



Woodlarks Camp Site Trust

Swimming Pool Handbook

Normal Operating Plan Emergency Action Plan

2024



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1 Foreword

This handbook outlines Woodlarks Camp Site Trust’s (WCST) swimming pool rules.

Whilst swimming pools, if properly used, are safe environments, they can be hazardous if care is not taken. Whilst the Trust has duties to ensure that the structure and fabric of the pool is suitable for use, Camp Leaders are legally responsible for the proper supervision of this area and will be answerable in the event of a serious incident here.

All Camp Leaders, Pool Managers, Lifeguards/Pool Supervisors must ensure that they have read, and are familiar with, the contents of this document.

2 What’s New in 2024?

Due to constraints imposed by our insurers, we have had to reinstate the need for lifeguards at the pool.



We are actively looking for alternative insurers, but we must emphasise the need for Lifeguards in 2024.

3 Introduction

The swimming pool is provided for the encouragement of swimming and exercise by people who have a disability.

Able-bodied children and adults must recognise that it is a privilege to use the pool and should treat the amenities and equipment with special care.

For the on-going reputation of Woodlarks Campsite, it is vital that the levels of Lifeguarding at the pool are observed. These levels of Lifeguarding are outlined in section 5 General Instructions.

The level of supervision is specified in section **Error! Reference source not found..**

For any session with five or more swimmers there must be as minimum one qualified Lifeguard supported by either a second qualified Lifeguard or a qualified First Aider available on poolside ready to respond to any incident. Lifeguards should not be distracted from their primary duty of observing and proactively supervising the pool.

For any session with four or fewer swimmers only one qualified Lifeguard is required. This Lifeguard may be in the water if there is a designated spotter on poolside to immediately alert the qualified Lifeguard of any concerns or problems and if required alert the Camp Leader or other designated person of any problem.

