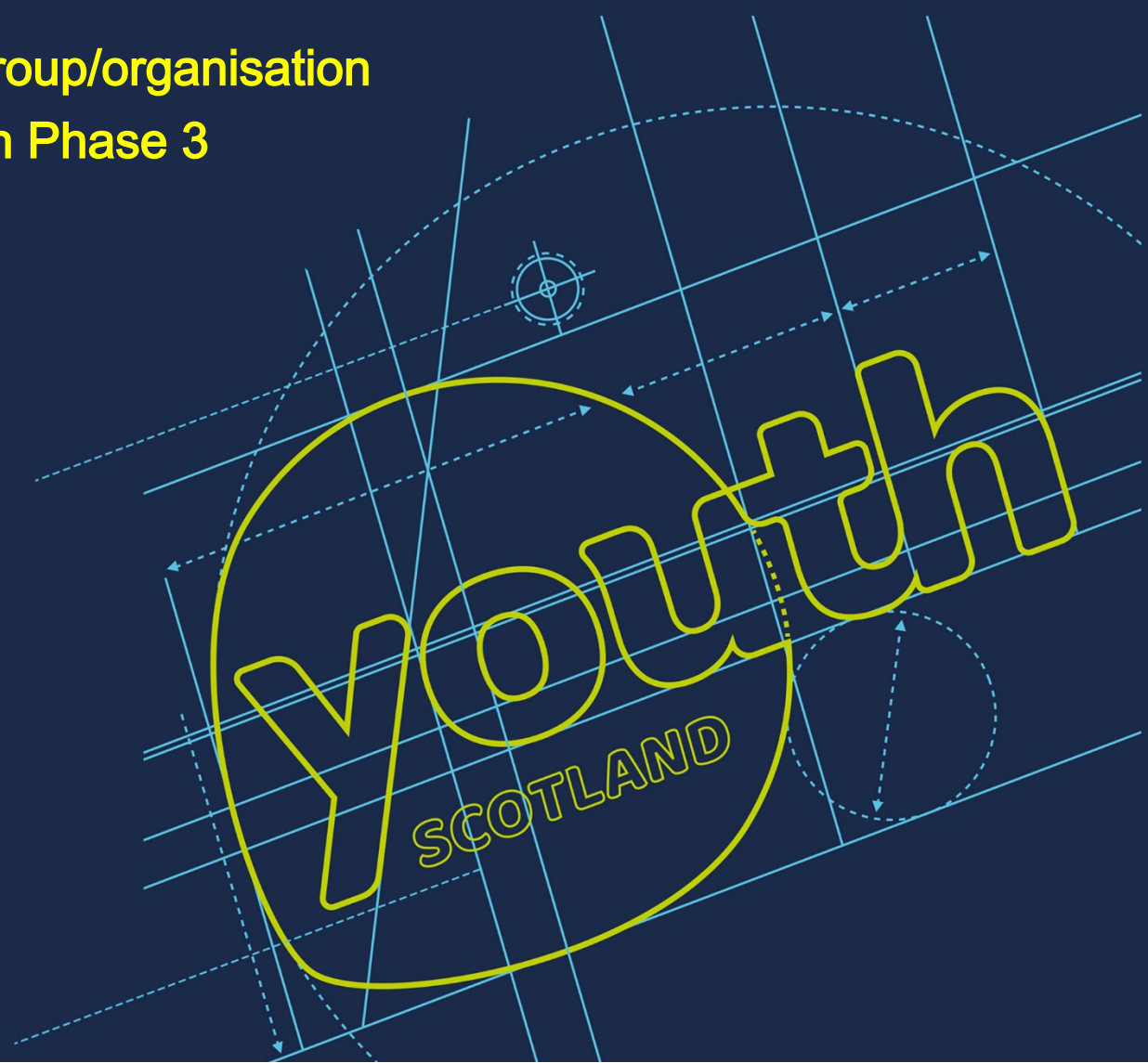




Reopening of Indoor Youth Work Toolkit

Practical planning for your youth group/organisation
to use with the national guidance in Phase 3

Version issued: 4/9/2020



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Introduction to The Toolkit

Welcome to Youth Scotland's Reopening of Indoor Youth Work Toolkit. This toolkit is designed to be a practical resource for community-based youth groups who are planning to return to indoor youth work in accordance with the national Youth Work Guidance.

