

Emergency Action Plan


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Emergency Action Plan**1. Changes from Last Issue**


4.10 Update & review for Covid-19

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2. Objective and Scope

To ensure fire alarm activation, fires and other evacuation and emergency requirements are dealt with efficiently and effectively.

This procedure details the process for dealing with fire and evacuation emergencies.

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3. Procedure Detail

3.1 Discovery of A Fire or Other Major Incident

The fire alarm system at Moor Park is connected to the Fire Brigade via a monitoring centre. However there is still a requirement to dial (9) 999 in the event of a confirmed activation in order to relay the details of the incident to the emergency services.

On activation of the alarm the alarm monitoring company will contact the site calling the back phone in the back office, this allows an opportunity to report a false activation or confirm an emergency. The alarm monitoring company will then either call out or stand down the fire brigade.


If you discover a fire, however small, an immediate decision must be made, CAN YOU DISTINGUISH IT IMMEDIATELY? If in any doubt, or you feel that you need help or the fire is not immediately extinguished then the following procedure must be followed.

3.2 General Instruction

Discovering a fire:

If a member of staff detects or becomes aware of a major incident, fire or significant amounts of smoke anywhere on the premises and it cant be extinguished or the source cannot be detected they must;

- Operate the nearest Fire Alarm Call Point.
- Evacuate the building by the nearest safe exit route escorting members of the public out,
- Close the doors on the way out and report to the control point at the reception as detailed by the manager on shift,
- Assemble at the designated Fire Assembly Point in the car park at the front of the building or the Fire Assembly Point in the car park at the rear of the building.
- In the event of a confirmed fire the manager on duty must call 9(999) to confirm the fire.

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3.3 Evacuation Procedures

Moor Park Health & Leisure Centre operates a two-stage evacuation process in order to protect certain members of the public from the elements in the event of a false alarm.

STAGE 1:

- Pool Hall is prepared for evacuation by clearing the pools and changing areas. Customers and staff are held at 'Holding Points'. Wheelchair users are held at the fire exit holding point within the spectator area on poolside.
- All Other Areas are evacuated immediately.

STAGE 2:

- If necessary Pool Hall is evacuated. Stage 2 can immediately follow Stage 1 if required.

Evacuation Procedure for Disabled users & groups:

Moor Park Health and Leisure Centre can be used by customers who are less ambulant or require wheel chairs. If the customers are on the ground floor they follow the same procedures as all customers.

If they are in the swimming pool at the time of an alarm, they will be removed from the pool by Leisure assistants using the appropriate hoist.

If they are on the first floor at the time of an alarm activation, they can be directed to either of the two Refuge Areas, one on the first floor landing of the customer stair well the other on the first floor landing on the fitness studio stair well. They can be held here until a trained **member of staff** is available to provide assistance down the stairs using the evacuation chairs (if required), that are located in the Refuge Areas.

For any disability groups that are using the pool for their sessions, the poolside marshall and/or their assistant (polar bears only) will be on pool side during the sessions and will assist the evacuation under the instruction of the centre staff. If the fire alarm sounds the leisure assistants will evacuate the pool as normal and the poolside marshall will communicate with the staff to assist if required.

With regards to users who are physically disabled and require a wheelchair, we will only allow a maximum of **two** in the pool at any one time. When the alarm sounds the leisure assistants on poolside will evacuate them from the pool using the arjo hoist and the poolside marshall will communicate with the carers to make their way to the user’s wheelchair, which will be kept on poolside during the session. The carer will then make their way to the arjo hoist and transfer them to their wheelchair where they will hold them at the designated holding points on poolside. For users that require wheelchairs, they will be held at the fire exit holding point within the spectator area on poolside.


Please note: The normal current holding points will still be used for all able users.

3.4 Building Zones

The building is split into 4 Zones; they are:

Wet Zone	Pool hall, Changing Area, Spectator area and Plant room.
Dry Zone	Dry side Changing rooms, reception toilets and reception.
Lower Sports Zone	Sports Hall and store rooms, Exercise studio and store room, Spinning studio and Meeting room.
Upper Activity Zone	Staff Rooms, Administration Office, Managers Office, Fitness studio, Feel Good Factory, Upper plant room.

