

# Kent MS Therapy Centre Operating Procedures

## Centre Operating Procedures (COP) Protecting Our Staff, Volunteers, Centre Members and Visitors During Coronavirus (Covid-19)

### Contents

Introduction.....	1
When to Travel to the Kent MS Therapy Centre .....	2
Travel to the Kent MS Therapy Centre.....	3
Entry and Exits Points.....	4
Hand Washing.....	4
Toilet Facilities.....	4
Kitchen Area .....	5
Work Planning to Avoid Close Working .....	5
Preventative Measures.....	6 & 7
First Aid and Emergency Service Response .....	7
Cleaning.....	7

### Introduction

These are exceptional circumstances and the Centre must comply with the latest Government advice on Coronavirus (Covid-19) at all times.

The Kent MS Therapy Centre Operating Procedures (COP) are based on Public Health England ([PHE](#)) guidance.

The Health and Safety Executive ([HSE](#)) is the relevant enforcing authority for PHE guidelines. If the Centre is not consistently implementing the measures set out by PHE, it may be subject to enforcement action.

Whilst operating during the Coronavirus (Covid-19) pandemic, the Kent MS Therapy Centre needs to ensure we are protecting our workforce, members, visitors and minimise the risk of spread of infection. This includes considering how staff and volunteers travel to and from the Centre.

This guidance is intended to introduce consistent measures in line with the Government's recommendations on social distancing and ensure we all make every effort to comply.

PHE guidance states “where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, you should consider whether that activity needs to continue for the site to continue to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission”.

The health and safety requirements of any activity must not be compromised at this time. **If an activity cannot be undertaken safely, it should not take place.**

Emergency services are also under great pressure and may not be able to respond as quickly as usual. This should be taken into consideration in the planning of work activities, first aid, fire and emergency responses.

We will have in place effective arrangements for monitoring and reviewing our compliance with Government and industry guidance. We will also remind the workforce at every opportunity of the Kent MS Therapy Operating Procedures which are aimed at protecting them, their colleagues, volunteers, Centre members and families, as well as visitors to the Centre.

**It is important to note that whilst every reasonable preventative measure is put in place there may be a potential spike in Covid-19 cases in the local/surrounding community. This may force the centre to close again. In the event that this occurs we will follow the Governments advice and inform staff, volunteers and members accordingly.**

## When to Travel to the Kent MS Therapy Centre

As a staff member or volunteer if it is possible for you to work from home the Kent MS Therapy Centre will endeavour to do whatever it can to make this possible.

It is important to understand the following guidelines by which staff and Centre members should or should not travel to the Kent MS Therapy Centre as outlined below:

<b>Social distancing</b>	All of us should follow the guidance on <a href="#">Staying at home and away from others (social distancing)</a> . Where staff cannot work from home, they must follow the same principles of social distancing while travelling to and from work and while at work.
<b>Self-isolation</b>	Anyone who either has a high temperature-or a new persistent cough or any of the other <a href="#">symptoms of the virus</a> or is within 14 days of the day when the first member of their household showed symptoms of Coronavirus (Covid-19) should not come to the Centre, but must follow the guidance on <a href="#">self-isolation</a> .
<b>Person at increased risk</b>	Anyone who is at <a href="#">increased risk of severe illness</a> from Coronavirus (Covid-19) is strongly advised to stay at home and should be particularly stringent about following social distancing measures.  Any Centre member who is at increased risk or has received a letter from the NHS or Government recommending that they self-isolate should follow that advice.
<b>Persons defined on medical grounds as extremely vulnerable</b>	Anyone identified as extremely vulnerable will be advised by their health authority and must follow the guidance on <a href="#">shielding and protecting extremely vulnerable people</a> .
<b>Living with a person in one of the above groups</b>	Anyone living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is <a href="#">shielding</a> from Coronavirus (Covid-19), should stringently follow the guidance on <a href="#">social distancing</a> and minimise contact outside the home.
<b>If someone falls ill</b>	If you or anybody else develop any of the symptoms while at the Kent MS Therapy Centre you should: <ul style="list-style-type: none"> <li>• Ensure their direct line-manager and/or an on-site manager is informed</li> <li>• Return home immediately</li> <li>• Avoid touching anything</li> <li>• Cough or sneeze into a tissue and put it in a bin, or if you do not have tissues, cough and sneeze into the crook of your elbow.</li> </ul> You must then follow the guidance on <a href="#">self-isolation</a> and not return to the Kent MS Therapy Centre until your period of self-isolation has been completed.

## Travel to the Kent MS Therapy Centre

- Wherever possible staff members, volunteers and Centre members should travel to the Centre alone using their own transport including other means of transport to avoid public transport e.g. cycling or walking.
- Where public transport is the only option for staff members or volunteers the Centre should consider changing their working/volunteering hours to avoid using public transport during peak rush hour times (07:00- 09:00 and 16:30 -18:00)
- Where a Centre member relies on a carer for transport and support whilst in the Centre the care giver will have to provide all the manual handling required in the Centre and when not needed will wait in the car or off-site.

