

REOPENING PRIME DURING CORONAVIRUS (COVID-19)

DATES

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INTRODUCTION

Following confirmation from the UK Government that it was safe to do so in England, we reopened our Centre at Heather Farm on Monday 3rd August 2020. Throughout August we ran a reduced trial timetable on an invitation-only basis to a limited number of gymnasts. From 5th September, we are running a new timetable with classes for as many gymnasts as we can comfortably accommodate.

Prime has undertaken comprehensive risk assessments at every stage of our reopening in consultation with staff and prepared appropriate documentation. We have considered the risks faced by anyone who may enter our Centre and done everything reasonably practicable to minimise them, recognising that we cannot completely eliminate the risk of COVID-19.

This document details the measures that Prime has taken to ensure that our staff, members, parents, visitors and suppliers are as safe as possible when using our Centre. While the public health emergency as a result of the COVID-19 pandemic continues, we will review these measures regularly, at least monthly, and update this document accordingly.

This document was originally compiled based on the guidance provided by:

- (a) UK Government in consultation with Public Health England (PHE) and the Health & Safety Executive (HSE) [here](#)
- (b) Our governing body, British Gymnastics (BG) [here](#)

References in this document to 'parents' of course include guardians, carers, grandparents and other relatives or anyone bringing gymnasts to the Centre. The term 'parents' is used just for simplicity. Some information is repeated in more than one section.

Prime has appointed Jo Murray as COVID-19 Officer, to be responsible for ensuring there are measures in place to mitigate the risk of COVID-19 within the Centre. If you have questions or concerns, Jo can be contacted by email at jo.m@primeacrobatics.com.

As Government and NHS advice and guidance is constantly changing, it is important that staff and parents take responsibility themselves for keeping up to date with the latest information. This document does not supersede any laws or Government or NHS advice.

PRIME CONTACT DETAILS



01483 755777



contact@primeacrobatics.com



Prime Acrobatics, Heather Farm, Chobham Road, Horsell Common, Woking
GU21 4XY

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PLACES – our Centre

Permission to reopen

The UK Government allowed indoor gyms, fitness and dance studios and sports venues and facilities in England to reopen from 25th July 2020 if they were ready to do so and could do so safely, following public health guidance. British Gymnastics confirms that this includes BG member clubs.

Capacity

- BG has provided specific guidance on capacity, group sizes and ratios:
 - A minimum of 100sqft/ 9.29 sqm per person is allowed (to include all space throughout the building, minus that space which is not accessible by participants, with consideration given to 'pinch-points' such as corridors, toilets and exits).
 - Individual groups should be no larger than a group of 15 gymnasts plus coaches. NOTE: Updated Govt advice in September 2020 re 'Rule of 6' does not apply to under 18s in socially-distanced classes such as ours and those in Prime's studio
 - Multiple groups of 15 are allowed within a venue, ensuring social distancing is in place and maximum capacity of the venue is not exceeded.
 - The nature of activities must also be considered, eg if activity is static or requires a range of movement, equipment layout and configuration of facilities.
- Using the guidance above we have amended our timetable and class sizes to be well within the prescribed limits. Gymnasts will train in pods of 8 max with 1 coach per pod, plus one 'floating' coach and one 'meet-and-greet' coach, and we have re-arranged the gym into distinct zones so that groups can train concurrently but in different zones.
- Only those staff essential to operate safely and effectively will work onsite at the Centre.
- Parents and siblings will no longer be allowed inside the building (except for parents participating in pre-school classes), and some areas inside have been closed to gymnasts: kitchen/ café area, boys' toilets, girls' toilets, treatment room and office. The disabled toilet cubicle remains available for all users.

Cleaning

We believe our cleaning schedule has always been exceptionally good when compared with similar facilities. While we were closed, some areas were redecorated and a deep clean took place before we reopened. We have thoroughly reviewed our cleaning schedule and made appropriate changes. Some of these changes are detailed within the PROTECTION – managing risk section of this document. As a summary:

- All staff are encouraged to increase their handwashing and cleaning of all shared surfaces.
- All gym equipment will be sanitised between users or after every class.
- All surfaces that are likely to be touched by gymnasts, such as the shoe pigeon-holes and windowsills, will be sanitised after each class.
- The toilet, hand basin and taps in the disabled toilet cubicle will be sanitised after each class and a rota is displayed in the cubicle.
- In the office, desks and desk equipment will be sanitised by the user before they leave.
- All areas in use at the Centre will be thoroughly cleaned after the last session each day.
- Most of the carpeting and equipment (eg beams) in the gym have been covered in vinyl so they are easier to clean.
- A fogging machine is now regularly used throughout the Centre with antiviral disinfectant which was independently tested to European Standard BS EN 14476 against Coronavirus. The machine and disinfectant are used in accordance with their manufacturers' instructions and leave surfaces safe for human contact.

