



MORAY HYDROTHERAPY POOL CLIENT GUIDELINES

Welcome

Welcome to the Moray Hydrotherapy Pool. Here are some guidelines to help you understand how the Hydrotherapy Pool operates. We must ask you to read and understand all the guidelines. If you have any questions, please do not hesitate to ask a member of the Sport & Leisure staff, who will be happy to help.

Weekly Mobility Sessions

Groups – A group, such as a stroke club, for example can take advantage of a block booking charge for a session.
Individuals – You may wish to use the pool as an individual and attend one of the weekly mobility sessions (see timetable at Fees and Times)

How to use the pool

Booking/Cancellation -You **MUST** book your session through reception **AND** also inform them when a cancellation is necessary. Please cancel as early as possible as late cancellations can be costly through unnecessary attendances by the hydro-therapist and/or pool attendant.

ALL clients attending the weekly mobility sessions **MUST** complete a simple [Health Questionnaire](#) (available from the pool or as a download from the web site). A physiotherapist will screen all forms to determine if the client requires an Assessment or are suitable candidates for an Induction and book them an appointment accordingly. **Full details of Assessment and Induction can be found in the “Using The Pool” section on the web site, www.morayhydrotherapypool.co.uk.** Please book any further sessions, in advance by calling Forres swimming pool reception on 01309 672984. **N.B. When attending the induction or assessment please remember to bring your swimming costume.**

- Pay for your session at the swimming pool reception.

If at any time your circumstances change in any way from the initial induction or assessment, by minor illness or operation (eg joint replacement, abdominal surgery or cardiac arrest etc) you must inform a member of staff. The physiotherapist will look at these changes and if necessary will carry out a reassessment. This ensures that the water or the exercises you are undertaking are not having an adverse effect on you. If you are unwell please do not come to the pool. If you are pregnant we advise staying out of the water for the first 3 months.

ALL carers of clients identified as requiring a carer to provide assistance and support at all times **MUST** also fill out a Health Questionnaire before they can enter the water.

Any client or carer who has been vomiting or has had diarrhoea within the last 48 hours must not enter the pool.

The admission policy in place is for children and adults with a mobility/disability need. Users with carers will have a ratio of 1:1 and children must be accompanied by a person who must be aged 16 years or over. Persons responsible for users are reminded of their duty to remain in full contact with them at all times. This policy is in place so that users can use the facility in a safe, enjoyable environment.

Moray Hydrotherapy Pool Ltd cannot be held responsible for any condition not disclosed.

Access Arrangements & Changing Facilities

Users will not be permitted to enter the hydrotherapy pool building without being given permission by a member of staff.

- **If using the main swimming pool changing facilities**, you need 50p (returnable) for the locker. When ready, walk past the swimming pool and through the connecting door into the Hydrotherapy Pool hall. You may wish to bring a robe with you as you walk through the swimming pool area. The robe can then be hung up in the hydrotherapy pool area.
- **If using the Hydrotherapy Pool changing facilities** (limited & mainly for the more disabled users) you need £1 (returnable) for the locker.

Outdoor shoes are not allowed in the pool area unless covered by overshoes. The blue overshoes are available from the white container on the wall at the yellow bench seating area before you enter the pool area.

Users in outdoor wheelchairs should transfer to the provided white pool wheelchairs before entering the pool area. These are available at the yellow bench seating area before you enter the pool area.

The main disabled changing room within the complex is also available.

ALL pool users must shower before entering the pool and on leaving the pool. No toiletries are to be used in the Hydrotherapy Pool showers. These are rinse showers only.

Glass bottles are not permitted in either pool areas or changing facilities.

Equipment on pool side is available for use.

Only people who are on the hoist training register are permitted to operate the pool hoist.

The hydrotherapy pool is equipped with a water fountain in the changing rooms.

Users will be given 15 minutes to change after using the facility. If you require more time please alert a member of staff.

Emergency Alarm Procedure

There are three emergency pool cord alarms. Two of these are situated at either side of the pool. These alarms are suspended from the ceiling and can be pulled from poolside or from in the water. The third alarm is located in the toilet. These alarms must be pulled in the event of an emergency to alert staff.

Fire/Evacuation Procedure

In the event of a building evacuation a member of staff will direct users to the muster point station. In the event of a full evacuation space blankets will be issued and a member of staff will escort users to the external assembly point before being led to shelter at Roysvale pavilion.

If you have any questions, comments or suggestions please speak to a member of staff.