

Swimming at Epworth Pool from September 2020



We are so excited to welcome you back to the pool. As with many things in life, there are some new procedures that you need to be aware of at your chosen venue. You will find everything you need to know about Epworth Pool 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](#).

Arrival time

Please do not arrive any earlier than 10 minutes before your lesson starts, ideally this should be reduced to 5 mins. 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

We ask that 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 the changing rooms will not be available before your lesson for the time being. Dry changing will be on the 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 at poolside.

In most cases, you will be asked to change poolside as changing rooms are likely to be out of bounds so please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside whilst you swim.

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, we regret that spectators are not permitted at this time.

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. Please speak to the Poolside Assistant on arrival about where to get changed.

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



Parking at the venue

There is a large car park just outside the pool. Please adhere to social distancing where possible in the car park and in walking from your car to the pool.

Entering the building

On arrival please enter via the main pool entrance, to the right of the leisure centre entrance. Follow the arrows, staying to the left and then walk past the reception desk, through the changing rooms and straight onto poolside, where you will get ready for your lesson.

Signing in/Letting us know you are here

On arrival the poolside assistant will be available to direct you on where to get changed. The Poolside Assistant will be wearing a face covering to protect both the customer and themselves. Please bring a face covering yourself. The poolside assistant will allow access 10 mins before your lessons starts. Please don't arrive too early to avoid waiting too long.

Toilets

Toilets are available as usual, please be aware of social distancing should you wish to use the toilet as you may need to walk past other customers to get to them. Ideally please use the toilet before undressing ready for your lesson.

Changing rooms

Changing rooms will be restricted for use after lessons only. The communal areas will be out of use, all cubicles will be available. Additional baby changing tables will also be available in the changing room.

Please wear face coverings in the changing rooms/areas where you cannot distance yourself as easily from other customers.


On arrival you will be asked to undress poolside and leave your belongings in a bag, which you can collect after your lesson and take into the changing rooms to get changed.

Please get dressed as quickly as possible, we ask that ideally you take no more than 15 minutes to dry and dress after your lesson has ended. Parents and carers, please consider prioritising dressing and drying your little one over yourself. Wear loose fitting clothing that is easy to get on and off or bring a large robe/gown/onesie or similar if you have one.

Entering the pool area

Please wash your hands before entering the pool area. The Poolside Assistant will show you where you can do this. In some cases, it might be using hand sanitiser instead of soap and water. Sanitisers will be available at more than one location at the pool.

Please follow directional signage at the pool – many pools will use a one-way system so that those entering and exiting the pool do not mingle – please ask the Poolside Assistant if you are unsure of the way.



Please wait poolside, 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 advised where to enter the pool.

Exiting the pool area after your lesson

The 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 quickly and keep them warm. You will be advised where to exit the pool.

Please take all nappies and rubbish with you when you leave.

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.

The usual exit is to be used, out of the changing rooms, past reception into the corridor. Please stick to the one- way system to leave the building. Markers will be on the floor.

Thank you so much for your cooperation and helping us keep all customers and team members safe.