

SUE'S SWIM SCHOOL


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FAQ's- UPDATED SEPTEMBER 2020

1) Can we use the changing rooms?

- We are asking all swimmers to arrive 'beach ready', children will enter through the boy's changing room on arrival and exit/change in the girls changing room.
- A member of our team will be in position to give any guidance.
- At the end of the lesson, children will exit via one changing room (girls).
- Parents will be able to meet swimmers and get them changed/showered. We ask you all to stick to social distancing guidelines within the changing rooms and avoid using them if possible.
- Only 1 parent/guardian should enter the changing room to meet the swimmer. There will be a **10-minute time limit** from the end of your child's lesson, to when you must exit the changing room – this is to allow ample time for thorough cleaning before the next class and avoid a buildup of people.

2) Where can we wait whilst the children swim?

- Where possible, we will ask you to wait away from the pool building (such as in the car or the outside area by the fire door if weather permits!). If you feel it necessary to be closer to the pool, limited space may be available in the foyer area, but we ask that social distancing is observed. We cannot allow parents to wait in the changing rooms under current guidelines.

3) Will we be able to watch our children swim?

- To continue to be compliant with government guidelines, we will need to minimize the number of people on poolside. For this reason, there will not be the opportunity to watch the lessons during this course. For regular updates on how your child is progressing, you can contact us any time outside of lessons.

4) Will instructors be in the water?

- For our beginner and some middle groups, an instructor will be in the water to better communicate with the swimmers and be best placed from a safety perspective. However, the instructor will always be adhering to 1m+ social distancing within the pool.

*The safety of our staff, swimmers & their families is our top priority.
We can't wait to welcome you back!*

5) What PPE measures will be in place?

- **We ask that all adults wear a face mask in the changing rooms and when indoors.** We will have a small number available to buy should you forget yours. Andy and Matt will also be wearing face masks around the building. Children under 11 will not be required to wear a face mask and children in the pool will not wear face coverings.

Our instructor on poolside will be wearing a see-through face shield, to allow children to see their face clearly during the lesson.

6) What cleaning measures will be in place?

- The pool's site team will be carrying out additional cleaning during the week – we will also be cleaning the changing room thoroughly on arrival before lessons begin. Between lessons, the changing room, and other areas of 'regular traffic' will be cleaned with disinfectant. In addition, floats/swim aids and poolside will also be cleaned between lessons.

Hand sanitizer will be provided for use before entering the changing room, and each member of our team will also be provided with their own bottle to use regularly.

7) What additional measures have been put in place to ensure safety?

- Andy has undertaken the STA's 'COVID-19 Officer Awareness Training' to ensure that we are completely up to date with health and safety measures. He will be overseeing briefing our team on best practice under the current guidelines.
- All instructors have been trained on COVID prevention.
- We have ensured that our pool load is well within the government guidelines and S.T.A code of conduct.
- Additional signage will be on display to ensure social distancing is maintained.
- Additional staff will be brought in to aid parents where to go.
- QR codes can be scanned on arrival in conjunction with the COVID 19 app available on both android and google phones.