
**SWIM
IRELAND**

Return to Water

Framework for Community Swimming & Instructor Led Activity

Issued 20th July 2020

Foreword

The enforced global closure of Swimming Pools has had, what can only be described as an unparalleled impact on our aquatic community. The cessation of operations for Swim Ireland Clubs, cancellation of training for our Performance Athletes and interruption to recreational swimming for the 290,000 adults who swim each week across the island of Ireland, has been an experience that we hope to see only once in a lifetime.

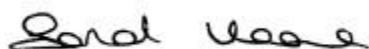
For many of you this has been the longest time ever having been out of the water. As we begin to emerge from lockdown and navigate the new normal brought on by the COVID-19 pandemic, Swim Ireland has worked alongside industry experts to ensure we can provide you with the best guidance and recommendations for your Return to the Water. A series of four frameworks has been produced for the Aquatic Industry, supporting Facilities and Operators, Swimming Pool Users and Swimming Lesson Providers, in both the public and private sectors to map out a Return to Water.

With the safety of all pool users at the forefront of our minds, the following documents will guide you through your much anticipated Return to Water;

- Return to Water Framework for Pool Operators
- Return to Water Framework for Swimming Lessons
- Return to Water Framework for Community Swimming and Instructor Led Activity
- Return to Water Framework for Pool Users

Following the advice from the Irish Government and the Northern Ireland Executive, these documents will be updated to ensure you are provided with the most up to date guidance and recommendations. We encourage you to engage with us by attending our virtual [Return to Water Training](#) opportunities and by contacting our Education Department to seek further advice or guidance.

Swim Ireland will support you on your journey of Returning to Water and Getting Ireland Swimming again.



Sarah Keane

CEO Swim Ireland

Community and Instructor Led Activity Framework

The following has been developed in cooperation with industry partners.

This document aims to support facilities in the delivery of community swimming sessions or instructor led sessions upon the return to swimming following the period of closure due to COVID-19 and provides guidance on reducing the risk of COVID-19 transmission within the swimming pool environment.

At the forefront of this information is the customer journey and thought starters for communicating with users to improve their confidence in returning to the pool.

This guide will highlight the continued requirements for safe social distancing and enhanced hygiene regimes, along with guidance on how this will impact on the different experience the pool user will have. The guide will include details on booking your swim, what to do before leaving home, on arrival at the pool and in the water itself to support facilities in customer education prior returning to the pool.

Other sections will provide guidance and practical advice relating to the control of COVID-19 in swimming facilities and during various activities. Links to best practice and other industry standard guidance will be provided where appropriate.

As with all environments there is still a level of risk of COVID-19 transmission in aquatic settings that requires control measures to be implemented. Operators must create their own risk assessment per activity before implementing any of the activities listed below.

It is recommended that anyone taking part in a community swimming session should also familiarise themselves with the [Swim Ireland Framework for Pool Users](#).

Please Note: This document has been created with both the Republic of Ireland and Northern Ireland in mind. Where reference is given to a specific piece of legislation or government guidance, information specific to both Republic of Ireland and Northern Ireland will be given.

Community Swimming

The following framework relates to activities for the public including casual swimming, lane swimming and family fun sessions.

- When determining the capacity of lane swimming, providers should consider the advice on assessing risk in the pool as set out in [Swim Ireland Framework for Pool Operators](#).
- Providers should consider double width lanes when setting up for lane swimming.
- Lifeguards should adhere to government guidance on social distancing (please refer to the [RLSS UK](#) and/or [Water Safety Ireland](#) guidance on lifeguard provision - or your lifeguard training provider).
- Participants should adhere to government guidance on social distancing when walking or waiting on the pool deck.
- Providers should review their pool programme in advance of opening, to limit multi-activity use at any one time.
- Providers should review available pool space to allow for correct social distancing, including entry and exit points.
- While static in the water participants should adhere to government guidance on social distancing in relation to others in the pool or those on the pool deck.
- Providers should consider asking participants not to overtake whilst lane swimming, to comply with social distancing measures.
- Participants from the same household can participate amongst themselves without social distancing as per government guidelines.
- All equipment should be sanitised before and after each activity. This can be achieved simply and effectively by rinsing equipment in the pool.
- Where possible, participants should bring their own equipment.
- Equipment should be appropriately cleaned between activities. This should include surfaces in high traffic areas such as handrails and towel hooks and all pool equipment.

