

The Service Dining Rooms Covid-19 management plan

May 2020

It is a government requirement from 1st May 2020 to have a Covid-19 management plan to explain the procedures that we as a workplace are going to put into place to prevent the spread of Covid-19.

The appointed person responsible for overall compliance with this policy is The Service Dining Rooms operations manager, Karen Cain.

Adherence to the guidelines in this plan is the responsibility of all staff. Non-adherence is a disciplinary offence.

The person in charge of the space for each day will be responsible for ensuring they are implemented, with regular spot checks carried out by the kitchen manager, Masooda Petersen, and ad hoc spot checks carried out by the operations manager, Karen Cain. However, it is everyone's responsibility to report non-adherence as soon as they see it. If the kitchen manager does not respond appropriately the staff member must notify the operations manager, Karen Cain.

1. Overarching principles

- We should all assume we have asymptomatic Covid-19 and act accordingly to protect others including:
 - Social distancing of at least 1.5-meters at any time
 - Coughing and sneezing into the crook of your arm
 - Wearing a mask where social distancing is not possible and at all times when interacting with the public and clients.
 - If removing mask or putting on again then hands need to be sanitised before doing so
 - Wash hands with soap regularly for at least 20 seconds at a time
- Any staff member or volunteer that has the symptoms of Covid-19 (fever and dry cough), must not come to work and call in sick. A sick note is not required. They should then follow the guidelines below on how to handle an expected infection.
- Any staff member or volunteer that is living with someone who has tested positive for Covid-19 symptoms (fever and dry cough) should notify the operations manager and stay at home.
- Knowingly coming to work in either of these circumstances is a serious disciplinary offence as it puts others unnecessarily at risk.
- Ignoring the advice from the Department of Health or NICD, in cases when an individual is placed in self-isolation or quarantine is regarded as a criminal offence.

2. Preventing COVID-19

Preparation

Minimum equipment required:

- Thermometer
- Spare batteries for the thermometer
- Hand sanitizer (including a refill)
- Paper towels or tissues
- Spare cloth masks
- Soap at each sink (if handwashing is available)
- Handwashing poster above each sink

The Service Dining Rooms will provide two fabric face masks to each member of staff and volunteers and will give initial training on how to wear the masks properly. It is the individual's responsibility to:

- Wear a clean and sanitized mask each day
- Wear the mask properly (including putting it on and taking it off)
- Replace the mask if it is lost
- Wash face mask after use:
 - *Machine wash:* ideally the face mask should be machine washed with detergent on the hottest setting, then tumble dried on a high heat or hung out to dry and then ironed.
 - *Hand wash:* hand sewn masks may need to be washed by hand. If so, lather masks with soap and scrub them for at least 20 seconds with warm to hot water before tumble drying, or hang to dry and then iron.
 - *Boiling:* In a large pot for several minutes swirling around occasionally.
 - *Not advised:* It is not currently recommended to sanitize face masks by microwaving or putting in the oven.

If a member of staff or volunteer arrives without a face-mask, and a spare one is not available, they will not be allowed to enter the building and will be sent away and only allowed to return once they have a mask with them. The time not at work for this reason will be unpaid. Sharing of masks is prohibited.

82 Canterbury Street

Staff and volunteers

- All staff and volunteers screened for Covid-19 symptoms on entry using the SDR screening form (Annex 1). The completed form should be filed. For anyone who has the symptoms, see procedure in Section 3 below.
- All staff and volunteers wash their hands on entry to the building and dry their hands on paper towel or tissues
- All staff and volunteers to wear a mask at times when social distancing not possible (e.g. in the office, in the kitchen)
- All staff and volunteers to wear a mask when any clients are in the building (regardless of social distancing)
- Frequently touched surfaces sanitized three times a day
- Staff and volunteers wash their hands with soap frequently, at least three times during the course of a work day and every time they change a task (e.g. from food prep to food serving or to cleaning down surfaces).
- If gloves are used, they should be changed frequently or hands (with gloves on) should be washed with soap for 20 seconds at exactly the same frequency. When gloves are changed, they should be taken off correctly and hands sanitized before putting on a new pair of gloves.
- The used gloves must be thrown into the designated bin.

