These additional procedures will co-inside with the current normal operating procedures (NOP) that Hilltop already have in place. Some of these procedures have been written specifically for each department and so may repeat various common points. Hilltop is taking these steps to assure clients/employees safety while onsite.

**Group Arrival & Departure**

**Before Arrival**

* Visiting group leader should check temperature & symptoms of any adults accompanying their group before departing school.
* Visiting group leaders are required to ask all attending teaching staff and children parents/guardians of the group for any symptoms, positive test results or isolation periods within their household or bubble in the past 10 days.
* Any group members that should be self-isolating or showing covid-19 symptoms should not be allowed to travel to Hilltop Outdoor Centre.
* Visiting group leader(s) will be required to sign the covid arrival check confirmation document on arrival to confirm the above.
* Groups larger than circa 30 will be advised to split into smaller group bubbles with bedroom sizes of up to 6.
* Adults will be assigned their own single bedroom with dedicated wash facilities.
* Please bring with you names and addresses of every attendee. (please keep for 21 days after your visit)

**Arrival**

* Course directors before groups arrival should collect and sanitise all keys before issuing them to arriving teachers.
* Course directors (CD) will meet the group leader in a controlled social distancing environment to ensure covid relevant checks were completed before groups departure from school. Group leader will need to sign Covid arrival check confirmation document.
* Each Adult arriving at Hilltop will have their temperature checked before they are able to enter accommodation. (Temperature must be below 37.8)
* Hand sanitising is mandatory before any group is allowed into the accommodation.
* Bags will be taken from the bus and put in a safe place for the clients to come and collect them once told to. Instructors will be wearing appropriate PPE (face coverings & hands sanitised) to help with the bags.
* Clients will go to their designated bedrooms which have be sanitised and will be collected by a member of the group staff from their room for the arrival talk.
* The meeting will be outside if possible or within a controlled area where social distancing can continue between clients and employees. (Hilltop staff will be wearing the correct PPE in accordance with the current government guidelines).
* CD will brief group/teachers about additional measures such as, designated areas for that group, the importance of good personal hygiene, communication if someone is showing symptoms of COVID-19/illness and ensure they are familiar with Hilltop’s isolation procedures.
* CD will take the group for a ‘walk and talk’ to assert the designated areas and the one-way system if needed (depends if the group is sharing the site with another school).
* The CD will answer any querying questions before he/she leaves the group to get settled.

**Departure**

* Clients will be asked to pack the night before to assure swift exit from rooms in the morning. (Excluding any essential items required for their final day)
* Group leader to hand in keys and teachers pack to reception WL/office HUB SH and placed in the designated box for departing groups, on the morning of departure so they can be sanitised for next use (to be sanitised by CD of arriving Group, Hilltop staff will wear disposable gloves while sanitising the teachers pack & keys)
* All main luggage & hand luggage should be out of rooms and in designated areas before AM activities.
* Clients won’t be able to go back into rooms after they have left. This allows housekeeping to clean/sanitise, the rooms for the next group/s arrival.
* Clients will only be allowed to use designated toilets & designated rooms until departure. This ensures there’s no cross contamination with the arriving group.
* Clients will remain in the dining room/outdoors after their last activity. This will give the CD time to end the clients trip with a departure chat. This will allow housekeeping to go in a clean/sanitise the common areas of that group.
* Instructors will help pack the bus if needed while the clients are in their meal sitting. The instructors will be wearing the correct PPE to do this (Disposable gloves & mask).
* Group leader to be advised to inform Hilltop of any cases of COVID symptoms or positive tests from anyone in the group, for up to ten days after the visit.
* Group leaders to be advised to hold all group information for 21 days after their visit.

**Facilities**

**Onsite safety**

* High contacted areas will be sanitised with an antiviral sanitiser that is effective against COVID-19. (European standards BS EN 14476 & BS EN 1276)
* Hand sanitisers & hand washing facilities are provided at key locations around site.
* An array of signage will be dotted around site to advise everyone to maintain social distancing and to wash/sanitise their hands regularly.
* Follow one way system outdoors.
* Follow coloured zonal system around centres.
* Doors/windows will be open to help with airflow through the centres. However, designated fire doors should remain shut. In addition, Air Circulating system will be in use throughout the centres. Heating to be adjusted accordingly.
* Bins will be emptied in a regular routine around site.
* Masks will be worn by staff inside and when in contact with other staff/clients.
* Social distancing will be adhered to at all times (In line with current social distancing guidelines). However, when this is not possible, face coverings will be worn.

