



**National
Farm
Attractions
Network**

COVID-19 farm attraction reopening guidelines

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NFAN COVID-19 farm attraction reopening guidelines

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The reopening of farm attractions must be carried out with careful planning to ensure that risk of infection to public and staff is reduced as far as is practically possible. These guidelines are designed to provide you with general advice and point out areas to consider whilst developing a strategy as you think about reopening your attraction in the wake of the COVID-19 pandemic. It should be used in conjunction with relevant government guidance and other available resources (see recommended resources sections).

This document is intended to be for guidance only and its contents are not intended to have any legal standing. When applying to your setting if in doubt you should seek advice from appropriately qualified professionals or Public sector bodies. It is essential that you regularly refer to current government guidelines which are constantly changing. Please bear in mind that restrictions may vary between England, Scotland, Northern Ireland and Wales. We strongly recommend that you refer to the resources in each section.

Not all of these considerations will apply to your attraction; however, the information outlined is intended to help you develop or review the plan that will work best for your attraction whilst ensuring that government guidance is followed. Each individual site will need to prepare its own site-specific reopening strategy and make changes to standard operating procedures after carefully risk assessing every area of the business. This is not an exhaustive list but gives the foundations for reopening your business.

Reopening strategies should plan for the coming months in phases, with operational restrictions which can be lifted gradually as national restrictions are relaxed but can also be put back in place if

government guidelines deem it necessary. The restrictions in place at any given time will depend on the level of infection locally as well as nationally. Local Authorities will act independently to increase restrictions in place if deemed necessary.

Prior to reopening, NFAN therefore recommend that all farm parks ensure that they have taken the following steps and importantly ensure that they are documented:

- ✓ Carry out a thorough survey of your entire site.
- ✓ Carry out robust Risk Assessments, to include disease, for all areas and aspects of operations and develop new operational procedures to align with this.
- ✓ Produce a site-specific phased reopening strategy, considering the points within this guidance.
- ✓ Liaise with the relevant local authorities regarding the date of opening and the measures taken to ensure the safety of visitors and employees.

Similar to the industry code of practice when you assume every animal on your farm has a zoonotic disease and take the appropriate control measures, it is effective to assume every visitor is COVID-19 positive and take necessary precautions to avoid spreading the disease.

1. H&S and Risk Assessments

The first step of planning to re-open is to carry out Risk Assessments, to include disease, for all areas and aspects of operations and develop new operational procedures to align with this. Businesses could be held liable for employees or a member of the public who contract COVID-19 on their premises. Whilst this would be difficult to prove it is important you have documentation to prove you have followed government guidelines and have risk assessments in place.

- Emergency plans (including fire and animal escape procedures) should be risk assessed to account for social distancing measures.
- It will be key to ensure all elements of the risk assessment can be evidenced in a practical way in line with the Government COVID-19 guidelines.
- Before reopening you must ensure all safety checks have been done and all equipment has current inspection certification.
- Many attractions will have been closed for a long period of time with little or no operation and will need documented and detailed assessment before reopening to the public. There are many things to consider following an extended closed period including corrosion, change in characteristics of lubricants, rodents, flat spots on wheels, excess dust to name just a few. Many planned preventative checks would have been missed during this period including daily, weekly, bi-weekly, monthly checks etc. It will be essential that your maintenance program is reviewed and missed checks either completed or risk assessed. Some simple tips could include:
 - Reviewing operation and maintenance manuals supplied by manufacturers for any details regarding lengthy non-operational periods
 - Contact your manufacturer for advice
 - Contacting your third-party independent inspection body for advice
 - Review/complete missed planned preventative maintenance checks
 - Complete and record additional test runs of attractions before recommencing operation
 - Deep clean of all attractions

- All rides and attraction that fall under ADIPS still need to have a valid Declaration of Operational Compliance (DOC) for when the attraction is put back into public use. The standard has not changed and the HSE has confirmed that this will still be expected.
 - Check all your attractions DOC's are still valid and in date before opening
 - If DOC's have expired than work with your independent inspection body to put a plan together to have the attraction inspected and DOC issued
 - There may be a rush for independent inspection so start your planning early
 - DO NOT operate an attraction that does not have a valid DOC

- It is essential that when buildings reopen following the lifting of COVID 19 restrictions, that any water system is not simply put straight back into use. During the period of shutdown, it would be sensible to formulate a recommissioning plan for each water system to allow safe start-up and assurance to users that it is safe. Where buildings have been empty for some time and during warm weather, it is likely that some increase in bacteria levels and biofilm will occur.
 - Consider individual water systems
 - Complete testing over a period of time before putting back into use
 - Source third party advice and testing if the skill set is not within the business
 - Keep records of your testing and results
 - Normal water testing should continue for water attractions such as log flumes, rapid rides, water cannons, water spray effects etc as in accordance with the management of bathing water quality and repealing directive 76/160/EEC
 - Flush through all water filters/softeners and coffee machines that may have been idle for extended periods

- Once all inspections, additional testing, deep cleaning and maintenance has been carried out we recommend making your site fully operational to test equipment on a regular basis in the run up to reopening.
- It is advisable to carry out a deep clean of your entire site before re opening. Deep cleaning should be carried out by a competent person.
- Whilst closed there could be increased vermin so ensure there is a robust pest control schedule in place.
- Consider consulting your local EHO on any new operational models before opening. We envisage that your EHO and/or other enforcement bodies will visit your attraction and carry out compliance checks. They may check your risk assessments, your operational practices and your employees understanding of them.
- It is advisable to contact your insurance company and review your policy and cover with them before reopening.
- Staff will need to have had the appropriate CoSHH training and will need to be retrained if using new chemicals.
- Follow HSE guidance on RIDDOR reporting of COVID-19.

