



Guide to Reopening During COVID-19

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Reopening During COVID-19

I don't think anyone could have predicted quite how challenging and unprecedented the previous 12 months were going to be.

When we first emerged from lockdown in September last year, I was extremely impressed with how well all of our teams adapted to the new ways of working and how we made sure that whilst activities had to be adapted, we still delivered an exceptional quality of service to our customers and clients; all backed up by the feedback we received.

Unfortunately, and as we all know too well, just as we were preparing for the return of more services in January, new, more infectious strains of Covid 19 were discovered and the country was once again forced back into lockdown. Now, nearly 4 months later we're ready to go again, this time with more reason to be optimistic due to the apparent success of the vaccination program and developments in treatment. Hopefully, we can also return with more confidence, safe in the knowledge that the procedures that we have in place in our workplaces to control the spread of Covid 19 are now tried and tested and proven to be effective.

A number of services such as Active Schools, The Wellbeing and Sport teams have already returned in some form and have been delivering programs over the last few weeks. In addition, we've also welcomed some clubs back to our outdoor venues. The 26th April, sees our venues reopen for indoor activity and will allow activity such as Swimming Lessons, Gym Sessions and Junior Sport to return. On the 17th May we hope that further easing of measures will allow for the return of our group fitness classes at most of our venues.

The Marketing Team have been busy making changes to the website and updating the COVID-19 section. We'll be updating the venues and services section with opening hours and class timetables and guidance as to what customers can expect when they visit.

Our Reopening Guide has also been updated and I'd be grateful if you could all take a few minutes to read over this updated guide, but it's particularly important for those of you who are returning to work in the next few days do so.

Paul Cromwell, Chief Executive Officer

The 6 S's

We've developed an approach to reopening and how we'll ensure that our venues, services and workplaces are safe for Our People and our customers to return.

Our approach focuses on the 6 S's:

Safe & Secure



Every venue, workplace and team have updated their COVID-19 risk assessment detailing the additional controls needed ensuring compliance with the most recent guidance.

We've ensured that venues are safe, secure and ready to be occupied by:

- Checking that building(s), plant and equipment brought back online is safe and compliant
- Completing statutory inspections and thorough examinations of equipment as required
- Installing screens at our reception areas

We'll ensure that our workplaces remain safe and secure from COVID-19 by:

- Averting infected people from entering the premises
- Asking customers and visitors to our venues to wear face coverings except when they are in their activity
- Asking all staff to wear a face covering at all times when indoors except when seated in an office or staff room or when delivering limited specific activities
- Operating a cashless and contactless service wherever possible
- In some settings, providing Lateral Flow tests for colleagues.

Skills



All staff are required to complete the "Reopening of Venues and Services Induction" on LMS. The purpose of this is to ensure that all of Our People are:

- Informed of the signs and symptoms of COVID-19 and the latest Government advice
- Aware of the expectations on you as an employee to keep yourself and others safe
- Aware of the measures being taken by the company and in your workplace

Wherever relevant we will provide you with Training that includes:

- Revised cleaning procedures
- Revised normal operating plans
- First aid arrangements
- Role specific training to be completed before duties can be resumed.

Social Distancing



Social distancing requirements for us remains at 2 metres and we'll be taking all reasonable steps to ensure everyone applies this when using our venues and workplaces.

Measures taken include:

- Reductions on the number of people within our venues and workplaces
- Moving fitness equipment or activities into larger spaces
- Floor markings and one way systems
- Separate Access and Exit doors wherever possible
- Room and office capacities reduced to ensure 2m social distancing is possible but also to allow for a minimum of 9m² per person for good ventilation purposes.

We're limiting the number of colleagues within our workspaces to reduce the risk of spreading or contracting COVID-19 by:

- Asking those staff that can work from home to continue doing so for the time being
- Creating workplace shift patterns or fixed teams to minimise the number of people in contact with one another where possible
- Staggering start and finish times, shift patterns, and lunch and tea breaks
- Conducting meetings by telephone or by video conference wherever possible and where physical meeting can't be avoided reducing the number of people in attendance to only those essential and enforcing social distancing measures.

Sanitising



Venue managers have reviewed and updated our cleaning procedures and schedules and you'll receive training on any new processes when you return.

There will continue to be a focus on frequent touch points.

When we reopened previously, we had invested in some new equipment and introduced some new chemicals. Our use of these has since been reviewed and refined to ensure that we continue to clean in the most effective manner.

Staff should continue to be confident that our cleaning regimes are effective against COVID-19 and compliant with the latest guidance.

Good Hand and Cough Hygiene remains essential, so you are still expected to wash your hands regularly and hand sanitising stations remain throughout each venue for use by staff and customers.