The national guidance has been drafted with a sector-wide working group, including Youth Scotland, and has been collated by YouthLink Scotland before being reviewed and approved by the Scottish Government and Public Health Scotland. The guidance has been written to align with other guidance that supports the *Coronavirus (COVID19): Scotland's route map through and out of the crisis* publication.

This toolkit includes an Action Plan Template, outlining key areas to consider with the guidance; a risk assessment template, again to help you put the guidance into action; example guidance for face-to-face training sessions; example indoor hygiene/social distancing procedures. To support the toolkit, we also have a range of poster templates to be printed for your building. Links to these are found in the appendices.

Putting it to use

We would recommend following these 3 steps to get the most from the guidance and our toolkit:

1. Read through the Youth Work Guidance, available at: <https://www.youthlinkscotland.org/media/5131/covid19-guidance-updated-4th-sept.pdf>
2. Work through this toolkit with your team and trustees
3. Consult with your young people, youth workers and trustees to implement your plan for a safe return

We are confident that if you work through this toolkit alongside the national guidance, you will be well placed to assess when and how you can resume indoor youth work.

We understand how difficult it has been to stop delivering face-to-face youth work and would like to thank all of our members for their professional, safety-first approach to returning safely.

Insert your logo here instead of



Returning to Indoor Youth Work : Action Plan Template

Youth Group Name :

Proposed reopening date:

Completed by:

Review date:

You should use this template as a starting point but adapt to your own youth work setting . You should ensure that you are following the latest national Youth Work Guidance collated and issued by the Scottish Government and YouthLink Scotland . All risk assessments and action plans should be signed off by a manager or designated trustee/ committee member. Staff refers to both paid and unpaid youth work staff .

1. Preparing for re -opening indoor youth work

Task/Action	By Whom	Action	Completed Date
Prepare an action plan, outlining how staff and volunteers will return to indoor youth work . You can use this template to help you.	Trustee/ Manager		
Consult with staff, volunteers and young people to ensure any concerns raised are addressed and to ensure that everyone knows what is expected of them when they return to indoor youth work .	Trustee/ Manager/ Staff/		
Review existing risk assessments to include relevant controls/procedures required for COVID 19. The risk assessment should cover all aspects of your building, and proposed activities.	Trustee/ Manager/ Staff/		

<p>Undertake a building walk through inspection and follow guidance on water services and gas services and follow the latest youth work guidance.</p> <p>(Example risk assessment available at https://youthscotland.org.uk/covid-19/)</p>			
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2. Managing Risk (See also following sections for more detail on managing specific areas of risk)

Task/Action	By Whom	Action	Completed Date
Ensure that your Insurance Cover is up to date.			
Prepare notices/signs advising about the importance of handwashing, good hygiene, social distancing and face coverings (Example signs available at https://youthscotland.org.uk/covid-19/)	Trustee/ Manager/ Staff/		
Ensure all toilets are equipped with soap and paper hand towels and that you have an enhanced cleaning regime for toilets in place.	Trustee/ Manager/ Staff/		

Set up additional handwashing stations with hand -sanitiser at the front entrance and in each room.	Trustee/ Manager/ Staff/		
Ensure work, activity and communal areas are cleaned regularly throughout the day in line with your cleaning plan. (Example later in this toolkit) Cleaning materials, hand sanitizer and PPE to be purchased and put in place regular check to ensure that stocks are replaced.	Trustee/ Manager/ Staff		
Set up guidance for how people should move around the building e.g. a one-way system, social distancing, clear entrances and existing, safe queuing for toilets etc	Trustee/ Manager/ Staff/		
Review risk assessments for staff, volunteers and young people and follow up on any actions raised.	Trustee/ Manager/ Staff		
Review work that can be delivered from home/outdoors if indoor youth work has to close again e.g. local lockdown .	Trustee/ Manager/ Staff/		

Review staff working areas, ensuring adaptations are put in place to ensure safe working e.g. 2m distancing, screens, etc.	Trustee/ Manager/		
Review activity areas, ensuring that adaptations are put in place to ensure safe working. Follow guidance on social distancing and group sizes. See latest YouthLink Scotland/Scottish Government national youth work guidance .	Trustee/ Manager/		