Instructor Led Activity

The following information relates to activities that require an instructor on the pool deck but are not a swimming lesson. This may include aqua aerobics, aquafit, aqua circuits, exercise referral etc

- When determining the capacity of classes, providers should consider the advice on assessing risk in the pool as set out in [Swim Ireland Framework for Pool Operators](#).
- Lifeguards should adhere to government guidance on social distancing (please refer to the [RLSS UK](#) and/or [Water Safety Ireland](#) guidance on lifeguard provision, or your lifeguard training provider).
- Instructors should deliver from the pool deck.
- Instructors should adhere to government guidance on social distancing.
- Participants should adhere to government guidance on social distancing when walking or waiting on the pool deck.
- Providers should review available pool space to allow for correct social distancing, including entry and exit points.
- When session planning, instructors should aim to rotate the use of different pieces of equipment from one session to the next rather than during a session as this will minimise the amount of cleaning required.
- While static in the water, participants should adhere to government guidance on social distancing in relation to others in the pool or those on pool deck.
- All equipment should be sanitised before and after each activity. A robust cleaning schedule should be introduced to ensure adequate disinfection.
- Where possible, participants should bring their own equipment.
- Equipment should be appropriately cleaned between activities. This should include surfaces in high traffic areas such as handrails and towel hooks and all pool equipment.

A detailed guidance for Operators on running Community Swimming and Instructor Led sessions can be found below.

Framework for Operators Running Community Swimming & Instructor-Led Sessions

Summary of Framework with Practical Ideas for Implementation

Guidance	Practical Ideas and Considerations
<p>Pool Users - Customer Journey</p>	<ul style="list-style-type: none"> ○ Ensure marketing collateral and communication channels are up to date with latest information. ○ Share pool user guidance with advice for participants on what to bring and time frame for when to arrive. ○ Prepare guidance/interactive video on the customer journey to and through the changing rooms on to the pool deck, so participants know what to expect.
<p>Programming</p> <ul style="list-style-type: none"> ○ Limit multi activity use of the pool - Programme one activity at a time with clear start and finish times. ○ Offer pre-bookable sessions only, including casual swimming, lane swimming and family swimming. ○ Allow time in between activities for cleaning and change over of participants. ○ The use of slides, flumes, inflatables, and special water features should be risk assessed on an individual basis to ensure the risk of COVID-19 can be adequately controlled. 	<ul style="list-style-type: none"> ○ Review pool programme and a new timetable to be produced. ○ If the facility has more than one pool, consider alternating the use of pools for activities to help with cleaning and social distancing. ○ A time limit could be applied to casual and lane swimming bookings depending on demand.
Guidance	Practical Ideas and Considerations
<p>Applying Social Distancing - Poolside</p> <ul style="list-style-type: none"> ○ Participants should adhere to guidelines on social distancing. ○ Providers should review available pool space to allow for correct social distancing, including entry and exit points into the pool. 	<ul style="list-style-type: none"> ○ Apply a one-way system around poolside for participants. ○ Separate entry and exit points into the pool should be identified if possible. ○ Signage to be displayed to highlight any measures and changes to participants.

<p>Applying Social Distancing – In the Pool</p> <ul style="list-style-type: none"> ○ Providers should refer to the risk factor profile in order to determine bather loads and ratios. ○ While static in the water, participants should adhere to government guidance on social distancing in relation to others in the pool or those on pool deck. ○ People from the same household can participate without social distancing as per government guidelines. However, participants must adhere to government guidance on social distancing in relation to participants in the pool that are not from their household. ○ Where a child is of pre school age or younger and requires FULL support from a parent/carer, this pair can be considered as one unit and not two swimmers for the purposes of bather load and social distancing. 	<ul style="list-style-type: none"> ○ Lane etiquette signage to be used. ○ Swimmers should follow the same direction of travel to reduce amount of time swimming beside each other – following a clockwise/clockwise or anti-clockwise/anti-clockwise formation rather than the traditional clockwise/anticlockwise formation ○ Double width lanes for lane swimming is recommended, but single width lanes could be considered with the relevant risk assessment and reduction of government social distancing requirements. ○ During lane swimming, allocate a slow, medium and fast paced lane/section. Consider positioning the faster, more confident swimmers in the centre of the pool. ○ Participants should not overtake whilst swimming. ○ Consider using markers on the pool deck, along the length of the pool, to identify/mark-out current social distancing requirements. ○ Participants should not leave their drinks bottle at the end of the lane. Consider allocating a space for participants to leave their drink (which must be clearly identifiable and named) and take a rest out of the pool. Participants should be reminded to adhere to social distancing guidelines. ○ Consider configuring the pool for casual and/or family swims – with each household having their own section of the pool. ○ During lane sessions, a household could book a lane. ○ Consider using floor stickers/markers to allocate a position for participants during classes. ○ During family splash sessions it is recommended that families have a dedicated space to swim. Consideration should be made to the impact of
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	<p>consumer confidence is the session was unstructured.</p>
<p>Guidance</p>	<p>Practical Ideas and Considerations</p>
<p>Equipment Usage</p> <ul style="list-style-type: none"> ○ Equipment should be sanitised before and after each activity, including surfaces in high traffic areas such as handrails and towel hooks. ○ Considerations should be made in line with the PWTAG guidance on equipment disinfection, material properties of each piece of equipment and potential risk of infection should be assessed and the appropriate chemical and duration for disinfection identified. ○ Foam equipment such as noodles, floats and foam armbands, should be submerged in a solution of 100mg/l available chlorine for one hour, then rinsed off with tap water before reuse. ○ Equipment nets could be used to make this process easier and quicker. ○ Participants should bring their own equipment, including drink bottles. 	<ul style="list-style-type: none"> ○ Communicate your cleaning regime and schedule with users. ○ Considerations should be made for equipment that cannot be sanitised in the pool and such equipment should be appropriately cleaned between activities. ○ To help minimise the amount of cleaning required, instructors should rotate the use of different types of equipment
<p>Instructors Led Activity</p> <ul style="list-style-type: none"> ○ Instructors should deliver from the pool deck. ○ Instructors should adhere to government guidance on social distancing. 	<ul style="list-style-type: none"> ○ When session planning, instructors should: <ul style="list-style-type: none"> ▪ Aim to rotate the use of different pieces of equipment from one session to the next rather than during a session. This will minimise the amount of cleaning required. ▪ Avoid poolside-based activities. Participants are to remain in the water for the duration of the session. ○ Consideration to be given to the safety and management of the group. This may mean reviewing the amount of pool space required and class ratios. ○ Session planning to take into consideration any changes in pool space and ratios. ○ If the instructor is delivering to a larger area of pool space than usual, consider: <ul style="list-style-type: none"> ▪ voice projection and protection

