

Swimming at Hellesdon High School from September 2020



We are so excited to welcome you to the pool. As with many things in life, there are some new procedures that you need to be aware of at Hellesdon High School. You will find everything you need to know about the venue below – please read it very carefully. If you would also like to read about what, as your chosen swim school, Puddle Ducks is doing to keep you, your child and our team members safe, we have summarised all the steps we are taking including our risk assessment procedure, cleaning and hygiene regimes and temporary changes to the way our lessons will be run [here](#).

Swimwear & Equipment

Please bring with you the following items to your lessons;

- Double Nappy Policy – All Floaties, Splashers and Kickers classes must comply with our 'Double Nappy' policy. Please use an approved snug-fitting neoprene (or other similar fabric) swim nappy (such as our [Puddle Ducks swim nappy](#) or one of a similar design). Under this, your child will need a reusable cotton swim nappy with a disposable liner such as our [Eco NappyWrap & Liner](#) or a disposable swim nappy. It is only when your child is in Little Dippers and is fully toilet trained that our 'Double Nappy' policy no longer applies. Then we recommend cropped lycra shorts for boys (as Bermuda style shorts cause drag) and one-piece swim suits for girls.
- Towels - At least one towel or [hooded towel](#) for your youngster.
- Thermal Wear - A neoprene baby wrap, baby wetsuit or thermal top if your child is in Floaties or Splashers is mandatory. For Kickers and Little Dippers it is recommended.
- Some milk for your baby or a healthy snack for your toddler/child (please leave these in the car as for health and safety reasons we cannot allow food in the changing rooms or at poolside).
- Changing Mat/Towel - that can be placed on the floor for you to change your little one on.
- Your own swimwear and towel if you are the adult accompanying your child in the water.

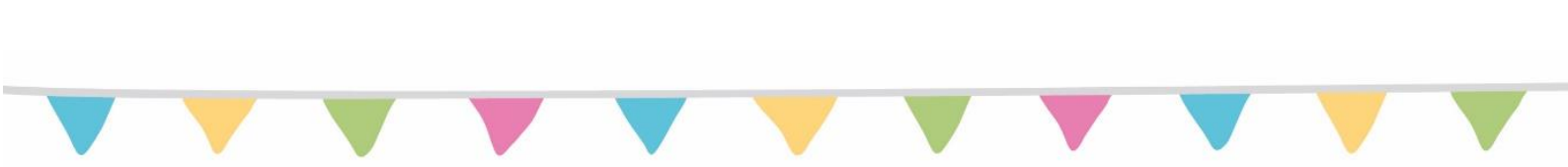
Due to Covid-19 we have reduced the amount of equipment used in our lessons. Toys and equipment, owned by Puddle Ducks and used within swimming lessons will be sanitised throughout the lesson by submerging them in the pool water as the levels of chlorine are sufficient to kill the virus after 15-20 seconds. At the end of the day, full disinfection will take place, where the toys and equipment are cleaned, sanitised, disinfected, rinsed and dried ready for the next day. If you would prefer to bring your own equipment then bundles specific to your lesson can be purchased from Splash About [here](#).

For all your swimwear and swim accessories just pop to our [shop](#)!

Directions

Hellesdon High School is located at 187 Middletons Lane, Norwich, NR6 5SB.

As you enter the school premises you will enter a car park. Please park in an allocated space – please do not park on any of the yellow chevrons.



Additional parking can also be found towards the back of the main car park on the right hand side.

Once you have parked follow the pathway to the right of the main school entrance and walk towards the overflow parking. Before arriving at the overflow you will see a building on the left hand side which is accessed via a ramp – this is the swimming pool.

Arrival Time

Please do not arrive any earlier than 10 minutes before your lesson starts. This should give you enough time to get poolside and prevents lots of people from waiting around in spaces which may be too small to handle it in the current situation.

Upon arrival the pool building will be locked, please form a socially distanced queue outside the building until you are invited in. Upon entering the main door you should use the hand sanitizer which has been provided.

