

Kernow Hydro

Business operation update – COVID-19

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Aim

- To provide a clear picture of how “Kernow Hydro” will operate during the phased reopening /lockdown period due to the COVID-19 pandemic.

Customers admission policy changes

Capping/limiting Hydrotherapy & Swimming Customers & Spectators

1. Maximum 6 in Group Hydro, Hydro Bubbles and new born and squad classes maximum 4.
2. Rational
 - a. We have introduced a limit to the number of swimmers and denied spectators we allow on site to reduce the risk of transmission of the virus. The limits have started comply with the current social distancing requirements.

Sessions

1. All sessions will be capped.
2. All treatment or teaching will be directed by the aquatic teacher /physiotherapist on poolside, maintaining social distancing.
3. For those student/Customers who require assistance within the water from the aquatic physiotherapist will be asked to bring a family / bubble member to support them in the water.

We will follow CSP guidance on Face to Face consultations see

[https://www.csp.org.uk/system/files/publication_files/Face to face England_webversion_FINAL.pdf](https://www.csp.org.uk/system/files/publication_files/Face%20to%20face%20England_webversion_FINAL.pdf)

For HCPC guidance on Adapting your practice in the Community see <https://www.hcpc-uk.org/covid-19/advice/applying-our-standards/adapting-your-practice-in-the-community/>

4. Rational
 - a. To allow for thorough cleaning of the change rooms and toilet/ shower area after use.

Admissions

Arrival/Parking

1. Procedure
 - a. Customers are encouraged not to turn up 15mins before their session starts.
 - b. Customers are encouraged to park 2m from the neighbouring vehicle.
 - c. Customers are encouraged to stay in their vehicles until neighbouring vehicle has finished in their vehicle.
 - d. Signs at the front gate will give details of requirements for booking.
2. Rational
 - a. All of the arrival and parking changes will reduce the likelihood of transmission.

Signing in

1. All Customers will be asked upon arrival if they have/had COVID-19 symptoms or have been in contact with anyone with symptoms in the last 14 days.
 - a. "Yes" reply will see that they are turned away from the premises immediately.

Pre-booked (Online Booking)

1. Procedure
 - a. Before arriving, Customers will have:
 - i. Filled out a membership form
 - ii. Agreed/Signed a Risk acknowledgement & Disclaimer form
 - iii. COVID-19 Compliance Form
 - iv. Booked a session
 - v. Paid for a session
 - vi. Received a confirmation email (receipt of sale)
 - b. Customers will be reminded about the following:
 - i. Importance of following COVID guidelines
 - ii. Adhering to the Rules of Kernow Hydro
 - iii. Session end time
2. Rational
 - a. Providing a system to pre-book online reduces the likelihood of transmission because stationary isn't being shared by Customers to sign-in physically.

Compulsory forms

1. Membership (incl. ICE and medical).
2. Risk acknowledgement
3. COVID-19 compliancy agreement (signed doc. Stating Customers understands COVID guidelines and will adhere to them while on the premises).
4. Rational
 - a. The additional COVID-19 compliancy agreement is to ensure the Customers understand what COVID-19 measures they must undertake while on the premises and resolve Kernow Hydro of all liability should they or a contact fall ill.

Exit/Leaving

1. Procedure
 - a. Customers are encouraged to leave promptly (within 10 mins of session end)
 - b. Customers will be directed towards the exit before the next session arrives
2. Rational
 - a. Having a separate sessions and strict timings will reduce the likelihood of breaching the social distancing guidelines.

Facility changes

Building Changes

1. Gate entrance & carpark
 - a. Capacity signage will be erected at the entrance gate.
 - b. Temporary barriers will be erected at the entrance to the café/barn.
 - c. Social distancing lines will be sprayed onto the floor in the queue.
2. Barn/Café - Closed (except for the use of the toilet)
 - a. Temporary reception desk in the doorway/main entrance to the Barn/Cafe.
 - b. COVID guideline, session times & prices poster will be erected on the barn/cafe windows.
 - c. Rational
 - i. Reduces frequency of transmissions by prohibiting Customers from using the indoor spaces.
3. Tables and couches– Removed
 - a. All benches and seating will be removed from areas accessible by Customers.
 - b. Rational
 - i. Reduces the number of sites Customers feel it is appropriate to congregate.
 - ii. Reduces the number of surfaces available for Customers to come in contact with, reducing the likelihood of transmission.
4. Temporary barriers – erected at the following locations
 - a. Car park side of the barn/cafe leading to the café. (social distancing indicators to be marked on the floor)
 - b. Outside the third entrance to the barn/cafe (toilet queue).

Change room & Toilet changes

There are two changerooms, three showers and one toilet. Each session will be allocated one of each.

1. Procedure
 - a. Anti-bacterial spray and hand towels are provided on entrance/exit to the toilet, Customers are asked to disinfect all the surfaces touched while using.
 - b. Toilet will receive a full anti-bacterial clean after every session.
 - c. Extra anti-bacterial spray and cleaning products will be stocked as standard during the COVID lockdown time period.
2. Rational
 - a. Customers will need use the toilet facility during the session, primary because hydration is key.

Service changes

1. A lifeguard will be on Kernow Hydro's site at all times.
2. First aid
 - a. First aid will only be provided to prevent immediate loss of life (ie. CPR & major injuries) - performed with full PPE :face mask, gloves and manual respirator if required.
3. No Indoor space available. (excluding toilet)

4. No food or drink available (bring you own)
5. Rational
 - a. Each of the above services changes have been deemed necessary to safeguard Customers and the staff from contracting COVID-19.

