


Pool Safety Operating Procedures (PSOP)



Taaleem Group	 inspiring young minds
Occupational Safety and Health Management System	
Pool Safety Operating Procedures (PSOP)	

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Taaleem Group Signatory Page

The below signatories have reviewed this document and signed to agree that the content is appropriate prior to its formal release and circulation throughout the Taaleem Group.

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1. Purpose

To establish and maintain a set of swimming pool operating guidelines and emergency procedures for use in Taaleem Group Schools for all employees, students, contractors, visitors, or other stakeholders using or operating in and around the swimming pool. All PE teachers, coaches, lifeguards, and supervisors should maintain a good working knowledge of this document and comply with the procedures outlined.

2. Scope

The steps a school should take to safely operate the swimming pool are detailed in this document, in addition emergency action plans for the scenarios outlined below can be found in section 11.

- Overcrowding
- Disorderly Behaviour
- Lack of Water Clarity
- Fire
- Bomb Threat
- Lighting Failure
- Structural Failure
- Toxic Gas Emission
- Serious Threatening Injury
- Suspected Spinal Injury
- Discovery of a Casualty in the Water
- Missing Child
- Excrement/ Blood/ Vomit in the Pool
- Glass in the Pool
- Suspected Child Abuse
- Lockdown

All persons either working for the school or individuals/organisations hiring the pool must be made aware and adhere to the operating procedures, emergency action plans and risk assessments in place, they must be given a copy and ensure they follow the procedures outset herein.

3. Definitions

Emergency: An accident related to the entity that can cause death, significant injuries to the employees or surrounding community, or significant negative impacts on the environment.

Emergency Action Plans: Documents identifying all the activities to be undertaken to deal with an incident.


Emergency Drill: A simulation designed to validate an organisations capability to manage incidents and emergencies. Specifically, exercises will seek to validate training undertaken and the procedures and systems within emergency or business continuity plans.

First Aid: Any immediate (one-time) care or treatment given to a person suffering from an illness or injury, until professional medical care can be provided. Such treatment may be considered first aid even if it is provided by a healthcare professional.

4. Roles and Responsibilities

Please refer appendix 1 for school specific roles and responsibilities and contact details.

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4.1. Principal

- The Principal is responsible for having a PSOP in place that details how to respond to swimming pool emergencies.
- To ensure that emergency scenarios have been identified where evacuation is required due to any risk associated with a swimming pool.
- To approve budgets for relevant training and the implementation of emergency procedures.

4.2. Head of Business Operations / Operations Manager

- To make sure that there are suitable procedures in place to facilitate the safe operation of the pool.
- To ensure all parameters are in place to facilitate execution of the emergency action plans.
- To ensure staff are trained and are certified for the duties they will undertake, this includes lifeguard certification and teaching qualifications.


4.3. Facilities Manager (OSH Officer)

- To ensure this PSOP is effectively distributed and signed by all lifeguards, PE teachers, coaches and training providers.
- To ensure the procedures set out in this document are appropriately implemented including the thorough completion of daily, monthly, and annual checks.
- To maintain the swimming pool compliance folder.
- To coordinate and ensure all rescue equipment and parameters are in place to execute the emergency action plans.
- Arrange the training for the emergency actions plans by liaising with senior management.
- Ensure the swimming pool is equipped with an adequate access control system.

4.4. Lifeguard

- The lifeguard must partake in regular training to ensure that he/she is up to date with current procedures. He shall undergo monthly training with the lifeguard provider.
- Be fully aware of the contents of this PSOP and act accordingly when required.
- Take immediate action in an emergency and effect a rescue if required, and ensure rescue equipment such as reach poles, life rings and rescue throw bags are positioned around the pool.
- Required to perform before/after session changing room checks.
- It is mandatory for lifeguards to hold a valid Emirates International Accreditation Centre (EIAC) accredited pool lifeguard certification and to be trained in basic life support, first aid, AED and accepted life saving techniques, this will be accredited by Dubai Corporation for Ambulance Services (DCAS) in Dubai. For an EIAC attained in Dubai this can be converted online through TAMM Abu Dhabi portal for the Quality and Conformity Council (QCC) accreditation in Abu Dhabi.
- The lifeguard provider is responsible for ensuring that their lifeguards hold the relevant certifications by the recognised local governing body. The Facilities Manager will be sent copies of all the required documentation which will be kept in the swimming pool compliance folder.

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- They should never leave the poolside until all changing rooms are empty and the pool is clear. The pool should be checked every time when entering poolside.
- The lifeguard will ensure that the lifeguard providers daily and monthly check sheets are being complete and also the facilities team are completing the daily and monthly checks at appendix 6 to ensure that the pool is safe. Any issues should be reported to the Head of PE and the Facilities Manager.
- They should carry out swimmer head counts.
- When on duty, lifeguards should avoid talking to colleagues or public to prevent distractions, electronic devices should be stored out of sight ready for use in an emergency.
- All accidents, incidents or near misses must be reported to the school nurse and Facilities Manager who will record the occurrence and ensure that any health and safety issues are rectified at the earliest possible opportunity. TG-OSH-12 Incident Reporting and Near Misses provides further guidance.
- Should ensure the poolside and changing rooms are empty prior to leaving and locking access doors.
- Wear appropriate uniform, including t-shirt, shorts/trousers, and whistle.

4.5. The Teacher, or Swimming Instructor

- All staff are to be appropriately trained in swimming pool procedures and should have reviewed this PSOP and the relevant risk assessment accordingly. To instruct children in a pool environment they should hold the certifications detailed in the qualifications section of this document.
- A register must be completed at the start of each lesson to ensure the teacher knows how many students are entering the pool, the register will also be used in case of emergency and should be kept pool side.
- They should carry out swimmer head counts.
- Should be aware of any pre-existing medical conditions.
- All accidents, incidents or near misses must be reported to the school nurse and Facilities Manager who will record the occurrence and ensure that any health and safety issues are rectified at the earliest possible opportunity. TG-OSH-12 Incident Reporting and Near Misses provides further guidance.
- The teacher/ coach in charge of a session will be responsible for calling the emergency services in the event of an emergency.
- They should keep a close watch over the pool, never turning their back to swimmers in the water and remain poolside when the pool is in use.
- They should intervene to prevent any behaviour which is unsafe.
- Take immediate action in an emergency and effect a rescue if required, rescue equipment such as reach poles, life rings and rescue throw bags are positioned around the pool.
- Should ensure the poolside and changing rooms are empty prior to leaving and locking access doors.