- The Pool Hall contains holding points for customers from the pool and wet changing areas. This is so that customers do not necessarily need to be evacuated until a confirmed or suspected problem has been identified.
- In the event that a major emergency is in the pool hall itself and the pool hall fire exits cannot be used, then customers can be evacuated through another safe exit.

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- All other areas are fully evacuated once the fire alarm is activated or upon instruction.

3.5 Stage 1 Instructions

3.5.1 The Manager on Duty

On hearing the fire alarm the manager must proceed to the fire control panel at reception to establish the whereabouts of the problem check the area and take appropriate action.

They should then direct the staff by radio as to what action to take.

The Manager on duty will, where practicable, inform the Facilities Manager of the NHS side of the building and the staff in the Library of the nature of the alarm and liaise with them regarding actions to be taken

The manager should liaise with the emergency services when they arrive who will then take over control of the situation.

3.5.2 Leisure Assistants on Pool

Leisure Assistants on Pool are responsible for evacuating the **Wet Zone**.

The Leisure Assistants must immediately begin to clear all bathers from the pools and guide them to the 'Holding Points' at the poolside Fire Exits.

For users that require wheelchairs, they will be held at the fire exit holding point within the spectator area on poolside.


This exercise must be carried out quickly and with firmness. No-one must be allowed to return to the changing areas for clothing.

Swimming teachers / coaches are asked to take their pupils to the holding point in an orderly manner.

Once the pools have begun to clear: the manager on duty will appoint the following roles;

Leisure Assistant 1 is to control the Learner Pool Holding Point.

Leisure Assistant 2 is to control the Main Pool holding point.

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Leisure Assistant 3 is to proceed to and take control of the changing area holding point.

Where only one Leisure Assistants is supervising the pools, they are to clear the pools and direct customers to the holding points only. An additional member of staff will be detailed to clear the changing areas.

3.5.3 Leisure Assistants on Dry Side Duties

Leisure Assistants on Dry Side duties are responsible for evacuating the **Dry Zone** and **Lower Sports Zone**

On hearing the fire alarm or instruction to evacuate all Leisure Assistants not on active pool duty are to report to the manager on duty at reception, or by radio, in order to receive instruction.

If already in an identified Zone they can contact the manager on duty by radio for instruction. If possible, staff should guide customers out of the building along the way.

Please note: There are fire evacuation chairs situated in the stairwell of the customer stairs and at the rear of the fire exit in the fitness studio. These are to evacuate customers who would otherwise need the lift to access the ground floor.


After completion Leisure Assistants must report to the manager on duty and inform them which areas have been cleared.

3.5.4 Receptionists

The Receptionist(s) should immediately stop admissions and lock the tills.

After consulting with the manager on duty, if the actual problem is known, they should dial (9) 999, when the operator answers ask for the fire brigade and relay the problem.

Only when then this has been done they should direct all persons in the foyer out of the main doors or fire exits as appropriate instructing them to wait outside at the ASSEMBLY POINT (located at the rear of the building on the car park), well clear of

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the building until the emergency has been resolved.

If a stage 2 evacuation is determined, they should then collect the Emergency Evacuation Box and leave the centre by the main entrance (if safe to do so), they should and remain outside the main entrance doors to prevent unauthorised entry during the emergency period. A member of staff will collect the evacuation box from the receptionist and report to the Assembly Point.

If available, the additional receptionist should report to the manager on duty to provide assistance with the building evacuation.

After completion of any evacuation staff must report to the manager on duty and inform them which areas have been cleared.

3.5.5 Fitness Instructors

Fitness Instructors are responsible for evacuating the **Upper Activity Zone**.

Fitness Instructors should first clear fitness studio via the nearest safe exit and direct them to the Assembly Point in the car park at the rear of the building.

They should then check the rest of the zone and ensure the Feel Good Factory door is locked and check the staff and office areas are clear closing doors behind them.


After completion Fitness Instructors should report to the manager on duty in case assistance is needed to evacuate other areas of the building.