Details of the pool and equipment

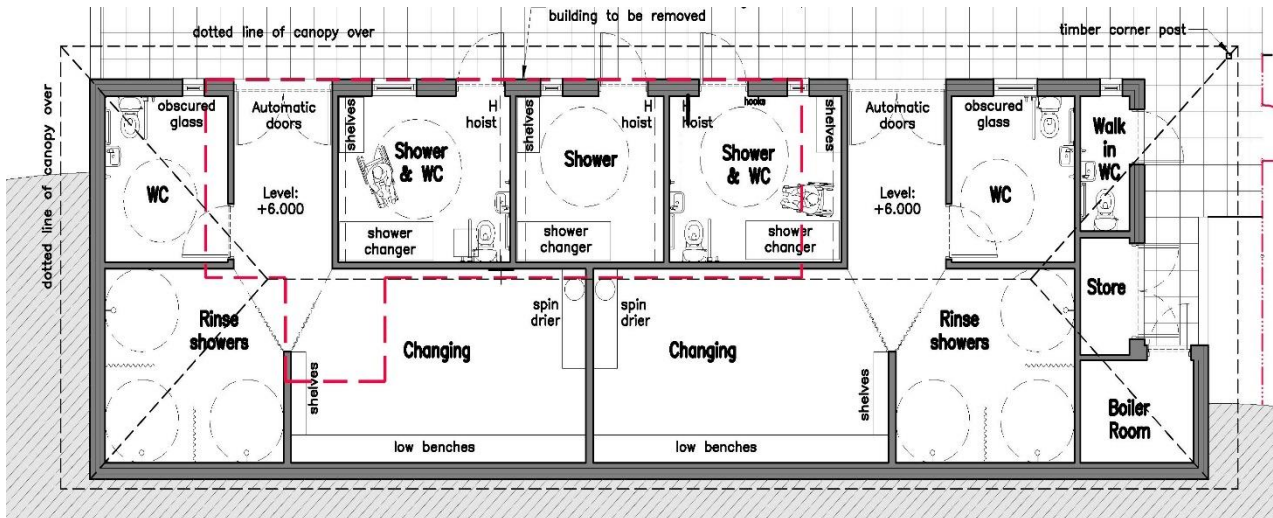
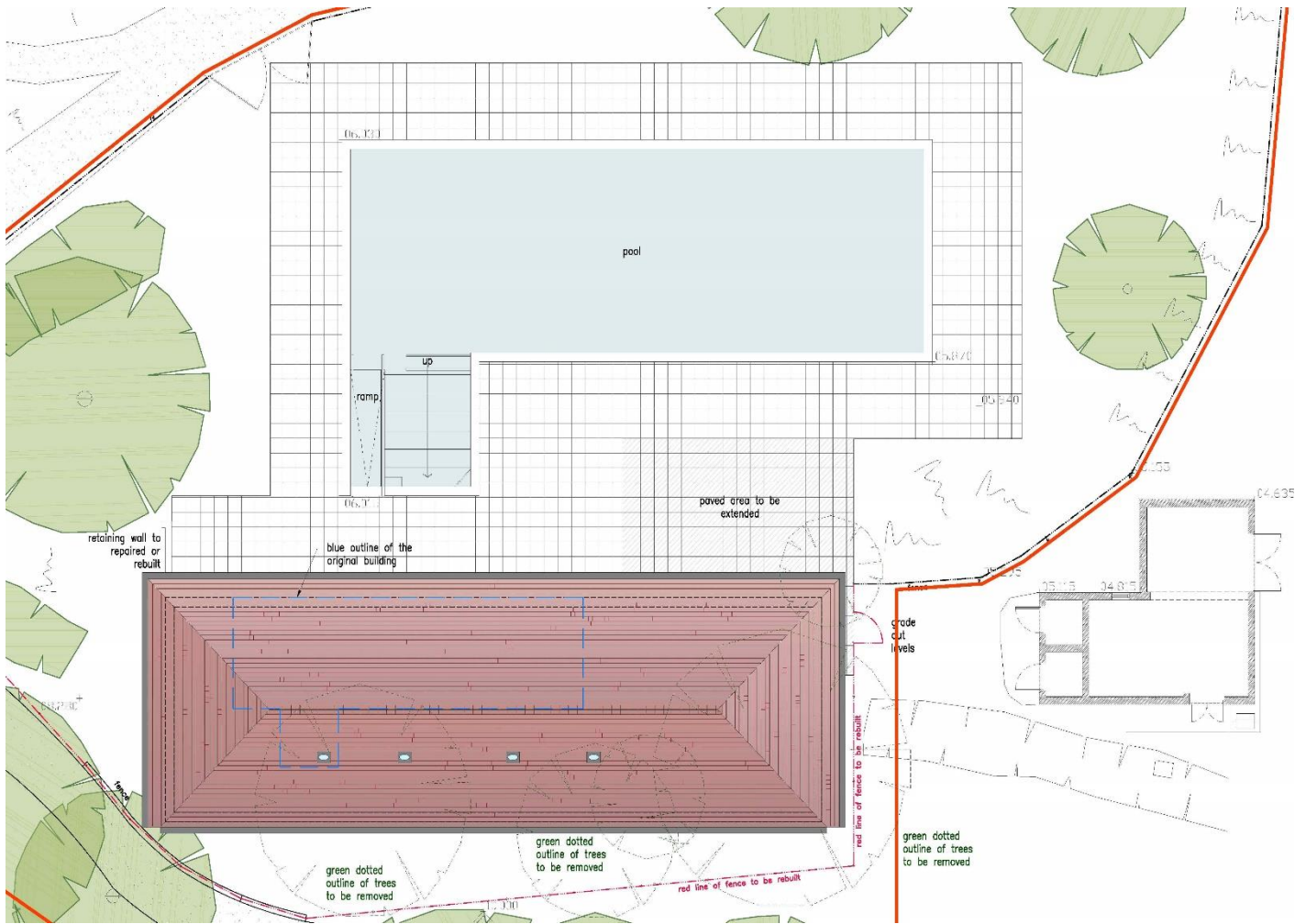
Pool size: 7 metres wide by 20 metres long

Pool depth:

- Shallow End 1.0 metres
- Deep End 1.2 metres



3.1 Sketch plan of pool area and changing rooms:





Please note that this diagram is for illustration purposes. It is not an accurate scale diagram.

