphasised should customers complain about any inconvenience caused.

4.20 Completion of Fire Evacuation Log Sheet

The Duty Manager must complete the Fire Evacuation Log Book as soon as practicably possible after the incident.

4.21 Duty Manager Responsibilities

It is the responsibility of the Duty Manager to ensure the Emergency Services have been contacted.

The evacuation of the facility remains the responsibility of the Duty Manager. All instructions must be complied with absolutely.

It is the responsibility of the Duty Manager to ascertain the location and cause of the fire, or circumstances in the event of a false alarm.

It is the responsibility of the Duty Manger to ensure that staff on duty evacuates their areas in accordance with instructions.

Having completed the evacuation, the Duty Manager will normally be the last person to leave the building. Normally the Receptionist will be the one from last to enable effective communication for as long as possible.

Having evacuated the whole building, the Duty Manager must remain outside until the Emergency Services arrive.

Deployment of Staff

Due to the amount of areas to be covered, the Duty Manager may have to reallocate available resources (i.e. the staff assembled at Reception) to complete the evacuation. Consideration must be given to high risk areas (e.g. Crèche, Swimming Pool).

Crèche Operation (if applicable)

If operating, the Crèche must be considered to be a priority. Despite optimum staffing levels, it is possible that not all children will be evacuated immediately and may need extra assistance. The Duty Manager must be aware of available staff in the building and co-ordinate them to the Crèche to offer assistance.

Contractors on Site

The Duty Manager must be aware of areas of the building that may be occupied by contractors (e.g. Wet side or Dry side Plant Rooms, Electrical Intake Rooms etc).

Customers with Disabilities/Vulnerable Customers

The Duty Manager must be aware of where and how many customers with disabilities and other vulnerable customers are located in order that resources can be deployed as effectively as possible.

Staff in Remote Areas

The Duty Manager must be aware of remote areas of the building where staff may be working (e.g. store rooms, plant rooms etc).

4.22 Staff Responsibilities

The staff responsibilities during the evacuation of a building are detailed as follows:
(please list job title and then outline their duties)

Duty Manager Responsibilities

It is the responsibility of the Duty Manager to ensure the Emergency Services have been contacted.

The evacuation of the Leisure Centre remains the responsibility of the Duty Manager. All instructions must be complied with absolutely.

It is the responsibility of the Duty Manager to ascertain the location and cause of the fire, or circumstances in the event of a false alarm.

It is the responsibility of the Duty Manger to ensure that staff on duty evacuate their areas in accordance with instructions.

Having completed the evacuation, the Duty Manager will normally be the last person to leave the building. Normally the Receptionist will be the one from last to enable effective communication for as long as possible.

Having evacuated the whole building, the Duty Manager must remain outside until the Emergency Services arrive.

Deployment of Staff

Due to the amount of areas to be covered, the Duty Manager may have to reallocate available resources (ie the staff assembled at Reception) to complete the evacuation. Consideration must be given to high risk areas (eg Crèche, playstore).

Crèche Operation

If operating, the Crèche must be considered to be a priority. Despite optimum staffing levels, it is possible that not all children will be evacuated immediately and may need extra assistance. The Duty Manager must be aware of available staff in the building and co-ordinate them to the Crèche to offer assistance.

Contractors on Site

The Duty Manager must be aware of areas of the building that may be occupied by contractors (eg. Wetside or Dryside Plant Rooms, Electrical Intake Rooms etc).

Customers with Disabilities/Vulnerable Customers

The Duty Manager must be aware of where and how many customers with disabilities and other vulnerable customers are located in order that resources can be deployed as effectively as possible.

Staff in Remote Areas

The Duty Manager must be aware of remote areas of the building where staff may be working (eg store rooms, plant rooms etc).

Information to be passed to Emergency Services

To assist the Emergency Services on their arrival, the Duty Manager must inform them of the location of the fire and how/where the fire originated (if known), and any other information that may be valuable.

The Fire Emergency File must be easily accessible and passed on request.

Additional Site Specific Information

All fire doors are fire resistant for at least 30 minutes

Reception Staff Responsibilities

The Receptionist will be responsible for evacuating the following area/s:

Reception

The Receptionist's role is vital due to communication and in the light of this, except under appropriate circumstances, Receptionists are not to leave the building until instructed by the Duty Manager. Under normal circumstances, the Receptionist will be the last to leave the building before the Duty Manager.

Reception staff must immediately stop entry upon hearing the alarm and direct customers to the nearest fire exit. One receptionist must stay on reception with a radio next to a phone whilst additional ones help with the zonal card evacuation.

