

Operational and legislative procedures

Level 2 Providing a positive
customer experience in the
fitness environment

Learning outcomes

By the end of this session you will be able to:

- Identify the types of emergencies that may occur
- Summarise the procedures and recording documents that should be in place to maintain health and safety of staff and customers
- Identify the typical roles of individuals responsible for health and safety

Learning outcomes

By the end of this session you will be able to:

- Explain the importance of following emergency procedures calmly and correctly
- Describe how to maintain the safety of people involved in typical emergencies
- Outline why health and safety are important
- Identify the legal and regulatory requirements for health and safety relevant

Learning outcomes

By the end of this session you will be able to:

- Describe duty of care and professional role boundaries in relation to special population groups
- Describe the types of security procedures within an exercise and fitness facility

Health and safety in the workplace

It is the instructor's responsibility 'duty of care' to ensure that health and safety is treated as a priority within the gym environment

This will result in a positive gym experience for customers and also for the staff that work there

A clean, safe gym environment shows customers that their health, safety and welfare is important and this will give them confidence in the facility and result in increased retention

Health and safety in the workplace

Instructors must:

- Be aware of potential hazards
- Know what to do in the case of an accident/emergency
- Ensure a clean, safe (hazard-free) working environment
- Check equipment is well maintained and in good working order
- Ensure pathways are kept clear from obstructions
- Monitor participant exercise technique to avoid injury

The Health and Safety at Work Act 1974

Sets out the duties employers have towards their employees and members of the public, and the duties employees have to themselves and each other relating to health and safety

Employer's responsibility – To ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees

Employee's responsibility – To take reasonable care of themselves in the workplace and to be mindful of the effects of their acts and omissions

Disclosure and Barring Service (DBS)

The DBS provides access to criminal records and other relevant information for employers

The results of the checks carried out by DBS helps employers to make more informed decisions when recruiting people to work with children and vulnerable populations

As an instructor, you may work with or come into contact with children and vulnerable adults, therefore an employer will carry out a DBS check

Emergencies

There are many potential emergency situations that could arise during an instructor's shift

It is important to be aware of the potential hazards in order to limit their likelihood

In addition, it is important to have knowledge of and be prepared for any emergency situation

Medical emergencies

Some participants with pre-existing medical conditions are actively encouraged by their GP to begin a fitness regimen. These may include:

- Hypertension – high blood pressure
- CHD – coronary heart disease
- Cancer – in remission
- Recovery from major and minor surgical operations
- Musculoskeletal injuries
- Obesity
- Diabetes mellitus

Participants with pre-existing conditions - Risks

- Angina – chest pain/tightness when performing physical activity
- Heart attack – chest tightening, pain in shoulders, neck, arms
- Asthma attack – severe wheezing, coughing, rapid breathing, anxiety, panic
- Transient ischaemic attack (TIA)/minor stroke – sudden numbness, weakness to face/arm/leg, especially to one side of the body, sudden confusion, difficulty speaking/walking, dizziness, loss of balance and co-ordination
- Hypoglycaemic episode – hunger, shakiness, nervousness, sweating, dizziness and weakness

If any of the above occurs, dial 999, call for an ambulance and follow the facility's emergency procedures

Accidents

Some of the more common accidents include:

- Bruising or breaking of limbs caused by incorrect use of equipment
- Fainting and banging the head caused by working at the incorrect intensity
- Strains and sprains caused by incorrect use of equipment or overexertion
- Heat exhaustion caused by dehydration, temperature or incorrect clothing
- Cuts
- Muscle spasms

Other emergency situations

- Fire
- Suspected bomb
- Missing person
- Chemical emergency (e.g. in pools and plant rooms)



Who is responsible for emergencies?

- General manager
- Duty manager
- First aid personnel
- CPR-qualified staff
- Defibrillator-qualified staff
- On-duty staff
- Health and safety officer
- Director of the company



Emergency procedures & recording documents

- Risk assessments
- Accident/incident book
- Cleaning schedules
- Wearing personal protective equipment
- Control of substances hazardous to health (COSHH)
- Manual handling techniques
- Equipment maintenance including electrical safety and security and safe storage of equipment
- Environmental procedures and policies

Managing an emergency situation

Remain calm to:

- Stay focused on the steps that are needed and to help any injured or ill individuals until the arrival of the qualified first-aide
- Contact the emergency services
- Follow accident and emergency procedures

Maintaining the safety of people in an emergency

Recognise:

- Boundaries of competence to administer first aid (when qualified)
- The role of the unqualified person (how to deal with an emergency before qualified assistance arrives)
- How to deal with an accident/emergency involving children, older adults and disabled persons, including issues of physical contact

Special population groups

REPs-registered instructors are bound by the REPs code of ethical conduct relating to special population groups

To work with specific population groups such as children, older adults, ante and post-natal women and disabled participants, an instructor must have a REPs level 3 qualification. Without this, the instructor should refer anyone from the special population groups to an appropriately qualified instructor or personal trainer

Special population groups – informed consent

Usually a participant is able to provide their own informed consent but in some situations they cannot, for exap:

- children under the age of 16
- participants with learning difficulties
- participants with dementia
- participants suffering from mental ill health

In these circumstances, it is the instructor's duty to obtain informed consent from the participant's parent, guardian or a designated appropriate adult (e.g. family member or social/health care provider)

Security procedures

- Opening and closing the facility
- Monitoring entry and exit
- Security of customers and their belongings
- First aid procedures
- Incident reporting procedures
- Fire and evacuation procedures
- Chemical spillage procedures
- Fire-alarm testing