Resources:

An example of a reopening a building checklist can be found here:
<https://www.zurich.co.uk/business/coronavirus/risk-management>

Further information on risk assessments can be found on the HSE Website:

<https://www.hse.gov.uk/risk/casestudies/>

Risk Assessment guide:

<https://iosh.com/media/7811/iosh-risk-assessment-guide.pdf>

RIDDOR reporting of COVID-19:

<https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>

Recommissioning of machinery:

<https://www.hse.gov.uk/news/work-equipment-coronavirus.htm>

Legionella risks

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

2. Visitor communications

An excellent communication strategy is critical. It is important to demonstrate a commitment to running a quality attraction whilst supporting government guidelines and keeping people safe. Demonstrate clear social responsibility and create assurance that the right procedures are in place to ensure the safe continuation of business.

- Communicate with visitors effectively on how to prevent the spread of germs (at the entrance, around the site, on your website, in pre-visit emails and on social media). Remind visitors that they have a responsibility to protect themselves and others by maintaining social distancing measures, with effective handwashing and following all advice. You may consider issuing site rules or a site code of conduct.

For example:

You have a responsibility to protect yourself and others and help prevent the spread of germs.

- Regularly wash your hands for 20 seconds using the warm water and soap provided.
- Regular handwashing should not be replaced by hand sanitiser gels, particularly after feeding or touching the animals and before eating and drinking.
- Avoid touching your face.
- Practice social distancing and maintain a safe distance from others where you can.
- Adhere to one-way systems in place.
- Adhere to site rules of conduct and follow the site guidelines.
- Carry tissues and cough or sneeze into them or your elbow before safely disposing of tissues in a bin and washing your hands.
- If possible, make payments by contactless card or mobile app.
- Wash your hands with warm water and soap both before and after entering animal contact areas.
- Avoid touching surfaces unnecessarily.
- Please follow current government guidance on the use of personal face coverings.
- If you, a member of your household or someone you have come into contact with has experienced symptoms of COVID-19 in the last 14 days, please do not enter the farm. If you feel unwell once you are in the attraction, please go to the first aid room and let one of our team know.

- Consider formulating clear site guidelines that will reassure the public. Communicate new operational procedures to guests in a pre-visit email or at booking, using onsite signage, on the attraction's website, and through social media platforms to establish expectations and instil confidence.

This might include:

- Your policies on handwashing and social distancing
 - The entry processes
 - Full measures and rules in place
 - Restrictions on visitor numbers and/or movement to remove crowds
 - Enhanced cleaning regimes
 - Closed activities/ restrictions
 - Catering provisions and seating arrangements
 - Relevant employee procedures
 - Directives on PPE
 - Clear message that asks guest to come back another day if anyone in their party is experiencing the symptoms
 - Examples of the onsite signage
- Detailed site guidelines and good communication of them gives you a chance to build customer confidence and trust and will make customers feel safe to visit your attraction.
 - Clear and open pre-visit communications should manage customer expectations to avoid disappointment and complaints. For example, making it clear that the play areas will be closed, that they will not be able to hold the small animals etc.
 - As a farm attraction you will already have stringent hygiene measures in place and actively encourage regular hand washing with soap and water throughout your visit. Take the opportunity to check your signage and ensure you are displaying regular reminders for visitors about effective handwashing.
 - Social distancing signs should be placed across the site to remind visitors of the social distancing requirements. You may like to consider how you might be able to make these signs fun to engage children and encourage them to practice social distancing.
 - Consider using videos or photos. This can provide reassurance but also help visitors visualise what they need to do when they visit.
 - Review onsite printed or digital material such as maps or apps to include reminders of social distancing or changes in how visitors will experience the site.
 - Ensure staff members are trained to support visitors with social distancing and the new measures that have been adopted.
 - A confident, knowledgeable and welcoming team will instil customer confidence in your attraction.
 - Let visitors know how to report any concerns if they have any.
 - Include a reminder on your website and when purchasing tickets to ask purchaser to delay visit if they are feeling unwell.
 - Use clear and eye-catching onsite signage to remind visitors to wash their hands, of social distancing requirements, restrictions, and correct procedures to follow.
 - Consider updating visitors regularly in the run up to reopening so that they are familiar with what changes to expect before you announce them.
 - Work with others such as BALPPA, BIAZZA and Visit England, Scotland, Ireland and Wales to create consumer confidence to visit leisure attractions.

- Visit Britain are developing a common industry standard quality mark that will provide a 'ring of confidence' for tourism businesses, attractions and destinations, as well as reassurance to visitors that businesses have clear processes in place as restrictions are lifted. While details of the scheme are still being refined, plans include businesses completing a free online assessment to check they are taking the necessary steps to adhere to the official government guidelines and will be provided with a quality mark that they can use and a certificate that recognises they have gone through the process. In addition, businesses will need to agree to welcome unplanned visits from a number of different organisations. This is an optional scheme but will be supported with a large UK wide marketing campaign (we believe to coincide with attractions reopening on 4th July in England). The risk is that if you decide not to opt for the standard and your customers become aware of it, this could reduce trust in your business.