	<ul style="list-style-type: none"> ▪ using a microphone (consideration for use – microphones with foam mouthpieces are not to be shared) ▪ use of demonstrations ▪ use of visual cards
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Customer Journey

Helping Users to Make Informed Decisions

How do you ensure your facility is providing the appropriate information to support users in making decisions about whether to return to the pool?

We expect to see a high number of people wanting to return to gyms and leisure facilities, but due to COVID-19, this is not likely to happen as soon as facilities re-open.

It will be more important than ever to ensure you are effectively communicating with existing users (prior to COVID-19), and potential users, regarding the health and safety measures you have put in place, the programme of activity you are offering and what users should expect when they visit.

Website

Your website is quite likely to be the first interaction users will have with your facility. Therefore, it is important to ensure that the information is clear and concise. You should consider including:

- A landing page with COVID-19 information. This could include [Swim Ireland Framework for Pool Users](#)
- An up to date pool timetable
- Information on session types, including descriptions for each activity to highlight what the session involves and any new measures you have put in place regarding social distancing etc
- Information on price, whether booking is required and the details of how to book
- Information on the changing rooms, including the changing room layout, any changes due to social distancing, information on cleaning regimes, access to lockers, hairdryers and other vanity facilities
- Clothing and personal effects permitted on the pool deck, including your swimwear policy
- Use of equipment, including what is provided and what users should bring
- Seating facilities for viewing and any social distancing restrictions
- Parking facilities and travel choices i.e. public transport links
- Staff profiles

Virtual Tour

You should also consider producing a video/s to provide a virtual tour of the facility. This will allow users to familiarise themselves with the facility before they visit and help them to understand what to expect in terms of adjustments to allow for social distancing. All this will aid them in feeling more comfortable and confident when visiting the facility.

The video/s can be made available on your website and promoted via your social media channels.

[Click here](#) to see an example video from Cockburn ARC, Australia.

Customer Service

By providing the best customer service, you can build trust and loyalty to your business. Customer service is an asset, often valued over price, and one that can help you manage expectations, smooth out problems and create a positive brand reputation.

Involving staff in discussions and agreeing what good customer service looks like (e.g. effective communication, taking ownership, being positive and friendly, showing clear knowledge & understanding) will empower them to action this on a daily basis.

Here are some customer service ideas and thoughts that you may like to incorporate into your plans for re-opening:

- Staff to receive training on newly introduced social distancing and hygiene measures.
- Review the options for contacting your centre - phone, social media, e-mail etc. You may need to be prepared for an increase in phone and e-mail traffic as potential users have questions about returning.
- Staff to be made aware of any changes to the aquatic programme.
- Pool user guidance to be made available to staff should they receive any questions from users about what they should bring and expect. This could also be displayed on reception.
- Front of House staff to be provided with a FAQ document.
- Utilise customer service announcements for reinforcing social distancing and hygiene measures.
- Front of House staff to greet users and make them aware of social distancing and hygiene measures that have been introduced, especially in relation to changing facilities, and make them aware of signage.
- Consider offering a refund or alternative session for those that may have booked but are feeling unwell or are having to self-isolate. This will help encourage users not to attend to avoid any further spread of the COVID-19 virus.

1. Programming

It is inevitable that as a result of COVID-19, you will need to assess the viability of opening your swimming pool, whilst adhering to government guidelines on social distancing. This will involve a review of your pool programme.

