

The representative body of the parks industry including caravans, chalets, lodges, park homes, tents, glamping and all types of self-catering accommodation.



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Coronavirus (COVID-19)

Health and safety considerations for holiday, touring park and campsite operations in the COVID-19 environment

*With very grateful thanks to BH&HPA National Adviser
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10 June 2020

*Whilst every care has been taken in compiling this guidance, only the Courts
and Tribunals can authoritatively interpret the law.*



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Member, European Federation
of Campsite Organisations
& Holiday Park Associations

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HEALTH AND SAFETY CONSIDERATIONS FOR HOLIDAY, TOURING PARK AND CAMPSITE OPERATIONS IN THE COVID-19 ENVIRONMENT

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FOREWORD

The following guidance applies the Government advice for businesses operating in the Coronavirus environment to holiday, touring park and campsite operations.

The Government guidance is clear in each of their business guides (see [here](#)) saying, *'When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. The exception is clinical settings, like a hospital ...'*

Please do not spend money on facemasks; however, the equipment you will probably need depending on the nature of your park includes hand sanitiser, disposable aprons, disposable gloves, disposable cloths and disposable mopheads, as well as yellow bin bags.

The quotation above also points to the essential elements of what park business needs to achieve:

1. Social distancing
2. Hygiene

Social distancing - Currently, this means keeping people 2m apart (although you will have seen the media coverage of the lobby to reduce this to 1m, as is the case across the Continent).

This means managing flows of people on the park and applying common sense to reduce any pinch points. This could be:

- managing time (e.g. appointments with customers so they don't all arrive at once) or
- managing space (e.g. managing queues such as we have all seen at the supermarket)
- informing and reminding people to keep their distance.

Also, anything that can be done, should be done **outside** where risks are reduced so perhaps a marquee or gazebo for customer check-in, and of course, contactless payment (so e.g. can customers pay online before they arrive?).

Hygiene - Government had already published guidance on more frequent and more thorough cleaning which is necessary: [here](#). As ever, your cleaning team are amongst the most important people working in your business.

Hygiene is also related to allowing customers and staff the opportunity to clean their hands frequently – either with hand sanitiser or simply, with soap and water.

You don't need expensive kit, but you will most probably need hand sanitiser easily available to all including at all entrances (and a means to ensure it isn't stolen!).

So, these are the principles to be thinking about.

The law requires a Risk Assessment is undertaken by the business, so Appendix 2 provides templates to guide your Risk Assessments as you consider all reasonable steps to manage the COVID-19 hazards on your park/s. These have been uploaded to the BH&HPA Risk Assessment Tool to support members in your work.

In all your work, please be sensitive to the concerns of your local community, as well as those of your customers and the team.

BH&HPA will continue to support you, updating this guidance and the Risk Assessment Tool and responding to members' telephone and email enquiries.

Ros Pritchard OBE, BH&HPA Director General
10 June 2020

GENERAL CONSIDERATIONS FOR HOLIDAY, TOURING PARKS and CAMPSITES

1. ***This document provides guidance and holiday and touring parks as well as campsites to review, to prepare and then to reopen, ensuring as far as is reasonably practical the safety of team members, customers, visitors and local communities.***
2. ***The guidance includes facilities that may not yet be allowed to open by law; if that is the case you may prepare but must not open until the law changes.***
3. ***Not all areas of park operation are included in this guidance; when appropriate, Risk Assessments and procedures for safe ways of working will need to be carried out prior to opening of any facility.***

LAW AND GUIDANCE

4. The guidance seeks to provide a practical explanation of the legal requirements in particular:
 - Health and Safety at Work etc Act 1974
 - Control of Substances Hazardous to Health 2002
 - Management of Health and Safety at Work Regulations 1999
5. Government coronavirus (COVID-19) latest information and advice is provided:
[UK and England](#)
[Northern Ireland](#)
[Scotland](#)
[Wales](#)
6. There is a comprehensive list including links to Government guidance in Appendix 1.
7. ***Guidance is constantly being updated: the links in this document may be superseded so please ensure the guidance to which you refer is the most up to date.***

PRINCIPLES

8. The approach will at all stages:
 - take a risk-based approach consistent with health and safety law and coronavirus legislation.
 - observe hygiene and cleaning procedures
 - observe social distancing procedures following government guidance

PROCESS

9. **Carry out a Risk Assessment for coronavirus (COVID-19):**

- a legal requirement, carrying out a Risk Assessment and preparing procedures for safe ways of working will provide the framework for the necessary measures to be taken on the park
- model Risk Assessment templates are provided in **Appendix 2** to help carry out the process. These have been uploaded to the **BH&HPA Risk Assessment Tool**.
- consult with staff at the park and union representatives (if any) as you work to produce your Risk Assessment
- share the results of the Risk Assessment with your team
- it will be possible to identify any potential relaxation of measures through the Risk Assessment, as hopefully we emerge from the pandemic.

10. The Health and Safety Executive's guidance on working safely during the coronavirus outbreak can be found [here](#).

11. ***For BH&HPA members, the COVID-19 Risk Assessment templates have been added to the Risk Assessment Tool on www.bhhcpa.org.uk; they can be completed electronically, saved and printed as well as updated as necessary.***

12. ***Document your Risk Assessment and procedures, keeping an electronic or paper record of the steps you take.***

13. You should confirm your work to comply with government guidance on managing the risk of COVID-19 by completing and displaying the poster on this link:

<https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure.pdf>

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

GOVERNMENT ADVICE FOR ANYONE IN ANY SETTING TO FOLLOW

<https://www.gov.uk/coronavirus>

14. Stay alert

- We can all help control the virus if we all stay alert. This means you must:
 - stay at home as much as possible
 - work from home if you can
 - limit contact with other people
 - keep your distance if you go out (2 metres apart where possible)
 - wash your hands regularly
- Do not leave home if you or anyone in your household has symptoms.

Corvid-19 Government guidance for the public

- The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia). If you have these symptoms, however mild, stay at home and do not leave your house for at least 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
- Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
- To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands using soap and water or use a hand sanitising gel.
- Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people

15. ***NOTE: Government advice may change; for example, the current recommended 'social distance' is 2m but it could change.***

CONSIDERING THE LOCAL COMMUNITY

16. Governments' permission to reopen parks will be widely publicised. Therefore, you should be prepared to answer all enquiries with well-founded reassurance about the measures you are taking to ensure the safety of customers, the staff team and those in the local community.
17. Parks responded promptly to the calls for a lockdown and complied immediately when measures were announced by Government to protect the NHS and save lives. That safety motivation continues to drive your work to reopen in a measured way as customers return.
18. You should explain your actions to ensure the safety of all park users including:
 - compliance with health and safety legislation which underpins all your actions
 - compliance with government advice and guidance
 - robust cleaning and hygiene procedures
 - carefully thought-out social distancing protocols
 - information to customers about how to stay safe, stay alert and consider others with repeated visual reminders
 - contingency plans in place should anyone on the park be suspected of having coronavirus.
19. ***Prepared in advanced, you will readily be able to respond to all reasonable enquiries.***

TEAM MEMBERS' HEALTH AND WELLNESS

20. The following guidance should be reviewed and measures implemented prior to staff team members' return to work. Make the team aware of the steps you are taking to ensure they will be as safe as possible on their return.

CONSIDERATIONS FOR ALL STAFF	
Management	
A nominated manager (and deputy - according to park size) or the park owner	Should have a thorough knowledge of COVID-19 to make informed decisions allocate tasks (as follows) and check that measures are implemented
Communication	
Contact team members Provide an opportunity for them to voice personal issues that may be of concern, including their concerns about health/ social contacts etc	Without face to face contact where possible: <ul style="list-style-type: none"> • email • online meetings AND on a one to one basis if at all possible: <ul style="list-style-type: none"> • Facetime, WhatsApp, Zoom (or similar) • telephone
Physical health	
All staff	Ask all staff to confirm they are free of coronavirus symptoms before return to work
Staff member: <ul style="list-style-type: none"> • shielded • vulnerable • caring for a vulnerable person • with coronavirus symptoms • living with anyone displaying symptoms 	Cannot return to work
All staff	Staff rotas should be organised so that they work together in the same teams where practicable. <ul style="list-style-type: none"> • issue individual advice/ instructions as necessary (paperless) • in all staff areas display clear messages about social distancing (here). There are many examples of commercially available posters and stickers. • Best practice guidance posters: <ul style="list-style-type: none"> How to hand wash (poster) here How to hand rub (poster) here • Remind staff and reinforce hygiene and social distance measures regularly
PPE	<ul style="list-style-type: none"> • supplies of hand/gel sanitiser • gloves and aprons • cleaning materials/equipment <p><i>There may be supply issues so this should be addressed as soon as possible</i></p>
Mental health and wellbeing	
Support for all staff team members' mental health	Guidance is available in Appendix 3 and particular attention is drawn to the advice available through mind.org.uk and anxietyuk.org.uk
Training	
Communicate the key risks of coronavirus, hygiene and social distancing measures.	Sources of government advice are listed in Appendix 1 and Appendix 4
HSE advice	The HSE advice " Talking with your workers " about coronavirus explains how you can talk to your workers about:

	<ul style="list-style-type: none"> preventing coronavirus in your workplace reducing the risks from coronavirus.
Staff becoming unwell	<p>Make a plan:</p> <ul style="list-style-type: none"> if staff become ill, such as with a continuous cough, they should go home for information use NHS 111 website in case of emergency such as breathing difficulties dial 999 as soon as possible, use disposable gloves and apron to clean and disinfect any touch points that may have been contaminated by the infected person.

