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COVID-19 Policy & Operating Procedures

This document is specific for the Nirvana Spa & Nirvana Spa Fitness buildings

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<https://www.gov.uk/coronavirus>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities>



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Introduction

The COVID-19 crisis has had an overwhelming impact on public health and has created many unprecedented challenges. The health, safety and welfare of everyone associated with Nirvana Spa is of paramount importance. This policy sets out our adjusted operating procedures to ensure that our staff and visitors are returning to and operating within a COVID-19 secure environment.

Involvement and commitment from all of our staff is required to develop a culture of trust, communication and teamwork in order for measures to be effective. All staff are required to read this document and all future updates. We would like to thank you for your co-operation and understanding during these challenging times.



1. Policy & Compliance

1.1 COVID-19 Secure

As part of the Government guidelines a duty has been placed on employers to ensure their premises are COVID-19 secure by demonstrating that they are adapting their operating procedures to ensure safety.

This policy has been developed by Nirvana Spa and Leisure Ltd. outlining our COVID-19 secure strategy, to ensure the risks are reduced to as low as is reasonably practicable and to comply with the new Government measures.

This policy has been developed in accordance with the Government guidance published on 12 July 2020 and through consultation with employees at different hierarchical levels within the organisation. The policy has been reviewed, amended and re-communicated across the business, in line with legislation changes.

1.2 Appointment of COVID-19 Officer

Emma-Jean Wells has been appointed the COVID-19 officer for the organisation. The COVID-19 officer ensures that all processes/procedures are implemented and that these are monitored and recorded. Furthermore, the Officer consults employees for their advice on improvements to measures regularly.

1.3 Risk assessments

Company COVID-19 risk assessments have been developed to consider new measures required for the management of COVID-19 specific risks. Risk assessments were communicated to employees prior to their return to work and will be re-communicated at such time of any significant changes.

2 Communication & Marketing

2.1 Communication

Engagement with stakeholders creates and develops an informed culture which is vital to ensure we maintain a safe environment. Nirvana Spa & Leisure Ltd. uses various methods to provide up-to-date information.



The websites, emails and social media platforms are our primary method of updating the public with our COVID-19 measures. Customers and staff have been regularly informed of our planned measures since the pandemic began.

2.2 Employees

The primary method of communicating with our staff is via our Staff Hub online software. All employees can access the software from home/remotely and are required to regularly check the system for business updates. Additionally, departmental management have their own internal communication methods which may also be used to communicate safety critical updates/information specific to their roles.

3 Cleaning & Disinfecting

Cleaning forms an important part of our COVID operating procedures, a function which would normally go un-noticed is now and will continue to be at the forefront of everything we do for the foreseeable future. Checks have been implemented to monitor cleaning standards.

3.1 During occupation

3.1.1 Disinfection

- We are using chemical treatment called Control, a powerful lytic agent, which is used for high level disinfection of all hard and soft surfaces, environments, equipment and air; the treatment is applied daily and topped up as required <https://ecostatics.com/product/eco-statics-control-concentrate/>
- Departmental managers have implemented enhanced cleaning schedules
- A combination of mist and back-pack sprayers, and a drivable machine are used to disinfect the facilities

3.1.2 All employees

- Hand sanitiser stations available in all areas
- Staff required to clean workstations and meeting areas before and after use
- All offices/common areas will be provided with anti-viral spray
- Frequent emptying and disinfecting of waste bins
- Contact areas disinfected frequently, including touch points of doors



3.1.3 Overnight cleaning

Our overnight cleaning team are employed to conduct deep cleaning of Nirvana Spa; duties include:

- Re-application of the Control chemical treatment
- Deep cleaning of the facilities
- Changing rooms, showers, toilets, and hand wash basins
- All floors
- Touch points, including door handles, push plates, handrails etc.
- Saunas and steam rooms
- Backpack disinfecting and re-spacing of all loungers
- Emptying all the waste bins

4 Return to work

In the service industry staff are required on site to ensure the business functions efficiently and safely. It is extremely important to mitigate virus transmission through contact; therefore, we have considered who should attend work and when.

4.1 Employees who are at higher risk

4.1.1 Clinically Extremely Vulnerable

- Employees who meet specific medical criteria
- Solid organ transplant
- Active treatments for cancer
- Have cancer of the blood (leukaemia)
- Severe COPD
- Take drugs to lower their immunity
- Pregnant with heart disease

Clinically vulnerable staff should continue to monitor Government guidance and to follow the rules in place for everyone. Additional cautionary measures are outlined in their departmental risk assessments and this policy.