Please do not bring prams into the pool building, however, these can be left outside. Car seats are permitted.

Please ensure that you do not eat or drink anywhere in the pool building.

Arriving Swim Ready

Wherever possible, you and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This is because for the time being the changing rooms will be subject to restrictions and you will be asked to get ready for your lesson on poolside rather than in the changing rooms. For this reason please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside. We appreciate that those children still in nappies might need a nappy change just before their lessons. Ideally this can be done in the car before entering the building but if not, please take a change mat to the poolside with you and make sure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible at poolside. We advise that you all bring a change mat that can be rolled up and placed in your bag, especially those of you who have little ones who would normally use a change table or a bench.

Spectators

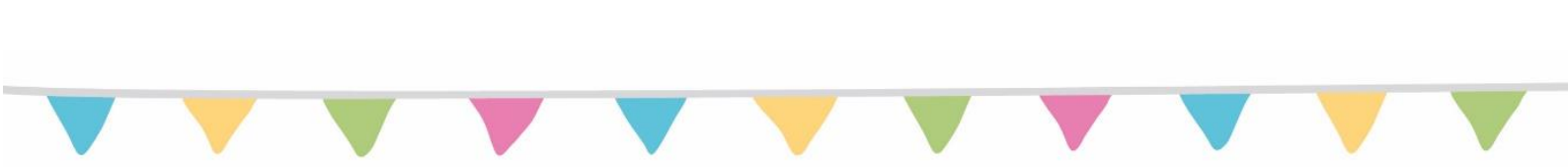
Unfortunately spectators are not permitted at this time in this venue.

Face Coverings & Social Distancing

We politely ask that you remain socially distanced from other customers throughout your time with us, and wear a face covering at all times throughout your visit - apart from when in the pool. This applies to all adults and children over the age of eleven, unless you are exempt.

Toilets

There are male and female toilets available in the respective changing rooms. There is also a disabled access toilet, shower area and changing room available.



Changing Rooms

As aforementioned, all customers are being asked to arrive 'beach-ready' for their class and change poolside using a bag (provided by themselves to neatly store their belongings). After your class customers are able to use the changing rooms but must get changed at an allocated space within the changing room and **must** wear a face covering.

Please note that there are two changing rooms at the venue – one male and one female. You will be directed to the changing rooms after your lesson by our poolside assistant to ensure social distancing is adhered to.

Our changing rooms will be cleaned before and after each lesson of customers.

Entering the Pool Area

Please remove your shoes before entering the pool area and leave these in the changing rooms.

Please sanitize your hands using the sanitizer available in the changing rooms or use the wash basins provided to wash your hands. Please follow the directional instructions given to you by Liv, our Poolside Assistant to assist you in navigating your way around and finding your poolside 'station'. If you are unsure at any point then please ask.

You will also notice that we will be displaying an NHS Covid-19 QR code poster. This can be scanned on your smart device to 'check in' to the location. Please do not worry if you do not have access to a phone during your visit, instead please ensure that you have 'checked in' with Liv (our poolside assistant).

Once you are changed and ready for your class please wait poolside, keeping socially distant from other customers and pool users wherever possible, until the teacher provides you with instructions.

Exiting the Pool Area After Your Lesson

Our Poolside Assistant will be on hand to show you where you can get changed. We advise that you bring easy, comfortable clothing for both you and your child – items like onesies might be easiest for children to get changed into quickly and keep them warm.

Leaving the Building

When you are ready to leave the building, please wash your hands or use the hand sanitiser provided and make your way to your car/mode of transport wearing your face covering as you do so.

We hope that this answers and clarifies any questions you may have had in readiness for your lessons, if you have do have any other queries then please don't hesitate to contact us either at norfolk@puddleducks.com or on 01603 733591.

We can't wait to meet you and your little ones!

Kind Regards

Rebecca & Liv x