The pool is surrounded by a 2.5 metre security fence with access through a lockable gate.

3.2 Defibrillator

There is a defibrillator at the pool. It should be stored inside one of the changing rooms when not in use. When the pool is in use it is kept in its holder on the outside of the changing room near the emergency telephone.

3.3 Safety equipment provided

- Torpedo buoys
- Throwbags
- A raised Lifeguard's chairs
- Two hydraulic hoist and chairs
- Short reaching poles
- Fluorescent waistcoats
- Emergency stop switch for filter pumps (this is tested regularly by the Trust)
- Horseshoe shaped soft foam rescue buoy
- Emergency telephone and alarms.
- Note that the raised Lifeguard's chair is moveable it can be moved to avoid glare from the pool surface, and to allow the Lifeguard shade from the sun.

3.4 Cleaning equipment provided

- Long handled net (on poolside)
- Long handled floor brush (on poolside)
- Dustpan and brush (store)
- Deck Brush (store)
- Broom (store)



3.5 Items to be supplied by each camp

A suitable first aid kit in accordance with BS8599 Part 1 for use at the pool must be provided by the Camp Leader and kept by the Lifeguard chair.

Whistles must be provided for all Lifeguards and other supervisory staff

Camps must supply any buoyancy aids they require; these should comply with BSEN13138 Part 1 [for devices fixed to the body] or BSEN13138 Part 3 for infant swimsuits.

To obtain help with safety equipment, we recommend that you use a reputable supplier such as Swim Shop (<http://www.swimshop.co.uk/>), Zoggs (<http://www.zoggs.com/>) or Speedo (<http://store.speedo.co.uk/home>)

Camp Leaders should ensure that three blankets and towels are available at the pool for first aid use.

4 Using the pool

4.1 Risk Assessment

Camp Leaders must ensure that a proper risk assessment is carried out, in respect of their camp's use, prior to the pool being used. This will include consideration of appropriate Lifeguards/Pool Supervisors together with abilities/disabilities and numbers of pool users.

Please ensure swimmers with skin and eye sensitivities are aware of chlorine being used in the pool and contact lens wearers are reminded to remove them before swimming.

Sample hazard identification, risk assessment and risk reduction forms are available from Sarah if required.

4.2 Competent Person

The Trust will provide a competent person to assess water quality.

4.3 Permission

A chemical safety check must be completed by a competent person before swimming. If you don't have a competent person in your camp and want Sarah or Nick to check the pool, please give them a timetable of your planned swims so that they can conduct a check 30 minutes in advance of each swim. They will advise you how long you can swim before another check is needed. The water should be checked on days when the pool is not in use to allow corrective action to be taken as early as possible. The check is to be recorded in the log book at the pumphouse.



Before entering the pool area everyone, including visitors to the site, must obtain permission from the Camp Leader during the period of the camp booking. At other times permission must be obtained from Nick, Sarah or a WCST committee member.

4.4 Hours of Use

The pool may be used from 0630 (or dawn if later) to 2100 (or dusk if earlier). The pool should not be used in foggy weather or heavy rain when the lifeguard(s) cannot see the whole pool area. Earlier swims are available by arrangement with a competent water tester so pool safety checks can be completed. Sarah and Nick are not available for pool checks before 0900.

4.5 Awareness

Everyone, including visitors, using the pool area must comply with instructions given by the Camp Leader, Pool Manager and Lifeguards/Pool Supervisors or by a WCST trustee or Management Committee member. They must also be aware of the pool area geography i.e. toilets, showers, available emergency equipment, emergency phone and alarm. The Aid Call Alarm connects to the Dining Room and is not considered sufficient for a pool emergency, it may be used to summon helpers for personal care etc.

The use of electrical items around the pool is prohibited.

The pool is one of the site's best amenities – enjoy it, respect it, and please look after it!

4.6 Alarms

There are five alarms associated with the pool area.

4.6.1 Emergency Call alarm

This alarm sounds with an amber flashing beacon on the outside of the dining room. This is to call support from the main buildings in the event of a major incident in the pool.

