

Eastwood Park COVID-19 policy

This policy sets out Eastwood Park's approach to safeguarding guests and staff against the spread of COVID-19 whilst they visit 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 Eastwood Park as a guest or for work

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
- 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 weddings, conferences 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.

All customers booked for weddings, conferences and events were contacted regarding new dates and arrangements for when it is safe to resume – we are reviewing this on a weekly basis.

Reopening and return to work

After a considerable period of closure, Eastwood Park reopened the venue for viewings by appointment only on 13 July 2020. It is also able to facilitate weddings ceremonies of a limited size in line with Government policy.

On the training side of the business, the delivery of courses resumed on 29 June 2020.

This is 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.

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](#)
- [Offices and contact centres](#)
- [Restaurants, pubs, bars and takeaway services](#)
- [The visitor economy](#)
- [Guidance for small marriages and civil partnerships](#)

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.

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.

Face coverings

Face coverings

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

- Staff have the discretion to wear them in their immediate office area.
- All visitors attending for show rounds/site visits will be requested to wear a face covering unless seated at a table for meal service
- A face covering is not required where there is a medical exemption in place.

Location

Being situated on a 200-acre country estate in the Gloucestershire countryside, Eastwood Park has plenty of space welcome visitors by appointment only, 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 essential staff, learners booked onto courses delivered on the training side of the business, essential deliveries and on occasion, a minimal number of approved contractors and visitors only if absolutely necessary.

Around the site

One-way systems

Eastwood Park has implemented a one-way system throughout the indoor areas across the estate to create safe and stress-free movement around the site.

Social distancing

Eastwood Park has undertaken a comprehensive review of its main house, offices and training areas to mark out distances of 2m as per Government guidance.

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.

PPE

If at any stage social distancing is not possible, Eastwood Park has procured the appropriate PPE to allow visitors and staff to protect themselves from the transmission of COVID-19.

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. This has been enhanced ready for a return to business as set out below.

Exclusive access

If attending training at Eastwood Park, where possible, access to training areas will be designated to one training group only for the duration of the course.

Cleanliness & hygiene

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 group to minimise contact between individuals, 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.

The bar will operate as a bottle bar only, with table service only. This will stop serving at 9:45pm in line with Government requirements for a 10pm closure.

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

All bedrooms are en-suite and fully equipped with toilets and shower/bath facilities which are available exclusively for the individual's use for the duration of their stay. At present these are only being used to accommodate key workers on Eastwood Park's training courses.

Bedroom cleaning will take place daily, with staff wearing PPE which will be changed between each bedroom. Rooms will only be cleaned if vacant and only one member of the housekeeping team will work in each room (where possible the same person will clean that area for the whole week).

Outdoor space

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

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.

Catering arrangements and break times

Catering will be delivered as a plated service/takeaway lunch in the area designated to the booking, with social distancing in place throughout.

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 or guests display symptoms while on site.

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

If the guest or employee is due to attend Eastwood Park

If any guest or employee is due to attend Eastwood Park, either for an event or course, to 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 with Eastwood Park during the isolation/recovery period, they are requested to contact the Reception on +44 (0)1454 260207 or reception@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 charges incurred, even if the event 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 guest or employee is at Eastwood Park

If any guest 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 guests 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 the guest or employee has recently visited Eastwood Park

If any guests 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 260207 or reception@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.

What we ask of our staff and guests

To prevent the transmission of COVID-19, Eastwood Park asks that anyone who visit the site and/or training at 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

- Maintaining a social distance of at least 2m from others at all times
- Following legal requirements to wear a face covering when moving around the site
- Practicing proper hand-washing with soap and water and 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

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 260207 or email reception@eastwoodpark.co.uk