Resources:

More details will be available from Visit Britain in the next few weeks:

<https://www.visitbritain.org/new-industry-standard-development-response-covid-19>

3. Establishing site capacity and limiting the number of visitors

Managing social distancing between visitors should be a key component to your strategy. Each attraction should set a maximum visitor number based on government guidance if available to comply with social distancing measures. Exact calculations are not yet available but currently everyone, except within family units, must stay at least 2 metres apart. For 2 metre social distancing you might calculate 4 square metres per person or for a family group from the same household they can occupy the same 4 square metres but there must be at least 2 metres separation between different parties. This will need to be adjusted if the 2m rule changes in the future.

- You will need to consider movement within your attraction and the assess visitor dynamics in all areas of your site. Consider toilet facilities, queue lengths and capacity of waiting areas. The number should also allow for car parks to be safely managed.
- It is better to set conservative limits on visitor numbers initially and increase those gradually as social distancing practices are tested and found to be effective. It will allow you to monitor guest flow, resolve problem areas and adjust your plan accordingly.
- The calculated capacity should consider both the overall number of people and the number of groups – i.e. a single group of 5 can distance themselves as a single unit whereas separate groups of 2 and 3 will distance as 2 units.
- Consider your opening hours when addressing your sites capacity. The total figure can be managed across a whole day or in shorter visiting sessions with due consideration given to average dwell time (e.g. morning or afternoon sessions) or with capped, timed entry slots.
- It would be advisable to consider your reopening day. Reopening on a weekday rather than a weekend, to limit the pressure on staff and allow time to test the new operating procedures and safety measures would be advisable.
- Using an online ticketing system would be desirable so to allow complete control of sales for each day/time slot. A proportion of tickets can be withheld to be made available for purchase on the admissions gate if necessary. As well as managing visitor numbers, online ticketing allows you to communicate with your visitors prior to arrival and reduces visitor to staff contact on entry. It could also be used to give you a record of everyone who has visited your establishment.

- If using an online booking system, consider reserving a proportion of available tickets for members only and ask members or annual pass holders to also book their day/session through the online system.
- When establishing maximum visitor numbers consider how you will manage on a wet weather day as well as in an emergency.
- Taking the above into consideration it is highly likely that you will be opening with under 50% of normal capacity. Some attractions that have opened abroad are currently operating at 15-30% of previous capacity.

4. Ticketing, admission and entry

- An online ticket purchasing system should be considered as the primary/only method of ticket purchase, to manage number of sales, manage membership entry, and to reduce the level of contact between visitors and gate staff. You may like to consider relaxing any restrictions you might have on online purchase (e.g. allowing them to be purchased online on the day of the visit).
- Where face-to-face exchanges are necessary in retail till areas, reception and guest services, hygienic sneeze screens should be used.
- Wherever possible cashless payments should be encouraged. Cash handling needs to be risk assessed and mitigated.
- Card machines etc. need to be regularly cleaned using a suitable cleaning agent.
- You will need to consider how pick up items are given to visitors (e.g. maps, activity timetables and wristbands). You may be able to issue them on your website or at time of booking so that customers can access the information on their phone during their visit.
- If you are not using an online system, electronically controlled access systems and/or other forms of personnel control should be used to ensure that incoming visitors are counted, and your capacity limit is not exceeded.
- Visitors leaving your attraction should also be counted to ensure maximum numbers are not exceeded, either manually, using clicker counters or via turnstile exits. If there are multiple admission/exit points, these may need to be reduced to best facilitate this.
- Have a plan in place to announce that you are at capacity using your website and social media platforms. You will also need to consider on-site communication to avoid unnecessary journeys from the car park to your entry point.
- As with all queue line, use signs, painted lines, floor stickers or other indicators to maintain social distancing.
- A safe and managed waiting area may need to be provided if selling timed tickets.
- Consider bookable arrival time slots to stagger arrival times to minimise queue lines and crowds.
- Consider separating entrance and exit routes to assist in reducing congestion.
- If necessary, use staff to manage flow of visitors as they are arriving and departing.
- Where till or admission points are together consider closing every other one to support distancing requirements.
- It is helpful to assign one member of staff to each point of sale and sanitise between use.
- Consider how your car park will be managed to allow for adequate social distancing (e.g. taping off every other space).
- Invest in hand washing facilities or a temporary hand sanitiser unit at the entrance. The code of practice does not accept the use of hand gels in animal contact area. It is particularly important to consider the location of any hand sanitiser units very carefully and not locate them in animal areas. You may consider installing them on entrance and exit to the farm park, at catering and retail entry points and in a toilet queue line.

5. Controlling visitor flow and social distancing

It is a good idea to analyse the entire visitor journey from start to finish and carry out a risk assessment of each area, activity/show or ride, whilst considering infectious disease, as well as reviewing all standard operating procedures. This will help you ascertain which areas or attractions should remain closed and which can continue with new operational procedures that align with your risk assessments and the social distancing measures in place. If it is not possible to maintain the restrictions in a certain area, then it must stay closed. Mapping the customer journey will give you the opportunity to identify pinch points within your attraction and help you to put control measures in place.

