

Entrust Outdoors

COVID-19 Secure Frequently Asked Questions

Due to the ongoing situation around COVID-19, where guidance is periodically being reviewed and updated, we have produced this 'frequently asked questions' document to support visiting staff and parents to understand how it is that we at Entrust Outdoors are operating during this time.

Q: Is Entrust Outdoors open for business?

A: Yes, all aspects are operating under COVID-19 secure conditions

Q: How can I be sure that my child will be safe?

A: We have taken all reasonable steps to make our sites, facilities, and activities as safe as possible in order to protect all who visit us from the risks associated with COVID-19. We take our lead from the guidance issued by the UK Government, Department for Education, and sector guidance, which we will continue to monitor, updating our practice in line with any new or updated advice issued. All our premises have been thoroughly risk assessed and preventative measures and actions implemented to help make them as COVID-19 Secure as possible, with guidance and support provided from key teams from within Capita and the health and safety team of Staffordshire County Council.

Q: Are Entrust Employees being regularly testing for COVID-19?

A: We are encouraging and supporting all our staff to take part in regular COVID-19 testing.

Q: How will the centres manage social distancing and remain COVID-19 secure?

A: Social distancing arrangements have been put in place throughout our operations, where we will actively engage all guests and staff around the importance of maintaining safe social distance. Anyone visiting our sites will see posters and other visual prompts, use of one-way systems and other measures that encourage good social distancing behaviours.

- Activities completed during a visit to us have all been assessed and the risks from COVID-19 transmission during the activity have been considered, with suitable controls implemented to maintain social distancing. At present we only operate activities which are permissible under current UK Government guidance and in line with any relevant National Governing Bodies. Activity equipment will be cleaned appropriately between uses.
- Across the wider centre functional spaces, such as shower rooms and dining spaces we have separate and staggered times to reduce numbers, and we have created more covered outdoor spaces such as marquees and tents to help manage groupings during non-activity periods.
- Operations that take place outside Entrust settings which are permissible under current UK Government guidance and in line with any relevant National Governing Bodies have all been assessed and the risks from COVID-19 transmission during the activity have been considered and will follow specific setting guidance.

- Where relevant, any sleeping accommodation will be configured to maintain required distances, ensuring that each person will have their own personal space and place to safely keep their belongings once UK Government allows residential visits.

Q: What additional cleaning arrangements are there in place?

A: We have enhanced cleaning arrangements across the sites to ensure that all washrooms, toilets, kitchen areas, frequent touch points, such as door handles and keypads are cleaned more frequently.

Q: Will you provide soap and sanitiser to allow for good hand hygiene practice?

A: There will be regularly stocked supplies of soap in all washrooms, with plenty of hot water and hand towels. At key points around the site e.g. dining areas etc, there are hand sanitiser stations.

Q: Will there be other groups on site? How will you manage this to protect against transmission risk?

A: There may be other groups on site at the time of your booking. All groups on site will be following the same practices and guidance as detailed in the site induction at the start of the visit.

Q: How will you ensure the protective grouping arrangements we have at school are maintained at the centres?

A: We will work with visiting schools and any protective groupings or 'bubbles' they have in place in their settings to effectively maintain these arrangements during their time with us. Our activities are managed supporting protective groupings that are in place and adherence to current social distancing requirements.

Q: How will you manage if there are visitors to site such as deliveries or work contractors?

A: No visitors will be permitted on site unless there has been prior notification and agreement with centre management. Any agreed visits will be managed effectively to ensure safe distancing and follow principles of non-contact.

Q: What happens if someone on site starts to display symptoms of COVID-19?

A: All visitors and centre staff are required to confirm they do not have any of the COVID-19 symptoms before entering the site. Should any visitor or member of Entrust staff display symptoms of COVID-19 they will immediately be isolated in a secure location, where they will be supported by centre and visiting supervisory staff (supplied with appropriate PPE) whilst any necessary arrangements are made.

Q: What if I have further questions?

A: Please visit the Entrust website or contact your visit organiser.