



Operational
standards for
reopening



Royal College
of Physicians
Main Entrance

Introduction

Further to recent government guidelines we're pleased to announce the reopening of our building and meetings and events facilities at the Royal College of Physicians, London.

The following guidelines will provide you with an overview of the measures we are putting in place to ensure your safety when visiting our venue.

In addition, we have been awarded the industry standard 'We're Good To Go' certification, meaning our venue has been recognised as one that can open safely and follows current government guidance.

RCP London is spread over several buildings, the guidance outlined in this document will be adhered to across our full site.



What happens when I come to the RCP?

- > All staff and guests of RCP London must report to our reception team located in our main building
- > All guests will be asked to complete a health declaration prior to arrival. This will be sent by the member of staff you are visiting, or by your event organiser
 - If you have not completed this declaration and/or are displaying symptoms, we reserve the right to refuse entry
- > You'll be greeted by a member of our reception team, who will be located behind protective screens
- > To assist with contact tracing, you will be asked to provide contact details to our reception team, if alternative measures have not been put in place by your conference organiser/person you are visiting
 - We will operate a contactless data collection process to reduce the risk of transmission
 - The data collected and safe storage follows the current [government guidelines](#) for track and trace and adheres to General Data Protection Regulation (GDPR)
 - This data will be stored securely for no more than 21 days after your visit
- > A hygiene station will be located at the entrance to the main building with additional sanitising stations positioned throughout the building
- > As you enter the main building a member of our team will be carrying out temperature checks
 - Any guests presenting with a high temperature (37.8°C or greater) will not be allowed past reception and will be asked to return home
- > You may be asked to wear a protective face mask or covering, we encourage you to bring your own, but we will have a supply should you forget
- > Our reception team will be on hand to direct you around the building, floor markers and signposts will also be in place so that you can move around the building safely
 - One-way flow systems will be in place to ensure physical distancing throughout the building



- > If you are visiting a member of RCP staff, they will meet you at reception and escort you to the meeting space
- > Please use the stairs as lifts will only be operational for use by those with mobility issues
- > Our cloakroom will be available for use and will be managed to avoid long queues, you are encouraged to follow current physical distancing measures
 - We will use floor markers to indicate safe queuing distances
- > Toilet facilities will be monitored so that long queues cannot form
 - You should be aware that access may be limited at times in order to sanitise the facilities
- > Some facilities will be modified to adhere to current social distancing measures
- > Presently we are unable to open Regent's Perk, our café, and it will not be possible to use this as a space for small informal meetings
- > Our exhibition area and 2nd floor gallery will remain open to guests and delegates but will be closed for public access
- > Our cleaning team will be constantly sanitising and cleaning our facilities throughout the day
- > To reassure you, all RCP event staff (including contracted staff) will be undertaking COVID-secure training prior to being allowed back on site to assist with our events

I'm attending an event, what's different?

To ensure your safety as a delegate, you may find a few additional changes to your experience at RCP London.

- > Our event spaces have had their capacities reduced to ensure a safe 1m+ distance between each delegate, this includes our lecture theatres
- > You may be asked to register at a specific time to avoid queues and large groups forming
 - Your event organiser will advise you of the registration process
- > Prior to arrival your event organiser will request additional contact details to assist with contact tracing
- > We require all delegates to complete a health declaration, this will be sent to you by your event organiser
 - If you have not completed this declaration and/or are displaying symptoms, we reserve the right to refuse entry
- > Please remain in your allocated seat/event space for the duration of your visit
- > We are advising against the use of badges and lanyards to avoid contamination; your event organiser may suggest alternatives to facilitate networking
- > We are recommending that organisers send delegate packs electronically
- > We encourage you to bring your own notepad and pen with you as your event organiser may no longer provide this for you
- > Question and answer sessions will be facilitated using an app (eg Vevox or Sli:do) to avoid use and handling of microphones

- > Each event will have its own separate catering space where our team of highly trained staff will be positioned behind screens to serve you
- > A one-way queuing system will be in place
- > We have modified our food and beverage offering to allow for pre-packaged lunches and cutlery to be collected
- > Beverage stations will be self-service; you will be given an option of using porcelain or glassware
 - Sanitiser wipes will be provided at these stations to facilitate immediate disinfection
- > Pedal or automatic bins will be available for disposal of food waste and a separate drop off area will be in operation for used crockery, cutlery and glassware
- > Water coolers will be available throughout the building with disposable cups and single use bottled water will also be available
- > A separate and clearly marked bin for infectious waste should be used to dispose of PPE
- > At the end of each event, the rooms will be cleaned and sanitised in preparation for our next guests



What should I do if I start to feel unwell?

If you are displaying any symptoms prior to arriving at our venue, we respectfully ask that you remain at home and follow current guidance. If you start to feel unwell while visiting, please follow the steps below.

- > Let your organiser or a member of RCP staff know immediately
- > You will be taken to our dedicated quarantine area where you will receive the appropriate medical attention
- > Our team will ensure the meeting organisers are informed discreetly and protocol will be followed to close the event and advise on self-isolation for those in attendance, including staff
- > The affected rooms and areas will be secured for 72 hours to reduce infection risk and a thorough deep clean of the event space including communal areas/facilities will be undertaken

What are your enhanced cleaning measures?