- Assess which areas of your business will be more difficult to open due to social distancing requirements. This might include soft play, interactive mazes, touch pools, props-based experiences, sand play, animal handling, cinemas, and outdoor play. Assess how you can comply with the social distancing in these types of area. It may not always be possible, and some areas of your attractions may have to remain closed until a time when they can be managed effectively whilst supporting social distancing.
- Consider a one-way system around the site or through certain areas making sure it is clearly communicated with clear and simple signage.
- Avoid gathering guests in areas for items such as character shows and attraction events unless you can operate with social distancing measures.
- Assess if rides can be run safely with reduced capacity, perhaps with one family per carriage or with spaces between seats if guests are riding with different groups. Avoid face to face seating, consider sneeze screens and allow for appropriate cleaning between rides.
- Employee and guest interactions should not be prolonged and be minimised wherever possible.
- Pinch points should be managed e.g. with extra barriers, signage, or presence of staff.
- Ensure closed areas are clearly signed and secure.
- Consider constant staff supervision in high risk areas.
- Where staff supervision is required consider marking a 'staff only' zone for them to safely stand.
- Group sizes may need to be limited in areas with narrow pathways and multiple pinch points.
- Consider 'household groups' (i.e. those individuals living in a safe household who do not need to maintain social distancing from each other) when managing attractions, shows or activities etc.
- Consider making regular announcements to remind staff and visitors to follow social distancing advice and visitor flow requirements.
- If lifts are in operation, signage is required to ensure only one-party access the lift at a time. Ensure lifts are considered in your cleaning regime.
- Assess restaurant capacities and control measures to comply with social distancing.
- Consider removal or the reorganisation of attraction furnishings such as benches and picnic tables.

6. Shows, demos, rides and attractions

It is highly likely that you will need to close/relocate certain activities in your initial phase of reopening. For example, small areas that do not allow one-way systems or areas with frequent and unavoidable hand touch areas (arcades, games etc.). Initially you should concentrate on opening outdoor areas where risk of COVID-19 transmission is lower.

- Any scheduled activity that draws a crowd, e.g. animal shows or feeding times, should be suspended unless measures can be taken to enable social distancing between households.
- Staff should avoid physically lifting or assisting guests.
- Queue lines and pre-show waiting areas as well as entry and exit points need to allow for adequate social distancing.
- Consider the capacity of individual attractions and reduce accordingly. For attractions such as tractor and trailer rides adaptations will be required such as marking out seating to allow for social distancing or screens to avoid face to face seating.
- Shows will require a reduction in visitor capacity to allow for seated or standing social distancing. Extra time will need to be allowed for organising entry and exit and seating management.
- When considering each attraction and its operational procedures ensure you consider time for sanitisation between rides/ shows.
- Staff could be positioned at entrances and at practical intervals to monitor and control numbers and crowd flow or automated counting systems could be used.
- Consider your policy on shared equipment. Items such as crazy golf clubs and balls will need to be sanitised after each use. Social distancing will need to be maintained between groups on a crazy golf course and contamination should be considered such as removing the golf ball from the hole.
- Character experiences should be walk or drive by rather than meet and greet and staff sharing character costumes should be avoided.
- If you offer animal handling experiences, considerations should be made about not offering these types of experiences until social distancing restrictions are lifted.
- Any additional events held, should be within the site capacity restrictions already identified, until restrictions of assembly between non-household groups have been lifted.

7. Toilets

- Where possible consider a one-way route. Also consider permanently staffing the area to manage entry and exit and sanitation and/or using technology such as cameras to help manage the area.
- Queues should be managed with floor markings and signage etc. to maintain social distancing. You will need to allow adequate space around the entry/ exit point.
- Ensure you have signage in place that reminds visitors about effective handwashing after using the toilet.
- Implement enhanced cleaning procedures and display signage detailing the cleaning schedule explaining that the toilets are sanitised with a suitable cleaning agent.
- Assess frequent hand touch points and consider how you might limit hand contact (e.g. foot pull doorsteps, motion sensor operated doors, flushing, taps, dryers and dispensers).
- Consideration may need to be given to provision of extra temporary toilets.

8. Handwashing

Public Health England recommend the best way to reduce the risk of infection, including Coronavirus, is good hand hygiene. As a farm attraction you will already have regular opportunities for hand washing along visitor routes and importantly at the exit of all animal contact areas. You must actively encourage regular hand washing with soap and water for 20 seconds throughout your visit with signage at these stations.

- Where it is not possible to provide additional handwashing then hand sanitisers could be used as a temporary measure in certain areas of your attraction. We would strongly advise that you only use hand sanitiser as a last resort and that you do not place hand sanitiser stations near animal contact areas.
- You must use signage to make it clear that hand washing with warm water and soap should not be replaced with hand sanitiser which does not sufficiently protect from zoonotic disease.
- You may consider installing hand sanitiser stations at the entrance and exit to the farm park, at catering and retail entry points and in a toilet queue lines. The code of practice does not accept the use of hand gels in animal contact areas.
- If hand sanitiser units are carefully positioned to ensure that they are not in close proximity to animal contact areas, AAAs certification will not be affected.
- When handling or touching livestock the Government advises that hands should be washed both before and after. Signage should be used to remind visitors to do this both before and after entering animal contact areas.
- When permitted to open indoor and outdoor play equipment you should encourage handwashing and/or hand sanitising before and after the use of all play equipment.
- You must ensure that the hand sanitiser you provide is suitable and it is recommended that you discuss your requirements with product manufacturers to determine if a product meets your needs and is effective against COVID-19. Hand sanitiser should be provided with a reminder that it does not protect from zoonotic diseases.