Clients

- All clients are temperature screened for Covid-19 symptoms on entry (for anyone who has a raised temperature, see procedure below)
- All clients must wash their hands on entry with soap
- All clients must wear a mask when in the building, except for when eating. Masks will be provided to all clients where available.
- Social distancing must be observed at all times
- Services provided outside in the courtyard where possible

- Ensure social distancing adhered to among clients queuing outside, and whilst in the building. Clients to adhere to the 2 metre marks on the pavement.
- Tables and chairs used by clients sanitized after use

The public

- A mask must be worn and social distancing observed when engaging with members of the public. This includes staff doing pick-ups or deliveries.
- Members of the public dropping something off at the building should not enter the premises but hand donation at door to a staff member.

Notes

- It will be the responsibility of the operations manager to ensure that these guidelines are followed at all times.

3. How to handle an expected infection

If a staff member, volunteer or client is displaying the symptoms of Covid-19 (i.e. dry cough and a temperature) the following process should be followed:

- Employees and volunteers who develop Covid-19 symptoms at home should notify the operations manager and stay at home.
- Employees and volunteers who appear to have symptoms on arrival at work or who become sick during the day should immediately be separated from other employees, volunteers and clients and sent home.
- If the employee or volunteer has not knowingly been in contact with someone with a confirmed Covid-19 diagnosis, they should monitor their symptoms at home for 24 hours to see if they remain or disappear. If the symptoms disappear they can return to work. If the symptoms persist they should monitor for a further 24 hours.
- If the employee or volunteer has: i) knowingly come into contact with someone who has tested positive for Covid-19; or ii) has not knowingly coming into contact with someone with Covid-19 but has symptoms and monitored them for 48 hours and the symptoms persist; they should call the NICD helpline (0800 029 999), Provincial hotline (021 928 4102) or WhatsApp “Hi” to 060 012 3456 and follow advice on the screening and testing procedure.
- If not directed to be screened or get a test, quarantine at home and carefully monitor the symptoms and follow guidelines given by the health provider.
- If directed to get a test, quarantine at home until the result is received. If not possible to quarantine at home (i.e. homeless client) send to the closest quarantine site.
- The employee or volunteer must keep in touch with the operations manager and inform her on what is happening (e.g. went for a test etc).

4. If a Covid-19 infection is confirmed

If a Covid-19 infection is confirmed, the staff member, volunteer or client must follow the instructions given by the health professionals and will only be able to return to work when cleared to do so. They should also immediately inform the operations manager.

Within the workplace:

The work-based movements of the infected employee or volunteer will be traced by the Covid-19 officer for the 14 days prior to testing positive or first displaying symptoms. (close contact is within 1.5m of the infected person for more than 15 minutes).

The operations manager will notify affected employees and volunteers of their possible exposure. All those affected should:

- Go home immediately
- Call the NICD helpline (0800 029 999), Provincial hotline (021 928 4102) or WhatsApp “Hi” to 060 012 3456 and follow advice on the screening and testing procedure.
- Self-isolate for 14 days from the date of close contact. If you are concerned, contact your medical practitioner for further advice.

Any building(s) the infected individual has been in will be closed immediately with all employees working remotely where possible. Enhanced cleaning and disinfection will be performed in the building following government guidelines on cleaning and disinfection. This involves wiping down every item in the space with disinfectant and steaming fabric and clothing items. Once this has been completed, the building will reopen.

Daily screening record If anyone answers 'yes' for any of the boxes, they should be sent home and section 3 of SDR's Covid-19 Management Plan for next steps.

Name and surname:

Month and year:

Day:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Fever																															
Cough																															
Sore throat																															
Shortness of breath																															
Headache																															
Fatigue/tiredness																															
Runny nose or congestion																															
Aches and pains																															
Diarrhoea or loose stools																															
Aches and pains																															
Loss of smell or taste																															
Temperature 37.4°C or more																															
Have you been in contact with someone known to have COVID-19																															
None of the above																															
Time																															
Initials																															