

The Camping and Caravanning Club

Greenfields House, Westwood Way, Coventry CV4 8JH

Green Paper Number: 3.16 (version 1)

Subject: COVID-19: Onsite Operational Procedures

To: Region, Section, DA and Section Area Secretaries

From: Director of Property and Development

Direct Line No: 024 7647 5062

In order to operate Meets and Temporary Holiday Sites in a responsible manner for both members and voluntary officers, please note the procedures outlined below working alongside normal operating procedures.

The Club's approach will at all stages be:

- Observe social distancing procedures following government guidance.
- Observe hygiene and cleaning procedures.
- Take a risk-based approach consistent with health and safety law and emergency coronavirus legislation.
- Campers are responsible for bringing their own hand sanitiser and cleaning items with them prior to arrival onsite.
- A Meet and THS is a camp site by which each member has a pitch, this is not a social gathering and no activities of social gathering are to occur on the camp site.
- Campers should be made aware there are strictly no day visitors to the site.

Risk Assessments Onsite

As well as your usual onsite assessments (Green Paper 3.18) all Club Units (Regions, District Associations, Sections and Section Areas) must ensure that a specific risk assessment for coronavirus (COVID-19), which is a legal requirement, is conducted to assess the risks of infection and the controls that are to be operated is conducted by the appointed Steward(s) prior to campers arriving onsite.

A template has been developed for this purpose and is attached to this Green Paper.

Copied to:

To National Councillors	☒
To Region Secretaries	☐
To Section National Secretaries	☐
To District Association Secretaries	☐
To Section Area Secretaries	☐



Bookings

- Campers should be advised to book in advance of visit (by telephone or email) ensuring they have a pitch prior to setting off from home.
- When envisaging multiple arrivals, the Steward where possible should look to manage and stagger these to reduce the impact of many units and campers arriving at once.

On Arrival

- Signage should be positioned close to the entrance to instruct all campers to remain in their vehicle. Only the lead camper should leave the vehicle to book in if needed and only when requested to do so by the Steward.
- Signage on arrival should list COVID-19 symptoms to be aware of.
- Signage within the main campsite should clearly display the key H&S and processes during your stay.
- The Stewards are to greet the campers at the site entrance, ensuring the camping party remain in their vehicle.
- Ensure there are enough Stewards with clear areas of responsibility in order to manage and deliver a smooth booking in process.
- The lead campers must be asked to confirm that nobody in their party have any COVID-19 symptoms.
- Every individual is required to act responsibly and honestly in order to protect others.
- There is no requirement to temperature check any camper on arrival.
- If symptoms are present, the whole camping party must not be permitted onsite and advised to leave site and seek medical advice.
- No arrivals are to arrive after the latest arrival time (8pm is a recommended guide) and all are to be booked in and pitched by the Steward.
- The importance of social distancing must be stressed.
- If required, only the lead camper of the party should leave the car to book in.
- Campers should be made aware that parents / carers must be aware of where their children always are and oversee them. Children are the responsibility of their parents / carers.
- Campers should be made aware there are strictly no day visitors to the site.

Booking In

- Stewards should ideally work from a non-habited stewarding tent or shelter.
- Campers must not be permitted to go into the stewarding tent or shelter.
- Campers must stand at a distance in accordance with government guidelines, outside the Steward's tent to check-in.
- The Steward always must keep an up to date log with contact details of who is onsite and who has been onsite – a requirement in order to comply with track and trace and the details should be kept for 21 days after the camper leaves site.

Payments

- Where possible campers should be advised to make payment directly to a nominated Club Unit bank account or alternative recognised electronic payment method with appropriate references and auditability to minimise cash handling onsite.
- Payment preferably should be made before arrival either by bank transfer, cheque (to be cleared 7 days before arrival), or as a last resort cash.

- Methods of electronic payment were recently updated and communicated in Green Paper 2.4 – Credit Card Machines
- On arrival or during their stay, if a camper wishes to stay additional nights above their pre-booked nights, they can do so with the Steward onsite. Payment is preferably made by bank transfer or, as a last resort cash.
- When handling cash, Stewards should either use the appropriate PPE (Gloves) or wash their hands immediately afterwards.

