

Keeping visitors safe during the Coronavirus pandemic: Information for parents

We are really excited to be welcoming your child to our wetland centre. During the period where we have been closed to learning visits, we have been making all of the necessary arrangements to keep visiting children and staff safe. We are now happy that we can welcome learning groups back safely. These are the main steps we are taking to keep everyone safe during their trip:

Displaying symptoms

- We are reminding people not to visit if they, or anyone they have been in recent contact with, is showing symptoms of Covid-19.

Numbers

- We are limiting learning group bookings to a single social bubble and accompanying adults. These numbers will form part of our daily cap, ensuring that we have a safe number of people on site on any given day.

Social distancing

- For social distancing within your group/class will we follow your school /organisation guidelines.
- When under the supervision of our staff, social distancing of at least 2m will be maintained between the group and the general public and our staff / volunteers.
- Changes have been made to ensure that social distancing guidelines are able to be followed as groups move around the site.
- Our staff will assist with the maintenance of social distancing between the group and the general public when walking between the coach and the centre. An alternative entrance will be used when possible to further reduce contact with the general public.
- The consequences of deliberate breaching of social distancing are made clear to all visitors including on the terms and conditions of entry.
- Where groups will be working in a single area for some time, this area will be cordoned off to keep groups separate from the general public.
- Learning groups will be allocated a designated lunch space (not indoors) and place to store their belongings.
- Learning groups will be able to book a dedicated time to use Wellyboot land. Learning groups will not mix with the general public in this area.
- Learning groups will have their own dedicated, pre-booked time in the South Lake Discovery hide. The general public will not be allowed access during this time.

Ventilation

- Groups will be kept outdoors as far as possible and any indoor spaces that are used will be kept well ventilated.

Face coverings

- Our staff will wear face coverings and / or visors when inside (staff are permitted to remove their face covering if talking to someone who lip reads).
- All visitors over the age of 11 are required to wear face masks when inside unless they are medically exempt.

Hand hygiene

- Children and accompanying adults will wash their hands and apply hand sanitiser on their hands upon arrival, before eating, when leaving, between activities and at regular intervals during other parts of the visit.
- We have extended our handwashing facilities and added extra hand sanitisation points around the centre.

Toilets

- Learning groups will be allocated their own designated toilet(s) for their own exclusive use during their visit. These will be cleaned thoroughly between visits.

Additional cleaning

- Indoor areas used and any items touched will be thoroughly cleaned between groups.
- The frequency and level of cleaning has been stepped up across the centre.

Resources

- There will be no sharing of resources except within social bubbles (as in your child's school / setting).
- Resources used will be disinfected and / or left 72 hours between use by different groups.

First Aid

- We will avoid any higher risk activities that may increase the likelihood of first aid needing to be given.
- First aid will be administered by staff from your child's school / setting unless additional assistance is required.

Illness during the visit

- If a member of a visiting group should become ill with Covid-like symptoms during the visit, they will be accompanied (along with a member of staff from their school / setting) to the Rain garden covered area where they will be isolated from the rest of the group whilst arrangements are made to get them home safely.

Test and trace

- We will take contact details for a lead member of staff so that we can engage with test and trace if required.
- Visiting groups should inform us if anyone that came on the visit displays symptoms or tests positive within 14 days of their visit. Please inform your child's teacher / group leader if this is the case.

Training

- Any staff and volunteers who will be involved in formal learning delivery will have been made aware of all of the above guidance along with all relevant risk assessments beforehand.