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- Wear appropriate uniform, including t-shirt, shorts, and whistle.

5. Required Equipment

It is important that all school rescue equipment is checked each day as part of the daily checklist before pool sessions start. Equipment that is damaged or worn and in need of replacement should be changed as soon as it is no longer suitable. Whenever possible a rescue should always be carried out using rescue equipment. The use of in water rescue techniques, unless essential, can create additional risks to staff involved and automatically reduces the level of available supervision of the pool area.

Safety equipment that should be available at pool side:

- Spinal board
- Life rings
- Torpedo buoys
- Reach pole
- Throw bags
- Poolside telephone with emergency contact numbers
- Lifeguards chair
- First aid kit
- AED (if not available poolside the nearest AED location should be clearly displayed, the AED should be retrieved within 2 minutes in the event of an emergency).

First aid kits shall contain contents lists and be subject to recorded monthly checks by the school nurse. During monthly checks all items in the kit should be checked for expiry date and general condition. First aid kits that are kept outside should be cleaned out removing all sand and dust, it is also important to check that individual items are appropriately sealed/covered so they don't become covered in debris.

AEDs shall be maintained under an annual maintenance contract (AMC), maintenance will take place not less than twice annually. AEDS shall also be subject to internal recorded monthly checks by the school nurse, this shall include a visual inspection to ensure the general condition of the unit. Battery checks to confirm the unit is working correctly, batteries expire after 5 years and need replacing. Defibrillator pads should be sealed and in date ready for use, the pads have a 3-year shelf life and will be replaced under the AMC, on receipt of new pads the expiry date should always be checked.


Appropriate signage is to be displayed around the pool, this should include:

- Safety signs e.g., no running and no diving signs.
- Pool rules (they should be displayed in English and Arabic).
- Pool depth should be indicated both on the floor at the side of the pool and on the wall, signs on the wall may just indicate 'deep end' or 'shallow end' as opposed to the specific depth however it is advised that pool depth markings should be included on both the floor and wall so that they are clearly visible to all instructors and bathers.
- Evacuation map with emergency exits clearly marked.

6. Safe Supervision

All swimming lessons and coaching sessions in Taaleem facilities operate within a controlled environment run by highly qualified and experienced staff. Supervision during all pool activities is the responsibility of teachers, coaches and lifeguards and the overall health and safety of the swimming pool falls under the designated lifeguard on duty.

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Whenever there is a pool in operation there must always be a lifeguard in attendance, the lifeguard to swimmer ratio should not be greater than 40/1. It is important to note that lifeguards shall not be included in the supervision ratios for swimmers to teacher/coaches, this ratio shall be calculated separately independent of the lifeguard.

6.1. Ratios

Taaleem makes every effort to ensure that the swimmer to teacher/coach ratio is kept to a suitable level to maximise the teaching and learning opportunities in accordance with international best practice owing to the absence of guidance from ADEK/KHDA. These ratios are aligned with Hamilton Aquatics and Swim England guidelines.

The ratios that are given below account for students in the water, where the teacher is also responsible for students not in the water but on the poolside then an appropriate management strategy should be adopted. For example, another responsible person on poolside who is competent to recognize when a student is in difficulty, may provide the necessary supervision. This could be another teacher or a learning assistant, they must work under the direction of the teacher delivering the swimming lesson.


To meet the recommended ratios, students are to be accompanied by the classroom teaching assistant and the class teacher for early years classes.

The ratios to be used:

- **None swimmers and beginners (teacher in the water) 6-1**
Young children, normally of primary school age or adults being introduced to swimming.
- **None swimmers and beginners (teacher out of the water) 12-1**
Young children, normally of primary school age or adults being introduced to swimming.
- **Improving swimmers 20-1**
Swimmers of similar ability to each other who can swim at least 10 meters competently unaided on their front and back. It is recommended that the lesson is confined to an area of the pool where students are not out of their depth.
- **Mixed ability swimmers 20-1**
Students with a range of ability from improver to competent swimmer but where the least able and least confident are working well within their depth. Swimmers' technique, stamina and deep-water experience should be considered.
- **Competent swimmers 20-1**
Those swimmers who can swim at least 25 meters competently and unaided on front and back and can tread water for two minutes.
- **Swimmers with disabilities**
The ratios should be revised for those with disabilities so that all swimmers receive the support that they require based on their disability. Care must be taken to ensure that there are sufficient helpers in the water to provide a 1-1 ratio for those that need constant support.

Teacher in the water is when the teacher's feet are flat on the floor and the water depth does not exceed the teacher's mid chest level. Teaching out of the water should take place when swimmers are deemed capable of swimming without in water support, swimmers in the water may still use artificial floatation aids if they are unable to complete the session without support.

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Maximum bather loads for the swimming pool should also be considered; this will vary depending on the size of the pool. The Safety Training Awards (STA) website has an easy calculation tool that can be used to calculate the recommended capacity [Step-by-Step Approach for Determining Bather Loads – STA.co.uk](https://www.sta.co.uk/step-by-step-approach-for-determining-bather-loads). For normal operation 1 bather per 3 metre squared can be used as a minimum however it is important to assess the risk and take a realistic view on safe numbers in the water.

6.2. Qualifications

All PE teachers and coaches must be first aid trained and be capable of carrying out emergency first aid until further assistance arrives.

Swimming teachers and coaches must also hold the following qualifications to safely deliver swimming in Taaleem Group facilities. If the qualifications are not held or staff are in the process of working towards the qualification, then the added risk must be accounted for in the swimming pool risk assessment with appropriate control measures and levels of supervision considered.

- Swim England Qualification Level 1 Swimming Assistant (Teaching) or equivalent (equivalent qualification to be checked with Hamilton Training and H+S and Compliance Manager). It is also recommended that the lead swimming teacher at each site holds a Swim England Level 2 Teaching Swimming qualification.
- Highfield Level 2 International Award in Swimming Pool Safety (SPS) or RLSS National Rescue Award for Swimming Teachers and Coaches (NRASTC), in addition to these you must have Highfield Level 3 International Award in Emergency First Aid and Use of AED for all Ages.
- Highfield International Level 1 Award in Child Safeguarding in the Aquatic Environment or equivalent.

As early years teachers and learning assistants are required to supplement the ratios for younger children, schools may consider training select learning assistants to complete Swim England Level 1 or Child Safeguarding in the Aquatic Environment for additional assurance.