A phased approach to returning to activities is likely to be required, in order to manage the requirements of social distancing. You will also need to take into consideration the availability of staff

to deliver activities within your programme, due to illness and the government's guidance around self-isolation.

The risk factor profile can help you assess the risk of potential transmission of COVID-19 and this can be used as part of your risk assessment to help you understand the viability of an activity or session.

By limiting multi-activity use of the pool and programming only one activity at a time (with clear start and finish times), it will be easier to manage participant numbers and additional time can be programmed for cleaning. This will also help control the number of participants using the changing rooms at any one time.

If your facility has a main pool and a training pool, you will need to risk assess whether it is possible to run two activities at the same time (one in each pool). One consideration to help you to achieve this would be to stagger the start and finish times of the sessions, to help manage the number of participants in the changing rooms and on the pool deck at any one time.

To help manage the capacity of sessions, you may choose to offer pre-bookable sessions only. As such, a time limit may need to be applied to casual and lane swimming bookings. According to industry research (based on people who have 'been swimming'), the average time spent in the water is 47 minutes. This research covers all health, fitness and casual swimmers (but not club).

Although you will need to review your programme, in light of the government's guidelines on social distancing, it is still important to understand your target audience and their needs or concerns at this time. We have produced a Pool Programme Customer Survey template that you may wish to use to help you achieve this.

When it is time to promote your pool programme, consider:

- Timetables that use different formats (list and table)
- Use of colour coding
- High resolutions for visually impaired
- Ensure names of sessions are consistent across your facilities. Consider naming conventions prior to promotion to avoid confusion
- Is it simple and easy for your users to find and access your pool timetable?

Applying Social Distancing on Pool Deck

You will need to think about how you can help staff and participants adhere to social distancing guidelines whilst on deck.

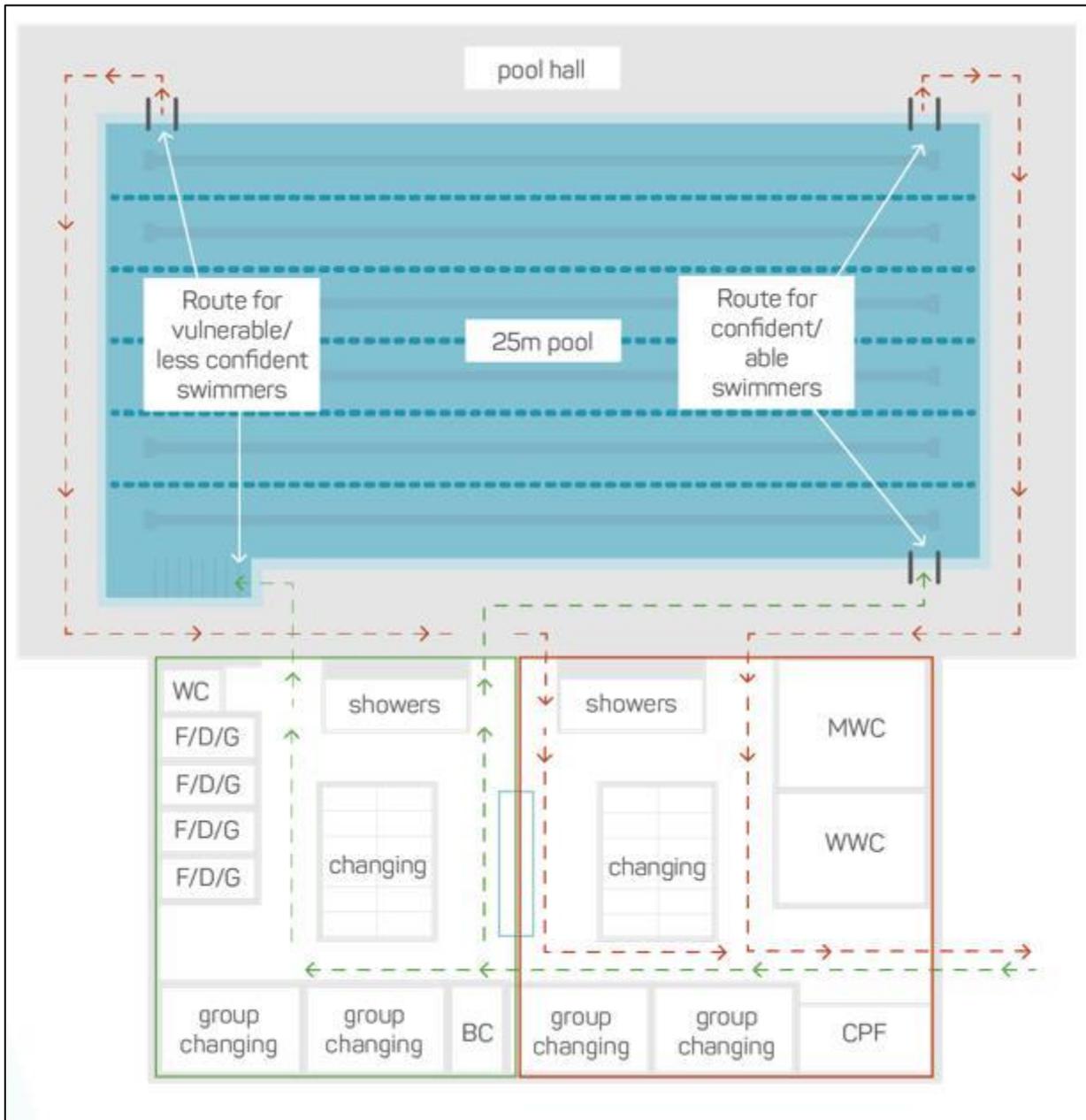
Depending on the size of your pool deck, you should consider operating a one-way system. Separate entry and exit points into the pool should also be identified if possible.

