



# Coronavirus (COVID-19) company policy

In this **Coronavirus (COVID-19) Beautiful New Beginnings Policy**, you'll find all the essential guidelines employees should follow during the coronavirus outbreak and temporary alterations of existing sick leave and work from home policies.

## Policy brief & purpose

This company policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It's important that we all respond responsibly and transparently to these health precautions, We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This coronavirus (COVID-19) company policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

## Beautiful New Beginnings Safety Measures

Beautiful New Beginnings and its team takes the safety of its staff and service users seriously and will always act with the best interests of all parties at heart regardless of impact on the business. We are committed to providing a safe, clean and welcoming space for all service users and the staff and volunteers

### Safety Measures for all Sessions

The safety measures may be subject to change as government guidance changes and these updates will be circulated to staff, volunteers and service users regularly.

- Masks or visors to be worn within sessions by staff, volunteers and parents unless exempt
- All sessions will have a hand sanitisation station on entry to the session
- Track and Trace System will be in place (please see policy)
- All bookings will be made in advance and no cash will be handled on site
- All sessions will be pre-booked and no member will be able to turn up without pre-booking their space
- All toys and areas will be cleaned every 30 minutes using antibacterial wipes and dettol spray throughout the session



- All service users and staff/volunteers should adhere to the 2m distancing rule unless attending with someone from their social bubble
- All windows to be open to ensure good ventilation
- Regular wiping of door handles to be observed
- Toys to be cleaned with milton following each session
- Tea and hot drinks will be served in disposable cups to ensure no cross contamination
- All messy play to be suspended until further guidance ensures the safe handling of these materials
- No soft toys or materials to be used in sessions
- Parents to wipe down toys following use as much as possible
- Risk assessments to be taken from each community centre/venue used and adhered to by BNB team staff, volunteers and service users
- Should any service user/member of staff return from a place listed on the travel restrictions guidelines, they must not attend sessions for 14 days
- Should anyone develop symptoms of covid 19 following one of our sessions, they must inform the manager Carolyn Whitehead immediately, via phonecall or email so that relevant procedures can be put in place

## In the Event of an Outbreak

In the event of either a service user, team member, staff member or volunteer developing symptoms of covid 19 or their immediate family developing symptoms, Beautiful new Beginnings will endeavour to

- Contact all service users via email/text immediately
- Contact the centre in which the last session was conducted and make them aware of the situation
- Thoroughly deep clean all of the equipment used in that session before any further use.
- Ensure isolation/testing measures are followed by all those contacted advising to get tested or isolate for 14 days
- BNB are committed to the safety of all service users and staff including venue service users not involved with BNB. We are committed to transparent, clear communication and encourage all clients and service users to act responsibly, truthfully and openly to prevent the spread and transmission of covid 19.

## Bookings and Refunds Policy

Beautiful New Beginnings is committed to ensuring a fair booking and refunds policy for all users

- Bookings to be opened up on Eventbrite for individual weekly sessions
- There will be 28 spaces open for service users



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- Spaces must be booked for ALL members attending -e.g. a parent with one child would book 2 spaces, a parent with 2 children would book 3 spaces, one for themselves and one for each child attending regardless of age of the child.
- Ages of children must be collected at time of booking
- Bookings will be non refundable and non transferable
- If customer is displaying symptoms of covid they will be asked not to attend and their booking will stand, no refunds will be given due to running at reduced numbers
- Customers will be required to allow their details to be handed in to community centre venues for track and trace purposes and kept in line with GDPR policies for 3 weeks post session
- Customers must consent to their email address and telephone number being kept by BNB in line with GDPR regulations
- Should session leader have to cancel the session due to closure of hall/venue, or due to staff illness, then the session will of course be refunded to all customers and moneys returned through the eventbrite system which may take 2-3 days to enter the account.
- No customers will be able to turn up on the day without pre-booking to ensure the safety of all service users.

## General hygiene rules:

- Wash your hands after using the toilet, before eating, and if you cough/sneeze into your hands (follow the [20-second hand-washing rule](#)). You can also use the sanitizers you'll find around the office.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Open the windows regularly to ensure open ventilation.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your co-workers and take extra precautionary measures (such as requesting sick leave).
- Keep a 2m distance between yourself and other service users at all times
- Limit contact with other service users as much as possible
- Should you display any symptoms of covid 19 which can be found on the website <https://www.nhs.uk/conditions/coronavirus-covid-19/> you MUST adhere to self isolation guidelines and testing procedure