



Covid -19 Safety Plan

This document is intended to support you in demonstrating how your organisation will keep staff and users safe during the re-opening of sites following closure from Covid-19. The questions below are posed in a manner that allows you to share this document with your employees and/or users - should you wish or should they request more details on what you are doing in response to Covid-19.

This template provides you the ability to detail the actions you will take to implement and maintain the measures required for re-opening. It is recommended to keep this document up to date, due to possibility of changes in Government guidance and regulations. For further information visit <https://www.ukactive.com/covid-19>

Date For Review: July 2020

Company details

Organisation name:	Clip 'n Climb Brackley Ltd
Site name:	Clip 'n Climb Bicester
General Manager name:	Keely Weir
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Question	Describe What You Will Do	Who is Responsible
How will you manage the risks of re-opening your facility following phase 3 of the Governments reopening?	<p>(Consider workforce, rosters, hygiene requirements, maintenance and ventilation systems)</p> <ul style="list-style-type: none"> • Where possible staff will be put into work teams. • Staff numbers reduce. • Admin tasks – such as payroll and accounts will be completed off site by a member of staff working from home. All other admin tasks will be reviewed as to whether they can be completed by a member of staff working from home. 	Company Directors
How will you ensure that all staff are able to keep themselves safe from exposure to COVID-19?	<p>(Consider: providing guidance, regular reviews, employer and employee representative routine meetings)</p> <ul style="list-style-type: none"> • Staff are informed of the signs and symptoms and expectations in relation to this in their re-induction pack. Details of signs and symptoms are also available on the website and displayed at the entrance to the Centre. • Staff and customers will be asked both before and on arrival at the Centre to confirm whether they, immediate family members or anyone they have been in contact with in the previous 5 days have any of the recognised symptoms of Covid-19. If the answer is "yes" then they will be asked not to visit the Centre. 	Company Directors

	<ul style="list-style-type: none"> • Staff and customers will also be required to have their temperature checked on arrival, anyone with a temperature of 38° or above will be asked to leave. • Staff are provided with appropriate PPE for the tasks they need to do, this includes, visors, masks, disposable gloves and aprons. • Appropriate social distancing measures are in place to protect staff e.g. sneeze screens, one-way system • Where possible, staff will work in set teams, they will work in no more than two set positions for a shift to reduce the risk of spread of contamination rather than changing between roles. • Staff need to bring a spare pair of bottoms with them, in case they need to change having completed close contact first aid or a rescue (T-shirts will be supplied) • Staff re-induction in relation to covid-19 in place to ensure staff are fully trained in new operations and confident in the reasoning. • Staff will be asked to complete an online survey each week to identify their response and feelings to how they are being kept safe. • At staff monthly training sessions, any issues from the survey will be addresses. • Stop the virus will become part of all staff members performance management to ensure that they are taking the importance of their and others safety seriously. 	
<p>How will you ensure your staffs' wellness and to ensure they are safe and well to work?</p>	<p>(Consider: daily check on staffs' health and wellbeing, how will this be carried out? And following up with unwell staff members)</p> <ul style="list-style-type: none"> • Staff have been contacted to see if they will be able to return to work in July, when we plan to open, or if they or a member of their household is shielded. • Staff are being kept up to date with policies and procedures through Zoom meetings and emails. This is a two-way communication process, so as well as informing staff, we are giving them the opportunity to ask questions so that they are consulted in this process and their ideas and concerns are considered. This will ensure staff are informed and ready to return to work. • Staff have been offered the opportunity to talk about any anxieties in relation to returning to work and offered access to a number of online services shared with us by Cherwell District Council. • If we notice that a staff member is showing signs of anxiety or stress we will address this head on, as we acknowledge this is a stressful time for many. We will use the support links in place from Cherwell District Council to help staff through this time. • Staff are asked to inform the General Manager if they, immediate family members or anyone they have been in contact with in the previous 5 days have any of the recognised symptoms of Covid-19. The government guidance on self-isolation should 	<p><i>Company Directors</i></p>