Use of vehicles on the park	
A vehicle is a workspace where social distancing is not possible	<ul style="list-style-type: none"> where possible team members should travel in separate vehicles to any location and then maintain social distancing if there is no other option and team members have to share a vehicle, they should share with the same person(s) each day involving the minimum number of people on any journey face coverings may be worn; they may provide some protection for others they come into close contact with. the vehicle should be well ventilated (keeping the windows open) and occupants should face away from each other (if possible) to help to reduce the risk of transmission vehicles should be disinfected regularly using gloves and standard cleaning products. Door handles and other areas that passengers may touch must be disinfected after use.
Insurance	Team members using their own vehicles at work must check their insurance covers 'business use' (for example between parks) as well as the commute to their place of work

Equipment	
Office equipment, kitchen items, tools, and machinery	<ul style="list-style-type: none"> as far as practical, equipment should not be shared if shared must be cleaned between users suggest staff bring in their own meals/snacks, crockery and cutlery
Team meetings, formal or informal	
Meetings, staff breaks	<ul style="list-style-type: none"> social distancing measures in place throughout breaks from work can be staggered to minimise opportunities for contact tables etc. should be cleaned after use smoking/ vaping areas should be arranged and used following social distancing guidelines
Offices	
Administration areas, reception procedures	<p>To be arranged to allow social distance Communications should be electronic wherever possible for example:</p> <ul style="list-style-type: none"> 'clocking in' arrangements distribution of work instructions/ schedules

Maintenance Team	
Safety	In situations that are high risk, e.g. sewage treatment plants, team members should not work alone, but still follow social distancing.
Rest/ break arrangements	Allocate alternative rest break areas, if necessary, to achieve social distance. For example, within a central facility that is not being used

Hand hygiene	<ul style="list-style-type: none"> • in all areas provide hand washing facilities and/or adequate supplies of hand sanitiser with at least 60% alcohol content • provide disposable wipes (or paper roll and sanitising spray) to clean hand contact points on shared equipment e.g. handles on handheld tools, steering wheels • surfaces should be cleaned after each use
Essential maintenance work to the accommodation or on the pitch	<p>Where necessary:</p> <ul style="list-style-type: none"> • take supplies of PPE and cleaning essentials which may include: hand sanitiser, hand soap, clean water surface cleaner, coveralls, boot/shoe covers, secure waste bin. • explain to guests the procedures they use to clean and ensure social distance • ask if anyone in the accommodation has coronavirus symptoms (they should not work where coronavirus is present) • where possible work in a unit that has been vacated by guests • if the guests cannot leave then ask them to move to another room • ensure social distance is maintained throughout and all touch surfaces cleaned after contact (inside and outside the accommodation)

Team Communications	
Instructions, work plans	Oral, electronic and via notices
Information	Regularly remind team members of the basic hygiene and social distance requirements

21. Government guidance on working safely in other people's homes is [here](#); there is more [here](#) and further links at Appendix 1.

COMMUNICATING WITH PRIVATE OWNERS OF HOLIDAY ACCOMMODATION AT THE PARK

Privately-owned holiday caravans, lodges, seasonal tourers, chalets etc.

22. Contacting private owners before their return to the park offers an opportunity to explain your work to ensure the park is in tip-top order and fully prepared for their return. Photos or video may offer added reassurance.
23. Your website is the perfect place to offer comprehensive up-to-date information about:
 - what to expect at the park
 - improvements you have carried out in their absence
 - facilities that will be open or closed
 - the availability of local shops or facilities.
24. Before owners return to the park, the rules to be applied across the park must be explained to them in writing. It must be clear that these conditions must be met to allow the park to reopen safely. They should not travel to the park if they, or anyone in their household, have COVID-19 symptoms.
25. You may wish to consider following the procedure (in your Licence Agreement with the caravan owner) to establish fresh park rules.
26. You should be courteous, and above all clear, explaining that all park users will be required to follow the rules and park teams will be asked to ensure the new rules are being followed. Failure to comply with your fair and reasonable park rules may be a breach of the customer's agreement with the park.
27. A short home-made video to explain arrival at the park may be well-received. It should explain any new arrangements and offers an opportunity to show the park at its best, ready to receive private owners.
28. ***You should ask everyone to show consideration, please, for your local community.***
29. ***Urge everyone to respect social distance in all contacts outside the park.***
30. ***Local relationships are important to us all and some are understandably apprehensive about the potential impacts of returning visitors; they will need reassurance demonstrated by your thoughtfulness.***
31. Prepare a user-friendly, accessible guide to explain the ground rules.
32. The following list is not exhaustive or mandatory but offers suggestions and you should take account of changes in the law:
 - arrival (and departure) instructions – to include contacting the park reception; this could simply be by phone
 - the caravan should only be used by members of the same group
 - no social gathering with friends
 - (perhaps) no central facilities will be available/ open
 - no visitors will be allowed access to the park
 - a reminder that 'holiday use only' conditions continue to apply
 - if presently allowed under the terms of the licence agreement, perhaps holiday caravans/ lodges may not be sublet unless or until national legislation permits holidays
 - social distance to be maintained at all times from other owners
 - social distance to be maintained at all times from park team members and all visitors to the park

- one-way systems may operate in some areas of the park to ensure social distancing can be complied with on narrow paths or cycle routes and at pinch points; areas to consider may include beach access, cliff paths etc.
- their obligation to report symptoms of feeling unwell to specific park 'coronavirus telephone number'
- additional park rules required for safe management of coronavirus risks
- community facilities that may be withdrawn: book exchanges, tourist information, pay phones
- new arrangements for buying food and drink on the park
- arrangements for third party food deliveries to the park
- emergency contact number(s)
- suggest essential shopping items they may wish to bring such as soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser
- bringing their own supplies of food and drink may reduce reliance and congestion in local shops
- referral to [Public Health England basic guidance](#)
- offer a named contact and telephone number at the park to take enquires and answer questions.

33. *Please include essential safety measures:*

- a reminder that where an annual gas safety check is required it should be carried out as soon as possible if overdue
- flush through water systems to clear out stagnant water, especially shower heads which should be held away from the face to avoid inhaling spray
- instructions on waste disposal arrangements.

34. *Please note as the law evolves and, hopefully, the pandemic is brought under closer control, this advice will need to be reviewed.*

COMMUNICATING WITH HOLIDAYMAKERS

35. **This section applies to anyone hiring lodges, holiday caravans, safari tents, tree houses, chalets, pods, shielings etc. and all forms of self-catering accommodation. It also applies to those bringing their own accommodation such as tents, tourers and motorhomes.**
36. **Any closed facilities or restrictions to be imposed across the park, should be communicated in writing to customers before they book, with a reminder before their arrival.**
37. Your website is the perfect place to offer comprehensive up-to-date information about:
 - what to expect at the park
 - facilities that will be open or closed
 - the availability of local shops or facilities.
38. They should not travel to the park if they or anyone in their household has COVID-19 symptoms.
39. Explain the procedure for arrivals at (and departures from) the park.
40. Prepare a user-friendly guide to layout the ground rules; this will be especially important for ad hoc bookings where customers may not have reviewed your website.
41. Review **'Welcome Packs'**; you may wish to provide:
 - disposable cleaning cloths
 - antibacterial household wipes
 - refuse bags including for used bed linen /towels (if provided)
 - regular cleaning products such as wshing up liquid, disinfectant.
42. **The information to holidaymakers may include:**
 - What the park is doing to reduce the spread of infection, such as your enhanced cleaning regime.
 - What holidaymakers can do:
 - enjoy their caravan/lodge and the area of their pitch and public footpaths/ cycle routes through and around the park
 - walk freely on the park, at all times observing social distance from other park users and the park team
 - bring soap, hand gel, gloves, toilet roll, disinfectant, hand sanitiser – just to be on the safe side
 - bring their own supplies of food and drink may reduce reliance and congestion in local shops
 - talk to any of our park team but always observe social distance – *'we are looking forward to seeing you!'*
 - place orders for food and drink from the park to be collected or delivered observing social distance
 - Please do not:
 - meet or gather with friends in a social group
 - invite or entertain visitors
 - allow children to roam unsupervised around the park so that they do not, albeit inadvertently, break the social distance rule.
 - On departure please:
 - leave windows open on the latch (unless it is very windy/rainy) and confirm (electronically) with park that they have done so
 - place sheets, pillowcases, towels in the bags provided.
 - ***You should ask everyone to show consideration, please, for your local community. Urge everyone to respect social distance in all contacts outside the park.***

