

# 「Glandore」

## RETURN TO WORK - INDUCTION BOOKLET

**Navigating Your Return to the Office in the Safest Way Possible!**



# Introduction

We know everyone is keen to get back to the office and we can't wait to see you all again. We will be standing with open arms at a socially distant two meters.

During this Coronavirus (Covid-19) pandemic we want to ensure all our employees, members and contractors are protected and informed of safe works procedures.

So we have put together some information on how we can prevent the spread of the virus and get us all back to work.



**[www.glandore.co](http://www.glandore.co)**

# Our Goals

- Continue working while ensuring Government Health and Safety guidelines are followed by all persons associated with our buildings/workplaces.
- Minimise the risk of spreading the infection.
- We have put safe operating procedures in place and expect that all persons associated with Glandore to adhere to any safety measures in place.
- Our purpose is to protect by having enough safety and control measures in place so that our staff feel confident and secure to use our workspaces





# Glandore's Responsibilities

**At Glandore We take our health and safety responsibilities very seriously and want all our staff to feel confident about their personal safety while in work. In response to this we have:**

1. Updated Health and Safety risk assessments and safety statement.
2. Addressed level of risk associated with workplace and various tasks.
3. Conducted a staff survey to get employee feedback regarding safe working and COVID 19
4. Taken into account individual risk factors (age, underlying health conditions, travel to work etc.)
5. Created a plan to deal with suspected cases.
6. Updated our policies and procedures to now address working with the hazard Covid-19.





# Glandore Covid-19 Compliance Team

THERE IS NO STRENGTH WITHOUT UNITY

Glandore's COVID-19 Compliance team consists of 4 fully trained and accredited Compliance Officers who will meet weekly in response to monitoring and dealing with any issues that arise. Our aim is to ensure procedures are adhered to and be a point of contact for employees and members, should any concerns arise.

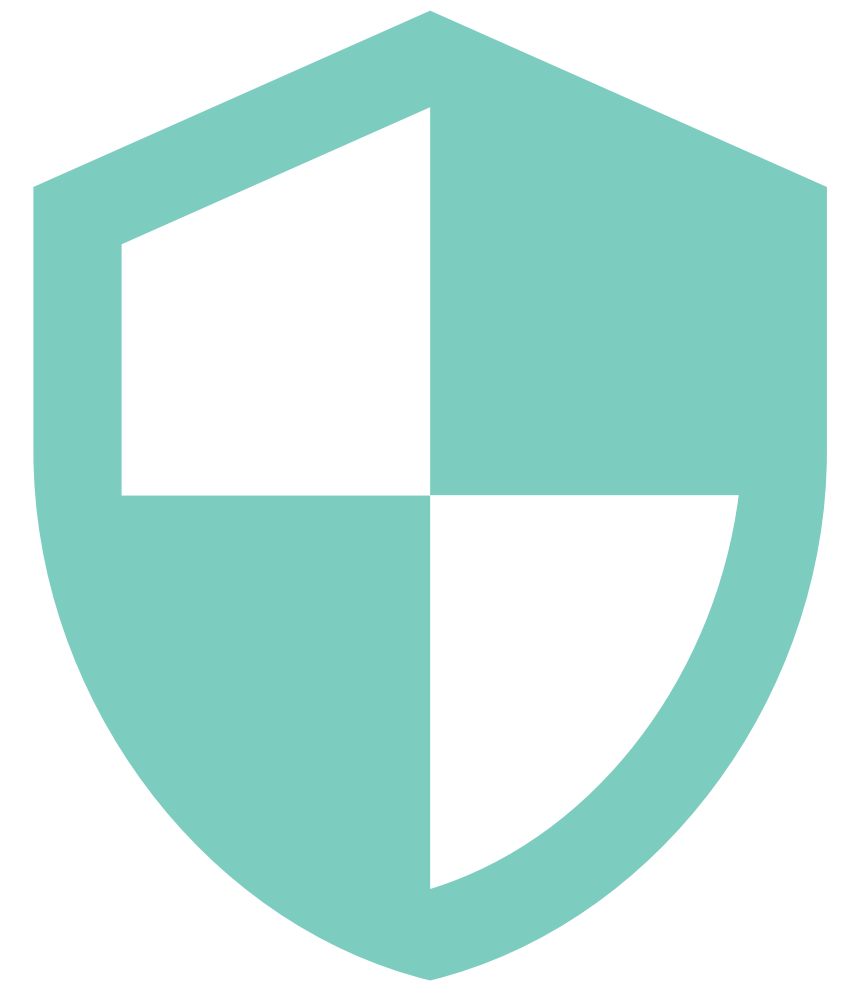
- Riz Ansari - Dublin
- Juliana Lima - Dublin
- Niall Quinlan - Cork
- Angela Robb - Belfast
- Fiona Kelly - Overseeing All Locations



