

# **HEALTH POLICY**

## **Introduction**

Coronavirus (COVID-19) is an illness that can affect your lungs. Since the outbreak in early 2020, the UK Government have been monitoring the health situation, imposing rules and regulations to minimise infections and risks associated, thus changing the way the UK citizens and businesses operate daily. This Health policy is in place to provide guidelines, and clear processes, to safeguard the B.I.T.T. Services Team (Support Workers) and our Clients, in line with the current regulations and guidance provided by the UK Government.

## **Our Approach**

### **Business Level**

Safeguarding the B.I.T.T. Services Team and Clients is our priority. In addition, we do not wish to raise anxiety or instigate panic. Our business operations will be guided by UK Government and National Health Service. We will continue to monitor, and be led by, these official resources and implementing processes that are both appropriate and sensible:

- [NHS information: coronavirus \(COVID-19\)](#).
- [Coronavirus \(COVID-19\): UK government response](#).

The B.I.T.T. Services Leadership team provide an 'open-door' approach, meaning any team member or Client are invited to discuss any concerns or thoughts at any time.

### **Personal Level**

All team members are expected to follow the guidelines as directed by the NHS and UK Government. This includes,

- Good Hygiene Practises, including regular washing of hands.
- Self-Isolation if they present with the symptoms as outlined by UK Government / NHS:
  - a high temperature.
  - a new, continuous cough.
  - a loss of, or change to, your sense of smell or taste.
- Self-Isolation when returning from countries identified by the UK Government.

Full details on all points can be found at the UK Government website as listed above.

### **Method for Support Sessions**

At B.I.T.T. Services, our preferred method for all support sessions is face-to-face, however, due the current situation, we recognise remote session may be more appropriate for a temporary period. All support sessions will be arranged focusing on the Client's and Support Worker's needs and, during this current time, remote sessions will be encouraged.

## **New Bookings**

Since the 13<sup>th</sup> of March, during the initial booking process, the administrator discusses the following points with the Client to understand the appropriate method for the first support session.

The discussion has been expanded to understand:

- If the Client has preference to the support method – remote or face-to-face.
- If the Client has a pre-existing medical condition that may make them more vulnerable.
- If the Client, or anyone in their household are displaying any symptoms relating to the coronavirus.
- If the Client has recently returned from travels abroad.

Remote support sessions will be encouraged, however, where this is deemed inappropriate or not suitable, the following additional points will be discussed:

- Recommend session to be held at Serviced Office location rather than Client’s home address.
- Explain the additional measures, including the encouragement of face masks\*
  - \*It must be recognised that this may not be appropriate for some individuals due to their disability, physical condition or mental health.
- Advise the Support Worker will contact the Client 24 hours prior to the session in order to check-in and understand if they, or anyone in either their household or work-bubble, are displaying any coronavirus symptoms.
  - If the Client, anyone in their household or work-bubble or if the Support Worker display any of the coronavirus symptoms then the session will be rescheduled or switched to remote (should everyone feel well enough).
- Encourage Clients to travel safely to support session by walking or cycling and where not possible, to use public transport or car.

## **Additional Measures**

Further to the measures discussed during the initial booking between the administrator and Client, the additional measures listed below will be implemented during the face-to-face session.

### **Face-to-Face Sessions – Office Locations**

Both the Support Worker and Client are expected to adhere to the following:

<b>Additional Measure</b>	<b>Who</b>
Text message issued 24 hours prior to the session to check-in and ensure no coronavirus symptoms being displayed.	Support Worker – Issue Text. Client – Response to Text.
Wash hands or use hand sanitiser upon arrival / start of the session and again on departure / end of the session.	Support Worker & Client.

<p>Clean surfaces using antibacterial wipes at the beginning and again at the end of a session. Areas to include, where appropriate:</p> <ul style="list-style-type: none"> <li>• Door handles.</li> <li>• Desk.</li> <li>• Chair.</li> <li>• Keyboard &amp; Mouse.</li> </ul>	<p>Support Worker.</p>
<p>Encourage use of face masks*.</p>	<p>Support Worker &amp; Client.</p>
<p>Open windows, where possible, to allow air ventilation.</p>	<p>Support Worker.</p>
<p>Position chairs to encourage a sensible distance between Support Worker and Client.</p>	<p>Support Worker &amp; Client.</p>
<p>A minimum of 15 minutes gap between room bookings, allowing for ventilation and cleaning of space.</p>	<p>Support Worker &amp; Administrator.</p>

The Support Worker to be provided with the equipment needed to complete these measures as these items may not be readily available at office.