- ***Local relationships are important to us all and some are understandably apprehensive about the potential impacts of returning visitors; they will need reassurance demonstrated by your thoughtfulness. Thank you.***

PREPARING FOR AND MANAGING ALL PARK VISITORS

CONSIDERATIONS	
Caravan owners and holidaymakers	
Arrivals as appropriate	Arrange: <ul style="list-style-type: none"> • sign in/ register (without physical contact) procedures • an information pack that will reiterate and reinforce the rules sent to customers prior to arrival
Where holiday makers are to be welcomed	<ul style="list-style-type: none"> • stagger holidays/ length of holidays to avoid bottlenecks • review check in times to ensure accommodation can be cleaned effectively • provide holidaymakers with a plan and clear directions to their accommodation or pitch • accommodation keys should be cleaned and offered in disposable bag
Departures as appropriate	Arrange: <ul style="list-style-type: none"> • a procedure for owners and holiday makers to advise the park when leaving (by telephone or electronically if possible) • advise holidaymakers to leave windows open – on the latch - when leaving the accommodation (unless windy/rainy weather makes this inadvisable) • a procedure for holidaymakers to confirm no one was ill during their stay.
Third parties visiting the park	
Suppliers of goods, services and contractors	<ul style="list-style-type: none"> • make a plan to ensure that all visitors to the park are subject to a signing in procedure and are reminded about social distancing • any work on the park should be carried out observing social distance • identify drop-off areas that respect social distance guidance
Contractors carrying out work may include: <ul style="list-style-type: none"> • accommodation manufacturers • other suppliers • repair services • trades' people 	<ul style="list-style-type: none"> • check with contractors that they have completed their own COVID-19 Risk Assessment and safe working procedures

PREPARING AND OPERATING PARK INFRASTRUCTURE

43. Make sure all inspection and testing obligations are fully up to date.

44. All checks should be carried out by competent persons

CONSIDERATIONS	
Water	<p>Review the Legionella Risk Assessment (LRA) for the Park</p> <ul style="list-style-type: none"> • check the temperatures at representative and sentinel points to confirm they are in range • flush through stored water in accordance with the parks LRA • further advice is published by HSE here.
Electricity	<ul style="list-style-type: none"> • check all inspection and testing obligations are fully up to date • check distribution units are locked and secure • the residual current device (RCD) to each letting unit should be checked. <p>If the park has been under a regime of regular electrical maintenance it should be sufficient to switch on.</p>
Gas	<ul style="list-style-type: none"> • check all inspection and testing obligations are fully up to date • make arrangements for gas cylinders to be purchased and changed without breaching social distancing requirements
Fire alarm system	Verify that 'successful' audible/operational check of fire alarms has been completed on the fire detection system(s)
Vehicles, plant and equipment	Undertake all usual visual/operational checks
Cleaning	<p>Clean all areas of the park including:</p> <ul style="list-style-type: none"> • accommodation for sale • accommodation for hire
Hand washing facilities	<p>In addition to usual hand washing provision, provide sanitising stations:</p> <ul style="list-style-type: none"> • at entrances to buildings and facilities • inside buildings, in office spaces and where there are visitors
Waste	<p>Provide:</p> <ul style="list-style-type: none"> • additional closable waste bins • advise any waste contractor of changes in your procedures

PREPARING AND OPERATING PARK ESTATE SECURITY AND SAFETY ARRANGEMENTS

CONSIDERATIONS	
Access	
The entrance/access to the park should be controlled if reasonably practicable	Establish a control point(s): <ul style="list-style-type: none"> • barrier or temporary barrier, and, • suitable signage to offer direction and guidance
In all cases	<ul style="list-style-type: none"> • staff should be briefed to report any concerns about unauthorised people on the park immediately • nominated person be briefed to investigate and establish identity of any 'unknown' visitor <ul style="list-style-type: none"> ○ if no legitimate reason to be on the park they should be asked to leave by the most direct route ○ if the request is not complied with then it may be necessary to seek the help of the police.
<i>This will depend on the detail of any legislation to lift the lockdown and if there is any possibility the police may need to be called then it is suggested enquiries be made with the police in advance – just in case.</i>	
Spacing distances for touring caravans, motorhomes, tents etc.	Identify, and clearly mark out, pitches to ensure there is adequate space between accommodation and to ensure social distance on routes to and from all accommodation and open facilities
Safe pedestrian and cycle routes	Pedestrians (and cyclists) will need more space for social distancing; this needs careful consideration: <ul style="list-style-type: none"> • widening of paths even if this is a temporary provision using part of the roadway • one-way routes around the park • alternative pathways through grassed areas running in parallel with the footpaths • pedestrian laybys • clear signage reminding people of the need to comply with social distancing measures at narrow access points e.g. gates • if appropriate, mark 2m social distance (lines on the ground etc.) • clear signage reminding visitors leaving the park to comply with social distancing measures in the local community. Areas to consider may include: <ul style="list-style-type: none"> • any public rights of way across the park • beach access, cliff paths etc. • dog walking areas • smoking/ vaping areas
	If the park landscape permits, perhaps mow strips in areas to indicate socially distanced pitches, paths and routes between grassy 'wild' areas. There is Government Advice on Accessing Green Spaces Safely here .
Park community services	Consider all on-park services currently on offer; if they can't be delivered within social distancing rules they may need to be withdrawn. For example: book exchanges, tourist information, pay phones
Shops, food and drink services	Consider arrangements for: <ul style="list-style-type: none"> • controlled admissions to any shop

- | | |
|--|---|
| | <ul style="list-style-type: none">• social distance measures• sanitising basket/ trolley handles• alternative 'counter-style' set up• cashless payments• make hand sanitiser available throughout• customer ordering, collection, delivery |
|--|---|

See Government guidance

[Working safely during COVID-19 in shops and branches](#)

PREPARING AND OPERATING OFFICE BUILDINGS/ RECEPTION/ ALTERNATIVE MEET AND GREET POINTS

CONSIDERATIONS	
Activity	Possible actions
Reception arrangements (minimise contact with team members)	<ul style="list-style-type: none"> • select customer information/ handover point(s) • put social distancing measures in place in line with government guidance • use screens or barriers to separate colleagues from each other and customers • display completed Staying COVID-19 Secure notice
Arrival arrangements (if appropriate)	<ul style="list-style-type: none"> • request arrival times • if possible, arrange an outside but rain/ wind protected location • if possible, caravan owners or holiday makers to remain in the car • if there is a requirement to enter a building limit numbers to one per 'party' • if you need to restrict numbers of people entering reception, set up distance markers (on the floor and/ or 'post and rail') where is likely to be a queue at an internal reception • a one-way system and floor markings may be needed
Team safety	<ul style="list-style-type: none"> • reduce the number of people each person has contact with by using 'fixed teams' or 'partnering' (so each person works with only a few others) • it may be possible to arrange desks to achieve social distance spacing, or, • colleagues could work using back-to-back or side-to-side arrangements (rather than face-to-face) whenever possible • consider the area(s) colleagues need to access to do their work – could this be 'zoned' to minimise crossover?
Information and hygiene	<ul style="list-style-type: none"> • display clear signage about social distancing; there are many examples of commercially available posters and stickers • display clear signage about hand washing Best practice guidance posters How to hand wash (poster) here How to hand rub (poster) here • make hand sanitiser available throughout • establish cleaning procedures including dealing with contamination incidents. See Government guidance in Appendix 5

45. **Government guidance for businesses during the coronavirus epidemic is [here](#) and there are more links at Appendix 1.**

PREPARING FOR AND OPERATING HOLIDAY ACCOMMODATION SALES

CONSIDERATIONS	
Activity	Possible actions
Operating	<p>Wherever possible, initial viewings should be done virtually</p> <p>Consider an appointment-only service:</p> <ul style="list-style-type: none"> • meet the customer outside the office • ask whether any party is showing coronavirus symptoms or has been asked to self-isolate before going ahead with any viewing • record the arrival time of the visitor including name and contact information etc. • in open showgrounds, mark the floor with visitor flow by way of directional arrows with lines delineating the 2m separation • a one-way system if the reception office has two external doors • hand sanitiser at reception door entrance and any reception/ sales desks • notices <ul style="list-style-type: none"> ○ to encourage use of sanitiser ○ completed Staying COVID-19 Secure poster • in busy periods, staff should ask people to wait their turn outside or return later • ensure there is a designated space within the sales office that respects the privacy of the customer(s) and affords 2m social distance between customer(s) and staff member • clean frequent hand contact surfaces after each use • use disposable pens which the customer could keep
Preparation for viewings	<p>Ensure the following:</p> <ul style="list-style-type: none"> • open all windows (on the security latch) to ventilate the holiday caravan if practical; allow one hour's ventilation between viewings • open and wedge all internal doors to allow air to circulate • remove internal doors/ tape off areas to reduce the number of hand contact points • schedule sales appointment to allow time between visits for full ventilation • providing hand sanitiser (or disposable gloves) to customers and ask that they avoid touching any surfaces • clean any unavoidable hand contact points between viewings • schedule deep cleaning either after every 10 viewings and periodically (say, weekly, depending on the number of viewings).
Viewing accommodation	<p>All holiday caravans on display and offered for sale should have been cleaned and locked:</p> <ul style="list-style-type: none"> • organise viewing in time slots, allowing for cleaning between visits • unlock the holiday caravan; the sales person to keep the keys • restrict viewings to one household at a time • staff should remain outside the accommodation and discuss questions there whilst observing social distancing (2m) • provide disposable gloves to buyers and/or ask that they avoid touching any surfaces • lock the holiday caravan after the viewing
Sales documentation	<ul style="list-style-type: none"> • Paperwork and communications could be conducted by phone and email to limit interaction <p>Signing sales documents:</p>