- > The building will have undergone a thorough deep clean prior to reopening
- > Our cleaning team will have a continued presence during the day
- > Our cleaning regime has been modified and ensures high touch points (such as banisters, door handles, lift buttons) will be sterilised and cleaned regularly
- > Hand sanitiser stations will be positioned throughout the building
- > A full and thorough clean of each space will be carried out at the end of each event
- > If you see something that requires immediate attention, we encourage you to speak with a member of our team who will ensure appropriate action is taken



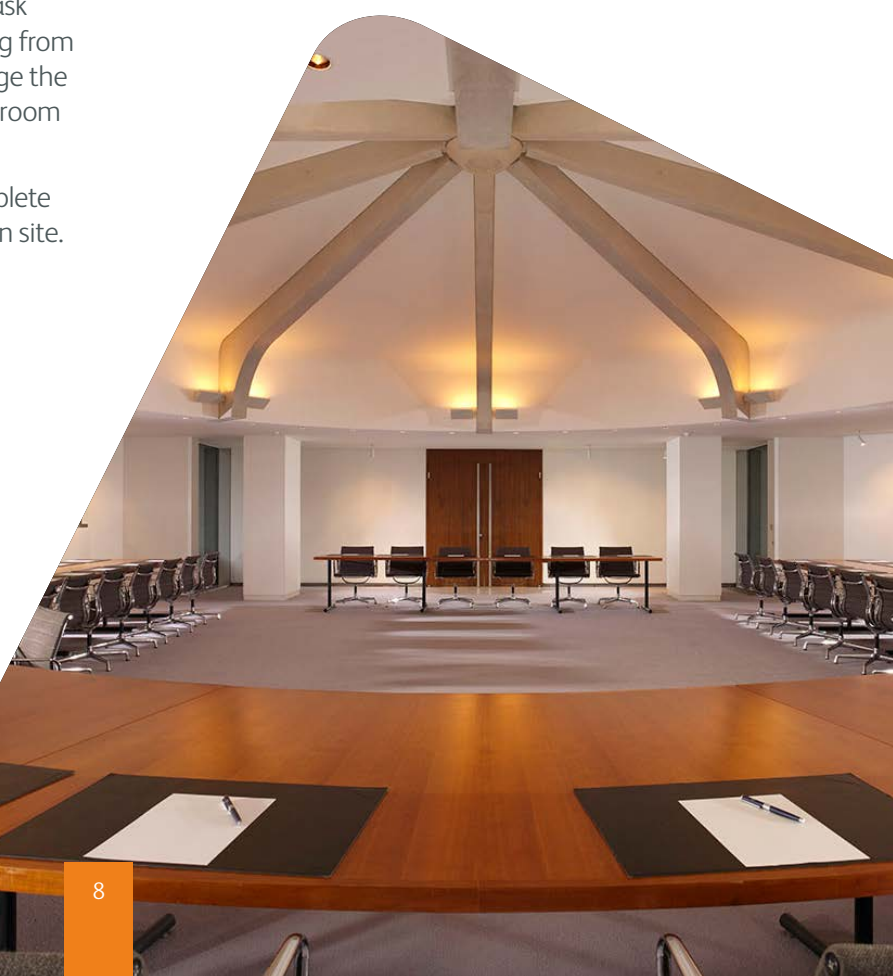
I'm organising an event, what do I need to do?

As an event organiser using our venue, there are additional steps we would advise that you take and ask that you share this information with any third-party providers.

- > Please share your programme with your event planner at the earliest opportunity
 - If there are multiple events on the same day, we may need you to adhere to pre-agreed refreshment breaks to avoid an overlap of delegates in communal areas
 - In addition, your refreshment breaks may need to be longer to safely serve your catering provision
- > Our room capacities have been reduced to meet current social distancing guidelines; you will be given options to enhance your event with our virtual and hybrid event packages, which you should discuss with your event planner
- > When using our flat spaces for your event, the layout will be set to ensure social distancing measures are in place, we ask that the room set up is not changed eg from theatre to u-shape, as this could change the number of attendees allowed in each room
- > All attendees (delegates, speakers, staff, third-party providers) must complete a health declaration prior to arriving on site.

Your event planner will provide you with the information we need you to collect

- We reserve the right to refuse entry if the declaration has not been completed and/or anyone displays symptoms
- > To assist with contact tracing please collect contact details for all delegates, speakers, sponsors and any third-party providers who may be on site
 - The data collected and safe storage must follow the current [governmental guidelines](#) for track and trace and adhere to General Data Protection Regulation (GDPR)
 - This data must be stored securely for no more than 21 days after visiting RCP London
- > We ask that only pre-registered delegates attend your event – no 'walk-ins'. This will help facilitate contactless contact tracing



- > We encourage you to consider staggered registration times for your delegates to avoid queuing and large groups
 - If large groups or queues are forming, entry into your registration area may be restricted
- > Your registration process may have to change, we recommend contactless registration for example, simple tick sheets, managed and controlled by your on-site staff
- > We recommend badge-less and paperless events to avoid transmission through the preparation of delegate packs, badges and lanyards
 - We will work with you to explore alternative options which may include encouraging delegates to connect via LinkedIn (using the 'Find nearby' option on the app)
- > All staff must wear appropriate PPE (face masks will always be required, and you may be requested to wear disposable gloves) and observe physical distancing measures
- > We have updated our procedure for receiving your third-party providers
 - Your event planner will provide further information on correct delivery protocols including maintaining physical distancing, wearing PPE, and ensuring any equipment has been disinfected on delivery and collection
- > For your safety, access to the AV control booths will be restricted to RCP AV staff only
 - AV staff will wear masks when operating outside of the booth eg meeting with speakers/organisers
- > Speakers will be provided with lapel or handheld microphones instead of lectern microphones, these will be disinfected between use
- > All equipment will be disinfected regularly
 - Your event planner can provide you with the disinfection and hygiene procedures in place for our audio-visual equipment





To speak to a member of the Meetings and Events Office about hiring the RCP, please call **+44 (0)20 7034 4900** or send an email to **events@rcplondon.ac.uk**.

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Royal College of Physicians
Meetings & Events