

Shropshire Supports Refugees – Safe working practices during national lockdown Effective from Friday 6th November 2020

We offer an essential service to our community and can continue operating throughout lockdown. However, it is also essential to safeguard our volunteers, play our part in slowing the spread of the virus, and to ensure the continuity of our operation in the event of one of us becoming unwell with covid-19. The following guidelines are designed to minimise risk while maintaining our service and our enjoyment of working together.

Government advice is to remain at home if

1. You have a new persistent cough, loss/change in taste or smell, or a fever ($\geq 37.8^{\circ}\text{C}$). You should get tested; if you test positive or prefer not to be tested, you must remain at home for 10 days or until your temperature has returned to normal for at least 48 hrs ($< 37.8^{\circ}$);
2. Any member of your household experiences a new persistent cough, loss/change in taste or smell, or a fever ($\geq 37.8^{\circ}\text{C}$). They should get tested; if they test positive or prefer not to be tested, the whole household must remain at home for 14 days. If you develop symptoms in this time, get a test (or isolate as if you were a positive case if you prefer not to be tested);
3. NHS or local authority contact tracers request that you isolate for 14 days because you have been in contact with someone who has tested positive. If you develop symptoms in this time, get a test (or isolate as if you were a positive case if you prefer not to be tested);
4. You have an underlying health condition that means you are classed as 'clinically extremely vulnerable'. Please consult your GP if you are unsure.

In addition to government advice, we request that volunteers do not come to the hub if they are experiencing any new unexplained episode of the following, and to wait until they feel well before returning (or get tested for if further symptoms develop)

- headache
- shortness of breath
- extreme tiredness
- diarrhoea
- cold or flu-like symptoms including body aches, sore throat or runny nose

General guidance

- Work at home if you can, or take a break if you do not have facilities for home-working but feel concerned about coming in
- If you plan to work at the SSR Office, book on to the rota in advance.
- Stagger start times to enable social distancing and access to hand-washing on arrival
- If you feel unwell at all, please go home straight away
- If you have COVID-19 symptoms you must self-isolate and book a test. Call 111 if you are very unwell and want medical help
- If you test positive, please notify Amanda Jones: **07487 883777**
amanda.jones@shropshiresupportsrefugees.co.uk

Track and Trace

All volunteers to complete sign in and sign out track and trace form. Form is located at the entrance. Name, time in, time out and up-to-date phone number.

Social distancing

Maintaining >2 metres distance is essential to avoid being considered a close contact of someone who tests positive. Following these rules rigorously will mean that you will not have to self-isolate for 2 weeks even if someone you have worked with tests positive. To minimise risk of infection at the SSR Office it is essential that we all strictly adhere to these operating procedures:

- Always keep at least 2 metres apart. Always keep within your own designated work zone.
- Work 1 person to a zone and do not enter another zone when someone is working there.
- Do not use equipment from outside your own work zone unless they have been disinfected thoroughly.
- If you need to work **briefly** (less than 15 mins) between 1 and 2 metres from someone else, work side-to-side or back-to-back, not face-to-face.
- Avoid being less than one metre apart, no matter how briefly.
- Meetings should take place online (or can be outside if only 2 people at least 2m apart)
- Never enter enclosed areas such as the corridor or the toilets at the same time as someone else.
- Drinks should not be made for each other; only make a drink for yourself.

Hygiene and Cleaning

- Wash hands on arrival and regularly throughout the day, for at least 20 seconds using running water and liquid soap, turn taps off with a paper towel then dry hands thoroughly with a paper towel, disposing of towels in the bin provided.
- Wipe equipment with disinfectant before use and between users or avoid sharing.
- Good respiratory hygiene should be observed: cough into your elbow, use a disposable tissue to 'catch it, kill it, bin it', and wash hands with warm soapy water or use alcohol gel.
- Avoid touching your face.
- The last person at the end of the session should clean door handles, surfaces and equipment.

Personal Protective Equipment

- Face coverings should be used in shared areas indoors (you must still remain 2 metres apart) if situations arise where you ever have to be close to another person. If you are unable to use a face covering, please speak to Amanda so that if possible alternative risk minimisation plans can be made.
- Gloves are provided if you wish to wear them, but do not replace the need for hand and respiratory hygiene.

Visitors

- The SSR Office is closed to visitors other than for emergency consultations with service users by prior arrangement if other options are not practical.
- Visitors should observe 2m social distancing and good hygiene practices

Any questions or any concerns about any of this policy, please contact Amanda Jones:
amanda.jones@shropshiresupportsrefugees.co.uk
07487 883777

Detailed covid-19 guidance and FAQs are available at <https://www.gov.uk/coronavirus>;