# Role of Your Compliance Officer

## The main role of the Compliance Officer is to:

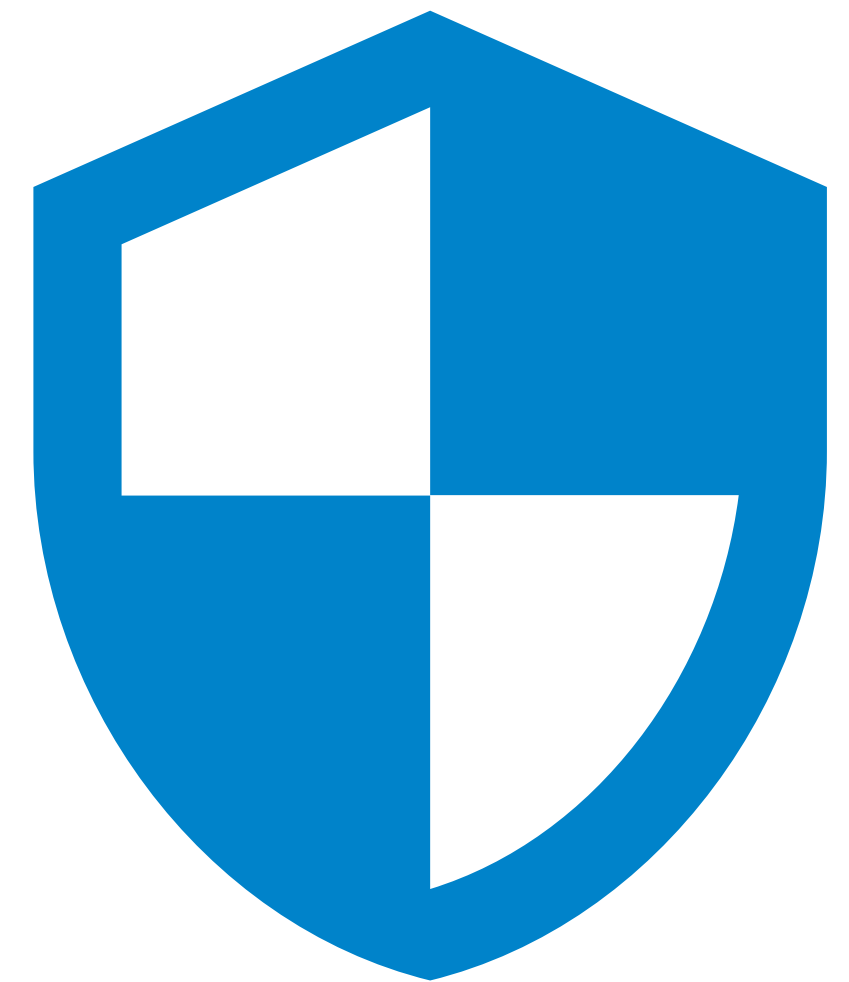
- Ensure Covid-19 safe work procedures are being monitored and complied with.
- Ensure teams complete Covid-19 self declaration and RTW form.
- Monitor the compliance of social distancing, hygiene rules, complete audits and update incident records.
- Hygiene facilities stocked and in place.
- Remind team of hygiene practices.
- Ensure regular cleaning of touch points.
- To be the point of contact should someone become ill.





# What is Coronavirus (Covid-19)

- Covid-19 is a new illness that effects your lungs and airways.
- Most people infected with the Covid-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment.
- Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.
- It is easily spread to other people primarily through saliva or droplets from the nose.
- Patients are usually infectious until their symptoms are gone
- Not only can it be spread person to person, it can survive on surfaces for 72 hours.
- Symptoms present as but are not limited to; fever (temperature), persistent cough, shortness of breath and loss of sense of smell and taste.
- The best way to prevent the spread is to practice control measures put in place...



