

The Brightwell Centre Operating Procedures

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

Contents

Introduction.....	1
When to Travel to the Brightwell	2
Travel to the Brightwell	3
Access and Egress Points.....	3
Hand Washing.....	4
Toilet Facilities.....	4
Kitchen Area	4
Work Planning to Avoid Close Working	5
Hierarchy of Controls	5
First Aid and Emergency Service Response	6
Cleaning.....	7

INTRODUCTION

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

These Brightwell Centre Operating Procedures (COP) are based on Public Health England ([PHE](#)) guidance.

The Health and Safety Executive ([HSE](#)) is the relevant enforcing authority for PHE guidelines. If the Centre is not consistently implementing the measures set out by PHE, it may be subject to enforcement action.

Whilst operating during the Coronavirus (Covid-19) pandemic, the Brightwell Centre needs to ensure we are protecting our workforce, members and other visitors and 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.

PHE guidance states;

"where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, you should consider whether that activity needs to continue for the site to continue to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission".

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 Brightwell Operating Procedures which are aimed at protecting them, their colleagues, volunteers, Centre members and families, as well as 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 that outline when staff, volunteers and members should, or should not, travel to the Centre.

Social distancing	All of us should follow the guidance on Staying at home and away from others (social distancing) . Where staff cannot work from home, they must follow the principles of social distancing and wearing a fitted face covering when in public on their journey to and from work
Self-isolation	Anyone who either has a high temperature-or a new persistent cough or any of the other symptoms of the virus or is within 14 days of the day when the first member of their household showed symptoms of Coronavirus (Covid-19) should not come to the Centre, but must follow the guidance on self-isolation .
Person at increased risk	Anyone who is at increased risk of severe illness from Coronavirus (Covid-19) is strongly advised to stay at home and should be particularly stringent about following social distancing measures. Any Centre member who is at increased risk or has received a letter from the NHS or Government recommending that they self-isolate should follow that advice
Persons defined on medical grounds as extremely vulnerable	Anyone identified as extremely vulnerable will be advised by their health authority and must follow the guidance on shielding and protecting extremely vulnerable people .
Living with a person in one of the above groups	Anyone living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is shielding from Coronavirus (Covid-19), should stringently follow the guidance on social distancing and minimise contact outside the home.
If someone falls ill	If you or anybody else develop any of the symptoms while at The Brightwell, you should: <ul style="list-style-type: none"> • Ensure their direct line-manager and/or the Centre Manager is informed • Return home immediately • Avoid touching anything • 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. You must then follow the guidance on self-isolation and not return to The Brightwell until your period of self-isolation has been completed

Travel to the Brightwell

- Wherever possible staff members, volunteers and Centre members should travel to the Centre alone using their own transport including other means of transport to avoid public transport e.g. cycling or walking
- Where public transport is the only option for staff members or volunteers the Centre should consider changing their working/volunteering hours to avoid using public transport during peak rush hour times (07:00- 09:00 and 16:30 -18:00)
- 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 the therapy garden provided they adhere to social distancing regulations
- The Centre will not be using or encouraging the use of our regular volunteer drivers for Centre members to access the Centre. Centre members will be asked to use their own transport or carers to transport them to the Centre

The Centre will provide:

- Parking arrangements for staff members, volunteers and 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 cleaning facilities as people enter the building as follows:
 - Staff Toilet by reception for staff members only
 - Toilet in corridor A by oxygen for people attending oxygen therapy
 - Toilet in physiotherapy gym for Centre members having physiotherapy.
 - Toilet in Corridor C by treatment room 2 for other therapies.
 - Soap and water will be provided in the toilets and hand sanitiser at the entrance, exit points and in a number of other key areas in the Centre through the dispensers already in place.