	<ul style="list-style-type: none"> • ensure a designated space within the sales office that respects the privacy of the customer(s) and affords the appropriate 2m distance between customer(s) and staff member. • if practical, you may install a protective screen (Plexiglas or similar) in the designated space if the 2m distance cannot be provided • disinfect all surfaces in the designated space, including table tops, desktops, chairs and any electronic devices • provide the customer(s) with a disposable pen or clean pen to keep. • customer(s) and staff members should observe proper sanitising/ hand-washing protocols immediately upon completion of signing.
Trade-ins	<ul style="list-style-type: none"> • a full clean and disinfection process should be undertaken before the holiday caravan can be considered for display or sale (Appendix 5).
Hand-over	<p>Prior to handover the relevant staff member should:</p> <ul style="list-style-type: none"> • confirm that the accommodation has been cleaned before giving the customer the keys • ensure that keys have been disinfected before giving them to the customer • conduct the hand-over at the location of the sited unit • maintain the recommended 2m social distance from the customer during the handover process • not enter the accommodation with the customer • make alternative arrangements to explain on-board appliances/ equipment.

PREPARING AND OPERATING COMMUNAL WASH AREAS including toilet and shower blocks, launderettes

CONSIDERATIONS	
Activity	Possible actions
Pre-opening	<ul style="list-style-type: none"> • in compliance with your park's Legionella Risk Assessment (LRA) and safe working procedures, flush water through wash hand basins and shower heads • check water temperatures at the sample points defined in the LRA • assess whether a one-way system can be put in place creating a separate entrance and exit. • define any necessary queuing arrangements • assess how many cubicles/ basins /machines can stay in use whilst ensuring social distance (Appendix 1) • stipulate maximum numbers that can use the facility • check that any mechanical ventilation is in good working order.
Arrangements for use	<ul style="list-style-type: none"> • install hand sanitiser points at the entrance to the building • put social distancing measures in place in line with government guidance (Appendix 1) • consider using screens or barriers to separate customers from each other in any communal wash/washing up areas • communicate queuing arrangements to customers • provide disposable hand drying towels for use turning off taps and drying hands • remove any non-essential items from the facility • limit numbers entering the building if possible; set up distance markers (on the floor and/ or 'post and rail') if there is likely to be a queue • place disinfectant and disposable paper roll adjacent to frequent hand contact surfaces (e.g. coin operated machines, hairdryers) • provide maximum ventilation to all areas of the building (open all windows if possible)
Team safety	<ul style="list-style-type: none"> • if team members supervise access to the facility position them to achieve social distance spacing from customers. • If possible, provide (outside) shelter if access control in place
Cleaning	<ul style="list-style-type: none"> • establish rota to clean facility • include frequent emptying of bins and appropriate disposal
Information and hygiene	<p>Clear signage should be displayed in all facilities. Including:</p> <ul style="list-style-type: none"> • clear instructions about wiping down surfaces after use – paper roll and disinfectant • notices about social distancing; there are many examples of commercially available posters and stickers • notices about hand washing Best practice guidance posters How to hand wash (poster) here How to hand rub (poster) here • park phone number for cleaning requests

PREPARING AND OPERATING OUTDOOR PLAY AREAS (AND OUTDOOR GYM EQUIPMENT)

CONSIDERATIONS	
Activity	Possible actions
If park open and the play area is NOT	<p>Whilst the law continues to require play areas to be closed, equipment should be locked/ secured as far as possible:</p> <ul style="list-style-type: none"> • if the play area is fenced access gates should be locked • for an unfenced area barrier(s) should be put in place at the ground level entrance to component parts of the play equipment (as far as possible) • in every case, clear signage should confirm that the area is closed to comply with the law.
Preparing to reopen a play area when legally permissible	<p>It is not reasonably practicable to clean most outdoor play areas; however, they are exposed to the elements which kill the virus.</p> <ul style="list-style-type: none"> • hand sanitiser stations at child-friendly height (adult height for outdoor adult gym equipment) should be installed at entrance(s) and exit(s) to the play area • clear signage should explain: <ul style="list-style-type: none"> ○ parents are responsible for supervising their children including: <ul style="list-style-type: none"> ○ their hygiene routines (that hands are sanitised on entry to and exit from the play area) ○ to ensure they observe social distance ○ parents should not permit children to enter the play area unaccompanied, or when it is already occupied such that social distancing cannot be observed ○ how parents should report any contamination concerns to the parks' nominated contact ... <i>[names and phone numbers]</i> • availability of sanitiser should be regularly checked, topped up and a record kept.

PREPARING AND OPERATING FOOD OUTLETS, RESTAURANTS AND CASUAL DINING (including pubs where food is served)

CONSIDERATIONS	
Activity	Possible actions
Before opening	
Advance bookings	<ul style="list-style-type: none"> • set up a paperless reservation system
Capacity	<ul style="list-style-type: none"> • calculate the number of people that can be safely accommodated taking social distancing into account • arrange seating and tables accordingly inside (and outdoors as necessary) • consider physical barriers between tables if practicable
All areas	<ul style="list-style-type: none"> • identify potential pinch points and set up one-way systems/ 'posts and rail' if necessary • set up queuing system, if necessary, to include social distance spacing • mark the floor/ walls to show social distance and direction of travel as necessary (tape, stickers) • install hand sanitiser at entrances (and exits if different) • availability of sanitiser must be checked regularly, topped up and a record kept
Signage	<p>Signage at entrance(s)</p> <ul style="list-style-type: none"> • may include directions about safe movement around the restaurant • routes to toilets • admission of groups limited to single households • maximum capacity of the premises/outlet • customers to wash their hands before entering or use hand sanitiser station provided. • requirement to adhere to current social distancing requirements. • customers not to enter if they have any coronavirus symptom <p>Clear signage should be displayed on routes to and in all toilet facilities. Including:</p> <ul style="list-style-type: none"> • notices about social distancing; there are many examples of commercially available posters and stickers • notices about hand washing Best practice guidance posters How to hand wash (poster) here How to hand rub (poster) here • phone number for cleaning requests
Receiving supplies	<ul style="list-style-type: none"> • back of house deliveries if practical • review procedures to ensure social distancing can be maintained • clean frequent hand contact surfaces after deliveries e.g.: door handles
Cleaning	<ul style="list-style-type: none"> • establish rota to clean all areas • include frequent emptying of bins and appropriate disposal
Payments	Contactless as far as possible
Operations	<p>Consider</p> <ul style="list-style-type: none"> • 'single use' paper menus, or, • wipeable menus with suitable procedure for cleaning • offer disposable napkins only • trays handled by customers to be cleaned after each use

	<ul style="list-style-type: none"> orders taken at the table and served there (staff to respect social distance) cutlery brought to the table once guests are seated (not left on the table) plates, cutlery and glasses only to be picked up by staff to be returned to the kitchen for washing serve individual condiments/ sauces on request (not left on the table)
Counter service	<ul style="list-style-type: none"> ask customers to step back from counters so that staff can serve them safely (if the counter width is less than the current social distance) plates to be picked up only by staff (rather than customers handing the plates for staff to fill) when the food is plated, the plate can be placed on the customer's tray; member of staff moves back; customer picks it up. where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task individually wrapped condiments and sauces could be offered on request and put with the plated food on the customer's tray cutlery to be brought to the customer rather than customers helping themselves trays handled by customers to be cleaned after each use.
Self-service buffets	should be avoided
Kitchens	<ul style="list-style-type: none"> review working practices make any changes needed to respect social distance <ul style="list-style-type: none"> one person at a time allowed in stores, cellars, changing rooms, toilet areas etc. restrict menu to ensure that cross-over and access to food can be effectively controlled and monitored continue to use regular sanitising and at the end of the shift clean all frequent hand contact surfaces one more time before closing machine wash all tableware if possible ensure dishwashers set to operate at temperatures above 60°C
Kitchen signage	<p>Clear signage should be displayed including:</p> <ul style="list-style-type: none"> notices about social distancing; there are many examples of commercially available posters and stickers notices about hand washing <p>Best practice guidance posters How to hand wash (poster) here How to hand rub (poster) here</p>

Government Guidance

[Guidance for food businesses on COVID-19](#)

[Guidance for restaurants offering takeaway or delivery](#)

