



PRIMARY CARE TRAINING CENTRE

COVID-19 Policy

This policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow these rules diligently, to sustain a healthy and safe workplace in this unique environment. It is important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

We are taking every preventative measure to reduce workplace risk to the lowest practical level so that everybody's health and safety is protected. This company policy is susceptible to changes with the introduction of additional government guidelines. If so, we will update you as soon as possible either by email or on our website.

A) Scope

This COVID-19 (coronavirus) policy applies to all our employees, tutors, students and visitors who physically work in, attend training sessions at, or visit our Crow Trees venue.

B) Working / studying from home

- We are continuing to support home working and studying where possible as the primary option. Most of our six-month distance learning courses are now available as online-only courses, with video tutorials and optional tutor-led webinar sessions. More will follow as soon as is practicable.
- When we are able to return people to work, we will work to phase them back into the business with safety being at the forefront.
- We will continue to offer face to face tuition, with the following policies in place to ensure that student safety is paramount.

C) Social Distancing

- We have put in place social distancing guidelines set out by the Government such as:
 - Placing social distancing floor markings in potentially congested areas
 - Introducing staggered break times
 - We regularly review congested areas
 - We recommend that masks are worn whilst moving around the building.
 - Some areas of the building have been designated as staff only. Students are not permitted to enter these areas in order to minimise the possibility of congestion
 - Toilets have been segregated into female and male only. One toilet has been allocated as staff use only
 - We use PPE when dealing with members of the public, including external contractors, if required
 - Disposable PPE such as gloves, masks and aprons will be provided free of charge to all students if they require them
 - Reconfiguring tables and chairs in communal areas
 - Opening windows regularly when possible to ensure open ventilation
 - Minimising the number of unnecessary visits to our facility
 - Maintaining a record of all visitors
 - Placing a link to the NHS COVID-19 app on posters around the building
 - No more than four people may gather at one time in any office or the kitchen area
 - Our buffet lunches have been replaced with individually bagged lunches. Our housekeeper already has a full food hygiene certificate and all other staff have the level 1 qualification

- Where social distancing guidelines cannot be followed in full, further mitigating factors are being followed:
 - We continue to support hand washing time on a regular basis
 - We have increased cleaning on high touch surfaces
 - We have introduced regular “fogging” to clean and disinfect our high traffic areas
 - Any equipment used for training such as insulin pens or clinical devices will be thoroughly cleaned and disinfected after each use
 - We recommend that you work back to back or side to side
 - Screens have been installed at Reception and on individual desks in the training room
 - We offer additional PPE free of charge to all students if required
 - Hand sanitisers are located at strategic points throughout the premises
 - We encourage the wearing of face coverings when working closely, for example at a computer screen, and ask staff to keep close working to a minimum

We are continuously supporting our employees who are classed as vulnerable by offering working from home where possible and making sure that anybody who is advised to stay at home under NHS guidance does not physically come to Crow Trees.

D) General hygiene rules

It's very important to do what you can to reduce the risk of you and other people getting ill with coronavirus. You can spread the virus even if you do not have symptoms.

Do

- stay at least 1+ metres (2 steps) away from anyone you do not live with when outside your home
- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- if you can, wear something that covers your nose and mouth when it's hard to stay away from people

Don't

- do not touch your eyes, nose or mouth if your hands are not clean

E) When you can / cannot attend Crow Trees

• Staff and Tutors

- If you have cold symptoms, such as cough/sneezing/fever, or feel poorly, request sick leave or work from home.
- If you have a positive COVID-19 diagnosis, you can return to work only after you've fully recovered.
- If you are feeling ill, but you are able to work, you can request to work from home if this is possible.
- If you have recently returned from areas with a high number of COVID-19 cases (based on PHE or Government announcements), we'll ask you remain at home for 14 calendar days, and return to the office only if you are fully asymptomatic. You will also be asked not to come into physical contact with any colleagues during this time.
- If you've been in close contact with someone infected by COVID-19, with high chances of being infected yourself, request to stay at home. You will also be asked not to come into physical contact with any colleagues during this time.
- If you're a parent and you have to stay at home with your children, request to stay at home. Follow up with your manager or departmental leader to make arrangements and set expectations.
- If you need to provide care to a family member infected by COVID-19, request to stay at home. You'll only be permitted to return to the office 14 calendar days after your family member has fully recovered, provided that you're asymptomatic. You will also be asked not to come into physical contact with any colleagues during this time.

• Students and Visitors

- If you have cold symptoms, such as cough/sneezing/fever, or feel poorly, contact us to request a transfer to the next available course. This is known as "deferral".
- If you have a positive COVID-19 diagnosis, you can attend courses at Crow Trees only after you've fully recovered.

- If you have recently returned from areas with a high number of COVID-19 cases (based on PHE or Government announcements), we'll ask you not to attend Crow Trees for 14 calendar days, and attend courses only if you are fully asymptomatic.
- If you've been in close contact with someone infected by COVID-19, with high chances of being infected yourself, request a deferral.
- If you're a parent and you have to stay at home with your children, request a deferral. Follow up with our admin team to make arrangements and set expectations.
- If you need to provide care to a family member infected by COVID-19, request a deferral. You'll only be permitted to attend Crow Trees 14 calendar days after your family member has fully recovered, provided that you're asymptomatic.
- Please do not panic if any of the above applies to you. We understand that these are challenging times, and we will do our best to ensure that your training is not compromised. We are always here to help.