Resources:

Government advice for people with animals

<https://www.gov.uk/guidance/coronavirus-covid-19-advice-for-people-with-animals?fbclid=IwAR10j1AdZZBwVNsl0V5OvKPH6eIA1-18nAcI8IR3EgwQxMuf3aSidQLOWI>

HSE- Choosing the right hand sanitisers and surface disinfectants:

https://www.hse.gov.uk/news/hand-sanitiser-surface-disinfectant-coronavirus.htm?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=sanitiser-1&utm_content=digest-28-may-20

9. Housekeeping and cleaning operations

When considering your enhanced cleaning regime and its frequency, a number of factors should be taken into account, including number of hand touches, the environment (indoor/outdoor, warm/cold, wet/dry), location, the surface being cleaned, and the cleaning agent being used.

- Infection control deep cleaning is the thorough cleaning and then disinfection off all surfaces including floors and reusable equipment. Cleaning with effective cleaning agent and water removes dirt and debris and should be followed by disinfection with the appropriate cleaning agent that kills micro-organisms (diluted, and with a contact time as per manufacturers guidelines). Disinfection will kill both bacteria and viruses provided it is used as per the manufacturer's instructions.
- Ensure staff are trained in effective deep cleaning procedures for each area and keep training records.
- Check with your disinfectant or sanitiser supplier that your products are effective against the coronavirus. It is recommended that you discuss your requirements with product manufacturers to determine if a product meets your needs.
- Ensure disinfectants are used at the correct dilution to be effective against COVID-19. The recommended dilution if using bleach or a bleach-based sanitiser is 1000ppm available chlorine.
- Ensure all cleaning regimes are aligned with guidance from those relevant authorities such as Health & Safety Executive.
- Identify frequent hand touch points (including door handles, push buttons, leavers, card machines, tills, harness restraints, counter tops, light switches, tables, chair, highchairs, queue rails etc.) and where practical remove or limit high risk items/areas. For example, consider removing equipment, holding doors/gates open and using foot pull steps, adding touch free soap dispensers, toilet flushes and taps.
- It is essential that high touch points are regularly cleaned with disinfectant. The disinfectant data sheets should be checked to ensure that they are effective against coronavirus. Ensure that the manufacturers' guidance on specific products is followed correctly in terms of both dilution and contact time.
- The frequency and approach to sanitising should be based on the product guidelines.
- Consider your opening hours and change them accordingly to allow staff to suitably clean all areas. If you are going to offer a morning and afternoon session you may like to allow for a period to sanitise the site between sessions.
- Consider fogging of disinfectants/use of disinfectant aerosols or wall mounted sterilisation systems to be used against Coronavirus in enclosed spaces, following manufacturer's recommendations.
- Care should be taken for the cleaning of portable toilets.
- More waste facilities should be provided and more frequent rubbish collections.
- Some areas will need constant cleaning and others may need to be closed for periods of time to allow deep cleaning.
- Visitors will feel reassured seeing employees cleaning within your attraction. Consider making a visible 'clean team' that patrol the site and following the enhanced cleaning procedures.
- Remember to clean and sanitise surfaces and equipment behind-the-scenes areas as well as in visitor areas. That includes offices, staff areas, smoking areas, control rooms, workshops etc.

Resources:

Deep cleaning guide, deep cleaning checklist and COVID-19 cleaning and disinfection guidelines:
<https://www.evansvanodine.co.uk/post-lockdown-cleaning-disinfecting>

HSE- Choosing the right hand sanitisers and surface disinfectants:
https://www.hse.gov.uk/news/hand-sanitiser-surface-disinfectant-coronavirus.htm?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=sanitisers-1&utm_content=digest-28-may-20

10. Food and Beverage outlets

Special thought needs to be given to opening catering and retail outlets in initial stages of reopening. You will need to carefully consider all areas of the operation in order to reopen in a secure and safe manner. You must complete a robust risk assessment to demonstrate understanding and compliance with the COVID-19 secure guidelines. As part of this, a detailed plan for the kitchen must be developed, reviewed and communicated to all staff.