PREPARING AND OPERATING BARS

CONSIDERATIONS	
Activity	Possible actions
Before opening	
Capacity	<ul style="list-style-type: none"> calculate the number of people that can be safely accommodated taking social distancing into account arrange seating and tables accordingly inside (and outdoors as necessary)
All areas	<ul style="list-style-type: none"> identify potential pinch points and set up one-way systems/ 'posts and rail' if necessary set up queuing system, if necessary, to include social distance spacing mark the floor/ walls to show social distance and direction of travel as necessary (tape, stickers) install hand sanitiser at all entrances (and exits if different)
Signage	<p>Signage at entrance(s)</p> <ul style="list-style-type: none"> may include directions about safe movement around the bar routes to toilets admission of groups limited to single households maximum capacity of the premises customers to wash their hands before entering or use hand sanitiser station provided. requirement to adhere to current social distancing requirements. customers not to enter if they have any coronavirus symptom <p>Clear signage should be displayed in all toilet facilities. Including:</p> <ul style="list-style-type: none"> notices about social distancing; there are many examples of commercially available posters and stickers notices about hand washing Best practice guidance posters How to hand wash (poster) here How to hand rub (poster) here park phone number for cleaning requests
Receiving supplies	<ul style="list-style-type: none"> review procedures to ensure social distancing can be maintained clean frequent hand contact surfaces after deliveries e.g.: door handles, barrel handles
Cleaning	<ul style="list-style-type: none"> establish rota to clean all areas include frequent emptying of bins and appropriate disposal continue to use regular sanitising and at the end of the shift clean all frequent hand contact surfaces one more time before closing
Payments	<ul style="list-style-type: none"> contactless as far as possible
Operations	<ul style="list-style-type: none"> trays handled by customers to be cleaned after each use glasses only to be picked up by staff to be returned to the kitchen for washing
Bar service	<ul style="list-style-type: none"> all surfaces should be regularly cleaned arrange a queuing system (marked) remove bar front seating customers instructed not to stay at the bar customers may need to keep a step back from the bar until drinks are ready for picking up (according to width of bar and requisite social distance)
Staff	<ul style="list-style-type: none"> review working practices

	<ul style="list-style-type: none">• make any changes needed to respect social distance<ul style="list-style-type: none">○ one person at a time allowed in stores, cellars, changing rooms, toilet areas etc.○ consider operations involving access to kitchen/ serving areas• continue to use regular sanitising and at the end of the shift clean all frequent hand contact surfaces one more time before closing• machine wash all glassware etc. if possible• ensure glass washers set to operate at temperatures above 60°C
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HOUSEKEEPING IN HIRE/ RENTAL ACCOMMODATION

CONSIDERATIONS	
<p>Identify which units of accommodation are most suitable to bring back into use for hiring out.</p> <p>It may be necessary to limit the number of units available to let according to the availability of staff for cleaning.</p>	<ul style="list-style-type: none"> • a rigorous cleaning programme (Appendix 5) • how long the cleaning process will take • how many team members will be required to deliver an effective cleaning programme?
<p>What is the essential inventory for each unit?</p>	<p>Consider:</p> <ul style="list-style-type: none"> • everything in the inventory will need to be cleaned before and after each let so bear this in mind; fewer items, less work • removal of non-essential soft furnishings: cushions, decorative runners • consider asking guests to bring their own bedlinen and towels • if you supply bedlinen and towels, then consider the cleaning and laundry implications

CLEANING AND DISINFECTION ON PARKS

46. A robust plan should be in place to deal with cleaning in all area of the park. Cleaning should be carried out in the usual thorough way before guests' arrival and on departure including surfaces of all outside furniture, switches and handrails.

47. Further guidance is available at Appendix 5.

48. Cleaning materials

- adequate supplies of detergent/ disinfectant
- disposable cloths or paper roll and mop heads
- steamer for soft furnishings if you don't have a disinfectant that can be used on soft furnishings
- waste bags for laundry – as well as the usual refuse sacks

49. Cleaning team

- which team members will form the 'hit squad'? i.e. actually carry out the cleaning
- train team members in safe cleaning procedures and re-enforce principles of social distancing [here](#)

Personal Protective Equipment (PPE) for team members

50. The minimum PPE required to be worn for cleaning/ decontaminating accommodation is disposable gloves and a disposable apron. Team members should wash their hands thoroughly with soap and water after all PPE has been removed.

51. Government does **not** recommend face masks.

52. ***Park owners or managers should ensure that appropriate PPE is worn as necessary and the full cleaning process completed.***

Cleaning

53. On entering open as many doors and windows open as possible (weather dependent) to ventilate the unit.

54. Clear accommodation (into refuse sacks) of any personal items that remain: papers, personal items, food (checking fridge).

55. Cleaning and sanitising should be carried out on all frequently touched surfaces outside and inside.

56. Items to be cleaned include, but are not limited to door handles including cupboards, wardrobes etc.

- door handles, but also push plates
- light switches
- remote controls
- kitchen appliances
- plug casings (switched off and done with care).
- kitchen worktops, handles, taps, etc
- thermostats
- light switches
- remote controls
- hand rails
- keys
- , taps, handles, shower doors etc.
- floors
- window sills and handles
- hand rails
- tables
- chairs
- bins
- kitchen and bathroom walls
- hairdryers, coat hangers
- bathroom sanitary fittings
- bathroom surfaces

57. Wash all crockery, pans and cutlery etc. supplied with the accommodation thoroughly; use a dishwasher if possible. Any chipped or cracked crockery should be disposed of.

Cleaning hard surfaces

58. Disposable cloths or paper roll and disposable mop heads should be used to clean and disinfect all hard surfaces.

59. To disinfect use either:

- a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine, **or**,
- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturers' instructions for dilution, application and contact times for all detergents and disinfectants, **or**,
- if an alternative disinfectant is used within the organisation, this should be checked to ensure that it is effective against enveloped viruses.

Cleaning soft surfaces

60. The disinfectant used may be suitable for use on soft furnishings. Alternatively, for example on upholstered furniture, soft furnishings and mattresses, steam cleaning may be used.

61. ***Team members should avoid creating splashes and spray when cleaning.***

62. ***Any cloths and mop heads must be disposed of after use; put into waste bags as outlined below.***

Dealing with waste from cleaning and disinfection

63. Waste from possible cases of coronavirus and cleaning of areas where possible cases have been (including disposable cloths, tissues, and face coverings if worn) should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. Waste should not be left unsupervised on the park awaiting collection.

64. Government guidance is provided here [COVID-19: cleaning in non-healthcare settings](#).

Follow up of employees involved in environmental cleaning and disinfection

65. For team members who have cleaned/ decontaminated accommodation where the occupant had a possible/ confirmed case of COVID-19, names and contact details of team members carrying out the work should be recorded by a designated person.

Outsourced cleaning

66. Parks owners should satisfy themselves that a suitable Risk Assessment has been carried out in consultation with the park. Contract cleaners must have a safe working method to adhere to that protects them, your staff and your customers.

67. The park should record all Risk Assessments and keep them readily available on file.

IN CASE OF EMERGENCY

68. **Contacting park team/ management**

- set up a dedicated coronavirus contact number(s) so that the park can be contacted by anyone wishing to report symptoms
- according to the size of your business, you may wish to provide to two separate numbers to help prioritise calls:
 - reception / administration
 - maintenance

69. **Dealing with a confirmed or suspected case of coronavirus (COVID-19) on the park**

- The incubation period of COVID-19 is thought to be between 2 to 14 days (it is believed to be an average of 5 days). This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have probably not been infected. Further guidance is in **Appendix 7**.

CONTINUOUS REVIEW

70. ***All measures should be kept under review, re-evaluated and revised as necessary in conjunction with the Risk Assessment, any changes to the law and government guidance.***

Appendix 1

SOURCES OF INFORMATION

BH&HPA published guidance for members which explains the basic facts around coronavirus (COVID-19) which can be found [here](#),

Westminster Government Guidance

Staying alert and safe (social distancing)

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

Government's 5 steps to working safely

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>

Staying COVID-19 Secure in 2020 – Poster

To confirm you have taken all reasonable steps to keep people safe on the park

<https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure.pdf>

Coronavirus (COVID-19): guidance

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance#guidance-for-the-public>

Best practice: how to hand wash (poster)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877530/Best_Practice_hand_wash.pdf

Best practice: how to hand rub (poster)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877529/Best_Practice_hand_rub.pdf

Guidance for employers and businesses on coronavirus (COVID-19)

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19#good-practice-for-employers>

COVID-19: cleaning of non-healthcare settings

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

Coronavirus (COVID-19): Advice on Accessing Green Spaces Safely

<https://www.gov.uk/guidance/coronavirus-covid-19-advice-on-accessing-green-spaces-safely>

Working safely during coronavirus (COVID-19)

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Working safely in or from a vehicle

<https://assets.publishing.service.gov.uk/media/5eb96cd6d3bf7f5d3a907e58/working-safely-during-covid-19-vehicles-110520.pdf>