All of the above courses can be booked by contacting Chris Fernandes chris@hamiltontraining.ae.

7. Pool Water and Environment


Taaleem uses the Chartered Institute for the Management of Sport and Physical Activity (CIMPSA), the Dubai Municipality guidelines and guidance from the Pool Water Treatment Advisory Group (PWTAG) UK to determine that a swimming pool is safe to use. The three main factors that Taaleem staff test to determine that a pool is safe to use are temperature, chemical levels, and water clarity. These tests shall be carried out a minimum of three times daily and a record should be kept in the daily check sheet at appendix 6. This will have input from both the lifeguard and a member of the facilities team to maintain a suitable level of oversight. Every site must complete a pool test 30 minutes before the pool is due to open, only trained staff should conduct the tests.

7.1. Adverse Weather Conditions (outdoor pools)

Thunderstorms – In the event of a thunderstorm, sessions must be stopped immediately and can only commence 30 minutes after the lightning and thunder has stopped entirely.

Rain – If it is raining so hard that the teacher/ coach cannot see the bottom of the swimming pool or across the swimming pool, sessions shall be paused until the rain has stopped and the visibility has improved to an acceptable level.

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Dust Storm – In the event of a dust storm, the air quality needs to be assessed at the site by the teacher/ coach in coordination with the Facilities Manager. If it is assessed to be unsafe then lessons will be cancelled until the air quality improves. If visibility is compromised and the teacher/ coach cannot see the bottom of the swimming pool or across the swimming pool, sessions shall be stopped until the visibility has improved to an acceptable level.

Fog – If it is foggy and the teacher/ coach cannot see to the other side of the swimming pool the session shall be stopped until visibility improves.

7.2. Pool and Air Temperature

Pool water temperature: should be no lower than 27 and no higher than 33 degrees however the extremes within this temperature range should be avoided.

Minimum	27°C
Ideal	29°C - 30°C
Maximum recommended	32°C
Maximum with dynamic risk assessment	33°C

If pool temperatures fall outside of the parameters above swimming shall not take place and the Facilities Manager should be informed.

Air temperature: If the air temperature exceeds 49.9°C or the schools are closed by the ADEK or KHDA all sessions in outdoor pools should be cancelled. If the air temperature is low, teaching practices must be adapted appropriate to the temperature. Teachers/coaches are advised to wear wet suits under their uniform when teaching in the water during the winter.

7.3. Chemical Levels

Taaleem operates a traffic light system for chemical control where green is the ideal, amber is safe to swim provided corrective measures are being actioned and the readings are improving. Red is a 'do not use' situation and the facility should be closed until corrective measures have returned the readings into the green zone.

Reading	Green Zone	Amber Zone	Red Zone
Chlorine (Cl)	1.0 – 2.0	0.5 – 1.0 & 2.0 – 3.0	Below 0.5 & Above 3.0
pH	7.2 – 7.6	7.0 – 7.2 & 7.6 – 7.8	Below 7.0 & Above 7.8


7.4. Water Clarity

There are several factors that affect the clarity of the water including and not limited to: chemical imbalances, high number of total dissolved solids in the water or owing to the nature of outdoor pools and adverse weather conditions. This is determined by conducting a visual test, if you are unable to see an object the size of a child in the deep end then the pool is unsafe to use.

8. Communication

To supervise a pool properly requires being able to communicate with users, other teachers/ coaches, and the management team. Teachers, coaches and lifeguards' posture, appearance and facial

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expressions and gestures communicate all kinds of messages. A friendly, firm, and professional manner will get the most positive response in dealing with students especially when there is a discipline problem.

To raise the alarm on poolside all staff must carry a whistle with them at all times. A whistle can also be used as an authoritative tool to solicit attention from users who may be acting in a dangerous manner, which could be a risk to themselves and or other users. Teachers, coaches, and lifeguards are reminded that risk prevention (intervening before a dangerous incident may occur) is just as important as lifesaving itself. Whistle blasts should be used in the following sequence:

- 1x whistle blow – gain the intention of a bather
- 2x whistle blows – gain the attention of a colleague
- 3x whistle blows – alert colleagues of a poolside emergency
- 1x long blow – To clear the pool in an emergency

9. Safe Systems of Work

9.1 Maintenance and Cleaning

The facilities team in consultation with the PE Department will develop a plan to ensure the swimming pool remains in a safe, clean, and operational condition. No person will be allowed poolside for any duties including testing on their own, someone should always accompany, or overview all work, this may mean a security guard is present during this time.

The swimming pool will be cleaned daily or two/three times a week (dependant on the pool size) by an external contractor, the lifeguard should notify the facilities team should they feel that the pool requires an additional clean.

In addition to the 3 daily tests conducted at the site, pool water testing should be done by a third-party laboratory. A microbiology test shall be conducted every 2 months and a legionella test every 3 months, the test reports should be checked and verified by the Facilities Manager upon receipt and a copy of the report be held in the swimming pool compliance folder. The daily temperature, chlorine and pH levels should be annotated on the display board along with the date and time the pool was last checked,


Any defects in the swimming pool facilities must be immediately reported to the Facilities Manager so that he can take the appropriate action.

Chemicals used in the cleaning of the pool should be appropriately stored in a well-ventilated lockable storage. Where possible they should be kept in their original container and should have COSHH information or safety data sheets (SDS) displayed. PPE including gloves, eye protection and respiratory protection **must** be worn when handling chemicals. Access to the plant room should be controlled and it should be kept locked. Chlorine (alkaline) and pH correction tanks (acid) should be set apart from one another, ideally the distance should not be less than 2m, this is to reduce the risk of chlorine gas being produced should the chemicals mix owing to a leak or an accident. It is understood that the recommended 2m may be unachievable dependent upon space limitations within the plant room, alternatively bunding / bund wall can be placed around the tanks with the ability to hold 110% of the volume in the tanks.

Please see Dubai Municipality Health and Safety Department Public Swimming Pools Safety Guidelines DM-PH&SD-GU81-PSPS2 for further details on water quality requirements.

9.2 Entering and Exiting the Swimming Pool Area and Changing Facilities

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For curriculum swimming, all children are met in front of the locked swimming doors and allowed to enter once accounted for by the class teacher. When ready to swim another register is taken by the teacher before entering the pool.

Upon entering the swimming pool, all parents, swimmers, and staff should be mindful of other lessons that are taking place. Anyone entering should do so in a quiet and sensible manner. Swimmers are to change in their appropriate changing areas. Female parents or guardians should not enter the male changing area and male parents and guardians should not enter the female changing area.

