

## **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 at our centres during this time.

**Q: Are the Entrust Outdoor Centres open?**

**A:** Yes, currently our Laches Wood, Standon Bowers and Shugborough centres are open

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

**A:** We can never guarantee that anyone is safe at all times but we can assure you that 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, 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: 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.

- Where relevant, any sleeping accommodation has been configured to maintain required distances, ensuring that each person will have their own personal space and place to safely keep their belongings.
- 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.

**Q: What additional cleaning arrangements are there in place?**

**A:** We have increased our 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, there will be 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: Will I be able to visit the site beforehand?**

**A:** At present we are not engaging any customers in pre-visits unless it is identified and agreed there is a clear health, safety and wellbeing requirement to do so. For any parents/ carers required to visit the site to either drop-off or collect a child, we ask that parents remain in their cars whilst school staff escort any child in or out of the centre.

**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: Can you provide copies of your risk assessments?**

**A:** We use risk assessments as a tool to manage identified risk to an acceptable level, whilst balancing the benefits and learning outcomes of the activity. Operating procedures are used to plan the way that an activity will be operated, implementing any control measures to help manage the risk.

We don't publish our risk assessments or operating procedures for a number of reasons, namely to help protect our clients from legal repercussions if an incident were to occur - the risk assessment contains technical terms and acronyms which are specific to outdoor education and may not be fully understandable to all, and to help reduce the need for excess paperwork for our clients and ourselves.

The Learning Outside of the Classroom quality badge is an assurance that we have been regularly inspected by an independent inspector of appropriate experience, qualifications and standing and meet high standards in safety and quality of outdoor activity provision.