Working safely in offices or contact centres

<https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-110520.pdf>

Working safely during COVID-19 in shops and branches

<https://assets.publishing.service.gov.uk/media/5eb9703de90e07082fa57ce0/working-safely-during-covid-19-shops-branches-110520.pdf>

Working safely in other people's homes

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

Restaurants offering takeaways or deliveries

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

Staying safe inside your home

<https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home>

Guidance for food businesses on coronavirus (COVID-19)

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

HSE

Working safely during the coronavirus outbreak

<https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>

Talking with your workers about preventing coronavirus

<https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf>

Cleaning up body fluids

<https://www.hse.gov.uk/pubns/guidance/oce23.pdf>

Legionella risks because of water stagnation during the coronavirus outbreak

<https://content.govdelivery.com/accounts/UKHSE/bulletins/28c2163>

Scottish Government

Coronavirus (COVID-19): public use of face coverings

<https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/>

There are many examples of commercially available poster/ stickers for example:

BBC: Coronavirus information: Four posters

<https://www.bbc.co.uk/news/uk-51914645>

Appendix 2.1

RISK ASSESSMENT TEMPLATE - SAFE PARK REOPENING AND OPERATION

RISK ASSESSMENT TEMPLATE			
CORONAVIRUS/ COVID-19 SAFE PARK RE-OPENING AND OPERATION			
Company Name:		Date of Issue:	
Park Name:		Name of Assessor:	
Date of Assessment:		Assessor's Signature:	
Persons consulted on the completion of this Risk Assessment:			
Name:		Job Title:	

HAZARDS – What will cause or has the potential to cause harm?
<ul style="list-style-type: none"> • a person with or carrying coronavirus coughing or sneezing on another person infecting them directly through inhalation • touching surfaces or objects contaminated with coronavirus and then touching the face.

RISKS – What could happen? What could the consequences of the hazards be?
Contracting the virus causing illness or death.

PEOPLE AT RISK – Who could be harmed? For example: staff, contractors and guests will be exposed to the hazards and risks above. Insert below the specific people at risk within these groups.
<ul style="list-style-type: none"> • team members working and/ or living on park • contractors working on park • friends or family visiting park to see residents/private owners • residents living on park • private caravan owners • holidaymakers visiting park

LOCATION – Where are the hazards located? Insert locations as appropriate for your park.
<ul style="list-style-type: none"> • offices • buildings where people who do not live together could gather • staff off-duty areas and shared accommodation • person to person contact in public places and spaces • accommodation between occupants and any visitors.

GENERAL CONTROL MEASURES – What are you doing to control the risks?

All the control measures identified below will, in combination, contribute to minimise the risks identified to an acceptable level.

Identify below whether the controls are in place and the individual responsible for the work.

No	Description	Yes	No	N/A	Responsible
1	Team members briefed on the facts regarding the virus from government websites (Appendix 1 of this guidance)				
2	A manager (and deputy) or the park owner with understanding and more detailed knowledge of coronavirus identified and trained				
3	Team members instructed in safe working procedures, such as social distancing and hand sanitising procedures to be followed whilst dealing with customers and other team members.				
4	Written procedures for ill or vulnerable team members in place and communicated to all team members.				
5	Communications between team members/ management established (preferably electronically) to support social distancing.				
6	Caravan owners and holidaymakers provided with information, guidance and park rules related to coronavirus prior to arrival on park in line with BH&HPA Guidance: General considerations for reopening holiday parks.				
7	Holiday makers required to confirm on check out that no-one has been ill in the accommodation and that the accommodation has been left ventilated.				
8	Anyone (colleagues, visitors, etc.) showing symptoms of coronavirus (fever and/or new dry cough) instructed to self-isolate in accordance with current government guidance on this link .				
9	Adequate supplies of all personal protective equipment (PPE) equipment needed in stock, e.g: <ul style="list-style-type: none"> - hand sanitiser - disposable gloves - disposable aprons - disposable cloths - disposable mop heads - yellow bin bags 				
10	Team members provided with, and instructed in wearing, suitable PPE: minimum disposable apron and gloves when cleaning/ decontaminating areas.				
11	Access to the park can be adequately controlled e.g. a physical barrier.				
12	Information on park rules re: access, hygiene and social distancing adequately signed around the park.				

GENERAL CONTROL MEASURES – What are you doing to control the risks?

All the control measures identified below will, in combination, contribute to minimise the risks identified to an acceptable level.

Identify below whether the controls are in place and the individual responsible for the work.

No	Description	Yes	No	N/A	Responsible
13	Procedures in place for social distancing in meeting and greeting caravan owners and holidaymakers.				
14	Any areas of the park that may, when used, compromise the ability to social distance identified and either taken out of use, or, changes made to the way they are used e.g. a one-way system set up.				
15	Procedures in place detailing what areas on park will be cleaned/ decontaminated and the frequency.				
16	Disposable cloths, mopheads etc. in stock to be used for cleaning/ decontamination.				
17	No social/group activities to be arranged or held on park. (Social distancing to be maintained at all times makes this impractical)				
18	Schedule in place for checking essential park infrastructure prior to opening including arrangements for Legionella, electrical and gas safety.				
19	Third parties including contractors and suppliers sign-in arranged (including advice to keep a social distance from colleagues, team members, and any caravan owners, holidaymakers or guests.)				
20	Customers regularly updated on park measures to best manage the outbreak and the facts regarding coronavirus, from BH&HPA and Government websites.				
21	Hand washing and/or sanitising facilities in close proximity to entrances to, and exits from, buildings and outdoor facilities still in use.				
22	Team members who need to have contact with customers or caravan occupants (e.g. reception, essential maintenance or delivering gas bottles) instructed to maintain social distance of at least 2m (or current government instruction).				
23	Team members instructed not to share any vehicles as far as possible. If this is unavoidable team members briefed as in BH&HPA guidance				
24	Maintenance team members instructed not to work alone in high risk activities.				
25	Hand washing/ sanitising facilities scheduled for checks to ensure a continuous supply of soap or hand sanitiser of at least 60% alcohol and disposable towels.				

GENERAL CONTROL MEASURES – What are you doing to control the risks?

All the control measures identified below will, in combination, contribute to minimise the risks identified to an acceptable level.

Identify below whether the controls are in place and the individual responsible for the work.

No	Description	Yes	No	N/A	Responsible
26	In buildings still used as a workplace, an area/room identified for team members who become ill whilst at work to be isolated (and call 111).				
27	Welfare facilities such as staff rooms/ break areas or food prep areas identified for team members who have been instructed in safe use.				
28	Symptomatic and diagnosed caravan occupants or team members instructed to completely self-isolate (usually at home).				
29	Adequate number of closed/ lidded bins lined with disposable liners available for disposal of tissues and/ or paper towels.				
30	Pregnant team members advised to follow guidance from the Royal College of Obstetricians & Gynaecologists on this link .				
31	Waste from cleaning/ decontamination: instruction that it must be double bagged and staff directed on disposal.				
32	Contactless payment in place				

SITE SPECIFIC ASSESSMENT

Consider your park and its particular circumstances.

Complete this table for any hazard, risk or control not included above and for any additional control measures in place or required.

No. ¹	Hazard	Risk	Control Measure	In place? Yes / No	Responsible
33					

Supporting Information:

¹ Continue numbering from previous table

Appendix 2.2

RISK ASSESSMENT TEMPLATE - SAFE REOPENING & OPERATION OF DINING AREAS AND BARS

RISK ASSESSMENT TEMPLATE			
CORONAVIRUS/ COVID19			
SAFE OPENING & OPERATION OF DINING AREAS AND BARS			
Company Name:		Date of Issue:	
Park Name:		Name of Assessor:	
Date of Assessment:		Assessor's Signature:	
Persons consulted on the completion of this Risk Assessment:			
Name:	Job Title:		

HAZARDS – *What will cause or has the potential to cause harm?*

- a person with or carrying coronavirus coughing or sneezing on another person infecting them directly through inhalation
- touching surfaces or objects contaminated with coronavirus and then touching the face.

RISKS – *What could happen? What could the consequences of the hazards be?*

Contracting the virus causing illness or death.

PEOPLE AT RISK – *Who could be harmed? For example: staff, contractors and guests will be exposed to the hazards and risks above. Insert below the specific people at risk within these groups.*

- team members working on park
- third parties working on or delivering to park
- residents living on park.
- private caravan owners
- holidaymakers visiting park

LOCATION – *Where are the hazards located? Insert locations as appropriate for your park.*

- Food outlets on park
- Bars
- Delivery areas
- “Home” delivery vehicles

GENERAL CONTROL MEASURES – What are you doing to control the risks?

All the control measures identified below will, in combination, contribute to minimise the risks identified to an acceptable level.

Identify below whether the controls are in place and the individual responsible for the work.