For ECAs/ ASAs participants must be under parent/ guardian supervision until their teaching/coaching slot begins. Participants are expected to stay in the approved waiting area and are not permitted to be anywhere around the pool whilst waiting for their time slot.

9.3 Registers

Registers are to be taken at the commencement of each lesson/ session, a headcount will be taken of those entering the pool and this will be recorded by the teacher/ coach. This ensures the safety of all participants in an emergency and ensures that appropriate records are maintained for the school and parents/ guardians.

9.4 Incident Reporting

For accidents, incidents and near misses an incident report form should be completed on the form contained in TG-OSH-12 Incident Reporting and Near Misses. Once recorded it should be sent to the Facilities Manager so the incident can be reviewed, and corrective actions can be taken if required.

9.5 First Aid and Health

All participants must be in good health when swimming. If children or adults have had sickness or diarrhoea within the last 48 hours, they are not permitted to swim. Teachers and coaches should be aware of any existing health issues. If a swimmer has a minor injury and requires one of the instructors to provide first aid, then the swimming activity must be altered to comply with safe practices whilst maintaining an appropriate supervision ratio. Ideally a teaching assistant will be present to deal with transportation to the clinic, school nurses will be present in the clinic during school hours.

A first aid kit will be available on the pool side, an AED should also be poolside, if it is not poolside its location should be clearly displayed.

9.6 Security


The pool must be locked at all times when not in use, two-way access control mechanism must be in place for every Taaleem pool. Swimming pool area entrance door must have a self-closing and self-latching system so that it cannot be left open. The pool area should be alarmed to alert the management team of unwanted access when the pool is closed. Before lessons commence, all emergency equipment will be in place. At least two supervisors should be at the poolside before swimmers are admitted to the pool area from the changing rooms. School staff (PE, swim, cleaning, maintenance staff, lifeguard and any other staff who visit the pool area) must be accompanied by a colleague when working at any time at the swimming pool, there should never be a lone person in the pool area.

During swimming and coaching sessions there should be no members of the public on poolside, the only people on pool side should be school employees or appointed contractors and lifeguards, parents/guardians/nannies if appropriate during ASA/ECAs or emergency services.

Access to the pool is ... **School to fill in and summarise how access is controlled**

The swimming pool access doors are unlocked with ... **School to fill in, who has access cards/keys etc**

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It is the responsibility of the teachers, coaches and lifeguards to ensure that the pool side and changing rooms are clear and that access doors are locked upon leaving to prevent unauthorised access to the swimming pool or changing rooms on completion of swimming.

9.7 Start of Lesson

- Students are segregated by gender at all times for changing arrangements.
- Students are escorted into the change rooms, they should be well equipped with benches and baskets or lockers for keeping clothes safe and dry during the session.
- Jewellery should be removed and securely stored.
- Students are to get changed from school uniform into swim wear. Under no circumstance are children allowed to change in a public area. Sessions will only begin when all children have exited the changing rooms.
- Gender appropriate staff will supervise the changing rooms: for older children they are to have the rules explained to them prior to entering and a member of staff can wait outside. Members of staff may only enter the changing rooms for older children in case of an emergency.
- Staff to ensure that students always respect the local customs and traditions.
- Pool rules must be adhered to at all times, the teacher/ coach should go through rules and the expectations of behaviour at the start of each session. Please refer section 10 for pool rules.

9.8 End of Lesson

- All students must exit the pool and shower when advised to.
- Staff are to escort students to the changing rooms.
- All children must be changed in the changing rooms and not on poolside.
- Students must change back into school uniform before meeting the class teacher.
- Changing rooms shall be supervised by gender appropriate staff.
- Staff are to check the changing facilities are clear when students have left and ensure doors are locked.
- Equipment is stored away correctly if lane ropes are not in use they should be safely stored on poolside and should never be left hanging in the water or directly on the deck.


10. Safety and Swimming Pool Rules

All Taaleem staff, lifeguards and those using the facilities should be made aware of and agree to the general safety and swimming pool rules prior to using the pool. A set of swimming pool rules should be displayed at pool side in both Arabic and English.

The following rules must be complied with:

- Appropriate swimwear and clothing should be worn at all times for the relevant activity, all jewellery must be removed before entering the pool.
- All female swimmers regardless of age must wear swimwear that covers the top half of their body.

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- Changing on poolside is strictly forbidden, all changing should take place in the appropriate changing room.
- Any swimmer who has had diarrhoea in within the last 14 days should not swim due to the risk of cryptosporidium.
- Swimmers must not enter the pool until permitted to do so by the teacher or coach.
- No running anywhere on pool side or in the changing rooms.
- If a swimmer is sick, feels unwell or has any open wounds they should not be swimming.
- No food or drink should be brought on to poolside with the exception of water in a plastic sports bottle. No glass items are allowed on poolside under any circumstances.
- Spectators must stay in the designated areas.
- All facilities must be left clean and tidy with rubbish disposed of in the bins provided.
- Swimmers should go to the toilet before their session starts to avoid disruption.
- Owing to the nature of swimming activities image recording is strictly prohibited, any person suspected to be recording images in the pool area will be asked to leave and the incident will be reported to the relevant person within the school.
- No one is allowed to work independently in the pool area.
- No pushing or other inappropriate behaviour on the pool deck or in the water.
- Students are to ask the teacher for permission to leave the pool should it be required and shall report back when they return.
- All students are to bring flip-flops and towels onto poolside with them.
- Follow the swim instructor, student ratio guidelines when organizing the students into groups.
- Non- swimmers should be contained in a clearly defined area. A lane rope can be used to safely section off the shallow area of the water.
- The PE teacher must check/test all students swimming ability in shallow water before allowing students in water out of their depth and before placing the students in groups.
- Students must keep their heads above the water at all times, unless otherwise instructed by the teacher/ coach.
- If lane ropes are being used, students must be informed of lane etiquette. Student must not sit on the lane ropes.


11. Emergency Action Plans

The following emergency action plans detail the specific actions to be taken in the event of an emergency occurring. Staff coaches and lifeguards are responsible for groups using the pool and must be aware of the procedures to be used in the event of an emergency. Training must be conducted in accordance with the provisions included in the following action plans.

