



TERM 4 2011 & TERM 1 2012

Customer Newsletter

www.swimschool.co.nz p. 483 8294 swimschool@xtra.co.nz

Holiday Greetings

Dates for your Dairy

Term 4 finishes
Thurs 22nd Dec

Term 1 starts
Sat 28th Jan and
finishes Thurs 5th April.

Public Holidays
Mon 30th Jan – Auckland Anniversary
Mon 6th Feb – Waitangi Day

Note: We are closed on public holidays and we do not charge for those days.

Please let us know now if you are not going to continue swimming in Term 1. Otherwise you will automatically be booked into your same class for next year.

HOLIDAY PROGRAMME

Refresh before the start of term after that long summer break!

Week 1 – Mon 16th Jan to Fri 20th Jan \$77.50

Week 2 – Mon 23rd Jan to Fri 27th Jan \$77.50

Swim School News

INTRODUCTION

Firstly, a huge thanks to all of our customers and team for making Term 4 a busy and very successful Term. Between our two pools we have grown student numbers by another 10% this year. This is a great achievement and one of our goals is to have even more kiwis swimming with a greater awareness of water safety in 2012! Have a very Merry Christmas and a fantastic relaxing holiday! Thanks for choosing us.

TEAM CHANGES

With all these extra students we welcome our new swim teacher Kate to our team. Kate is currently teaching 3 days per week and is looking forward to helping us to help you become safer, stronger swimmers.

On another note, Marcus has now completed his Occupational Therapy training so he will be starting his new career full time. Marcus has made a massive contribution to HSS over the last 3 years. He is a great teacher and a highly valued team member. We will miss his good-humour in the pool and along with the many swimmers he has taught, we say a huge thank you and we hope you'll come visit us in the future.

OFFICE NEWS Management Restructure

As our swim school continues to grow and evolve, so does the need for our team's responsibilities to adjust and adapt. Our job roles have now been redefined as below:

Administration and Customer Service Manager: Marie is now responsible for this part of our business and will be your main point of contact for most office and administrative matters including new bookings, booking make-ups, organising transfers, payments, etc. We also welcome Vicky back, with her excellent customer service skills, on a part time basis to help us out in the office.

Teacher and Pool Manager (& General Manager): Tina manages our teachers, and along with Adi they both work together to provide on-going training and assessment of our teachers to ensure we are consistently delivering high quality lessons.

Tina also spends a lot of time making sure our pool water and facilities are being well managed. As one of the most experienced members of our management team she holds the position of General Manager, and is dedicated to ensuring your overall experience at HSS is a great one.

Manager On Duty (MOD): At all times while classes are in operation, HSS will have a rostered MOD on board to look after you and our day to day operations. Since we now operate 7 days per week at both pools; Tina, Marie, Vicky, Clint and Adi will all share the role of MOD. See our pool side notice board if you want to know who the MOD is for the day and how to contact them.

Make Ups

Our classes are tightly booked and this leaves only a few available class spaces for make-ups. Help us create more make up spaces for everyone by giving us as much notice as possible of an absence. For non-medical absences we need at least 48 hours' notice if you want a make up for that missed lesson. Remember, make ups are a bonus and not a right – many children's activities do not offer this complimentary service. See our terms and conditions for more info (also available on our website).



SSS For Holiday Swimming

3 Important Water Safety Messages for the Kids

One of our main goals is to get our swimmers thinking before they even get near water. Please help them by reinforcing the 3 Water Safety Messages we teach them.

3 safety words:

STAND a safe distance from water.

STAY with a responsible adult who must always be watching you.

SAFETY first, get an adult to help a swimmer in trouble or to get a toy from the water for you etc.

3 Important Water Safety Messages for Grown-Ups

Keep safe and be water wise too. Be a good role model and behave safely around water. Remember to eliminate any water hazards for little ones, empty buckets, baths and close the toilet door. Remember drowning is silent, you won't hear it but you can see and stop it.

Supervise, supervise, supervise!

Stay within arm's reach of children around water.

Stay alert and focused, keep your eyes on children around water at all times.

Stay alert and focused, keep your eyes on children in and around water at all times.



REMINDERS

POOL HYGIENE – PUBLIC HEALTH REQUIREMENTS

By law, everyone entering the pool is required to:

- 1) Go to the toilet and wash hands
- 2) Shower with soap for 30 to 60 seconds
- 3) If toilet training or incontinence is an issue, wear a swimmer nappy, eliminating any "number 2" accidents which are embarrassing, expensive and inconvenient to other swimmers.

Please Note: we are planning upgrades to our facilities for more toilets and showers but in the time being please give us your full cooperation with the above.

We also encourage wearing a swim cap. Be quick and get a HSS cap for \$5 now. Only 300 left or get a free one by signing up to our holiday programme. All these measures help to maintain our water to the best possible quality for everyone's benefit.

CAR PARKING

At Northcote Primary, park only in the staff car park and not directly outside the pool in the turning bay. We must keep this clear at all times. Drive slowly on school grounds.

At Vandeleur Ave, please keep our neighbours happy by staying 1 metre clear of their driveways and parking on the swim school side of the road. Avoid having your car towed away by being considerate of our neighbours.