No	Description	Yes	No	N/A	Responsible
1	Team members briefed on the facts regarding the virus from government websites (Appendix 1 of this guidance)				
2	Team members instructed in safe working procedures, such as social distancing and hand sanitising procedures to be followed whilst dealing with customers and other team members.				
3	Written procedures for ill or vulnerable team members in place and communicated to all team members.				
4	Communications between team members/ management established (preferably electronically) to support social distancing.				
5	Paperless reservation system in place				
6	The number of people that can be safely allowed into the restaurant/bar has been calculated taking current government guidance on social distancing into account				
7	Seating and tables arranged both inside (and out if applicable) to ensure current government guidance on social distancing is maintained				
8	Practicality of physical barriers between tables/seating areas considered and provided if feasible				
9	Hand sanitiser installed at entrances (and exits if different); availability of sanitiser checked regularly and topped up				
10	Layout of building assessed for pinch points that would compromise social distancing and means to ensure this is enforced in place e.g. queuing, 'posts and rails', supervision of entry to venue				
11	Clear signage (as noted in BH&HPA guidance) in place at <ul style="list-style-type: none"> • entrance(s) • any points directing flow around the restaurant /bar • to areas where access needs to be restricted e.g. routes to toilets • toilet areas – public information. • kitchen • cellars 				
12	Deliveries to avoid being made through the restaurant/ bar				

GENERAL CONTROL MEASURES – What are you doing to control the risks?

All the control measures identified below will, in combination, contribute to minimise the risks identified to an acceptable level.

Identify below whether the controls are in place and the individual responsible for the work.

No	Description	Yes	No	N/A	Responsible
13	Procedures reviewed to ensure social distancing can be maintained throughout				
14	Current cleaning rotas reviewed and updated to account for COVID-19; and, catering team trained. (Include what disposables will be provided, when sanitising is required etc.)				
15	Contactless payment in place				
16	Seating removed from front of bar				
17	Customers instructed not to stay at the bar				
18	Customers can maintain social distancing from bar staff when picking up drinks orders				
19	Adequate supplies of all personal protective equipment (PPE) in stock for staff. E.g.: Hand sanitiser Disposable gloves Disposable aprons Disposable cloths Disposable mop heads Yellow bin bags				
20	Team members provided with, and instructed in wearing, suitable PPE (minimum disposable apron and gloves when cleaning/ decontaminating areas.)				

SITE SPECIFIC ASSESSMENT**Consider your park and its particular circumstances.***Complete this table for any hazard, risk or control not included above and for any additional control measures in place or required.*

No. ²	Hazard	Risk	Control Measure	In place? Yes / No	Responsible
21					

Supporting Information:

²Continue numbering from previous table

Appendix 2.3

RISK ASSESSMENT TEMPLATE - SAFE OPENING AND OPERATION OF CARAVAN SALES AREAS

RISK ASSESSMENT TEMPLATE			
CORONAVIRUS/ COVID-19 SAFE OPENING AND OPERATION OF CARAVAN SALES AREAS			
Company Name:		Date of Issue:	
Park Name:		Name of Assessor:	
Date of Assessment:		Assessor's Signature:	
Persons consulted on the completion of this Risk Assessment:			
Name:		Job Title:	

HAZARDS – *What will cause or has the potential to cause harm?*

- a person with or carrying coronavirus coughing or sneezing on another person infecting them directly through inhalation
- touching surfaces or objects contaminated with coronavirus and then touching the face.

RISKS – *What could happen? What could the consequences of the hazards be?*

Contracting the virus causing illness or death.

PEOPLE AT RISK – *Who could be harmed? For example: staff, contractors and guests will be exposed to the hazards and risks above. Insert below the specific people at risk within these groups.*

- team members working on park
- third parties working on or delivering to park
- residents living on park.
- private caravan owners
- holidaymakers visiting park

LOCATION – *Where are the hazards located? Insert locations as appropriate for your park.*

- sales ground
- sales office

GENERAL CONTROL MEASURES – What are you doing to control the risks?

All the control measures identified below will, in combination, contribute to minimise the risks identified to an acceptable level.

Identify below whether the controls are in place and the individual responsible for the work.

No	Description	Yes	No	N/A	Responsible
1	Team members briefed on the facts regarding the virus from government websites (Appendix 1 of this guidance)				
2	Team members instructed in safe working procedures, such as social distancing and sanitising, to be followed whilst dealing with customers and other team members.				
3	Communications between team members/ management established (preferably electronically) to support social distancing measures.				
4	Media produced to enable virtual viewings to take place.				
5	Viewings arranged by appointment only and spaced to allow one hour between visits for accommodation to be ventilated.				
6	All internal and external doors fixed/wedged open as far as practical to avoid the need for hand contact during viewing and to maximise ventilation.				
7	Customers asked to confirm whether any member of their party is showing symptoms or has been asked to self-isolate before going ahead with any viewing				
8	Hand sanitiser provided at the entrance to the accommodation (or disposable gloves) and buyers and asked that they avoid touching any surfaces				
9	The number of people on a viewing restricted to only those in the immediate household of the buyer.				
10	Sales procedures/process reviewed to ensure social distancing can be maintained between staff and customers				
11	Sales team maintain minimum 2m distance from customers by: <ul style="list-style-type: none"> • Meeting outdoors if possible or re-organising layout of sales office in line with guidance here • Meeting potential customers at the accommodation i.e. not travelling in same vehicle. • Not entering the accommodation with the potential customers 				
12	Any frequent hand contact points cleaned between viewings				

GENERAL CONTROL MEASURES – What are you doing to control the risks?

All the control measures identified below will, in combination, contribute to minimise the risks identified to an acceptable level.

Identify below whether the controls are in place and the individual responsible for the work.

No	Description	Yes	No	N/A	Responsible
13	Deep clean of sales unit takes place after every 10 viewings or weekly whichever is the soonest				

SITE SPECIFIC ASSESSMENT

Consider your park and its particular circumstances.

Complete this table for any hazard, risk or control not included above and for any additional control measures in place or required.

No. ³	Hazard	Risk	Control Measure	In place? Yes / No	Responsible
14					

Supporting Information:

³ Continue numbering from previous table

Appendix 3

Wellness, mental health and supporting staff

ADVICE FOR BH&HPA MEMBERS AND THEIR STAFF ON WELLNESS AND PROTECTING MENTAL HEALTH

Coronavirus: How to protect your mental health

Coronavirus has plunged the world into uncertainty and the constant news about the pandemic can feel relentless.

All of this is taking its toll on people's mental health, particularly those already living with conditions like anxiety and OCD. Being concerned about the news is understandable, but for many people it can make existing mental health problems worse. So how can we protect our mental health?

- **Limit the news and be careful what you read**

Limit the amount of time you spend reading or watching things which aren't making you feel better. Perhaps decide on a specific time to check in with the news.

There is a lot of misinformation swirling around - stay informed by sticking to trusted sources of information such as government and NHS websites.

- **Have breaks from social media and mute things which are triggering**

Mute key words which might be triggering on Twitter and unfollow or mute accounts.

Mute WhatsApp groups and hide Facebook posts and feeds when/if you find them too overwhelming.

- **Stay connected with people**

Increasing numbers will join those already in self-isolation so now might be a good time to make sure you have the right phone numbers and email addresses of the people you care about.

Agree regular check-in times and feel connected to the people around you.

If you're self-isolating, strike a balance between having a routine and making sure each day has some variety.

Facetime apps are already installed on your smart phone, use them to stay connected with your people - see this [link](#) for some suggestions. Do it often.

(... put aside your fear of technology; if frightened ask someone to call you on a Facetime app, then all you need to do is to answer their call to see their face and share).

- **Avoid burnout**

With weeks and months of the coronavirus pandemic ahead, it is important to have down time.

[Mind](#) recommends continuing to access nature and sunlight wherever possible.

Do exercise, eat well and stay hydrated.

[AnxietyUK](#) suggests practising the "Apple" technique to deal with anxiety and worries.

- **Acknowledge:** Notice and acknowledge the uncertainty as it comes to mind.
- **Pause:** Don't react as you normally do. Don't react at all. Pause and breathe.

- **Pull back:** Tell yourself this is just the worry talking, and this apparent need for certainty is not helpful and not necessary. It is only a thought or feeling. Don't believe everything you think. Thoughts are not statements or facts.
- **Let go:** Let go of the thought or feeling. It will pass. You don't have to respond to them. You might imagine them floating away in a bubble or cloud.
- **Explore:** Explore the present moment, because right now, in this moment, all is well. Notice your breathing and the sensations of your breathing. Notice the ground beneath you. Look around and notice what you see, what you hear, what you can touch, what you can smell. Right now. Then shift your focus of attention to something else - on what you need to do, on what you were doing before you noticed the worry or do something else - mindfully with your full attention.

With our very grateful thanks to Echo Lu of Haulfryn



Haulfryn

Appendix 4

GOVERNMENT ADVICE FOR ANYONE IN ANY SETTING.

From: <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

1. The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature. If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands or use a hand sanitising gel.
4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

Appendix 5

CLEANING AND DISINFECTION OF CARAVAN ACCOMMODATION (AND PUBLIC AREAS) ON PARKS

Cleaning should be carried out in the usual thorough way before guests' arrival and on departure including surfaces of all outside furniture, switches and handrails.

