



## Our commitment to safety around Coronavirus (COVID-19) - Update 20/03/20

### Dear Swim School Family,

At Ezyswim, we believe that swimming is an essential life skill for all Australian's and that the Government's decision to keep our schools open is reflective of the fact that as long as we are taking necessary precautions, it is still safe to undertake our daily routines.

Our venue remains open for the foreseeable future and we would love to continue to see you attend lessons to keep your children's fitness up and provide them a fun and enjoyable learning space.

Further to our actions communicated to you last week, in line with the revised Government guidelines and to ensure a safe and sustainable venue for our staff and customers, we are introducing the additional risk management measures below.

#### Social Distancing

- We will ensure that there are never more than 100 persons inside the venue at one time.
- We request that customers, wherever possible, attend the venue with **one** parent or carer and/or reduce any unnecessary other family members attending. We understand that this is not always possible, however it will assist.
- When inside the venue, all spectators and staff are requested to maintain social distances of 1.5m wherever practicable.
- To ensure the highest levels of disinfection in the pool, we have increased the level of chlorination to well above NSW Health requirements. This will ensure that where social distancing is not practicable during swimming lessons, we have the safest environment possible.
- Staff have been advised not to shake hands and maintain safe social distances wherever practicable.

#### The Elderly & Vulnerable

- We understand that having grandparents and older relatives occasionally visit to watch your children's lessons are special occasions. Wherever possible we would request you revise visits to the venue by the elderly and vulnerable members of the community at this time, to reduce risk.

#### Other Illnesses

- A reminder that if **you or your children are sick** please do not attend lessons. Simply log into our Customer Portal and cancel attendances as per normal procedures. You can also email us at [info@ezyswim.com.au](mailto:info@ezyswim.com.au) should require any assistance.

#### Hygiene

- Hand sanitiser, disposable gloves and tissues are available at reception for customers.
- Additional soap dispensers have been installed in the poolside showers.
- Wash hands thoroughly for 20 seconds with soap and dry your hands properly.
- Additional signage has been placed around the venue with information from NSW Health with best hygiene practices during this time.

#### Staff Training

- All staff will be completing the Australian Government Department of Health COVID-19 INFECTION CONTROL TRAINING course online.

We understand that this is an uncertain time for everyone. We are committed to providing the safest environment possible at the venue so that your children are able to maintain this aspect of their routine. As new information is released by Government authorities we will continue to review and revise our policies to ensure they are always up to date and conducive to creating this healthy environment.

Otherwise we look forward to seeing you at the venue soon and we thank you for your support.

Kind Regards,

**Holly Atherton**

*Customer Service & Marketing Manager*