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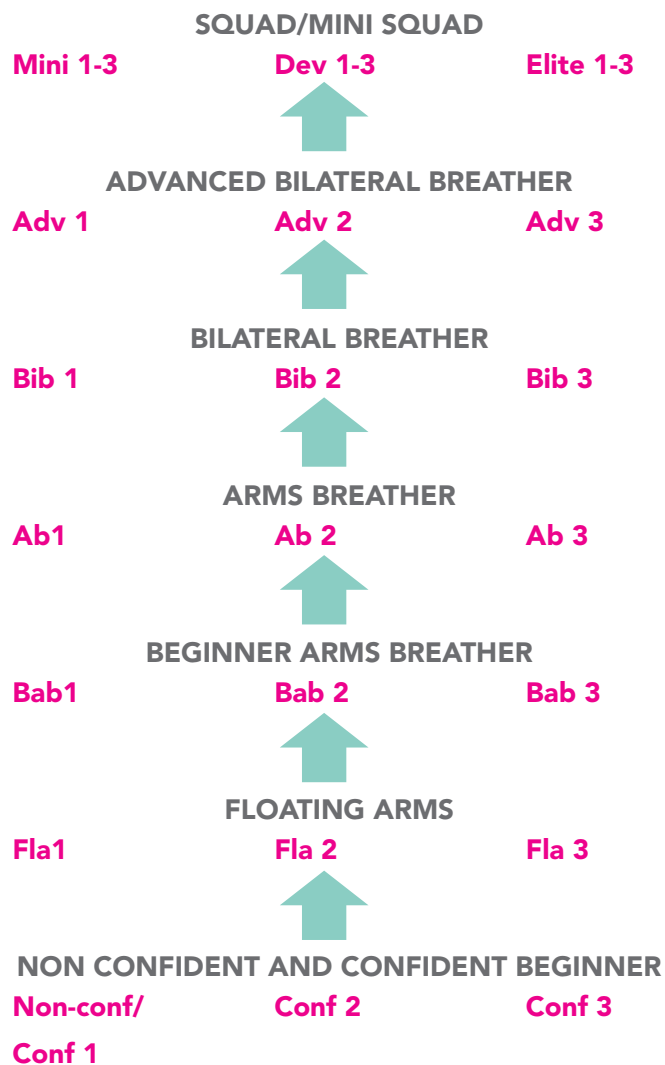
Be one of the first 100 people to like us in Dec and go in the draw to **WIN \$100 swim voucher.**

Post on our wall why you like us and you're in to **WIN another \$100 voucher!**

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Learn to Swim - Level Progressions



2 Special Offers

1. FREE cap for every holiday programme booking

2. 10% off term fees OR FREE pair of goggles when you book and pay for the January holiday programme and Term 1 before 22nd Dec.

Our Learn to Swim class levels are shown in the diagram to the left so you can see how your child is moving through our programme. Within each level we have 3 stages of progression. More explanation of the goals for each level can be found on our website or by contacting our office team. Information is also posted around the pool side area. We are continually monitoring and assessing your child's level throughout the term. We also do a comprehensive assessment of each student for their termly progress report which you will normally receive at the end of each term. Please let us know if you have any concern about your child's swimming progress.

Please note: No progress reports will be issued for this term, as it was only a short term of 8 weeks.

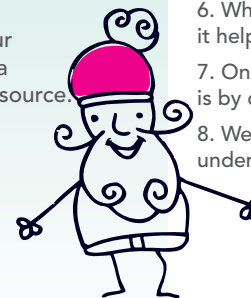
POOL AND FACILITY IMPROVEMENTS

We have a big list of things we want to improve about our facilities but we can only afford to implement our plans as cash flow permits.

Our main improvements for this summer are re-roofing of the Vandeleur Pool enclosure and installing pool side storage cages at Northcote.

Other improvements we are planning and budgeting for over the next few years are:

- More toilets and showers.
- Enhancing our pool water management systems to give even better pool quality.
- Improving pool side area in general including seating, equipment storage, and more.
- Install ventilation systems to improve comfort, reduce condensation etc.
- Developing our website to be a more useful resource.



Swimming Word Search

A	D	U	L	T	S	A	B	Z	M	C
B	Q	R	M	B	U	B	B	L	E	S
W	T	H	L	N	P	S	T	O	Y	E
E	A	V	B	R	E	A	T	H	E	E
D	L	L	P	Q	R	E	D	C	L	G
Y	K	Z	K	E	V	K	P	V	L	E
L	A	F	O	Y	I	M	K	R	O	L
E	F	L	A	G	S	W	I	T	W	D
F	L	O	S	D	I	R	C	P	S	D
A	C	A	P	C	O	S	K	L	T	A
S	B	T	L	K	N	P	O	H	U	P

1. When you go near water, you must have an A____ watching you.
2. S_____ by an adult is very important. They must make sure you are safe, when you are in or near water.
3. The safest place to swim at the beach is between the F____, and the colour of the flags are R____ and Y____.
4. When you F____ on your back, you can S____, T____ and B_____.
5. When we W____ around the pool, we are behaving S_____.
6. When we K____ our feet in the water it helps us to move.
7. One way to move through the water is by doing Dog-P_____ E.
8. We blow B_____ when we go underwater.

Have a great Christmas and summer holiday and stay safe! We look forward to seeing you all again in Term 1 2012!

- HSS Team