It is important to clearly communicate any measures you put in place with your users. You could display temporary signage and use directional arrows to demonstrate the changes to users. Consideration also needs to be given to the start of a session when participants arrive on deck - will

they be able to enter the water immediately or will participants be required to wait on deck? If this is the case, can participants maintain a safe social distance during this time?

These measures may also impact on the delivery of your activity and where it is positioned in the pool, so you will need to bear this in mind when reviewing your pool programme.

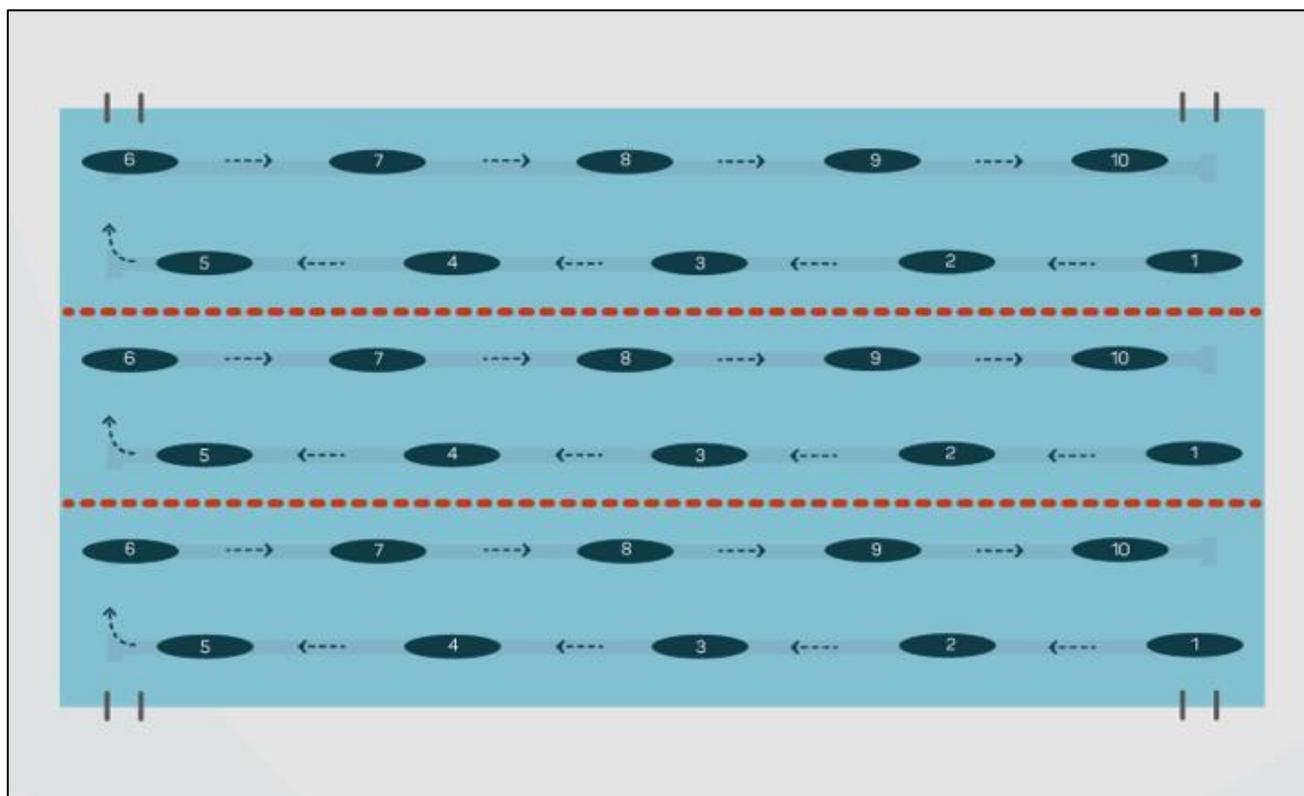
We understand that every pool is different, but the diagram below provides an example of how you could manage social distancing from the changing room and onto the pool deck.



