



TORQUAY  
INTERNATIONAL  
SCHOOL



International  
House  
Torquay

# Health Charter

THE STEPS WE ARE TAKING  
TO PROTECT YOUR SAFETY  
DURING COVID-19



At IH Torquay / Torquay International School,  
the safety and well-being of our students and  
staff is our number one priority.





Our Health Charter complies with UK government guidance and defines our standards upon the reopening of the school and the use of other key environments in the wake of COVID19.



# Keeping our community healthy and safe

Please read the following description of the key measures in place at **IH Torquay / Torquay International School** to prevent the spread of COVID-19.

As this is a highly dynamic situation which is changing rapidly, the school is keeping a close eye on developments at both a local and national level and will make amendments to this document as government recommendations evolve.

## 1. INFORM THE SCHOOL IF YOU HAVE A HEALTH CONDITION BEFORE YOU TRAVEL

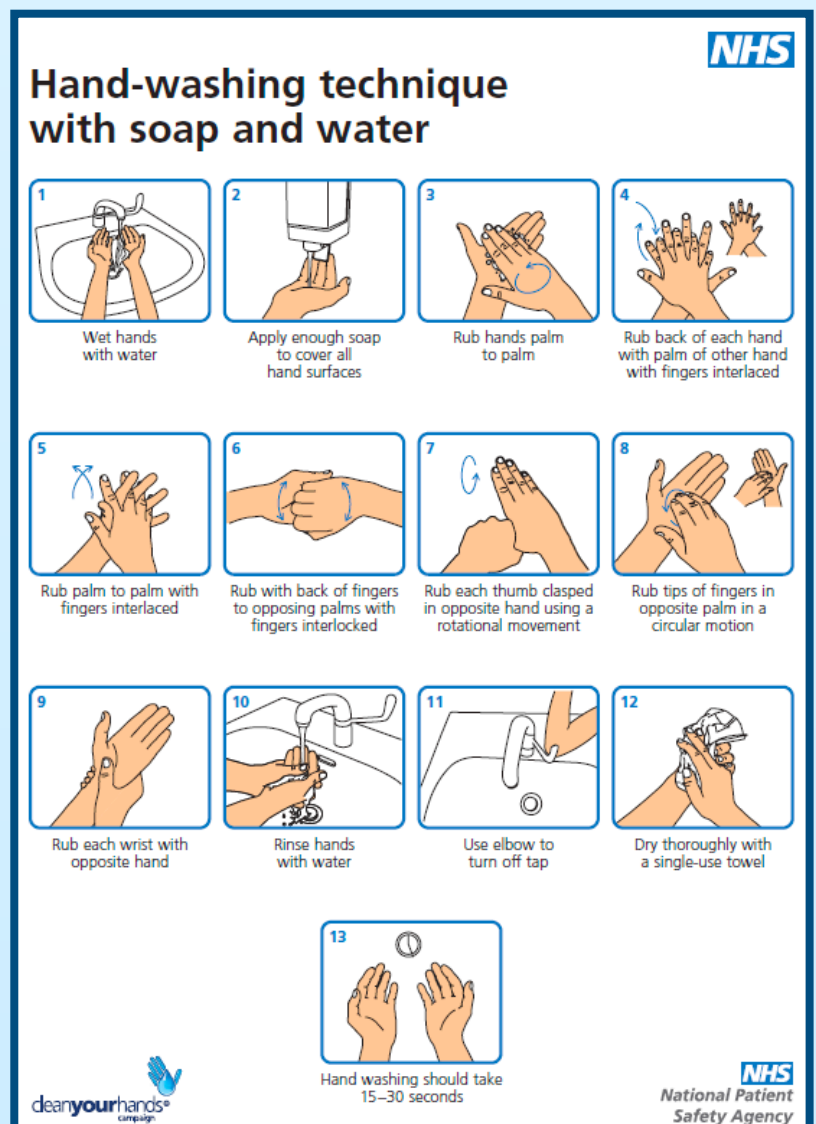
Certain people are at higher risk from coronavirus, including pregnant women, people with a heart condition, people with diabetes, and people with asthma, emphysema or bronchitis. It is vital that you inform the school about any health conditions you may have before arrival.

