**Oakleaf Enterprise COVID Procedures**

**Office attendance**

Oakleaf will be open from Monday to Friday, from approximately 7am until 5pm, for business-critical work, which currently includes some office staff, upholstery, gardening and for any who can’t work from home. Normal Safe Haven working pattern remains the same: 18.00 – 23.00hrs per day x 365.

For everyone’s safety and security, attendance will be managed through prior arrangement with Clive and/or Annalise.

If you are, or are planning to visit or work at the office, there are three things you need to do first:

1. Gain prior agreement from Clive or Annalise
2. Schedule your attendance in advance
3. Check that you’re symptom-free before travelling

Limited working spaces are currently available to ensure that safe working is possible and the maintenance of social distancing. If all spaces have been taken but you really need access to the office, this must be discussed and agreed in advance with either Clive or Annalise..

Registering your arrival

When you arrive at the office, you must continue to use the Signing in board in Reception.

It’s really important you do this, as we need to follow government guidelines and control the movement of staff, plus this list will serve as a register in the event of an evacuation.

Once you’ve signed in, make sure you wash your hands thoroughly with soap and water at the nearest toilet (please don’t use the main kitchen).

There is a **NO VISITOR** policy at the office for the foreseeable future, so please don’t arrange guests for meetings, interviews, etc. in person, these will need to be conducted remotely.

**Safe Haven**

Staffing of the Safe Haven on current advice will remain the same during the Covid-19 pandemic i.e. One member of staff from each of Surrey and Borders Partnership NHS Trust (SABP), Catalyst and Oakleaf thereby comprising a total of three staff members per night. Client attendance has been reduced to reporting with Crisis only, removing the “social” component that had previously run from 18.00-20.00 hrs each night.

A limited number of clients will be allowed access to the Safe Haven during the course of the evening to ensure that sufficient physical space is available to maintain social distancing. It is recognised that clients often require a safe and private space to talk but any space utilised has to be sufficient to enable all participant to be able to maintain appropriate social distancing.

Clients will also be invited to access video conferencing facilities as supplied by SABP to help limit the number of clients accessing the premises

All staff must wear the appropriate PPE as supplied by Oakleaf and SABP and follow all of the other procedures and protocols contained within this document.

**Office layout**

Oakleaf has been arranged to provide everyone with enough space to move around safely, while also being able to work as normally as possible. Prior to more staff or clients returning to the premises we have not introduced any one-way systems, but a number of mirrors have been installed to provide better visibility on blind corners.

Workstations

Workstations have been arranged in a way to make sure everyone is safe, which means many are out-of-bounds until social distancing guidance is changed. For those staff members that require occasional use of a workstation they are advised to identify one within the IT suite and then only use that machine thereafter. Please do not work or even sit at any workstations which are not available for use.

A **clear desk policy** is now in place, with all usable desks needing to be completely vacated at the end of each day. This is to provide you and/or cleaning staff an empty desk to wipe down and sanitise ready for the next use. Even if your booked to come into the office for the entire week, please clear your desk every day.

Kitchen

The kitchen is an enclosed space; therefore, we need to set a maximum person limit of one person using this space. This is to protect everyone working in the premises.

Other enclosed spaces

Storage spaces, offices and other enclosed areas where capacity is limited and social distancing could be compromised must be accessed and used with care, ensuring other staff members know the space is in use and reminded that social distancing must be maintained

**Signage**

Covid-specific signage has been placed around the premised on both floors to remind you of social-distancing and personal hygiene measures.

**Cleaning**

The cleaning regime for has been adapted to ensure a greater focus on touchpoints. However, it’s still essential you regularly wash your hands throughout the day, especially when coming and going from the office within the day.

The use of antibacterial cleaning products as supplied, must be utilised by all staff to ensure the risk of cross-contamination is minimised.

When toilets or large areas are in the process of being cleaned, they will be identified as normal with restricted access to maintain social distancing and the protection of all staff.

Normal and recycling waste bins are distributed throughout the premises please ensure you use them and that lids are returned to the close position after use. Please leave things tidy and free of food for Oakleaf’s cleaner to collect.