	<p>then be followed and that individual will be unable to work for the period of time of the isolation.</p> <ul style="list-style-type: none"> • Staff are required to have their temperature checked on arrival, anyone with a temperature of 38° or above will be asked to leave. • Staff are reminded that keeping well hydrated and eating a healthy diet as this is beneficial to both physical and mental health. Regular exercise and fresh air is also beneficial and recommended. • If a member of staff is sent home with suspected Covid-19 they will be asked to have a test and let the General Manager know the result. If the result is negative they can return to work. If the result is positive they need to self-isolate, informing the General Manager when they will be available to work again. The general manager will make contact two days prior to return date to check on the staff member's health. 	
<p>How will you operate your business to ensure staff and members/customers are kept safe from exposure to Covid-19?</p>	<p>(Consider: workforce numbers required, can ways of working be adapted? ensuring safe distances, training requirements, PPE requirements)</p> <ul style="list-style-type: none"> • The capacity of the building has been reduced to 80 people, this means a reduction in customer numbers and staff numbers. • To minimize the number of people customers are coming into contact with, we are running non overlapping sessions. • We have gone cashless so that all payments are made online or via card payment and there is no handling of cash. • The building has been adapted to include sneeze screens at the café and reception. a one-way system has been put in place. • Social distancing is advised and encouraged by staff. • Increased cleaning regime including one day closed to allow for a thorough building clean. • 10 sanitising points have been placed around the building for hands and there is a disinfectant mat for climbers to walk over when entering the arena to ensure that their footwear is clean. • Customers will need to book online or over the phone but not in person. • Customers need to complete an online waiver; this waiver includes information on their health in relation to Covid-19. • Customers will be expected to wait outside until they are welcomed in, a family group at a time, for their session. • Customers will have their temperature checked on arrival, anyone with a temperature of 38° or above will be turned away and asked to rebook their climb for 3 or more weeks' time. • Customers will be asked to supply details so we can contact them if we are informed of someone within their session having Covid-19. 	<p><i>Company Directors</i></p>

- Customers will be asked to sanitise their hands before progressing into the building.
- Due to size and social distancing demands, the briefing room has been located to a larger room, where markers are positioned so customers keep to the social distancing requirements.
- Customers will fill the briefing room from rear right, to front left and exit in reverse to stop keep a safe distance.
- For harnessing up- Staff need to put on their PPE (face mask, visor and gloves. Customers will be asked to clasp their hands together whilst harnessing them up.
- For practise climbs, ask customers to go into the arena and stand at the bottom of a wall – staff will go to the climber one at a time, to save people gathering around one or two walls.
- Climbers need to move around the arena in a clockwise direction.
- Climbers need to step right when they come off a wall.
- Where walls are near to each other, walls will be intermittently open to allow for social distancing.
- Climbers need to be mindful of social distancing at all heights.
- At the end of their session, climbers are to stand at their final climb and a staff member, wearing PPE (mask, visor, gloves) will come to the climber to remove their harness- starting at the climber nearest the exit.
- Climbers will sanitise their hands and exit the arena.
- Verbal direction and enforcement is the main approach for all rescues.
- Unless a climber is in immediate danger, staff should keep in mind that time and gravity are on your side- so verbal reassurance and instructions are your main tool.
- If staff climb to rescue a climber, where time allows – they should ensure a face mask and shield is worn, as well as gloves.
- If physical contact is made between a staff members body and that of the climber, staff will need to change their clothes and put them in the wash. (staff are asked to bring spare bottoms to work – a spare T-shirt will be provided)
- If staff are unable to put on PPE due to the need for an immediate rescue, they are required to seek appropriate medical advice.
- First aid is the first and immediate assistance given to any person suffering from either a minor or serious illness or injury, this assistance can be given through physical or verbal support.
- If a person is capable, or they are with a family member who can help them: cuts, bruises, sprains, strains, burns and grazes can be carried out by the individual or their family member under the

