



Covid-19 External Statement

Last updated: 17 March 2020

Latest Government Updates. Based on Mondays Announcement.

- Anyone with a fever or persistent cough should stay at home for seven days if they live alone or 14 days if they live with others. Anyone who lives with someone displaying coronavirus symptoms should also stay at home for 14 days. **People who have to isolate themselves** should ask others for help
- Everyone should stop non-essential contact with others. This is particularly important for people over 70, those with underlying health conditions and pregnant women
- People should work from home where they can
- People should avoid places like pubs, clubs and theatres. This applies especially to those in London which is "a few weeks ahead" of the rest of the UK
- People should stop all unnecessary travel
- By the weekend, those with the most serious health conditions should be largely shielded from social contact for 12 weeks

This notice has been published to raise your awareness on the current situation of COVID-19 and to signpost you to further government information.

Like everyone, we've been busily gathering as much information as possible about the impact of the Coronavirus (Covid-19). We have taken advice from trusted sources, working out how we best protect our customers, our learners, our communities and our colleagues.

Business Continuity

We have an evolving business continuity process which is drawn from senior leadership across the group. Our plan has been created with a strong understanding of our key processes and systems, and the needs of our employees, customers and stakeholders.

Business continuity arrangements are being reviewed and managed in line with the latest advice regarding Covid-19 and as the situation evolves. We will meet regularly and send out a daily update, but for the time being it is business as usual.

Travel

Face to face meetings, training and assessments are a big part of what we do and, in accordance with UK Government advice we are currently restricting business travel for staff, with a view to facilitating remote visits and meetings where possible.

Visitors

From the 17th March all visitors to our offices will be assessed prior to accessing the premises and all entrance doors are to be kept closed, all colleagues are to note the only entrance to be used at head office is door 4. All staff attending the office will be tested for fever.

Precautions

In response to advice from Government as part of the "Delay Phase" the following precautions will be implemented

- All trainers and assessors will be required to call their learners and complete contact logs advising that they will retain regular contact and further information will become available over the coming days.
- If they are required to self isolate as a consequence and are not able to take calls from assessors or attend work the assessor will need evidence to put the apprentice on a break in learning.



- Any member of staff or learner that has presented with a high temperature or persistent cough will not be allowed to attend any training course / travel or external visit and encouraged to follow government advice.
- If a member of staff/candidate/learner has visited any of the known infected countries it is important that you notify your Departmental manager/trainer immediately.
- Class sizes will be limited to no more than 12 learners
- All staff, learners and clients will be reminded of the governments advice on ensuring good sanitation and hygiene gel and hand washing facilities will be available at all sites/offices.

Actions

Stay at home if you have coronavirus symptoms either:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly

Do not go to a GP surgery, pharmacy or hospital.

You do not need to contact 111 to tell them you're staying at home.

Testing for coronavirus is not needed if you're staying at home.

Anyone with symptoms should stay at home for at least 7 days.

- If you live with other people, they should stay at home for at least 14 days, to avoid spreading the infection outside the home.
- After 14 days, anyone you live with who does not have symptoms can return to their normal routine.
- But, if anyone in your home gets symptoms, they should stay at home for 7 days from the day their symptoms start. Even if it means they're at home for longer than 14 days.
- Information:
- If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.
- If you have to stay at home together, try to keep away from each other as much as possible.
- try to keep at least 2 metres (3 steps) from other people in your home, particularly people over 70, or those with long-term health conditions
- ask friends, family and delivery services to deliver things like food shopping and medicines but leave them outside
- sleep alone, if possible
- regularly wash your hands with soap and warm water for at least 20 seconds
- drink plenty of water and take paracetamol to help with your symptoms

You may need to do this for up to 14 days if you live with someone who is over 70 or classed as high risk, to help reduce the possible spread of infection.

Use the NHS 111 online coronavirus service if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days
- **Only call 111 if you cannot get help online.**

These measures will be reviewed daily alongside advice from the government.

We recognise that this is a period of uncertainty for all and we would like to thank you for your flexibility as we update our approach in line with specific official guidance. While we are looking to maintain a “**business as usual**” position, we are aware that this is a rapidly evolving situation. We are reviewing this on an ongoing basis, and we will continue to assess how best to manage any changes required, and to minimise the impact on the delivery of our services and on our staff.



The Foreign & Commonwealth Office (FCO) now [advises British people against all non-essential travel](#) worldwide. This advice takes effect immediately and applies initially for a period of 30 days.