The following major incidents have been identified:

- 11.1 Overcrowding

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- 11.2 Disorderly Behaviour
- 11.3 Lack of Water Clarity
- 11.4 Fire
- 11.5 Bomb Threat
- 11.6 Lighting Failure
- 11.7 Structural Failure
- 11.8 Toxic Gas Emission
- 11.9 Serious Injury
- 11.10 Suspected Spinal Injury
- 11.11 Discovery of a Casualty in the Water
- 11.12 Lost Child
- 11.13 Excrement/ Blood/ Vomit in the Pool
- 11.14 Glass in the Pool
- 11.15 Suspected Child Abuse
- 11.16 Lockdown

11.1 Overcrowding

All swimming teachers and coaches should never reach the maximum bather loads owing to the planned number of swimmers in each session. If the maximum bather load is being approached and the pool is in danger of becoming overcrowded, sessions should be amended to control the number of people in the water at any one time or bather numbers for the session should be reduced to below the maximum bather load number. Further guidance on calculating bather loads can be found at section 6 of this document.

The maximum bather loads for **insert school name** are:

Main pool: **maximum bather load**

Secondary pool: **maximum bather load**

11.2 Disorderly Behaviour

In the event of disorderly behaviour, the teacher/ coach should take the following actions:


- Any behaviour, which is likely to cause nuisance or is dangerous to others, should be stopped immediately. It is important that safe supervision of the session is not compromised in any way.
- Participants receive three warnings before being removed from the session. Warnings are at the discretion of each teacher/coach. Where health and safety is compromised the three warnings can be overruled with instant removal from the pool.
- Following an incident of disorderly behaviour, the teacher/ coach will liaise with the relevant individuals to make a decision on the swimmer's future participation in pool activities.

11.3 Lack of Water Clarity

Upon arrival at the swimming pool the teacher/coach should conduct a visual test to ensure the clarity of the water, if you are unable to see an object the size of a child in the deep end or the black lines on the pool floor, then the pool is unsafe to use and the pool should be immediately closed. The clarity of the water should be constantly monitored throughout the duration of a session.

If a session is cancelled or the clarity of the water starts to deteriorate the Facilities Manger should be informed so that he can investigate the issue and take appropriate action and treat the water.

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Where pool water clarity cannot be improved lessons will have to be cancelled or moved to an alternative venue. Nobody should start using the pool again until it has been certified as safe by the Facilities Manager.

11.4 Fire

On the discovery of a fire the alarm should be raised, and the facility safety procedures should be adhered to, fire procedures are detailed in 'TG-OSH-01 Emergency Response Plan for Fire Evacuation Procedure' and will contain a site-specific swimming pool evacuation plan that is also displayed in appendix 6 of this document.

During an evacuation of the swimming pool the following points shall be considered.:

- On hearing the fire alarm, the teacher/coach should evacuate the children from the pool which will be indicated by one long blow of the whistle.
- Evacuate the facility by the nearest fire exit in accordance with the fire evacuation plan, a sweep of the changing rooms and pool area should be conducted to ensure nobody is left behind.
- Once at the fire evacuation muster point a register will be taken to ensure everyone has evacuated safely.
- Owing to high floor temperature, appropriate footwear (flip flops) can be kept poolside in case of an evacuation.

11.5 Bomb Threat

The response to a bomb threat is covered extensively in TG-OSH-04 Crisis and Disaster Management. In this eventuality the pool should be cleared immediately, and the evacuation or lockdown procedure should be followed under the direction of the Principal/ school management.

11.6 Lighting Failure

In the event of lighting failure emergency lighting will start, should the person deem the emergency lighting to be inadequate or if it is not available, pool sessions must be stopped and swimmers shall be removed from the pool, the teacher/ coach will do their best to guide all participants away from the pool area to a safe location.

The facilities team shall be notified in case they are unaware of the lighting failure. If the lighting failure is prolonged, swimmers should be organised into groups and led into the changing rooms to change.

The controlled method of changing will alter depending on the availability of natural light and emergency lighting. The teacher/coach in charge of the pool will give further directions.


11.7 Structural Failure

In the event of structural failure, all lessons must stop immediately, and swimmers should be removed from the pool. The teacher/ coach will guide all participants and spectators from the pool area to safety. Once the participants and spectators are safe the teacher/ coach should report the incident to security and the Facilities Manager.

11.8 Toxic Gas Emissions

Chlorine gas can be released into the atmosphere where swimming pool treatment systems use calcium hypochlorite to treat the water. Calcium hypochlorite is widely used in the chlorination of water as an

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alternative to chlorine gas due to its inherent safety when it comes to handling and transportation. If not managed correctly, chlorine can be extremely hazardous. Prolonged exposure to levels of 50ppm and above may result in death. The gas is 2.5 times heavier than air meaning that it will accumulate at ground level. It can be identified as a green/yellow colour and has a very distinct odour.

Swimming pools require chemicals both to run and clean the swimming pool facility. Where chemicals are found outside of designated storage areas, the teacher/coach should inform the facilities staff who will take the necessary action.

In the event of toxic gas emission, the following actions must be taken:

- All areas should be evacuated immediately, to an upwind position to reduce the risk of inhalation, and the emergency services contacted.
- Where possible and when safe to do so, inform the school security and the Facilities Manager.

11.9 Serious Injury


All injuries that are life threatening or have the potential to lead to life threatening situations will be treated as a serious injury. Swim teachers/ coaches and lifeguards should follow their training and ensure the following:

- All participants are safe before initiating a rescue.
- Only a trained first aider is to attend to the injury outside of the pool.
- Three whistle blasts are used to initiate the EAP and will alert other members of the team, the poolside alarm will be activated if one is on site.
- The relevant rescue technique is used for the casualty dependant on the incident/illness/injury.
- The relevant exit procedure technique is used to get the casualty out of the swimming pool.
- Other members of staff should ensure that a crowd does not gather around the casualty.
- First aid and aftercare is offered to the casualty and the nurse is contacted.
- Emergency services are contacted.
- The Facilities Manger will be informed who will then report to the Principal and Head of Business Operations as required.
- An incident report form shall be fully completed when safe to do so, this should be within 24 hours of the incident.
- The emergency services should be informed immediately if there are suspicions of the casualty taking on water to prevent secondary drowning.

