

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:

- Facecoverings in enclosed spaces
- Avoid crowded places
- Clean your hands and surfaces regularly
- Two-metre social distancing
- Self-isolate and book a test if you develop symptoms

Questions + Contact

If you have any questions about this pack or our COVID-19 measures, please get in touch with Jenny on jenny@ssw.org.uk or phone us on 01464 861372.

If you would like this information in another format, for example large print, 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.

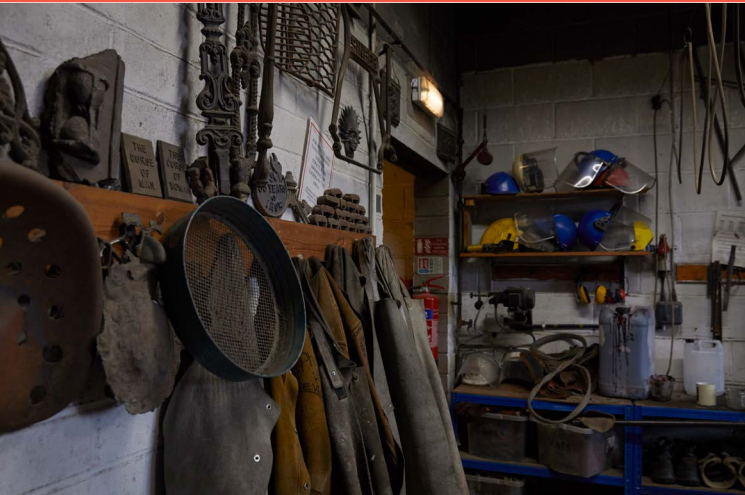
The SSW team are carrying out regular lateral flow testing. It is very easy to order free tests in Scotland and we suggest you consider taking a test before visiting. To order tests visit: test-for-coronavirus.service.gov.uk/order-lateral-flow-kits

Arriving at SSW

The SSW site has been split into 'zones' to minimise the crossover of people. Before you travel to SSW you should check which zone you will be using. This will be zone 1 or zone 2.

The site is open from 10am. When you arrive, follow the signs to 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 COVID-19 in the past 7 days. If you have had symptoms we will ask you to come back when you feel better.

The first time you visit we will run through an induction so you know how we work on site and keep safe.



Keeping safe on site

Across the site, everyone is required 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 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 zone 1 & zone 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 working on.

In the workshops and/or studio 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 in your zone. 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 now close at 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 technicians' and other users' personal space as they are of yours. Please do not approach anyone 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, regular cleaning in workshops zones 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.

If you fall ill with 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 go home to self-isolate immediately. A staff member might ask you to leave, or you might inform them that you are starting to feel unwell.

We will close down the zone you have been working in and other users will be asked to leave too. If you have had close contact with a technician they will also go home to self-isolate. The zone will be quarantined for 72 hours and then deep cleaned before opening again.

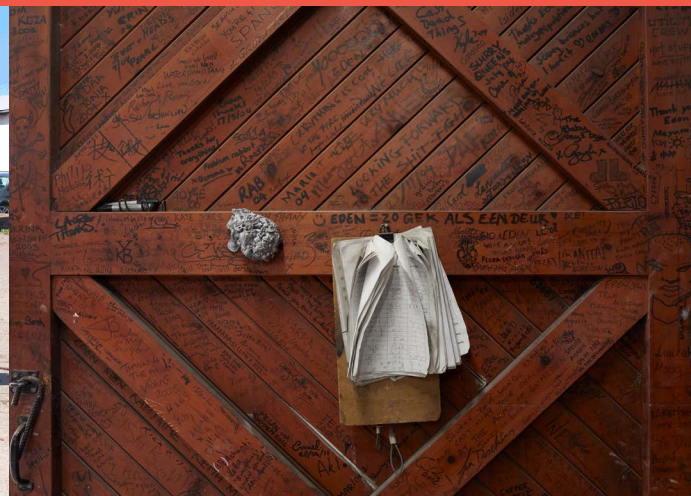
If you are diagnosed with COVID-19 up to two days after your visit please let us know as we have procedures in place to protect future users and staff.



Lunches + coffee

Each zone has a kitchenette (fridge / kettle / sink) but no access to the bothy for heating food. Please make sure to bring a packed lunch with you, and any utensils, mugs, waterbottles you may need.

Zone 1 has a seating area for eating lunch. If you are working in zone 2 you will need to take your lunch outside or in your car.



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 our records.

Payments & 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.