**Hygiene**

Designated areas have been created around the premises for hand sanitiser and antibacterial wipes, with a concentration at entry/exit points, and within easy access for all workstations.

Sanitisers have also been supplied for the gardening vans, so they can be cleaned down before, during and after every use. If you use a van, it’s your responsibility to clean the cabin before and after use.

If hand sanitiser or wipes run out, please report this immediately to the General Office Manager (Lynn), to ensure she can replenish accordingly.

Signs reminding you to wash your hands have been placed throughout the premises.

**Welfare facilities**

All toilets within the premises are still in use but be mindful when entering and exiting to ensure social distancing is always maintained. Toilet touchpoints and surfaces should be wiped down after use by the user.

**Movement of staff**

Commuting

When travelling to and from the office, please make every effort not to use public transport. Where possible, walk, cycle, run or drive.

When public transport is the only option, please follow the [government’s Safer Travel Guidance for Passengers](https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers). Travelling outside of peak hours is permitted and encouraged, your office/attendance hours can adjusted to accommodate this, but please seek approval from Clive or Annalise first.

Parking

Normal parking availability and restrictions remain, and all drivers are reminded to be aware of social distancing when accessing their vehicles.

Company vehicles

There is to be a maximum occupancy in all vehicles – **only one person is allowed inside at any one time**. No sharing of vehicles is permitted until further notice. This guidance was updated **on 17th August** following an Executive Meeting on 3rd August. To now state that three people will be allowed in Company vehicles, specifically gardening vans. All will need to where masks whist in transit and will be spaced from the driver, one passenger seated on the front seats with a gap of one seat between themselves and the driver, and then a final passenger positioned in the row behind and in the middle, thereby not being directly behind the driver or front passenger.

**Movement of goods**

Delivery of goods to the premises

Delivery drivers should be instructed to leave goods outside the premises where possible and advised that a physical signature will not be provided. When moving any delivered items appropriate PPE should be worn and where possible said items are not handled further for another 48 hours, when not possible the use of PPE must be maintained.

Stationery

The stationery cupboard on the ground floor is accessible for everyone care should be taken when removing items to ensure social distancing can be maintained in a restricted area. Where necessary staff may request items in advance from the General Office Manager and she will leave items in safe space near to your workstation whilst being mindful of social distancing.

Post/parcels

The post procedures will remain the same, with any outgoing mail to be placed in the trays next to the franking machine.

A collection point will be identified next to Reception for post to be collected by couriers. This is in order to maintain the lowest level of courier traffic inside the building and ensure social distancing.

Refreshments

We are still able to provide milk for those who have breakfast at the office and normal stock should be maintained, in the event that stock is not available please advise the General Office Manager.

Please bring in your own food from home. This will also limit the number of trips to the shops to buy food and drink. However, if you do need to pop to the supermarket, do keep your social distance, and wash your hands as soon as you return to the office.

Tea and coffee will still be available the, please sanitise any areas used in the kitchen after every use. Please bring your own mug and eating utensils to the office each day and take home for cleaning after use.

**Emergency procedures**

The following emergency procedures supersede the regular systems currently in place, and will do so until further notice.

Fire evacuation

* In the event of a fire, everyone must exit the building via their nearest fire exit promptly, without running, making their way to the designated to the assembly point.
* Once the building is empty, a roll call will be taken utilising the Signing in Board from reception to ensure everyone is accounted for.
* Once all staff have been evacuated, the fire panel will be checked by the Steve or Annalise to determine what caused the alarm.
* Once the cause of the fire is determined, a sweep of the building will then take place, if safe to do so, by Steve or Annalise.
* Once the building is safe and everyone has been accounted for, staff may return to their work areas/stations.

First aid

* All trained first aiders remain the same, names of whom are detailed around the premises. Any requests for first aid will initially be assessed by first aiders who must utilise appropriate PPE and dependent upon the severity of illness, accident or condition will handover to emergency services with as little contact with the injured person. If the condition can be dealt with by the first this should follow first-aid protocols and with the least level of personal contact as possible.