Pool and Changing Room Customer Journey Example

Applying Social Distancing – In the Pool

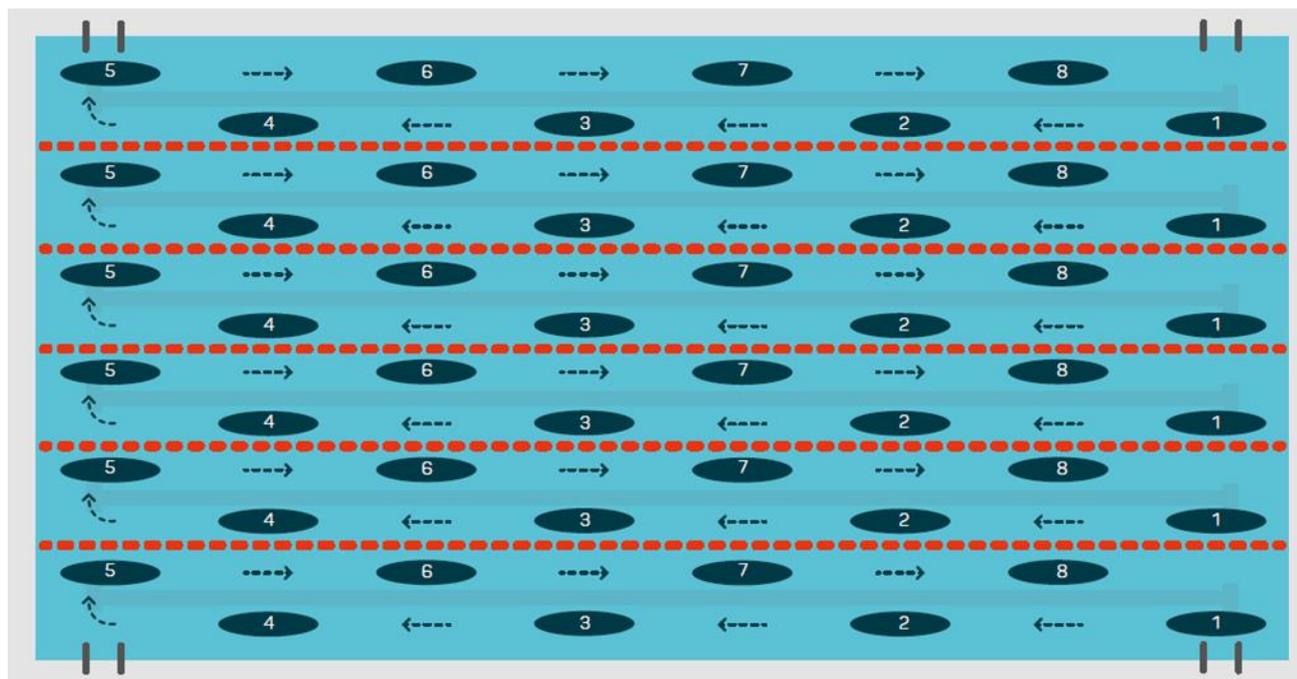
The following diagram provides an example of how you could manage social distancing in the pool for lane swimming.



Lane Swimming – It is recommended that a double lane format is used where possible with all swimmers following a clockwise direction (based on 25m x 12.5m pool – 6 lanes – up to 10 per lane). Number of swimmers per lane must be risk assessed based on ability and speed etc. This should be adapted for pools of differing dimensions and lane numbers. For Example, a pool of 5 lanes could have two double lanes and one single lane, allowing for exit routes and rest stations in the single lane.

When social distancing reduces to 1m or less or where Pool Operators deem a session to be low risk (for example Lane Swimming), Pool Operators may consider the return to a single lane format with all swimmers following a clockwise direction. Number of swimmers per lane must be risk assessed based on ability, speed, stroke etc.

The following diagram below provides an example of how a Pool Operator could manage social distancing in the pool for lane swimming in a single lane spread.



The risk factor profile has been developed to help you assess the risk of potential transmission of COVID-19 and to understand how social distancing can be applied within the pool when participants are travelling.

To allow for social distancing during lane swimming, the use of double width lanes should be considered, and a slow, medium, fast paced lane/section should be allocated. The slower paced swimmers may feel more confident to be positioned along the side of the pool, with the faster paced swimmers in the centre. Each lane should follow the same direction of travel. This will mean swimmers are unable to swim side by side, minimising the risk of potential transmission of COVID-19.

It is advised that participants should not overtake whilst swimming as this will avoid close contact between participants. Instead, when reaching the end of the length, participants should move to the edge of the lane and turn their head away to allow others to turn at the wall and maintain social distancing measures.

You should consider allocating an area on deck for participants to leave their drink and take a rest out of the pool. This will prevent participants from congregating at the end of the pool where it is difficult to maintain a safe social distance.

