

## Castle View Covid-19 Plans (v1.10)

### Introduction

This is a long document but please do read it all and ask us about anything you are unsure of—the safety of everybody who swims with us and their families is in our hands and this document sets out how we are trying to ensure we continue to keep them safe.

Our company priority has always been to ensure the safety and wellbeing of all of our staff, swimmers their associated families and other venue users. The current pandemic has not changed this but rather made us re-evaluate all our systems, processes and plans to ensure this continues to be the case.

### A work in progress...

We have appointed Covid Officers to every session who will be responsible for overseeing and monitoring Covid safety and liaising with both Kim and Mark (Company Directors) to ensure we are as safe as possible and we continue to be as the pandemic risks change. However, we do realise that this is a work in progress—the regulations are changing on an almost daily basis as are the risks. Therefore we ask you to be patient and talk to us if things are not working quite right—we are literally entering unknown territory here!

If a member of staff or a procedure works really well please shout about it and tell us on social media, via email and in person—we want to recognise and reward those doing well. By the same token if something *isn't* quite right talk to your Covid officer OR drop us a message. We want to know—we can only make things safer for everybody if we all work together.

### We trust you...

Ultimately with a lot of this guidance it is down to personal choice and trust—we are all adults and we trust you as both parents and our customers to make safe and informed decisions and choices. For example we are not making out or removing seats from our changing areas because we don't know the make up of your family 'bubble' for example. What we do ask, however, is that you do follow our guidance to help make sure we do not need to become more strict in our guidance.

One thing that has become clear at Thornhill is that, unfortunately, some people are not willing to follow the guidance set down. This puts everybody in a very serious situation—both health wise in relation to Covid-19 but also us as a company in regards to being able to continue to trade and stay open (we have to be able to prove that we are adhering to Government rules etc. to continue to trade). Things such as the one way systems are none negotiable as are following directions of staff. While we do not wish to do so if parents do not follow the information from staff we may be forced to cancel their bookings which would result in a forfeit of fees.

### Preparing for lessons

- *Can you come beach ready?* By this we mean with swimming costumes on under clothing and ready to enter the pool to try and reduce time in the changing facilities **don't forget the flip flops!**
- *Are you aware of your swim time?* Check online at <http://portal.inatthedepend.com> using the email address **this** document was sent to to log in. If you do not know your password please

- request a reset—do not set up a new account
- *Goggles? Hats?* Please ensure these fit and are worn before entering the pool as staff will not be able to put them on or remove them during sessions (**hats are not a requirement!**)
- *Have you paid?* There will be **no** facilities to pay for sessions at the pools. Everything **MUST** be done prior to the sessions. You can do this via the Portal above. Please note staff will turn people away who have not paid
- **Following updated guidance from the PM on 9th August please limit to one adult per fail. If you bring more only one person may come in to the changing room.** It would also greatly help if siblings and none swimmers stayed at home. This is to try and help reduce the numbers in the buildings and thus the chance of cross infection
- *Face coverings*—inline with **updated** UK Government advice **on the 9th of Sept.** all parents **are required to** wear face coverings while in the venues. Please note if you have an exemption to wearing one you do not need to ask for one or request one—we trust you to be sensible regarding this. While there is no rules around children wearing coverings at present if you wish to wear them before lessons and while in the facilities please do so
- *Contact details.* Please ensure your details are up to date via the portal to ensure we can contact you should the need arise—this is especially important for Test and Trace.

## Entrances

At Castle View please enter via the usual entrances but no more than 5 minutes before lessons commence. We ask that people do not congregate in and around the Centre to help with social distancing.

## Changing Facilities

These are open and available as usual. No more than a minute or two before the lesson starts please either send your child through to the pool hall, or, take them yourself. After your child is changed for their session we ask that you take all clothing and bags with you and leave the changing rooms via the side door in the pool hall. Then if possible, for social distancing, we request parents sit outside or in their cars although there **WILL** be seats available in the corridor outside of the sports hall (near side entrance to the pool) where you may sit during lessons. If you are staying in the building please ensure you adhere to social distancing.

If you have to bring other siblings with you to sessions we ask that you please try and keep them sitting next to you so that they are not cross contaminating the changing rooms or other areas of the building.

