



17/03/2020

Dear Swim School Families

The issue regarding coronavirus (COVID 19) is being reported daily by the media and you are no doubt aware of there is a lot of information that is available concerning the virus.

More information

For the latest information and updates, refer to these trusted websites:

www.sahealth.sa.gov.au/COVID2019,

www.health.gov.au

www.smartraveller.gov.au www.healthdirect.gov.au

Please be assured we have also been provided with information from peak industry peak bodies the CEO of Swim Australia and AUSTSWIM regarding swimming schools and COVID19. No doubt, you will have questions about COVID-19 and swimming lessons, and we keep you up to date with the latest advice.

The following Frequently Asked Questions (FAQs) are provided with information to assist you and your families at this time. Please be assured I am closely monitoring advice from government and health authorities, and you will be updated regularly.

Here are some answers to typical questions that may be asked:

What should I do if my child or a family member is unwell? If a child or a family member is unwell stay home, avoid others and seek medical advice. You should also ensure that you do not attend if you have been near anyone who may be infected or anyone who has been overseas. SA Health also advises that vulnerable people such as the elderly and people with medical conditions stay home and avoid others. Our staff are also vigilant regarding this advice.

Are students or families who have recently travelled from overseas allowed to attend swim class?

We have been screening families with regards to returning from overseas travel since the end of January in accordance with government advice. If a family has been overseas from any country they are asked to not attend swimming lessons and would be required in accordance with government policy to self-isolate for 14 days. **We also ask that you do not attend for 14 days if you have been in close contact with anyone who has been overseas.** This applies to all travellers, including Australian citizens. For details see the Australian Border Force website <https://www.abf.gov.au/> I also ask that any new enquires are only made over the phone.

Can the COVID-19 virus spread through pools? The SpARC pool has is maintained to the highest industry standards regarding water quality, disinfection and filtration. As well as treating the pool with chlorine at 4 parts per million, the pool has an ultraviolet (UV) sanitation treatment system, and Carbon Dioxide to maintain at a perfect pH level. There is no evidence that COVID-19 can spread to humans through the use of properly chlorinated and filtered pools, and at present there is no government requirement to close swim schools, larger aquatic centres may be shutting due to the scale of visitors they receive daily. We will continue to assess the situation and will advise families.

Do I need to limit the number of spectators at swimming lessons? Our team would like to reassure you that as a small swim school, and due to the way we run our lessons the number of people at the school at any one time is low. We do ask that families limit the amount of non-swimming people attending to parent/s and siblings.

Do I need to use hand sanitiser when attending swimming lessons? We ask that families and staff attending please use the hand sanitiser at the entry and on exiting to the building and be vigilant with hand hygiene.

What if I want to stop swimming lessons because of COVID-19? We will honour your make-up lessons and provide a credit for the remainder of the term off your consecutive terms fees. Families with multiple lesson discounts will be offered make-up lessons for their extra classes in the re-commencing term and normal term fees will apply for their main lesson. If you have any outstanding payments to date we would appreciate that you finalise payment over the phone in the coming week by credit card or in person at the school these fees will be adjusted accordingly.

In summary

During this extremely difficult time I will continue to monitor this situation on a daily basis, and I may need to limit our services or if required proceed to a temporary pool closure as directed by school closures and SA Health. We will be updating our website to reflect current information for families. Whilst social media is a platform for information sharing, during this time I would prefer direct text messages, phone calls and uploads to our website 'home' page and 'about us' page "newsletter" link for written communication. www.swimsafeschool.com.au

As anxiety in the community is increasing I would also like to share with you some information from the Australian Psychologists Association (APS). The APS has prepared this guide for Australians, outlining some useful strategies which can help both adults and children cope with the stress and anxiety experienced as a result of this outbreak. <https://www.psychology.org.au/getmedia/38073179-4701-48bd-afd9-988c560ee2f9/20APS-IS-COVID-19-P1.pdf>

I would like to thank all of our customers and staff for their ongoing support or our learn to swim program.

Kind Regards

Jo Dalton

Jo Dalton Director

Can the COVID-19 virus spread through pools and hot tubs?

There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g. with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.

Content source: National Center for Immunization and Respiratory Diseases (NCIRD), Division of Viral Diseases
CDC Centers for Disease Control and Prevention

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STOP THE SPREAD of COVID-19 Virus

Wash your hands and wrists thoroughly with soap and water for at least 20 seconds
Cover your cough and sneeze with a tissue or into your elbow - don't use your hands!

Content source: Queensland Department of Health

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