11.10 Suspected Spinal Injury

The risk of spinal injuries in swimming lessons and coaching sessions is very low due to the structure and delivery of the sessions. Progressive diving teaching and coaching practices are followed. Diving is not permitted in water shallower than 1.5m or with a clearance of less than 7.6m in accordance with British swimming guidance. In the event of a suspected spinal incident in the swimming pool the swim teacher/ coach or lifeguard should act in accordance with their training to stabilise the casualty effectively and should complete the following:

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- Initiate three whistle blasts to highlight the emergency and clear the pool/request everyone to remain still depending on the number of bathers. The poolside emergency alarm should also be activated if one is on site and the emergency services should be called.
- Enter the pool safely using a slide in entry and alert team members by calling out “suspected spinal injury”.
- Initiate a head splint turn or vice grip in accordance with their training.
- Maintain the head splint turn or vice grip until assistance arrives. Assistance should be a minimum of one trained rescuer and a torpedo buoy dependent on staffing numbers.
- The team will provide manual in line stabilisation in shallow water to maintain neutral alignment followed by moving the casualty to the nearest poolside.
- At poolside, the team will conduct a horizontal lift in line with their training if the casualty’s condition indicates this, this manoeuvre can require at least 4 helpers in the water and the lead person should be trained and be responsible for all directions. If it is safe to do so, the casualty will be kept in the water until the ambulance service arrives and they will remove the casualty from the water with any assistance they require.
- Where a casualty does not show signs of circulation/breathing, the casualty must be removed from the pool immediately. If team members aren’t available, then an assisted lift may be required in order to ensure that CPR can be commenced without delay.

Spinal Cord Injury – After Care


Following a suspected spinal cord injury, it is important that neutral alignment is maintained in order to stabilise the casualty. A foil blanket should be provided to keep the casualty warm. Avoid any sudden movements. Spine/rescue/back boards are not to be used by anyone who isn’t qualified or trained on a regular basis.

11.11 Discovery of a Casualty in the Water

Where a casualty is discovered in the water all staff are adequately trained to initiate the correct response. First aid will also be provided where necessary. If a drowning, or near drowning occurs in the swimming pool, trained staff will do the following:

- Initiate the EAP by three whistle blasts and by pressing the poolside emergency alarm is applicable.
- Enter the water safely and using the appropriate rescue, tow the casualty to the nearest poolside.
- Whilst carrying out the rescue another member of staff should clear the pool and contact the emergency services.
- Other members of staff will assist the initial rescuer to extract the casualty from the pool.
- The casualty will be removed using an assisted lift and rescuers will follow their training to safely turn the casualty face up on poolside.
- Additional help may be summoned to support the removal of the casualty from the pool. This may be required for spinal injuries or other injuries which require the casualty to be removed via spinal board. The initial responder will evaluate this requirement and respond accordingly.
- Following the rescue, rescuers will provide the necessary first aid/CPR to the casualty.

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- Casualties who have ingested water can suffer from secondary drowning up until 72 hours after the incident and are advised to attend hospital in order to remove this risk. All incidents must be recorded on an incident report form, including what advice has been offered to the casualty (and their parents, if relevant) regarding secondary drowning following an incident.

11.12 Missing Child

Where a child goes missing all swimming lessons must be stopped until the child is found. A lost child may be reported by the teacher/ coach or by a parent. Staff must take the following action when a child is reported missing:


- All swimming lessons must be stopped immediately.
- A sweep of the swimming pool must be done to ensure that it is clear.
- If necessary, the swim teacher/coach will gain a description of the child including what they are wearing and what they look like.
- One member of staff will remain at the swimming pool whilst the other member(s) of staff sweep the swimming pool facility.
- The staff member remaining at the swimming pool facility will call the Principal and security without delay to inform them of the missing child.
- An immediate sweep of the premises must be conducted by the security team and available school staff. Ensure areas such as toilets, clinic, storage areas, sports halls etc. are checked.
- In parallel, a review of the CCTV will be conducted by the security personnel, in order to establish the movements of the missing child from the last known location in the school.
- If the missing student is a bus transport student, the bus assistant or transport coordinator shall be contacted to establish if the student arrived on the bus in the morning.
- If the student is not found following an immediate sweep of the premises, the parent/guardian should be notified. It is recommended that no more than 30 minutes is taken to notify parents. At this point the police should also be notified following consultation with the students' parents.
- The escalation matrix shall be followed to ensure the correct people are notified and appropriate support can be arranged without delay.
- The school shall provide support to the police during their investigation and provide any information that they require.

11.13 Excrement/ Blood/ Vomit in the Pool

Hard/Solid Faeces. The following action should be taken if the excrement is in hard and not liquid form:

- Pool cleared of swimmers and the next session cancelled.
- Excrement to be removed from the pool and disposed of by staff using correct Personal Protective Equipment (PPE). *All equipment used will have to be cleaned with the correct chemicals after use.
- Facilities team to be informed immediately and tests to be conducted to ensure all pool chemicals are at the correct levels.
- The pool will only be reopened on the advice from the school Facilities Manager.

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Liquid Faeces. The following action should be taken if the excrement is in liquid form:

- Pool to be immediately cleared and swimming lessons cancelled.
- Inform the school facilities team who will arrange cleaning with the swimming pool maintenance contractor. Inform the Head of PE to expect a closure of up to 48 hours.

Blood

- The pool should be cleared immediately in order to allow the spillage to disperse.
- The casualty is removed from the pool and first aid is administered as appropriate.
- The casualty is questioned on their medical history to ascertain the potential hazard caused by the blood release.
- In some cases, the pool will need to be cleared for a period in order to allow a complete cleaning cycle to occur.
- Blood which is released at poolside should be cleaned up using a cleaning cloth and disposed of correctly. The person completing this must ensure that they wear appropriate PPE.


Vomit. If there is a significant release of vomit in the pool, the following actions are to be taken:

- The pool should be cleared immediately in order to allow the spillage to disperse.
- The casualty is removed from the pool and First Aid is administered as appropriate.
- **Vomit in the form of water.** If swimmers swallow water and vomit without the excretion of the contents of the stomach, swimmers should be asked to exit the pool and the water will be retested by the facilities team/lifeguard. If the readings are within the "ideal" range, then the next sessions can continue.
- The pool Facilities Manager should be contacted at the earliest opportunity.
- If the vomit contains small contents from the stomach swimmers should exit the pool the solid contents should be scooped out and the water should be retested.
- If the casualty is unwell due to a medical condition/virus the pool is to remain closed until further guidance is given by the school pool maintenance contractor or the Facilities Manager.
- In some cases, the pool will need to be cleared for a period in order to allow a complete cleaning cycle to occur.
- Vomit which is released at poolside should be cleaned up using a cleaning cloth and disposed of correctly. The person completing this must ensure that they wear appropriate PPE.
- **Vomit of Entire Stomach Contents.** In the event that the full contents of the stomach were excreted in a large amount in both liquid and solid form and it was dispersed all over the pool it should be treated like faeces and the pool should be closed for a period of 24-48 hours. The swimming pool will remain closed until further guidance is given by the school pool maintenance contractor or the Facilities Manager.