Please note that usual age rules still apply within the changing areas.

**We are recommending that for those children who come on their own to get changed unsupervised that they bring their swimming bag on to poolside for safe keeping and only bring the bare minimum with them.**

## End of Session

At the end of the lesson teachers will keep the current swimmers on poolside until the entrance to the pool is clear to meet parents who should re-enter the changing rooms via the usual doors. They will then

guide swimmers back through to the changing rooms. Where possible we are asking that swimmers who are beach ready leave immediately from the pool hall out of the side door and head to the car—possibly using one of our RedRobes **or a onesie?**

## Class Moves and Teacher Questions

During the first few weeks of lessons we have asked staff to look at their groups and if possible move swimmers around to try and spread out class loads. If children are to be moved this will be in discussion with yourselves to try and make sure we do not end up with a huge gap between siblings!

To help keep our staff safe we need to try and reduce the amount of contact they have with parents and carers. With this in mind we ask that if you do have questions you wish to ask the staff that you Facebook message or email them to us. We will then contact the staff on your behalf and come back to you ASAP. We also ask that you are patient with us around this—we all work fulltime as well as running IATDE and will get back to everybody ASAP. If you wish to phone please leave a message and we will call you back, however, it is usually quicker to message or email as we can do this on the move.

## Spectating

At present we will not be able to offer parent watch weeks due to social distancing rules. However, we will put on a watch week as soon as the rules change regardless of when this is within the term. Updates

## Test and Trace

In an effort to keep everybody as safe as possible we have purchased a Test and Trace system which works via the QR code to the right. This system stores details of the people who are accessing our facilities during our lessons. This means should an outbreak occur we can work with Public Health England and Sunderland Council to inform everybody of the need for a test as quickly as possible. We would be grateful if every time you visited you'd 'check in' via the QR codes around the buildings. All data is stored on a secure server and is deleted, automatically, after 28 days.



## Know the signs and symptoms

Obviously if you are poorly or unwell we request you do not attend lessons. This is especially important at the present time and we'd ask that if you are in any doubt as to you possibly having Covid-19 you stay away and request a Covid test via 119. By working together we can make sure that swimming stays as safe as possible for everybody.

## Lesson Equipment

As per STA guidance all equipment is being cleaned before each student uses it and then deep cleaned at the end of each session. We are also limiting the equipment used in each session to try and stop cross contamination.

However, we have been asked about individual equipment for each swimmer and as such we have a **very limited** number of Turtle Packs, arm bands and discs for sale via our website (at a discounted price

compared to going direct).

## Updates and Changes

We are aware that this is an ever changing environment and we will aim to update everybody with the important changes via email. However, we are also going to keep our website up to date with all changes. You can view these at [www.inatthedepend.com](http://www.inatthedepend.com). On this page we will update the version number to show which version is the most recent. You can check the version number on page 1 of this document.

It is our intention to release updates on a Sunday if needed so that they are in place for the following week. We will also update it based upon feedback and questions raised to ensure it is as clear and accessible to all as possible. Therefore if you do have any questions regarding this document please contact us via the usual channels.

## Facebook

We know a lot of people are not on social media, however, if you are please join our Parents only group where we are posting updates around how we plan to operate and updates etc. as they arise. You can also interact with the team: [www.facebook.com/groups/iatde](https://www.facebook.com/groups/iatde).

## And finally...

Once again both Kim and myself want to thank you for continuing to trust in us and having stayed with us during these dramatic and challenging times. I am beyond proud of what we've managed to achieve and thank the amazing team of teachers we have. We are also so thankful for the support and reassurances we've received from parents via phone, email and Facebook. I am super proud that we've been able to continue paying all of our staff throughout the lockdown and are still doing so now right up till when we reopen. Within our industry this is a rarity—most staff are contractors. Although our current referral scheme is paused due to us not wishing to pass on the increased costs around PPE etc. we are grateful to each and everyone of you who continues to recommend us to friends and colleagues.

We are so excited to see everybody soon and as always as that if you have any questions you please do get in touch.

*Mark, Kim and the whole IATDE team.*