

# COMMUNICATION & MANAGEMENT OF PEOPLE



As you open your facilities to more people. It is important to consider how you will engage different types of participants. These could include:

- Players (seniors, juniors, home and away)
- Officials (referees and umpires)
- Spectators (including parents)
- Visiting teams
- People with a disability
- Anyone with a specific need that may require an adaptation to your plan or a different communication strategy

Consider the different needs and patterns of use of each key group so that you can adjust how you manage each section and your scheduling based on capacity.

## **Movement:**

As you adapt your plans and create your Covid-19 risk assessment, consider how people will move to, from and around your facility:

- **Travel**- How will people travel to your facility?
  - Restrictions on vehicle sharing may increase the demand for car parking
  - More people may cycle which could increase the need for more secure cycle storage
- **Arrival**
  - Non Contact thermometer to be able to take temperature on arrival at the site
  - Anyone recording a high temperature (over 37.5c) to return home
  - Keep a record of the temperatures on the check in register

- **Circulation** – how will people move around your facility?
  - Consider entry and exit points
  - Think about pinch points that may challenge social distancing
  - Consider ‘one way’ circulation where possible
  
- **Duration** – how long will people be at your facility
  - Longer stays at a venue will increase demand for service. Pay closer attention to groups that are likely to be in situ for longer as this increases the risk to social distancing
  - Booking systems may be used to manage capacity issues. Ensure there is sufficient ‘transition’ time to avoid clashes and allow for cleaning
  - You should keep a record of who has been on site in order to comply with the NHS Test and Trace service
  - Inform EL via an Intent to Train Form for any activity you are planning on

## **Communication:**

Once you have planned how your facility will operate, it is important that anyone who is going to access it understands the changes to a ‘normal’ visit.

You will need to explain the changes and the reasons why you have made them, You should have a record of what you explain to users and it may be useful to have people acknowledge that they understand this in certain situations for record keeping. Let all know that they will have a temperature check on entry and should it record above 37c they should return home immediately.

Consider how you may communicate with people before they arrive at your ground to start the process of managing behaviour in advance. This should include:

- Distributing the Covid Code of Behaviour and get agreement from all participants
- Making a clear statement on your website and social media feeds- consider publishing your Covid-19 Risk assessment and an illustration of the new circulation layout at your site on your website, as a straightforward way of explaining the changes and the reasoning behind such changes to members and non-members

- Direct contact with members (via email or similar)
  - Considering non-members- send details to opposing teams and officials
  - When people arrive make sure you manage on site behaviour
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- Signage will be very important, particularly for the re-enforcing social distancing and good hygiene
  - If you supply information sheets ensure these are a fixed sign or 'disposable' takeaways (Laminated sheets should be avoided as they create a common touchpoint)
  - Establish a recognisable reference point for registration and temperature check processes and ensure that it will cause no issue with queueing
  - Make sure you keep a record of all people on site and entry temperatures, try to do this electronically to avoid pens and paper
  - When engaging with youngsters make sure their parents/guardians have signed and acknowledge all the messaging
  - Keep a record of who you have engaged with

With all forms of communication, consider how you may need to adapt the message or method for young people and people with a disability.

You should publish your Covid-19 risk assessment and any policies, rules or procedures on your website.

## **Spectators**

Any attendees who are spectating need to be carefully managed and following government guidelines re social distancing - no more than 6 in a group and should follow all the signage of the facility. Assess your space and set a maximum number of spectators

## **Preparing your building**

Re-opening your toilets needs to be considered carefully - please check latest government guidance re toilets.

## **Changing Rooms - closed for Phase 4**

Players must arrive changed and shower at home

## Cleaning

Undertaking a deep clean of your facilities will ensure that you have a base level of hygiene to work with. Cleaning products should conform to the relevant standard where applicable.

Cleaning regimes will need to be more frequent, with a thorough clean of all contact surfaces daily and touchpoint cleaning at least every hour during opening

## Water systems

High risk- Legionella bacteria can cause an outbreak of Legionnaires disease

Water systems need to be treated with particular caution following a period of closure due to the risk of legionella bacteria developing in stagnant water.

Legionella is the bacteria that causes Legionnaires disease and it thrives in stagnant water at tepid temperatures.

Unless your system has been flushed on a weekly basis and a normal cleaning regime has been in place, particular care should be taken to disinfect before opening.

## First Aid

First Aid provision should be available as part of your duty of care. St John Ambulance have provided guidelines for carrying out first aid during the Covid-19 pandemic and these should be familiar to any first aider: <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>

Make sure you have access to the following

- First Aid kits - including suitable PPE (gloves, suitable face coverings, masks and shields, hand sanitiser, aprons) and somewhere safe to dispose of them once used
- Your AED if you have one and we would recommend you do have one- check that it is functioning properly and has been serviced according to the manufacturer's instructions.

## Hand Cleaning

Hand washing with warm water and soap for at least 20 seconds is a recommended method for cleaning hands to reduce Covid-19 transmission. However we would recommend all players bring hand sanitiser with minimum of 70% alcohol content is a convenient method for reducing transmission.

## **Face masks and Face coverings**

The government are continually updating their information on face coverings and face masks please check for most up to date recommendations.

## **Planning what to do if someone displays symptoms at your venue**

Everyone should have checked that they are not displaying symptoms before coming to the facility but just in case someone starts to show symptoms whilst they are there a plan for dealing with this scenario;

- Maintain social distancing
- If the person is able to travel home safely they should travel home and manage their symptoms in line with Government guidance
- If the person is too unwell to travel home safely, isolate them from the group and contact someone from their household. If that is not possible then phone 111 and follow instructions
- NHS Track and Trace will then come into action