Cleaning materials

- adequate supplies of detergent/ disinfectant
- disposable cloths or paper roll
- disposable mop heads
- steamer for soft furnishings if you don't have a disinfectant that can be used on soft furnishing.
- waste bags – as well as the usual refuse sacks these may need to include:
 - yellow clinical waste sacks for use with a confirmed contaminated unit –these they will require specialist collection if used
 - red soluble laundry bags –needed only if you have a confirmed contaminated unit.

Cleaning team

- which team members will form the 'hit squad'? i.e. actually carry out the cleaning
- train team members in safe cleaning procedures and re-enforce principles of social distancing [here](#)
- who will substitute for them if they have to, for example, self-isolate?
- if possible, accommodation should be cleaned by one person; where two team members work together consider a procedure to enable social distance.
- obtain adequate personal protective equipment (PPE) for team members (see below)

Personal Protective Equipment (PPE) for team members

Team members should be required to wear the correct PPE that fits properly.

The minimum PPE required to be worn for cleaning/ decontaminating accommodation is disposable gloves and a disposable apron. Team members should wash their hands thoroughly with soap and water after all PPE has been removed.

Park owners or managers should ensure that appropriate PPE is worn as necessary and the full cleaning process completed.

See Government guidance at [COVID-19: cleaning in non-healthcare settings](#) also at **Appendix 6**.

Cleaning accommodation

The risk of being infected by the virus depends on numerous factors, including the type of surfaces contaminated, the amount of virus shed from an individual, the time an individual spent in the accommodation and the time since an individual was last in the accommodation.

On entering the caravan open as many doors and windows open as possible (weather dependent) to ventilate the caravan or lodge.

Clear the accommodation (into refuse sacks) of any personal items that remain: papers, personal items, food (checking fridge).

Review processes so that cleaning and sanitising are carried out on all frequently touched surfaces outside and within the accommodation.

Items to be cleaned include but are not limited to:

- door handles including cupboards, wardrobes etc.
- door push plates
- light switches
- remote controls
- kitchen appliances
- plug casings (switched off and done with care).
- kitchen worktops, handles, taps, etc
- thermostats
- light switches
- remote controls
- hand rails
- keys
- floors
- window sills and handles
- hand rails
- tables
- chairs
- bins
- kitchen and bathroom walls
- hairdryers, coat hangers
- bathroom sanitary fittings
- bathroom surfaces, taps, handles, shower doors etc

This process is essential to reduce the risk of the virus spreading both to team members cleaning the accommodation and to the next occupant.

Wash all crockery, pans and cutlery etc. supplied with the accommodation thoroughly; use a dishwasher if possible. Any chipped or cracked crockery should be disposed of.

Cleaning hard surfaces

Disposable cloths or paper roll and disposable mop heads should be used to clean and disinfect all hard surfaces.

To disinfect use either:

- a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine, **or**,
- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturers' instructions for dilution, application and contact times for all detergents and disinfectants, **or**,
- if an alternative disinfectant is used within the organisation, this should be checked to ensure that it is effective against enveloped viruses.

Cleaning soft surfaces

The disinfectant used may be suitable for use on soft furnishings. Alternatively, for example on upholstered furniture, soft furnishings and mattresses, steam cleaning may be used.

Team members should avoid creating splashes and spray when cleaning. Any cloths and mop heads must be disposed of after use; put into waste bags as outlined below.

ULV fogging machines may be considered; they provide a quicker alternative to cleaning chemicals. They can disinfect large areas, combat airborne pathogens and permit rapid re-entry to the treated area.

Dealing with waste from cleaning and disinfection

Waste from possible cases of coronavirus and cleaning of areas where possible cases have been (including disposable cloths, tissues, and face coverings if worn) should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. Waste should not be left unsupervised on the park awaiting collection.

Contamination

If a higher level of contamination could be present, for example accommodation occupied by an unwell person or where there is visible contamination with body fluids, then the need for additional PPE such as an appropriate face covering should be considered and issued to the cleaning team.

Advice on this can be given by the local Health Protection Team; you can find yours here <https://www.gov.uk/health-protection-team>

Environmental decontamination after a confirmed or symptomatic guest has left the park accommodation

All surfaces with which the symptomatic person has come into contact must be cleaned and disinfected, as described.

Cleaning gross contamination

- in the unlikely event of spillages of blood and body fluids, these should be managed in accordance with the park's spillage policy before cleaning and disinfection.
- If any items are heavily contaminated with body fluids and cannot be appropriately cleaned, consideration should be given to discarding them. If the decontamination is being carried out in a privately-owned unit, permission is needed from the owner but may be covered by any cleaning or sub-letting agreement.
- the area can then be cleaned as directed by any existing workplace Risk Assessment or manufacturer's instructions on the safe use of their cleaning products. In this situation additional PPE to protect the eyes nose and mouth should be used by team members.
- waste should be treated as clinical waste and be placed in yellow bags and collection arranged for clinical waste.

HSE advice on cleaning up body fluids is [here](#).

Laundry

Laundry items heavily soiled with body fluids should be disposed of. (For privately-owned laundry, the permission of the owner will be necessary).

- place laundry in a red dissolvable bag (if available) for transportation to the point of laundering
- do not shake items and avoid all unnecessary agitation
- wash items on the hottest temperature setting the fabric will tolerate
- gloves and apron should be used when loading laundry into a machine
- laundry bag to be disposed of as per waste management guidance outlined below.

Follow up of employees involved in environmental cleaning and disinfection

For team members who have cleaned/ decontaminated accommodation where the occupant had a possible/ confirmed case of COVID-19, names and contact details of team members carrying out the work should be recorded by a designated person.

Appendix 6

COVID-19: CLEANING IN NON-HEALTHCARE SETTINGS

Government guidance: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings#principles-of-cleaning-after-the-case-has-left-the-setting-or-area>

Appendix 7

DEALING WITH A CONFIRMED OR SUSPECTED CASE OF CORONAVIRUS (COVID-19) ON THE PARK

The incubation period of COVID-19 is thought to be between 2 to 14 days (it is believed to be an average of 5 days). This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have probably not been infected.

If someone becomes unwell and believe they have been exposed to COVID-19:

- guest reports becoming unwell, the unwell person should call NHS 111 from their mobile (or 999 if an emergency i.e. if they are seriously ill or injured or their life is at risk) and outline their current symptoms.
- someone reports becoming unwell on park to staff, they should be removed to an area which is at least 2 metres away from other people. If possible, a room or area where they can be isolated behind a closed door should be identified for this purpose. If it is possible to open a window, do so for ventilation. The individual who is unwell should call NHS 111 from their mobile (or 999 if an emergency i.e. if they are seriously ill or injured or their life is at risk).
- Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow. If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available.
- After the person has departed, the room/area they have been occupying should be cleaned and disinfected.

If someone with suspected COVID-19 has recently been on park:

- For contacts of a *suspected* case, no restrictions or special control measures are required while laboratory test results for COVID-19 are awaited. Most possible cases turn out to be negative. Therefore, until the outcome of test results is known, there is no action that the park needs to take.
- If the test confirms the virus, the park will be contacted by the Public Health England (PHE) local Health Protection Team to discuss the case, identify people who have been in contact with them and will advise on any actions or precautions that should be taken.
- The Health Protection Team will carry out a Risk Assessment on a case-by-case basis. Advice on the management of staff and members of the public will be based on this assessment.
- The Health Protection Team will also be in direct contact with the affected person to advise on isolation and to identify other contacts and will provide them with appropriate advice.

When an employee has had **close contact**⁴ with a confirmed case of COVID-19:

- If a confirmed case is identified on the park, the local Health Protection Team will provide the relevant member of staff with advice and will identify the following contacts for follow up:
 - any employee in close face-to-face or touching contact
 - anyone talking with or being coughed on for any length of time while the person was symptomatic
 - anyone who has cleaned up any bodily fluids of the person
 - is in close friendship groups or workgroups with the infected person
 - any employee living in the same household as a confirmed case.

⁴ **Close contact** with a confirmed case means:

- living in the same house
- contact with the body fluids of a confirmed case
- face-to-face contact, for example talking for more than a few minutes
- being coughed on by a confirmed case
- being within 2 metres of the person for more than 15 minutes (or as otherwise prescribed by government).

These contacts are not considered cases and if they are well, they are very unlikely to have spread the infection to others:

- those who have had close contact will be asked to self-isolate at home for 14 days from the last time they had contact with the confirmed case
- they will be actively followed up by the Health Protection Team
- if they develop new symptoms or their existing symptoms worsen within their 14-day observation period they should call NHS 111 for reassessment
- if they become unwell with cough, fever or shortness of breath they will be tested for COVID19
- if they are unwell at any time within their 14-day observation period and they test positive for COVID-19 they will become a confirmed case and will be treated for the infection.

Staff who have not had close contact with the original confirmed case do not need to take any precautions and can continue to attend work.

Grateful thanks are recorded to Jackie Gawen of Chiltern Consulting for her assistance in the compilation of this guidance.



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