- Tables and chairs should be suitably reduced/arranged to support the social distancing requirements and queuing areas should be marked to support recommended spacing. Clear signage should be present to remind visitors of social distancing rules. Check government advice on seating configurations.
- Review the layout of the restaurant, shop or outlet. Consider opening entrances and exits, one-way systems, queue lines, collecting/waiting areas and signage. It may be possible to remove stock or display fixtures if necessary.
- Consider additional hand washing or temporary hand sanitiser stations at catering outlet entrances whilst ensuring clear signage reminds visitors that they should not replace regular hand washing with hand sanitisers.
- Dining tables, stools and chairs will need to be sanitised after each use. You may need to consider permanently positioning a member of staff in seating areas.
- Consider reviewing your menu and reducing the food offer to ensure fast service.
- Reusable menus should be replaced with disposable menus, signs, or an online ordering system.
- An online ordering system and collection point could be used to reduce staff interaction, queuing time and congestion.
- It should be recommended that where possible only one person from a family party enters the catering outlet to make the order avoiding congestion.
- Hot servers and service areas should be frequently sanitised.
- If you use beepers or pagers to manage waiting times, ensure that they are sanitised between each use.
- Where possible use disposable packaging and utensils to reduce the risk of contamination. You may like to consider pre-packaged cutlery sets. Individual straws should also be wrapped. Condiments and cutlery should not be available for self-service but available from servers instead.
- Consider using bags rather than trays. If trays are used, they must be sanitised after each use.
- Visitors could be called to a collection point through their app/mobile, number call system, pager or a PA announcement etc. To avoid interaction food could be on a labelled tray or bag.

- Review your menu and food offer. Self-service food operations will need to be carefully considered and should be avoided. Remove shared tongs and ladles and consider having staff serve the food as an alternative. All pick up items should be pre-packaged.
- Carefully review the back of house staff areas and where possible rearrange the lay out to allow for effective social distancing. When considering the operational procedures, it may be possible to assign frequently used equipment to one member of staff each shift (e.g. coffee machines). Designated people should enter the refrigerators, storerooms, freezers etc to reduce cross contamination and it is advisable to separate teams.
- Where till points are close together, consider closing every other one.
- Face to face working should be avoided, back to back or side to side working is favourable.
- Staff should be shielded from the public with sneeze screens where close contact cannot be avoided.
- Wherever possible cashless payments should be encouraged.
- Enhanced cleaning procedures should be introduced to ensure high touch points are sanitised regularly. Kitchens, storage areas and containers should continue to be sanitised regularly.
- If you do not already you may want to consider allowing visitors to bring picnics.
- Review your deliveries process to minimise contact with drivers.
- During rinsing processes, it must be ensured that water temperatures above 60°C are reached, as disinfection of crockery and glasses requires this.

Resources:

Government advice on working in food settings:

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

Food innovation Wales: COVID-19 considerations:

<http://foodinnovation.wales/covid-19-considerations-for-good-manufacturing-practice-in-the-welsh-food-and-drink-processing-sector/>

Government advice for restaurants offering takeaway and delivery:

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

11. Retail outlets

- Appropriate signage should be displayed to remind visitors of social distancing requirements and to only touch items they intend to purchase. Physical barriers may be required at till points as well as floor markings to remind visitors of appropriate social distancing.
- Where face-to-face exchanges are necessary hygienic sneeze screens should be used and cleaned regularly along with other touch points (e.g. tills, counter tops etc.). Introduced an enhanced cleaning regime to ensure all retail areas are regularly sanitised.
- Employees should avoid touching items where possible.
- Allow guests to put their purchased items into shopping bags themselves so employees do not touch them.
- If possible, hold entry and exit door open or use foot pull steps.
- It is best to avoid locating retail items near main entry /exit points to avoid unnecessary congestion.

- If your exit is through the shop, consider offering an alternative way out where possible so that visitors are not forced through retail areas.
- You could consider drive through retail options to reduce contact.

Recourses:

Retail guidance:

<https://assets.publishing.service.gov.uk/media/5eb9703de90e07082fa57ce0/working-safely-during-covid-19-shops-branches-v1.1-250520.pdf>

12. PPE- Employees and visitor

The advice on PPE as a means to managing COVID-19 risk is constantly developing and so it is important to keep up to date with developments and review government advice regularly. The best way to manage the risk of COVID-19 is through social distancing and good hygiene practices, not through the use of PPE. It is advisable to review each job role and location on a case by case basis to identify high risk areas.

Employees:

- All other control measures should be considered before the use of PPE.
- With Covid-19 being transmittable via human airborne particulates, PPE can be used as an additional protective measure when providing solutions in high risk areas such as toilet cleaning or when administering first aid.
- If your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.
- The main types of PPE for consideration might be gloves and masks. All PPE purchased should come from reputable suppliers and be CE marked.
- The correct use and removal of such PPE is key in order to protect employees and stop the spread of germs as the PPE is worn and removed. Staff should all be trained in these procedures.
- All PPE should be discarded of by suitable waste removal means.
- Ensure an appropriate supply of PPE and cleaning supplies.
- It would be advisable to formulate or update your PPE policy.

Visitors:

- You should encourage visitors to follow government guidelines and adopt the principles that they outline. Current recommendations are that if you can, face coverings should be worn in enclosed public spaces where social distancing is not possible and where you come into contact with people you don't normally meet. For example, on public transport or in some shops.