The Centre will provide:

- Parking arrangements for staff members, volunteers, Centre members will comply with the social distancing measures and we will endeavour to maintain one empty bay either side of those in use.
- Instruction on how someone taken ill would get home – this will vary but arrangements will have to be made taking into consideration means available to the individual who is unwell and severity of the illness. These might include:
  - The person driving themselves home
  - Next of kin being contacted to pick them up
  - Request an ambulance
- Hand cleaning facilities as people enter the building detailed as follows:
  - Sanitisation station in Reception area for all staff, volunteers, members and visitors. This will include a table with sanitiser, antibacterial spray, paper hand towels and a pedestal bin
  - All Staff, Volunteers & Therapists (excluding Fundraising Team) to use the Toilets upstairs outside the Wachter Suite
  - Toilet in Reception for people attending for Oxygen Therapy
  - Toilet in Oxygen Therapy Suite for people attending Oxygen Therapy and other therapies carried out in Treatment Rooms 3 & 4
  - Toilet in Gym for Centre members having Physiotherapy, Gym, and Pilates
  - Toilets in Hydrotherapy Area for people attending Hydrotherapy, Aqua Yoga, Supported Swimming, Aqua Pilates
  - Toilet between Treatment 1 and Treatment Room 2 for members having therapies in those rooms
  - Toilet within the Fundraising Team room to be used by Fundraising Team staff and volunteers only
  - Soap and water will be provided in the toilets. Hand sanitiser will be located at the Sanitisation Station and in a number of other key areas in the Centre through dispensers/bottles already in place

## **The Kent MS Therapy Centre Entry and Exit Points**

- We will stop all non-essential visitors
- We will introduce staggered start and finish times for work and appointments to reduce congestion and contact at all times
- We will plan the Centre entry and exit points to enable social distancing – if we need to we will change the number of access points to reduce congestion or to enable monitoring, including in the case of emergencies
- We will manage people waiting to enter the Centre by allowing plenty of space and time to guide them to the correct area for therapy
- We will use signage:
  - such as floor markings, to ensure 2 metre distance is maintained between people when by reception and in other departments where queueing may occur
  - reminding staff members, volunteers and Centre members not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines
- We will require all staff members to wash their hands for 20 seconds using soap and water when entering and leaving the Centre
- We will regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. screens, telephone handsets and desks, particularly during peak flow times
- We will reduce the number of people in attendance at the Centre for anything other than therapies and servicing of equipment or necessary activities
- Where loading and offloading arrangements are already in place at the Centre the drivers will be given clear instructions and will sanitise their hands before handling Centre gates and equipment. Where drivers are required to deliver a package or enter the building, they should wash or sanitise their hands before handling any materials. Deliveries will be assigned a drop off place in reception which will be clearly marked out and signposted
- No delivery person including the person who delivers the post will be permitted to use the WC

## **Hand Washing**

- We will allow regular breaks to wash hands
- We will ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times
- We will provide hand sanitiser (minimum 60% alcohol based) where necessary
- We will regularly clean the hand washing facilities with a roster for cleaning with assigned tasks and sign off
- We will provide suitable and sufficient rubbish bins for paper towels with regular removal and disposal

## **Toilet Facilities**

- We will restrict the number of people using toilet facilities at any one time and use signage, such as floor markings, to ensure 2 metre distance is maintained between people when queueing
- Everyone must wash their hands properly before and after using the facilities
- We will enhance the cleaning regimes for toilet facilities, particularly door handles, locks, taps and the toilet flush
- We will provide suitable and sufficient rubbish bins for paper hand towels with regular removal and disposal

## **Kitchen Area (Staff & Volunteers ONLY Area)**

This is designated a staff and volunteer only area with signs up to show this.

Staff and Volunteers must bring their own food which should require minimum preparation.

Staff Members and Volunteers will be required to stay in the Centre once they have entered it and avoid using local shops and coming and going.

- Break times and kitchen use will be staggered to reduce congestion and contact at all times
- Drinking water is provided with enhanced cleaning measures of the tap mechanism introduced
- We will frequently clean surfaces that are touched regularly, using standard cleaning products e.g. refrigerators, microwaves, worktops, dishwasher. Each individual user must clean the surfaces and equipment they use and touch after each use
- Hand cleaning facilities or hand sanitiser will be available at the entrance to any room where people prepare food in the kitchen area and should be used by everyone when entering and leaving the area
- A distance of 2 metres should be maintained between all Centre users wherever possible
- All rubbish should be put straight in the bin and not left for someone else to clear up
- Tables should be cleaned between each use
- Crockery, eating utensils, cups etc. should not be used unless necessary and are to be placed in the dishwasher after each use ready to be washed overnight and put away the next working morning by a designated person

## **Work Planning to Avoid Close Working**

In line with Public Health England (PHE) guidelines, where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, we will consider whether that activity needs to continue and, if so, take all the mitigating actions possible to reduce the risk of transmission.