3. Managing staff and volunteers

Task/Action	By Whom	Action	Completed Date
<p>Implement a phased return of staff to indoor youth work.</p> <p>Ensure that staff and volunteers have a Return to work induction and are up to date with revised risk assessments and new procedures .</p> <p>You may wish to consider a reduced staff team on site at any one time to ensure that all Health and Safety guidelines can be followed but you must also follow Child Protection Guidelines at all times.</p>	Manager / Trustee		

<p>Prepare a staffing plan, detailing where /when staff will working at the youth centre/group, liaise with all staff individually ; consideration should be given to those staff who are vulnerable; who have caring responsibilities etc.</p> <p>The Action Plan/Risk Assessment should also include any workplace adaptations required, to ensure staff can return to indoor youth work safely. You should not ask staff to return to youth work indoors until these are put in place. Ensure risk assessments do not directly or indirectly discriminate against those staff with protected characteristics and ensure all assessments/amendments do not have an unjustifiable negative impact on these groups .</p> <p>Refer to latest guidance on staff /young people who are or who have been shielding ; Risk Assessments should reflect these groups .</p>			
<p>Review layout of workstations to enable staff to follow 2 m social distancing e.g. move desks; use screens; arrange staff to work side by side or facing away from each other rather than face to face. Where relevant, if desks or rooms not to be used, mark them with tape or signs saying, “out of use.”</p>	<p>Manager/ Trustee</p>		

Support Staff Wellbeing: undertake regular review of working arrangements and communicate with staff/ volunteers e.g. team meetings/ support & supervision sessions etc. Use digital options where possible to minimize risk.	Manager/ Trustee		
Ensure any building and services maintenance are scheduled for times which minimize interaction with staff/young people .	Manager/ Trustee		

4. Managing communal areas

Task/Action	By Whom	Action	Completed Date
Implement markings/signage around the site to indicate one -way flow (entry/exit points)	Manager / Trustee/Staff		
Implement social distancing markings in specific areas e.g. Reception; Stairs; etc.	Manager / Trustee/Staff		
Implement social distancing markings outside building and consider staggered arrival/departure times for young people .	Manager / Trustee/Staff		

Review staff/ sign in/departure procedures and communicate updated procedures to all staff .	Trustee/ Manager		
Review young people sign in procedures and update to avoid use of shared pens/devices. Communicate updated procedures to all staff and young people . Ensure that you have attendance register for all young people/staff/visitors to support the Test and Protect system.	Trustee/ Manager/Staff		
Have hand sanitizing station at building entrance and ensure that everyone uses it before entering the building	Manger/ Trustee/ Staff		
Install screens at reception/ waiting area to protect staff if possible	Manager/ Trustee		
Reduce movement around the building where possible by limiting non-essential movement between rooms/floors/venues.	ALL		

Regulate use of high traffic areas throughout the building to ensure social distancing. Ask young people (aged 12 and over) to wear face coverings in busy areas	ALL		
Have hand-sanitizing stations in all rooms and encourage staff and young people to use regularly	ALL		
Equipment: follow guidance on the safe use of equipment	ALL		
Kitchens: Put in place protocol for kitchen use to minimize risk and ensure social distancing. This may involve limiting use to key staff and ensuring social distancing and hygiene measures are followed. (See Workplace Protocols example later.)	All		
Toilets: put in place protocol for use of toilets and ensure that staff, volunteers and young people follow latest guidelines on social distancing whilst using and waiting to use toilets .	All Staff		

5. Accidents and incidents

Task/Action	By Whom	Action	Completed	Date
<p>During an emergency, use the building evacuation procedures ; you do not have to follow social distancing if doing so will impact on the evacuation.</p> <p>Ensure that as soon as it is safe to do so, staff/volunteers/young people follow hygiene measures such as handwashing and return to following guidance on social distancing.</p> <p>Staff/ volunteers/young people to be advised of procedures</p>	Manager / Trustee/Staff			
<p>First Aid: robust infection control procedures should be in place and followed at all times. There is specific guidance for first responders (COVID-19: guidance for first responders) which sets out what you are required to do if you come into close contact with someone as part of your first responder duties. Scottish Government guidance should also be followed regarding infection control procedures, including the use of gloves and aprons, and where PPE is required.</p>	Manager/ Trustee/First Aiders			