## 2. HAND HYGIENE

Health authorities confirm that the best way to protect against COVID-19 is by maintaining physical distance of at least 1 metre from others and frequently cleaning your hands.

We ask students and staff to wash their hands before entering class, before and after eating, after sneezing or coughing and at regular intervals during the day.

We will ensure that our classrooms, toilets and communal areas are kept well-stocked with antibacterial gel, soap, disinfectant wipes and cleaning products. Everyone at the school must make every effort not to touch their mouth, nose and eyes with their hands.



### 3. SOCIAL BUBBLES

Many countries around the world have found the bubble approach an effective way to protect against the spread of COVID-19. By reducing the number of people you have contact with, we not only reduce the risk of transmission but also the need to apply quarantine measures if someone in the school displays COVID-19 symptoms. You will belong to a social bubble of no more than 15 people comprised of teachers, students, school admin staff and host family members. Classes will have different start times and break times to help with this approach.

### 4. MOVING AROUND THE SCHOOL

We have introduced a one-way traffic system to help you move around the school safely. The school has one designated entrance and two designated exits. Markings on the floor and signposting on the walls will guide you through the school to make social distancing easier and reduce the risk of crowding.

There is clear signage in each room and communal area stating the maximum number of people that can safely occupy each space at any one time.

### 5. CATCH IT, BIN IT, KILL IT

If you need to sneeze or cough, please use a tissue to cover your mouth and nose. We ask that everyone at the school makes sure they bring their own supply of disposable tissues every day. If for any reason you do not have a tissue, please cough or sneeze into the crook of your elbow, not into your hands. Tissues must be disposed in the lidded bins provided: these will be emptied at least twice a day and more frequently if required.



## 6. VENTILATION

Fresh air and sunlight are known to reduce the risk of transmission. We will ensure that all classrooms, communal areas and offices are kept well-ventilated. Windows and doors will be left open wherever possible while these rooms are in use. Classes will be held outdoors in the garden and around the school grounds when it is practical to do so.

## 7. REPORT SYMPTOMS

You must tell a staff member immediately if you are experiencing any of the following symptoms of coronavirus (COVID-19):

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell

If you think you have any of the above symptoms, you should immediately take the following steps to limit the risk of spreading infection:

- Get at least 2 metres away from others
- Go to a separate well-ventilated room / area behind a closed door
- Avoid touching anything
- Use a separate bathroom if possible

The school will take all concerns seriously and take all necessary steps to address individual needs while acting with discretion and sensitivity. As soon as you report your symptoms, the school will inform the local Public Health Protection Team. We will keep you informed of what you need to do to keep yourself and others safe, including how to access local COVID-19 testing.

## 8. AVOID SHARING EQUIPMENT

This includes items such as stationery, mobile phones, water bottles, etc.

Drinking water will be available at the school but you should bring your own water bottle each day as paper cups have been removed.

The school has introduced a paperless classroom and paperless office policy. Please bring a portable electronic device with you so that we can share lesson resources and any administrative documents digitally.



The school is maintaining a cashless policy. You will not be required to pay for any school services or products with cash during your stay.

All the spaces in the school including classrooms, communal areas, offices and toilets have been individually risk assessed. The number of people that can use each room at any one time has been determined according to the physical capacity of the school site. Classrooms have been rearranged to allow as much space between individuals as practical. All inessential resources or items which are not easily washable have been removed.

The number of people able to use school communal areas such as the student lounge has been determined and additional areas have been made available for gathering at break times and lunchtimes.

## 9. USE OF TOILETS

The maximum number of people that can enter any of the school's five toilets at any one time is clearly displayed on the door.

- Women's toilet (Ground floor): **Two people**
- Men's toilet (Ground floor): **Two people**
- Gender-neutral toilet (Ground floor): **One person**
- Women's toilet (1<sup>st</sup> floor): **Two people**
- Men's toilet (1<sup>st</sup> floor): **One person**

Please ensure you flush the toilet with the seat down.