# Control Measures

- For everyone's safety the control measures put in place must be adhered to.
- Everyone must take this responsibility seriously.
- Watch out for symptoms - Fever (temperature), cough, shortness of breath or breathing difficulties.
- Report immediately to your manager/compliance officer to notify them if you or someone close to you displays symptoms.

## **Stay at Home:**

- A person displaying symptoms must not attend the workplace for work or any other reasons
- Any person who is living with another person who is self isolating must not attend the workplace for the same period as the person self isolating or for two weeks from the onset of symptoms of their own.
- Anyone that is aware that they have been in close contact with a confirmed case, must not attend the workplace for the recommended 2 week isolation period.

**If in doubt get tested and report results back to your manager asap.**





# Preventing the Spread

## HAND HYGIENE

- Wash your hands with soap and Hot water for 20 seconds regularly.
- This is the best way to ensure clean hands.
- Sanitize your hands on entering the building and at regular intervals throughout the day.
- Hand sanitising dispensers and stations have been set up around the buildings for staff and members to use.
- In addition all staff will be given their own personal hand sanitiser to be used as needed.
- Avoid using door handles/handrails and shared equipment where possible.
- Avoid touching your eyes, nose and mouth.



# Preventing the Spread

## COUGHING ETIQUETTE / RESPIRATORY HYGIENE

- Cover your mouth and nose with a tissue every time you cough or sneeze.
- If you do not have a tissue cough or sneeze into your elbow.
- Dispose of or clean contaminated products immediately.
- Glandore will provide each employee with small bags to dispose used tissues into.
- These should be disposed of in general waste.
- Ensure your hands are hygienically cleaned after.
- Where social distancing is hard to adhere to, masks are encouraged.