Work will be planned and organised to avoid crowding and minimise the risk of spread of infection by following PHE and HSE guidance and the advice within the Kent MS Therapy Centre Operating Procedures.

We will remind the workforce and volunteers (e.g. through staff/volunteer briefings) of the specific control measures necessary to protect them, their colleagues, Centre members, families and the wider population.

Good ventilation in office and treatment rooms will be encouraged, ideally through open windows and the HVAC system should only be used for heating rooms if necessary

## Preventative Measures

It is imperative the workplace risk is reduced to the lowest reasonable practicable level by taking preventative measures. If Staff or Volunteers are not able to work at the Kent MS Therapy Centre whilst maintaining a two-metre distance, you should consider whether the activity should continue and, if so, carry out a Risk Assessment using the controls below in conjunction with the latest Government advice.

<p><b>Eliminate</b></p>	<ul style="list-style-type: none"> <li>• Anyone who is unwell with symptoms of Coronavirus (Covid-19) should not travel to or attend the Kent MS Therapy Centre</li> <li>• We will rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 metres)</li> <li>• We will avoid skin to skin and face to face contact</li> <li>• One way systems will be considered</li> <li>• All pre-planned meetings with Staff, Volunteers or Trustees will be carried out in the Wacher Suite maintaining social distancing measures (2 metres) or carried out via Zoom or a combination of both</li> <li>• If colleagues need to speak to each other whilst in the Centre they should be at least two metres apart from each other</li> </ul>
<p><b>Reduce</b></p>	<p>Where the social distancing measures (2 metres) cannot be applied:</p> <ul style="list-style-type: none"> <li>• Minimise the frequency and time staff members, volunteers and Centre Members are within 2 metres of each other</li> <li>• Minimise the number of staff members involved in the tasks</li> <li>• Staff members/volunteers should work side by side, or facing away from each other, rather than face to face</li> <li>• Regularly clean common touchpoints, doors, buttons, handles, tools, office equipment etc.</li> <li>• Increase ventilation in enclosed spaces</li> <li>• Staff members should wash their hands before and after using any equipment</li> </ul>
<p><b>Isolate</b></p>	<p>Keep groups of staff members/volunteers that have to work within 2 metres:</p> <ul style="list-style-type: none"> <li>• Together in teams e.g. (do not change staff members within teams)</li> <li>• As small as possible</li> <li>• Away from other staff members where possible</li> </ul>
<p><b>Control</b></p>	<p>Where face to face working is essential to carry out a task when working within 2 metres:</p> <ul style="list-style-type: none"> <li>• Keep this to 15 minutes or less where possible</li> <li>• Provide additional supervision to monitor and manage compliance</li> </ul>

<p><b>PPE</b></p>	<p>Staff and Volunteers do not need to use Respiratory Protection Equipment (RPE) for Coronavirus (Covid-19) where the two metre social distancing guidelines are met.</p> <ul style="list-style-type: none"> <li>• Where it is not possible to maintain a two-metre distance, each activity should be risk assessed using the hierarchy of controls and against any sector specific guidance, mindful that masks (RPE) are the last resort in the hierarchy.</li> <li>• Re-usable PPE should be thoroughly cleaned after use and not shared between staff members</li> <li>• Single use PPE should be disposed of so that it cannot be re-used</li> </ul> <p>All staff and volunteers will be appropriately trained in the use and correct management of PPE.</p>
<p><b>Behaviours</b></p>	<p>The measures necessary to minimise the risk of spread of infection rely on everyone taking responsibility for their actions and behaviours.</p> <p>We will encourage an open and collaborative approach between Staff members and Managers at the Centre where any issues can be openly discussed and addressed.</p>

### **First Aid and Emergency Service Response**

The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.

- When planning the Centre activities, the provision of adequate first aid resources must be agreed between the relevant parties in the Centre
- Emergency plans including contact details should be kept up to date
- Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources
- All cases will be assessed by the appropriately trained first respondent and appropriate PPE will be set aside for (compulsory) use in advance of any aid being required
- For minor injury First Aid should be administered by the individual who has sustained the injury with direction from the First Aider or from a carer if there is one present

### **Cleaning**

Enhanced cleaning procedures will be in place across the Centre, particularly in communal areas and at touch points including:

- All door handles, locks and door surrounds (internal and external)
- Taps and washing facilities
- Toilet flush and seats
- Door handles and push plates
- Desks and computer equipment
- Kitchen area, equipment and worktops
- All areas used for eating must be thoroughly cleaned at the end of each use including tables and chairs
- Machinery and equipment controls
- Telephone equipment
- Keyboards, photocopiers, printers and other office equipment
- Rubbish collection and storage points should be increased and emptied regularly throughout the day and at the end of each day