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>



4.1.2 Clinically Vulnerable

- Employees who meet specific medical criteria
- The 70 year and over
- Pregnant women
- Employees with chronic disease, such as asthma, diabetes and COPD

Employees who are at higher risk of severe illness are advised to continue to follow the rules that are in place for everyone, but to take extra precautions to protect themselves. Measures are outlined in their departmental risk assessments and this policy.

4.2 Mental health support

Providing mental health and well-being support for staff who are returning to work and/or working from home

- Managers should engage in regular contact with staff who are working from home or furloughed
- Vitality and Medicash employee health benefit schemes
- Staff communication through Staff Hub, email, and telephone

4.3 Employee/household Sickness

- Staff should self-isolate in accordance with Government guidelines (link below)
- Testing is recommended if you are displaying symptoms
- If conditions worsen, or you cannot cope with symptoms at home, contact NHS 111 Online (link below). If you do not have the internet call 111, your GP, or 999 in an emergency.
- Enabling asymptomatic workers to work from home whilst self-isolating is appropriate
- If anyone becomes symptomatic at work they should be sent home immediately and advised to follow the stay-at-home guidance, which includes getting tested for COVID-19
- If a member of staff has helped someone who is symptomatic, they do not need to go home unless they develop symptoms themselves. They should thoroughly wash their hands with soap and water for 20 seconds after contact with anyone who is unwell with symptoms consistent with coronavirus. The test and trace system may contact them to give them advice. They should refer to close contact guidance in this instance.



<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

<https://111.nhs.uk/>

4.4 Equality in the workplace

- Management will evaluate whether additional adjustments are necessary to ensure members of staff are not disadvantaged
- Staff who feel that additional measures, or adjustments, may be required to ensure their safety at work, should discuss these with their line manager who will consider the specific duties and carefully assess whether reasonable adjustments can be made

4.5 Employees working at home

Arrangements have been made for remote working for various departments (HR, Management, Marketing, and some of Spa Services) as required. HR for example have one person based on site working in rotation; staff are expected to arrange an appointment or schedule a call for queries.

4.6 Self-Isolation

Regulations were introduced on 28th September 2020 which state we have a legal duty to self-isolate, if applicable; a breach of this is classed as a criminal offence.

Employees have a duty to notify their employer if they fall into any of the categories of self-isolation from the list below:

- Coronavirus symptoms and book a PCR test; if positive result 10 days from when symptoms started
- No symptoms but a positive Rapid Lateral Flow test – 10 days from test
- NHS Test and Trace contact – Advised to isolate whilst awaiting results of PCR test
- Waiting for surgery and advised by doctor – 10 days before being admitted to hospital
- All international arrivals to UK to take a Day 2 PCR test and self-isolate until they receive a negative test



The self-isolation advice for people with coronavirus (COVID-19) has changed. It is now possible to end self-isolation after 7 days, following 2 negative LFD tests taken 24 hours apart. The first LFD test should not be taken before the sixth day. If both these test results are negative, and you do not have a high temperature, you may end your self-isolation after the second negative test result.

If both your LFD test results are negative, it is likely that you were not infectious at the time the tests were taken. To further reduce the chance of passing COVID-19 on to others, if you end your self-isolation period before 10 full days you are strongly advised:

- to limit close contact with other people outside your household, especially in crowded, enclosed or poorly ventilated spaces
- to work from home if you are able to
- in addition to venues where it is a legal requirement, to wear a face covering in crowded, enclosed or poorly ventilated spaces and where you are in close contact with other people
- to limit contact with anyone who is at higher risk of severe illness if infected with COVID-19
- You should follow this advice until 10 full days from when your self-isolation period started.

4.7 Close Contact

If you live with or have been in contact with someone with COVID-19, you will not need to self-isolate if any of the following apply:

- you're fully vaccinated – this means 14 days have passed since your final dose of a COVID-19 vaccine given by the NHS
- you're under 18 years, 6 months old
- you're taking part or have taken part in a COVID-19 vaccine trial
- you're not able to get vaccinated for medical reasons

You will however be required to NHS rapid lateral flow test every day for 7 days, we will require you to send evidence of this to your departmental manager.



As double-jabbed people identified as close contacts are still at risk of being infected, people are advised to consider other precautions such as wearing a face covering in enclosed spaces, and limit contact with other people, especially with anyone who is clinically extremely vulnerable. They will not be required to self-isolate while they wait for the results of the PCR test.

Anyone who tests positive following the PCR test will still be legally required to self-isolate, irrespective of their vaccination status or age in order to break onward chains of transmission.

4.8 Test and Trace

NHS Test and Trace is a key part of the country's ongoing COVID-19 response. The system has been implemented to rapidly detect and identify people who have recently come into contact with a confirmed case in order to minimise the transmission of the virus.

