



Customer procedures and information relating to Covid-19

We are excited to be able to resume swimming teaching again!

Following is a guide to information and policies you will be required to adhere to relating to TTTT's Covid-19 Safe plan.

1. If a child is unwell they may not participate in home swimming lessons until symptoms have resolved. If a parent or carer who supervises or brings their child to swimming is unwell, you may not have at home lessons at this time.
2. If an instructor assesses a child as being unwell or having any respiratory symptoms, they will be required to suspend the class and advise the TTTT office of this situation as soon as is practical.
3. If a teacher arrives at a class to find a child or supervising parent is unwell and displaying respiratory symptoms so therefore cancels the lesson, then there will be no make up lesson offered and the lesson will be charged as usual.
4. Any class cancelled due to illness within 6 hours of a lesson time will be classified a late cancellation and forfeited. However, we do request that if you need to cancel a class that this is done as early as possible to enable our instructors to plan their time.
5. If you have any symptoms of Covid-19 NSW Health advises that you be tested for Covid-19 and requires you self-isolate until you receive your results from testing, so no swimming lessons may take place whilst awaiting Covid-19 results.

Symptoms of COVID-19 include

- fever
- cough
- sore/scratchy throat and
- shortness of breath.

Other reported symptoms of COVID-19 include

- loss of smell
- loss of taste
- runny nose
- muscle pain
- joint pain
- diarrhoea
- nausea/vomiting and
- loss of appetite.

In more severe cases, infection can cause pneumonia with severe acute respiratory distress.

Anyone with respiratory symptoms (such as cough, sore/scratchy throat or shortness of breath) or unexplained fever should be tested for COVID-19.

6. If you have been overseas in the last 14 days or been a close contact of a confirmed case of Covid-19 you must self isolate and not participate in lessons for a minimum of 14 days. You must advise the TTTT office of this contact as soon as possible.
7. You must physical distance from your swimming instructor and any other adults bringing children to swimming lessons, which means maintaining a distance of 1.5m between you.
8. Swimming instructors are not required to physical distance from children in Learn-to-Swim lessons, however, as always, we recommend minimising physical contact where possible and eliminating unnecessary physical contact. Of course, safety is paramount and for this reason instructors are not required to physical distance from children in classes.
9. If you are having lessons in an apartment complex, you must ensure that it is possible for our instructor and your children to not exceed one person per 4 square metre rule, including in the swimming pool. You must also ensure that the social distance of 4 square metres per person is maintained in the pool.
10. In a parent and baby class, parents must social distance from your instructor and other parents and children. In booking a parent and baby class you must ensure that the 4 square metre rule can be maintained by parents in the venue.
11. We will continue our rule that all staff must either wash their hands with soap and water, or use hand sanitiser on arrival and departure from all lessons.
12. Children participating in lessons must either wash their hands with soap and water, or use hand sanitiser on arrival and departure from all lessons.
13. We ask that children have their own goggles and we recommend bringing your own bath toys for younger children for use in water at this point in time. Kickboards and pool noodles should be rinsed between use and we will minimise the use of shared equipment.
14. We recommend all staff and customers download and use the CovidSafe app to enable contact tracing in the event of a positive Covid-19 case being identified. We believe this is prudent practise and would assist in any tracing if required.
15. In the event of a positive case being found in a staff member, parent or child participating in TTTT lessons, we would follow the NSW Health Guidelines and advise all close contacts to self-isolate for 14 days. We would notify SafeWork NSW of any positive case.