

Working in Pippbrook

Office Rules: Please read before coming in.

Watch the video so that you know which doors to come in and out of, and what to expect in terms of toilets, kitchen and one-way system. You must book in before you come unless you make a very short visit – see below.

Government guidance remains that where you can work from home you should continue do this. However, as Covid restrictions ease, we will be providing more booking slots for staff who wish to come in for a half or full day from 10th May.

From 10th May reception will also be re-opening on an appointment only basis during the morning, and as a last resort only (i.e., if all remote options to assist have been exhausted).

Having regard to this, we have completed and signed off a risk assessment which you can find under the relevant section on Molly. This was considered by our external health and safety adviser, those on our Health and Safety Group, BMT and Staff Hub.

I want to stress for the avoidance of doubt that everybody must maintain the 2m social distance rule at all times and wear a face covering when moving around the building (or seeing customers).

The booking system [can be accessed here](#). **While you are in the office there are a lot of procedures which must be followed to comply with the requirements of our risk assessment, so it is essential that you read the following rules before going on site.**

Please do feedback any questions, issues, concerns or ideas.

If you are coming into Pippbrook, you must follow these instructions

Before you come in

- You must not come into the office if you or anyone in your household has [Coronavirus symptoms](#), or you are required to self-isolate or your access to any MVDC premises has been restricted for any reason connected with

Coronavirus. **If you are found to have done this, you will be subject to disciplinary proceedings.**

- SLT has agreed that several teams can have a small but regular presence in the office. If you are in one of these teams your BMT manager might ask you to attend the office, perhaps on a rota basis.
- The offices are open from 9 until 5.00. We must have a First Aider on site and can only do this during these hours.
- You must bring your proximity pass.
- You should walk, cycle or drive if you can. If you have no option but to use public transport, the [government guidance](#) contains useful information to reduce the risk this presents. You will need to wear a face covering.
- Consider your start/finish times – if you must use public transport travel off-peak.
- You do not require PPE for the office, but you must bring a face covering unless you cannot wear one, please [read the guidance on this](#). If you are attending reception you will also need a face covering.
- You are advised to bring your own food, drinks, milk and any tea/coffee – there may not be communal supplies and you may not find it as easy to pop into town for supplies. You are also advised to bring in your own crockery, cup and cutlery.
- If you are vulnerable according to current government guidance or were previously shielded, you must make special arrangements with your manager including a bespoke Risk Assessment with the occupational health service.
You must make sure your manager is aware if there are any changes to your medical condition which impact how vulnerable you may be so that a Risk Assessment can be obtained if this has not already been done.
- If you have any difficulty leaving by the exit at the top of the stairs, you must make sure your manager is aware so that workaround arrangements can be put in place.
- You must check which parts of the building you can enter and which door to use (see below). You must not enter Reigate Road premises or use facilities (toilet or kitchen) in the Annex.

When you arrive

- If you are driving/cycling, make sure you park your car/bike with social distancing in mind. Do not park so that you will be in close contact with somebody else – there should be plenty of space. It is difficult to keep cycle racks clean so if you touch the rack make sure you do not touch your face etc. until after you have washed your hands.
- Always use your proximity pass to enter or exit the building. You must only use the staff entrance/exit next to the main reception – [see the beginning of the video to check which one this is](#). You do not need to touch the outer door.
- Before you touch the inner door please use the hand sanitizer on the wall.
- A new one-way system has been introduced in the office (see [here](#)). Follow any visible signs or arrows that direct you to walk in a particular direction. Be alert to walkways – if somebody is already walking towards you, you will need to wait out of the way (at least 2m) until they have passed; if you are following somebody allow 2m. Pass as quickly as you can through walkways – people may be sitting within 2m.
- As you arrive at your own desk check that there is nobody sitting within 2m of you – in any direction. If there is, one of you will need to move desks. You should use the one of two designated hot desks (see photos below). These are near Karen Brimacombe's desk (only one must sit at this double desk at any one time) and Piers Mason's desk. Please do not sit anywhere else. These hot desks are deep cleaned every night.



- You must clean your desk (or the hot desk) with the bleach sprays and wipes you will see around the office. You must also clean the telephone, keyboard, mouse, monitor, chair arms etc. and any other equipment or surfaces that you will touch, that other people could have touched, before you start work.
- Store your personal belongings in your personal desk area and do not use shared coat racks.
- Before you start work, wash your hands with soap and water for a minimum of 20 seconds. There is guidance in all the bathrooms. Hand sanitiser is also available for use at the entrance to all staff doors. (The annex toilets must not be used)
- See below (use of toilet facilities)

- If you have not already done so collect your personal stylus from the Facilities Management team – you can use this for photocopiers, microwaves, telephones or the vending machine. If not available, you can use your own pen.
- Please let your manager know that you have arrived and what time you expect to leave (in their absence, tell someone else in your team – you can use whatever method makes sense e.g., Whatsapp, teams).
- You should allow an additional 10-15 minutes before you expect to do anything else – bear this in mind when making commitments in the office e.g., deadlines or telephone calls.