External incoming calls need not be answered as the priority is to receive internal calls and radio messages. However, should a routine phone call from the public be received, politely and quickly inform the person that an evacuation is underway and the line must be kept clear. Ask the person to call back but not within one hour.
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Café/Bar Staff Responsibilities

Café Staff will be responsible for evacuating the following area/s:

Café area
Bar area (if open and staffed)
All internal café areas

<u>Additional Site Specific Information</u>

The emergency stop isolation button must be pressed to shut down all café ` cooking/ventilation equipment.
Main Exit is via the main entrance

Gym Staff Responsibilities

Gym staff will evacuate the gym immediately and then make their way to help with the zonal card evacuation.

Studio Instructors Responsibilities

Studio Instructors will be responsible for evacuating the following area/s:

Area in which they are teaching

They must then evacuate the building as they are not familiar with the building so should not be used with the zonal card system.

Crèche Staff Responsibilities

Crèche Staff will be responsible for evacuating the Crèche:

Given the potential difficulties associated with the Crèche evacuation, it may be necessary to supplement the Crèche staff with other members of available staff (or public) in order that all the children are quickly removed to an area of safety.

Whilst the Crèche staff are encouraged to utilise whatever human resources are available to them, the Duty Manager must be responsible for ensuring that sufficient resources are available.

To enable the Duty Manger to assess the needs of the Crèche, the Crèche staff must contact the Duty Manager immediately on hearing the alarm to report the number of children and any information that will be of assistance (eg ages). The crèche will have a walkie talkie and can contact the DM or reception if they require further assistance.

Crèche staff must not leave children unattended either in the Crèche or at the point of safety unless absolutely necessary. It may be necessary, in the absence of a member of staff, to request assistance of a responsible member of the public in order that the evacuation may continue.

The register must be collected for reference. When recording the information on the mother/father's arrival, the location of the points of evacuation must be confirmed.

Parents may assist with the evacuation, but must not be allowed to re-enter the building after the fire alarm has sounded. Parents must not be encouraged to remove their children from the group until they have arrived at the main assembly area and signed the collection register.

Crèche: Information for Parents/Guardians

Information leaflets are to be issued to parents/guardians when first registering their child in to the crèche at each centre. These leaflets are available on the intranet under 'Safety Management'.

Dry Side Coaches and Staff Responsibilities

Dry Side Coaches and staff will be responsible for evacuating the following area/s:

The immediate area in which they are teaching

They must then evacuate the building as they are not familiar with the building so should not be used with the zonal card system.

Sports Hall Coaches Responsibilities

Sports Hall Coaches will be responsible for evacuating the following area/s:

Sports Hall

They must then evacuate the building as they are not familiar with the building so should not be used with the zonal card system.

Children's Activity Staff

Children's Activity staff will are responsible for evacuating the immediate area they are supervising the children in. Any registers must be taken with the group and customers will not be allowed to remove their children from the session until the evacuation has fully taken place.

Cleaning Staff Responsibilities

Cleaning Staff will be responsible for evacuating the following area/s:

Their Immediate work space and awaiting the fire brigade

Office Staff Responsibilities

Office Staff will be responsible for evacuating the following area/s:

Main Office

They must then report to the DM and help with the zonal evacuation

Technical staff

The technical team are responsible for clearing the immediate area they are located in.

They must then report to the DM and help with the zonal evacuation

4.23 Duel Use / Third Party Arrangements During an Evacuation

When a facility has dual use contracts or Third party resident's clear arrangements for evacuations must be detailed.

Details of organisations and their responsibilities are as follows:

N/A

Notes

Click here to enter text.

01483 763558 Christine
email
administration
@ woking-homes
.co.uk

WOKING HOMES HEALTH CLUB

TERMS AND CONDITIONS

1. The Swimming Pool is primarily for the use of the Residents of Woking Homes who will take priority at all times.

2. ***Only competent swimmers*** will be permitted to enter the pool without supervision.

3. It is not recommended that individuals swim alone.

4. **Children under 4 years of age are not permitted to use the pool and they must be totally dry (no nappies).**

5. Children under 8 years of age and non-swimmers must be accompanied by a competent adult swimmer.

6. Children ***under 16 years*** of age must be accompanied by an adult.

7. ***No running, jumping in, diving, pushing-in or splashing is permitted.***

8. ***Please shower*** before entering the pool. Also, ***please shower*** after using the sauna and entering or re-entering the pool.

9. Please do not use ***swimming pool water*** on the sauna coals.

10. **No outdoor footwear is permitted in the pool area.** If using the gymnasium, please do not walk over the poolside in your training shoes - plastic shoe covers are provided by the entrance.

