

Swimming with Puddle Ducks Doncaster and South Humberside from August/September 2021



We just wanted to update you on what moving to Step 4 of the Government Roadmap means for your swimming lessons. We know things have been different regarding teachers out of the water, spectators, changing rooms, mask wearing and more and we are so appreciative of all your co-operation and patience. We hope you agree that our lessons have been the same high quality and fun for you and your little ones but we know we all want to go back to 'normal' as soon as possible.

The Puddle Ducks experience may still not be the same for everyone across the UK due to different rates of releasing restrictions in Wales and Scotland and because some pools may still insist on certain procedures to ensure the ongoing safety of everyone who uses the pool.

What you can be assured of is that, along with our governing body, STA, we will continue to put your safety and the safety of our teams as our top priority. To this end, we wanted to cover the main areas that have been affected by Covid restrictions and how these might now start to look.

We have also updated our FAQs so 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 continuing to take [here](#).

Arrival time

As per Covid procedures, please arrive pool ready, arriving no more than 10 minutes before the start of your lesson. This should be plenty of time to get ready and be poolside before the start of your lesson.

Changing rooms will be available before your lesson once again at the following pools, however we still advise that you arrive pool ready as this will mean you don't have to spend as long in them.

- Signhills Academy
- Epworth Pool
- John Whitgift Academy
- Oasis Health Club
- Hilltop School
- Kelford School
- Everlast Fitness, Selby
- Treetops Cottages
- Austerfield Private Pool
- Ravenfield Private Pool

Changing rooms will continue to be available at all pools for after your lesson as a minimum but please aim to leave no more than 15 mins after your lesson has ended. This allows time for us to clean the changing rooms before the next class arrives.



Arriving swim-ready – what does that mean?

You and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes.

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 changing mat 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. PLEASE TAKE ALL NAPPIES HOME WITH YOU.

Please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside (in some cases, customers will be allocated a box/bucket in which to put your bag).

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

With the restrictions lifted around social distancing, many of our venues will be able to accommodate spectators once more.

Spectators will be permitted in small numbers at the following pools:

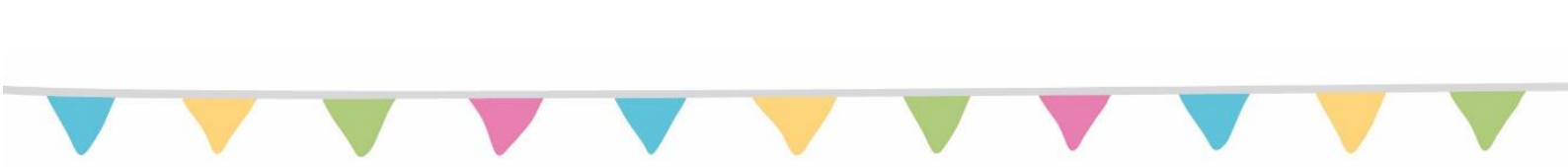
- Rossington Hall
- Dinnington
- Hilltop School
- Kelford School
- Epworth Pool
- Signhills Academy
- John Whitgift Academy
- Treetops Cottages
- Austerfield Private Pool
- Ravenfield Private Pool
- Oasis Health Club

However, we will still be restricting the number of spectators per class. If bringing a spectator, please understand that this will be one spectator per child only. Please don't be offended if we refuse you a spectator, we will be having a maximum number of spectators per class and customers may be asked to take their turn in allowing a spectator to attend. If this is the case, this will be discussed with you at the pool by way of a rota. If having spectators compromises safety, then we will review this and advise accordingly.

Unfortunately, spectators will not be permitted at the following pools for the time being:

- Willow Lodge, Bubwith
- Everlast Fitness, Selby (spectators have unfortunately never been permitted here, even pre-Covid)

The practical layout of some of our pools means they may have not allowed spectators pre-Covid but some pools are in environments with particularly vulnerable people (such as hospitals or special



needs schools) and these may have decided to maintain a no-spectators policy to keep everyone as safe as possible. Please understand, this is not the decision of Puddle Ducks, but of the pool owners/managers. We will inform you once this changes.

If you require assistance due to a disability (either your own disability or your child's), then you are able to bring a spectator to help as necessary.

Poolside Assistants

Poolside Assistants will be present at most of our lessons still to assist customers and to clean equipment and touch points in high traffic areas. Where Poolside Assistants are present, they will also be registering your arrival. They will still be wearing Face Coverings for the time being.

The only venue where we do not currently employ a Poolside Assistant is Everlast Fitness in Selby. This is because the venue has employed their own Covid Officers, who are carrying out regular cleaning throughout the club, including the changing rooms.

Face Coverings

Whilst these are no longer a legal requirement in indoor settings, we will be encouraging the adults who attend our lessons to still wear a Face Covering inside the pool building (but not in the pool) and our team members will still wear Face Coverings as they move around the building.

Some of the pools we use have stated they still require Face Coverings to be worn inside their buildings and we ask that our customers respect this request except if they are medically exempt:

Please follow signage at the pools asking you to adhere to this.

To continue to protect our customers and team members, we do still encourage the use of face coverings when entering all pool buildings.

Entering the pool area

Please continue to wash your hands before entering the pool area. At some venues this may be hand sanitiser instead of soap and water.

Taking Temperatures

We will no longer be taking temperatures of you and your child on arrival. However, please continue to exercise caution if you display any of the main symptoms of Covid, testing at home when in doubt.