Please note: There are fire evacuation chairs situated in the stairwell of the customer stairs and at the rear of the fire exit in the fitness studio. These are to evacuate customers who would otherwise need the lift to access the ground floor.

After completion Fitness Instructors must report to the manager on duty and inform them which areas have been cleared.

3.5.6 Feel Good Factory Staff

Feel Good Factory staff must clear the Feel Good Factory, and given the nature of some of the clients, must escort their clients to the nearest safe means of escape, closing doors behind them and to the nearest 'FIRE ASSEMBLY POINT' in the car

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park at the rear.

Please note: There are fire evacuation chairs situated in the stairwell of the customer stairs and at the rear of the fire exit in the fitness studio. These are to evacuate customers who would otherwise need the lift to access the ground floor.

3.5.7 Coaches and Instructors

Coaches and Instructors should clear the area in which they teach, closing doors behind them and leave the building via the nearest safe exit and escort customers along the way to the 'FIRE ASSEMBLY POINT' in the car park at the rear of the building.

3.5.8 Any other Employees

Any other employees in the building should leave the building via the nearest safe exit and escort customers along the way to the 'FIRE ASSEMBLY POINT' in the car park at the rear of the building.


If possible they should report to the manager on duty to provide assistance with the building evacuation.

After completion of any evacuation staff must report to the manager on duty and inform them which areas have been cleared.

3.5.9 Club Officials/Private Hirers/School Teachers

Club officials and those persons responsible for the private hire of the facility are to help clear their members from the area they are in via the nearest safe exit and make their way to the 'FIRE ASSEMBLY POINT' in the car park at the rear of the building.

Evacuation drills are programmed for the School Swimming sessions every term and for Blackpool Polar bears twice per year in agreement with the Polar Bear committee.

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3.5.10 Final Check

The procedure described above should clear the majority of customers and staff from the Centre. However, there is a risk that some customers may be left. Therefore, the manager on duty will send a member of staff to make a quick sweep of the building to ensure that the building is clear.

If, in the opinion of the manager on duty it is too hazardous to send staff around the building then all staff are to remain at the 'FIRE ASSEMBLY POINT' and the Fire Brigade informed on arrival that the building has been evacuated but cannot be confirmed to be empty.


3.6 Stage 2 Instructions

The decision to go to Stage 2 (Full Evacuation) may be made as follows:

- ANY MEMBER OF STAFF at a Holding Point has authority to open the fire exits should the effects of a fire become apparent (e.g. significant smoke, fumes, heat) or if there is any serious distress/panic amongst the patrons gathered at the Holding Point.
- ANY MEMBER OF STAFF who has set off the alarm on the basis of their knowledge of the situation in the period prior to the arrival of the Fire Brigade. Either they or their nominee will go to the Holding Points and order the fire exits to be opened.
- Upon their arrival at the premises, if they deem it necessary, ANY FIREFIGHTER may go to the Holding Point and order the fire exits to be opened.

Once the Emergency Exits in the Pool Hall have been open the customers can be directed and guided to the 'Fire Assembly Point' on the car park to the front or rear of the building.

The manager on duty should arrange for the any available staff to assist with First Aid and the distribution of survival blankets and to keep the group together until the Fire Brigade arrives.

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3.7 Evacuation Guidance for All Staff

Staff are to choose the quickest route to the allocated area, clear the area(s) and then report back to the manager on duty that the area(s) are all clear or detail the problems encountered.

Staff are to use safe routes around the Centre and avoid any danger to themselves.

If they become aware of customers who may be trapped by blockages, fire, smoke or other dangers they are to report this to the manager on duty who can relay the information to the Emergency Services.

DO NOT PUT YOURSELF AT RISK

3.8 Alarm Re-Setting

After the evacuation is complete, the fire alarms may be silenced at the panel in the foyer by the manager on duty.

Once the Fire Brigade have given the all clear, then the alarms can be reset and activities resumed.

In the event of a CONFIRMED FALSE ALARM the alarm monitoring company can be contacted and the alarm reported as a false alarm this will prevent the Fire Brigade being called out.


3.9 After the Incident

Re-entry into the building will be determined by the manager on duty or the Fire Brigade.

