

RETURNING TO WORK

MANAGERS GUIDE
POST COVID-19

COVID-19 SICKNESS ACTION PLAN

As soon as a member of staff **presents with any symptoms** of COVID-19 as outlined by Government:

- NEW CONTINUOUS COUGH
- HIGH TEMPERATURE
- LOSS OR CHANGE TO SENSE OF SMELL OR TASTE



please follow the below actions:



ACTION

Send the employee **home to self-isolate** for a minimum of 7 days. Ensure the staff member organises a COVID-19 test for themselves via the 'NHS inform' website. If they do not have access to a computer or internet, they should call 'NHS 24' 0800 028 2816. Notify People Team and senior manager.

All areas and surfaces the symptomatic member of staff has been in contact with should be **cleaned and disinfected**, alongside the continuation of normal COVID-19 cleaning procedures.

Consideration given, in collaboration with the People Team, to the requirement to **report the incident** under RIDDOR.

The employee should keep in **regular contact** with their line manager and advise of the outcome of their COVID-19 test as soon as possible.

Staff members who have been in contact with the symptomatic employee may receive a notification from the NHS asking them to self-isolate. This would supersede any previous instruction given regarding isolating. Anyone instructed by the NHS to isolate should do so immediately and follow all further instruction. [They should inform their line manager of communication from NHS.](#)

If the employee **tests negative** for COVID-19 they should return to work when well enough to do so.

BY WHOM

Line Manager

Venue Staff

Senior Manager

Employee

Employee

Employee

COVID-19 SICKNESS ACTION PLAN

Continued...



ACTION

If the employee **tests positive** for COVID-19 the employee should continue to self-isolate and inform their line manager.

BY WHOM

Employee



A **confirmed case** of COVID-19 at a Live Borders facility will result in a Health Protection Team contacting Live Borders to take over the risk assessment process and advise of next steps. Multiple confirmed cases may result in an external outbreak control team being assigned to manage the outbreak.

Senior Manager



Notify the People Team of the positive COVID-19 test results.

Senior Manager



Continue to keep in **regular contact** with self-isolating staff to ensure a safe return to work can be organised once the required isolation period has been observed.

Senior Manager



Complete **Return to Work discussion** updating the People Team.

Line Manager

PLEASE NOTE:

This is a live document and **changes may be made** following **Government COVID-19 updates**.

RETURNING TO WORK CHECKLIST

Name

Job Title

Department

- Briefing conversation about returning
- Organisational / Role FAQs document completed and sent out
- Return to work interview completed
- Colleague has completed COVID-19 pandemic training provided

Working from home

- Working from home guidance sent out
- Working from home risk assessment sent out and reviewed by manager

Working site base

- Qualifications – ensure qualifications (e.g. First Aid, NPLQ) are up to date and adequate training is in place for renewals
- Outline current activity and program offered
- Facility occupancy limits and monitoring
- Site risk assessment provided
- Activity based risk assessment provided
- Activity based training provided
- Building Induction carried out
- NOP training provided
- PPE guidance provided
- PPE provided if necessary



HEALTHY EXTRAS

24 HOUR ADVICE AND INFORMATION LINE

Whatever the issue, support and advice is just a phone call away. This service gives you and your resident family access to confidential guidance on medical, legal or domestic issues from experienced counsellors, lawyers and medical advisors.

Call **0800 092 0987** or **0145 525 5123** and use code **72115**.



BIG WHITE WALL

Worried, stressed or anxious? Feeling low or not coping? Big White Wall is a safe online space for you to explore things that are troubling you and get support in confidence. Visit www.bigwhitewall.com/joinnow/westfieldhealth

BREATHING SPACE

Call **0800 83 85 87** (open Monday–Thursday 6pm to 2am; Friday 6pm–Monday 6am) or visit breathingspace.scot

SAMARITANS

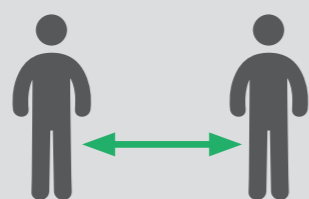
Call **116 123** (open 24/7) or visit www.samaritans.org

RETURNING TO WORK PROCEDURE



TRAVELLING TO WORK

- If possible, please commute to your place of work using healthy, sustainable modes such as walking or cycling, or travel by car if necessary, ahead of using public transport.
- If you do need to take public transport, please avoid peak hours as much as possible; respect physical distancing; wear a face mask and wash your hands before and after travelling.
- Live Borders will support the government's aim for the safe management of travel demand through staggered start times and flexible working patterns that avoid peak travel periods. Any impacts on shift patterns from adopting these practices will be reviewed by managers.
- Whichever way you choose to travel, the most important thing is to continue to follow current health advice, including avoiding touching your face in public and washing your hands regularly (at least once every hour).



ARRIVING AT WORK

- Please be considerate and maintain physical distancing when arriving at your place of work.
- Highly-visible external and internal signage will explain any new rules or protocols as well as identify safe distancing for reception and waiting areas. Reception furniture will have been removed to reduce public touch points.
- Floor markings and one-way walking routes will be introduced when entering/exiting and moving through your workplace to support safe physical distancing. Please follow local instructions.
- Signage will outline the safe use of lifts, including limits on passenger numbers. Please take the stairs over lifts wherever possible. Remember not to touch your face after using the handrail and wash your hands as soon as you're able to.
- Managers may change or stagger start finish and break times to reduce the number of staff entering and exiting the workplace at any one time.



HYGIENE WHILE AT WORK

- We have a shared responsibility for the health and wellbeing of all Live Borders staff and customers. We must work together to keep everyone safe in our workplaces by maintaining good hygiene standards and following physical distancing rules.
- Hand sanitiser and/or dispensers will be provided in workplaces, although regularly washing your hands with soap and hot water for at least 20 seconds has proven to be more effective against COVID-19.
- Please use a tissue, or the crook of your arm, to cover your mouth when coughing and sneezing and turn away from your colleagues.
- Posters and other signage will be displayed to remind you of the behaviours expected within your workplace to limit the spread of coronavirus.



WORKPLACE BEHAVIOUR

Live Borders recognises that its workplaces and venues will be different when we start to reopen. The pandemic has affected people in many different ways and it's important to understand this as you go back to work. You or your colleagues may feel emotional or have concerns. Remember that this also applies to the people who use our services.

Our behaviours are a framework for Live Borders' shared principles and responsibilities. We hope you will continue to refer to them for reassurance and guidance in the weeks and months to come.



Be diligent about health and wellbeing

- We will instil confidence in our colleagues and customers through our diligent approach to their safety and wellbeing.
- We will follow physical distancing rules, maintain good hygiene standards and be mindful of the need for continuous cleanliness to make our work environment safe and accessible, and to reassure colleagues and customers.

Treat others with respect and kindness

- We will show empathy, recognising everyone's situation is unique and many of our colleagues and customers continue to face challenges as a result of Covid-19.
- We will remember to listen to others, taking their feedback on board.
- We will show kindness and patience in our interactions with colleagues and customers who are anxious about returning to work or engaging with our services again.



- We will respect their space and their right to feel and express their emotions in a professional way.

Be open to change

- We will learn new ways of working; taking personal responsibility for continuing to follow government and public health guidance.
- We will think differently and show innovation as we evolve our services to continue reaching those most in need.
- We will celebrate and be proud of our individual and collective successes, recognising Live Borders' collective learning will strengthen our resilience and effectiveness, benefitting the people of the city.
- While we won't be able to reinstate all services immediately, we will be positive about the services we are offering and their value in the communities we serve.



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