

The Brightwell Centre Operating Procedures

Protecting Our Staff, Volunteers, Centre Members and Visitors
During the Coronavirus (Covid-19) Pandemic

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INTRODUCTION

These are exceptional circumstances and the Centre will always comply with the latest Government advice on Coronavirus (Covid-19).

These Brightwell **Centre Operating Procedures** (COP) are designed using information provided by the [Health and Safety Executive \(HSE\)](#) and the guidelines set out by [the UK Government](#) for working safely during the coronavirus pandemic.

The HSE the relevant enforcing authority for guidelines and if the Centre is not consistently implementing the measures set out by the Government we will be subject to enforcement action and/or legal action.

Whilst operating during the Coronavirus (Covid-19) pandemic, the Brightwell needs to ensure we are protecting our staff, members and other visitors whilst minimising the risk of spread of infection. This includes considering how personnel travel to and from the Brightwell.

This guidance is intended to introduce consistent measures in line with the Government's recommendations on social distancing and ensure we all make every effort to comply.

The health and safety requirements of any activity must not be compromised at this time. **If an activity cannot be undertaken safely, it should not take place.**

Emergency services are also under great pressure and may not be able to respond as quickly as usual. This should be taken into consideration in the planning of work activities, first aid, fire and emergency responses.

We will have in place effective arrangements for monitoring and reviewing our compliance with government and industry guidance. We will also remind the workforce at every opportunity of the Centre Operating Procedures which are aimed at protecting them, their colleagues, volunteers, Centre members and families, as well as any visitors to the Centre.

When to Travel to The Brightwell

As a staff member or volunteer if it is possible for you to work from home The Brightwell will endeavour to do whatever it can to make this possible.

It is important to understand the following guidelines by which staff and Centre members should or should not travel to The Brightwell as outlined below.

<u>Social distancing</u>	<p>Everyone should follow the guidance on social distancing and stay at least 2-metres away from people we do not live with</p> <p>Where staff cannot work from home, they must follow the same principles of social distancing during their journey to and from work as at work</p> <p>All work desks are divided with Perspex screens to help prevent airborne transmission</p>
<u>Self-isolation</u>	<p>Anyone with Covid symptoms, or a positive test result, even if they have no symptoms, must stay at home for the full isolation period of 10 days. Members of the same household must also isolate too</p> <p>The isolation period begins from the day your symptoms began, if you have no symptoms you must isolate from the day your test was taken.</p>
<u>Moderate risk individuals</u>	<p>PHE, supported by HSE and the Faculty of Medicine do not expect any additional controls for this group of people, but existing controls should be strictly adhered to</p> <p>The NHS has published a list of conditions that would mean you are at a moderate risk, this can be viewed here, please note this list may not include every condition and if you are concerned that you, or a family member may be at an increased risk you should speak to your GP</p>
<u>Clinically Extremely Vulnerable People</u>	<p>If you have been identified as Clinically Extremely Vulnerable you will have received a letter/email from the NHS or your GP advising you of this, this is most likely if you were previously asked to shield</p> <p>As of 6th January 2021, this group of people is once again being told to shield and because of this they should not and will not be able to visit the Centre for the moment</p> <p>The NHS list for conditions, illnesses and treatments that place you in the CEV group can be found here, again if you believe you or a family member should be shielding and you haven't been informed you should speak to your GP</p>
<u>Living with a Clinically Extremely Vulnerable person</u>	<p>If a member of your household is classed as Clinically Extremely Vulnerable, provided you are fit and well yourself, you should follow the rules set out in the UK Government National Lockdown guidance</p>

<p><u>If you begin to feel unwell while at The Brightwell</u></p>	<p>If you or anybody else develop any of the symptoms while at The Brightwell, you should:</p> <ul style="list-style-type: none"> • Ensure your direct line-manager and/or the Centre Manager is informed immediately • Return home as quickly and as safely as you can • Avoid touching anything • Make sure you are wearing a face mask • Cough or sneeze into a tissue and put it in a bin, or if you do not have tissues, cough and sneeze into the crook of your elbow <p>You must then follow the guidance on self-isolation and not return to The Brightwell until your period of self-isolation has been completed and your symptoms are gone, or if your only symptoms are a cough and/or anosmia (these symptoms usually last several weeks)</p> <p>If, after 10 days, you still have a high temperature and/or are otherwise unwell you must seek medical advice</p>
<p><u>International travellers</u></p>	<p>From the 8th January 2021 all international arrivals to anywhere in the UK, including UK nationals, must present a negative COVID-19 test prior to departure</p> <p>Unless your departure country is on the Government's travel corridor list you must isolate for 10 days, even if you have a negative test result</p> <p>You should not visit The Brightwell until your full 10 days isolation has been completed</p>