6. Cleaning and hygiene

Task/Action	By Whom	Action	Completed Date
<p>Scottish Government guidance should be followed regarding infection control procedures, including the use of gloves and aprons, and where PPE is required.</p> <p>Remove any fixtures and fittings that may help spread of COVID 19 and which will be difficult to clean and sanitise.</p>	Manager/ Trustee/Staff		
Site will be cleaned by cleaners prior to opening . Cleaners will be provided with appropriate PPE.	Manager / Trustee Cleaners		
Windows will be opened for ventilation	All		
Hand sanitisers will be located at specific areas throughout the site	All		
Cleaning products to be available in all work areas to ensure frequent cleaning . Appropriate PPE will be provided.	All		
Frequent cleaning of high traffic touch points and surfaces e.g. door handles; handrails, drinks dispensers, IT equipment and printers etc.	All		

Ensure you have adequate waste disposal bins and follow guidance on safe waste removal. Encourage a clean desk policy.	All		
Put in place an enhanced cleaning schedule for busy areas e.g. toilets, reception, corridors, stairways etc .	All		
Notices/Posters to be displayed around site outlining clear guidance on hygiene .	Manager / Trustee		
Hand sanitisers available at specific locations on site	All		
Cleaning materials to be put in place for goods being delivered on site; Staff/ volunteers to be advised on procedure	All		
Staff/ volunteers to be advised that they should not arrange personal deliveries to the premises .	All		

7. Declaration

Further to the release of the national guidance for youth work by Scottish Government, Public Health Scotland and the youth work sector, we have:

- Read and reviewed the official guidance for youth work in combination with Scotland's Route Map Through and Out of the Crisis
- Reviewed our own internal policies and risk assessment(s)
- Have completed this action plan in accordance with the current guidance

Name (print)

Signature

Role/position

Date

__/__/__

__/__/__

__/__/__

Example Guidance for Face -to -Face Youth Training Sessions during COVID 19

Equipment and surfaces

All equipment used during our session will be sanitised at the beginning and end of each day, and in between uses. Young people should be allocated individual equipment to use and sharing of equipment should be avoided if at all possible.

Tabletops and any other smooth surfaces, including door handles etc. will also be sanitised at the beginning and end of each day and doors will be propped open to reduce touching of door handles. Doors that cannot be propped open, e.g. fire, security and toilet doors, will be sanitised throughout the day.

Personal hygiene

Young People and youth workers are required to wash their hands regularly, using soap and water for at least 20 seconds each time, or to regularly use hand sanitiser if unable to access a sink. This includes

- Upon arrival at centre
- Before and after using the toilet
- Before and after eating
- After blowing your nose, coughing or sneezing (NB used tissues must be disposed of straight away into a bin)
- Regularly during sessions
- Before leaving the centre

Social distancing

We will assess the room before the session and agreed the maximum number of people who can attend the session, allowing space for social distancing where required. Groups should not be more than max 30, including all youth workers and young people. However, smaller groups will be required for smaller spaces.

Young people should be encouraged to sign up in advance to ensure that numbers will not exceed the maximum allowed for the session.

Young People and youth workers should be mindful of social distancing and keep a distance of at least two meters from others when possible in order to keep social interaction to a minimum. Under 12's are not required to socially distance from each other.

To assist with this please

- Choose the seat furthest away from the door when entering the room
- Do not queue for access to toilets etc. unless you can keep two metres apart
- Do not congregate in groups in the breakout area or when smoking outside

PPE

Appropriate PPE will be provided by the centre where this is required e.g. for people undertaking practical tasks which any shared equipment to be used.

Delegates can bring or be allocated relevant PPE when attending sessions if this has been assessed as being required. This could include,

- Disposable gloves
- Apron

- Face mask or visor

The trainer will reserve the right to insist on particular PPE or equipment that must be used and that PPE or equipment brought for personal use is sufficient to protect anyone affected.

Any PPE worn at the training centre must be removed and disposed of in the designated PPE waste bin at the end of each day or course and should not be placed in normal waste or recycling bins.

Medical and sickness

We expect that Young People will self-assess and not travel or attend if they are displaying symptoms or have any concerns about whether to attend. Anyone who arrives and is clearly unwell will be instructed to leave immediately.

If you experience COVID-19 symptoms whilst attending a course, you must inform the trainer immediately and go home, trying not to touch or physically contact anything in the building.