We will continue to support this system and will maintain records of staff, customers and visitors for 21 days and display the NHS COVID-19 QR poster.

Management has been given the authorisation to take reasonable steps to refuse entry

If you are contacted by NHS Test and Trace, contact tracers will:

- Call from 0300 013 5000
- Send text messages from 'NHStracing'
- Ask you to sign into the NHS Test and Trace contact-tracing website

Please direct any business-related calls to Emma-Jean Wells, Julie Hood, or Danny Crossland. In their absence, please forward to the duty Operations Manager.

If you have been identified as a close contact of a confirmed case you will be contacted by Test and Trace and asked to answer various questions relating to your contact.

The UK's definition of 'close contact' for the purposes of contract tracing and isolation:

- *face-to-face contact including being coughed on or having a face-to-face conversation within one metre*
- *been within one metre for one minute or longer without face-to-face contact*



- *been within 2 metres of someone for more than 15 minutes (either as a one-off contact, or added up together over one day)*
- *A person may also be a close contact if they have travelled in the same vehicle or plane as a person who has tested positive for COVID-19*

It is important to accurately describe your contact with the confirmed case, including length of time spent within 2m, thoroughly describing any implemented control measures i.e. Perspex screens, face coverings etc. Your responses will determine whether you are required to self-isolate in line with the new regulations as outlined above.

It is, therefore, extremely important to ensure business continuity and to prevent virus transmission that you avoid 'close contact' and maintain social distancing where possible.

<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

4.9 Travelling abroad

From 4am 30 November 2021, fully vaccinated people must self-isolate and take a PCR test on day 2 after they arrive in England. They may leave self-isolation if their PCR result is negative. Lateral flow tests will not be accepted.

With the travel ban lifted and some travel corridors reinstated, you are required to adhere to the following procedure:

If you decide to travel abroad your line manager must be notified in advance of your departure date of your travel plans: including destination(s), travel routes, and arrival dates back into the UK. Holiday requests may be declined if the business is unable to accommodate the period of holiday and the quarantine period which may follow, if the destination is not on the approved travel list at the time of request.

Countries on the approved travel list (travel corridor exemption), are changing all the time. Therefore, if the employee chooses to travel, they do so at their own risk knowing that they may be required to quarantine for 10 days upon their return to England; this will be un-paid.



It is the employee's responsibility to ensure that they monitor whether their travel destination remains covered by the travel corridor exemption for the duration of their trip. In the event of any changes, they must notify their line manager immediately to ensure arrangements can be made to cover their shifts.

Additionally, the line manager is also required to implement suitable checks to ensure employees returning to work from travel abroad are legally permitted to do so.

Travel guidance and a list of approved countries and countries requiring quarantine can be found using the link below:

<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

4.10 Lateral flow testing

The health and wellbeing of everyone at Nirvana Spa & Leisure Ltd is paramount to us and we seek to provide confidence to our employees that we have a proactive approach in maintaining a COVID safe environment, and that we are taking steps to assist in the identification of asymptomatic cases.

Up to one in three people who have COVID-19 can spread the virus without knowing. This is because they have no symptoms. To reduce the spread of the virus, we need to identify those individuals. We can do this by carrying out tests twice every week. We hope our policy regarding LFD (lateral flow device) testing will help to provide reassurance to employees that they are not carrying the virus. This does not replace symptomatic testing. If you have symptoms you should self-isolate immediately, book a PCR test and follow national guidelines. (These are the tests carried out at the main test centres where people go if they have symptoms).

The current guidance recommends testing twice a week, the tests must be 3 days apart. Getting into the habit of regular testing, as part of our everyday lives, will help us all to play our part and do what we can to protect each other. You will need to arrange a test 24 hours prior to your first shift back at work. After that point, your department managers will advise which 2 days of the week they will require the tests to be



administered. We ask that, in order to allow for business continuity, you arrange to be tested outside of your working hours. To find where you can collect or order tests from please visit: <https://maps.test-and-trace.nhs.uk/#/location/RG41%205DJ>

The expanded regular testing offer for people without symptoms will be delivered through:

- a home ordering service, which allows people to order lateral flow tests online to be delivered to their home
- workplace testing programmes, on-site or at home
- community testing, offered by all local authorities
- collection at a local PCR test site during specific test collection time windows
- testing on-site at schools and colleges

A new 'Pharmacy Collect' service has also been launched which will provide an additional route to regular testing. People aged over 18 without symptoms will be able to visit a participating local pharmacy and collect a box of 7 rapid tests to use twice a week at home.