Travel to The Brightwell

- Wherever possible staff members, volunteers and Centre members should travel to the Centre alone and using their own transport and avoid public transport if possible
- Where public transport is the only option for staff members or volunteers the Centre should consider changing their working/volunteering hours to avoid using this during peak rush hour times (07:00- 09:00 and 16:30 -18:00). For those that have to use public transport, walk, cycle or car share they should adhere to the guidance issued by the [Department for Transport](#)
- Where a Centre member relies on a carer for transport and support whilst in the Centre the care giver will have to provide all the manual handling required in the Centre and when not needed will wait in the car or off-site
- The Centre will not be using or encouraging the use of our regular volunteer drivers for members to access the Centre. Centre members will be asked to use their own transport, or carers, to bring them to the Centre

The Centre will provide:

- Parking arrangements for staff members, volunteers, Centre members will comply with the social distancing measures
- Instruction on how someone taken ill would get home – this will vary but arrangements will have to be made taking into consideration means available to the individual who is unwell and severity of the illness. These might include:
 - The person driving themselves home
 - Next of kin being contacted to pick them up

- Request an ambulance
- Hand sanitising facilities for people within the building as follows:
 - Automatic dispenser located to the left of the main doors as you enter the building
 - Sanitising stations on tables to the right and in front of the reception desk
 - In the staff WC by reception, this is for staff members only
 - In the WC the oxygen department for people attending/volunteering within the department
 - WC in the physiotherapy gym for those having physiotherapy
 - WC by treatment room 2 for other therapies
 - Anti-bacterial soap is provided in all the WC's as well as automatic paper towel dispensers, each WC also has disinfectant spray and wipes
 - Each department has an automatic, wall mounted hand sanitiser and another is located in the kitchen area

Access and Egress Points

- All non-essential visitors have been stopped
- We have introduced staggered start and finish times for staff, volunteers and appointments to reduce congestion and contact
- Centre access and egress points are designed to enable social distancing – if we need to we will change the number of access points to reduce congestion, or to enable monitoring, including in the case of emergencies
- We will manage people waiting to enter the Centre by allowing plenty of space and time to guide them to the correct department for therapy
- We will use signage:
 - such as floor markings, to ensure 2-metre distance is maintained between people when by reception and in other departments where queueing may occur
 - reminding staff members, volunteers and Centre members not to attend if they have symptoms of Coronavirus (Covid-19) and to follow the guidelines
- All staff members are to wash their hands for 30 seconds using soap and water when entering and leaving the Centre
- We will regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners, screens, telephone handsets and desks, particularly during peak flow times
- We will reduce the number of people in attendance at the Centre for anything other than therapies and servicing of equipment or necessary activities
- Where loading and offloading arrangements are already in place at the Centre the drivers will be given clear instructions and will sanitise their hands before handling Centre gates and equipment. Where drivers are required to deliver a package or enter the building, they should wash or sanitise their hands before handling any materials. Deliveries have been assigned a drop off place in reception which will be clearly marked out and signposted

Hand Washing

- We will encourage regular breaks to wash hands
- We will ensure adequate supplies of soap and fresh water are always readily available and

kept topped up, along with single use paper towels for hand drying

- Hand sanitiser, which will be a minimum 60% alcohol based is freely available
- The hand washing facilities are regularly cleaned, maintained with a roster for cleaning with assigned tasks and sign off
- There will be enough suitable waste bins for paper towels with regular removal and disposal

Toilet Facilities

- We will restrict the number of people using toilet facilities at any one time and use signage, such as floor markings, to ensure 2-metre distance is maintained between people when queuing
- Everyone must wash their hands properly before and after using the facilities, signs with the proper method are placed in every WC
- We will enhance the cleaning regimes for toilet facilities, particularly door handles, locks, taps and the toilet flush
- We will provide enough suitable waste bins for paper hand towels with regular removal and disposal

Kitchen Area

This is designated a staff and volunteer only area with clear signs up to show this, no member, carer, family member or any other visitor will be permitted to use the kitchen area for any reason.

Staff and volunteers must bring their own food which should require minimum preparation.

Staff and volunteers will be required to stay in the Centre once they have entered, to avoid using local shops and to minimise movement about the building.

- Break times and kitchen use will be staggered to reduce congestion and contact at all times
- Drinking water is provided with enhanced cleaning measures of the tap mechanism
- We will frequently clean surfaces that are touched regularly, using anti-bacterial cleaning products i.e. - refrigerators, microwaves, worktops, dishwasher. Each individual user must clean the surfaces and equipment they have touched or used
- Hand cleaning facilities or hand sanitiser will be available at the entrance to any room where people eat and should be used by everyone when entering and leaving the area
- 2-metres should be maintained between everyone in the Centre wherever possible
- All rubbish should be put straight in the bin and not left for someone else to clear up
- Tables should be cleaned between each use
- Crockery, eating utensils, cups etc. should not be used unless necessary and are to be placed in the dishwasher after each use ready to be washed overnight and put away the next working morning by the designated person

Work Planning to Avoid Close Working

In line with the Health and Safety Executives guidelines, where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, we will consider whether that activity needs to continue and, if so, take all the mitigating actions possible to reduce the risk of transmission.

