

This procedure is provided for the use of our staff but has been made available for customer information. It details the key procedural additions or amendments we have made to enable the Sportspark to re-open to the public, making considerations for the safety of our staff and users in order to minimise the risk of contracting Covid-19.

The Head of Sport Operations and Head of Quality, Health and Safety are responsible for conducting a thorough risk assessment of the operation, and ensuring University Safety Services approve of the control measures put in place, in line with current government guidelines and advice from relevant National Governing Bodies.

The Head of Quality, Health and Safety is responsible for ensuring this procedure is aligned with the control measures from the Risk Assessment and delivering these changes to the wider team.

The Heads of Department are responsible for developing detailed work instructions for their own department that are cohesive with the control measures from the Risk Assessment, and delivering these instructions to the wider team.

All staff are responsible for following the guidance set out within this procedure, departmental work instructions provided by their line managers, and additional safety guidance signposted within the Sportspark building.

### Re-opening of the building

The re-opening of the building will be conducted in line with UEA phases re-opening plan.

Standard Health and Safety checks will be conducted prior to re-opening.

Legionella will be undertaken by estates and specialist contractors as necessary.

Adjustments will be made by estates to the Air handling units to remove air recirculation and use fresh air supply instead.

A fire drill will be conducted prior to re-opening.

There will be a thorough deep clean of all facilities prior to re-opening.

All team members will have the relevant training and information prior to re-opening.

The contents of risk assessment and this procedure will be implemented prior to re-opening.

### Training

All staff must carry out the following training prior to returning to site:

- UEA Induction training (video format) which will be sent to them by their line manager.
- Sportspark All Staff Induction, which will be carried out via Teams call, organised by the Head of Quality, Health & Safety.

- A thorough departmental induction, which will be carried out via Teams call, organised by the Head of Department. For customer facing roles this will also include training on how to deal with difficult customers and effective conflict resolution.

Staff will be required to sign to confirm they have received the training prior to their first working day.

First Aid at Work qualified staff will be required to attend a 2-hour refresher training session prior to the building re-opening. This will be organised by the Head of Quality, Health and Safety.

NPLQ trained staff will be required to attend a competency test and lifeguard training session prior to the building re-opening. This will be organised by the Head of Aquatics.

Training must be conducted remotely as much as possible, and where face-to-face training is required then social distancing must be maintained. The training provider will ensure that the necessary control measures are in place in line with guidance from their National Governing Body.

### Moving around the Sportspark

A movement plan is in place for all areas of the building to minimise contact between those on site. One-way signs, 'queue here signs' and exit and travel routes will be displayed on a map, through floor signs and physical barriers where necessary.

All users and staff are expected to be observant and follow necessary signage produced. Staff should consistently walk the building and be vigilant to anyone either disregarding or appearing unaware of the new movement patterns.

All Sportspark users and staff should familiarise themselves with the movement plan by watching the videos and literature available on the website prior to entering the Sportspark.

To help control the flow of movement the main features of the movement plan are:

- The main staircase and gymnastics staircase will be 'up only'
- Other stairwells in the corridor will be 'down only'
- The ground floor will generally be used for entry to venues
- The outside of the building will be used to exit the premises by taking customers from the corridor and round to the track door
- The main entrance will be clearly divided and signposted for entry and exit

The Heads of Department are responsible for adjusting their programming to provide adequate changeover between activities to reduce bottlenecks around the building, and allow staff sufficient time to carry out changeovers safely.

Any non-fire or secure doors should be held open (where safe to do so) to remove the number of touch points within in the building. This should be maintained for as long as possible each day.

## New Working Practices

### Access

- Non-member bookings will not be allowed at the current time.
- All customers accessing the building should be encouraged to provide a contact number before taking the 60p admission fee. This is to assist in the NHS Test and Trace.
- The disabled gates should be kept closed at all times to further improve control of access.