Please wash your hands with soap for at least 20 seconds after using and also wash forearms before exiting the toilet.

## 10. ENHANCED CLEANING

An enhanced cleaning schedule is being implemented throughout the site. Heavy-use contact points such as work surfaces, desks, doorhandles, intercom buttons, toilet cubicle locks, toilet flush and taps are all thoroughly cleaned and regularly disinfected throughout the day.

Cleaning stations in each room and all communal areas will be stocked with antibacterial gel, soap, disinfectant wipes and cleaning products. These will be regularly checked throughout the day. Please inform a member of staff if you notice that stocks need replenishing in any part of the school.

The school will undergo deep cleaning between the hours of 18:00 and 20:00 each evening. You will be required to leave the site while deep cleaning is being carried out.

## **11. VIRTUAL RECEPTION SERVICE**

To help reduce the number of people you have direct contact with, certain members of staff will be working from home when this is feasible. Whenever possible, communication with administration staff and managers should be conducted using the school's virtual reception service.

Please contact us via WhatsApp on the telephone number that we provide in your induction pack. We will respond to all enquiries in a timely manner and set up a video call with you when further discussion is required.

## **12. FACE COVERINGS**

All students are required to bring a face covering with them when they travel. Currently, it is a legal requirement for people to wear a face covering on all forms of public transport in the UK. If you are travelling from the airport by train, shuttle bus, coach or private car, please be aware that you will be required to wear a face covering. Please contact the school directly if you require any further guidance on what to bring.

In line with UK Government guidance, you will not be required to wear a face covering in the class, at your accommodation or while on school grounds. However, those who wish to wear a face covering as an extra precaution will receive the full support of the school.

The school will conduct a thorough risk assessment of any public venue or social activity that you are invited to attend during your stay. Please be aware that certain cultural or touristic attractions as well as some shops may require a face covering to be worn.

You will need to wear a face covering while being transported in school vehicles to attend social activities and excursions.

## **13. STUDYING REMOTELY**

In the event that you are required to quarantine, the school will make sure that you are still able to attend your classes remotely. Participation in class will be maintained through a video conferencing platform that the school will provide. In this way, you will still be able to interact



with your teacher, classmates and other staff without disrupting your studies. Please bring a suitable portable device so that you can benefit from this service if required.

## 14. ARRIVAL IN THE UK

Before you travel to the UK, you will be required to provide your journey and contact details. The school will provide you with any assistance that you need to complete it.

Before you start, you will need:

- your passport details
- the name of the airline, train or ferry company you are travelling with
- the name of the company organising your tour group - if you are travelling as part of a tour group
- your booking reference
- the name of the airport, port or station you will be arriving into
- the date you will be arriving
- your flight, train, bus or ferry number
- the address you will be staying at for your first 14 days in the UK
- details of someone who can be contacted if you get ill while you are in the UK

You can find the form [here](#). Scroll down to the green box that says **Start now**.

You cannot submit the form until 48 hours before you are due to arrive in the UK.

You will need to show your completed form when you arrive at the UK border, either by printing a copy, or showing it on your phone. The government will use this information to contact you if you or someone you have travelled with develops coronavirus (COVID-19) symptoms.

If you are travelling by Eurostar or Eurotunnel:

- put 'Eurostar' or 'Eurotunnel' when the form asks "What is the flight number, train service or ship name that you will arrive on?"
- provide your scheduled time of departure

Do not travel if you have coronavirus symptoms. If you develop coronavirus symptoms when you are travelling to the UK, tell the crew or driver on your plane, ferry, train or bus. They will tell staff in the airport, port or station, so they can tell you what you should do next when you arrive.