Emergency evacuation

The Government has advised there is no need to socially distance when evacuating a building during an emergency; everybody in the facility should exit through the nearest fire exit, following normal fire evacuation procedure. If space allows, social distancing should be maintained at the fire assembly point, but only if it is safe to do so.

Signage

- We have displayed the mandatory 'Staying COVID-19 Secure in 2020' poster in the Centre and on our website.
- Floor markings to encourage social distancing have been placed from the main entrance to the gym door and within the gym.
- Floor markings will be placed outside the main entrance to encourage socially-distanced queuing if necessary.

Ventilation

Windows will be opened where appropriate. Doors that can be safely fixed open will be, weather permitting. Barriers will be placed by open doors during classes for our younger gymnasts (except for fire exits) and the floating coaches will be responsible for ensuring there are no escapees!

Fans may be used beside open windows/ doors to boost natural air circulation based on guidance stating that increasing the rate of supply of outside air is recommended wherever practical to help dilute any airborne contamination.

PROGRAMMES – our classes

The main change to our classes is that coaching will be non-contact; there will be no physical supporting of gymnasts, to allow for social distancing. An exception to this would be any situation where the immediate risk is greater than the potential risk of contracting COVID-19; eg if a coach can see that a gymnast is at risk of an immediate injury, they will take appropriate action to try to avoid that happening.

- The gym is divided for each class into distinct zones. Coloured floor markings are placed to provide pathways to each zone allowing for social distancing. One group at a time will train in each zone.
- The foam pit will not be used.
- Activities within each class have been adapted to allow for social distancing, content prioritises apparatus-free activities and hand-held apparatus that can be cleaned between users will be utilised.

Drop-in classes

Instead of our normal drop-in classes: Fun4Baby, Additional Needs and Flying Fossils, we are now running these as short courses of 4 consecutive sessions in fixed groups.

Pre-school classes

The Government guidance provided does not apply to soft play facilities, however BG advises that structured and supervised adult and toddler style sessions, such as ours, are covered within the guidance and may proceed if deemed safe to do so following risk assessment and assessment of the capability to adhere to current guidance by all participants. It recommends that participation is controlled, allowing one adult to one child only for direct supervision.

- Only one adult to one child will be allowed to participate and no siblings can come inside the Centre. An exception has been made for babies in a sling.
- Group activities are minimal and socially distanced and the parachute and sensory tent will not be available.

- Classes will comprise a circuit in the gym of various stations and each parent and child will have 3-4 minutes alone at each station. There will be antibacterial wipes at every station for parents to wipe the equipment before they use it. There will only be 1 or 2 pieces of equipment at each station, so it shouldn't be too onerous, and we hope parents will take on this responsibility to help to keep all our children and parents as safe as possible.

Studio

Some studio classes resumed in September. Hirers must, as a minimum, adhere to the measures within this document, and:

- Class timings will not clash with gym classes to avoid the mixing of groups and too many people in the corridor;
- Users will wait outdoors until they are collected by the hirer to avoid anybody waiting in the corridor;
- Belongings must be hung on the hooks provided and shoes placed underneath the benches – hooks and area under benches to be cleaned by hirer between classes;
- Prime mats may only be used underneath users' own mats and, if used, must be sanitised immediately afterwards;
- Only the disabled toilet may be used – this is sanitised at least hourly throughout the day;
- The hirer must sign in and out at the front desk;
- Hirers must keep records including contact information and dates/ times of entry and exit for all their users.

PROTECTION – managing risk

When should parents not bring their child to class?