The Brightwell Centre Access and Egress Points

- We will stop all non-essential visitors
- We will introduce staggered start and finish times for work and appointments to reduce congestion and contact at all times.
- We will plan the Centre access and egress points 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 guidelines
- We will require all staff members 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 will be assigned a drop off place in reception which will be clearly marked out and signposted

Hand Washing

- We will allow regular breaks to wash hands
- We will ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times
- We will provide hand sanitiser (minimum 60% alcohol based) where necessary
- We will regularly clean the hand washing facilities with a roster for cleaning with assigned tasks and sign off.
- We will provide suitable and sufficient rubbish 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 (e.g. use a welfare attendant for each facility) 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
- We will enhance the cleaning regimes for toilet facilities, particularly door handles, locks, taps and the toilet flush
- We will provide suitable and sufficient rubbish bins for paper hand towels with regular removal and disposal.

Kitchen Area (Staff & Volunteers ONLY Area)

This is designated a staff and volunteer only area with signs up to show this.

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

Staff Members and Volunteers will be required to stay in the Centre once they have entered it and avoid using local shops and coming and going.

- 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 introduced
- We will frequently clean surfaces that are touched regularly, using standard cleaning

products e.g. - refrigerators, microwaves, worktops, dishwasher. Each individual user must clean the surfaces and equipment they use and touch after each use.

- 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
- A distance of 2 metres should be maintained between all Centre users 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
- A fitted face covering must be worn by all staff members and volunteers when in communal areas, it will not be necessary to wear one when sat at your desk unless you must, briefly, share your workspace with someone else or hold a face to face conversation

Work Planning to Avoid Close Working

In line with Public Health England (PHE) 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 The Brightwell Centre's 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 the office and treatment rooms will be encouraged, ideally through open windows and the air conditioning system should only be used for heating rooms if necessary.

Hierarchy of Controls

If you are not able to work or attend the Brightwell whilst maintaining a two-metre distance, you should consider whether the activity should continue and, if so, risk assess it using the hierarchy of controls below and against any sector-specific guidance.

Eliminate	<ul style="list-style-type: none">• Anyone who is unwell with symptoms of Coronavirus (Covid-19) should not travel to or attend the Brightwell Centre.• 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 will be considered• All pre-planned meetings with staff or trustees and volunteers will be via Zoom.• If colleagues need to speak to each other whilst in the Centre they should be at least two metres apart from each other
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Reduce	<p>Where the social distancing measures (2 metres) cannot be applied:</p> <ul style="list-style-type: none"> Minimise the frequency and time staff members, volunteers and Centre Members are within 2 metres of each other, fitted face masks should be worn when this has to occur Minimise the number of staff members involved in the tasks Staff members/volunteers should work side by side, or facing away from each other, rather than face to face Regularly clean common touchpoints, doors, buttons, handles, tools, office equipment etc. Increase 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 teams e.g. (do not change staff members within teams) As small as possible Away from other staff members where possible Each person will wear a fitted face mask for the duration of that task
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 Ensure a fitted face mask is worn
PPE	<p>Staff and Volunteers do not need to use Respiratory Protection Equipment (RPE) for Coronavirus (Covid-19) where the two metre social distancing guidelines are met. However, a fitted face mask should be worn regardless of social distancing measures.</p> <ul style="list-style-type: none"> Where it is not possible to maintain a two-metre distance, each activity should be risk assessed using the hierarchy of controls and against any sector-specific guidance, mindful that masks (RPE) are the last resort in the hierarchy. Re-usable PPE should be thoroughly cleaned after use and not shared between staff members Single use PPE should be disposed of so that it cannot be re-used <p>Where staff members and volunteers are required to work in specific environments, e.g. where persons are shielding, with symptoms, or confirmed Coronavirus (Covid-19) cases may be present, additional PPE should be considered specific to the Coronavirus (Covid-19) risk</p> <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 taking responsibility for their actions and behaviours.</p> <p>We will encourage an open and collaborative approach between staff members and employers on the Centre where any issues can be openly 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 the Centre 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 should be 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

Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.