



Covid-19 External Statement

Last updated: 30 March 2020

Now we are in the second week of lockdown, I wanted to give you an update on how we are continuing to support you during this difficult time.

Our teams have key workers now working remotely and we are keeping up to date with all enquiries.

There are a couple of changes that I would ask you to be aware of:

Our phone lines are forwarded to Section Managers for the foreseeable future. Messages will be picked up immediately, however you might prefer to contact us via info@thearcgroup.co.uk.

Post is still being collected weekly and we will operate a weekly dispatch service.

All face to face training is currently on hold until 4th May 2020.

This is to ensure minimal risk to our people.

As advised before, we will continue to deliver other activities such as:

- For Cause Agreements
- Apprentice learning and support

If you have any questions, please don't hesitate to contact our Operations team. You can reach us all on our usual email addresses and contact numbers.

We will keep you informed of any further operational updates as the situation develops. In the meantime, if you have any concerns that we can help with, please do get in touch.

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 continue to meet virtually weekly and to send out frequent updates.

Travel

Face to face meetings, training and assessments are a big part of what we do and, in accordance with UK Government advice we have restricted all non-essential travel, we are implementing remote visits, online training and virtual meetings where possible.



Visitors

From the 24th March our offices closed. We have furloughed a number of our staff and where possible we have facilitated homeworking.

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.
- We will be setting up WhatsApp groups, and Academy staff need to ensure details of all learners are updated asap. Shortly we will launch Microsoft Teams for remote tutorials.
- 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.
- 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.

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>

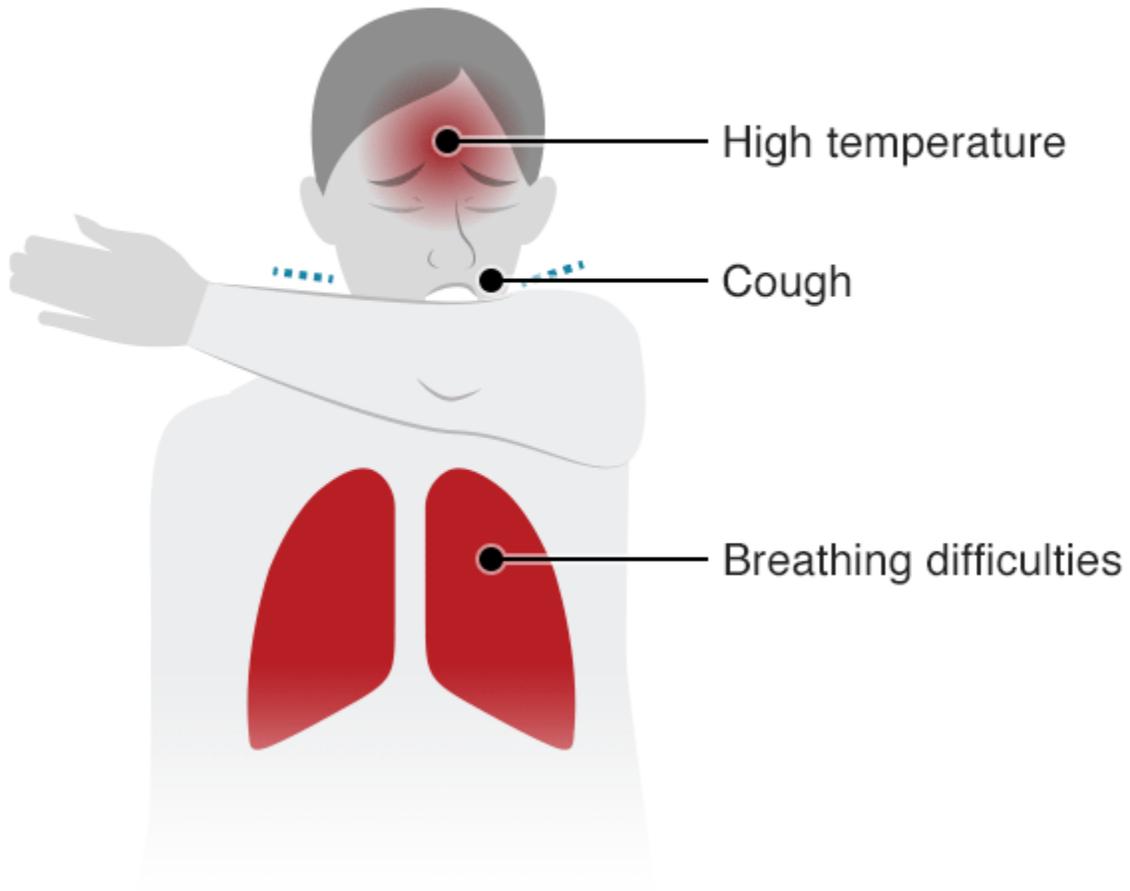
[FOR FUTURE UPDATES PLEASE VISIT ARC GROUP UK NEWS SECTION HERE](#)

Hospitals are on stand-by for patients, but the whole NHS is on an emergency footing, do not go to hospital.

Stay hydrated.

If you are already taking ibuprofen or another non-steroidal anti-inflammatory (NSAID) on the advice of a doctor, do not stop taking it without checking first. But until there is more information, take paracetamol to treat the symptoms of coronavirus, unless your doctor has told you paracetamol is not suitable for you.

Coronavirus: Key symptoms



Source: NHS

BBC

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

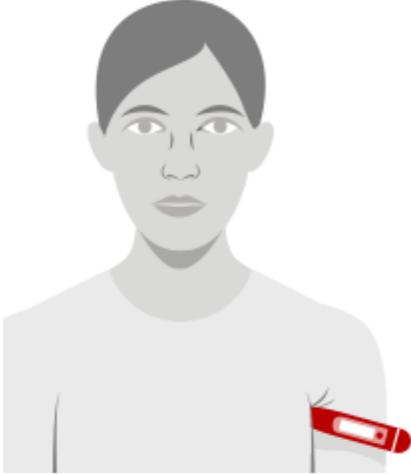
All hospital patients with flu-like symptoms are being tested. If someone tests positive, they may be moved to one of the main hospitals.

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