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**COVID-19 Information Pack | Residential users**

Updated June 2021

With COVID-19 we have made changes to how we work together on site. These changes have been made with reference to the Scottish Government guidelines, with an understanding of our different users’ diverse needs.

Please read this document carefully in order to understand what to expect of us and your time here and what is expected of you while on site.

Remember:

**F**acecoverings in enclosed spaces

**A**void crowded places

**C**lean your hands and surfaces regularly

**T**wo meter social distancing

**S**elf isolate and book a test if you develop symptoms

**Questions and contact**

If you have any questions about this pack or our COVID-19 measures please get in touch by emailing Jenny on jenny@ssw.org.uk or phone 01464 861372 leaving a message with your number and we will call you back.   
  
If you would like this information in another format, for example audio, please contact us using the details above.

**Before you travel to SSW**

We cannot welcome you to SSW if you have had symptoms of COVID-19 in the past 10 days, or have been instructed to self isolate, unless you have had a negative test result since. Let us know you are unwell or self-isolating over the phone and we will reschedule your booking or offer a full refund.

If you have been ‘shielding’ throughout lockdown we would suggest you make a measured decision about whether you will feel safe to visit within our safety measures.

The SSW team are carrying out regular lateral flow testing. We suggest you consider taking a test before travelling and/or throughout your stay if you have access to COVID-19 tests. Unfortunately we cannot provide these.

**Travelling internationally**

If you are travelling to SSW from another country, please check the latest government guidelines on travel and quarantine at gov.scot.uk. We regret that you cannot quarantine at SSW.

We encourage all users to travel with care and consideration for the community here in Lumsden.

**Additional information**  
  
NHS Inform — Information on COVID-19 in Scotland: www.nhsinform.scot/  
  
Scottish Government — Information on international travel: www.gov.scot/publications/coronavirus-covid-19-public-health-checks-at-borders/

**Arriving at SSW**

The SSW site has been split into ‘zones’ to minimise the crossover of people who are here for different reasons. Before you travel to SSW you will be told which zone you will have access to.

The zones are clearly defined with signage and floor markings.

When you arrive look for the entrance to your zone and wait at the entrance for a member of staff to meet you. We will ask if you have had any symptoms of Coronavirus in the last 7 days and ask you to sign in to Track and Trace.

The first time you visit a staff member will run through an induction with you so you know how we work, our safety measures, and can make yourself at home.

**Living on site**

The number of households resident on site will be revised regularly in line with restriction levels in Scotland.

Level 2 and above – Two households on site and in No.17 one household for short-term visits or two households for long-term stays (over one week).

Level 1 – Four households on site and two in No. 17 regardless of residency duration. maximum of two households per bathroom.

In both locations you will have access to a kitchen shared with the other households, with a personal set of utensils and cookware.

Residents are asked to clean bathrooms in between use if shared with another household.

Households on site at SSW are asked to use their bathrooms as their main toilet on site. Households staying at No 17 will be allocated a second bathroom on site for convenience.

If you would prefer to not share accommodation, then we can suggest other suitable places to stay nearby.

**Keeping safe on site**

Across the site, everyone is asked to maintain 2m physical distancing from each other at all times. Although it is difficult, we ask that you do not greet people with a hug or handshake, instead a wave and a smile would be safer.

2m physical distancing will be made easier by restricted capacities in rooms and signed ‘pinch points’ where it may be difficult to keep 2m distance from another person.

You will notice new hand sanitising stations and improved handwashing facilities. Please make use of these as you move around the site.

Bring a pocket packet of tissues with you to catch coughs and sneezes.

**In the workshops**

Wearing a face covering in zones 1 & 2 is mandatory, unless you are seated at a desk or eating lunch. At times, you may need to swap this for a dust mask or visor depending on what you are doing in the workshops.

In the workshops you will be allocated a workspace and toolbox. This will be yours for the duration of your visit. The workspace and tools are disinfected after the previous user by technicians. After you are finished with them, we will ask you to give all your tools and workspace a quick clean to help protect our technicians.