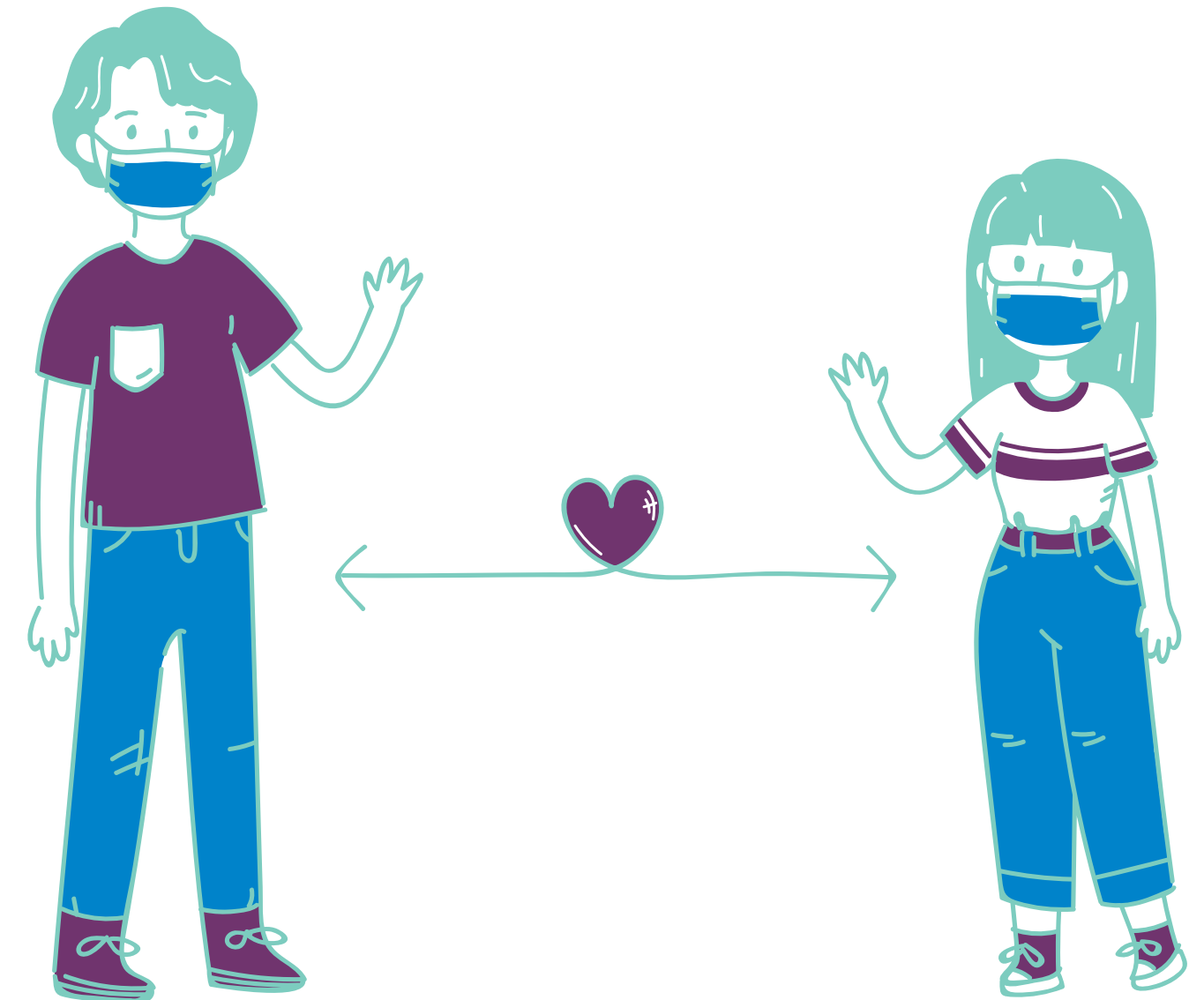




# Preventing the Spread

## SOCIAL DISTANCING

- Covid-19 spreads mainly among people who are in close contact for prolonged period of time (15 minutes or more).
- Social distancing helps limit contact with infected people and contaminated surfaces.
- Everyone has a role to play in slowing the spread and protecting their colleagues.



# Preventing the Spread

## CLEANING

- Enhanced cleaning will continue to take place in all common and public areas. This includes, but not limited to, corridors, office entrance door handles, lift buttons, stair railings, door panels/push plates, counter tops in tea stations, coffee machines, microwaves, reception desktops, and toilets.
- Housekeeping staff will use dis-infectant sprays as part of enhanced cleaning products.
- Office cleaning will be enhanced to include deep cleaning of desks (visible tops only), chairs and pedestal fronts.
- NOTE: Personal items must be removed as housekeeping staff will clean around them.
- Clean Desk Policy – We ask all staff to remove ALL personal/portable items off their desk in order for desks to be cleaned each evening.
- Housekeeping hours will be increased to allow for greater frequency between cleaning public areas.
- DIY cleaning kits will be available for offices and communal spaces to be used after use.
- Cleaning of air conditioning has been increased and the flow of fresh air through the system has also been increased.





# Risk Assessments

- We have carried out risk assessments to help us identify and protect people at risk.
- This helps us to plan to work safely.
- Please set aside time to review the overall risk assessment and your own departmental risk assessment.
- You will then know what to expect and be able to plan for returning to the office.



# Returning to the Office

## WHAT TO EXPECT

- Reduced number of persons in any work area
- You may be asked to relocate works to other areas
- Tea stations will be limited to small groups
- Toilets will have limited numbers or traffic light
- You may have to staggered working times and breaks to minimise interaction
- Notice changes and pay attention to signage, screens and hand sanitising
- Adjustments in carrying out your role safely



## HOW TO PREPARE

- Complete your self declaration RTW form
- Read your departmental risk assessment
- Complete your induction training
- Agree a rota with your manager
- Pack a mug, water bottle, plate and cutlery
- You will store these in your pedestal for personal use.
- PPE and sanitising kit will be provided for you
- Speak to your manager if you're feeling nervous or anxious



# Self Declaration & Return to Work Forms

VERY IMPORTANT

**Glandore**

**Return to Work Form**

- This form must be completed before you return to the office.
- You can find the form on sharepoint Self Declaration and Return to Work Form

Employee Name:	Date:
Department:	Proposed Date of Return to Work:

**Return to Work Discussion - Please Circle as Appropriate**

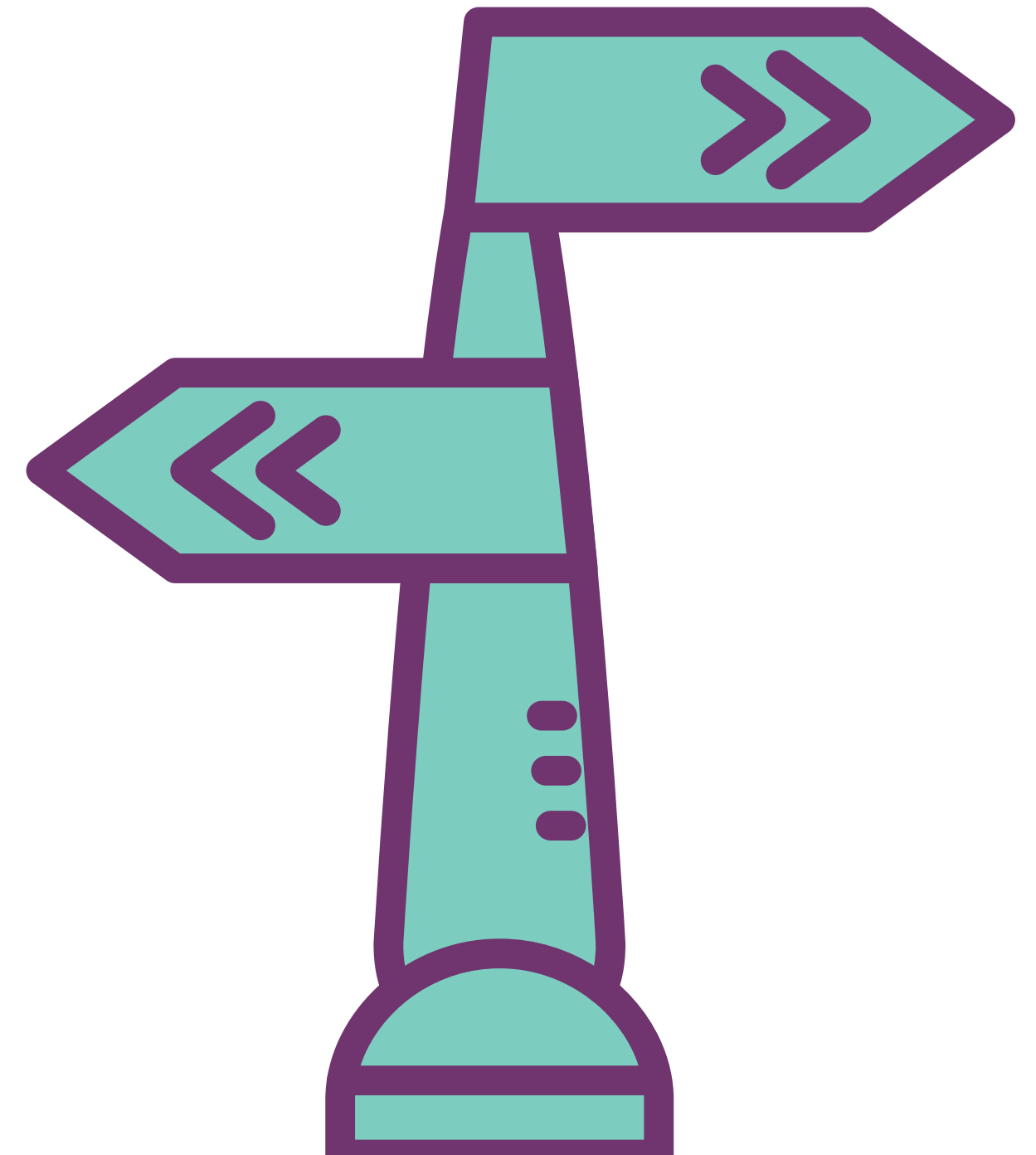
Do you have symptoms of cough, fever, high temperature, sore throat, runny nose, breathlessness or flu like symptoms now or in the past 14 days?	Y / N
Have you been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days?	Y / N
Are you a close contact of a person who is a confirmed or suspected case of COVID-19 in the past 14 days (i.e. less than 2m for more than 15 minutes accumulative in 1 day)?	Y / N
Have you been advised by a doctor to self-isolate at this time?	Y / N
Have you been advised by a doctor to cocoon at this time?	Y / N