Camp leaders must have a response protocol for the sounding of this alarm. The protocol should include but not limited to how to remove the largest / heaviest person on camp from the pool.

This alarm should be tested before the first pool session, so the response team know what it sounds like.

After warning, it is a good idea to briefly sound the alarm to mark the start of the first pool session.

4.6.2 Aid Call Alarm.

There is a push button linked into the nurse call system in the dining room and Bradbury Croft. Use of this alarm is to be determined by Camp Leaders.



4.6.3 Fire Alarm

This is a general fire alarm for the pool changing rooms. There is a secondary sounder / red beacon on the side of the dining room. This alarm is not connected to the Fire Alarm system used in the main Woodlarks Buildings.

This alarm is tested weekly.

4.6.4 Nurse call alarm system

This system is slightly different from the system in Bradbury Croft. There is no alarm panel as in Bradbury Croft or the dining room. The pool alarm does not activate the alarm system at the top of the site. It comprises a row of beacons above the individual external doors. There is an audible alarm on the front wall which sounds if any call point is activated. To clear an alarm, just press the clear button once.

4.6.5 Sewage System Fault

This is an amber beacon on the side of the pump house visible from the pool. This will trigger the alarm to indicate if the sewage pump has failed. If this alarm goes off, please contact Nick or Sarah.

Please discard “wet wipes” in sanitary or clinical waste bins, not down the toilets.

5 General Instructions

5.1 Responsibility

During a camp booking, responsibility for the site and the pool is in the hands of the Camp Leader. These rules will help the Camp Leader in organising safe pool activities and allowing visitors to use the pool.

The Camp Leader must ensure that the appointed Pool Manager and Lifeguards/Pool Supervisors read and understand these instructions.

5.2 Pool supervision

The Camp Leader may delegate duties to a Pool Manager (See Chapter 7) during each swim session. The Pool Manager will assist with safety and with maintaining a good standard of discipline for swimming sessions. The Camp Leader should try to ensure that the Pool Manager is National Pool Lifeguard Qualification standard (NPLQ). Delegation does not negate the Camp Leader's responsibility.

According to the [gov.uk website](https://www.gov.uk) the following qualifications are acceptable

If you want to work as a pool lifeguard you'll need one of the following qualifications:



- [National Pool Lifeguard Qualification](#) (NPLQ)
- [Level 2 Award for Pool Lifeguard](#)

Other people are Pool Supervisors. (See Chapter 8)

5.3 Access Area

The edge of the pool is marked by tactile paving to assist visually impaired swimmers.

Spectators should consider staying on the grassed areas to leave the paved area free.

Running is not permitted in the fenced pool area; electric wheelchairs must be set to the lowest speed setting.

5.4 Duty of care

The Camp Leader must ensure that every precaution is taken that would be considered necessary by a reasonable and prudent parent, bearing in mind ages, abilities, health and number of bathers, also the availability of Lifeguards and clarity of water before giving permission for the pool to be used.

5.5 Minimum standards

The WCST Swimming Pool Rules as outlined in this document are the minimum requirement and should be augmented whenever possible.

5.6 Numbers and Supervision

The maximum number of bathers allowed in the pool is 30. If more wish to bathe, it will be necessary to limit pool time or to arrange for several separate sessions, e.g. “Swimmers only”, “Learners only” or “Patrol sessions”.

There must be a minimum of two able-bodied adults (18 years or over) supervising on the poolside capable of rescuing anyone in the water. At least one must be a qualified Lifeguard with a current qualification. The second person may not be Lifeguard trained but should have certificated emergency first aid skills and knowledge

For any session with four or fewer swimmers only one qualified Lifeguard is required. This Lifeguard may be in the water if there is a designated spotter on poolside to immediately alert the qualified Lifeguard of any concerns or problems and if required alert the Camp Leader or other designated person of any problem.

A 17-year-old with NPLQ may supervise the pool but unqualified persons under the age of 18 should not be supervising the pool.