- Parents must not bring their child to the Centre if either they or their child has COVID-19, or if either one is, or should be, self-isolating/ quarantining in line with the latest Government advice.
- Parents or children displaying symptoms of COVID-19 or who have been in close contact with an infected person must not come to the Centre until they have been tested and followed the latest guidance set out by the NHS.
- Parents are asked that if their child feels unwell in any way, or even just seems 'off-colour', they **don't** bring them to the Centre.
- Parents are asked to inform Prime as soon as possible if anyone in their household/ support bubble comes into close contact with anyone who is confirmed as having COVID-19 and not to bring their child to the Centre until the relevant isolation period has ended.

Before arrival at the Centre

- Parents are asked to ensure their child goes to the toilet before they come to the gym to reduce the amount the toilets are used; however all gymnasts will of course be allowed to use the toilet during class if they need to.
- Gymnasts should arrive already changed (we will not be able to provide spare kit). Ideally, they should bring no personal belongings except a water bottle and perhaps a phone, keys and wallet for older gymnasts. The water fountain inside the gym must not be used for face-to-face drinking, so we recommend that gymnasts bring a drink in a suitable container **clearly labelled with their name**.
- Feet do not carry the same level of risk as hands, so foot hygiene is not as necessary as hand hygiene. Our normal policy of bare feet in the gym applies.

On arrival at the Centre

- Parents will not be allowed into the Centre unless they are participating with their child in a pre-school class.
- Parents will be required to park and remain in their cars or use the outside tables/ area in a socially distanced manner, while waiting for the 'meet-and-greet' coach to indicate that they are ready for the gymnasts to enter the Centre.
- Parents of children in classes of Junior 1 age or younger, are asked to remain close by so that we can find them in case their child becomes upset – either in their car, outside the area immediately to the front of the Centre or outside/ inside the Heather Farm café. Parents accompanied by children other than the gymnast attending are responsible for supervising them at all times.
- If we know or have a suspicion that a gymnast is infected with COVID-19 they will not be allowed inside the Centre.

Seating, food and drink

- Our café/ kitchen area is only available for staff, so there will be no drinks or seating available inside for parents or members. No food or drinks are currently available for sale.
- [Heather Farm Cafe](#) - their website currently indicates they are open 9am to 5pm Monday to Friday and 9am to 5.30pm on Saturdays and Sundays.

Toilets and shower

- Parents are asked to ensure their child goes to the toilet before they come to the gym to reduce the amount the toilets are used; however all gymnasts will of course be allowed to use the toilet during class if they need to.
- Only the disabled toilet cubicle will be available for use by gymnasts.
- A non-touch hand drier and/ or paper towels will be available.
- The shower in the disabled toilet cubicle must not be used, except that it will be available for users of Centre who have disabilities/ additional needs.
- The toilet, hand basin and taps in the disabled toilet cubicle will be sanitised after each class and a rota is displayed in the cubicle.
- The 'floating' coach will be responsible for assisting younger children who need to use the toilet during a class. Another staff member will be close by to safeguard both the gymnast and the coach.

Entering and exiting the building

- Only staff, gymnasts and parents participating in pre-school classes and studio hirers and users will be allowed inside the Centre. NOTE: Because of limitations with our credit card machine lines, parents may enter the building to pay for merchandise. Parents must wear a face covering if they enter for this purpose.
- Entry and exit points will be controlled by Prime staff. A meet-and-greet coach will signal for the gymnasts to come in through the front door when their session is due to start. Parents are asked not to let their child come into the building before the coach signals for them.
- The gymnasts will be guided from the main door, asked to use the hand-sanitising station, and then follow a specific route towards the gym door. They will be given time to place their shoes in the pigeon-holes before entering the gym. The same procedure in reverse will be followed at the end of each class.

Temperature checks

We will not be performing temperature checks as a routine because they are not a reliable method of testing for COVID-19, however we may ask a gymnast (or staff member) if we can take their temperature if we have cause to believe they may be ill.

If a staff member is found to have a high temperature, they will be sent home.

If a gymnast is found to have a high temperature, or if the child does not wish to have their temperature taken, they will be moved outside or to the kitchen area (out of bounds for other users) while their parents are called and asked to collect their child immediately. Coaches will be discreet and very mindful of the child's feelings.

