

# The Brightwell

## Reception Operating Procedures During Coronavirus (Covid-19)

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### Introduction

These Reception Operating Procedures (ROP) are supplemental to the latest version of the Brightwell Centre Operating Procedures (COP). Please make sure that you read these and are fully conversant with the content. If you have any questions or concerns it is your responsibility to highlight these to the Centre Manager. You can do this by emailing [doro.pasantes@thebrightwell.org.uk](mailto:doro.pasantes@thebrightwell.org.uk)

The ROP are based on the following PPE and The Public Health England (PHE) guidance.

### Getting Started

- The Centre Administrator who is responsible for reception will need to establish with the Centre Manager the days that the Centre will be open and what times will require reception cover
- The Centre Administrator will have to liaise with reception staff and reception volunteers to make sure adequate cover is provided

### First Aid and Emergency Service Response

- There should be a first aid respondent available to attend the reception area, car park and all other operational areas of the building always
- The entrance doors to the building, front and rear if weather permits, will be left open wherever possible to improve air circulation, although in winter front doors set to automatic
- If a fire breaks out in the centre the receptionist will turn the main doors to automatic and follow the relevant fire evacuation procedure

### Opening and closing the Centre

- Reception staff are likely to be the first to arrive at the Centre and the last to leave. Each

reception staff member has their own set of keys to the building

- They will open the wooden and metal gates, unlock the automatic doors and disarm/set the alarms
- Reception staff must wipe down all contact areas from the entrance door to the reception and wash their hands thoroughly after this initial activity
- When locking up make sure that the contact points are wiped down afterwards or wear disposable gloves, which will be placed into a bag and then properly disposed of at the Centre the following day

## **Car Park and Entrance**

- When members arrive in the car park they will phone reception (or blow car horn if not carrying phone) to let them know that they have arrived. The member will stay in their vehicle until invited in by a member of staff
- Reception will then give then ask any person (Centre members, staff, carers, contractors, therapist, volunteers etc...) the following questions and make sure that they do not have any symptoms of Coronavirus or that they feel unwell in any other way, if the answer is 'yes' to any of these questions the person will be required to return home and seek medical advice

**To visit The Brightwell, for any reason, visitors must answer 'No' to the questions below, these questions will be asked every time a person visits, no matter how frequently they visit;**

- Do you, or anyone else you have been in contact with in the last 48 hours, have a high temperature or a fever, a new persistent cough or a lack of taste or smell?
- Are you awaiting a COVID test or the result of a test? This excludes routine testing that may be part of their job such as a carer
- Have you been told to isolate or to shield?
- Do they live with a person who has been told to isolate, is awaiting a test or has tested positive?

## **Screening Advice** (a list is kept on reception which records answers and times in/out)

- All staff/members/therapists and any other person that uses the centre will be asked to switch off the exposure notification on the NHS Covid 19 App for the duration of their time at The Brightwell, this is line with the current practice at GP surgeries, hospitals and other therapy Centres
- Reception will also ask members if they have brought their own mask with them, this could be a fitted face mask, the mask they wear during oxygen therapy or a face shield:
  - If they have their own protective face covering, including their own oxygen mask, it must be put on before they enter the building, any carer/attendant/family member who needs to accompany them must also wear a fitted face mask
  - If they have their own oxygen mask but it is in the oxygen department, reception will ask an oxygen operator to take it out to the car, using a 'grab-stick', the member should then put it on before entering the building. This mask should then be taken home with them to clean and sanitise
  - If they do not have any type of face covering they will be asked if they would like to purchase one, reception have single use face masks available for £1 each or, for oxygen, a mask can be purchased for £40, or 4 monthly payments of £10
  - If they want to borrow one of the Centres oxygen masks reception will inform the oxygen department of the size and type required, an operator will then and take one out to the member in the car park using the 'grab-stick'

- During all other therapies a fitted face covering must be worn. For physiotherapy appointments the Centre will provide a sanitised face shield to wear in addition to their face mask. The only exception will be for those who are unable to wear a fitted face covering, they will have to wear a face shield, this can be brought to them in their vehicle by a member of staff
- Reception will confirm with the member that they are only bringing into the Centre the essentials:
  - A book or magazine to read, a mobile device (mobile phone, tablet, laptop) with their own headphones to watch pre-downloaded content on
  - A plastic bottle of still water to sip during if required
  - Emergency medication that may be needed such as dextrose or an EpiPen
- There is hazard tape on the floor outside the entrance to the building guiding people to keep two metres apart (like Supermarkets)
- There are notices in the car park and on the entrance/exit doors reminding people about social distancing
- There is a sign in the car park to remind people of the proper procedure for entering the Centre
- The entrance doors will be set to open or automatic so there is no need to manually open or close them
- Only one person will be invited to enter the building at any one time, with their carer if appropriate
- Carers who accompany members to the point of delivery of their therapy, will be required to leave the building and stay in their vehicle until the end of the therapy, they will then be called to come in and help the member leave the building if required
- If the weather dictates that staying in the carpark is not an option, the member will be directed to a seat in reception. They will have to wear a fitted face mask, oxygen mask or face shield while they wait. Waiting in the Centre will only be offered if no other reasonable alternative exists
- 1 rollator will be left just inside the main entrance, this will be subject to enhanced cleaning procedures after every use
- Each department has a distinct route marked on the floor to indicate which way members should enter/exit the relevant department
- There are signs guiding people to the hand sanitisers located at the entrances and everyone who comes in will be required to use it. These are situated away from the reception desk area itself
- There is a clear notice on the entrance to the building letting everyone know that anyone entering the building member/staff/volunteer/deliveries must not enter the building if they are feeling unwell or have a high temperature or fever. They should go home and consult a medical professional. If they are able to do so. If they feel too unwell to leave the premises Centre staff will assess the situation and follow the procedures set out in our COP

