

COVID-19 (Coronavirus): Office Management Plan

Scope

This plan is based on the information provided in:

- UK Government guidance:
 - Working safely during COVID-19 in offices and contact centres - Guidance for employers, employees and the self-employed 11 May 2020
- Scottish Government guidance:
 - Coronavirus (COVID-19): business and physical distancing guidance Published: 21 Apr 2020
- Welsh Government guidance:
 - Guidance under regulation 7A of the Health Protection (Coronavirus Restrictions) (Wales) Regulations 2020 - First published:7 April 2020, Last updated:12 May 2020
 - Taking all reasonable measures to maintain physical distancing in the workplace: supplementary guidance - First published:14 April 2020, Last updated:14 April 2020

This plan applies to all Voyage Care office locations in England, Scotland and Wales including Group Support in Lichfield, DCA offices and Focused Healthcare. This plan and the risk assessment that supports it, available [on Hive](#), will be kept under review and modified or replaced as necessary in accordance with relevant UK and national guidance.

Employees who have comments, questions or concerns about this plan or the risk assessment should contact Tracey Mobley, Property Support Manager.

Access to offices

While this plan remains in force all offices will be operated on the basis that all staff who can work from home for all or part of their work will do so.

No member of staff may visit an office if:

- they or any member of their household have had a positive COVID-19 test
- they or any member of their household have (or have had) suspected COVID 19 symptoms
- they have been notified that that are at risk of COVID-19 infection by the NHS contact tracers or via a contact tracing app

unless and until they have completed any recommended period of self-isolation or been tested for COVID-19 and confirmed that they are not infected.

Classification	COVID 19 Guidance	Title	Office Management Plan	Version	15 May 2020
Owner	See Author	Author	Commercial, Development and Property Director	Page	1 of 4



No member of staff may visit an office if they are in either of the following groups:

- **Clinically extremely vulnerable** - Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. Guidance on who is in this group can be found [here](#).
- **Clinically vulnerable:** Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section [here](#).

No face to face meetings or training between Voyage staff or with external parties will be arranged at Voyage Care office locations.

No business travel should be carried out by group support or other office staff.

Process for where a member of staff needs to attend and office

If any member of staff needs to attend a Voyage Care office in order to carry out their work, they should agree the access required with their line manager. The access should be the minimum necessary to carry out their work e.g. if access is necessary to collect items from an office the access should be only for so long as necessary to collect the relevant items. The line manager should then provide details of the access required (name of staff member, dates and times of access required, the desk or room that the staff member will use while at the office) to:

- [Reception](#) - Group Support, Lichfield
- DCA Manager - all DCA Offices
- [Eileen Lock](#) - Focused Healthcare

If the access requirement is re-occurring, e.g. every week or month, then only one notification is required setting out the recurrence required.

Requirements on staff attending Voyage Care offices

It is anticipated that any tasks a staff member may be required to carry out in an office location can be completed while maintain a distance of at least 2m from other Voyage staff members or external visitors – if that is not the case the line manager of the staff member must contact Matthew Flinton to discuss and agree appropriate mitigation measures to be taken. A safe way of working will be specified to allow the task to be completed in a way that minimises the risk of virus transmission and additional PPE will be provided if that is a requirement of that safe way of working.

In order to minimise the risk of transmission of COVID-19 in our offices staff who do attend the offices are required to comply with the following requirements. Line managers must communicate and ensure compliance with these requirements in their teams.



Maintain **at least 2m distance from all other staff members or anyone else in the office** while in the office including:

- Selecting work stations with enough distance between them
- Only using one workstation per day
- When moving around the building in common areas such as the kitchenette, entrance hall, lift and stairs
- When using wash rooms and toilets by ensuring that only one staff member uses those rooms at one time

Staff are **responsible for cleaning all surfaces that they touch while in the office** using the disinfectant surface wipes provided for the purpose or soap and water in particular:

- their workstation at the end of the day
- if they use the kitchenette area at the end of every visit
 - Wiping down all items they touch such as kettles and door handles with disinfectant wipes
 - Placing all utensils they use in any dishwasher if one is available or washing them with soap and water
- placing any cleaning materials used in an appropriate rubbish bin immediately after use

Either **wash hands with soap and water or use the hand sanitiser** provided:

- on entry to and exit from the office
- at regular intervals throughout the day and
- immediately following touching any item or surface (such as door handles or kettles) which other staff members or external visitors (such as deliveries) may have handled in the previous 72 hours.

Because this plan **anticipates that attendance in offices will be very limited and social distancing can be maintained it is not necessary for staff members to wear masks in Voyage Care offices** in general. Should employees wish to do so they can use masks that they select and provide for themselves but should also be aware of the relevant government guidance which states the following:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
- Practise social distancing wherever possible.



Office Management

In order to minimise the risk of transmission of COVID-19 in our offices we will take the following steps:

- Provide hand sanitiser, soap and water and disinfectant surface wipes in easily accessible locations in each office
- Daily cleaning of all workstations and common surfaces throughout the offices
- Deliveries will be managed to maintain social distancing and minimise the risk of virus transmission from the delivered items
- Place posters in our offices reminding staff members of the requirements of this plan
- Maintain a daily list of those staff members and contractors who are expected to attend the relevant office and a register of those who do actually attend
- No visitor badges will be issued
- Ensure that any third-party visitors to our offices are aware of and comply with the requirements of this plan