

## 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.

In December 2020 the UK government began its extensive vaccination programme to the most vulnerable and those working in key sectors.

More recently, new variants have also been identified.

The most common symptoms of COVID-19 remain as follows:

- **a high temperature**
- **a new, continuous cough**
- **a loss or change to your sense of smell or taste**

Reference: NHS <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

### Help control the virus

To protect yourself and others, you must:

- wash hands
- cover face
- make space - stay at least 2 metres away from people not in your household

If you have any of the main symptoms of coronavirus:

- Get a test to check as soon as possible.
- You and anyone you live with should stay at home and not have visitors until you get your test result – only leave your home to have a test.

### Steps taken by Eastwood Park so far

As the spread of the virus accelerated across the UK, on 22 March 2020 Eastwood Park postponed all planned events and training and closed 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 regularly in line with Government guidance.

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.

As of 02 December 2020, Eastwood Park's local authority of South Gloucestershire was placed under tier 3 restrictions. Non-essential events at Eastwood Park, including weddings and show rounds were postponed, however, essential training for key workers was able to continue.

In January 2021 the level of coronavirus cases in hospitals was rising significantly and reports of new variants that were more transmissible being reported. Consequently, the difficult decision was taken to once again temporarily and voluntarily suspend face-to-face training at Eastwood Park’s training centre in support of the national lockdown. The business remained open to continue to provide a service to its customers with essential onsite and online training where urgent and appropriate.

Eastwood Park resumed practical face-to-face training once again with effect from w/c 15 February 2021 (open for pre-nights 14 Feb 21), following the investment in lateral flow testing.

Weddings, social events and show rounds did not go ahead at this time.

### **From week commencing 12 April 2021**

From 12 April 2021, Eastwood Park resumed show rounds for weddings and business events in-line with Government guidance.

## **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.

## **Customer declaration**

All visitors to the site will be asked to provide evidence of a negative COVID-19 test (taken within 48 hours of arrival) or to undertake a test as soon as they arrive on site. Lateral flow tests are freely available to all in England from designated pick-up points or by post. If this is not possible, a designated testing area is available when you arrive at Eastwood Park.

Eastwood Park will be unable to accommodate anyone who does not comply with the above and visitors will be asked to leave the premises as soon as practicably possible.

## Track and trace

Eastwood Park is legally required to collect the details upon arrival of all visitors to the site 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.

## Lateral flow testing and temperature checks

On arrival all visitors – learners, trainers, contractors, others and staff - will be asked for evidence of a negative COVID-19 test (PCR or lateral, taken within 48 hours) or be asked to undertake a lateral flow test.

Anyone staying off site and returning to attend a training course or to work on site for a full week will be asked to complete two tests - on arrival and part-way through the week.

In addition to lateral flow testing all visitors to site and staff will have their temperature taken every morning for the duration of their stay/visit.

Anyone failing to comply with the above will be asked to make arrangements to leave the site as soon as possible.

If the individual displays symptoms, presents a positive lateral flow test or displays a temperature >37.5 on arrival suitable arrangements will be made and designated rooms will be allocated for these purposes.

Any records that are retained will be kept in line with GDPR and the temperature will only be recorded if action has to be taken.

## PPE & 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.

- All visitors attending for show rounds/site visits will be required to wear a face covering
- The only exception to the above is where there is a medical exemption in place
- It is a legal requirement for staff to comply with the latest government guidance on face coverings. <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

## **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.

## **Cleanliness & hygiene**

### Training / office areas

All 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.

### Shared areas

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

Water dispensers will be sanitised regularly.

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

In line with latest government guidelines, all communal areas, including the games room and gym remain closed.

### 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.

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 following the latest government restrictions.

### **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 are fully briefed on Eastwood Park's COVID-19 policy 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.

### **Due to attend training – what to do if COVID symptoms present or a positive test is received or you are required to isolate**

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

If booked on training with Eastwood Park during the isolation/recovery period, learners 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 transfer your booking to the next available date.

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 training does not go ahead, as set out in booking terms & conditions.

#### If you display symptoms while on site

Immediately inform the trainer, line manager or other point of contact on site.

The individual should 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.

## **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 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
- Practising 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.

This policy and the measures set out are subject to change following developments in government advice and regulations and are regularly reviewed.

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](mailto:reception@eastwoodpark.co.uk)