Staff safeguarding measures

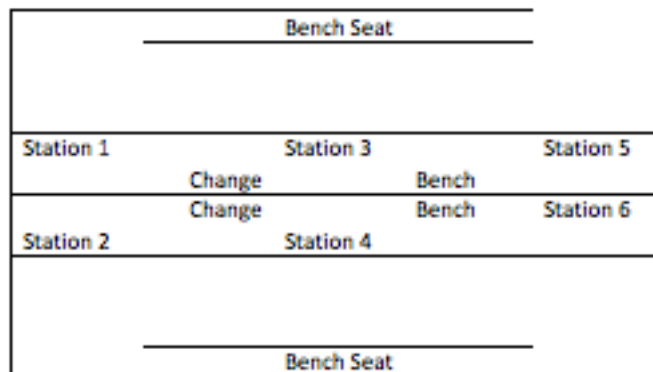
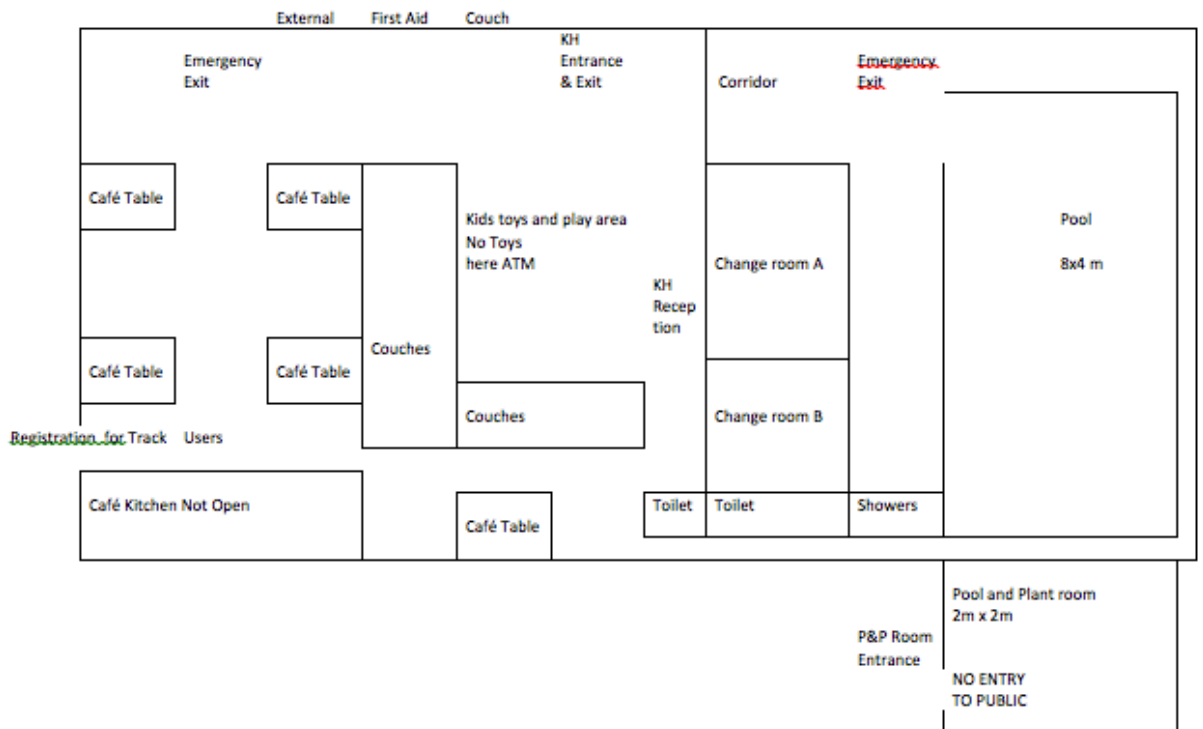
1. Do not enter if you have displayed any symptoms of COVID-19 within the last 14 days or potentially been in contact with anyone who has had or displayed symptoms within the last 14 days.
2. Please adhere to social distancing guidelines at all times.
3. Do not share stationary or tools these should be kept for individual use.
4. All paperwork to be signed and sent electronically only.
5. Use hand wipes, gels or other sanitisers provided.
6. Ensure any equipment you are bringing on site has been cleaned and disinfected prior to coming onto site.
7. Please wash your hands on a regular basis.
8. Please cough, sneeze or blow your nose into tissues and dispose of these immediately, if none are available please cough or sneeze into your elbow and wash immediately.
9. Use any PPE required as per the sites rules.
10. Deliveries & Collections are to be made in the designated areas only.

Signage List

1. Coronavirus – Hand Hygiene poster
2. Coronavirus – Mask Fitting poster
3. Coronavirus – Social Distancing poster
4. Queue here - Park car side of café entrance
5. Sign-in this way - Mounted on the car park side of the barn
6. Entrance this way (x1) - Mounted on the side of the barn indicating a different entrance
7. Rational
 - a. Increase signage will help to inform and instruct Customers and staff to the procedural changes site operation.
 - b. Reduced the need for Customers to ask staff about certain aspects, reducing the likelihood of transmission.

Layout

1. Main Barn – note new entrance and exit for KH customers.



2. Changerooms
3. Waiting area
4. Showers
5. Pool