Consideration should also be given to utilisation of markers to provide a visual representation of appropriate social distancing for participants. For example, markers could be positioned on the pool deck, along the length of the pool, to identify the current social distance requirements between participants during lane swimming and floor stickers/markers could be used to allocate a position for participants during classes.

Pool & Lane Etiquette

Research shows customers can find unspoken pool and lane etiquette to be confusing and intimidating. To create a more welcoming environment, we suggest providing clear and positive guidance, with a change of tone from what you cannot do to what customers **can** do.

You may have to update the pool and lane etiquette you had in place pre COVID-19 to ensure users are aware of any changes you have had to put in to place, so that government guidelines on social distancing and hygiene can be adhered to. It is therefore important that you clearly communicate updated pool and lane etiquette to all users.

[Swim Ireland Framework for Pool Users](#) could be used to inform your pool etiquette.

If introducing or updating your guidance on lane swimming, here are some ideas on terms to include. Please do adapt to your pool needs.

To ensure everyone enjoys lane swimming, here are some guidelines to get the most out of your time in the pool:

- Swim in a lane appropriate to your swimming ability/speed. We suggest:
 - Fast Lane – XX seconds per length
 - Medium Lane – XX seconds/minutes per length
 - Slow Lane – Over XX per length
- Swim in a lane appropriate to your swimming ability/speed.
- Please follow the direction of the lane boards and swim in a single file. This will help to prevent accidents and ensure participants can maintain a safe social distance.
- Allow faster swimmers to pass you at the end of each length. Move to the edge of the lane and turn your head away.
- If you are continually being passed please consider moving to a slower lane.
- If you need to take a rest, please exit the pool and use the designated area on deck.
- If using equipment such as kick boards or pull buoys, consider moving to a slower lane temporarily so you do not hinder others swimming full strokes.
- Lifeguards are here for everyone's safety. If they ask you to adhere to the above information, your cooperation would be appreciated.

Family Sessions

Participants from the same household are not required to socially distance from each other but will be required to maintain the required social distance from others once at the pool. To support the delivery of family swim sessions in a safe way and adhering to social distancing guidelines, you should consider configuring the pool so that a household is able to book their own section or area of pool space.

You should also consider adding structure to your session by utilising an Activator/Instructor to deliver family fun based activities from the pool deck.

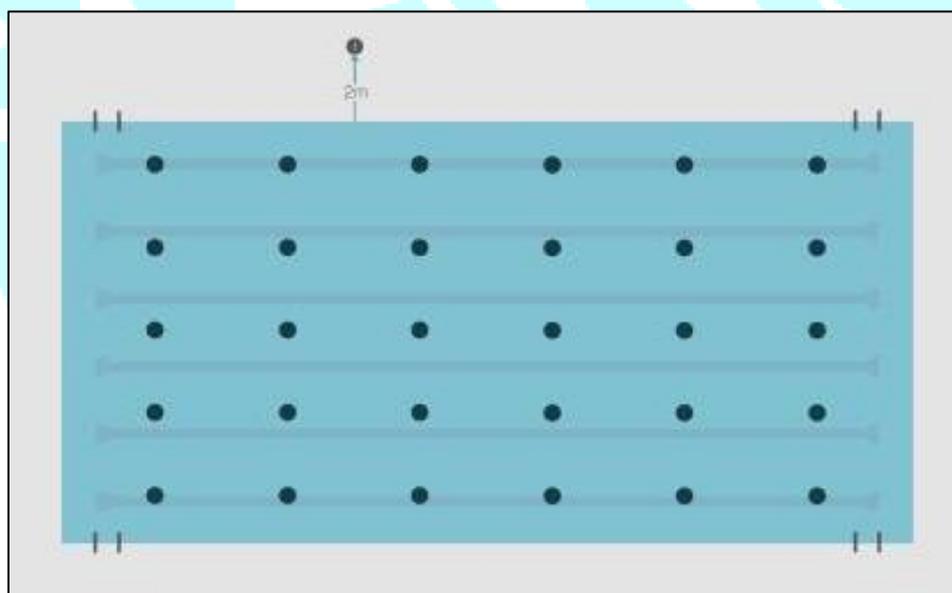
Alternatively, if members of the same household are keen fitness swimmers you could provide an option for them to book a lane. Consideration will need to be given here to your age restriction policy for lane swimming and whether this could be waived for an interim period.

With regards to children swimming unaccompanied, please refer to the [Swimming Pool Safety Guidelines](#) produced by Swim Ireland, Ireland Active and Water Safety Ireland. For those based in Northern Ireland, [CIMSPA](#) guidance states that all children under the age of eight should always be accompanied by a parent/guardian in the water and changing areas during unprogrammed swimming sessions. Operators can use their own discretion to temporarily adjust this age limit should they feel it necessary in light of the government guidelines on social distancing.