6 Security Gates and Thermal Cover

6.1 At the start of each session:

The Pool Manager (see below) will unlock the boundary gates.

The thermal cover needs to be removed.

Check the emergency telephone cupboard is not locked and check the phone is working by calling another number.

Check that the klaxon alarm to the dining room works by pressing the panic button

The rope must be stowed so that it does not create a trip hazard.

The handle must be returned to the Pool Manager for safe keeping immediately after use.

6.2 At the end of each session:

Replace the thermal cover using the rope and making sure that it is pulled out evenly and does not catch or scrape on the sides of the pool.

Fasten and stow the rope so that it does not create a trip hazard.

Stow all rescue equipment (torpedo buoys and throwbags) in the cupboard.

Make sure all boundary gates are locked and the pool cover handle removed from the pool area and stored safely.

The emergency telephone cupboard must not be locked.

The changing room doors are not locked, security is provided by the external fence.

7 Pool Manager

7.1 Pool supervision

The Camp Leader is advised to delegate duties to a Pool Manager. The Pool Manager, along with Lifeguards and/or Pool Supervisors, will be responsible for safety and will maintain a good standard of discipline for swimming sessions.

The Pool Manager should have a good knowledge of the pool and its surrounds and be as knowledgeable as possible of all campers and helpers at the pool. Their duties will include ensuring the correct number of Lifeguards/Pool Supervisors for the swimming session and assisting with or supervising the correct opening and closing of the thermal cover.



The Pool Manager will ensure that a first aid kit, blankets and towels, full contact details of the site and medical details of all disabled participants and other pool users where appropriate are available. They will also ensure that the alarm, emergency telephone and klaxon are working properly.

7.2 Emergency communication

The emergency telephone is provided to summon help if needed. Its number is 01252 821113.

The Pool Manager must ensure that Woodlarks full address, postcode and phone number are known at the poolside. (Woodlarks Camp Site, Tilford Road, Farnham, Surrey, GU10 3RN, 01252 821113).

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If the emergency services are summoned the Pool Manager must despatch someone to meet them and guide them to the pool, giving them the gate code if necessary. A responsible adult should be delegated to man the emergency telephone.

To sound the klaxon alarm at the top of the site hit the alarm button near the emergency telephone. On hearing the klaxon at the top of the site all first aiders should be despatched to the pool immediately.

7.3 Pool Manager Duties

The Pool Manager must

- Ensure that all persons entering the pool area, including visitors, understand the pool geography, i.e. toilets, showers and available emergency equipment.
- Ensure that there is always at least one qualified Pool Lifeguard and that this person is supported by a second person who holds a first aid certificate.
- The Pool Manager may be one of the Lifeguards/Pool Supervisors.
- Lifeguards / Pool Supervisors should be clearly identifiable either by wearing yellow tee / polo shirts or the supplied lightweight mesh yellow waistcoats.

7.4 Hearing Impaired Bathers

When any bather is deaf the Pool Manager must take steps to ensure there is proper communication before any emergency occurs.



7.5 Emergencies

In the event of an emergency the Lifeguard must take charge of the incident. This may involve pool clearance but the decision to do this should remain with the manager given the difficulties that may be experienced in emergency clearance.

*Where an NPLQ qualified Lifeguard is on duty at the Pool they will deal with the incident and an unqualified Pool Manager must not interfere but act in support. (See Swimming Pool Emergency Action Plan on page 17.)

7.5.1 Whistle Drill

The RLSS Whistle Drill should be used during sessions.

- 1 short blast “attention pool user or users”
- 2 short blasts “calls for attention of another Lifeguard”
- 3 short blasts “indicates Lifeguard taking Emergency Action”
- 1 long blast “calls attention and indicates the pool may be about to be cleared”

All persons in the pool must comply with the whistle signal and instructions given by the Lifeguards/Pool Supervisors or Pool Manager.

During the swimming sessions a practice of the whistle drill may be held but the whistle must be used sparingly.

8 Lifeguards / Pool Supervisors

Camp Leaders must provide at least one Lifeguard with the RLSS NPLQ or equivalent.