### Spectators

- Customers should be advised that spectators may only enter the premises where there is an essential need, such as child supervision in line with our standard safeguarding procedure, or for collection. This should be limited to a maximum of one adult per child wherever possible. Spectators must adhere to social distancing at all times, and limit their time on site to the minimum.

### Changing Rooms & Toilet facilities

- Customers should be advised to minimise the use of all communal and changing facilities as far as possible. All users should be encouraged to arrive ready to exercise and to change/shower at home with time on site kept to a minimum.
- Clean attire including shoes should also be recommended and enforced where necessary.
- All hand driers and hairdryers are removed from use. The use of such appliances can form aerosols increasing the risk of infection.
- Blue roll dispensers are installed for the drying of hands and additional bins introduced for its disposal. Communal facilities have disinfectant wipes or sprays and clothes made available for the wiping down of touch points.
- The checks of all changing rooms have been increased to every hour and the new changing room check sheets should be undertaken without fail by the relevant teams.
- Shower facilities are unavailable and changing benches and lockers have been dramatically reduced with only those areas/pieces of equipment displaying a green tick to be used.

### Water fountains

- Water machines are restricted to bottle filling only which can be done in a contactless manner. All users should be asked to bring their own refillable bottle.

### Lifts

- Use of the lift is limited to single-use or single household only, or for transportation of goods that cannot be moved safely using the stairs. Appropriate signage is displayed.

## PPE & Workplace Hygiene

Workplace hygiene and PPE requirements have been discussed at length with University Safety Services and in line with government guidance. Staff should follow the following advice:

- Wash your hands often using soap and water for at least 20 seconds, and try them thoroughly.
- Keep your face and hands as clean as possible.
- Ensure you clean equipment before and after use, using wipes which will be provided. This applies to radios, phones and any shared office equipment.
- Use hand sanitiser when entering the building and after you have had contact with surfaces. Sanitiser will be available throughout the building for use by staff and users.
- All staff are encouraged to regularly clean clothes and shoes between workdays.
- Windows should be opened where possible to improve circulation of fresh air.
- Face coverings will not be provided, however the Sportspark will support staff decision to wear their own if they wish to do so.
- Staff may wish to utilise stylus for tablets / touch screens / mobile phones.

Wipes, hand sanitiser, disposable gloves and waste bins will be available throughout working areas. Staff should speak to the Duty Manager if replacement supplies are required. The supplies will be checked at least twice a day by the Duty Manager. Additional check boxes have been added to the Basecamp sheet as a reminder.

If a task requires additional PPE then this will be risk assessed individually and communicated to the relevant team members.

## First Aid

Only a qualified first aider, in line with normal procedure, should carry out First Aid. Qualified first aiders will undergo up to date refresher training prior to returning to the Sportspark to ensure they understand the changes to procedures.

All qualified first aiders will be issued with an individual pocket mask for use during CPR. It is the responsibility of staff members to carry these with them when in the building.

Communal equipment (such as wheelchairs) must be signposted as 'used – please clean' once used for an incident, and cleaned and checked by a Senior Sports Assistant prior to re-commission.

## Emergency Evacuation

In the event of an emergency then evacuating the building safely over-rides the movement plan, but social distancing should be maintained as much as possible during evacuation, and whilst waiting at evacuation points.

The Heads of Department are responsible for ensuring that sufficient trained staff are scheduled for each shift in order to carry out the evacuation procedures in line with the Emergency Action Plan.

### Cleaning and Housekeeping

It is essential that all staff and users play their part in maintaining as safe an environment as possible. Any downtime should be utilised to undertake additional cleaning.

All Heads of Department should remove unnecessary, or hard to clean, equipment from their department to be stored away from use to limit the areas of potential contamination and ensure that cleaning can be performed more efficiently.

A detailed cleaning schedule has been devised for the Support Team, with increased frequency of high-use touchpoint cleaning. Daytime cleaning will continue across the building and will focus on touch points such as benches, lockers, handles and buttons. This will be strictly monitored on a daily basis by the Cleaning supervisor and the Duty Manager.