**Isolation rooms**

* There will be a designated room at each centre with an en-suite which will be for clients that show/have symptoms.
* Windows/doors to be open to aid ventilation.
* One group leader/teacher to supervise the room while abiding by social distancing rules.
* If the leader/teacher has to enter the room, they will be required to wear the required PPE (Face covering, Disposable gloves and disposable apron).
* Transport should be organised by visiting group leader for the client to be collected ASAP.
* If necessary, Hilltop will advise clients about the medical procedures that should be followed. (Current Government Advice).
* Hilltop will advise to book a PCR COVID test at their local testing centre asap.
* The result should be reported to Hilltop Outdoor Centre. With the information of the client’s name, school name, activity group number and date of visit.
* If there is more than one positive PCR test reported. The NHS track & trace and North Norfolk district council must be informed by Hilltop.

**Staff / Other Visitor Arrival Procedure**

**Arrival**

* Upon arrival at Hilltop a nominated member of staff will meet each person outside while maintaining social distance. Arrivals will be ask whether they have had any Covid 19 symptoms in the last 10 days, had a positive PCR test within the last 10 days or been in close contact with anyone with symptoms or a positive PCR test with in the last 10 days. Adults will also have their temperature checked and the results will be recorded.
* If the answer to the above is yes, or if the results of the temperature test is above 37.8 the individual will not be permitted to enter the buildings, and be advised to leave the site and get a Covid 19 test.
* Before entering a building everyone must sanitise their hands
* Face coverings should be worn inside the buildings, however face coverings can be removed once you are seated, to eat or drink, in a well ventilated room, and where social distancing can be maintained.
* Indoor meetings should be conducted in a socially distanced environment with good ventilation by opening doors or windows.
* Outdoor meetings should be carried out following the current social distancing guidance. Face coverings should be worn, should social distancing be unable to be maintained.
* Hilltop staff will take lateral flow tests on two occasions each week, and a PCR test should they have any Covid 19 symptoms.

**Facilities**

**Onsite safety**

* High contacted areas will be sanitised with an antiviral sanitiser that is effective against COVID-19. (European standards BS EN 14476 & BS EN 1276)
* Hand sanitisers & hand washing facilities are provided at key locations around site.
* An array of signage will be dotted around site to advise everyone to maintain social distancing and to wash/sanitise their hands regularly.
* Doors and windows will be open to help with airflow through the centres. However, designated fire doors should remain shut.
* Furniture will be arranged to allow social distancing where possible.
* Bins will be emptied in a regular routine around site and lids will be sanitised daily.
* Face coverings will be worn by staff inside and when in close contact with other staff/clients.

**Activities**

**Additional Measures**

* Activities will be modified to adhere with social distancing guidelines.
* Hilltop will minimise the need for clients/employees to share equipment.
* Hilltop will ensure clients/employees will obtain a strict hand hygiene. With the use of hand sanitisers and hand washing, before, during (where appropriate) and after activities.
* Hilltop will have a clear sanitising routine in place to sanitise relevant equipment and contact surfaces, before, during (When appropriate) and after activity sessions.
* Shouting, chanting and singing is also discouraged to reduce the possible spread of COVID-19. If this can’t be avoided, clients/employees will be wearing a face mask.
* Long hair will be asked to be tied back in a low pony tail/plaits.

**Activity measures**

**Activities that require harnesses**

(Activities that falls under this section are, Tree Top Trail, Climbing, High Ropes, Big Zipper, Super Swing, Crates, Abseiling, Vertical Challenge, 3D Maze, Aerial Runway & Powerfan)