	EMPLOYEE	MANAGER
Name		
Signature		
Date		

# Travelling to Work

## SAFETY FIRST

- Where possible walk, cycle or travel alone in your vehicle.
- Plan your journey as it may take longer due to allowing for social distancing travel at off-peak times use quieter stations and stops – get off a stop early if it's less busy.
- keep changes to a minimum, for example, between bus and train walk for more of your journey, for example the first or last mile.
- Book your tickets online in advance or pay by contactless.
- If using public transport - Wearing a mask is compulsory.
- Carry hand sanitizer with you and use before and after boarding.
- Adhere to signs and notices for seating, one-way systems and spacing.
- Staff can also avail of the 'bike to work' scheme should they wish.



# Work Vehicles

- Keep all personal items separate.
- Travel alone were possible.
- Keep hand sanitizer in the van and use regularly.
- Clean all common areas that are likely to be touched inside the vehicle before and after use.
- Dispose of cleaning cloth in a special bag.





## Everyday Practical Tips

- Virtual hugs stop the bugs.
- Cough and sneeze into your sleeve.
- Keep a distance of 2-Metres or more from your colleagues.
- Wear a mask when and where possible.
- Carry hand-sanitiser at all times and use after each point of contact.
- Use hand-sanitiser provided in reception areas.
- Keep hand-sanitiser in your office and at your desks.
- Wash your hands as often as possible and for 20 seconds or more.
- Maintain a clean desk policy - Clean your desk at the end of every day.
- Avoid touching your eyes, nose and mouth where possible.
- Avoid crowded places where possible.
- When in Clubrooms and Tea Stations adhere to the 2-Metre rule.
- Pay attention to signage and guides on distancing and hygiene.

# Suspected / Confirmed Case

## FOLLOW PROCEDURE

**We have completed the risk assessments, implemented the control measures and educated our teams and members.**

### **What do we do if we have a suspected case?**

- Trained Covid-19 Compliance officers step into action.
- They will carry out the following steps to deal with a suspected/confirmed case.



# Glandore's Response to a Suspected Case

**Should a member of the Glandore team begin to feel unwell while in work or at home they must alert their manager.**

## **If symptoms occur while onsite/in work:**

- Once notified the Compliance officer will escort the individual to a location at least 2m away/isolation suite.
- Individual will be isolated in an isolation suite or asked to go home - assistance will be provided if required in making necessary travel arrangements.
- Individual will be asked to wear a mask to prevent contamination. Gloves and hand sanitiser will be available to them too.

## **The individual who is unwell should:**

1. Call their doctor.
2. Cough into a tissue and place tissue in a special bag.
3. Isolate at home and take advice from health professional.
4. Get tested and inform Glandore of test results asap.
5. After use the isolation suite will be thoroughly cleaned and disinfected by trained personnel wearing full PPE.

## **If symptoms occur while at home upon notification Glandore will respond immediately by:**

- Cleaning/disinfecting all areas, objects that the individual has touched while wearing full PPE.
- Individual's chair will be cleaned and then wrapped in plastic until the individual returns to work.
- Assist individual in identifying close contacts at work.
- Communicate to close contacts immediately regarding suspected case of infection.
- Incident form to be completed.



# Mental Health Matters

BE SAFE, BE WELL

- We know having been out of routine and not being in social situations for the last few months has been difficult.
- Returning to work can seem daunting.
- Speak to us if you are worried, anxious or have concerns.
- Measures and changes have been put in place for your protection and safety.
- It will take some adjusting and patience on everyone's part.
- Some helpful services available should you need them
- <https://text50808.ie/> and <https://covidwellbeingni.info/>



# We're Here for You!

PLEASE REACH OUT IF:

- If you have any concerns or ideas you want to share.
- If you spot something and think it should be escalated.
- Preventing the spread and keeping colleagues and members safe should be everyone's goal and everyone's responsibility.
- Please do not feel embarrassed for adhering to correct protocols even if others aren't and do not feel embarrassed to mention it to colleagues if they are not adhering to the guidelines.
- To teach if others are uncertain about how to conduct themselves safely.



**"Ní Neart Go Cur Le Chéile"**

**There Is No Strength Without Unity**

[www.glandore.co](http://www.glandore.co)

**「Glandore」**