

## **ReturnMK Covid-19 Policy**

- Whilst ReturnMK should make every possible effort to enable working from home, this is not possible for the majority of our services and staff, attendees and visitors should make every effort to comply with the social distancing guidelines set out by the government.
- Members of staff who are vulnerable or extremely vulnerable, as well as individuals whom they live with, should be supported as they follow the recommendations set out in government guidance on social distancing and shielding respectively.
- Where the social distancing guidelines cannot be followed in full in relation to a particular activity, ReturnMK should consider whether that activity needs to continue for ReturnMK to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff and attendees.
- Staff who are unwell with symptoms of coronavirus (COVID-19) should not travel to or attend ReturnMK.
- Staff may be feeling anxious about coming to work and also about impacts on livelihood. ReturnMK will ensure staff are fully briefed and appropriately supported at this time.
- Any member of staff who develops symptoms of coronavirus (COVID-19) (a new, continuous cough and/or a high temperature) should be sent home and stay at home for 7 days from the onset of such symptoms. If the member of staff lives in a household where someone else is unwell with symptoms of coronavirus (COVID-19) then they must stay at home in line with the government guidelines( 14 days at time of writing)
- Employees will need your support to adhere to the recommendation to stay at home to reduce the spread of coronavirus (COVID-19) to others
- Employees should be reminded to wash their hands for 20 seconds more frequently and catch coughs and sneezes in tissues
- Frequently clean and disinfect objects and surfaces that are touched regularly, using your standard cleaning products
- Those who follow advice to stay at home will be eligible for statutory sick pay (SSP) from the first day of their absence from work

The most common symptoms of coronavirus (COVID-19) are a new, continuous cough or a high temperature.

For most people, coronavirus (COVID-19) will be a mild infection.

ReturnMK will endeavour to:

- Keep both staff and attendees updated on actions being taken to reduce risks of exposure to coronavirus (COVID-19) in the workplace
- Ensure staff and attendees who are in a vulnerable group are strongly advised to follow social distancing guidelines.
- Ensure staff and attendees who are in an extremely vulnerable group follow the recommendations set out in government guidance on social distancing and shielding respectively
- Make sure all staff and attendees contact numbers and emergency contact details are up to date
- Make sure managers know how to spot symptoms of coronavirus (COVID-19) and are clear on any relevant processes, for example sickness reporting and sick pay, and procedures in case someone in the workplace is potentially infected and needs to take the appropriate action
- Make sure there are places to wash hands for 20 seconds with soap and water, and encourage everyone to do so regularly
- Provide hand sanitiser and tissues for staff, and encourage them to use them

Social distancing involves reducing day-to-day contact with other people as much as possible, in order to reduce the spread of coronavirus (COVID-19).

If you cannot work from home then you can still travel to work. This is consistent with the Chief Medical Officer for England's advice.

The advice on social distancing measures applies to everyone and should be followed wherever possible. ReturnMK will avoid crowding and minimise opportunities for the virus to spread by maintaining a distance of at least 2 metres (3 steps) between individuals wherever possible. This advice applies both to inside the workplace, and to where staff may need to interact with attendees.

Staff are reminded to wash their hands regularly using soap and water for 20 seconds and particularly after blowing their nose, sneezing or coughing.

Where facilities to wash hands are not available, hand sanitiser should be used.

Staff and attendees should cover any coughs or sneezes with a tissue, then dispose of the tissue in a bin and immediately wash their hands.

- ReturnMK will make regular announcements to remind staff and attendees to follow social distancing advice and wash their hands regularly
- ReturnMK will encourage the use of digital and remote transfers of material where possible rather than paper format, such as using e-forms, emails and e-banking

- ReturnMK will provide additional pop-up handwashing stations or facilities if possible, providing soap, water, hand sanitiser and tissues and encourage staff to use them
- Where it is possible to remain 2 metres apart people should do so where it is not possible to remain 2 metres apart, staff should aim to work side by side, or facing away from each other, rather than face to face if possible
- ReturnMK may temporarily bring in staggered working times to reduce numbers in one place at a time
- Where face-to-face contact is essential, this should be kept to 15 minutes or less wherever possible
- As much as possible, keep teams of workers together and keep teams as small as possible

Additionally, for attendee-facing:

- ReturnMK may stagger attendee attendance so that the premises do not become overcrowded
- ReturnMK will make use of all its premises by delivering services both virtually and by using the premises( whilst the premises remains closed)
- ReturnMK will stagger lunchtimes so as to reduce the numbers of people together at one time.
- ReturnMK will use additional signage to ask attendees not to enter the premises if they have symptoms

Where it is not possible for work to be completed at home, ReturnMK will consider shift working or the staggering of processes which would enable staff to continue to operate both effectively and where possible at a safe distance (more than 2 metres) from one another. Staggering on-premises hours to reduce public transport use during peak periods will provide benefit to employees, organisations and the wider public effort.