## 15. HEALTH CARE IN THE UK

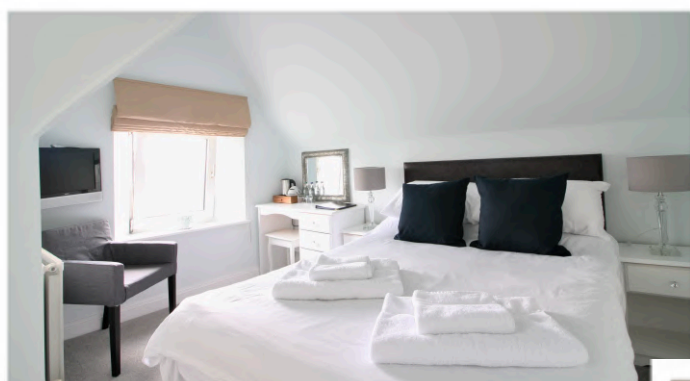
There will be no changes to how visitors from the EU, Iceland, Liechtenstein, Norway and Switzerland access healthcare in the UK until the end of 2020.

You will be covered for some treatment if you fall ill or have a medical emergency during your visit, using your European Health Insurance Card (EHIC). You should make sure you bring your EHIC with you when visiting the UK.

You should also make sure you have adequate travel and health insurance for your visit.

## 16. ACCOMMODATION

The school continues to offer the full range of options in our accommodation portfolio. Please refer to our current [Dates & Fees](#) list for details. Once you have selected your accommodation, we will provide specific health and safety guidance relevant to your choice.





## Some of the school's outdoor spaces



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# We are here to help

Our team will do everything we can to give you the best possible experience at **IH Torquay / Torquay International School**.

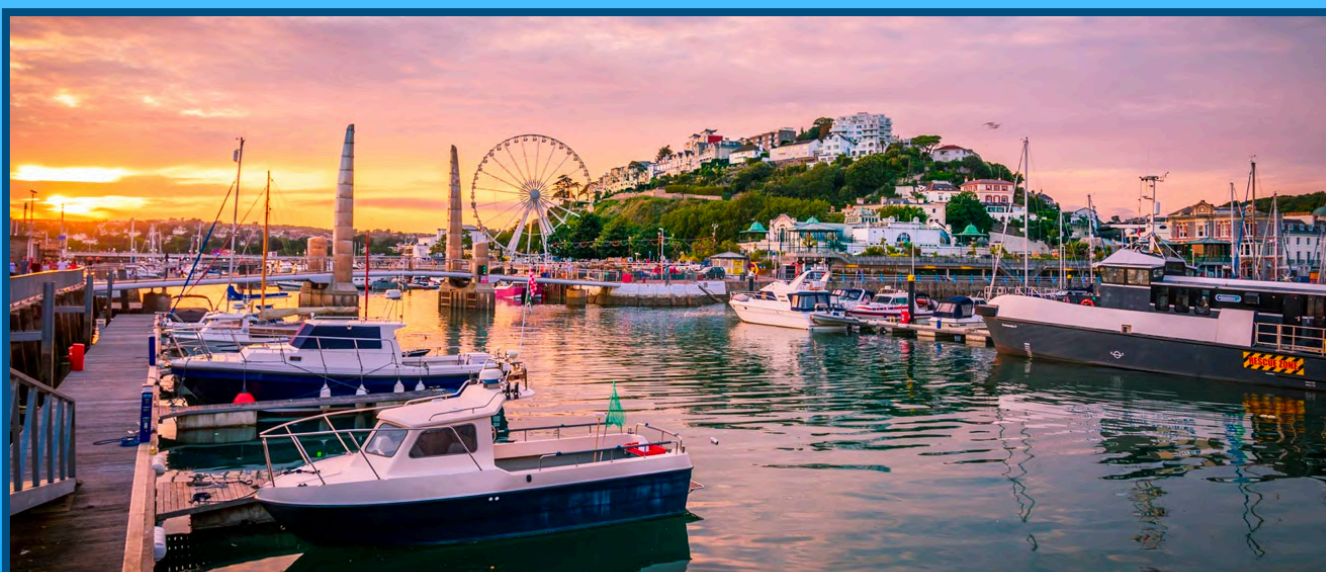
If you would like further guidance on any aspect of your stay, please contact us so that we can give you the assistance you need.

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☎ +44 (0)7881 710 395 (Out of office hours)

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