11. After using the gymnasium, **please shower** before entering the pool.

12. The use of ***talcum powder*** is not permitted.

13. It is recommended that you remain in either the sauna or spa for no longer than ***ten minutes***.

14. No glasses or china crockery are permitted in the pool area.

16. It is recommended that alcohol is not consumed before swimming, using the sauna, spa or gymnasium. Also, alcohol or the consumption of same **is not permitted in the pool building.**

17. Please use only one towel per person and place in the bin provided before leaving the building.

18. **ON NO ACCOUNT ACTIVATE THE POOL COVER WHILST IN THE WATER.**

NOTE: The Management reserve the right to ask individuals to leave the pool building and to ban individuals from same, if the above terms and conditions and recommendations are not adhered to.

Pool Times: *Monday to Friday: 9.00 a.m. to 10.00 p.m.*
Saturday/Sunday:.....9.00 a.m. to 8.00 p.m.

Maximum capacities: *Pool - 27 persons*
Gymnasium - 4 persons
Sauna - 4 persons
Spa - 6.persons

Members of family and friends, not known to WOKING HOMES' personnel, either associated with staff, residents, Trustees or "Friends of Woking Homes' will be required to produce one copy of a passport photograph to be encapsulated in an identity card.

Identity cards must be carried with you and be available for inspection, if requested.

All users of the pool will be expected to sign themselves in and out.

Disclaimer: Woking Homes' Insurance only covers Residents and Staff employed by Woking Homes. OTHERS USE THE POOL AT THEIR OWN RISK, OR SHOULD TAKE OUT THEIR OWN INSURANCE.

WOKING HOMES

SWIMMING POOL
EMERGENCY ACTION PLAN

Possible occurrences are listed below:

1. ***Lack of Water clarity***

   If you are unable to see any part of the Pool bottom this should be reported immediately to the Maintenance Supervisor who will assess the situation and decide whether it is safe to continue.

2. ***Injury to Bather***

   Call for help (instructions located by telephones situated in main pool area, changing rooms and gymnasium.) Pool area must be evacuated and swimmers are to return to changing area whilst first aid is administered and (if necessary) help is on the way. Trained staff will assist with first aid and are responsible for reporting the incident.

3. ***Fire Alarm***

   Designated staff call for help (instructions located by telephones situated in main pool area, changing rooms and gymnasium). Evacuate the building by the nearest Fire Exit and await for assistance. Duty Staff ensure evacuation procedure is carried out.

4. ***Chemical/Gas Leak***

   Call for help (instructions by telephones). Evacuate by nearest Fire Exit.

5. *Lighting Failure*

If the lights go out in any part of the Pool inform the Manager on Duty and await further instructions. Until these are received clear the pool of swimmers.

6. *System Break Down*

Should the system break down the emergency lights will immediately come on. Clear the pool of swimmers and inform the Maintenance Supervisor or Manager on Duty. Signs of this happening are when the filtration and air conditioning stop running.

7. *Foreign body in pool*

In the event of an accident in the water, i.e. diarrhoea, large blood loss etc. immediately press the emergency button situated above the pool cover controls (to the left of the sauna). Call for help in the normal way and clear the pool of swimmers.

In the event of a floating object, i.e. faeces, clear the pool of swimmers and press the emergency button to prevent the object entering the filtration. Inform the Maintenance Supervisor or Duty Manager. The Manager on duty on the pool should attempt to remove the object from the water with a net, ensuring they adopt the appropriate hygiene procedures. Do net re-enter the pool until the designated Manager ensures it is safe to do so.

GENERAL INFORMATION.

In case of EMERGENCY press the "EMERGENCY CRASH BUTTON" LOCATED BY THE KITCHEN. This will activate the Emergency Call Alarm in the main building. To call the Emergency Services dial 9 followed by 999.

EVACUATION

All users should have signed the book situated by the entrance. Take this with you when evacuating. There are space blankets

located my the main pool entrance and the patio doors. To exit the patio doors there is a "break glass" to access the key.

ASSEMBLY: On the patio area on front of "The Foxes" French windows.

In the case of a false alarm apologise to your swimmers and resume as normal.

FOR YOUR INFORMATION

- **FIRST AID BOX – SITUATED IN THE SWIMMING POOL KITCHEN**
- **PROTECTIVE (SPACE) BLANKETS SITUATED IN A HOLDALL BY THE MAIN DOOR AND PATIO DOORS.**
- **SWIMMING AIDS AVAILABLE (ALSO TO ASSIST WITH LIFE SAVING) SITUATED IN BAGS AT THE REAR END OF THE POOL (BEYOND THE FRENCH DOORS)**

REVIEWED OCTOBER 2006