

Thornhill Academy Covid-19 Plans (v1.21)

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 Thornhill management 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!

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 pool 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!
- *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 Thornhill please enter via the usual entrances but no more than 5 minutes before lessons commence. People **must not** congregate in the corridor in front of the changing rooms doors to help with social distancing.

Changing Facilities and Lesson Change Overs

These are open and available as usual.

To try and speed change overs up we are going to use the following system:

- A minute or two before your lesson starts please go on to poolside with your child (if you usually do) and await the start of your lesson. Please ensure you adhere to and follow all instructions given by staff as swimmers will be asked to line up ready to allow the next class to pass safely.
- Once child is ready for there lesson all parents **MUST** then leave via the fire escape.
- At the end of the lesson we will line all of the class up and **once the walk ways are clear we will send swimmers out who are beach ready via the fire escape with parents as well as parents from the new class coming in. Swimmers who then need to use the changing rooms can head back in to the changing rooms to get ready.** Don't forget quick and easy shoes such as flip flops.

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

In between Lessons

At the request of Thornhill if you have drove to lessons you must go and stay in your car during classes. Please take your swimming bag with you to help with spacing in the changing rooms—we all need to help and respect each other at present.

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.

Please note that usual age rules still apply within the changing areas and **there must be no eating or drinking in the changing rooms to help with cleaning.**

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. Should issues arise we will use phones to call people (using numbers on registers) or additional staff who can come and find people if needed.

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.



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!

in at the deep end



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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 Thornhill 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 tea

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