Please note, where a child is of pre school age or younger and requires FULL support from a parent/carer, this pair can be considered as one unit and not two swimmers for the purposes of bather load.

Aquatic Fitness Instructor-Led Sessions (for example Aqua-aerobics)

In line with social distancing requirements, participants will need to maintain the current and required social distance at all times. The diagram below provides an example of how you could manage an instructor led aquatic fitness type session.



Aquatic Fitness Instructor-Led Example Layout

As every pool is different, the instructor will need to consider the safety and management of the group in accordance with the pool space available and the number of participants and this should be reflected in the session plan.

You will need to consider how participants enter and exit the pool to take up their position, avoiding close contact with others. Floor stickers/markers could be used to allocate a position to participants once in the pool.

Incorporating poolside-based activities into the session should be avoided.

Session Descriptors

It is important to use consistent naming and description protocols for sessions across your sites to help customers make an informed decision. Give customers as much information as possible, so they are clear as to what to expect. If you run the same session across all sites, do ensure each site uses the same name and description.

The following points should be considered:

- Name of session
- Brief description - swimming, movement in water, jogging, walking etc.
- Who it is suitable for - male, female, children, families, inclusive, 50+ etc.
- Intensity level - use sliding scale or symbol indicators
- Health messages and benefits associated with the session - calories burned, use as rehab session
- Structure – is it instructor led? Is someone on deck available to give advice and support? Is it a progressive session?
- Location - where in the pool does the session take place? (Deep water, shallow water, access to steps etc.)
- Accessibility - is the session accessible to all? Is it a tailored session for a specific audience? What is accessible about the session?
- Equipment – what should participants bring to the session (e.g. goggles) and what, if any, equipment is provided (e.g. noodles)
- Equipment Guidance - inform customers of which sessions within the programme they are permitted to use their own training/swimming aids i.e. fins/hand paddles
- Poolside environment - lighting, music, lane ropes etc.
- Cost of session / activity - Is it bookable in advance or pay and play?
- Other session messages - normal swimwear policy applies; admissions policy applies etc.

When promoting session information on your website you could use “hover overs” to display key session information. You could also use “click throughs” to provide information and pictures/videos of your sessions taking place. If you have your pool timetable available in print format, then consider providing detailed session descriptions on the reverse of timetables.

2. Equipment

To improve user confidence in the measures you have put in place to reduce the risk of transmission of COVID-19, you should consider communicating your cleaning regime and schedule with users.

Instructors should be responsible for the equipment they require for a session and the cleaning of equipment at the end of the session. Equipment can be cleaned simply and effectively by rinsing it in the pool. Equipment nets could be used to make this process easier and quicker. Equipment that cannot be sanitised in the pool should be appropriately cleaned between activities.

To help minimise the amount of cleaning required, instructors should rotate the use of different types of equipment from one session to the next, rather than during a session. If consecutive sessions are being delivered that require the same equipment, you should consider using two separate sets of equipment to allow time for cleaning.

Participants should also be encouraged to bring their own equipment where possible and should not share equipment during the session.

4. Instructors

Instructors should only deliver from the pool deck and are required to maintain the required social distance from other pool staff and participants. If instructors are responsible for providing safety cover, they should refer to the [RLSS UK](#) or [Water Safety Ireland](#) guidance on this.

Due to social distancing guidelines, if the instructor is delivering to a larger area of pool space than usual, they should consider their voice projection and protection. Using a microphone may help with this but microphones with foam mouthpieces should not be shared. The use of demonstrations can help with participant understanding as well as the use of visual cards.

5. Participant Disclaimers and Track and Trace

Pool Operators and Community Swimming Providers should have a robust disclaimer process in place. It is important that Operators implement a track and trace system where all swimmers complete a disclaimer prior to entering the facility.

Customers should be encouraged to use Government track and trace apps but must also complete the relevant disclaimer.

For improved customer experience, it is recommended that each swimmer completes a full disclaimer upon first visit. Every visit thereafter should be a confirmation that their circumstances have not changed, that they are not experiencing signs or symptoms of COVID-19 and that they have not travelled outside of Ireland in the last 14 days.

This process must be suited to each individual facility and customer base.

For further information and guidance, please contact [Bethan Laker](#) National Pool Partnerships & Programming Manager **Swim Ireland**

bethanlaker@swimireland.ie

+353 860332113

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Donal Newcombe Sport & Leisure Manager **Leisure Complex @ Lough Lannagh, Castlebar, Co. Mayo**

Fran Ronan Sports Coordinator **Sports Active Wexford (LSP), Wexford County Council**

Andrew Clark National Sports & Aquatics Manager **Greenwich Leisure Ltd (GLL)**

Cathy Farren Area Leisure Manager **Derry & Strabane District Council**

Brian King Group Operations Manager **Kingfisher Group**

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education@swimireland.ie