The term ‘Lifeguard’ should only be applied to a suitably qualified person i.e. someone who holds the NPLQ or equivalent qualification.

All other persons are ‘Pool Supervisors’. It is up to the Camp Leader to determine the appropriate level of cover taking account of the minimum requirements set out in Section 5.5.

No swimming session may take place without Lifeguards/Pool Supervisors in attendance at the pool.

A normal Lifeguard rotation should happen every 45-60 minutes and not more than 90 minutes. Rotation means that after a period of Lifeguarding, the Lifeguard should rest for at least 30 minutes away from the pool. If another Lifeguard is not available swimming must not take place until the rest period is completed.



Pool Supervisors must be strong swimmers, able to recover a casualty from the pool floor and hold a current first aid certificate.

All must be aware of the difficulties of dealing with:

- a disabled person in an emergency situation including communication with the disabled person
- a possible spinal injury

Lifeguards/Pool Supervisors will be briefed by the Pool Manager and will position themselves around the pool as circumstances dictate.

In some situations, the Pool Manager may be an unqualified person whilst one or more qualified Lifeguards are on duty.

In the event of an emergency the NPLQ Lifeguard will deal with the incident and the unqualified Pool Manager must not interfere but act to support them.

During the swimming session Lifeguards/Pool Supervisors must be dressed for immediate entry into the water, which they will only do in an emergency.

Lifeguards and Supervisors may make use of the high seat provided for a clear view of the pool but Pool Managers, Lifeguards/Pool Supervisors must be aware of the pros and cons of positioning the moveable chair to counter glare and to ensure easy access to the water.

8.1 Swimming sessions for three to four

No one may swim alone in the pool.

Camp Leaders must ensure that a qualified pool Lifeguard is on duty. This type of swim often occurs early morning when few other persons are about and still constitutes a significant risk. The Lifeguard may swim at the end of a session or before provided two other people are present, one to save and someone who knows how to raise the alarm.

Lifeguards are not permitted to swim during a session of more than four people.

9 Limitations of use

9.1 Permission

No one may enter the water without the permission of the Lifeguard/Pool Supervisor.



9.2 Permission to swim

Parent's permission to swim must be obtained in writing before any person under the age of 18 can enter the swimming pool. If a person is unable to make their own decision as to whether they can swim, guardian's consent must be obtained too.

9.3 Fits

Persons who are subject to fits must always, whilst in the pool area, be accompanied by a responsible helper who must be able to support and properly turn the person face up and alert the Lifeguard.

9.4 Children

Children under the age of 8 must be accompanied in the water by a responsible adult or a parent.

There should be no more than two children who can swim per adult, or one non-swimming child per adult.

10 Running a swimming session

The changing rooms are available for use from 06:00.

On arrival at the pool switch on the heating to allow the building enough time to reach a reasonable temperature.

To set the heating timers, open the right hand lobby door. On the left hand wall there are two timers (countback timers). For normal use operate the right hand timer, this controls the hot water supply, under floor heating and air heating. The left hand timer does not activate the air heating.

Remove the safety cover. To set the timer use the left hand button to select the number of hours you expect to use the building, allowing an extra half hour to allow the building to dry out after you leave. Press the right hand button to turn on the system. If you wish to switch the system off for any reason press the right hand button. You can reset the time settings at any time. Replace the safety cover.

Then continue the rest of the pool duties as outlined in this document.

Sarah and Nick will explain Fire Alarm.



11 Safety

11.1 Hoist

The pool hoists must only be operated by competent users. Please refer to the section on hoists in the Camp Leaders' Handbook.

The maximum load on the hoist must not exceed 140 Kgs.

Pool Supervisors should assess the risk of handling any swimmer who exceeds 140 Kgs.

11.2 Diving

The "NO DIVING" signs must be strictly obeyed.

11.3 Canoes, boats and rafts etc.

Canoes, boats and rafts etc., are not allowed in the pool.

Water-walkers and similar should not be used in the pool due to the high level between the water and the concrete edge of the pool. It is recommended that use of these is limited to an inflatable pool (usually supplied by the water-walker operator) and filled and emptied by prior arrangement with Woodlarks. Please ensure that the equipment supplier carries suitable insurance.