Resources:

Face Masks fitting guidance:

<https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm>

Government advice on staying safe outside your home:

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

Government advice on working safely during coronavirus in construction and other outdoor work:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work-section-6.1>

Government advice on COVID-19 and PPE

<https://www.gov.uk/government/publications/coronavirus-covid-19-personal-protective-equipment-ppe-plan/covid-19-personal-protective-equipment-ppe-plan>

Government guidance for providers of outdoor facilities:

https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-phased-return-of-sport-and-recreation/guidance-for-providers-of-outdoor-facilities-on-the-phased-return-of-sport-and-recreation?fbclid=IwAR0_cFr4rM0e6I08uVVnPTv13cDewUJ87gXazaiOzLrjCXFW3YCBgNqMk0

13. Temperature checks and health screening

- Due to the unreliable nature of advance screening and temperature checks, particularly in outdoor environments, they are not recommended as a primary operating principle.
- Thermal scanners are effective in detecting people who have a fever (i.e. higher than normal body temperature). They cannot detect people who are infected with COVID-19. Individuals carrying COVID-19 can be asymptomatic, including maintaining a normal body temperature. As a result, screening is not an effective way to keep individuals with the disease out of your attraction. It is effective to assume everyone is COVID-19 positive and take the necessary precautions to avoid spreading the disease (handwashing, social distancing, and regular cleaning).
- You might consider asking employees to complete a health declaration form on arrival at work to confirm that they, or anyone in their household, has not experienced symptoms of COVID-19 in the past 14 days.
- When formulating your strategy consider that individual consent is required before an employer can screen an employee's temperature at the workplace.

Resources

COVID-19: UK workplace temperature screening - striking the balance:

https://www.lexology.com/library/detail.aspx?g=3063f2dd-15d6-4a09-8a28-83fc68beb294&fbclid=IwAR2e8hiVyRH86z2k1yMWkVAPF-YbZuWxRJSgX5qUvwmdAgZc_iFXAjK4NBk

14. First Aid

- It is effective to assume every visitor is COVID-19 positive and take necessary precautions to avoid spreading the disease.
- You will need to ensure your First Aid protocols address how to manage guests and provide appropriate PPE for first aiders.
- Ensure that your first aiders are notified of changes to normal first aid procedures. For example, current advice states that if you are required to perform CPR on an adult, it is recommended that you do not perform rescue breaths or mouth to mouth ventilation; perform chest compressions only.
- Consider an isolation area for guests or employees with potential COVID19 symptoms.
- Disinfect first aid rooms after use.
- Employees should treat all bodily fluids as if they are infectious and wear appropriate PPE to deal with them and thoroughly disinfect the area and double bag waste and store safely for 72 hours before putting with general waste.

Resources:

Government advice for first responders:

https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov?fbclid=IwAR2bht9Vp_0urnAEuf2Ez6ilX5-m6vg-13kHGpMrdTNOOL_ECf3IPL67OZk

Full details of the Government recommendations on cleaning in a non-health care setting can be found on: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

Details on Riddor reporting for Coronavirus can be found here:

<https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>

Resuscitation Council advice on adapted CPR techniques for Covid-19:

<https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/>

15. Birthday parties, schools and groups

- Clear guidance should be provided to school groups to facilitate their visit whilst ensuring protective measures can be met. Working with the individual schools in advance will be important to also consider schools' own guidance.
- Whilst social distancing measures are in place it is unlikely that birthday parties can take place safely.
- Before accepting birthday party bookings, you will need to consider your party rooms and how guests gather in them. Maximum capacities will need to be reduced to allow for appropriate social distancing.
- It would be advisable to review birthday booking times so to avoid parties being on site at the same time and to allow for enhanced party room cleaning between groups.
- Children must be reminded to wash their hands before entering the party room.
- You must ensure that birthday parties are sent clear pre-visit information to include hand washing and social distancing measures. Consider asking the organiser to ensure the information is circulated to guests.

16. Employee management

The most effective way that you can ensure that your employees are safe at work is to:

- Alter business-as-usual ways of working to ensure social distancing can take place.
- Minimise contact opportunities. (e.g. erection of physical 'splash barriers' to decrease staff anxiety, redirecting visitor flow etc.)
- Ensure that staff are instructed not to enter the premises if they, or a member of their household, display signs of COVID-19 symptoms such as a high temperature, persistent cough, loss of taste and smell and to avoid touching their eyes, nose and mouth with unwashed hands.
- Display signs throughout the workplace that remind your employees of the symptoms of COVID-19.
- Ask all staff wash their hands immediately before leaving home and then again as soon as they arrive at work. Duty managers will need to be trained to remind everyone to wash their hands at the start of their shift.
- Consider formulating a signed document that reinforces the duty of care employees have to stay away from the workplace if they or anyone in their household are exhibiting symptoms.
- A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.
- Ensure that employees are provided with regular breaks to allow them to wash their hands for 20 seconds. Break areas and break times should also be set up to allow for social distancing to occur to minimise contact during these times.

As an employer you must protect people from harm, and this includes taking reasonable steps to protect your workers and others from coronavirus. As with the rest of the attraction all staff areas, smoking areas, offices, and workshops etc. will need to be risk assessed.

- Identify what work activity or situations might cause transmission of the virus.
- Decide how likely it is someone will be exposed
- Act to control the risk. You should look to rearrange workspaces so that people can keep a safe distance apart by moving fixtures, reducing capacity or provide screens to allow for effective social distancing.
- Where possible avoid face-to-face working.
- Consider using outside areas for breaks if locations are suitable and safe to do so.
- You may need to consider closing access to certain areas.

Staff in all areas of the business will have had long periods of time away from their job roles resulting in a loss of competence.

- Ensure staff are well trained in enhanced cleaning measures, new operating systems and new policies and procedures. You should provide pre-opening training especially if they are returning from a long period of absence. Training, assessment, support, and supervision will be critical during the initial opening period in all areas of your operation.