Pitching

- To ensure social distancing as much space as possible should be achieved between units, with 6m being the minimum.
- It is important that campers are instructed where to pitch by the Steward to ensure the campsite remains manageable, considering various arrivals and departures.

Working in teams

- Site teams should work in fixed sub-teams/partners where possible to reduce risk of cross infection. This applies both to cleaning activity and to office/admin activity.

Signage

- There should be clear signage throughout the campsite not only reinforcing operational procedures but reminding of general COVID-19 safety protocols.
- A range of signage will be available from the *Downloads Area* of the Exempted Camping Database.

Social Gatherings

- All campers to be reminded this is an individually pitched camp site and not a social event or gathering.
- Campers should be reminded at all times to be mindful of the guidelines outlined by the Steward to ensure site teams and fellow campers are safe at all times.
- Social gatherings are not to occur while onsite, this applies but not limited to:
 - Communal BBQ's other than within your camping group
 - Marquees for social group gatherings
 - Bingo / group games
 - Coffee mornings
 - Sports and team activities
 - Discos and group entertainment
- Gatherings and/or social events are not permitted onsite unless within agreed Government social bubbles.
- No members to gather in awnings or caravans (unless Government guidelines allow)
- Members are to be encouraged to not let their children roam unsupervised around the campsite so that they do not, albeit inadvertently, break social distancing rules.
- Play Areas - Subject to ongoing Government guidance play areas should be closed off, with notices saying not in use due to COVID-19. If the play area is enclosed and it is possible to lock the entrance, please do so and display appropriate signage. If not make sure the signage is very prominent.

Water Taps

- Only adults, or Youth Test passed Youth are permitted to use water taps.
- Signs to be visible to recommend that campers use their own wipes on the tap before and after use. Campers to take their used hand wipes away.
- There is no requirement to provide cleaning material to campers, but taps should be wiped down throughout the day.
- The Site Team should always wear PPE when attending to these areas.

Chemical Disposal Points

- A 4m x 4m square to be marked out around the Chemical Disposal Point. Only one person in this area at any one time.
- Approved Club generic signs must be on display.
- Signs recommending face covering when emptying toilet cassettes.
- There is no requirement to provide cleaning material to campers, but CDPs should be kept clean throughout the day.
- In the event of a spillage this should be cleaned by the camper immediately.
- If the CDP is left unclean the Steward should be notified immediately.
- The Site Team should always wear PPE if attending to these areas.

Bins/Bin Area

- Bins are high use/high touch areas so lids and any gates should be wiped down on a regular basis and before / after use with camper's own wipes or cleaning agents.
- Signage should be displayed around the bin area encouraging the use of gloves and sanitiser by campers, as well as reinforcing social distancing in these areas.
- Bin bags should be securely tied to contain contents.
- The Site Team should always wear PPE when attending to these areas.

Facilities

- Due to enhanced cleaning requirements, additional risk assessment and PPE, all Meets and THS's are to be non-facility camping events – meaning there should be no communal facilities other than the water and CDP area. All campers should use their own private facilities within their unit.

What happens if a Steward or members of the site team becomes ill and has symptoms?

The member should return home and follow Government self-isolation guidelines.

All operational areas of the campsite need to be closed and deep cleaned.

Should there not be a replacement/additional Steward onsite, contact must be made with the Club Unit Secretary to source a replacement Steward. If no replacement is available, guidance must be sought from the Club Unit Secretary/Committee, with the potential of the Meet/Temporary Holiday Site being closed.

An incident form should be filled out and submitted in the usual way.

What happens if a camper becomes ill and has symptoms?

The camper must leave site immediately and return home and seek appropriate medical guidance.

All operational areas of the campsite need to be closed and deep cleaned.

An incident form should be filled out and submitted in the usual way.

PPE

Aside from usual cleaning materials, only if required and where appropriate PPE should be sourced for the safety of site teams when cleaning or interacting with campers, such as:

- Apron's (disposable or 3 cotton ones per voluntary officer).
- Disposable gloves.
- Face masks* - primary use should be when face to face communication must be conducted and social distancing compromised. For example, when dealing with someone who has hearing difficulties.
- Goggles / Full face shield.