## **Reception Desk**

- Reception staff will call people and invite them into the Centre when required
- The reception desk has clear Perspex sneeze shields surrounding it to protect the staff and members from air borne transmission
- There are marked hazard lines on the floor around reception, this denotes the safe 2 metre zone, there are notices asking visitors and members to stay out of the marked area

- Reception will verbally direct members and visitors to the appropriate procedures for each therapy before they go into the departments
- Reception will verbally direct people to the relevant WC facilities as per the COP guidelines i.e.
  - Staff and volunteers: staff WC behind reception
  - Centre members for oxygen: WC in corridor A outside oxygen suite
  - Centre members for physiotherapy: WC in the physiotherapy gym
  - Centre members for all other therapies and clinics: WC in corridor C outside treatment room 2
- **When you arrive at the Centre (this applies for Staff/Volunteers/External Room Hire)**
  - Make sure that you are wearing a suitable mask/face covering.
  - Sanitise your hands using the hand sanitiser by the front door.
  - Make sure that the receptionist is aware of your arrival, that they have logged your name and arrival time and that they go through the list of Covid-19 safe questions with you. Only then should you go on to your department or room.
  - If the receptionist is on the phone/or has had to leave reception for any reason, wait at a safe distance by the front desk until they are able to acknowledge you and go through the above process.
- **When you are leaving the Centre (this applies for Staff/Volunteers/External Room Hire)**
  - Make sure that you are wearing a suitable mask/face covering.
  - Sanitise your hands using a hand sanitiser of the many available around the Centre.
  - Make sure that the receptionist is aware that you are leaving and that they have logged your time out. Only then should you leave the Centre.
  - If the receptionist is on the phone/or has had to leave reception for any reason, wait at a safe distance by the front desk until they are able to acknowledge you and go through the above process.
  - If you are here beyond the receptionists working hours please make sure that you log your leaving times.

## **Receiving Packages and Post**

- There will be a designated area for all post, packages and deliveries in the reception area where delivery persons will be directed
- All packages and letters will be accepted on a "no signature" basis
- Reception staff will use disposable gloves for handling packages and post disposing of them as per the PPE guidance below
- Reception staff will take-in and distribute the post and packages as appropriate

## **Making and Taking Payments**

- Members will be encouraged to set up a standing order for payment
- All payments will have to be put through the contactless 'WoEMSTC' / credit card machine
- Cash is taken, however, there is a preference for contactless payments, the machine will be held by the reception staff behind the Perspex screen and the machine itself should not be touched by others (if it is then it is wiped down)

## **Waiting Area and Kitchen**

- The waiting area in reception will be cleared of all soft furnishings, unnecessary furniture and clutter. All books and magazines will be removed
- The bric-a-brac donation area at the far end of reception will be closed and we will not be accepting any donations of goods, books etc ...
- Although this area will be out of bounds to visitors and members, there will be four wipeable chairs available to use in an emergency if somebody in reception starts to feel unbalanced and needs to sit
- There will be a wheelchair and a rollator in this area just in case a member's situation changes and they need to use it
- Carers and visitors should wait in their vehicle, they may also wait in the therapy garden but must not socialise with others. A 2-metre distance must always be maintained
- All staff and volunteers may use the kitchen but only one person at a time. They must clean up after themselves and follow the instructions in the COP but reception staff will be responsible for checking that this is being done
- The morning receptionist is responsible for emptying the dishwasher at the start of the working day, making sure the kitchen area is clear and tidy
- The afternoon receptionist is responsible for putting the dishwasher on at the end of the working day, making sure the kitchen area is clear and tidy

## **Staff WC**

- The reception staff are responsible for checking the staff WC and making sure it is clean and tidy. Staff members and volunteers are responsible for cleaning and sanitising the WC, sink, flush and door handles after each use

## **PPE**

All reception staff will be reminded to wash their hands as often as required in the designated staff WC.

- Reception staff will use the appropriate PPE:
  - Single use masks will be replaced at the beginning of each shift or more often if required
  - Surgical gloves will be replaced at the end of each activity or as often as required
  - A plastic apron should be worn and disposed of after cleaning the WC
- All PPE will be disposed of in the clinical waste bin made available in the designated area within the building

## **Cleaning Procedures**

- All clutter and unnecessary items will be cleared from the reception desk
- Reception staff will wipe down the reception desk and chair, computer, card-payment and telephone equipment at the beginning and end of each shift and as regularly as required in between with the relevant cleaning materials provided