Face coverings and PPE

- Gymnasts (and parents participating in pre-school classes) should not wear face coverings –current Government, BG and WHO guidelines state these must not be worn during sports activities unless on the advice of a doctor because they may restrict breathing efficiency and sweat may increase the risk of coronavirus transmission.
- Coaches will not wear face coverings when working in groups directly with gymnasts, unless it is their personal choice to do so.
- Coaches will not wear gloves; the use of gloves is only recommended when administering first aid or when cleaning.
- Each class will have a 'floating' coach and a 'meet-and-greet' coach and both these coaches will wear their own clear visor face covering.
- All staff administering **first aid** will wear PPE comprising of fluid repellent mask, single-use gloves and single-use aprons.
- All staff performing **cleaning** duties will wear PPE comprising of fluid repellent mask, single-use gloves and single-use aprons.
- UPDATE: Parents entering the building to buy Prime merchandise must now wear a face covering.

NHS Test & Trace – data privacy

- Parents are asked to inform Prime as soon as possible if their contact details, or those of the emergency contacts we have on record, have or may have changed. It is always essential that we have up-to-date contact information.
- We have a responsibility to keep a record (for 21 days) of names, dates and times of entry and exit for everyone who enters the building and their contact details and to assist NHS Test and Trace by providing that data if requested. We are confident that our normal procedures for staff and members will enable us to do so. Prime will support NHS Test & Trace, although parents can choose to opt out if they wish. Should such a request be received from NHS Test & Trace, we will email all parents in the relevant class to inform them of the request and give a 24-hour opt-out period. We will not share information with NHS Test & Trace for those who opt-out.
- UPDATE: A QR code poster is now on display in our main entrance for use with the NHS COVID-19 app. Anyone entering the building may use their phone to scan our QR code poster. Those who scan our QR code do not need to sign in on our visitor sheets or on our participating parent class sheets.
- We have updated our Prime Acrobatics Privacy Notice to take account of the new Test & Trace measures: [Prime Privacy Notice updated 27-July-2020.pdf](#).
- Please see 'What will happen if someone falls ill?' later in this document.

Office and front desk

- The 'hatch' at the front desk/ reception has been fitted with a clear acrylic screen.
- Desks have been reconfigured and are shared in shifts by the smallest possible number of people; staff will now sit back to back and socially distanced.
- The number of staff working in the office has been reduced to a maximum of 3 at a time.
- Staff are instructed to sanitise office phones and items of stationery between users and to take their own rubbish home with them.
- The use of hardcopy paperwork has been minimised:
 - Documents that require completion by parents will be emailed for completion electronically (with instructions on how to do so), although parents may request that hard copies are posted to them and then return them by post;
 - Prime has a process in place for all HR documents to be completed electronically;
 - We are in the process of building a parent portal, where all relevant documents will be available in the future;
 - Class registers are already managed by coaches using iPads.

Payments

- Cash payments will no longer be accepted.
- All payments must be made by standing order, bank transfer/ online or by credit/ debit card over the phone. NOTE: Because of limitations with our credit card machine lines, parents may enter the building to pay for merchandise. Parents must wear a face covering if they enter for this purpose.

Prime merchandise

This can be ordered by email or by phone and paid for as above. The item/s will be placed at a collection point by the main entrance and the parent can either collect them from there or ask for a 'meet-and-greet' coach to remind the gymnast to collect the item/s as they leave the Centre.

Lost property

Any items left behind by gymnasts will be placed by a staff member wearing single-use gloves into a clear plastic bag and labelled with the date and time of the class. Parents should contact the office if they believe an item has been left behind and we will endeavour to leave it at a collection point for them to collect. Prime cannot be held responsible for any items which go missing or are left behind.

In the gym

- The gym is divided for each class into distinct zones. Coloured floor markings are placed to provide pathways to each zone allowing for social distancing at 2m throughout the gym.
- There will be limited numbers in the gym at any one time to allow for social distancing. The gymnasts will work in pods and remain in the same pod in the same class each week.
- Gymnasts will train in pods of 8 max with 1 coach per pod, plus one 'floating' coach and one 'meet-and-greet' coach; groups can train concurrently.
- Gym equipment will be sanitised between users wherever possible, or after every class.
- When it is not practical to clean equipment between users, gymnasts will be asked to use one of the hand-sanitiser stations within the gym.
- All other surfaces that are likely to be touched by gymnasts, eg the windowsills, will be sanitised after each class.
- Hand sanitiser and antibacterial wipes are available in multiple locations within the gym.