11.4 Swimming Aids

Buoyancy aids, nasal clips, masks and snorkels may only be used in the pool with the consent of the Pool Manager.

Fins may be used only if they are necessary to assist a disabled swimmer.

Buoyancy aids are not supplied by WCST.

11.5 Guide/ Working Dogs

Only guide and working dogs are allowed near the pool. They should be tethered away from the pool when their owner is swimming and kept on a lead at all other times.

11.6 Glassware

Drinking glasses and glass bottles etc. must not be taken into the pool area.

Don't leave these items on the ground just outside the fenced pool area.



12 Care of the pool and pool surrounds

Groups using the camp site are responsible for maintaining the changing rooms and pool surrounds during their visit.

Sweep around pool area, changing rooms, toilets and showers. Do not sweep anything into the pool.

Remove any litter from the pool surround, especially cigarette ends and ring pulls, remove the rubbish sack to the wheelie bin and replace with a clean sack.

Wash down showers, and changing rooms with mild disinfectant, not bleach. Toilets can be cleaned with any toilet cleaner of your choice. Make sure that dirty water does not go into the swimming pool.

Check if the sanitary bins need to be emptied into the wheelie bin in the bin area

Air the mats

Check that the equipment store is tidy

Ensure the gates are locked when you leave.

12.1 Pool Cleaning

Regular skimming of debris from the water surface is to be maintained during swimming sessions but not by the Lifeguards/Pool Supervisors. It may be easier to do this before anyone enters the water.

The surface “skimmer” filter baskets should be emptied, rinsed and replaced at the end of a session. The pool floor may be cleaned using the broom.

Normal pool cleaning takes place at the end of the week.

13 Emergency Action Plan

The Pool Manager and Lifeguards/Pool Supervisors must be familiar with the following emergency procedures and action to be taken.

13.1 Accident or Injury

- Raise the alarm. Use visual signal for deaf swimmers.
- If the Lifeguards/Pool Supervisors are focused on a rescue, be aware of the potential hazards of the pool being cleared of swimmers who are effectively unsupervised at that moment.



- Recover the casualty as soon as possible using the rescue aids or by making a safe entry into the water. Consider the possibility of a neck or back injury.
- Clear the pool if it is necessary and where practicable to do this
- Inform the main camp area.
- Summon an ambulance to the pool if necessary.
- In the case of a serious incident, inform Nick or Sarah or a WCST trustee as soon as possible. If in doubt, inform!
- Record the details of all incidents in the Accident Book.

13.2 Lack of water clarity

Any lack of water clarity is a hazard. If the bottom of the pool is not clearly visible the swimming session must be suspended. Inform Nick or Sarah as soon as possible.

Use of the pool must be suspended until full visibility has been restored.

13.3 Disorderly behaviour

Offenders must be dealt with politely but firmly.

Offenders who fail to comply with pool rules must be instructed to leave the pool for that session.

13.4 Contamination of the water by faeces or vomit

All bathers must leave the pool

Immediately attempt to remove any solid matter.

Inform the competent person. They will determine when the pool can be returned to use.

13.5 Intruders

Intruders are dealt with under a separate heading in the Camp Leaders' Handbook.

14 Appendix - Potential Hazard examples

14.1 Lifeguard Hazards

- Unqualified persons



- Hung-over Lifeguards
- Tiredness
- Injured
- Unfit
- Unsuitable
- Incorrect clothing
- Distracted/Talking/Texting
- Uncaring
- Wrong position

14.2 Physical Hazards

- Uneven pool surround
- Steps into the pool
- Poolside hoist
- Debris on / below water surface
- Handles to steps
- Wet surfaces
- Wheelchairs

14.3 Activity Hazards

- Running
- Pushing
- Splashing
- Bombing
- Use of electric chairs in pool area
- Improper use of equipment



- Use of electrical equipment at the poolside

14.4 People Hazards

- Children
- Visually Impaired/Deaf
- Disabled
- Elderly
- Boisterous
- Drunk