* Each client will be issued a sterile harness at the begin of each session. This harness will stay with that client throughout that activity. However, if the harness is exposed to foreign bodies, the harness will be dealt with and cleaned/sanitised within accordance to the current governing bodies guidelines on cleaning plastics and textiles.
* Each harness will be either cleaned and air dried or quarantined for 72hrs before reissuing it to other client.
* For quick turn over of safe and ready to use harnesses they will be soaked in hot water (65 centigrade) for 30 minutes and then transferred into another bucket with soapy water. The harness will then be airdried before use.
* Instructors will demonstrate how to correctly fit the harness to reduce the time the instructor is within the social distancing guidelines. The instructors will tighten and check the client’s harness; However, the instructor will be wearing the correct PPE to do so and will never be face to face with the client.
* Programmes will be modified where possible so the clients can keep their PPE between sessions. However, there is additional PPE equipment if this isn’t possible.
* Instructors will be assigned their own PPE equipment (Harnesses & Helmets) to reduce the need to share PPE with others. This PPE will be cleaned/sanitised by the assigned Instructor.

**Activities that require helmets**

(Activities that falls under this section are, Tree Top Trail, Climbing, High Ropes, Big Zipper, Super Swing, Crates, Abseiling, Vertical Challenge, 3D Maze, Aerial Runway, Powerfan, Trust & Agility Course)

* Each client will be issued with a sterile helmet at the beginning of each session. This helmet will stay with the client throughout the activity/activities. However, if the helmet is exposed to any foreign bodies the helmet will be delt with in the proper manner. This helmet will be cleaned/sanitised and airdried following Hilltops cleaning of equipment procedures.
* For quick turn over of safe and ready to use helmets they will be soaked in hot water (65 centigrade) for 30 minutes and then transferred into another bucket with soapy water. The helmets will then be airdried before use.
* Helmets that need to be cleaned will be roped up and stored in a specific area.
* Helmets that are ready to be used will back in the PPE Container.

**Roped Activities**

(Activities that falls under this section are, Climbing, High Ropes, Crates, Abseiling, Vertical Challenge & 3D Maze)

* All ropes will have a cleaning routine. Each rope will be submerged in hot water (65 centigrade) for 30 minutes and then moved to another bucket where its washed with soap that is between the PH levels of 5.5-8.5 then air dried. This protocol will highly reduce the risk of contamination and will keep the ropes at their highest integrity.
* Metalwork such as, Karabiners and belay devices will be sanitised at the end of each session.
* Hand sanitising will be required by staff and clients before, during (when necessary) and after session.
* Belay teams will be used to ensure social distancing can occur when possible. If the instructor has to be within 2 meters of the belay system, correct PPE will be worn.

**Big Zipper**

* Hand sanitising will be required by staff and clients before, during (when necessary) and after session.
* Once the zipper mechanism has been used it will be appropriately sanitised before returning to stores.
* The lead instructor may limit the amount of people allowed on the top platform to allow social distancing of two meters with other clients.
* Instructors will be equipped with the right PPE due to being within 2 meters of the clients. This is for the client’s safety while descending and exiting the zipline.
* All clients will be reminded of social distancing when traveling up to the top platform.

**Tree Top Trail**

* Hand sanitising will be required by staff and clients before, during (when necessary) and after session.
* If necessary, groups will be split into smaller teams during the practice arena. This allows for better social distancing.
* For client’s safety around Tree Top Trail (TTT), instructors may have to be within 2 meters of the client. However, the instructor will be wearing the correct PPE.
* Instructors will potentially limit the number of clients on each platform to help with social distancing.
* Each client will be handed a sterile Smart Snap (safety mechanism while on TTT) it will then be demonstrated how to attach it safely and securely by a qualified instructor.

**Super Swing**

* The safety bar will be sanitised after session.
* Hand sanitising will be encouraged before and after activity.

**Powerfan & Abseiling**

* Instructors will reduce the number of clients waiting inside and on top of the tower to ensure social distancing.
* Hands will be sanitised before & after goes
* For the client’s safety instructors will be within 2 meters. However, the instructor will be wearing the correct PPE.
* Instructors will demonstrate how the safety works on the tower to allow the client to clip themselves on safely.

**Airjump**

* Hand sanitising will be encouraged before and after activity.
* Instructors will be equipped with the right PPE because they will be within 2 meters of the clients due to safety protocol.

**Archery**

* All ranges will be assessed to a safe, set capacity, including the instructor’s safety and keeping 2 meters from clients when possible.
* Instructors will wear the correct PPE if they have to come within 2 meters. (To help a struggling client on their technique)
* High contact points will be sanitised before and after session.
* Bows and arrows will be sanitised before returning to store.
* Arm guards will be supplied 1 per client and will be cleaned/sanitised before and after session.
* Instructors will have a designated bow & arrows to demonstrate with.

