

COVID-19 guidance and protocol for visitors

October 2021

Interim version pending consultation of staff health and safety reps and data protection team

Who is responsible?

Visitors are responsible for following this COVID-19 guidance and protocol in order to keep themselves and others safe. All visitors should read this document and can also upon request read our COVID-19 risk assessment.

Who to contact?

If you need further information or guidance, please contact the Office Manager [Rosie Donnelly](#) or Head of Resources, [Trudi Kent](#), or if unavailable our Receptionist [Effy Adams](#) or HR Manager [Stuart Snowden](#). Where you are asked to contact us below, please contact your main Foundation contact, copying Rosie and Trudi.

How COVID-19 is spread

The main way of spreading COVID-19 is through close contact with an infected person. When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. These particles can be breathed in by another person.

Surfaces and belongings can also be contaminated with COVID-19, when people who are infected cough or sneeze near them or if they touch them.

GENERAL GUIDANCE

We recommend you take the following actions to help limit the spread and risk of exposure to COVID-19.

Catch it, bin it, kill it

Germs can spread easily. Always carry tissues and use them to catch your cough or sneeze. If that is not possible, cough or sneeze into your elbow rather than your hand. Dispose of your tissue as soon as possible and clean your hands as soon as you can.

Wash or sanitise your hands regularly

You should wash your hands regularly, especially after travelling, after coughing or sneezing and before you eat or handle food. You should wash your hands for 20 seconds using soap and water or hand sanitiser.

Wear a face covering

You should wear face coverings in crowded and enclosed spaces where you come into contact with people you don't normally meet. For example, on public transport, unless you are exempt.

Open windows and doors for natural ventilation

Ventilation mitigates the risk of aerosol spread of COVID-19 in enclosed spaces. When you are able, please open windows and doors to aid ventilation.

Get vaccinated

You should get the Covid vaccinations if you are medically able to do so. Vaccination helps reduce the severity of symptoms if you were to contract Covid-19 and also helps to reduce transmission.

FOUNDATION GUIDANCE

These are things the Foundation asks you to do when coming into its office or interacting with its staff or visitors. If for any reason mentioned below you are requested not to come to the offices, we have extensive hybrid facilities and you should ask your Foundation contact if you can participate virtually.

If you have a positive test, whether lateral flow or PCR, you should not visit us until you have been 10 days symptom-free and have had a negative lateral flow or PCR test. You should also not visit us if you have been advised to self-isolate.

If you have been in our office in the days prior to your positive test result and since your last negative test result, please report this to us (see Who to contact) as per the Protocol below.

Take a lateral flow or PCR test

Rapid lateral flow tests help to find cases in people who may have no symptoms but are still infectious and can give the virus to others. We request that if you are coming into our offices for more than 15 minutes that you have had a negative lateral flow or PCR test within the 3-4 days before you arrive. You can order free lateral flow test kits [here](#) or pick one up from local pharmacies.

Stay at home if you are ill

Do not come into the office if you feel ill, whether your symptoms are particularly related to Covid or not.

Avoid close contact where possible

Social distancing guidance no longer applies and there are no limits on social contact between people from different households. COVID-19 can still be spread through social contact and so we ask that you avoid close contact with our staff or other visitors where possible.

We also ask that you are respectful of colleagues' personal comfort levels. The Foundation is supplying all staff with lanyards that indicate their comfort levels:

- Red - Please keep your distance
- Orange - Please check in before coming closer
- Green - Happy to make contact

Sanitise your hands

The Foundation has hand sanitising stations on all floors of the office. Please sanitise your hands, especially on entry to the building.

Wipe down surfaces

The Foundation will ensure cleaning wipes are available throughout the offices. If you have been using a workstation or particular area for the day, please use the wipes to clean the area, paying particular attention to keyboards and mice.

PROTOCOL

If the Foundation is notified that someone who has been to the office has developed symptoms or had a positive Covid result after testing or has been in contact with anyone who has, the Foundation's Head of Resources and Office Manager are responsible for ensuring this protocol is followed and any necessary reports are made. The HR Manager and Receptionist are there to deputise in case of any absence. Contact details are given under Who to contact above.

Key information on Coronavirus symptoms

Full information on symptoms to be aware of and what action you should take can be found on the NHS website here: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/main-symptoms/>

The main symptoms are:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste

If you or someone you live with develops symptoms or tests positive for Covid-19

If you or someone you live with or are in a support bubble with develops any one of the above symptoms or has a positive test for Covid-19 you should not come into the Foundation's offices. We refer you to UK government guidance at <https://www.gov.uk/coronavirus> on actions you should take.

If you are in the Foundation's offices when you develop symptoms you should inform your host and leave immediately. If you need medical assistance or wish us to call someone on your behalf we will of course do so. If another person in the office notices you have symptoms, they are required to report it, and you will be asked to leave the office. You must comply if asked to leave.

When you have the result of a Covid-19 test after visiting our offices

You must notify us (see Who to contact) as soon as you have a confirmed diagnosis of Covid-19 if you have been in our offices in the few days preceding your diagnosis or the onset of any symptoms. You should not visit our offices until you have had 10 days of being symptom-free and then have a negative lateral flow or PCR test.

If you took a test and the results were negative – you can visit our offices when invited, as long as the rest of your household or support bubble also have no symptoms.

What the Foundation will do

If you receive a positive result of a coronavirus test and notify us, we will contact NHS Track and Trace and the local HSE executive [if necessary](#).

If you or a member of your household or support bubble receives a positive result of a coronavirus test we will work with you and your host regarding who you have had close contact with in our offices in the 48 hours before your symptoms.

Close contact means:

- close face to face contact (under 1 metre) for any length of time – including talking to them or coughing on them
- being within 1 to 2 metres of each other for more than 15 minutes – including travelling in a small vehicle

If there has been close contact we ask you to notify NHS Track and Trace and we will also contact them as necessary. We will follow advice from NHS Track or Trace and this may mean we need to inform staff and visitors that have been into the office at this time as they may need to take action. We will not inform anyone of your testing status unless it is necessary and required for us to do so.

We will contact all those who were in the office at the same time as a person testing positive. If staff members we will ask them to self-isolate for a period of 10 days, unless they're exempt from self-isolation. If visitors we will ask them to not return to the office until they have had a negative lateral flow or PCR test.

If you are worried about someone in the office who is exhibiting symptoms, please contact the Head of Resources or Office Manager with your concerns and they will take the appropriate action.

We will ensure that areas of the office a person has been in contact with are cleaned thoroughly, even if this means closing the office for others while this takes place.

NHS Track and Trace

If we are contacted by NHS Track and Trace, we will follow the instructions given to us. This may require closing the office or requesting that particular members of the team are asked not to attend the office. For these purposes we will keep information regarding who has been in the office, reported symptoms and any test results for 21 days. This information will only be accessible by the Resources team and will only be used for track and trace purposes.