There are some tools and equipment which may be shared with other users. Generally this will be power tools and larger equipment. As always, you will need to be inducted to use these tools and the technicians will show you how to safely clean them when you are finished.

It may be colder than usual in our main building as we will be increasing the ventilation through open doors and windows. Please be aware of this and wear layers to keep warm.

Due to increased cleaning the workshops will be open from 10am to 4:30pm.

**Working with a technician**

If you are learning something new or need help with a process, the technicians may need to come within 2m of you. To keep everyone safe, they will wear extra PPE, for example a visor and gloves. They will minimise the time spent within 1m of you and may ask you to step back from your workstation to a point where you can observe from a distance.

It is important that you are as aware of the technician’s personal space as they are of yours. Please do not approach them within 2m without their consent.

**PPE**

Please bring your own PPE wherever possible. As always, we will have dust masks available to purchase.

Ear guards, eye protectors, leathers and visors will be available if you do not have your own. These items will be quarantined and/or disinfected between users.

If you cannot bring your own boilersuit or coveralls we can lend you a set. We will ask what size you will require before you come and provide a sizing chart to help. The overalls will be quarantined and washed at a high temperature with ‘Warewash’ between users.

**Cleaning**

To reduce the spread of the virus through surface contact on the SSW site we will be carrying out increased cleaning in workshops 1 & 2. There are several aspects we will need your support with:

* Wiping down your workstation and tools after use.
* Wiping down the shared bathroom after you use it.
* Wiping down any surfaces in the kitchen / coffee area after you have touched them.
* Wiping down any handles as you move through your zone.

We have made sure to provide wipes and cleaning products conveniently where you will need to use them.

Residential cleaning

Residential zones 4 & 5 are considered private zones and we will only deep clean these between users. As such you will be required to keep on top of cleaning in these personal areas, including taking out your rubbish and wiping surfaces, with consideration for any other households sharing the space.

All bedrooms and bathrooms will be deep cleaned as per the government regulations between use. Our laundry is sent to the laundrette and you will be provided with your own bathmat. We cannot provide towels.

**If you fall ill from COVID-19 at SSW**

If you start to feel unwell while you are working at SSW, or you start to show symptoms of COVID-19, you will need to self isolate for 10 days and arrange for a test via the NHS.

If you live in Scotland and have travelled by car you may choose to go hole immediately and self-isolate at home. However, if you have travelled from further afield or via public transport you may need to self-isolate at SSW. In this instance we will do all that we can to make sure you have what you need and are looked after.

If one user has received a positive test result, any other users sharing the same residential zone will also be required to self-isolate for 10 days, unless they receive a negative test result. This is unfortunate but in line with government guidelines. If anyone who is self-isolating goes on to develop symptoms they will need to self-isolate for 10 days following the initial onset of their symptoms.

We will not charge anyone for additional nights’ stay due to self-isolating. While you are self-isolating you will have access to your primary zone only and we will offer a proportional refund against workshop access / undelivered course days.

**Materials sheets**

We will continue to record your materials on a materials sheet for invoicing after your visit. We will ask you to keep a record on the sheet and pass your completed sheet to the technicians before you leave. We may also take a photo of the form while you are on site for your records.

**Payment and invoices**

The SSW office is not open to the public. If you want to check on your account or invoice please phone us and we will advise over the phone. We can no longer accept payment in cash or cheque. Payment will be by bank transfer or online card payment only. We are happy to help with this if you have any questions and can support you to do this over the phone.

**Cancellations**

This is an uncertain time and despite the protections we have put in place there is a chance that we will need to cancel your booking at short notice. In this instance we will either reschedule or offer a full refund.

If you are unable to attend because you are self isolating or ill from COVID-19 then please let us know as soon as you can. We will reschedule your booking where possible and if this isn’t possible we will offer a full refund. Please refer to the terms and conditions for further information with regard to payment and cancellation.