



# COVID-19 HEALTH & SAFETY GUIDANCE FOR CUSTOMERS

June 2020

**This is a short document to explain some of the health and safety measures we have taken on our caravan parks to minimise the covid-19 risks to our team and our customers, and is based on a more detailed H&S risk assessment that our team had on this. If you have any questions or suggestions with respect to how we are minimising virus transmission risks on our parks, please contact head office or your Park Manager to discuss.**

## **Covid-19 Government Guidance For The Public**

1. The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia). Symptoms might also include chest tightness, myalgia (muscle pain), fatigue and dyspnoea (shortness of breath). If you have these symptoms, however mild, stay at home and do not leave your house for at least 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands using soap and water or use a hand sanitising gel.
4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

## **PHE Hand Washing Best Practice**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/886217/Best\\_practice\\_hand\\_wash.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886217/Best_practice_hand_wash.pdf)

## **PHE Hand Rub With Sanitiser Best Practice**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/886216/Best\\_practice\\_hand\\_rub.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886216/Best_practice_hand_rub.pdf)

## **Procedure If Someone Has Coronavirus Symptoms**

Anyone displaying covid-19 symptoms should return home to self-isolate for 7 days, and use the NHS 111 service to see if they need medical treatment or tests. Anyone living in a household with someone who has developed covid-19 symptoms should self-isolate for 14 days. If you have been staying on the park, please inform the park manager and please let them know of anyone that you have been in contact with so they can be informed, in a safe fashion as possible. Also please inform them of any areas of the park (outside of your caravan and garden) where you might have been that in the last 72 hours that might need extra disinfecting.

NHS advice is given on this web page

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

Government advice is given below

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

People who they have had close contact with recently will be informed about this and should take extra care with hand washing and social distancing. Although at this point it is not a government requirement that they now need to self-isolate, we would recommend returning home now.

## **Procedure If Someone Is Tested Positive For Coronavirus Symptoms**

Anyone confirmed with covid-19 should return home immediately to self-isolate, along with the rest of their household. Please also inform the Park Manager (in a safe fashion), and let them know any people you think you might have had close contact with on the park, 2 days before the onset of your symptoms, and 7 days after the onset of symptoms, and also any areas you might have been in that need cleaning in the last 72 hours. The NHS Test and Trace service will be in contact to discuss which people they have had recent close contact with, and to formally notify those people that they need to start self-isolating for 14 days. However we would also request that people they have had close contact with over this time period now leave the park to go home (even before they might be contacted by the NHS Test and Trace service).

Guidance on the NHS Test and Trace service is here:

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

and here

<https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person>

## **Interacting With Staff**

We would please remind all our caravan owners and other visitors that they should respect social distancing guidelines (staying at least 2m apart) both when they interact with different households and with our staff. Our parks have large outdoor areas so there should be no need to spend time in close proximity to others.

To help protect our staff, we have asked them to not allow our customers into the park offices currently, unless it is absolutely imperative (and anyone who does come into the office should be wearing a face mask and gloves). There will be barriers and signs around the office entrances to remind everyone where it is safe to interact with our staff. We would ask that you respect these signs for the safety of all.

## **Current Caravan Owner Visits**

Where councils are allowing short visits to the park for maintenance and similar activities, all visits must be booked in advance with the Park Manager by phone or email. The Park Manager will explain the rules about visits when making the bookings.

Caravan owners must not visit the park if they have covid-19 symptoms. If caravan owners do not obey the visiting rules (like leaving the park at the end of the visiting time and not trying to stay overnight on the park), this would be considered a breach of the park rules.

For now as much as possible, communal facilities will be kept shut, like laundry and book exchanges. As visits are only meant to be short, we would ask visitors take their rubbish away with them. If anyone has to use the bins, we would request visitors use gloves when opening the bins (if they are a bin that needs opening). For the parks which have bins that might need opening, we are in the process of providing hand sanitiser around the bin area, to minimise risks.

We have asked our staff not to enter the privately owned caravans wherever possible. If you know you might need a member of staff to help with something inside your caravan, it is preferable to let them know at least a few days before your visit (so they can do the work at least 72 hours prior to you coming), or they alternatively can go into your caravan 72 hours after your visit, to minimise any virus transmission.

WHEN YOU DO FIRST VISIT YOUR CARAVAN AFTER A NUMBER OF WEEKS, PLEASE REMEMBER TO RUN THE WATER IN YOUR CARAVAN FOR A LITTLE WHILE TO CLEAR OUT ALL THE WATER THAT HAS BEEN SAT IN THE PIPES. THIS WILL HELP REDUCE THE RISK OF LEGIONELLA. IF YOU NEED MORE INFORMATION, PLEASE DISCUSS WITH YOUR PARK MANAGER (AT A SAFE DISTANCE).

### **Caravan Sales**

Caravan sales are only done by appointment currently, as we are restricting numbers so we can manage the process to minimise risks. If visitors turn up without an appointment they will be turned away. The park manager will explain the current guidelines for sales appointments but to remind visitors: sales visits will be restricted to 2 adults (and no children); visitors should bring a pen (to sign paperwork) and a cheque book (as we are not accepting cash deposits); all potential caravan buyers should bring their own mask and gloves which they will be required to wear for each caravan viewing.