

Frequently Asked Questions

General

1. Does the centre have measurements in place to avoid spreading COVID 19?

Health and safety is always a priority for us, and we follow Welsh Government guidelines, while assessing the situation on a daily basis in order to follow the most up-to-date advice. We are also in regular consultation with outdoor industry experts and collaborate with education visit advisers.

2. Are there additional Risk Assessments and guidance with COVID-19 considerations?

Yes, the Urdd have completed risk assessments and adapted our guidelines for each element of our work, in order to consider the implications of COVID-19. These are under constant review and updated regularly.

3. If yes, are the risk assessments and guidance available for inspection if required?

Yes, these can be viewed if you wish.

Your Visit

4. Are there any changes at the Centre?

Yes, there are some changes at the Centre to ensure that we follow Welsh Government's guidelines. A one-way system is in operation within the centre, and the social distance of 2m is maintained wherever possible. PPE is provided where necessary for staff.

Special arrangements are implemented in the dining hall, including a one-way system, disinfecting fluid, and keeping social distance.

5. Will the Centre be full?

No, the centre is currently running at a much smaller capacity, to ensure that groups are able to distance themselves safely. The centre operates in a 'bubble' system, with accommodation, assembly points and activities reserved for each group or 'bubble'

6. How do you prepare before and after customers?

Our standard policy is to ensure that the centre adheres to good standards of cleanliness at all times. Additional measures include asking all visitors to wash / disinfect their hands regularly and make use of the hand hygiene points during their time at the centre. Time is allocated during the day to allow this to happen. The cleaning team will regularly clean and disinfect the centre's contact points. We ensure that rooms and equipment are quarantined for a period of 72 hours after visitors. If this is not practically possible, we would thoroughly disinfect between visitors, including the use of a fog machine to disinfect all bacteria and virus.

7. Are there systems in place to ensure that centre staff are not Covid 19?

All staff working at the centre have received standard COVID-19 training. Staff will not come to work if they show any symptoms, or live with someone who is showing symptoms. All staff are required to take and note their temperature when entering work each day, regardless of symptoms.

8. Will the centre staff wear masks?

All staff have access to sanitizing gels and face masks. Our instructors always carry these with them while on activities, and will wear a mask in situations where it is not possible to maintain social distance.

9. Do you support the Government Test Trace Protect scheme?

Yes, we keep a record of all visitors for a period of 3 weeks to support TTP.

10. What activities are available?

Many of the usual centre activities are available, but with some changes to the standard operating procedures to consider the implications of Covid-19.

11. Is the swimming pool open?

Yes, the swimming pool is open but only for one bubble group at a time. We would encourage residents to change in their rooms. When this is not possible the changing rooms are available to one bubble group at a time, and there will be cleaning and disinfection between users.

12. Can you provide first aid?

Yes, a member of staff with a first aid qualification will be on call throughout your visit. All necessary PPE equipment is available at the centre to administer first aid safely. Our instructors carry first aid and PPE equipment on all activities and carry special equipment for serious first aid situations.

13. Do I have to bring anything extra for my visit?

Yes, you will be required to bring a few extras with you for your visit. We do not provide bedding or towels - everyone is asked to bring a sleeping bag / duvet and towel. We can provide a pillow with a cover, but residents are welcome to bring their own pillow. We ask everyone to bring sanitizing gel and a face mask with them to the centre.

14. Is transport available?

We ask groups to arrange their own transport wherever possible. We follow the Welsh Government's guidelines for transporting people in our

minibuses. Everyone will need to wear a mask when in the vehicle. Space will be limited to one person per window seat, when not traveling within

social bubbles. The vehicle will be placed in a 72-hour quarantine period between different users. If this is not practically possible, a fogging machine will be used to disinfect the bus between users.

Activities outside the centre

15. Does Glan-Llyn provide activities outside the Centre, in schools or in the community?

Yes, Glan-Llyn has established an Outdoor Activity Service (Gwasanaeth Awyr Agored - GAA) for many years now, which specializes in providing adventurous or learning outside the classroom activities in the community. The GAA can conduct activities within the school grounds, community centres or in suitable nearby locations, following Welsh Government guidelines.

16. What kind of activities are available?

The GAA runs a variety of off-site activities, all depending on the resources available in your school / community or area. These can be outdoor learning activities that focus on team building, collaboration, confidence building, health and wellbeing; or our more specialized activities such as orienteering, archery, bushcraft, guided walks, camping and expedition skills. If your location and guidelines allow, we can offer adventurous activities in your local area, such as canoeing, kayaking, paddleboarding, climbing, mountaineering, orienteering and cycling.

17. How do you ensure that activities are safe in terms of COVID-19 considerations?



All GAA instructors have received specialized, in-house training for COVID-19. We adapt the standard operating procedures for all our activities to

follow the most current Welsh Government guidelines, emphasizing social distance and health checks. Our procedures are under constant review. All trainers have access to PPE and cleaning and disinfecting equipment for all activities.