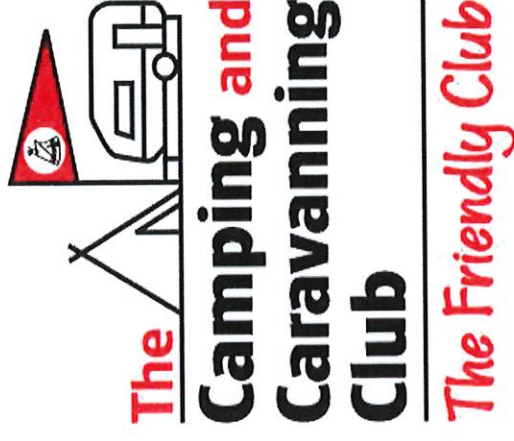
* Masks – these are not essential and not in Government guidance except where there may be close contact with other people.

Supplementary COVID-19 Risk Assessment

Site Name:

Event Reference Number:

To be completed and used in addition to standard site risk assessments



I confirm that I have read the attached Risk Assessment
I also confirm that I am aware of all the procedures and processes highlighted within.

Signed:

Date

COVID-19 Risk Assessment - Communication and Awareness



Task / activity or premises assessed:

Location:

Name of assessor:

Date of assessment:

Review Date(s):

Hazards & Effects	Affecting Whom Site Team / Visitors / Vendors / Public Contractors	Existing Controls (if any)	Residual Risk Rating (with existing controls) Low/Medium/High	Action Required (Where residual risk is too high)
Site team members unaware of risks and interim processes leading to bad practice and increased risk of infection	Site Team/Campers/ Vendors/Contractors	All team briefed of interim operational procedures as provided by Club HQ and adapted for site All team members are a party to this risk assessment The Steward(s) takes lead responsibility for ensuring communication to site team and campers on site and compliance and resolution of issues Procedures are documented and available to all		
Campers unaware of interim on site processes leading to bad practice and increased risk of infection	Site Team/Campers	All campers receive pre arrival communications from the Club detailing on site controls and procedures they must adhere to All campers receive information at arrival on site All site team able to respond to queries and provide guidance On site signage reinforcing good practice On site markers detailing social distancing where required No non-camping visitors allowed on site		
Site is left struggling with new issues leading to poor resolution/guidance or advice	Site Team/Campers/ Vendors/Contractors	Site team liaises with immediate Club Unit Secretary or Club HQ for support and clarification of areas of doubt Clarifications/best practice shared across network by Club HQ Risk assessments and guidance updated as new issues and controls identified Regular communication maintained between Club Units and Club HQ		
Contractors, vendors and workmen called to site unaware of controls	Site Team/Campers/ Vendors/Contractors	Normal sign in process must take place and they must be told to await site team attention before entering site Controls to be explained to the vendor If needing to visit pitch or area of site, a member of the site team to escort ensuring distancing Any Vendor/Contractor asked to leave site. Steward to be notified		

COVID-19 Risk Assessment - Social Distancing



Task / activity or premises assessed:

Location:

Name of assessor:

Date of assessment:

Review Date(s):

Hazards & Effects	Affecting Whom Site Team / Visitors / Vendors / Public Contractors	Existing Controls (if any)	Residual Risk Rating (with existing controls) Low/Medium/High	Action Required (Where residual risk is too high)
Site team and Campers fail to social distance increasing risk of person to person infection	Campers/Site Team/Contractors/Vendors	Guidance and signage in place reinforcing social distancing guidance No contact check in process adopted as per interim COVID-19 operational guidance Shop/office closed to campers Play area closed Rec rooms/information rooms etc. closed In facilities urinals/cubicles/sinks closed off to increase social distancing space "one way" entry/exit adopted where possible Markers set at areas where campers may frequent e.g. water points, to reinforce social distancing Planned pitching (no choice of pitch) to enable management of camper separation - campers taken to pitch Standard 6 meter rule enforced No site visitors to campers allowed Large group/social camping bookings not taken	Low	
Intruders/trespassers found on site increasing risk of infection	Campers/Site Team/Contractors/Vendors	Site team to challenge person politely asking them to leave and reminding that the site is a closed environment and the importance of social distancing If no cooperation, refer to Club Unit Secretary or Club HQ for support and advice Remain distance Clean areas where intruder has been	Low	
Vendors/Contractors called to site unaware of controls	Site Team/Campers/Contractors/ Vendors	Normal sign in process must take place and they must be told to await site team attention before entering site Controls to be explained to the vendor/contractor If needing to visit pitch or area of site, site team to escort ensuring distancing Any vendor/contractor not adhering to safe practice to be asked to leave site, Club Unit Secretary / Club HQ to be notified	Low	