11.14 Glass in the Pool

Although we make every effort to ensure that no glass is brought on to pool side, should a glass receptacle be brought on pool side and break, the following action must be taken:

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Glass on pool side:

- Clear the area and cordon it off.
- Contact school security if necessary, to secure the area and the cleaning team to remove the broken glass.
- Once all glass has been removed, the area can be opened again.
- Sessions may need to be cancelled /relocated if the area cannot be made safe.
- The Facilities Manager must be contacted.

Glass in the swimming pool:

- Clear the swimming pool.
- Move or cancel sessions and do not allow any swimmers into the pool.
- The Facilities Manager must be contacted.
- The pool water needs to be drained and the glass removed.
- Once all glass has been removed, the pool can be opened again.

11.15 Suspected Child Abuse

In the event of a suspected child abuse case, the school safeguarding procedures must be referred to and the school designated safeguarding lead shall be informed. The incident will then be investigated by the child protection team, witness statements will be taken, and CCTV footage will be checked.

11.16 Lockdown

In the event of a lockdown when the pool is in use the lockdown procedure laid down in TG-OSH-04 Crisis and Disaster Management appendix 8 'Lockdown' should be referred to and the following procedures should be followed:


- The pool should be cleared, and the teacher/ coach should take all participants to the changing rooms.
- When inside the changing rooms the doors should be locked, and any window shades closed.
- Teachers/coaches lock their doors, turn off lights, take register and await further instructions.

12. Potential Risks

Each individual swimming pool will present different hazards and it is important that a risk assessment is complete to ensure that there are appropriate control measures in place. A template swimming pool risk assessment can be found in TG-OSH-10 Taaleem Group Risk Assessments. When complete the site-specific swimming pool risk assessment shall be read in conjunction with this PSOP and understood by all swimming teachers, coaches, lifeguards, facilities teams, and anyone else using or involved in the maintenance of the pool. When signing at appendix 5 to say this PSOP has been read and understood the individual is also signing to say they have read and understood the associated risk assessment.

A copy of the risk assessment shall be printed off and kept in the swimming pool compliance folder. Each school shall have a site-specific risk assessment, the following hazard areas shall be amongst those that are covered in the pool risk assessment:


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- Injuries and accidents
- Pool conditions
- Pool supervision
- Pool equipment
- Communication
- Adherence to rules


This risk assessment document will need to be reviewed on a 6 monthly basis or following an incident/accident all changes shall be understood and acknowledged by all staff involved in the use and maintenance of the pool.

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Appendix 1. School Contact Details

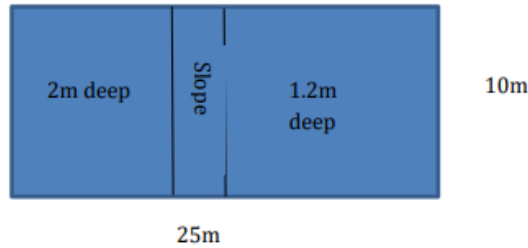
The below provides important contact details to support swimming operations at the site.

Site Contact Details	
Facilities Manager	Videsh Jain
Contact Number	050 8996432
Contact Email	facilities@dubaibritishschool.ae
Head of PE	Sara Donovan
Contact Number	050 1375529
Contact Email	sdonovan@dubaibritishschool.ae
Site Address	The Town Center, Springs 3 – Emirates Hills Dubai, United Arab Emirates
Emergency Contact Details	
Police	999
Ambulance	998/999
Fire	997/999
Site Security	056 4950318
Swimming/Lifeguard Provider Contact Details	
Hamilton Aquatics	04 4508832

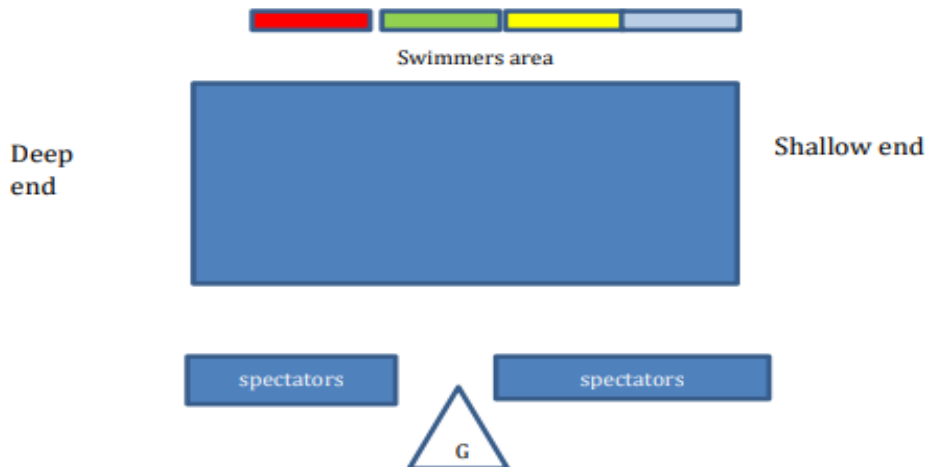
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Appendix 2. Pool Layout

► **Pool Details:**



Length	25m
Width	10m
Shallowest depth	1.2m
Deepest depth	2m
Number of lanes	5
Surface water area	250m squared



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- Lifeguard Zones for different events