**Agility Course & Assault Course**

* Activities will be adapted to maintain social distancing unless, ‘spotting’ (helping others through, around & across tricky obstacles)
* Hands will be washed/sanitised before and after activity.

**Team Tasks**

* Hands will be washed/sanitised before and after activity.
* Holding Hands is discouraged on certain Team Tasks

**Orienteering**

* Maps & compasses will be sanitised before returning to store.
* Answer cards will be the client’s responsibility to dispose of when the session has ended.
* Hands will be washed/sanitised before and after activity.

**Bikes**

* Each client will be given a bike, gloves and helmet that have been cleaned/sanitised.
* Hands will be washed/sanitised before and after session
* Bikes will be wiped down with sanitiser before returning to store.
* Instructors will remain 2 meters away when possible. However, instructors may need to get within 2 metres to assist with a clients safety over some of the elements on the bike track.

Instructors will wear PPE if social distancing between clients cannot be helped.

**Instructional Department**

**Day to Day**

**Arriving at Hilltop**

* Instructional team to be temperature checked and asked if they are experiencing any symptoms or should be self-isolating due to being a close contact on arrival before entering any building, this will be recorded.
* Instructional staff should report any Covid 19 symptoms that they, or any other persons in their household have, or any need to self-isolate due to positive tests in their household or bubble to the instructional manager using the Hilltop illness reporting procedure whilst off site.
* All Instructional staff to sanitise hands before entering a building and adhere to consistent hand washing/sanitising whilst on site.
* Instructors will be asked to wear masks within the buildings during staff meetings within the social distancing measures if the staff are unable to hold their meetings outside.
* All instructors will be asked to tie long hair up into a ponytail or plaits.
* Instructors will be discouraged of face touching throughout the day.
* All instructing staff will complete lateral flow tests twice a week. Will record results through NHS track and Trace & their line manager.

**Session Time**

* When meeting the group social distancing should be adhered to.
* All new additional procedures should be followed arcuately and safely before, during and after session times.
* Instructors will follow the new activity procedures for preventing covid transmission.
* Instructors will follow the new additional procedures for cleaning PPE.

**Lunch Break**

* All staff will be required to keep 2m distance when seated in the canteen or the office.
* Staff encourage to eat lunch outside when possible.
* Staff are required to wash up any cutlery, plates or dishes they use for lunch.
* When lunch has finished, they are required to put their face coverings back on.

**Meetings**

* Meetings will be held in an environment where social distancing rules can be enforced.
* Masks will be worn if the meeting is held indoors.

**End of Day**

* Making sure all used equipment has be cleaned/sanitised following additional COVID-19 Hilltop procedure.
* Cleaning/sanitising offices and work station before departing site.
* Instructional manager will ask the team if they have had any cause for concern during the day with regards to the safety measures in place or the spread of covid.
* Sanitise hands when leaving the building.

**Cleaning Instructional PPE Equipment**

**Instructors safety**

* All Instructors will equip themselves with the proper PPE (disposable gloves) while handling and washing/sanitising quarantined equipment. Such as, harnesses, helmets, metalware and ropes.
* Instructors will still follow the procedure referring to the wash log for harnesses and ropes.
* All gloves will be disposed of in the correct way and the instructors will wash/sanitise their hands after dealing with the quarantined equipment.

**Organisation of sterile & quarantined equipment**

* Sterile equipment will be available in the PPE container
* Once equipment has been used, clients will put it onto a rope ready for the instructors to start the cleaning/sanitising procedure/quarantined procedure.
* After the equipment has been sanitised/cleaned and then airdried it will return back into the equipment container where it once again can be used safely.

**Washing/Sanitising equipment**

None of these procedures will compromise the integrity of the equipment and the equipment will remain at its highest standard.

**Harnesses**

* Each harness will be soaked in hot water (65 centigrade) for 30 minutes.
* Harness will then be submerged in hot soapy water (65 centigrade with the soap PH level between 5.5 and 8.5) and washed by using a suitable brush.
* Harness will then be airdried.