**Virus breach Sickness reporting & self-isolation**

If you start experiencing, or think you have symptoms of Covid-19 or receive news that one of your household does, you’ll be asked to self-isolate immediately at home. While you’re still in the office, you must carry out to the following steps (we hope you understand we need to be this strict to prevent spread of Covid-19):

* Immediately notify either Annalise or Clive, who will evacuate anyone around who’s been near you and move them to a safe place.
* While maintaining a distance of 2m from others and not touching anything en route, head to the nearest entrance. Report to any of the Executive Support Team anyone you think you may come in contact with and wait for your personal items to be collected and cleaned for you to take home.
* Ensure you wear a mask and gloves until you are home as made available to all staff.
* Exit and head straight home without any stops or conversations with anyone.
* Arrange to be tested
* Self-isolate at home for 14 days, communicating with your line manager on a regular basis.

Emergency clean procedure

If a suspected breach has taken place, all affected areas will be closed off for the rest of the day, and the Oakleaf Cleaning Operative will clean the area with antibacterial wipes and appropriate cleaning products.

**Managers’ responsibilities**

It is the responsibility of all managers to ensure their team understands and follows the procedures set out in this document. Any questions or queries should be directed to Clive or Annalise.

# 

# **Your responsibilities**

# It’s in everyone’s interest to follow the procedures and safety measures set out in both the government's guidelines and this document. Yes, we’re a caring and sharing office, but we draw the line at germs – no one wants to fall ill with Covid-19, or pass it on to others.

If you are aware or see anyone NOT following these guidelines, don’t hesitate to remind them.

It is everyone’s responsibility to follow the procedures and safety measures set out in both the government's guidelines and this document.

It is also the responsibility of EVERYONE to remind colleagues to follow them.

**Social distancing**

You must maintain a 2m distance at all times when working in Oakleaf’s premises, and when travelling to and from the office.

It is the responsibility of everyone to work in accordance with the policies set out in this document and follow the social-distancing measures in order to ensure the safety of all.

**How to work safely**

Workstations

Desks and work tables should be used by **only one person per day**. Never share. Prior to leaving for the day, please clear it completely, even if you plan to return to it the next day.

If you leave your workstation during the day, it’s essential you make it known that it’s in use, to prevent someone else sitting there.

Please never share IT equipment with anyone. Plugged-in equipment used for your laptop should only be used by you, packed away at night and brought in the next morning. If you need to share equipment, please be sure to wipe it down thoroughly and place it an agreed drop-off point for collection, rather than handing it over in person

Meetings

**All meetings should continue to be carried out virtually**, even if everyone is in the office. This is because most meeting rooms are too small to have socially distanced meetings of more than one person.

Before leaving the room, please wipe it down with the antibacterial wipes provided and remove any crockery, glassware, papers, etc.

Cleaning

Although cleaners will be covering their normal rota and duties during the day, it is also the responsibility of everyone to carry out the following cleaning measures:

**Workstations** – please clear them of all items after use, and wipe down before you leave.

**Tea and coffee making facilities –** leave clean and tidy, wiping all surfaces and equipment after every use.

**Used crockery/glassware** – This is to be supplied by you and taken home at the end of the day for cleaning.

**Meeting rooms/stores/enclosed spaces** – leave empty and wipe down prior to leaving.

**Vehicles** – leave empty and wipe down the cabin before you leave.

**Addendum to and additional info Relating to Covid-19 Operating Procedure (22-7-20)**

**Visitors**

There is still a **NO VISITOR** policy at the office for the foreseeable future, so please don’t arrange guests for meetings, interviews, etc. in person, these will need to be conducted remotely. The exception to this is inviting new clients in for their initial interview if it is not possible for these to be conducted remotely. Due regard must still be given to social distancing, alongside the provision/wearing of PPE, sanitising and utilising room screens installed in the counselling rooms and the Quiet room.

In the event that customers need to attend the premises to deliver or collect furniture this must be arranged directly with the Upholstery Manager and a set time must be agreed in advance. It should not be necessary for members of the public to enter the premises to exchange goods, and any communication should be conducted with staff members wearing a mask as supplied.