COVID-19 Risk Assessment - Cleaning and Hygiene



Task / activity or premises assessed:

Location:

Name of assessor:

Date of assessment:

Review Date(s):

Hazards & Effects	Affecting Whom Site Team / Visitors / Vendors / Public Contractors	Existing Controls (if any)	Residual Risk Rating (with existing controls) Low/Medium/High	Action Required (Where residual risk is too high)
Surfaces and high touch areas retain the virus increasing risk of infection spread through touch contact	Campers/Site Team/Contractors/ Vendors	Reinforcement of good hygiene (eg hand washing) through communication and signage Campers encouraged to carry own sanitisers/paper towels Extra cleans introduced to facility blocks (or facility blocks or part thereof closed to use) using recommended cleaning products Regular wipe downs introduced to all high touch areas such as doors/keypads/water points/bins Doors propped open where possible to avoid need to use keypads or handles Mops removed to avoid cross contamination between campers from the handle Toilet brushes removed to avoid cross contamination between campers from the handle Hand driers isolated and replaced by disposable towels		
Site team become exposed to virus on surfaces or cleaning implements when cleaning	Site Team	Extra PPE provided and must be worn when cleaning or wiping down; Facemasks/visors/goggles/overalls or apron/disposable gloves Overalls/aprons washed after cleaning use Paper towels & disposable gloves double bagged and binned safely after use Mops/cloths etc washed daily		
Site team become exposed to virus on surfaces of shared machinery and tools	Site Team	Shared machinery and tools to be cleaned after use		

COVID-19 Risk Assessment - Safe Team Working



Task / activity or premises assessed:

Location:

Name of assessor:

Date of assessment:

Review Date(s):

Hazards & Effects	Affecting Whom Site Team / Visitors / Vendors / Public Contractors	Existing Controls (if any)	Residual Risk Rating (with existing controls) Low/Medium/High	Action Required (Where residual risk is too high)
Close working with colleagues increasing the risk of person to person contamination	Site Team	Social distancing to be maintained where possible. Wearing of masks to prevent spread where appropriate Site Team to work in fixed pairings/groups to reduce contact Office to be cleaned for next person after use Shared facilities to be cleaned for next person after use Signage to reinforce behaviours All site team are briefed and have access to the operational guidance and risk assessment Wearing and washing of PPE enforced by Club Unit and Club HQ Additional sanitisers and paper towels provided for site team use		

COVID-19 Risk Assessment - Other



Task / activity or premises assessed:

Location:

Name of assessor:

Date of assessment:

Review Date(s):

Hazards & Effects	Affecting Whom Site Team / Visitors / Vendors Public Contractors	Existing Controls (if any)	Residual Risk Rating (with existing controls) Low/Medium/High	Action Required (Where residual risk is too high)
Camper behaviour undermines controls through lack of cooperation	Site Team/Campers	Behaviour is addressed by site team in the first instance with a reminder of importance If not resolved the matter is referred to the Club Unit Secretary with a view to having the uncooperative camper being asked to leave site for the benefit of all		
Site team behaviour undermines controls through lack of cooperation	Site Team/Campers	Behaviour is addressed by Club Unit Secretary in the first instance with a reminder of importance If not resolved the matter is referred to the Club Region and Club HQ with a view to having the uncooperative member of site team being asked to leave site for the benefit of all. Replacement site team member located if required		
Camper presents themselves with symptoms	Site Team/Campers	Advise to leave site and self isolate at home Deep clean areas they have frequented Maintain separation at all times Notify site team (note: full govt. guidance regarding isolation/quarantine should be followed)		
Site team presents themselves with symptoms	Site Team/Campers	Advise to leave site and self isolate at home If not possible discuss on site isolation with Club Unit Secretary Notify those they have been in contact with Deep clean areas they have frequented Notify remaining site team and Club Unit Secretary (note - full govt. guidance regarding isolation/quarantine should be followed)		