If you are unable to leave immediately you will be placed in an isolated room while you wait for assistance to arrive.

If this occurs, we will conduct full cleaning and sanitisation of necessary areas and equipment and will advise all other participant. The trainer will also report the incident to senior management to ensure track and trace procedures are followed.

Every situation will be treated sympathetically to avoid embarrassment for the individual and others potentially involved.

Everyday Youth Centre: Example Workplace Procedures

Covid -19 Hygiene and Social Distancing Procedures for Staff:

These procedures have been produced for the purpose of Health and Safety and protecting all staff returning to work in EVERYDAY YOUTH CENTRE during the re-opening of indoor youth work during Phase 3. These procedures will be reviewed alongside our Covid -19 Risk Assessment and will be updated on a regular basis and keeping in line with the Scottish Government guidelines and NHS guidelines.

All staff are required to adhere to EVERYDAY YOUTH CENTRE's Covid19 Hygiene and Social Distancing procedures outlined below, to help reduce the risk of spreading Coronavirus and to help keep both themselves and other colleagues protected at all times. Should staff have any concerns about these procedures being adhered to, please speak with the Manager/ Designated COVID Lead Trustee

Hygiene Provisions and Procedures:

- **Hygiene stations:** These are now located throughout the building and provide touchless anti-bacterial hand sanitiser gel dispensers; surface wipes; tissues; protective gloves and foot operated pedal bins.
- **Hand sanitising:** All staff and young people are required to use the hygiene provisions to sanitise their hands at all times prior to and after touching all shared surfaces/items/ materials.
- **Staff using shared surfaces/items/materials:** All staff are required to clean any shared surfaces/items/materials after touching them using the anti-bacterial materials and dispose of any tissues and wipes correctly as outlined below.
- **NHS guidance – Catch It, Bin It, Kill It:** All staff are required to carry out this guidance of using tissues etc. to cover sneezing or coughing and to dispose of any tissues, wipes correctly and ensure young people do the same.
- **Disposal of tissues; wipe; gloves; face masks:** All staff and young people are required to dispose of any tissues, wipes, face masks, gloves etc. correctly, using the foot operated pedal bins and to ensure no used items are left exposed to other people.

- **Additional building cleaning** : This will be carried out prior to re-opening the youth centre and will continue on a daily basis by the cleaner, with staff additionally cleaning all shared surfaces between each session using anti-bacterial cleaning products. All staff are asked to adhere to a clear desk policy and tidy activity area policy to allow thorough cleaning throughout and to help prepare in the event of a staff member or young person starting to experience Coronavirus symptoms within the premises.
- **Wearing and provision of face masks:** It is now a legal requirement to wear a face mask if travelling on public transport and in shops and busier indoor public spaces. It is currently a personal choice, should staff wish to wear a face covering in the centre. However, both staff and young people are encouraged to wear a face covering in busy areas like the entrance and corridors. EVERYDAY YOUTH CENTRE have a small provision of disposable and re-usable face masks available for staff and young people who require support with this provision. If using own cloth face coverings, these should be washed after use.

Social Distancing Provisions and Procedures:

- **2-meter social distancing guidelines:** Floor markings have been fixed in key places to identify the 2-meter social distancing around the premises including in waiting and activity areas. We have also marked out socially distanced workstations to allow a small number of staff to return to the centre office during the first phase of the centre re-opening. All staff are required to adhere to keeping within these restrictions and respect the social distancing guidelines with other colleagues and where required with young people. Currently young people aged 12 and over are required to socially distance, as are staff.
- **Challenging Social distancing zones:** There are areas within the premises where staff and young people cannot be 2 meters apart and these will be identified as Challenging Social Distancing Zones. Door/wall signage has been fixed to identify the areas where entry is restricted to only one person at a time due to the size of the room/area. Signs will also be placed on the stairs/corridors encouraging staff and young people to wait until they are clear to use.
- **Protective screens:** These will be provided and located where required, such at the reception area to protect staff.
- **Staggered work patterns:** Staff returning to the workplace will be offered flexibility of working days in the centre and working from home. Staggered start/finish/lunch times will be co-ordinated to help further reduce risk whilst attempting to maintain

office and phone cover during the office hours. An agreed new timetable for the centre will be created and agreed with staff and young people

- This will take into account the restrictions, a maximum of 30 in a group including all young people and adults – providing there is space to allow for this size of group where social distancing required. We will aim to leave a minimum of 20 minutes between sessions to allow for cleaning and also restrict the number of sessions in one day. Groups should be encouraged to stay together in a bubble and not mix with other groups using the centre at the same time. We will aim to stagger start and finish times for youth groups and encourage young people to avoid crowds gathering at the entrance/exit. A move to online booking and payment for sessions is encouraged and will help to ensure that no more than the maximum number of participants and staff are in the building at any time.