	<p>instruction and observation of the first aider, who will also need to supply the appropriate equipment.</p> <ul style="list-style-type: none"> • Equipment being supplied by the first aider needs to be put down for the individual or family member to pick up so that social distancing is kept. • If a person is having a fit, has lost consciousness or requires CPR, this must be carried out by the first aider. As part of assessing the risk, the first aider must put on appropriate PPE for under 1m distancing; goggles/face shield, face mask, gloves. • In line with the guidance from Resuscitation Council UK CPR is compressions only and the injured persons face should be loosely covered with a triangular bandage. • Where possible, only one first aider should carryout close contact first aid, other staff members can count and support from a safe distance. • If prolonged physical contact is made between staff and that of the casualty, the staff member will need to change their clothes and put them in the wash. • If for any reason, staff are unable to put on PPE, they are asked to seek appropriate medical advice. • When completing the first aid form it is important to list the company qualified first aider as the first aider, but include how the first aid was carried out e.g. instructed parent to... • After treatment, the first aid box and equipment used e.g. scissors, need disinfecting. 	
<p>How will your organisation manage exposure or suspected exposure to Covid-19?</p>	<p>(Consider: enforcing self-isolation procedures, workplace contact tracing information and strict cleaning procedures outlined by Public Health England.)</p> <ul style="list-style-type: none"> • Customers and staff who were in on the same session will be contacted directly by phone in first attempt and email in second attempt. • If the Centre is contacted about an onsite case of Covid-19. The Centre will close immediately and remain closed for the following day to allow for a full site clean. • The whole staff team will be made aware of the Covid-19 attendance at the Centre and asked to be aware of possible symptoms. • If any staff member has Covid-19; or a customer showed signs of Covid-19 infection whilst at the Clip 'n Climb Centre (taking part in or spectating the activity); or we are contacted by the government Track and Trace scheme to inform us of a customer that has tested positive for coronavirus we will inform customers for the following 3 days that this has happened and what steps have been taken to reduce risk, including closing for a day for deep clean. • Any contact from track and trace will be passed to a director. No information is to be passed by staff. 	<p><i>Company Directors</i></p>

How will you monitor your work processes and risk controls to be effective?

(Consider: adapting plans and processes to accommodate your business, ensure staff are raising concerns/solutions effectively)

- The General Manager must check .gov each day prior to opening to confirm that the regulations have not changed. If any regulations have changed then a director must be informed and they will decide if the Centre is still compliant or must close.
- Daily monitoring of customer feedback. (Duty manager update Micro soft note back table at the end of the shift. The feedback will be reviewed and actioned if applicable or precluded following a health and safety review.
- Staff weekly google survey.
- Monitoring of existing processes e.g. first form audit.
- Weekly review of the briefing room, reception, cafe and Centre manager checklist to ensure consistency and achievability.

How do any of the changes to the way in which you operate impact on the work you do?

(Consider: will new work practices affect current risk management, is there a higher risk to staff/members/customers due to changes in staff numbers?)

- There is no increased risk by the reduced staff numbers as these are still at the same ratio.
- The highest risk task is harnessing and de-harnessing, the risk has been minimized through PPE and low contact time.
- Cleaning is more frequent
- Staff have less interaction with young climbers.
- Parents/guardians maybe used to assist in first aid to reduce contact.
- Staff will be allocated a maximum of two work areas for the whole shift, this may have an impact of fatigue which will be monitored by the duty manager and will be addressed through shorter shifts and rotation incorporating lunch breaks.
- Staff having less interactions with colleagues managed through daily briefing and duty manager contact.
- Incorporating new areas of the Centre into the climbing experience. New signage and smaller group numbers will manage this.

Company Directors

Notes: