

## Eastwood Park COVID-19 policy

This policy sets out Eastwood Park's approach to safeguarding visitors and staff against the spread of COVID-19 whilst they carry out their training or undertake work for the business during the ongoing pandemic. It includes:

- A general overview of COVID-19 and the measures Eastwood Park has taken so far
- An overview of the measures that Eastwood Park have now put in place to ensure a safe return to training and work, supported by the Government's "Working safely during Coronavirus (COVID-19)" guidance
- Advice on what to do if an individual is suspected to have, or tests positively for COVID-19 when due to attend, is attending or has recently attended training or work at Eastwood Park

### An overview of COVID-19

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally.

The most common symptoms of COVID-19 are

- fever (high temperature)
- a new, continuous cough
- loss of taste/ and or smell
- difficulty in breathing

People can catch COVID-19 from others who have the virus. The disease spreads primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks. At this time, there are no specific vaccines or treatments for COVID-19.

Reference – World Health Organisation <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-coronaviruses>

### Help control the virus

To protect yourself and others, when you leave home you must:

- wash hands - keep washing your hands regularly
- cover face - wear a face covering over your nose and mouth in enclosed spaces or as defined in this risk assessment
- make space - stay at least a metre away from people not in your household

If you are feeling unwell, get a test and do not leave home for at least 10 days

### Steps taken by Eastwood Park so far

As the spread of the virus accelerated across the UK, on 22 March 2020 Eastwood Park took what it believed to be the only responsible course of action to postpone all planned events and training and close its main house and accommodation until July 2020.

This was shortly followed by the Government announcing the nationwide lockdown on 23 March 2020.

After a considerable period of closure, Eastwood Park recommenced its delivery of training from **29 June 2020** as planned.

This was in line with the new “Working safely during Coronavirus (COVID-19)” guidance, the Government’s gradual easing of lockdown and introduction of Eastwood Park’s own COVID-19 policy.

Following a review of the new government guidance we want to reassure you that the essential training booked at Eastwood Park throughout November is going ahead as planned.

## How Eastwood Park is keeping you safe

Eastwood Park has consulted with and identified key measures for implementation with the Government’s “Working safely during coronavirus (COVID-19)” series, including guidance for

- [5 steps to working safely](#)
- [Factories, plants and warehouses](#)
- [Labs & research facilities](#)
- [Office and contact centres](#)
- [Educational settings](#)

This has formed the basis of Eastwood Park’s “Return to training and work” risk assessment.

## Location

Being situated on a 200-acre country estate in the Gloucestershire countryside, Eastwood Park has plenty of space to accommodate learners in a peaceful and isolated location, where it is able to effectively limit any non-essential visitors to the site.

The estate remains closed to all apart from learners undertaking training that week, essential staff, essential deliveries and on occasion, a minimal number of approved contractors and visitors only if absolutely necessary.

## Traveling to Eastwood Park

Learners **must not** travel to Eastwood Park if they display any symptoms of COVID-19 which include

- Fever (high temperature)
- a new, continuous cough
- loss of taste/ and or smell
- difficulty in breathing

On site training (at the customer’s premises) also continues to be available - subject to the receipt of a suitable COVID-19 policy and risk assessment and the availability of accommodation.

## Customer declaration

All visitors to the site will be asked to complete the customer declaration form when they arrive at reception agreeing to the safety measures set out in this policy in support of the national effort to control the spread of the virus.

## **Track and trace**

Eastwood Park is legally required to collect the details upon arrival of all visitors and contractors to the site on arrival as part of the track & trace scheme.

A QR code is on display at entrance points for scanning with the official NHS COVID-19 app and paper forms available for those who do not have access to a smart device. The NHS COVID-19 app QR code should be scanned daily.

After 21 days, this information will be securely deleted. We may share this information with the NHS test & trace system to help minimise the transmission of COVID-19 and support public health and safety.

The data will not be used for other purposes, including marketing, profiling, analysis or other purposes unrelated to contact tracing.

## **Temperature checks**

On arrival at reception all learners, visitors, residential trainers and staff will have their temperature taken.

- All residential training staff will have a temperature check at reception every morning for the duration of their stay.
- All venue staff will have a temperature check at reception at the beginning of their shift each day.
- All training staff (including non-residential trainers) will have a temperature check (report to the print services entrance).

The temperature will only be recorded if action has to be taken - if a recording is >37.5 then the individual may be asked to return home and get a COVID-19 test. Staff reporting to the print room will have to record their temperature.

It is at the discretion of the individual doing the check to establish if the person needs to wait a few minutes and have a temperature retest.