- The water fountain inside the gym must not be used for face-to-face drinking, so gymnasts may bring a drink in a suitable container **clearly labelled with their name**. Parents of pre-school gymnasts will be asked to leave bottles in the black pigeon-holes just outside the gym door; older children can take their bottles into the gym and leave them on a windowsill with their name label visible. Each 'pod' coach will indicate which windowsill their group should use and remind the gymnasts to collect their bottles as they leave the gym.
- The floating coach in every class has the responsibility of ensuring that social distancing is maintained.
- Raised voices (and singing) should be avoided because of the potential for increased risk of transmission from aerosol and droplet transmission. Gymnasts with hearing impairments will be placed closest to their coach and if coaches are wearing face coverings, these will be clear visors.
- Where personal gym equipment is required, such as gloves, chalk, etc, each gymnast must bring their own and take it home – there can be no sharing.
- No spitting is allowed – water spray can be used.
- Hand-held equipment and toys have been individually assessed based on the materials they are made of and associated need and practicality. As an example, plastic balls will be used in place of beanbags as the former are easier to clean between users.

Spectators, visitors and deliveries

- Spectators will not be allowed into the Centre.
- Although we understand that parents may wish to watch their children in their classes, to avoid accidents we do ask that parents don't call out, wave or otherwise distract any children, or talk loudly immediately outside open windows/ doors.
- Visitors will not be allowed into the Centre except in special circumstances, such as inspectors from the local authority or HSE. NOTE: All visitors must now wear a face covering.
- During office hours there will normally be a staff member in the office to deal with deliveries. Instructions will be posted on the main entrance door regarding out of hours deliveries. The main door will be kept unlocked while classes are in progress, in line with our normal safeguarding procedures and fire regulations.

What will happen if someone falls ill at the Centre with symptoms of COVID-19?

- If a staff member becomes ill with symptoms of COVID-19 at work, a colleague will put on PPE and move the staff member outside or to the treatment/ staff room and call their emergency contact and ask them to collect the staff member immediately.
- If a gymnast becomes ill with symptoms of COVID-19 while at the Centre, a coach will put on PPE and move the gymnast outside or to the kitchen area (out of bounds for other users) and call their parents/ emergency contact/s and ask them to collect the gymnast immediately. Coaches would do this as discreetly as possible, support the gymnast emotionally throughout the process and be very mindful of the child's feelings.
- If a parent participating in a pre-school class becomes ill with symptoms of COVID-19 while at the Centre, a coach will put on PPE and move the parent and child outside or to the kitchen area (out of bounds for other users) and call their emergency contact/s and ask them to collect the parent and gymnast immediately. Coaches would do this as discreetly as possible and support both the parent the child emotionally throughout the process.
- All areas/ surfaces that the ill person has been in contact with will be cleaned thoroughly and everyone who has come into close contact with that person will be notified of the possibility and instructed to immediately wash their hands.
- The coach who dealt with the ill person will inform their Line Manager, our COVID-19 Officer and our Welfare Officer at the earliest possible opportunity.

- The staff member or parent of the gymnast must then follow the latest NHS guidance on isolation and testing and not return to the Centre until they have done so: <https://www.nhs.uk/conditions/coronavirus-covid-19/>.

Suspected cases of COVID-19

- Staff and parents of gymnasts who suspect they or anyone in their household/ support bubble may have COVID-19 must follow the latest NHS guidance on isolation and testing: <https://www.nhs.uk/conditions/coronavirus-covid-19/>.
- Anyone who tests positive will receive an email, text or call from the NHS Test & Trace service. They will be asked for information on where they have been recently and to provide names and contact details of anyone they were in close contact with in the 48 hours before their symptoms started (if they know these details).
- A 'close contact' is defined as a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 7 days from onset of symptoms (this is when they are infectious to others). This could be a person who:
 - spends significant time in the same household
 - is a sexual partner
 - has had face-to-face contact (within one metre), including:
 - being coughed on
 - having skin-to-skin physical contact, or
 - contact within one metre for one minute
 - has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes

Confirmed cases of COVID-19

- If Prime is informed by a staff member that they have tested positive, we will email all staff and parents of gymnasts who may have come into **any** contact with the infected person at the Centre. We will not divulge the name or any details of the infected person. We will not share with NHS Test & Trace any names or contact details at this stage.
- If Prime is informed that one of our gymnasts has tested positive, we will email all staff and parents of gymnasts who may have come into **any** contact with the infected person at the Centre. We will not divulge the name or any details of the infected person. We will not share with NHS Test & Trace any names or contact details at this stage.
- If Prime is asked by NHS Test & Trace to provide names, contact details and entry and exit dates and times for staff and members in relation to a specific positive test, we will email the relevant staff and parents to inform them of the request. We will then provide the data requested to NHS Test & Trace after a period of 24 hours, except where parents or staff have chosen to opt out. Please see the section earlier in the document PROTECTION NHS Test & Trace – data privacy.
- When we are informed that a staff member or a gymnast who has been at our Centre has tested positive, our COVID-19 Officer or a Prime Director will inform the relevant authorities and act on the advice they give us. These may include:
 - The local Health Protection Team, PHE Surrey and Sussex (South East) in Horsham PHE.sshpu@nhs.net;
 - RIDDOR: There is no requirement under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) to report incidents of disease or deaths of service users from COVID-19. Cases will be reported under RIDDOR to environmental.health@woking.gov.uk when one of these circumstances applies:
 - An accident or incident at the Centre has, or could have, led to the release or escape of Coronavirus (SARS-CoV-2). This will be reported as a dangerous occurrence;

- A worker at the Centre has been diagnosed as having COVID-19 attributed to an occupational exposure to Coronavirus (SARS-CoV-2). This will be reported as a case of disease;
 - A worker dies as a result of occupational exposure to Coronavirus (SARS-CoV-2). This will be reported as a work-related death due to exposure to a biological agent;
- British Gymnastics.

PEOPLE – our staff

Staff training

All staff have been comprehensively trained in our updated procedures before returning to work and a log kept of which staff have been trained.

Returning to work

- Where possible, staff are working from home.
- When deciding which staff will return to work, we have paid particular regard to who may be especially vulnerable to COVID-19, including those they live with. We have also considered the caring responsibilities of our staff.
- We have communicated personally with all staff returning to work to ensure they feel safe to return and understand our COVID-19-related safety procedures.

Discrimination

We continue to comply with our existing obligations, including those relating to individuals with protected characteristics and acknowledge that all staff, volunteers, job applicants, members, participants and their families are entitled to be treated fairly regardless of sex, gender reassignment, sexual orientation, age, marriage and civil partnership, parental or marital status, pregnancy and maternity, disability, religion or belief, colour, race including nationality or ethnicity and socio/economic background.

Changes in working practices

In addition to the measures detailed within this document:

- Staff have been informed that they must not come to work if they are showing any symptoms of **any** illness which may be infectious.
- The symptoms of COVID-19 have been explained and staff have been advised to follow the latest NHS guidance if they are showing any of the symptoms. Their rights to Statutory Sick Pay when isolating or ill have been explained.
- Staff are working in fixed teams wherever possible. Changes to roles and responsibilities within each fixed team have been explained, along with PPE and cleaning requirements for each role.
- The safe use of face coverings, PPE and cleaning products has been explained.
- Staff have been trained on the need for social distancing. Where social distancing is not possible, we have made every reasonable effort to comply with current social distancing guidelines. Where social distancing guidelines cannot be followed, we have taken all the mitigating actions possible to reduce the risk of transmission of Coronavirus.
- Meetings, training and inductions take place remotely or outdoors where possible and practical, otherwise measures are in place to maintain social distancing where possible and mitigation such as face coverings where it's not possible.
- Break times are staggered and taken outside where possible. Staff are encouraged to remain onsite during their break, or if they move offsite to maintain social distancing.

- Staff are asked to bring only minimal personal belongings to work and these are to be placed in either the cordoned-off café area or the treatment room currently being used as a staff room. These areas are cleaned each evening.
- Travelling to work has been discussed with staff and advice given on public transport and the use of face coverings, car sharing, cycling, walking or running to work.

Volunteers

The protective measures we have implemented ensure that volunteers are afforded the same level of protection to their health and safety as our staff and customers.

Raising a concern

How to raise a concern relating to COVID-19:

- Email Prime's COVID-19 Officer, Jo Murray: Jo.M@primeacrobatics.com.
- Prime staff can phone or email their Line Manager or a Prime Director using the contact details on the Staff Contact List.
- If your concern has not been addressed, you can contact Environmental Health at Woking Borough Council: environmental.health@woking.gov.uk.