If testing at home, individuals will need to register their results online or by calling 119. They should self-isolate if positive and order a confirmatory PCR test.

4.11 Vaccine Policy

A vaccine to prevent serious health effects from coronavirus has been developed and made available to the public. The purpose of this policy is to set out our organisation's stance on the vaccine as it affects our workforce and the related rights of our employees.

Vaccine status: Individual opinions on vaccines can vary greatly and we appreciate that having a vaccine is generally a personal choice, sometimes dictated by personal circumstances such as health or religion. The Government has not made the taking of the vaccine mandatory and therefore it remains a voluntary exercise.

Our stance: As an employer, we have a duty to ensure the safety of our employees. In addition, the Health and Safety at Work etc Act 1974 requires employers to take all reasonably practicable steps to ensure the health, safety and welfare at work of all their



workers. Despite the extensive measures we have taken to ensure that our workplace and our working arrangements are, and continue to be, COVID secure, the vaccine provides a greater level of personal safety against serious illness.

Because of this, we encourage our employees to take up the opportunity to have the vaccine when it is offered to them.

We expect our employees to be treated with dignity and respect by their colleagues in relation to their decision over the vaccine. The organisation will not accept any bullying or harassment, or other unwanted behaviour, against an employee because of their decision.

Making an informed decision: It is normal that some of our employees may have concerns about having the vaccine. We encourage all of our workforce to make an informed decision by paying attention to official information sources such as the NHS. We would ask our employees to check the source of any information they read about the vaccine as we are aware that there is a certain amount of uncertified information available.

We have been working with Dr George Kassianos to raise awareness about COVID-19 and the vaccine, you can find more information about this at:

<https://nirvanaspa.co.uk/covid-questions-answered/>

Having the vaccine: Current Government strategy for vaccinating the UK population is formulated on a priority basis according to age, industry sector and vulnerable status. Employees will receive notification of their vaccine appointment which may be at their normal GP surgery or at one of the vaccination centres set up specifically for this purpose. The vaccine is offered free of charge. It is currently administered in two doses, to be provided at separate appointments.

We encourage employees to verify a notification purporting to provide vaccine appointment details if this appears suspicious due to a number of scams attempting to gain bank details.



Employees should notify their line manager of their appointment time on each occasion, giving as much notice as possible if time off work is needed. Employees must provide written evidence of the appointment date and time to their manager.

Employees should attempt to secure a vaccine appointment outside of their normal working hours, or as close to the start or the end of the working day as possible. Time taken off work to attend the appointment will be paid.

5 NHS COVID Pass

In an effort to minimise the transmission of COVID-19 within England, the UK government recommends the voluntary use of the NHS COVID Pass in venues where large crowds of people from multiple households mix for a sustained period of time. This is a safety measure to protect customers and workforces.

Venues where it is considered there may be a greater risk of infection spreading can ask to see attendees' NHS COVID Pass to enter. More details about which venues may be at a greater risk can be found in the government's COVID-19 Response: Autumn and Winter Plan 2021. <https://www.gov.uk/government/publications/covid-19-response-autumn-and-winter-plan-2021/covid-19-response-autumn-and-winter-plan-2021>

We are fully committed to ensuring the safety of our customers and employees at Nirvana Spa & Leisure; as a result, from the 1st December you will be required to show a COVID pass to access our facilities.

On arrival in the spa please use our thermal scanner to check both your temperature and scan your COVID pass.

You will be able to obtain your COVID pass via the NHS App or the NHS COVID Pass Service and we accept both digital and paper versions. For more information on COVID passes; <https://www.nhs.uk/conditions/coronavirus-covid-19/get-digital-covid-pass/>



A COVID pass can be obtained either via the NHS app or via the online NHS COVID Pass service if you've had:

- two weeks after completing a full course of vaccination, whether that requires two doses or one dose - after two doses of the Moderna, AstraZeneca or Pfizer vaccines, or after one dose of the Janssen vaccine
- with evidence of a negative PCR or rapid lateral flow test taken within 48 hours of entry to a venue, with both at-home and on-site (where available) being accepted - a lateral flow test taken at home will need to be reported into the public reporting system
- with proof of natural immunity shown by a positive PCR test result for COVID-19, lasting for 180 days from the date of the positive test and following completion of the self-isolation period

There is also an exemption for people who have received a trial vaccine as part of a formally-approved COVID-19 vaccine trial in the UK. These people will be able to prove their status through the NHS COVID Pass or with a letter confirming their participation in the trial. All trial participants have received confirmatory letters.

Individuals who have a medical reason which means they cannot be vaccinated or tested may be asked to self-declare this medical exemption.

The NHS COVID Pass lets individuals share their coronavirus (COVID-19) vaccination and test results in a secure way.