**Helmets**

* Helmets will be soaked in hot water (65 centigrade) for 30 minutes.
* Helmets will then be placed in hot soapy water (65 centigrade & PH level between 5.5 & 8.5) then washed.
* Helmets will be hung up and allowed to airdried.

**Ropes**

* Ropes will be soaked in hot water (65 centigrade) for 30 minutes.
* Ropes will then be placed in hot soapy water (65 centigrade & rope cleaner) and scrubbed using a rope brush.
* Ropes will be hung up and airdried.

**Metalware**

* All metalware will be wiped down with sanitising wipes and then dried carefully, making sure the metalware is completely dry before stored for next use.

**Maintenance Department**

**Additional Measures**

**Maintenance Staff**

* Maintenance team to be temperature checked on arrival.
* Maintenance staff should report any Covid 19 symptoms that they, or any other persons in their household have, to the maintenance manager using the Hilltop illness reporting procedure.
* All maintenance staff to adhere to consistent hand washing/sanitising whilst on site.
* Maintenance staff to wear relevant PPE when carrying out their duties, this will include: Face coverings/masks and gloves.
* Maintenance uniform should be cleaned every day.
* All Maintenance staff will complete lateral flow tests twice a week. Will record results through NHS track and Trace & their line manager.

**Maintenance Tasks**

* Only essential maintenance tasks should be carried out while accommodation is not occupied.
* Should essential maintenance be required during occupancy, the current government guidelines for social distancing, should be followed and the relevant PPE worn. Affected areas should be cleaned/sanitised on completion of the task.
* All internal maintenance checks should ideally be completed when the relevant areas are not in use, or using relevant social distancing and PPE.
* All tools and PPE should be cleaned/sanitised after use and put in stores.
* Hilltop vehicles should be cleaned/sanitised after use, to include Van, Tractor, and Buggy.

**Other**

* Deliveries will not be permitted directly into the centre. A suitable delivery space will be made available and housekeeping staff to collect, remove outer packaging, sanitise the product where possible and put away.

**Meetings**

* Meetings will be held in and environment where social distancing rules can be enforced.
* Masks will be worn if the meeting is held indoors.
* Maintenance manager will lease with the senior manager regarding any cause for concern during the day with regards to the safety measures in place or the spread of covid.

**Housekeeping Department**

**Additional Measures**

* Housekeeping team to be temperature checked on arrival.
* Housekeeping staff should report any Covid 19 symptoms that they, or any other persons in their household have, or any need to self-isolate due to positive tests in their household or bubble to the catering manager using the Hilltop illness reporting procedure.
* All Housekeeping staff will complete lateral flow tests twice a week. Will record results through NHS track and Trace & their line manager.
* All housekeeping staff to adhere to consistent hand washing/sanitising whilst on site.
* Housekeeping staff to wear relevant PPE when carrying out cleaning duties, this will include: Overalls, face coverings/masks and gloves.

**Housekeeping Tasks**

* Main areas such as, corridors, reception areas, games rooms and TV rooms will be cleaned and sanitised before each groups arrival.
* Additional cleaning and sanitising will take place in areas of high congregation and frequent touch points/surfaces such as: Door handles / push plates, especially in and around toilets, dining rooms, communal offices, receptions, entrances to buildings, communal rooms and accommodation corridors.
* Bedrooms will be cleaned and sanitised prior to occupancy. To include: light switches, bedside tables, door handles – inside and out, access control pads where fitted, ladders and rails, heater controls, hoovering, wipe/sanitise hard surfaces, sanitised.
* On completion, bedrooms will be sealed/locked until group’s arrival.
* En-suite facilities will be cleaned, sanitise before group’s arrival. To include sinks, showers, taps, flush handles toilets, and door handles-inside and out.
* Communal toilets and showers will be cleaned/sanitised on at least 2 occasions every day, and should only be used by the individuals allocated to them.
* Hilltop staff/other visitor communal toilets/showers will be cleaned/sanitised on at least 2 occasions every day.
* To reduce the risk of transmission, rooms will only be cleaned during the stay if there is an urgent requirement. If a member of the housekeeping team is required to enter the bedroom, it should be at a time when the room is not occupied and the relevant PPE should be worn and any contacted areas sanitised.
* All cleaning equipment, hoovers, mop handles, trogs etc. to be cleaned/sanitised at the end of each shift.
* Where surfaces require sanitising, we will use an antiviral sanitiser that is effective against Coronavirus; certified to European standards BS EN 14476 and BS EN 1276.
* Each bedroom will be inspected and approved for use by a member of the Housekeeping Team before use.

