

Swimming with Puddle Ducks Worcestershire (Croft House) from 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

Please do not arrive any earlier than 5 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.

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 in most venues, the changing rooms will not be available for the time being.

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.

If you are worried about the swim nappy and neoprene nappy leaking and wetting the clothes your little one is wearing on the way to the pool we recommend you put a normal nappy over the top of the swim nappy and neoprene nappy and then the clothes onto of the normal nappy, then when you arrive at the pool you only need to take clothes and a normal nappy off and you are ready to go!

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

There will be no spectators allowed at Croft House at the moment due to the limited space poolside.

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.

By not allowing spectators, we are able to practice social distancing more effectively.

Parking at the venue

Please adhere to social distancing where possible in the car park.

Entering the building

We will be utilising 2 separate doors for entering and exiting at Croft House, the Main Entrance Doors which are the ones currently being used will be used for the entrance and the Fire Door at the end of the pool hall will be the exit doors.

Please do not try to enter the building until 5 minutes before the start of your lessons, the Poolside Assistant will then open the door to let you in.

There will be Hand Sanitizers available at both entrance doors and we ask that face masks/coverings are used when entering, exiting, and changing.

Letting us know you are here

Your Puddle Ducks Poolside Assistant will be present and will be opening the doors to let you in and out of the building and directing you to changing areas and cleaning each area after it has been used.

Changing rooms

Please come beach ready and leave your belonging in shopper/swimming bags in your allocated screened off changing area.

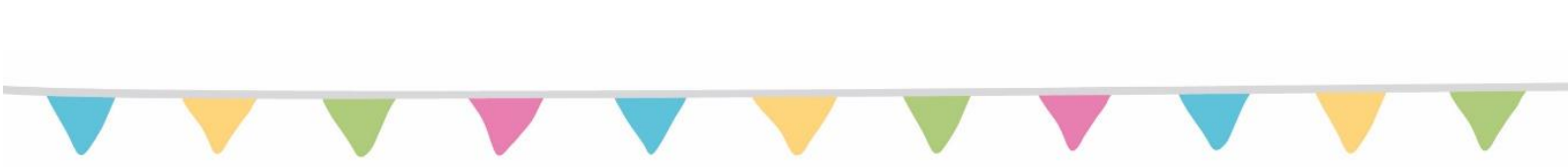
The Poolside will be available to answer any questions and direct you to where you are to change, we will ask you move to the furthest sectioned off changing area to stop customers passing each other and we ask that you stay there until called to the pool or it is clear for you to exit the pool building.

Please see below a plan of where the sectioned off changing areas are, they are numbered 1 – 7 and 8 – 14.

We ask that you wait in your changing area until called by the teacher to get in the pool.

Below is a rota of which class will be changing in which section, also there is a picture of the changing area to show what to expect when you arrive at the pool.

If you are bringing siblings to back to back lessons then you can swap over and one parent can stay to change but arriving no more than 5 minutes prior to the start of the lesson and leaving once changed. We may ask you to move your belongings from one change side to the other in between classes to ensure you are always changing in the correct changing area, the Poolside Assistant will let you know where to change and when to move your belongings. We ask that if you are arriving at the



pool for the first time then you notify the Poolside Assistant that you will be attending back to back lessons. (Please note the pool assistant won't be able to move your belonging, it can however be done by the adult bringing the other child into the venue)

Please remember there will be no eating or drinking allowed in the pool hall or changing rooms.

