

## **Gym and Fitness Centres Webinar - Thursday 22<sup>nd</sup> April 2021**

### **Questions and Answers**

**Q1. What happens if a customer refuses to show you their phone screen as proof that they have recorded their contact details using the QR code?**

All businesses must take reasonable steps to refuse entry to a customer or visitor who does not provide their name and contact details or who has not scanned the NHS QR code. It is reasonable to request to see confirmation that contact details have been recorded and you may refuse entry if not satisfied that this is the case.

**Q2. We work on a pre-booking appointment system only, so collect contact details at this point. Do we still have to display the CR code?**

Yes, it is a legal requirement to display the poster even if you have a pre-booking system.

**Q3. How often do I need to update/review my risk assessment?**

You need to make sure you update your risk assessment when there are any significant changes to legislation/easing of restrictions, and also if you make any significant changes in your business. Also make sure you include the revision date on your risk assessment to evidence this.

**Q4. What do I do with my risk assessment once I've completed it? Do I need to send it anywhere?**

All businesses must complete a risk assessment and if you employ five or more people, you must have a *written* risk assessment, keep it on site and ensure that all your staff have reviewed and understand it, particularly the control measures they are expected to implement as part of their role.

You should use it as part of their return to work training, so they know the measures in place to keep them and customers safe. It also lets them know what is expected of them at work.

You don't need to send it anywhere before reopening. If you do receive a visit from our enforcement officers you will be expected to show them your risk assessment or forward it on to them to evidence your controls and how you manage COVID control measures on site, and also remember to provide it to any new staff who are appointed.

It would also be worth reminding your staff every few weeks or so to read it again to make sure that they keep on track and don't become complacent as we move through the steps. We want this to be the very last lockdown, and all these measures will hopefully assist with this.

**Q5. What if a customer declines to self-isolate when I tell them they are a close contact of a positive case.**

We appreciate that some customers might be doubtful of the authority of any business telling them they need to self-isolate. Providing you are following the toolkit you are in effect acting as an agent for the local authority.

If a customer won't be persuaded and suggests they will not self-isolate please send a copy of any communications sent to the Health Protection Secure inbox:

([healthprotectionsecure@cheshirewestandchester.gov.uk](mailto:healthprotectionsecure@cheshirewestandchester.gov.uk)) with details of your concerns and customer contact details. The Hub team will work with you or take things from there depending on the circumstances.

**Q6. I don't feel comfortable sending out self-isolation letters to staff. Why should I be responsible for this?**

If the business does this without delay it will help stop transmission at the earliest possible opportunity. Schools have been doing this since they went back last September as a matter of course, whether state or private schools. Also, many businesses have been managing notification since last September in partnership with the Hub. This is about us all playing whatever part we can to beat the virus.

**Q7. Do we need to do regular flow tests?**

There is no legal requirement for businesses to carry out lateral flow testing, however we would **strongly** recommend that this is done twice a week, evenly spaced, in order to help contain the virus.

**Q8. How quickly would I need to contact any customers if one of my employees tested positive?**

As quickly as possible, to help contain the virus. Our Hub will assist where needed and can be contacted at: [healthprotectionsecure@cheshirewestandchester.gov.uk](mailto:healthprotectionsecure@cheshirewestandchester.gov.uk)

**Q9. When do clients have to self-isolate if they have been in contact with a COVID positive staff member?**

If they have been in face-to-face contact, within one metre, with the person who has tested positive (for any length of time).

If they have been in contact with the person who has tested positive within one metre for one minute or longer without face-to-face contact.

If they have been within two metres of the person who tested positive for more than 15 minutes (either as a one-off contact or added up together over the course of a day).

**Q10. Where do I find information about the contact tracing toolkit, testing and other resources on the Cheshire West and Chester Council website?**

Click on the following link and press the relevant button to take you to the help you require.

<https://www.cheshirewestandchester.gov.uk/news-and-views/incidents/coronavirus-covid-19/business-information/businesses-and-employees.aspx>