

Covid-19 (Coronavirus) - Safe System of Work

C044 Arrival into Building Customers/Staff & Visitors

Version 3 - 10/08/2021

This safe system of work is to help protect everyone who attends, works or visits this building from Coronavirus.

Customers

- On arrival to the building all drivers/escorts will ring the service telephone number from their vehicle to inform them of their arrival and await further instructions
- Reception staff will then ring the relevant base room. (N/A to community bases).
- Staff from the relevant base room will come to the front door to inform the drivers/escorts that they are ready to receive the customers.
- On arrival customers will have their temperatures taken in line with Protocol C045 Staff to support customers to wash their hands or sanitise hands using alcohol gel at the PPE/sanitising station at the front door.
- Customers who have been assessed as being able to tolerate masks will be provided with one and encouraged to wear a mask.
- Daily register to be updated on arrival to confirm attendance.
- Customers are encouraged and supported to take a lateral flow test prior to accessing day services – see ***C059 Day Services Customer Covid 19 Lateral Flow***
- Drivers may also confirm if customers have had negative lateral flow test before boarding the vehicle.

Staff

- Upon entry to the building all staff and visitors should ensure that they wear the appropriate PPE using the [PPE Staff Guidance](#) and using the [Guide to donning and doffing PPE](#).
- Upon entry to the building staff should sanitise hands using alcohol gel at the PPE/sanitising station at the front door.
- Staff will then have their temperatures taken – in line with C045 Temperature Taking Protocol
- Staff to sign in on 'signing in' sheet using their own pen.
- Staff to make their way down to their designated areas.
- Daily register to be updated for staff.
- Staff will ensure they take regular lateral flow tests and a weekly PCR test

Visitors

- All Visitors are to contact member of staff on arrival at the doorway before entry and state what the purpose of the visit is.
- Before entry to the building all visitors should ensure they are wearing a mask in line with the [Visitor Protocol](#) displayed on the main entrance door. Masks will be provided by the service
- On entry to the building all visitors should sanitise hands using alcohol gel at the PPE/sanitising station at the front door.

- Visitors will then have their temperature taken - in line with C045 Temperature Taking Protocol.
- Visitors will then sign the Test & Trace log, they should give their name, and a contact telephone number as per log.
- A member of staff will escort the visitor to the specific area they are visiting, whilst maintaining social distancing.