- ReturnMK will ensure that the charity's social distancing measures are effectively communicated to all staff
- Ensure frequent cleaning and disinfecting of objects and surfaces that are touched regularly, using your standard cleaning products and particularly at the end and beginning of shifts

Where possible, staff should be encouraged to bring their own food,

- Staff should be reminded to wash their hands regularly using soap and water for 20 seconds and before and after eating. If possible, increase the number of hand washing stations available
- A distance of 2 metres should be maintained between users, wherever possible

- Staff can continue to use rest areas if they apply the same social distancing measures
- Notices promoting hand hygiene and social distancing should be placed visibly in these areas
- Frequently clean and disinfect surfaces that are touched regularly, using your standard cleaning products

If anyone becomes unwell with a new, continuous cough or a high temperature in the workplace they should be advised to follow the stay at home guidance for households with possible coronavirus (COVID-19) infection. If these symptoms develop whilst at work they should be sent home, they should return home quickly and directly. If they have to use public transport, they should try to keep away from other people and catch coughs and sneezes in a tissue.

If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus (COVID-19) infection.

It is not necessary to close the business or workplace or send any staff home, unless government policy changes.

Staff are entitled to time off work to help someone who depends on them (a 'dependant') in an unexpected event or emergency. This would apply to situations related to coronavirus (COVID-19). For example:

- If they have children they need to look after or arrange childcare for because their school has closed
- To help their child or another dependant if they're sick, or need to go into isolation or hospital

There's no statutory right to pay for this time off, but ReturnMK will look at this on a case by case basis

Organisations and staff can help reduce the spread of coronavirus (COVID-19) by reminding everyone of the public health advice. See [posters, leaflets and other materials](#).

There is very little evidence of widespread benefit from the use of face masks outside of the clinical or care settings, where they play a very important role. To be effective, face masks must be worn correctly, changed frequently, removed

properly, disposed of safely and used in combination with good universal hygiene behaviour.

Research shows that compliance with these recommended behaviours reduces over time when wearing face masks for prolonged periods, such as in the community. Therefore, PHE does not advise masks in public places and for those working in supermarkets, waste collection, schools and similar settings and as such ReturnMK employees are not required to wear facemasks (also known as surgical masks or respirators) to protect against the virus.

Facemasks are only recommended to be worn by symptomatic individuals (advised by a healthcare worker) to reduce the risk of transmitting the infection to other people.

The advice from the World Health Organisation states that if you are healthy, you only need to wear a mask if you are taking care of a person with a coronavirus infection.

ReturnMK, following PHE recommendations, will endeavour to provide:

- Spaces in the workplace are optimised to allow social distancing to occur,
- Signs are visible in the workplace reminding employees not to attend work if they have a fever or cough and to avoid touching their eyes, nose and mouth with unwashed hands
- Employees are provided with hand sanitiser for frequent use and regular breaks to allow them to wash their hands for 20 seconds

The World Health Organization (WHO) advises that the likelihood of an infected person contaminating commercial goods is low thus the risk of catching the virus that causes COVID-19 from a physical package is also very low. Staff should continue to follow existing risk assessments and safe systems of working; there are no additional precautions needed for handling post or packages.

## ReturnMK Rules from Day 1 of attendees returning

1. Front door to be kept closed at all time.
2. All sanitisers to be used before entering building and rooms.
3. Any service users that attend ReturnMK by transport will now be dropped off and collected at The Point. CMK MK9 3NB
4. Only staff and service users will be allowed onto premises; tradespeople will have to pre-arrange and be escorted on and off premises.
5. All staff to use PPE provided, masks are optional but must be service user friendly.

**This policy will be updated as necessary**

**PHE will continually review guidance in line with emerging evidence and World Health Organization (WHO) guidance, and update our guidance whenever new evidence suggests that we should do so.**

31.5.2020