Other proofs of COVID status, including text message and email confirmation of test results and letters proving vaccine status will also be accepted.



If you have not got a COVID pass or have forgotten yours we will have lateral flow tests available and would ask you to return to your vehicle, test and return after the 30-minute testing period.

6 Social Distancing

Whilst social distancing is no longer a legal requirement; the Government advises that you should limit the close contact you have with those you do not usually live with and increase close contact gradually. This includes minimising the number, proximity and duration of social contacts.

Remember that the risks of close contact may be greater for some people than others and in some settings and circumstances, please be considerate that some persons may choose to continue to social distance.

6.1.1 Managing numbers/occupancy

The whole site is approximately 200,000ft² which provides sufficient space to facilitate social distancing from arrival through to departure.

The company adapts its booking process and restricts access to the premises in accordance with its risk assessment. Reasonable operational checks are implemented to prevent overcrowding of facilities, mixing of customers, and that social distancing is able to be maintained.

6.1.2 Nirvana Spa

The facilities are approximately 100,000ft² and constructed with 4 large open-spaced indoor and outdoor relaxation areas (Nirvana Pool, Roman Pool, Colosseum, and outside patio). These areas are well-ventilated and are arranged to comfortably maintain social-distancing as desired.

- Local members are required to book their visits
- Bookings are capped to ensure a comfortable flow throughout the Spa



- Usage numbers are monitored by management electronically
- Customers are informed of COVID procedures in booking email and on arrival
- Taped walkways, one-way systems with directional arrows

Monitoring of usage will be undertaken by management and additional restrictions will be implemented if required.

6.1.3 Nirvana Spa Fitness

The building is approximately 41,000ft² and constructed with large open-spaced rooms (cardio, performance zone and studios). These areas are well-ventilated and can be arranged to comfortably ensure social-distancing guidelines are maintained.

- Member and guest visits
- Usage capacities are implemented and managed based on 100ft² per customer
- An alternative exit installed through the old Eden treatment area

Monitoring of usage will be undertaken by management and additional restrictions will be implemented if required.

6.1.4 Travelling within the UK

It is important that you travel safely during the coronavirus outbreak, you can help control the virus spread by walking and cycling if you can. It is important to keep your distance from others, where possible, frequently wash/sanitise your hands, and avoid the busiest routes, as well as the busy times like the rush hour.

You should not be travelling at all if you are experiencing any coronavirus symptoms, are self-isolating as a result of coronavirus symptoms, sharing a household or support bubble of someone with symptoms, or have been instructed by NHS test and trace to self-isolate.



7 Face Coverings

In the context of coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth.

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

7.1.1 Customers

Face coverings are no longer required by law. However, the government expects and recommends that people continue to wear a face covering in crowded, enclosed spaces. Where worn correctly, this may reduce the risk of transmission to themselves and others.

Face coverings are mandatory in changing rooms, for customers enjoying a treatment and when moving through the facilities. Visitors using the pools, sat for dining or at a lounge, are able to remove them. Medically exempt customers are permitted to use the facilities without a face covering.

7.1.2 Staff

Face coverings are to be worn at all times when working front of house and moving through the facilities, with the exception of fitness instructors teaching a class.

8 Training

Training has been given to staff prior to and upon return to work.

- Communication of COVID-19 safe systems of work and health and safety updates to all staff
- Staff have completed the IHASCO return to work COVID-19 training video prior to returning to work
- Teams have ensured that all staff are thoroughly trained on their new operating procedures prior to being permitted to work
- First aiders have been re-trained in methods to reduce contact whilst dealing with casualties



9 Ventilation

Ventilation is the process of introducing fresh air into indoor spaces while removing stale air. Letting fresh air into indoor spaces can help remove air that contains virus particles and prevent the spread of coronavirus (COVID-19).

When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. While larger droplets fall quickly to the ground, aerosols containing the virus can remain suspended in the air. If someone breathes in virus particles that are suspended in the air, they can become infected with COVID-19. This is known as airborne transmission.

In poorly ventilated rooms the amount of virus in the air can build up, increasing the risk of spreading COVID-19, especially if there are lots of infected people in the room. The virus can also remain in the air after an infected person has left.

Bringing fresh air into a room and removing older stale air that contains virus particles reduces the chance of spreading COVID-19. The more fresh air that is brought inside, the quicker any airborne virus will be removed from the room.

9.1 Changes to ventilation

Where Air handling units usually recirculate the air with the addition of 10-20% fresh air these systems have now been forced into 60-80% fresh air, reducing the risk of airborne transmission. The filters in the air handling units have been upgraded to Hi-Flo Epm1 filters supplied by Camfil.