**Bedrooms**

* Only the visitors sleeping in each bedroom are permitted to enter the room and the en-suite facilities should only be used by the individuals sleeping in the bedroom.
* Bedrooms to be allocated within their group bubbles.
* Pillows to be positioned top and tail between beds to aid with social distancing between children.
* Teachers/Adults will be allocated individual rooms.
* Windows/sky lights and doors in all bedrooms should be opened to aid ventilation when appropriate. Air Circulating system will be in use throughout the centres. Heating to be adjusted accordingly.

**Other**

* Deliveries will not be permitted directly into the centre. A suitable delivery space will be made available and housekeeping staff to collect, remove outer packaging, sanatise the product where possible and put away.

**Meetings**

* Meetings will be held in and environment where social distancing rules can be enforced.
* Masks will be worn if the meeting is held indoors.
* At the end of each shift the housekeeping manager will ask the team if they have had any cause for concern during the day with regards to the safety measures in place or the spread of covid.

**Catering Department**

**Catering Staff**

* Catering team to be temperature checked and asked if they are experiencing any symptoms or should be self-isolating due to being a close contact on arrival before entering any building, this will be recorded.
* Catering staff should report any Covid 19 symptoms that they, or any other persons in their household have, or any need to self-isolate due to positive tests in their household or bubble to the catering manager using the Hilltop illness reporting procedure whilst off site.
* All catering staff to sanitise hands before entering a building and adhere to consistent hand washing/sanitising whilst on site.
* Catering staff to wear relevant PPE when in kitchens, this will include: On site laundered uniform, face coverings/masks, gloves (when preparing or serving food), and aprons. The PPE and uniform will be changed if on a double shift.
* All Catering staff will complete lateral tests twice a week. Will record results through NHS track and Trace & their line manager.

**Catering Tasks**

* The dining rooms/conservatory will be cleaned and sanitised before each group enters for their meal (disposable gloves and aprons will be worn in the dining room by Hilltop staff and discarded before returning to the kitchen).
* The kitchens will be consistently cleaned and sanitised during a shift, between sittings and at the end of a shift, using D10 (Certified European Standards BS EN14476 & BS EN 1276).
* Utensils/chopping boards should be put through the dishwasher between each task.
* When using dishwasher different staff members should handle the dirty and clean items.
* Sterile cutlery, crockery, paper serviettes, sauce sachets, jam portions etc will be provided to visiting staff at the serving hatch.
* Before food preparation staff will wash hands, sanitise work station and only use clean sanitised utensils/equipment.
* On delivery all fresh fruit and vegetables and salad products to be washed before being put away.
* After food preparation staff will wash hands, dispose of any food waste, sanitise work station and utensils/equipment used.
* Before serving food catering staff will wash hands and wear a clean pair of gloves.
* At the end of a shift the kitchen will be cleaned and sanitised throughout and no food items left in the kitchen area.
* At the end of a shift when cleaning and sanitisation is complete, the dining room and kitchen should be sealed/locked to prevent contamination

**Additional Measures**

* Screens have been fitted between kitchen and dining room on the serving hatches
* Doors (except fire doors) and windows are to be opened to aid ventilation as much as possible.
* Rota to allow for minimum number of hilltop staff required for physical distancing
* Break times to be taken in staff bubbles.
* Staff meetings to be held outside where possible or within a controlled indoor environment, using current government social distancing guidelines.
* All Linen, mop heads, cloths etc, are to be laundered at 60 degrees.
* Deliveries will not be permitted directly into the kitchen area. A suitable delivery space will be made available and catering staff are to collect, remove outer packaging, sanitise the product where possible and put away.
* The cook will ask the catering team they have worked with if they have had any cause for concern during the day with regards to the safety measures in place or the spread of covid.

**Meetings**

* Meetings will be held in and environment where social distancing rules can be enforced.
* Masks will be worn if the meeting is held indoors.