Office Premises and Entry/Exit Procedures:

- **Entry/Exit to the premises:** It is not viable to place a hygiene station outside of the premises and therefore staff and young people are asked to sanitise their hands, immediately on entering the premises.
- **Front entrance hygiene station:** This is located inside the front entrance and all staff and young people are required to carry out the hygiene procedures outlined above upon entry and exit of the building.
- **Internal doors:** Doors will be fixed open at session arrival and departure where appropriate, to reduce the touching of door handles. For the purpose of Health and Safety, all doors, especially fire doors, must be closed at whilst sessions are running.)
- **Keys:** Room keys are located in the secure storage located in the centre office and all staff must adhere to the hygiene and social distancing procedures outlined.

Delivery Workers and Visitors Procedures:

- **Arriving at the front entrance:** Floor signage is located at the front entrance for the purpose of delivery services or visitors to the office, asking them to wait at that location until called upon / assisted by staff.
- **Deliveries:** To be dropped off either outside or inside the entrance and staff to adhere to the hygiene procedures immediately after handling.

- **Visitors:** Once visitors are permitted back to the office; it is essential that all visitors are asked to carry out the hygiene and social distancing procedures outlined.

WC Toilet Facilities:

- **Toilets:** All of the toilets provide hand washing facilities; touchless anti-bacterial hand wash dispensers, paper hand towels and foot operated pedal bins. All staff and young people are required to adhere to the hygiene procedures outlined.
- **Toilet allocation fixed use:** Staff teams will be fixed and allocated to share designated toilet facilities. Young people will be told which toilets to use.
- **Waiting area for use of toilets:** On approach, and to reduce the touching of door handles, please be aware of the bathroom door locks indicating when in use (locked) / not in use (not locked).
- **Sanitary Units:** These are provided in both bathrooms and are pre-treated with an anti-bacterial protection.

Refreshment Stations, Lunches and Shared Kitchen Facilities:

- **Refreshment stations for staff:** Refreshment stations are provided and located for staff in both offices (fridge available); and kitchen (reception office staff). All staff are asked to only use the refreshment station located in their work area (some exceptions for kitchen use) to reduce the touching of shared items. All staff are required to adhere to the hygiene procedures outlined.
- **Lunch Break for staff:** Staggered lunch breaks will be co-ordinated with staff to ensure the social distancing guidelines are adhered to in managing the use of the kitchen and its shared facilities safely. It will be helpful for staff and to bring in pre-prepared lunches where possible.
- **Vending Machines:** These can still be used but should be cleaned regularly and all users should use the hand-sanitising station placed next to the vending machine.
- **Water coolers** – These should be used to fill water bottles only and all users should use the hand-sanitising station placed next to the water cooler. Young people should be encouraged to bring full water bottle to minimize use.

- **Kitchen is a restricted area (challenging social distancing zone) - one person at a time:** As the kitchen is a small space and unable to accommodate the social distancing guidelines of 2 meters, this will be a restricted area and therefore only one person is allowed in at any one time. All staff using the kitchen shared items – work surfaces; sink; fridge; microwaves; kettle; tea/coffee/sugar/milk containers must adhere to the hygiene procedures as outlined.
- **Dishwasher:** The dishwasher has now been placed out of use until further notice. Staff should use their own designated dishes and cutlery.
- **Lunch/refreshment utensils:** All staff are required to manage/wash their own lunch/refreshment utensils (cups, dishes, cutlery) and store at their workstation (storage box provided). Utensils can either be provided by EVERYDAY YOUTH CENTRE or bring in your own.
- **Access to the kitchen cupboards and additional utensils** : These will be closed off until further notice. This will be reviewed again in next phase.
- **Allocated staff workstations:** The office workstations have been reviewed and some desks removed to accommodate the 2-meter social distancing guidelines. Therefore, staff identified as returning to the office will be allocated to a new workstation until further notice. All workstations should adhere to a clear desk policy before leaving the office each day to help with the additional office cleaning.
- **Storage of staff workstation items:** Where workstations have been removed / allocated out of use, those staff workstation items have been placed in marked storage boxes and placed in the small meeting room, where staff can access when requested.
- **Training/Activity room:** Staff allocated to the training room must ensure to remove laptops, mobile devices, and any other equipment, as well as clear tables before leaving the office each day. These should be cleaned and then taken home or stored in designated safe space.