ACPH = Air Changes Per Hour

- Receptions & Changing rooms: 8-10 ACPH
- Celestial Floatation & DSST Pool's: 12-14 ACPH
- Nirvana Fitness Pool: 12-14 ACPH
- Surf Room: 12-14 ACPH
- Roman, Relaxation & Coliseum Pool Room's: 8-10 APCH



9.2 Air Purifiers

Portable Air purifiers have been purchased and placed in communal areas where it has not been possible to improve ventilation. These units remove air contaminants, specifics of how this work can be found at: <http://www.celadontechnology.com/ncco-filter-.html>

9.3 Air Monitoring

A portable Air monitoring unit has been purchased and is used test the air quality around the Spa. This measures against WHO Guidelines – Measuring PM1 and PM2.5 particles can be easily compared to WHO guidelines. This device is rotated around the Spa to test the air quality in high use areas and gives live time reporting that is monitored regularly by Neil Phelps, Maintenance Director.

10 Operational Procedures

10.1 Signage

- Updated usage guidelines
- Hand washing / hand sanitising signs
- Face covering and changing room signs
- QR codes used for short cut to menus on the website
- NHS COVID-19 QR code displayed at various areas, including main entrances. Nirvana and Nirvana Fitness have separate QR codes

10.2 Adjustments to Facilities and Procedures

- Cash payments accepted at receptions only, use of contactless debit/credit or membership cards is recommended
- Contactless scanners placed on the reception desk to prevent reception staff handling customer cards
- Doors propped open, or fitted with automatic door release mechanisms
- Water fountains with close contact mouth dispensers placed out of order, use of taps to fill water bottles/glasses only. Contactless water machines installed on the restaurant and colosseum bars
- Additional hand sanitising stations have been placed at the main entrances and throughout the facilities



- Signing of documents i.e. receipts, stopped or avoided where possible

10.3 Facilitating Social Distancing for Customers

10.3.1 Main Entrances

- Queue line monitoring
- Tensor barriers and signage placed outside the main entrances to manage the flow of customers
- Protective screens installed on the reception desks
- Thermal temperature scanning installed at all receptions
- Reconfiguration/spacing of reception furniture, fabric furniture removed

10.3.2 Relaxation Areas

- Loungers situated with 2m spacing applied.
- All loungers are disinfected using Control
- We have removed all non-essential items from the facilities (newspapers, magazines etc.)
- Disinfectant wipes placed in the tepidarium for customer use

10.3.3 Restaurant

- Queue for seating monitored by host(s)/management to facilitate social distancing. Customers are required to wear face covering until seated
- Customers are required to sanitise hands prior to being seated
- Reduced main menu offered only, buffet closed
- Menus digitalised and displayed on signs, single use disposable paper menus available upon request
- Booking required, capacity restricted to 45 per seating
- In the restaurant, dining tables spaced to ensure 2m distancing

10.3.4 Treatments

- Face coverings are mandatory for customers who are having treatments that require them to lie face up during treatments, excluding facials
- Customers are required to sanitise hands before treatment
- Personal items to be stored in lockers, or on wicker chair in treatment room
- Client temperature checks carried out at treatment reception desk
- COVID-19 symptom checks carried out at by therapist



- Product demonstrations permitted (specific RA undertaken), perspex screen installed on table
- Dual rooms available to book, appropriate PPE to be worn

10.3.5 Changing rooms and toilets

- Changing zones marked with floor tape for 1 person
- All zones including lockers & chairs are disinfected using Control disinfectant
- Attendant frequently monitors each changing room to help social distancing and maintain high standards of cleaning
- Wipes and anti-bacterial gel installed in all changing rooms for customer use if preferred
- Additional support is provided by management/other departments at the end of the day to manage the flow of customers through the changing areas if required
- Customers to be considerate of those who wish to maintain social distancing in changing area
- Contactless toilet flush and sink taps installed
- Moisturiser dispensers in the changing rooms
- Foot peddled sanitary bins
- Paper towel hand drying in changing rooms and toilets
- Changing room benches removed and replaced with chairs, where possible
- Touch points i.e. doors, soap/shower dispensers are treated with Control

10.3.6 Pools

We have now reverted back to our Normal Operating Procedures for Pools which have been adapted to consider COVID-19 as a risk.

