

# Visitors guide

Business Name

**Mill Meadow (Taunton) Management Co Limited (MMM)**

Guide for **ALL** site visitors (including owners) during the **COVID-19** pandemic.

During this time we are committed to preventing the spread of the Coronavirus and to protecting the health, safety and welfare of our employees, customers and visitors.

As such **only business critical visitors are permitted to enter the site at this time.**

## COVID-19 summary

Coronavirus disease (COVID-19) is an infectious disease. The coronavirus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes.

## Symptoms and illness

The main symptoms of coronavirus are:

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms. **If you have symptoms of coronavirus infection, however mild, you must not visit our site.**

Current NHS guidelines for checking symptoms and the requirements for self-isolation can be found here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

## Duty of Care

We have considered appropriate controls to protect our staff, customers and other visitors from foreseeable hazards: including Coronavirus. The following measures stipulate key controls present at this site following a risk assessment. You must familiarise yourself with these controls and take any precautions outlined.

## COVID-19 Controls – Core Principles

At the heart of our control measures is the requirement to maintain social distancing (Keep a distance of 2 metres from all employees/ staff and other visitors), and to ensure high standards of personal hygiene

## COVID-19 Visitor Site Safety Measures

For your safety, and to protect our employees, customers and other site visitors, we have introduced new controls at this site. These controls are outlined as follows:

Version 1	Issue Date: 20.05.2020	Revision Date: 20.08.2020	Page 1 of 4
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This document is guidance for good practice it does not constitute legal advice. You should undertake your own risk assessment before adopting or applying any of this guidance and, if necessary, seek your own legal opinion.

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A copy of the full Risk Assessment can be viewed on our website at [www.millmeadow.co.uk](http://www.millmeadow.co.uk)

Deliveries	<p><b>Non-food:</b> All non-food deliveries are to be taken to the main site entrance and either placed into the secure parcel drop. If a signature is required to confirm receipt or the package is too large or not suitable for the parcel drop please call the recipient.</p> <p><b>Food:</b> For food deliveries please [insert procedure e.g. phone the recipient to confirm your arrival time. Food deliveries should be taken to the main site entrance where they will be met by the recipient.</p>		
Non Resident Guests	<p><b>Mill Meadow is a Covid Secure location and therefore Non resident guests must be registered in advance and have received express written consent issued by Mill Meadow (Taunton) Management Co Ltd.</b></p> <p><b>Social distancing and the current HMGov guidance must be followed.</b></p>		
Visitor Health	<p><b>You must not visit our site if you</b></p> <ul style="list-style-type: none"><li>• <b>have symptoms of coronavirus infection, however mild, or</b></li><li>• <b>have been in contact with some with confirmed or suspected COVID-19 in the last 14 days or</b></li><li>• <b>should be self-isolating*</b></li><li>• <b>are contravening prevailing HMG Gov guidance</b></li></ul> <p>*If you are unsure of the current guidelines <b>on self isolating</b> we would ask you to review them here prior to attending site. <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a></p>		
Handwashing	<p>Hand sanitiser stations have been provided at entrances and exits to specific areas around Mill Meadow, please make use of them and follow the signage provided.</p> <p>Main site entrance Lake entrance Summer House Entrance to each property Recycling Centre</p> <p>Upon entry and exit to the areas above wash your hands for at least 20 seconds using soap and water and dry using a disposable paper towel or use sanitiser, and before/after touching your face or visiting the toilet etc.</p>		
Social Distancing	<p>You must <b>maintain a 2 metre distance</b> from all persons at all times and observe all other HMGov guidance on social distancing.</p> <p>If you are unable to comply (i.e. manual handling of heavy package) you must first report this to a site manager and subsequently implement safe precautions.</p>		
Movement on site	<p>To enable social distancing and reduce due to congestion from footfall in high movement zones, we ask that all those onsite show patience and courtesy to allow for compliance with all social distancing.</p> <p>Vehicles must park with the designated areas for each property. Non-resident visitors please park either at the lodge you are visiting or in the designated parking area at the main entrance</p>		
Version 1	Issue Date: 20.05.2020	Revision Date: 20.08.2020	Page 2 of 4

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	Please respect others when passing through single entry points and maintain your distance.
Lake Area	The lake area is out of bounds for all non-resident visitors unless with express prior written consent of MMM to ensure numbers are managed to maintain social distancing.
<b>Assistance</b>	If you require assistance please contact 07779 651911
<b>Emergency</b>	In the event of an emergency (Fire/ explosion), as safely as possible please report to assembly the point at the main entrance.
<b>Site Plans</b>	Plans for the site and each property are available at <a href="http://www.millmeadow.co.uk">www.millmeadow.co.uk</a>