If the individual has travelled after a long journey it is at the discretion of the duty staff to allocate a room to isolate prior to their return journey.

If a member of staff has a high temperature, they must remain isolated and it must be reported to the line manager before any immediate action is taken.

Any records that are retained will be kept in line with GDPR.

All learners and visitors have the right to refuse a temperature check; however, it is hoped that all will understand the necessity to do so.

It is an expectation for staff to agree to be tested however it is not a contractual requirement and staff may refuse to participate. If this is the case the line manager needs to be informed immediately.

## **PPE & face coverings**

### Face coverings

All learners, visitors, residential trainers and staff are legally required to wear a face covering in all communal areas such as corridors and shared spaces.

- Learners have the discretion to wear a face covering once seated in the classroom as do staff in their immediate office area
- Learners must wear a face covering if moving around the classroom and for practical training exercises
- All trainers are required to wear a face shield whilst teaching
- All visitors attending for show rounds/site visits will be requested to wear a face covering
- A face covering is not required where there is a medical exemption in place

### PPE for practical training

If at any stage social distancing is not possible, for example when carrying out certain practical activities, Eastwood Park has procured the appropriate PPE to allow learners to continue to benefit from specialist facilities whilst protecting themselves from COVID-19.

## **Training areas and facilities**

### Exclusive access

The majority of training areas have their own separate entrances and exits. These will be designated to one training group only for the duration of the course.

### One-way systems

Where this is not possible, Eastwood Park has implemented a one-way system in training areas and the main house to create safe and stress-free movement around the site.

### Social distancing

Eastwood Park has undertaken a comprehensive review of its classrooms, practical training areas, offices and main house to mark out distances of 2m as per Government guidance, and ensure that training can take place with appropriate social distancing in place.

### Offices

Staff will continue to work from home unless their role dictates that work must take place on site, and only after agreeing this with their line manager.

Offices have been reviewed and adjusted accordingly to ensure that a 2m distance can be maintained at all times for staff who do need to be in the office.

## **Cleaning and hygiene**

Eastwood Park will continue with its robust cleaning schedule across the site, as it has been doing since the threat of COVID-19 heightened in the UK.

### Training areas

Training areas and associated equipment will be deep-cleaned regularly.

The notes and stationery material provided on the course are new and for the use of the individual learner only.

#### Offices

Staff will continue to work from home where possible, and a robust cleaning schedule will be put in place to ensure that desks and equipment are thoroughly sanitised regularly.

#### Shared areas

Shared areas including toilets and refreshment stations will be deep-cleaned and sanitised regularly.

Water dispensers will be sanitised regularly.

Toilet areas will be cleaned regularly and restricted to one user at a time.

One refreshment station will be available per classroom area to minimise contact between groups, which will be set up for minimal handling, with disinfectant wipes at each station.

In line with other leisure businesses across the country, the games room and gym will remain closed until the Government advises otherwise.

Access to some areas of the house has been limited in order to conserve cleaning supplies and focus efforts on the most frequently used areas.

#### Accommodation

Eastwood Park has 70 bedrooms within its main house which will be used to accommodate learners during their period of training.

All bedrooms are en-suite and fully equipped with toilets and shower/bath facilities which are available exclusively for the learner's use for the duration of their stay.

There will be one mid-week room service during a week's stay and we request that guests ensure all personal possessions are packed away so that we have clear access for cleaning. Guests can opt out of this mid-week clean by informing Reception.

For those not staying a full week, the room is fully serviced prior to their visit and no further cleaning will take place until the guest leaves.

Fresh towels and toiletries are available on request from reception at any time.

All learners will be accommodated on site for the foreseeable future, with no out-bookings to local hotels as has been offered in the past.

#### Outdoor space

Eastwood Park is in the fortunate position to be set within a private 200-acre country estate, with plentiful options for learners to take their daily exercise while practicing social distancing.

### **Catering arrangements and break times**

Breakfast and dinner will be served in line with government guidance, with social distancing in place throughout. Meal times will be advised at the start of the course.

Learner lunches may be provided as a lunch box where required, and delivered to the classroom areas.

All hospitality and catering arrangements will comply with the latest government guidelines.

## **Staff and trainer briefings**

Eastwood Park's staff and trainers will be fully briefed on Eastwood Park's COVID-19 policy prior to reopening and/or their return to work and fully informed of the virus, symptoms, necessary hygiene measures (hand-washing etc), social distancing measures and the requirement to self-isolate if symptoms are displayed.

Similarly, they will be briefed on the process to follow should fellow staff, trainers or learners display symptoms while on site.

