

## Castle View Covid-19 Plans (v2.00)

### Welcome Back

We are beyond excited that lessons have now resumed at Castle View! We thought it worth just updating everybody on all of our safety plans and Covid information to ensure everybody stays safe AND lessons can continue. While some restrictions are starting to relax within leisure they are still quite strict. This does mean that once again we cannot, under any circumstances, have any spectators on poolside. Once regulations change and we are permitted to by Castle View we will run a spectating session as soon as possible. Please ensure that this document is read in conjunction with our [Guidance to Parents](#) documentation but please realise that some (e.g. spectating) will be superseded by this Covid-19 Plan.

### 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. This document is revision 3 of the original version and tweaked and updated based upon feedback from Swimmers, Centre Management and other swim schools.

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.

### 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>. 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

### *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 please 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. We will do this in two phases—parents collecting children and then new children and parents. 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. Please note the Sports Hall is **only** for those who do not have access to a car.

### *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 again
- 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 is Mandatory

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](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 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](https://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 (we've even made it to 13 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.*