

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.

Track and trace

Eastwood Park is no longer legally required to collect the details upon arrival of all visitors to the site as part of the track & trace scheme, however we strongly suggest that staff and visitors use the QR code on display at entrance points for scanning with the official NHS COVID-19 app. We recommend that NHS COVID-19 app QR code should be scanned daily.

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

Lateral flow testing

We encourage all to maintain a regular self-testing regime, with an expectation that all those attending site will have tested negative beforehand, while free testing remains widely available.

Face coverings

We expect the wearing of face coverings in all communal areas such as corridors and shared spaces, especially when moving around the site and in close contact with others.

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 / Office areas

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

Shared areas

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

Water dispensers will be sanitised regularly.

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.

Occupied rooms are serviced daily 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 service by informing Reception.

The rooms are fully serviced prior to use/ guest occupation.

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

Catering arrangements

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

Due to stay at Eastwood Park– what to do if COVID symptoms present or a positive test is received or you are required to isolate

If due to stay at Eastwood Park during the isolation/recovery period, guests are requested to contact the Reception Team as soon as possible.

Please note, however, that if Eastwood Park does not receive any contact from the customer, they will be liable for any charges incurred, 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.

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.

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 closecontact has tested positive for COVID-19
- Informing Eastwood Park immediately if any of the above situations occur
- Practising proper hand-washing with soap and water and/or hand sanitiser
- 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 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