10.3.7 Heat facilities / Rasul

- Thermal Suite is now fully reopen, all touch points are periodically cleaned throughout the day
- Changing room heat facilities are now fully reopen, all touch points are periodically cleaned throughout the day



10.4 Facilitating social distancing for staff

10.4.1 General measures

- Where possible staff who are able to work remotely have been able to do so
- Perspex screens dividers fitted in office and reception areas to facilitate social distancing
- Contractors/delivery companies have been advised of the COVID-19 measures; they are also required to provide their own COVID documentation
- Employees informed to keep in person conversations with others as short as possible, i.e. under 15 minutes
- Staff should maintain social distance (2m or 1m plus with control measures) at all times, where possible

10.4.2 Avoiding transmission

- All employees are required to frequently wash their hands for 20 seconds with soap and water, as a matter of routine
 - Especially after being in a public place
 - After blowing their nose, coughing and sneezing
- Hand sanitiser provisions have been increased throughout the premises
- Sharing of pens, stationery should be avoided; staff will be encouraged to bring their own and clean all stationery, including keyboard, mouse and desk prior to use. Stationery used by customers is placed in a used box and sanitised before re-use

10.4.3 Arriving and departing work

- Organise office seating to minimise mixing of staff on a daily basis (ops team)
- Staff encouraged to avoid public transport and use other means like cycling or cars
- Staff encouraged to use lockers to store their personal items away from work areas.
- Nirvana Fitness male dry and upstairs ladies changing rooms available for staff
- Hand washing facilities are located in close proximity to all work areas
- Sanitiser dispensers are located next to the employee finger print scanners; employees are required to sanitise prior to and following use
- Staff are required to take their temperature on arrival



10.4.4 Moving around the premises

- Employees will be advised to only make essential trips throughout the premises
- Employees have been encouraged to communicate via web conferencing, telephones, radios and avoid 'in person' meetings if possible. If 'in person' meetings are required, social distancing is enforced, and the time will be kept as short as possible. Meetings encouraged to be held outside

10.4.5 Common areas

- Nirvana Fitness café is restricted for employee breaks only and the furniture has been sufficiently spaced to facilitate social distancing
- Staff to provide their own food, crockery, and cutlery
- Staff are required to clean shared kitchen equipment i.e. kettles, microwaves, fridges etc. before and after each use
- Anti-viral disinfectant spray/wipes will be located next to vending machines and in the kitchens
- Employees have been encouraged to store their belongings in lockers and away from common areas
- Anti-viral disinfectant spray has been placed within all employee common areas; staff will be advised to sanitise the areas frequently

10.4.6 Workstations/reception

- Office layouts have been adjusted
 - Workstations removed
 - Perspex screens fitted
 - Clear desk dividers placed between workstations
- Allocation of workstations to minimise sharing of equipment
- Review of workstations
 - Employees are required to disinfect their workstation (chair, keyboard, mouse, desk, screen, telephone etc.) at the start and end and regularly during each shift
 - Employees to use the same workstation throughout their shift where possible
 - Staff to work back-to-back, side-to-side, or behind, not face-to-face if possible
 - Employees to use their own equipment (telephone headsets) where applicable
- Reduced occupancy within office areas
- Re-circulating air-conditioning units placed out of use



10.4.7 Food and Beverage Department

The latest Government guidance highlights that it is very unlikely that you can catch Coronavirus from food. Food handlers are advised to adhere to the Food Standards Agency (FSA) hygiene guidance. <https://www.food.gov.uk/business-hygiene>

- The Food and Beverage Management team have reviewed their Food Safety Management System, to ensure all HACCP processes are adhered to.
- All food handlers are required to wash their hands for 20 seconds with soap and water, as a matter of routine
 - Before and after handling food
 - Especially after being in a public place
 - After blowing their nose, coughing and sneezing
- Any food handler who is unwell should not be at work; if they are symptomatic they should follow Government advice and stay at home as well as seek testing
- Staff serving customers wear a face covering

10.4.8 Treatments

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

- Screens installed for manicure stations and on the treatment reception desk
- Employee temperature and COVID-19 symptoms checks
- Visors and type II masks provided to all treatment staff, face coverings mandatory
- Employees to work in the same room throughout the duration of their shift, where possible
- Extended turnaround time between some treatments to facilitate additional cleaning
- All equipment is disinfected after each use
- Control disinfectant used on the heated loungers
- Heated blankets available placed under two towels, no contact with customer
- The use of the middle pedicure chair has been placed out of use

10.4.9 Wellness Suite

- Upstairs Wellness suite is available for cardiovascular training
- Spacing/removal of non-essential/excess gym equipment



- Sanitising wipes and virucidal spray located throughout the main gym areas for customers to use prior & after use
- The Functional Suite is open for strength training
- The Studio is closed for the foreseeable future

