

Covid 19 - Measures for day visitors – the 'new normal' at NOT

Before visitors arrive and visitor arrival

- All visitors are reminded that if they feel at all unwell or are experiencing any symptoms they should not come to the Trust
- Visitors will have received (verbally/email) the Covid 19 protocol info telling them what to expect and what we ask them to do (wearing face coverings, remaining in car until called forward for trip etc)
- They will be greeted at the gate and told where to go and assisted to the boats by staff/volunteers
- When more than one group is arriving on a day, arrival times will be staggered

Around the Trust Centre

- All persons at Centre to sign in book at reception window to enable track and trace
- Current government guidance on distancing and gatherings to be followed
- Face coverings to be worn inside buildings
- Staff only in the office, reception area, training room and toilet
- Reception area screened to allow single visitor access (e.g. wheelchair user wishing to pay) if necessary
- Staff and volunteers only in the lifejacket room, accessed from outside
- Sanitising gel at toilets and disinfectant spray for between use disinfection of taps and handles
- Designated visitor and volunteer toilets (volunteers toilet on keycode)
- Visitors to remain in car, one person only to come to reception window under small marquee to pay
- Big marquee available for socially distanced waiting outside if conditions are very hot
- Visitors escorted to boats by staff/volunteer group leaders
- Green marquee hand sanitising station set up to funnel and catch visitors arriving and leaving boats

On boats

- Face coverings on all open boats for staff, volunteers and visitors
- Use of transparent face shields permitted for people unable to wear a face covering
- **Visitors unable to wear face coverings will be welcome to take part in all activities**
- Face coverings required for drivers on cruisers (unless bubbled)
- Sanitising spray and hand gels on each boat
- Cruisers to have 1 1/2hr cleaning slot at lunch between groups
- Hot water available but visitors to bring their own mugs/utensils etc

On the Ark

- Distancing zone marked to allow two unconnected groups distanced use of the Ark and toilet
- Tillers and touched surfaces to be wiped down before departure
- Sanitising hand gel dispenser mounted by door

During the day

- Communal toilet high touch surfaces (taps, handles, door handles and seat) will be spray sanitised between visitors by staff

Arrival back at the Centre

- All buoyancy aids and other kit (keys, radios etc) returned to sanitising marquee for cleaning by staff

After the Visitors Leave

- Sanitising and cleaning of cruisers and boats by staff

Sanitising and cleaning of visitor and volunteer toilets and reception/office by staff before departure

Date 22/7/20 Review August 2021