Each department will have their own cleaning schedules with accompanying check-sheet, which MUST be prioritised. The check-sheets will be kept in a clear location within each department. The Duty Manager and SSA/SCA will monitor these regularly throughout the day.

Two cleaning chemicals have been appointed by University Safety Services for the effective cleaning against Covid-19. Appropriate COSHH training will be provided to all staff members during the All Staff induction, and physical demonstrations provided during the Departmental Inductions.

Additionally, we have invested in two handheld electrostatic units to assist in maintaining the highest level of hygiene in harder to reach areas such as fitness centre, changing areas and the gymnastics centre. Appropriate training will be provided to the individuals who will be responsible for using these units.

### Those Attending with Covid-19 Symptoms

All users, staff and visitors are advised to follow government guidance and the UEA procedure, should they exhibit any symptoms that could be related to Covid-19. There is a strong enforcement of the policy for the safety of all users.

Staff are responsible for monitoring their own health on a daily basis before coming to the Sportspark.

In the event of a person displaying symptoms of Covid-19 at the Sportspark, they should inform a member of staff immediately. The staff member must in turn contact the Duty Manager immediately. The Duty Manager is responsible for completing a Covid-19 incident form and ensuring the person leaves the Sportspark immediately.

Staff should not approach a person who is displaying symptoms of Covid-19. A distance of at least 2m should be maintained at all times, whilst completing the incident form and assisting them with leaving the building.

If the person is unable to leave the Sportspark immediately (for example, an unaccompanied minor) then they must remain quarantined in a designated room (the Roger Bannister Room) with the

conference room disabled toilet being their designated toilet facility, until they can safely leave the building. Staff should not enter the quarantine area.

The Duty Manager must contact the Estates team by calling 2121 to arrange for the area to be cleaned.

If the person displaying symptoms is a member of staff then they will be required to return home and isolate immediately, alongside their households. Once the staff member has been tested, in the event that they **do not** have covid-19, they are able to return to work.

If they do have a confirmed case of Covid-19, they should isolate alongside their household as per guidance from the government and NHS: <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

Any staff members that may have had high-risk close contact with a person with a confirmed case of Covid-19 while at work may be traced and contacted to advise to self-isolate. A comprehensive risk assessment has been undertaken and mitigations put in place to prevent transmission of covid-19 in the workplace, so the risk is low.

### Customer & Staff Feedback

Users should be encouraged to give feedback via the website where possible.

Staff should be encouraged to give feedback and suggestions to their line manager.

### Communication

Heads of Department will be required to meet once per week to discuss the measures in place and whether adjustments are required. The Head of Quality, Health and Safety will review the Risk Assessment and this Procedure as part of this process. The Heads of Department will amend their work instructions to reflect any adjustments and communicate these to their teams.

The Head of Quality, Health and Safety will regularly review government guidance and communicate with University Safety Services to discuss changes to procedures. These changes will be communicated during the Formal Reviews.

### Covid-19 Briefings

A Covid-19 briefing will form part of the daily huddles and should be communicated back to every staff member by supervisors and managers. Staff working remotely should join the daily huddle using Teams.

### How will we evaluate what we are doing?

The Heads of Department will ensure that at all All Managers meetings they discuss the following:

- Impact on the business, such as participation numbers, hours of operation, income

- Impact on the staff, such as wellbeing, business objectives and morale
- Impact on the community, such as feedback and suggestions

These impacts may be used in the following ways:

- To make further business decisions
- On notice boards
- Evidence for further meetings
- Quest Assessments and other audits
- Press releases

The Assistant Director of Sport Operations is responsible for ensuring these impacts are communicated to the right people / places.

This procedure is reviewed every month during the Covid-19 pandemic or updated as and when necessary, the next review is July 2020. Once this procedure is no longer required it will be removed from the QMS and archived for future use.