- As well as carrying out training sessions you should consider producing and issuing staff guidelines that document changes to operations, policies, and procedures to further reassure them that you have robust procedures in place to ensure safe continuation of business.
- Ensure staff understand that new COVID-19 controls and operating procedures are to be followed in addition to existing standard operational procedures.

In addition:

- Normal operating workplace risk assessments for staff should be reviewed.
- Develop a plan for returning staff including consideration of office space and a continuation of home working for certain roles.
- Remind staff not to share items for example computers, tools, phones, radios, pens, cups where possible. If this is not possible then it must be sanitised between use. Staff should avoid sharing microphones and headsets and procedures for washing costumes, props etc will need to be reviewed.
- Consider reviewing your uniform policy so to ensure that staff start work in clean clothes for every shift. Remind them that they need to wash their uniform at a temperature above 60°C or use a laundry sanitising agent. If this is not possible it should be bagged for 72 hours and then washed normally.
- All staff will need be trained on correct use, removal, and disposal of PPE to how protect themselves and others where applicable.
- If possible, stagger staff arrival, departure, and break times to reduce interaction with each other. Social distancing and hygiene protocols must also be adhered to in non-customer contact areas such as offices, staff rooms, locker rooms etc.
- You may wish to organise fixed teams or partnering at work to reduce interaction with different groups of employees and allow an operation to continue operating with different teams if a member of 1 team became unwell.
- Consider split morning briefs into smaller groups, look at issuing briefs using notice boards or technology.
- It is also advisable to have policies for outside contractors and deliveries etc.
- Where possible organise schedules for essential services and contractor visits to reduce interaction and overlap between people.
- Staff caring for animals need to social distance and it is advisable to minimise the number of different people caring for them. Enclosures and items such as food bowls need regular disinfecting and robust pest control procedures should be in place.
- Consider using technology such as skype/myteams/ zoom to hold meetings.
- Identify vulnerable workers and where possible offer work from home. Where this is not possible consider changing their job role and offer them the safest available role.
- You might consider asking staff to complete a health declaration on arrival at work to confirm that they, or anyone in their household, has not experienced symptoms of COVID-19 in the past 14 days.
- It is advisable to review and update your 'Return to Work' documentation to include COVID-19.
- Follow government guidance on how employers and businesses can play their part in The Track and Trace programme to slow the spread of the virus. Encourage employees to heed notifications to self-isolate and support them when in isolation.

Resources:

Track and Trace workplace GOV guidance:

https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus-hse&utm_term=tnt-1&utm_content=digest-28-may-20

Working safely during coronavirus outbreak- a short guide:

https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=working-safely-4&utm_content=digest-13-may-20

WHO provide advice on how to fit face masks correctly:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

Government advice to employers and businesses about 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>

Considerations for companies responding to COVID-19:

https://www.gibsondunn.com/uk-employment-law-considerations-for-companies-responding-to-covid-19/?fbclid=IwAR0BUr9fRen88w_iGwal1luUTdmiAyb1wPs79MyGT4ecvF4mEO3xWAQNLLg

Returning to work after illness:

<https://iosh.com/resources-and-research/our-resources/communicable-diseases/coronavirus/returning-safely/people/planning-an-individuals-return/>

Preventative measures, emergency planning and managing employees

<https://iosh.com/resources-and-research/our-resources/communicable-diseases/coronavirus/advice/>

17. Employee communication

It is vital to ensure staff communication is thought of at this time to give them confidence in being able to return to work safely. Once all reopening arrangements are in place, communicating with and engaging your workforce about the control measure in place is key.

- Staff will no doubt have questions about returning to work and may be nervous. Importantly you will need to make time for managers and workers to have these conversations.
- Consider a staff questionnaire to identify vulnerable employees, those who live with a vulnerable person and perhaps those who live with someone who works in an environment in which they are highly likely to be exposed to COVID-19.
- Ensure your staff are fully prepared to return to work and have the skills, confidence, and knowledge to reopen and face guests for the first time.
- Provide your employees with regular and visible written/verbal communication to keep them informed of government advice and any changes in operation or COVID-19 related protocols.
- Provide daily reminders for your staff about hand washing is important and facilitate regular hand washing breaks for staff.

- You will also need contingency plans to operate in the event of a member of your team contracting Covid-19 and the control measures that will need to be put in place to prevent infection to others from contaminated surfaces.
- It is advisable to review your sick leave policies and include an update on Covid-19.
- Remind employees that they have a duty to take care of their own health and safety and to not adversely affect others.
- Ensure your staff are familiar with your PPE policy and remind them that your risk assessments have identified certain areas that require them to wear the PPE provide. Training in how to properly use, clean and dispose of PPE is extremely important.
- You should consider how staff who fail to adhere to guidelines will be managed and discuss this with your managers.
- Remind staff of the process to follow if they would like to report concerns or if they are displaying symptoms. Also, how to look out for symptoms in others and how to report it.

Resources:

Talking to your employees about coronavirus:

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

General information:

https://www.who.int/health-topics/coronavirus#tab=tab_1

Videos:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/videos>

Latest information and news:

<https://www.hse.gov.uk/news/coronavirus.htm>