

# **NOTTS** Outdoors

## **COVID Promise**

Notts Outdoors understand the uncertainty around the current situation and would like to outline how we are working to keeping everyone safe in all our centres. The information below is to help provide clarity and certainty for groups planning to visit our centres in the UK during this academic year 2020/21.

Our COVID Promise means that if your group cannot travel due to national or local government restrictions, we will make alternative arrangements for your group and as we only invoice for booked events after they have taken place, you can **be reassured that you will not be penalised financially.**

Our promise will apply in the event of:

- National lockdown.
- Local lockdown (at the location of the school or Notts Outdoors centre)
- 'Bubble', year group or whole school closure.

We will guarantee that:

- We will work with you to either change the date/s of your trip, provide an alternative venue or activity and even deliver activities in school.
- If we are not able to arrive at a suitable mutually convenient alternative arrangement, then we will not charge you for activities not delivered.

### **COVID Safe and Secure**

The Notts Outdoors Team under the direction of the County's Outdoor education advisor, have been working tirelessly to ensure sure that we comply with up to date government guidelines and create the safest environment possible for you and your group.

### **What changes can I expect to see in Notts Outdoors centres?**

Summary of changes implemented: -

#### **Social distancing measures**

- Signage
- Screens at reception
- Floor markers
- New arrivals procedures
- Use of PPE
- Revised room layouts

#### **Enhanced hygiene measures**

- Use of hand sanitisers
- Increased hand washing routines
- Additional staff training

#### **Reducing contact**

- Staggered use times for activities, toilets and changing rooms.
- Increased cleaning of communal areas between group use.

- Limiting numbers of groups and 'zoning' areas of use.
- Encouraging participants to bring their own drinks bottles to use for refreshments

### **Arrivals and departures**

- Groups will be met by a member of staff in the car park who will be responsible for ensuring all the relevant information about your visit and how to be 'COVID-Safe' is communicated.
- Your group will be managed to ensure separation from any other groups on-site.
- Party Leaders will be asked to confirm that neither they or any member of their group are displaying any signs or symptoms of COVID-19 infection.
- Our reception office staff will manage the arrival and departure of all visitors. Reception staff will communicate with visitors via a glass screen and will provide guidance in the area in order to reduce the risk of transmission.

### **Minibus transportation**

- Minimise the use of vehicles where possible, both number of and length of journeys.
- Consideration of how participants are grouped together on transport - where possible this should reflect the groupings (e.g. 'bubbles') used in the school or other setting.
- Check with supervising adults that no one is displaying signs or symptoms.
- Use of hand sanitiser when getting on and off transport.
- Additional cleaning of vehicles before and after use of high contact areas.
- Ensuring that boarding and disembarkation is organised.
- Passenger distancing on transport where it is possible.
- Use of face coverings for drivers, adults and secondary age children.
- Where possible and reasonable increase airflow (open windows).
- Groups must not sing on the bus and encouraged to talk quietly to reduce aerial aerosols and droplet creation.

### **Facilities**

- The number of staff and young people permitted in any given area or room at any given time will be managed to ensure social distancing can be maintained in line with current government guidance.
- Hand sanitiser dispensers are situated be at all entrances and must be used by everyone entering and exiting the premises to reduce the risk of transmission.
- Signage placed in prominent areas to remind everyone to maintain social distancing and wash their hands regularly.
- Additional cleaning and sanitising will take place in areas of high congregation and frequent touch points/surfaces such as: door handles / push plates, especially in and around WCs, communal areas, receptions, keypad door locks, entrances to buildings, classrooms and accommodation.
- Appropriate cleaning supplies will be readily available for staff and accompanying adults to enable easy access for 'self-service' cleaning as required.
- One-way flows will be introduced with a separate exit where possible. An adult will supervise the entrance / exits to ensure that social distancing guidance is followed.
- To provide maximum ventilation, entrance and exit doors and windows will be open as much as possible, unless they are designated fire doors.
- Timings for arrivals, use of toilets/ changing rooms will be staggered to reduce the risk of transmission.
- Toilet facilities provided for visitors are single-occupancy only and cleaning materials will be provided to allow 'self-cleaning'.

- Bins will be non-touch for the disposal of PPE, tissues etc.
- Rubbish bags will be disposed of in accordance with Notts Outdoors policy.

### **Our staff**

- Every team member undergoes comprehensive training in washing hands, cleaning, hygiene, social distancing and the use of PPE.
- Staff will wash hands before and after each session and sanitise between tasks where possible.
- Social distancing rules are adhered to at all times. Where this is not possible, such as when administering first aid, a face covering, and gloves will be worn.
- Staff are issued with appropriate PPE and used in accordance with latest government recommendations, including instruction on safe disposal after use.

### **Activities**

- Will be conducted in accordance with the guidance issued by the Governing Bodies of sport and industry sector bodies and following LA guidance.
- We will minimise the need for participants to share equipment.
- We will prevent the sharing of activity-based PPE (or safety equipment) if there is a risk of transmission.
- We have a clearly defined disinfecting/ quarantine routine in place for relevant equipment and cleaning contact surfaces before and after sessions and at pre-set intervals as defined in activity risk assessment.
- Where social distancing cannot be maintained, this will be minimised. Staff will follow government guidance and wear the appropriate protective equipment as required.

### **First Aid and illness**

A comprehensive infection control policy and response plan is in place providing designated facilities to isolate and support participant's and staff should they display symptoms.

### **Accommodation**

- Accommodation facilities will be cleaned and sanitised prior to occupancy in accordance with industry guidelines.
- Any keys required by visiting staff will be sanitised with a disinfectant before arrival.
- Each accommodation facility will be inspected and approved for use by a member of the Senior on-site team.

### **Catering**

- Only one group to be served at any one time.
- Chairs, tables and any other touch points will be sanitised between groups visiting the dining area.
- Cutlery and crockery will be cleaned immediately before being issued to individuals.
- Packed lunches to be eaten outside if prevailing weather conditions allow.
- All condiments to be dispensed by staff with no self-service available and where no reusable bottle is available, sachets will be provided.
- Participants will be encouraged to bring their own drinks bottle containing a drink to the dining area.