Shared Office/Work Equipment Use:

- There are a number of office equipment items that are required to be shared use amongst staff working in the office. All staff are asked to adhere to the hygiene procedures for shared surfaces/items/materials for the following:
- **Photocopier and printers:** See separate procedures outlined further on.

- **Stationery Items:** All staff should use their own stationery items and store at their own workstations. If you require additional stationery items, please see admin staff/ Operations Manager for your stationery requirements/orders. These will then be treated as per incoming delivery parcel procedures outlined below.
- **Portable laptop/mobile phone devices:** All staff are asked to keep to using their own allocated/owned devices. Should staff require the use of another device, please speak with the Operations Manager, where available, to co-ordinate the use of another device.
- **Telephones:** Staff will be required to use only their designated workstation phone or mobile for calls. Sharing of devices is to be discouraged but if any devices are to be shared, should be cleaned thoroughly and time left between uses to minimize risk of infection.

IT – Laptop/Mobile Devices:

- **Working between the office and home:** Where possible, staff are encouraged to take their work devices home each day to prepare in the event of suddenly not being able to come into the centre. For staff travelling on public transport/walking/cycling, arrangements will be made to allocate a designated secure storage space for you to store laptop/mobile devices.

Handling of Mail and other delivery/collections:

- **Incoming mail:** On arrival, the postie will ring the door and should be asked (via phone entry) to drop the mail inside the front entrance, where possible. Where the postie requires a signature, the staff member should put on gloves and use the stylo/pen to sign the device (although signatures are not a requirement for now) or option to sanitise hands after handling.
- **Outside Mailbox:** Admin staff should be checking this on a daily basis for other postal deliveries where the office has been closed / or no one in to answer door.
- **Handling of hard copy mail/delivery parcels:**
 - Staff are required to adhere to the hygiene procedures outlined for shared surfaces/items/materials and either wear gloves when handling any incoming hard copy mail/parcels delivered or sanitise their hands immediately after handling.

- The staff member dealing with incoming mail is then responsible for scanning relevant mail and emailing to the appropriate staff (both working in the office or from home).
- Should staff working in the office require the hard copy mail/materials, these can either be placed securely for the 72 hour quarantine period, or where possible, print out the scanned copy for themselves.
- Once the scanned copy is sent and filed electronically, the hard copy paperwork should then be shredded as per our GDPR procedures - do not place any personal data or confidential paperwork in recycling.
- Staff handling mail items and also using the photocopier to scan should then ensure to sanitise their hands and the photocopier immediately afterwards and avoid touching their face during handling the mail.
- **Mail/parcel delivery items and 72 hr Quarantine Procedure:**
 - The 72-hour quarantine guidance should be applied and items placed in a secure location. Where this may not be possible at times i.e. items are required to be processed within certain timescales, then the above handling procedures to be applied. See also link to Government Guidance: [Govt. Guidance on Support for Businesses During Coronavirus](#)
 - Staff member receives hard copy mail/materials as per procedures above and without opening, places in the secure storage (black locked boxes) leaving for 72 hours before opening. Then scans and emails to staff where possible.
 - Staff member receives hard copy mail/parcel items and opens
- **Disposing of packaging:** Outside packaging/envelopes should then be disposed of in the appropriate waste/recycling bins provided and not left around for others to be exposed to.

Photocopier and Printing:

- **Sending print jobs and collecting at printers:** Office staff have access to sending print jobs from their computer devices. When picking up printing at any of the printers, disposable gloves should be worn where you are likely to pick up other staff member's printing. Staff are encouraged to keep their printing runs to a minimum where possible.
- **Handling photocopier/printer equipment:** Should staff require to handle the photocopier/printer if the paper requires replacing, or paper jams etc. or photocopying/scanning – all staff are required to adhere to the hygiene procedures.