Further Information is available from:

NHS – <https://www.nhs.uk/conditions/coronavirus-covid-19/>

NHS Wales - <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

Gov.UK - <https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

Gov.Wales - <https://gov.wales/coronavirus>

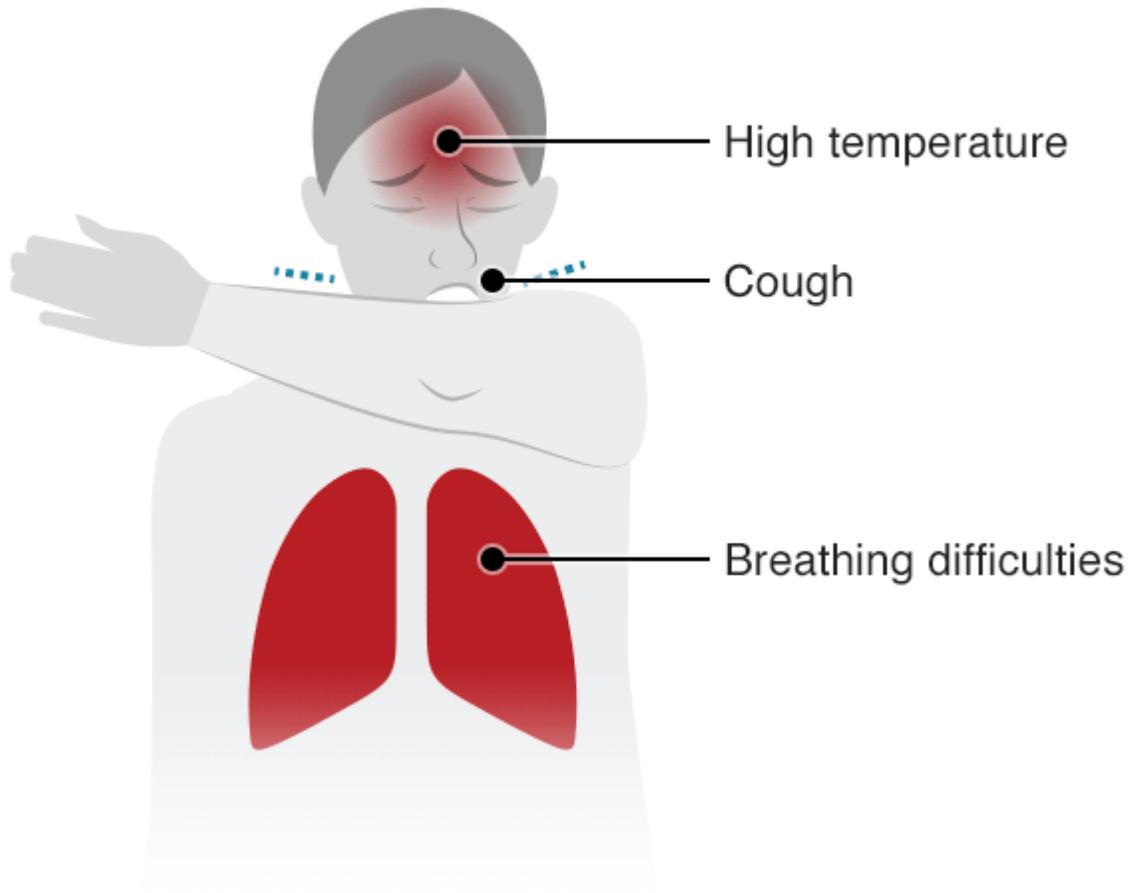
Education Wales - <https://gov.wales/coronavirus-covid-19-educational-settings-guidance>

Education England - <https://www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19/guidance-to-educational-settings-about-covid-19>

[FOR FUTURE UPDATES PLEASE VISIT ARC GROUP UK NEWS SECTION HERE](#)

Hospitals are on stand-by for patients, but the whole NHS is on an emergency footing, donot go to hospital.

Coronavirus: Key symptoms



Source: NHS

BBC

Hospitals have plans to keep coronavirus patients separate and supply staff with protective masks and suits.

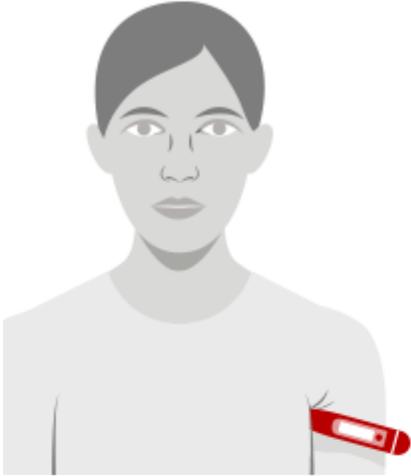
All hospital patients with flu-like symptoms are being tested. If someone tests positive, they may be moved to one of the main hospitals.

Patients with mild symptoms are being asked to self-isolate at home. Community teams will keep an eye on them if need be.

But people are being advised not to ring NHS 111 to report their symptoms unless they are worried.

How do I take my temperature?

Anyone with high temperature of 38C+ is advised to self-isolate
The NHS recommends these methods to take your temperature:



Armpit:

- Place thermometer tip in centre of armpit
- Tuck your arm against your body for a minute
- Remove and check temperature



Mouth:

- Place thermometer tip under your tongue
- Leave it in place for about one minute
- Remove and check temperature



Ear:

- Gently tug on ear to straighten ear canal
- Insert digital ear thermometer into ear canal
- Squeeze and hold button for one second
- Remove and check temperature*

*Note reading may not be accurate if thermometer not correctly placed in the ear