The manager on duty may dependant on the emergency report any problems or organise minor works, but in any event the Leisure Manager and Senior Facilities and Operations Manager must be informed.


The manager on duty must complete an Incident Report Form.

The Manager on Duty must also check the gas shut off valve in the electrical cage in the Sports hall hangar (the key for the cage is located in the key safe). The gas

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isolation valve is a black “T” shaped handle located on the silver gas pipe. Following an alarm activation this handle will be found in the “shut” position, this means it will have been pulled into the pipe. To open you must pull the “T” bar out of the pipe. This must be reconnected following the resetting of the alarm.

Once the gas valve is checked the Manager on duty must then check the wet side plant room to make sure that the Heating & Ventilation control panel is operational. Pumps such as the Pool Calorifier, D.H.W.S, C.T Circuit, V.T Circuit and Boiler shunt may need resetting. This can be done by following the ‘Reset Calorifier Pumps’ section of the Backwashing SSOW (steps 50-60)

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4 Other Emergency procedures

4.1 Gas Leak

If there is a reported smell of gas within the facility, the manager on duty must be contacted immediately and the emergency evacuation procedure followed. Customers and staff must be evacuated to the secondary assembly point which will be designated by the emergency services. Property Services must be informed immediately (476000).

The manager on duty should turn off the emergency gas as soon as possible; this is located next to the gas meter, in the locked area outside the first aid room.

An Incident Report Form must be completed (*REF: HS.ACC*).

4.2 Chemical Spillage

If there is a chemical spillage in the pool plant room, a trained pool plant member of staff should locate the correct PPE and then isolate the pool plant by shutting it down at the main control panel.

If the spillage cannot be contained then Property Services must be informed immediately (476000) for a pool plant engineer to attend site.


The most harmful chemical on site is sodium hypochlorite, which is stored in a contained tank within a secure bulk tank which are both sat within a bund wall to stop spillage.

An Incident Report Form must be completed (*REF: HS.ACC*).

4.3 Lighting Failure

If there is a power failure resulting in the lighting going off, the emergency lighting will automatically come on. The emergency evacuation procedure followed immediately and Property Services must be rang (476000).

The manager on shift will issue torches to the staff, if out of daylight hours.

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An Incident Report Form must be completed (*REF: HS.ACC*).

4.4 Flooding

If there is a flood, the manager on shift must be contacted immediately and action will be decided depending on the flooded area.

If the flood can be contained it may only be necessary to evacuate an area of the building however if it cannot be controlled the whole building may require evacuation.

If it's the latter the emergency evacuation procedure should be followed and Property Services must be rang (476000).

An Incident Report Form must be completed (*REF: HS.ACC*).

4.5 Major Structural Damage

If major structural damage is seen or reported, the manager on duty must be contacted immediately and it will be decided if and which area(s) require evacuating.


If the structural damage is isolated to one area, then just that are will be evacuated immediately, if the structural damage is going to affect the whole building, then the emergency evacuation procedure should be followed and the emergency services called (999).

An Incident Report Form must be completed (*REF: HS.ACC*).

4.6 Bomb Threat or Suspect Package

If a telephone message be received that a bomb is in the building, the person taking the call should learn as much information as possible from the caller. The 'bomb threat' form (HS.BT) at reception should be used to prompt the right questions to fill out the form, if time, ask the right questions in the correct order, i.e.

1. What time will it explode?
2. Where is it?

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3. What type of device is it?

As soon as the call is over inform the manager on duty. If the taker of the call feels that there is an immediate threat and in their judgement there is no time to inform the manager then the fire alarm is to be activated at the nearest point and the fire and evacuation procedure for the building followed using a secondary assembly point which will be designated by the emergency services

The manager on duty should inform all staff, not to use mobile radio devices including mobile phones as it may be possible that these devices inadvertently detonate a bomb.

The manager on duty shall telephone the police (999) and request their assistance via a landline and also inform their next available line manager.

All bomb incidents must be reported to the Emergency Planning Officer using the Council's major incident line on 01253 398739 (ex-directory number not to be given to the public or media) or back up number 01253 477600. This will trigger the major emergency plan notifications ensuring the Chief Executive and other Senior Officers are notified immediately to ensure a standard approach to all emergencies.