While you are in the office

Hygiene

- Wash your hands regularly with soap and water for a minimum of 20 seconds. Hand sanitiser is also available for use at the entrance to all staff doors. (Remember you must not use the Annex toilets).
- Use 'catch it, bin it, kill it' – if you cough or sneeze, make sure used tissues are placed in a bin with a lid (e.g., in the toilets) and wash your hands afterwards. If you do not have a tissue, use the crook of your arm to cover your mouth or nose.
- Try to avoid touching your face particularly your eyes, nose or mouth.
- Do not share food with other people or make or accept anyone else's drinks.
- If you smoke, use the smoking shelter. Remember social distancing at the shelter. You should remember that you are likely to touch your face – wash your hands before and afterwards and maintain excellent hand hygiene.
- If you develop symptoms of Coronavirus – leave immediately. See 'if you fall ill' below for more details.

Emergencies or medical situations

If there is a fire alarm:

- In the event of the fire alarm being activated everyone should exit the building by the nearest exit and proceed to the visitors parking bay (the first bay in the

carpark). Continue to socially distance, stand 2m apart unless to do so puts you more at risk.

- If no-one from property services or a Duty Manager is present then those evacuated must ensure that the Fire Brigade is contacted to attend site if there is an obvious fire, whilst waiting for the Fire Brigade to attend they should contact a member of the Facilities Management team (it is suggested that you store these numbers in your phone). Please do not use these telephone numbers other than in an emergency.
- A member of the Facilities Management team will then attend site to determine the cause of the fire alarm. Staff must not re-enter the building until either someone from the Facilities Management team or the Fire Brigade confirm it is safe to do so.
- Follow the entry to building guidance on re-entry
- Jason Hughes 07828 651576
- Sam Smillie 07772 892587
- Elin Darbo-Egan 07789 722501

If you fall ill:

- If you fall ill with Coronavirus type symptoms or are contacted by the National Track and Trace service while at work to advise that you should self-isolate, you should leave the office straight away – and inform your manager.
- If you cannot leave the office (e.g., you need a family member to collect you), you should go to the Old Post Room upstairs – taking all your belongings and a mobile phone if you have one with you, do not re-enter the workplace and leave from there as soon as you can. There are detailed instructions in the room. You must keep your manager informed.
- If you fall ill for any other reason follow normal practices (go home if you need to, contact a family member if you need to – do not go to the Old Post Room if you do not have relevant symptoms). The Old Post Room is on the first floor between the ladies' loo and the door to the roof. There are notices in the room informing you what to do. Take a mobile with you if you can, your proximity pass and all your belongings.

If you have an accident or emergency:

- There is a first aider in the office every day - details of who this is are on the front page of Molly, Spencer also does the post most mornings and can be contacted on 07768 801981.
- Where a first aider is not present then the Facilities Management officer or manager on duty will act as the appointed person and ensure that the emergency services has been/are called where this is required. In the event of an emergency 999 should be called and the first aider/ appointed person summonsed.
- First aid boxes are available in the breakout area on the ground floor.

If you assist anyone else who has had an emergency or has fallen ill

- You must continue to maintain social distancing so far as you are able to do so. You must pay particular attention to sanitation measures immediately afterwards including washing hands thoroughly. The risk assessment for first aiders is [here](#).
- If you are a First Aider, make sure you follow the [guidance](#) on coronavirus and first aid.

Manager of the Day

If you have any concerns, you can either contact your line manager or the Manager of the Day (who will be on site during the agreed hours) – remembering to maintain social distancing.

Managers of the Day are members of SLT or BMT – rota'd to attend the office each day. Details as to who this is on each day are on Molly.

Walking around during the day

The office has been set up with visible markers demonstrating direction of travel to ensure social distancing. In some places (e.g., walkways) it is not possible to restrict potential close contact, so you should use your common sense and be mindful of others. Follow any visible signs or arrows that direct you to walk in a particular direction. Be alert to walkways – if somebody is already walking towards you, you will need to wait out of the way (at least 2m) until they have passed; if you are following somebody allow 2m.

Walk as quickly as you can through corridor or passageway areas – there may be people sitting within 2m of your walkway. You must wear a face covering when walking around.

Do not walk around in the office any more than you need to. If you want to go for a walk and the weather is nice, go outside.

Always maintain social distancing – whether inside the building or outside.

Do not go and talk to colleagues at their desks – you should phone them or contact them in another way – or talk to them allowing 2m distance between you.

Communal facilities

You must not use the facilities in the Annex.

Please note some elements of the following sections are less likely to apply during any periods that the office is only available until 1.00 pm.

Kitchens, breaks and going outside.

If you wish to use either of the other 2 kitchens (by the breakout area on the ground floor or the top floor kitchen), make sure you always maintain social distancing. There will be marks on the floor to indicate where you should queue if necessary. If somebody is using the hot water taps – wait until they have finished and are out of the way. Use paper towels or your stylus to operate the taps, microwaves or vending machines. Wipe down any surfaces with wipes and bleach spray to protect others.