Work will be planned and organised to avoid crowding and minimise the risk of spread of infection by following PHE and HSE guidance and the advice within these Centre Operating Procedures.

We will remind the workforce and volunteers (e.g. through staff/volunteer briefings) of the specific control measures necessary to protect them, their colleagues, Centre members, families and the wider population.

Good ventilation in office and treatment rooms will be encouraged, ideally through open windows and the air conditioning system should only be used for heating rooms when necessary and for as short a time as possible.

Hierarchy of Controls

When at the Centre you should consider whether an activity should continue if a 2-metre distance cannot be achieved or maintained. There are some necessary activities at the Centre where a 2-metre distance is not possible, these should be assessed using the hierarchy of controls shown below along with the regulatory guidance for that activity (i.e. [The Chartered Society for Physiotherapy](#), CSP)

Eliminate	<ul style="list-style-type: none">• We will rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2-metres)• We will avoid skin to skin and face to face contact• One-way systems have been put in place• All meetings, whether with staff, trustees, volunteers, members or fundraisers will be via Zoom• If colleagues need to speak to each other whilst in the Centre they should maintain a 2-metres distance• No one is to attend the Centre if they feel unwell, are displaying Covid symptoms, has had a positive test for Covid, is awaiting the result of a Covid test (unless they routinely receive a test because of their work, e.g. a carer or health care worker) or they have been told to isolate
Reduce	<p>Where social distancing measures (2-metres) cannot be applied:</p> <ul style="list-style-type: none">• The frequency and length of time anyone spends within 2- metres of another is to be minimised• Limit the number of people involved in the activity• All work stations are separated by clear acrylic screens, even so anyone desk working should work should endeavour to work 2-metres away from another• Common touchpoints, doors, buttons, handles, tools, office equipment etc. are cleaned frequently and no equipment is to be shared• Increased ventilation in enclosed spaces• Staff members should wash their hands before and after using any equipment

Isolate	<p>Keep groups of staff members/volunteers that must work within 2-metres:</p> <ul style="list-style-type: none"> • Together in 'bubbles' (e.g. do not change personnel) • As small as possible • Away from other personnel where possible
Control	<p>Where face to face working is essential to carry out a task when working within 2-metres:</p> <ul style="list-style-type: none"> • Keep this to 15 minutes or less where possible • Consider introducing an enhanced authorisation process for these activities • Provide additional supervision to monitor and manage compliance
Personal Protective Equipment (PPE)	<p>Staff and volunteers do not need to use Respiratory Protection Equipment (RPE) as the 2-metre social distancing guidelines are met. However;</p> <ul style="list-style-type: none"> • When it is not possible to maintain a 2-metre distance, each activity should be risk assessed using the hierarchy of controls and against any sector-specific guidance, mindful that RPE masks are the last resort in the hierarchy • Reusable PPE should be thoroughly cleaned after use and never shared • Single use PPE should be disposed of immediately and not reused <p>All staff and volunteers will be appropriately trained in the use and correct management of PPE</p>
Behaviours	<p>The measures necessary to minimise the risk of spread of infection rely on everyone who uses the Centre, staff, volunteers and members taking responsibility for their actions and behaviours.</p> <p>We will encourage an open and collaborative approach between staff, volunteers, trustees and employers where any issues can be freely discussed and addressed.</p>

First Aid and Emergency Service Response

The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.

- When planning activities, the provision of adequate first aid resources must be agreed between the relevant parties in the Centre
- Emergency plans including contact details should be kept up to date
- Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources
- All cases will be assessed by the appropriately trained first respondent and appropriate PPE will be set aside for compulsory use in advance of any aid being required
- For minor injury First Aid should be administered by the individual who has sustained the injury with direction from the First Aider or from a carer if there is one present

Cleaning

Enhanced cleaning procedures are in place across the Centre, particularly in communal areas and at touch points including:

- All door handles, locks and door surrounds (internal and external)
- Taps and washing facilities
- Toilet flush and seats
- Door handles and push plates
- Desks and computer equipment
- Kitchen area, equipment and worktops
- All areas used for eating must be thoroughly cleaned at the end of each use including tables and chairs
- Machinery and equipment controls
- Telephone equipment
- Keyboards, photocopiers, printers and other office equipment

Waste collection and storage points have been increased and emptied regularly throughout and at the end of each day. Clinical waste bins have been placed around the Centre and departments for the disposal of PPE, these are emptied by a specialist contractor.