If there is a suspect package that may be explosive the emergency services must be rang immediately (999) and the manager on duty contacted. The emergency evacuation procedure must be followed using a secondary assembly point which will be designated by the emergency services.


An Incident Report Form must be completed (*REF: HS.ACC*).

4.7 Faeces

Solid faeces should be immediately removed from the area and appropriate disinfectant used to clean the area, no further action is necessary.

If the stool is runny i.e. (DIARRHOEA), the area should be immediately cleared of customers and disinfectant used to clean the area.

An Incident Report Form must be completed (*REF: HS.ACC*).

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4.8 Blood and Vomit

If substantial amounts of blood or vomit are spilled into an area of the facility, the area should be temporarily cleared of people, to allow cleaning with appropriate disinfectant.

Using disposable latex gloves, the blood should be covered with paper towels, gently flooded with the disinfectant and left for at least two minutes before being cleared away.

The area should be washed with water and detergent and, if possible left to dry. The bagged paper towels and gloves should be placed in the sterile waste yellow containers which are situated throughout the site.

In all cases, the manager on duty must be informed, and an Incident Report Form must be completed (*REF: HS.ACC*).

4.9 Disorderly Behaviour

Any behaviour, which is likely to cause a nuisance or is dangerous to other customers, should be stopped immediately. Customers should be spoken to in an assertive manner indicating reasons why the behaviour is inappropriate.

If the behaviour persists, further warnings should be given.


Arguments must be avoided.

If the warnings have no effect, or if the behaviour becomes serious, the manager on duty should be called to assess the situation and ask the offender to leave, if deemed necessary.

Continuation of the offence could lead to the manager on duty calling the Police. (999).

Leisure staff should not be drawn away from their principal duty of activity supervision. Training on dealing with disorderly behaviour is given in the NPLQ training and may be further supplemented as necessary.

Any violence to staff is reportable under RIDDOR.

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4.10. Suspected case of Covid-19


- cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people
- wear disposable gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished
- using a disposable 'Red' cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles
- if an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron
- wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning

PPE procedure when suspected case of Covid-19 has left facility:

The minimum PPE to be worn for cleaning an area where a person with possible or confirmed coronavirus (COVID-19) is disposable gloves and an apron. Hands should be washed with soap and water for 20 seconds after all PPE has been removed.

If a risk assessment of the setting indicates that a higher level of virus may be present or there is visible contamination with body fluids, then the need for additional PPE to protect the cleaner's eyes, mouth and nose might be necessary (mask). The local Public Health England (PHE) Health Protection Team (HPT) can advise on this.

Non-healthcare workers should be trained in the correct use of a surgical mask, to protect them against other people's potentially infectious respiratory droplets when within 2 metres, and the mask use and supply of masks would need to be equivalent to that in healthcare environments

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Cleaning & disinfectant:

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

- objects which are visibly contaminated with body fluids
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells
- Use disposable ‘Red’ cloths and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:
- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine

or...

- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer’s instructions for dilution, application and contact times for all detergents and disinfectants


or...

- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses
- Avoid creating splashes and spray when cleaning.
- Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below. (see 1.7)
- Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of

Waste:


Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):

- Should be put in a plastic rubbish bag and tied when full.

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- The plastic bag should then be placed in a second bin bag and tied.
- It should be put in a suitable and secure place and marked for storage until the individual's test results are known. Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.
- if the individual tests negative, this can be put in with the normal waste
- if the individual tests positive, then store it for at least 72 hours and put in with the normal waste

If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment

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5. Contacts in the Event of an Emergency

In any emergency situation or closure of the facility the manager on duty is to inform their immediate Line Manager.


5.1 Additional Contact Information:

Emergency Services (999)

Out of office Hours - 476000 (vitaline)

Michael Dulku (Senior Facilities Manager) –

Major Incident Line - 01253 398739/01253 477600

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6. Business Continuity Plan

Please refer to the Business Continuity Plan once any above incident has occurred.