**Personal Protective Equipment (PPE)**

There are a number of items of PPE made available by the organisation, these include, masks, vinyl gloves, plastic aprons and visors. The following sets out their use and application of PPE. It should be noted that clients visiting Oakleaf or participating in activities and/or training should be wearing the appropriate and advised PPE. It is acceptable for clients to wear their own masks but if they do not have access to one then all staff must ensure they are issued with one for the duration of the time they are in the premises.

If clients arrive at the premises already wearing gloves then these need to be disposed of and replaced with a clean new pair which can again be supplied by Oakleaf or if the client has additional pairs with them it is permissible for them to use these.

**Facemasks**

* All staff are to be supplied with face masks. Whilst these currently do not need to be worn at your workspace they need to be worn when walking around the building where social distancing may not be possible.
* It is important that all staff understand the Governments guidance regarding the wearing of face masks, which specifically states:

*“*[*Face coverings*](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres#offices-6-1)

*PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.*

*Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.*

*When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.”*

Therefore, it should be clear that the wearing of a face mask does not guarantee the risk of infection is eliminated, likewise the potential to pass on Covid-19 to others is still possible. Nonetheless Oakleaf’s own guidance above must be adhered to.

**Gloves**

Vinyl gloves will be supplied by the organisation to help reduce the possibility of cross contamination. It is important that the wearer understands that this does not offer 100% protection against infection of Covid-19. If the wearer touches a surface that has recently (within circa 48 hours) come into contact with someone infected with Covid-19 and then touches their face especially eyes, mouth or nose they still have the possibility of being infected even if wearing gloves. If you are knowingly coming into contact with surfaces that others may have touched/used e.g. water boiler in the coffee shop, light switches, photocopier or toilet facilities then it would be appropriate to wear gloves. However, it should be noted that the best line of defence is to follow government guidelines on hand washing. Reminders of this process are posted at numerous points throughout the premises.

**Plastic Aprons**

We will be supplying disposable plastic aprons for the use of those working or studying in Oakleaf’s upholstery department. This will help prevent the wearer coming into contact with items that may have been handled by others or have traces of Covid-19 on the surface of materials used in the day to day production of upholstery.

**Visors**

All upholstery staff are advised to wear the plastic visors provided by the organisation, these are reusable and need to be cleaned and maintained daily by the wearer. If any visors become damage or unusable for whatever reason they should be disposed of and a new one should be taken from stock. It is imperative that visors are worn when engaging with clients or other staff members where it is difficult to maintain social distancing of two metres.

**Cleaning**

As detailed above there are some changes to our normal cleaning regime, specifically a greater focus on some areas i.e. touchpoints alongside additional hours being dedicated by cleaning staff. In addition to this dedicated role all staff are asked to ensure that they clean/sanitise immediately all areas they come into contact with that may be used or shared by others; these include:

* All tea and coffee making facilities, surfaces within the coffee shop.
* The franking machine, scales, and table.
* Toilet, including light switch, water heater and taps.
* Keyboard, mouse, headphones and desk area.
* Telephone and fax machine.
* Printers.
* Pens - It is advised that each staff member has an identified pen and does not share this with others. In the case of Reception there will be two pots one marked clean and one dirty. Therefore, as a pen is used by one person it should be placed into the dirty pot. It is suggested that the Receptionist cleans (whilst wearing gloves) all of the used ones periodically during the day.
* Light switches and any heating controls.
* Window openers and stays.
* Door handles inc. door keypads.
* Water fountain.
* Intruder alarm control panel.
* The safe.
* Bannister rails.
* Upholstery machinery and all hand tools: (whilst it is every staff members’ ultimate responsibility to clean equipment used at the end of the day or period of use), clients should be actively encouraged to clean all items they have used or come in contact with, which should include work-tables.
* Gardening machinery and hand tools: (whilst it is every staff members’ ultimate responsibility to clean equipment used at the end of the day or period of use), clients should be actively encouraged to clean all items they have used or come in contact with.
* Any items used for the instruction of physical fitness should not be shared with others and should be cleaned after use by the instructor.
* Yoga mats should not be shared with others and should be cleaned after use by the instructor.
* Safe Haven Keys.