Once you have made your food/drink or collected your item from the vending machine, wash or sanitize your hands again and before you eat. There are wall mounted soap dispensers on the kitchen walls.

Check that you are not sitting within 2m of anybody else. Wipe down tables/chairs before you sit down. You can use your own cutlery, cup and crockery.

You can eat outside in nice weather if you would like to do so – the fire exit door off the kitchen may be opened and some seating placed outside. If you use this door, close it after you.

Do not share food or drinks.

If you decide to go out (e.g., into town) you must use the hand sanitizer again when you enter the staff entrance and thoroughly wash your hands again before you start work. Remember to maintain social distancing while you are out, and always.

If you use the pool car you will have been issued with instructions regarding cleaning before and after use, there will be cleaning materials available in the car. Sanitise/wash your hands before and after driving.

Toilets

You must not use the annex toilets. Use the main toilets by the doors to reception or the toilets on the first floor by the top of the stairs.

It is not possible to maintain social distancing in the toilets so keep an eye on the relevant signage which tells you if people are in the loo or using the handbasin. If the sign says the toilet is being used do not enter.

You must put the lid of the seat down before you flush the toilet.

Use a hand towel or your elbow to turn the tap off if the taps need to be turned off manually. You will not be able to use the hand dryers, paper towels are available, place in the bin without touching it (use the foot pedals).

Photocopiers, deliveries, post and papers

Use your stylus (or a pen) to touch the photocopier keypad.

If you open any post/deliveries or packaging, remove the outer layer (envelopes or paper) and place the packaging straight in a recycling bin, then sanitise or wash your hands before you process the rest of the post. If you are passing papers to colleagues, you should also sanitise/wash your hands.

You should not use the office postal system for sending or receiving personal post.

Meeting colleagues and others

At the time of writing, you should only meet external visitors where there is no alternative. Reception will be open on an appointment's basis from Monday 10th May.

If you or any member of your team arranges for a contractor/consultant/visitor to enter Pippbrook you must ensure this is reported to a member of the Facilities team on arrival so their details can be logged and held centrally. This will supplement the use of the NHS Covid app where the visitor doesn't have this installed but will also assist with capacity and fire evacuation procedures.

You should continue to use Teams or other virtual methods to make video calls or hold virtual meetings. If you cannot do this, you should discuss with your Executive Head.

If he/she approves with your need to meet in person, you should book a meeting room in advance as usual. (Alternatively, you can use the Drum). Do not use the breakout area if it is busy – you will need to social distance. Others will over-hear anything you are discussing.

You must wash your hands before and after your meeting. There is hand sanitizer available in the meeting rooms.

Allow extra time because when you enter the room you will need to wipe down the desks and surfaces with provided bleach spray. The room should be well ventilated. You can open the doors too if your meeting is not confidential. You must allow plenty of distance between yourself and the people you are meeting at all times (at least 2m). Arrange the chairs to ensure this is easy to remember.

Do not shake hands or physically touch the person you are meeting in any way.

Do not share pens or papers – take your own equipment.

Make sure you continue to follow the good hygiene rules set out above (have tissues with you).

Keep your meeting as short as possible. Make sure you are aware how long you are meeting, and what your distance is – this could be important if you or the person you are meeting later report symptoms of Covid.

You must wipe down tables, relevant parts of chairs and any equipment used after finished in the meeting room.

You may like to consider [a walking meeting instead](#). At the time of writing, you can meet up to 6 people maintaining social distancing at all times.

Reception

See [separate section on Molly](#) for guidance on how reception works and to see a video of all the changes made.

Leaving the building

In order to allow the cleaning staff to thoroughly clean the offices each night you must leave the building by 5.00 pm at the latest.

You must clean down your desk area including all equipment (mouse, telephone, keyboard) and chair arms at the end of the day. You must maintain a clear desk.

To get out you go through the door next to CSU and up the stairs. [See the video to check which door this is](#). If the door handle must be operated manually hand gel is available for use. If you need to touch the door, use the hand sanitisation gel.

When you return home, you are advised to wash your hands thoroughly. If you have specific concerns or are vulnerable it is advised that you change your clothes and shower on arrival.

After you leave the office

If you develop Coronavirus symptoms within 48 hours of being in the office (or on a visit, or meeting colleagues/residents) **you must inform your manager straight away**.

[The procedure to follow is here](#). You will be required to list all the people you have been in contact with (for guidance on what 'contact' means – see the attached link). You will need to arrange a test, you will also be asked if you are prepared to contact those people yourself, to let them know you have symptoms and are awaiting a test result. If you agree to do this, you must do so. If you do not wish to do this the contact will be made anonymously on your behalf. Either way there will be an anonymised email sent to any

'contacts' to pre-warn them to enhance awareness of symptoms, hygiene and social distancing.

If you test positive, you must inform your manager and additionally [follow this procedure](#). You will be required to self-isolate. If you come into the office or attend a visit, meet colleagues/residents whilst you are required to self-isolate you are putting everybody else at risk so you will be subjected to disciplinary proceedings.