- **Photocopier Room** – is identified as a challenging social distancing zone and only 1 person is allowed in this room at any one time.

First Aid Treatment:

- First Aid Treatment will be provided by a first aid appointed staff in the first instance, where available. There is specific guidance for first responders ([COVID-19: guidance for first responders](#)) which sets out what you are required to do if you come into close contact with someone as part of your first responder duties. [Scottish Government guidance](#) should also be followed regarding infection control procedures, including the use of gloves and aprons, and where PPE is required.

Centre Maintenance Service Providers:

- All maintenance service provider personnel visiting the office are asked to carry out the hygiene and social distancing procedures as outlined above whilst carrying out their work. The Operations Manager will advise staff in advance where maintenance service providers are scheduled to come into the office to carry out work.

Outside shared spaces – car park; back garden/benches:

- All staff and young people must continue to adhere to the hygiene and social distancing procedures as outlined above whilst also outdoors and touching any shared surfaces and items -benches, chairs, gate, etc.

Face to Face youth work sessions with young people

Equipment and surfaces

All equipment used during our session will be sanitised at the beginning and end of each day, and in between uses. Young people should be allocated individual equipment to use and sharing of equipment should be avoided if at all possible.

Tabletops and any other smooth surfaces, including door handles etc. will also be sanitised at the beginning and end of each session. Doors will be propped open at arrival and departure times to reduce touching of door handles. Doors that cannot be propped open, e.g. fire, security and toilet doors, will be sanitised throughout the day.

Personal hygiene

Young People and youth workers are required to wash their hands regularly using soap and water for at least 20 seconds each time, or to regularly use hand sanitiser if unable to access a sink. This includes

- Upon arrival at centre
- Before and after using the toilet
- Before and after eating
- After blowing your nose, coughing or sneezing (NB used tissues must be disposed of straight away into a bin)
- Regularly during sessions
- Before leaving the centre

Social distancing

We will assess the room before the session and greed the maximum number of people who can attend the session, allowing space for social distancing where required. Groups should not be more than max 30, including all youth workers and young people. However, smaller groups will be required for smaller spaces.

Young people should be encouraged to sign up in advance to ensure that numbers will not exceed the maximum allowed for the session.

Young People and youth workers should be mindful of social distancing and keep a distance of at least two meters from others when possible in order to keep social interaction to a minimum. Under 12's are not required to socially distance from each other.

To assist with this please

- Choose the seat furthest away from the door when entering the room
- Do not queue for access to toilets etc. unless you can keep two metres apart
- Do not congregate in groups in the breakout area or when smoking outside

PPE

Appropriate PPE will be provided by the centre where this is required e.g. for people undertaking practical tasks which require any shared equipment to be used. This should be kept to absolute minimum.

Delegates can bring or be allocated relevant PPE when attending sessions if this has been assessed as being required. This could include,

- Disposable gloves
- Apron
- Face mask

The youth worker will reserve the right to insist on particular PPE or equipment that must be used and that PPE or equipment brought for personal use is sufficient to protect anyone affected. In most circumstances, there will be no need for PPE to be worn for general activities.

Any PPE worn at the centre must be removed and disposed of in the designated PPE waste bin at the end of each day or course and should not be placed in normal waste or recycling bins.

Medical and sickness

We expect that Young People will self-assess and not travel or attend if they are displaying symptoms or have any concerns about whether to attend. Anyone who arrives and is clearly unwell will be instructed to leave immediately.

If you experience COVID -19 symptoms whilst attending a session, you must inform the youth worker immediately and go home, trying not to touch or make contact with anything in the building.

If you are unable to leave immediately you will be placed in an isolated room while you wait for assistance to arrive.

If this occurs, we will conduct full cleaning and sanitisation of necessary areas and equipment and will advise all other participants. The youth worker will also report the incident to senior management to ensure track and trace procedures are followed.

Every situation will be treated sympathetically to avoid embarrassment for the individual and others potentially involved.

Youth Scotland:

Balfour House, 19 Bonnington Grove,
Edinburgh EH6 4BL

Tel: 0131 554 2561

Fax: 0131 454 3438

Email: office@youthscotland.org.uk

Twitter: @youthscotland

Facebook: [fb.com/youthscotland](https://www.facebook.com/youthscotland)

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