

Castle View Covid-19 Plans (v1.20)

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. **We have updated this document based upon feedback received from week 1 of lessons. We have also worked with Castle View management and directly with our competitor swim schools to try and ensure we are all doing the same things to try and ensure as smooth a set up as possible!**

Our companies 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! **For the next few weeks we are hoping to have additional staff at Castle View to help direct people through our one way systems and guide them to the right places.**

As always, however, 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...

Unfortunately since our initial guidance was written the legalities of lots of things have changed based upon the local and national lockdowns. This means things which we initially said were guidance are now mandatory. We have also had some issues with a very small minority of people becoming threatening, intimidating and aggressive towards staff. While we totally understand tensions and stress levels are probably at an all time high, this is **not acceptable** in anyway shape or form. Staff are only asking people to do what is required to ensure the Centre stays open for everybody—us **and** our competitors and other groups which use the building. They are not trying to be awkward or disruptive, they are simply following the law, or, rules set down. I am sure I do not need to state this, however, 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. Things such as the one way systems are none negotiable, as are following directions from 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 or shoes you can get on quickly!
- *Are you aware of your swim time?* Check online at <http://portal.inatthedepend.com> using the email address **this** document was sent to in order 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!)
- *Limit your numbers— only one adult per family will be admitted to the building unless you have multiple children and need an adult in both changing rooms, OR you are attending adult and child classes and come as a pair so that one adult can get baby changed while the other the adult themselves gets changed (ideally, however, still please come beach ready!).* 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—are now mandatory while inside the premises unless you have an exemption.* While there are 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 **or during lessons should children become upset or need assistance etc.**

Entrances

At Castle View please enter via the usual entrance but no more than 5 minutes before lessons commence. **Where possible please wait in cars until it is time to enter the building and do not congregate in groups.**

One way system

Working with all of the swim schools who use Castle View and Centre Management we have changed our one way system to try and make things flow easier. Therefore please:

Start of lessons

- Enter the building no more than 5 minutes before your lesson start time with face coverings
- Proceed through reception and turn left **instead of** heading through the double doors you usually would have towards the pool changing rooms
- If possible please use this time to try and get your child ready to swim. This means they can start swimming as soon as possible once in the pool hall
- If your child is not beach ready, or, the changing rooms are busy you will be asked to use the large dry side changing rooms near the entrance to the pool—staff can assist you to find these.
- At the start of the lesson staff will open the side door and all you may enter the hall. Parents should enter the pool hall and then exit via the changing rooms.
- Please ensure you then exit the changing rooms (there must be NO staying within the changing rooms) and exit to the car if possible, or, if not the Sports Hall. If you are staying in the Sports Hall you must adhere to social distancing.

End of lessons

- No more than a minute or two before the end of your lesson please return to the Centre and

- join the queue along the dry side corridor.
- Staff will let parents enter the pool hall at the end of the lesson and direct you towards the changing rooms to leave—please do not forget your face coverings and please leave here as quickly as possible.
- If the changing rooms are busy please wait in the corridor towards the changing rooms until space becomes available. Hopefully by working together and coming beach ready if possible it should only take a minute or two for space to be available.

Issues During Lessons

We understand that it is not ideal for parents to be sat outside during lessons, however, legislative changes have almost made it impossible to not put this in place—sadly as a company it is a case of follow the rules given or do not open (possibly permanently). However, we have robust plans in place should people need to be found during lesson time and staff available to do so. While teaching we have radio communication with the Castle View teams as well as phones to call people (using numbers on registers) or additional staff who can come and find people if needed.

We have managed to secure access to the Sports Hall for those without cars during lessons, however, this is only available while no football is in (we will work to find other places when this restarts), BUT it is only available if the facility is not abused and people remember social distancing.

Changing Facilities

These are open and, as long as we continue to ensure social distancing/face coverings these will continue to stay open. However, we need to request you take all clothing and bags with you when leaving the changing rooms and **do not eat or drink in them to help with deep cleaning. Showers are available, but, these are only for a quick rinse. Hair washing etc. should please be done at home.**

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.

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.



Castle View are also displaying the NHS Test and Trace QR codes around the facility—if you have installed

the NHS app we'd be grateful if you could also take a moment to check in here so we are all doing our part.

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. 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 relevant information around how we plan to operate and updates etc. as they arise. You can also interact with the team: www.facebook.com/groups/iatde.

And finally...

We have said this so many times, but, we cannot thank everybody enough for the supportive messages we've received from everybody over the past few weeks—even when things were going a tad pete-tong!

This is probably the most difficult period most of us have had to go through—certainly it is for us as a company (and we are over 12 years old!) and I thank you for allowing us to take this journey with you. We know it is not easy and some of the things being asked of people is so different to how we would like it to be. However, we simply do not have a choice—we either adhere to the rules set down by the Government and Castle View or we cancel classes. I ask that you please work with us and understand that this is not any teacher trying to be awkward we are simply a small family business trying to survive while also wanting to give your children excellent swimming lessons at a reasonable cost.

As always if you do want to discuss anything personally with us we are more than happy to do so—drop us a line with your number and we will call you back as soon as possible.

Mark, Kim and the whole IATDE team.