## **What to do if symptoms of COVID-19 present or a positive test is received**

### If the learner or employee is due to attend Eastwood Park

If any learner or employee is due to attend Eastwood Park, either to attend a course or carry out work, or for any other reason, and they or somebody they have been in close contact with present symptoms of COVID-19 and/or receive a positive test result, they are advised to self-isolate immediately in line with Public Health England (PHE) guidance.

If booked on training with Eastwood Park during the isolation/recovery period, they are requested to contact the Sales Team on +44 (0)1454 262777 or [training@eastwoodpark.co.uk](mailto:training@eastwoodpark.co.uk) as soon as possible, who will be happy to help amend or postpone the booking as required.

Please note, however, that if Eastwood Park does not receive any contact from the customer, they will be liable for any training charges incurred, even if the training does not go ahead, as set out in booking terms & conditions.

Employees should contact their Managers to agree a period of remote working or period of absence.

### If the learner or employee is at Eastwood Park

If any learner or employee presents symptoms of COVID-19 and/or receives a positive test result whilst spending time on site, or discovers they have been in close contact with someone who has, they must isolate themselves in a separate room immediately and notify Reception by dialling '0' internally or externally calling +44 (0)1454 260207.

The individual should then call 111 to seek medical advice and take precautionary measures to limit the spread including using a disposable tissue to cover their mouth/nose whilst coughing or sneezing, avoid touching surfaces as much as possible and returning home whilst limiting contact with others as soon as possible.

The area used by the individual to isolate will then be left vacant for 72 hours before it is deep-cleaned and disinfected. If it is not possible to keep the area closed for this long, for example if the individual spent considerable time in a public area, then it will be deep-cleaned immediately and kept closed until this is done.

Once a test result has been sought, they are requested to contact Eastwood Park with the result so it can inform other learners or staff that the individual may have had close contact with accordingly.

Employees should contact their Managers to agree a period of remote working or period of absence.

If training is taking place in the learner's workplace, they should follow their organisation's own COVID-19 policy and inform their Trainer who will contact Eastwood Park regarding next steps.

#### If the learner or employee has recently visited Eastwood Park

If any learner or employee presents symptoms of COVID-19 and/or receives a positive test, or discovers they have been in close contact with someone who has, up to 14 days after visiting Eastwood Park, they should inform Eastwood Park on +44 (0)1454 262777 or [training@eastwoodpark.co.uk](mailto:training@eastwoodpark.co.uk) as soon as possible.

Eastwood Park will then contact all those they may have come into close contact whilst on site so they can act accordingly.

Employees should contact their Managers to agree a period of remote working or period of absence.

### **Other scenarios**

#### Eastwood Park closes temporarily as a result of COVID-19

In the event Eastwood Park has to close its site due to COVID-19 then it will contact customers in order of date proximity to make alternative arrangements and/or postpone bookings to a later date.

#### The client closes temporarily as a result of COVID-19

If the customer has to close their site due to COVID-19 then Eastwood Park will do its utmost to make alternative arrangements for any on site training booked and/or postpone to a later date.

Please note, however, that if Eastwood Park does not receive any contact from the customer, they will be liable for any training charges incurred, even if the training does not go ahead, as set out in booking terms & conditions.

### **What we ask of our staff and learners**

To prevent the transmission of COVID-19, Eastwood Park asks that anyone who visits the site and/or delivers training at an alternative on site location practices good hygiene and takes the necessary steps to safeguard themselves and those around them as set out in Government guidance and this policy, including

- Not travelling to Eastwood Park if displaying any symptoms of COVID-19 or if they/a close contact has tested positive for COVID-19
- Informing Eastwood Park immediately if any of the above situations occur
- Maintaining a social distance of at least 2m from others at all times, or if not possible, 1m+ mitigations
- Following legal requirements to wear a face covering when moving around the site
- Practicing proper hand-washing with soap and water and/or hand sanitiser
- Avoiding sharing food, equipment and personal hygiene items
- Covering their nose and mouth with tissue when sneezing or coughing
- Disposing of dirty tissues in the bin
- Any other measures as set out in this policy and as directed by Eastwood Park staff and/or the Trainer.

Updated 03 November 2020

This policy and the measures it sets out is subject to change following developments in Government advice and regulations. It will be reviewed on a weekly basis.

If you have any questions on the above, or regarding your upcoming training/ that of your teams, please get in contact and our team will be happy to help.

Call +44 (0)1454 262777 or email [training@eastwoodpark.co.uk](mailto:training@eastwoodpark.co.uk).