



## Policy document – Thermal imaging camera

**Background:** At Wyboston Lakes Resort the health and safety of our team, customers and clients is of paramount importance. During the period whilst we have been closed, we have worked tirelessly on preparing the venues to be ready to re-open in as safe a manner as is practicable. We have invested heavily in thermal imaging cameras for our three principal venues on site: The Woodlands Event Centre, The Willows Training Centre and The Waterfront Hotel, Spa & Golf.

**Purpose:** The thermal imaging cameras will be used to identify all those entering the venue including team members, customers and clients and will notify the venue duty manager should anyone enter the building with a raised temperature. The thermal imaging cameras which are supplied by Vodafone are capable of scanning the thermal image of up to 8 people at a time and 100 people per minute, providing a temperature for each person that is accurate to within 0.3 degrees Celsius.

**Monitoring:** Our thermal imaging cameras are monitored 24/7 and in the instance of a person entering the building with a raised temperature an alert will be sent to the venue duty manager.

**What is a raised temperature;** A raised temperature, as defined by the NHS <https://www.nhs.uk/conditions/fever-in-adults/>, is a temperature of 38 degrees Celsius or above. The thermal imaging system is accurate to within 0.3 degrees and will send an alert to the venue duty manager should anybody enter the building and a temperature of 37.7 degrees Celsius or above be detected.

**What happens if I have a raised temperature;** If the thermal imaging cameras detect a temperature of 37.7 degrees Celsius or above, the individual will be asked to return to their car or a quiet area for 15 minutes, a further test will then be taken using a digital ear thermometer. On retesting should the temperature register 38 degrees Celsius or over the individual will be asked to leave the venue and the duty manager will be notified. The individual will be advised to follow the NHS111 online COVID service <https://111.nhs.uk/covid-19/>