10.4.10 Dead Sea Salt Therapy Pool

- Removal of requirement to book and pool free of charge to use
- Two employees based in this area monitoring access and pool use
- Maximum usage time 30 minutes
- Staff wear face coverings when conducting inductions
- Staff have close contact with customers during emergencies only
- Dead sea salt therapy reception, protective screen fitted
- Pool equipment available for use and is disinfected prior to, and following customer use
- One-way pool system, including in and out which is straight into the showers
- Pool and shower floors are machined cleaned every night
- Eye wash stations are disinfected after each use

10.4.11 Celestial Floatation Pool

- Up to two people from the same group booking in the small pools
- Extended turnaround time after the float to facilitate disinfecting touch points, neck floats, showers etc. Additionally, the extra time prevents different groups crossing upon entry/exit to the pool
- Staff wear face coverings when conducting inductions
- Staff have close contact with customers during emergencies only
- Monitoring of the float on CCTV
- Pool and shower floors are machined cleaned every night
- Eye wash stations are disinfected after each floatation

10.4.12 Housekeeping & handling of laundry

- The laundries have been adjusted to ensure social distancing is maintained
- The trolleys are frequently disinfected (handles and contact points)
- The laundry equipment will be regularly cleaned and disinfected
- Employees to work side-to-side, back-to-back, or behind, not face-to-face where possible



- Face coverings will be worn when completing checks and handling dirty laundry (gloves optional).
- Staff can inform customers to return dirty towels/robes to specified laundry drops
- The new members reception desk has a dirty laundry drop accessible for customers
- Staff advised to regularly wash their hands, especially after contact with other people and dirty laundry

10.4.13 Deliveries

- To maintain social distancing from drivers
- Use their own stationery to sign invoices if required

10.4.14 Products

- A limited stock selection has been displayed to minimise contact
- Any returned products are carefully handled and thoroughly disinfected

10.4.15 Nirvana Spa Fitness

- The fitness facilities are open at Nirvana Spa Fitness
 - Cardio and functional playground
 - Performance Zone
 - Pool & Heat treatments
 - Spin studios
 - Ladies only gym
 - Classes
- Staff periodically disinfect gym equipment whilst club is occupied and a deep clean is carried out after 10pm once all customers have left
- Spacing and removal of gym equipment
- Recommend the use of weight gloves
- Spacing/removal of non-essential/excess gym equipment
- Sanitising wipes and virucidal spray located throughout the main gym areas
- The Café to be used for staff breaks and monitored by the management team
- The Café used as a waiting area for the studio classes
- Vending options only

10.4.16 Company vehicles

- Vehicles are disinfected prior to each use (keys, contact areas i.e. steering wheel, door handles, seat belts etc.)



- Maximum of two people are permitted to be in the vehicles, face coverings must be worn.
- No use of the middle seat
- Windows to be open during use where possible
- Rubbish disposed of immediately

10.4.17 Emergency situations

The process for emergency situations has been revised to consider social distancing requirements. It is important for the manager on duty to be able to concentrate on the immediate threat; therefore, adjustments will be required to departmental procedures.

10.4.17.1 Fire evacuation

- Nirvana Spa fire drill held on Tuesday 9th November 2021
- New managers and Nirvana reception fire procedures
- Managers (fire wardens) responding to the fire alarm should concentrate on investigating and co-ordinating the evacuation
- Fire wardens and other employees are to prepare customers to evacuate whilst waiting for further announcement (Nirvana Spa)
- Fire wardens to instruct customers to maintain 2m social distancing during and after evacuating
- Fire assembly points moved to outside the main receptions of Nirvana Spa and Nirvana Spa Fitness depending on which club is evacuated. Staff to monitor that social distancing is maintained where possible

10.4.17.2 First aid

(Guidance updated 18th May 20)

- Only trained first aiders are authorised to administer first aid
- A new resus kit has been added into available stock for use
- All other staff are required to raise the alarm and maintain social distance where possible
- First aiders have been re-trained to respond to casualties whilst maintaining 2m social distancing where possible (Pre-med Healthcare training provider)
- Specific PPE provided to first aiders
- Specified first aiders are authorised to administer Oxygen and use defibrillators
- Oxygen and defibrillators are located at various locations throughout the premises
 - Member and Day Spa receptions



- Nirvana Spa Fitness Reception and cardio room

10.4.18 Maintenance and build

Facility maintenance and refurbishment is essential to ensure a safe environment is maintained.

- Essential maintenance has continued during the lockdown period to ensure the premises are safe to be occupied
- Teams reduced to as low as reasonably practicable to ensure the work is conducted safely
- Maintenance team has been encouraged to avoid taking breaks together (within close contact) where possible.
- Only essential contractor works will be permitted, due-diligence checks of systems of work and social distancing policies will be verified and where possible work will be supervised