Signage



Prominent signage has been displayed in all key areas to draw attention to revised rules and operational guidance.

Any old or unnecessary signage has been removed to avoid distracting from key COVID-19 messages.

All COVID-19 related signage in our venues will be reviewed regularly to ensure it remains:

- Consistent with current advice and guidance
- Clear and professional
- Prominent
- Appropriate for where it is situated

Support



Whilst we're all keen to return to some sort of normality, the idea of re-entering our venues and workplaces is daunting for some.

You'll have the opportunity to meet with (remotely if necessary) your line manager to discuss any concerns that you might have.

We're committed to ensuring that you continue to have say in how we operate and that you feel comfortable and have confidence in the measures that have been put in place.

We'll be seeking staff and customer feedback regularly from when we reopen venues to ensure that we are listening to and responding to any concerns.

Re-opening Principles



General

- Staff Rooms are available, but capacity is limited and good hand hygiene is critical. Kitchen areas must be left clean and tidy with all equipment used wiped down after use. Colleagues are discouraged from making one another refreshments.
- Company vehicles can be used but all touch points must be cleaned after each use using the wipes provided in the vehicle. It is preferable that there are no passengers in any company vehicle however where this is necessary it is limited to a maximum of one passenger and both the driver and passenger must wear the disposable face masks that are available (not their own face covering).
- Handshaking and close contact personal greetings such as hugs are not permitted and must be avoided.
- We will ask customers, contractors and visitors to wear face coverings before and after activity and when circulating throughout our venues. Based on advice from the World Health Organisation wearing a face covering during exercise is not recommended but if customers wish to do so, they can.
- Gloves are not mandatory as the World Health Organisation (WHO) advice is that it is preferable not to wear gloves but to regularly wash your hands. All our venues and workplaces have appropriate facilities to wash and sanitise hands and therefore the routine wearing of gloves as a precautionary measure is not permitted.
- Whilst some venues and services are reopening, the Scottish Government guidance does not allow for the reopening of non-essential offices. Therefore staff should continue to work from home and only come into the office for essential functions that cannot be performed from home.
- Any member of staff who wishes to enter a Live Active Leisure Office for any purpose must have successfully completed the "Reopening of Venues and Services Induction" on LMS.
- Contractors must follow cleanliness guidelines and practice social distance wherever possible and if not possible it must be reflected in the contractors Risk Assessment and Method Statement (RAMS). All contractors have been provided guidance as to what is expected of this in our venues.

Next Steps



Moving forward, we'll take every opportunity to increase the range of activities and services we offer.

To determine if this is possible, we'll review the latest guidance from the Scottish Government and Scottish Sports Governing Bodies in combination with customer and staff feedback, level of demand/ attendances and financial performance.

These ongoing reviews will be completed regularly, any changes or amendments to the range of activities offered will be communicated initially to Our People and then through our social media channels, website and customer newsletters.

Scottish Government Protection Levels



The Scottish Government has announced that our Scotland will return to the Levels system as we emerge from lockdown. The Table below presents a summary of what each level means for Live Active Leisure and the services which we provide.

Indicative dates for when areas might be able to move to each level have also been published by the Government, these dates are dependent on continued suppression of the virus.

- April 26th - All Local Authorities move to Level 3
- May 17th - All Local Authorities move to Level 2
- From the Start of June - All Scotland to move to Level 1
- From the end of June - All Scotland to move to Level 0

		Level 0	Level 1	Level 2	Level 3	Level 4
Outdoor Sport	Children & Young People (u18 years)	Both contact & non-contact sport permitted. All outdoor LAL and Club activity can resume from Level 2.			Both contact & non-contact sport permitted.	U12s: Contact sport permitted 12-17 years: Contact sport temporarily permitted up until the 25 April 21. Non-contact only at Level 4 from 26 April 21.
	Adults (18+ years)				Non-contact sport permitted Contact sport remains prohibited (Adult training sessions must be modified to be non contact)	
Indoor Sport	Children & Young People (u18 years)	Both contact & non-contact sport permitted. All indoor LAL and Club activity can resume from Level 0.	Both contact & non-contact sport permitted. LAL Venues reopen junior Club and u18 activity from Level 3, subject to demand and agreed access to Campus venues.		Indoor sport prohibited: Leisure Centres, gyms and other indoor sports facilities closed. LAL Venues closed except for outdoor spaces.	
	Adults (18+ years)		Non-contact sport only permitted Adult Group Fitness Classes can resume from level 2 Contact sport remains prohibited (No Indoor 5 aside, Adult Squash, Adult Volleyball and other contact sports)	Indoor <u>individual exercise only</u> Gym and Pool available from Level 3. Contact Sport and Group Exercise Classes prohibited.		