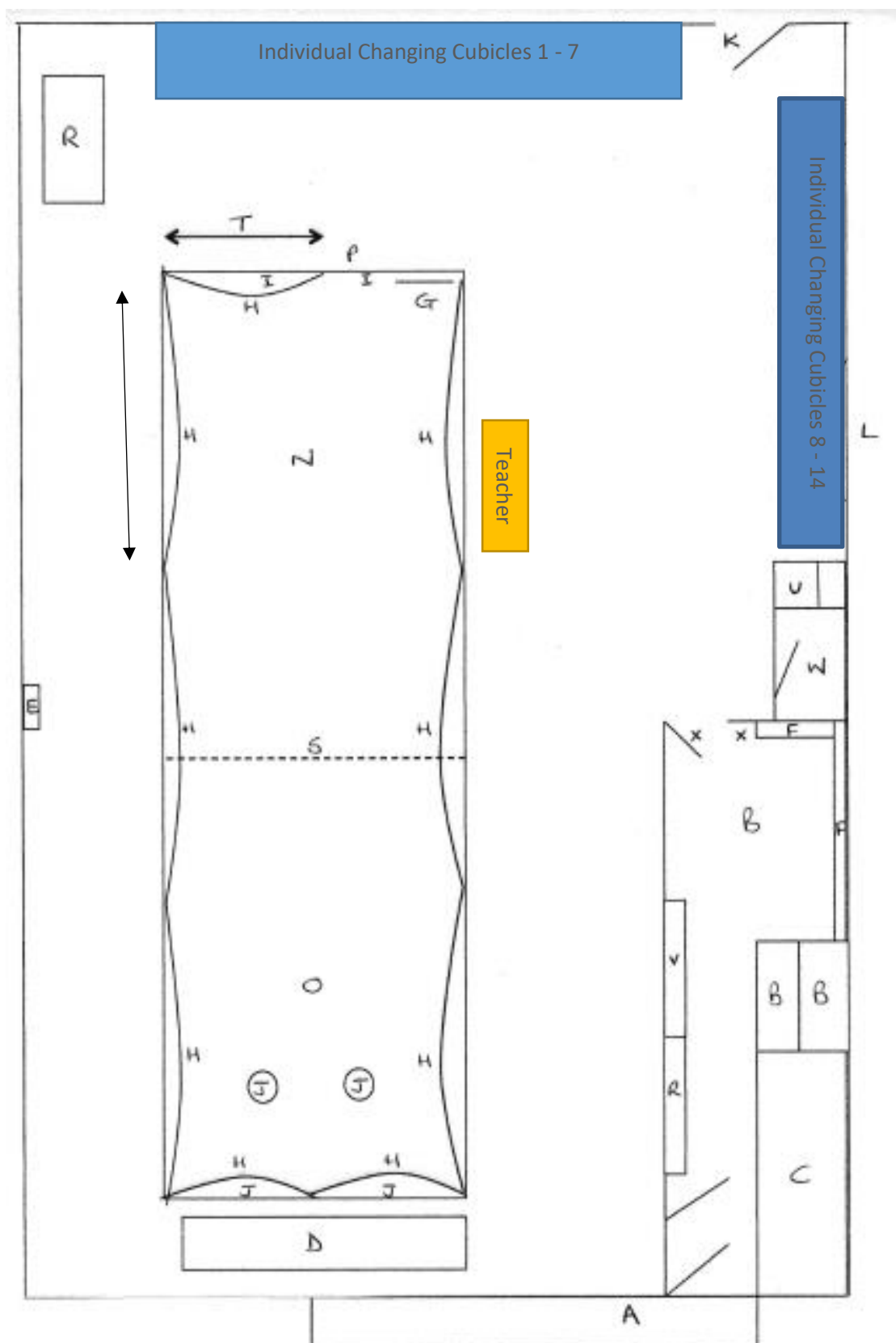
TUESDAY

Class Start Time	Arrival Time (earliest)	Departure Time (latest)	CHANGING AREA
12:30	12:25	13:15	8-14
13:00	12:55	13:45	1 – 7
13:30	13:25	14:15	8-14
14:00	13:55	14:45	1 – 7
14:30	14:25	15:15	8-14
15:00	14:55	15:45	1 – 7

SUNDAY

Class Start Time	Arrival Time (earliest)	Departure Time (latest)	CHANGING AREA
08:30	08:25	09:15	8-14
09:00	08:55	09:45	1 – 7
09:30	09:25	10:15	8-14
10:00	09:55	10:45	1 – 7
10:30	10:25	11:15	8-14





Note: please note the letters on the plan are for internal reference.



Toilets

The toilet will be available for use during your lessons, unfortunately the shower will be out of use until further notice.

The toilet and sink area will be cleaned half hourly by the Poolside Assistant.

Entering the pool area

Please use hand sanitizer before entering the pool this can be located at the door entrances and the Poolside Assistant will have some as well.

Please ensure you stay in your allocated area until called to the pool, keeping socially distant from other customers and pool users wherever possible, until the teacher indicates it is time for you to enter the pool, you will be called into the pool one by one from your changing area.

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.

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.

Exiting the pool area after your lesson

Please exit the pool and head straight to your changing area, 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 quickly and keep them warm.

Leaving the building

When you are ready to leave the building please use signed posted Fire Exit to exit, this door will lead you out of the building down a path into the car park. Please wash your hands or use the hand sanitiser provided and make your way to your car/mode of transport.