Lifeguard Zones for different events

FS LESSON

Patrolling shallow end

Deep



Y1-11 LESSON

Patrolling length of pool

Deep



SWIM GALA

Stay near lifeguard chair to whole pool

Deep

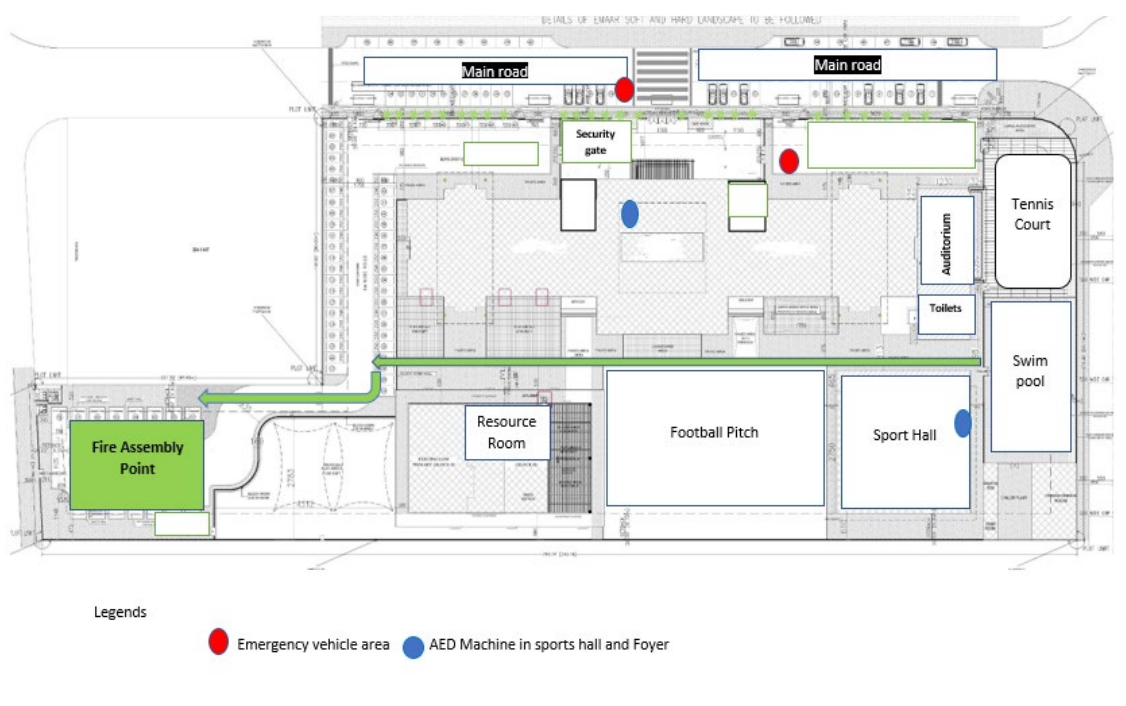



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Appendix 3. Swimming Pool Specific Evacuation Procedure

This plan is also found at 'TG-OSH-01 Emergency Response Plan for Fire Evacuation Procedure'




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Appendix 4. Swimming Pool Compliance Folder

To ensure compliance with this PSOP each school should maintain a swimming pool compliance folder. This can shall be kept readily available for presentation during any inspection or audit. The folder should be split into the following sections.

1. PSOP
2. Swimming pool risk assessment
3. Completed daily check sheets (found at appendix 6)
4. Completed monthly check sheets (found at appendix 6)
5. School safeguarding and child protection policies
6. Lifeguards documents (lifeguard qualification, EIAC/QCC, first aid, child safeguarding)
7. Teachers coaches qualification documents
8. Relevant Material Safety Data Sheet (MSDS)
9. Legionella and microbiology test results (Al Hoty – Stanger reports)
10. Swimming pool timetables

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Appendix 6. Swimming Pool Daily, Monthly and Annual Checks

Daily Checks

Daily checks should be completed a minimum of 3 times per day and shall be recorded on the attached record sheet. Morning checks should occur 30 minutes prior to the first operation of the pool with further tests carried out in the afternoon and evening. In addition to the water chemistry checks, all rescue equipment should be checked around the pool, this includes life rings, throw bags, reach poles, and torpedo buoys. The material state of the pool should also be considered when the swimming pool daily checklist is being complete.

Two pages capture the daily checks for a full month, at the end of each month completed daily check sheets should be filed away in the swimming pool compliance folder. Alternatively daily check sheets can be bound together in a separate folder so they can be kept poolside.

Monthly Checks

Monthly checks should be completed in accordance with the list below, all line items should be checked and signed for, and a copy of the monthly checklist filed away in the swimming pool compliance folder. The monthly checks should be comprehensive and focus on the material state of the swimming pool, the provision and condition of safety equipment, the material state of the changing rooms and the general safety pool plant room.

Annual Checks

It is recommended that annual checks take place during the summer prior to the commencement of a new academic year. The following points should be considered when annual checks take place.

- The PSOP should be reviewed.
- The school child protection and safeguarding policy should be reviewed.
- Swimming pool timetable for the upcoming year should be reviewed.
- The swimming pool risk assessment should be reviewed on a 6-monthly basis or when required.
- The provision and condition of safety signage and rescue equipment should be reviewed.
- A training plan shall be developed for new teachers and lifeguards.

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Monthly Checklist		Month:	Tick or Action/Comment
Pool:	Pool	Skimmer gutters and gratings are clean and free from algae, slime, and scum marks	
		Filter traps are clean and are adequately guarded to prevent injury to users	
		The swimming pool is in a good state of repair, and clean and tidy	
		Pool lights checked for defects	
		Ladders are in a good condition and are provided at both the shallow and deep ends of the pool	
		Ladders anti slip pads are in a good condition	
		Lane ropes are stored or secured correctly with no loose wires	
		Starting blocks are in a good condition, they are secure and safe for use	
		Canopies and structures are in a good state of repair and providing adequate shading	
		Backstroke flags are displayed 5m from each end of the pool	
		Pool Depths are displayed on the wall and floor law regulations	
		Safety rules and evacuation routes are prominently displayed	
		All lifesaving equipment is in place and is in a good condition (buoys, throw bags, reach poles etc)	
		First aid kit is in date for monthly check with a contents list inside	
		The location of the AED is displayed, and it is in date for its monthly check	
Safety	Swimming pool emergency push button to be tested		
	Fire equipment is easily accessible and not blocked by equipment		
	Lifeguard in date for monthly training		
	Doors, gates, and fences are in a good working order		
	Floor surfaces are non-slip, unbroken and maintained in a safe condition		
	The changing rooms are in a good state of repair		
	Hooks are not hazardous and sharp corners have been covered where appropriate		
	The floors are non-slip, with mats provided when required		
	Outdoor showers are working and clean		
	Chlorine and pH tanks are clearly labelled and are set apart (2m minimum distance if possible)		
Changing Rooms	Chemicals are stored in a lockable cupboard/storage and are clearly labelled in their original container		
	Plant room is clean, tidy, and clear of debris		
	MSDS for all chemicals are readily available		
	The room is locked with appropriate warning signs displayed		
Plant Room			