



Operational Procedures for a Typical Working Day for Support Workers during the Emergency Staffing Period

(Please note, the Trustees have extended the Emergency Staffing Period to 31/12/20)

All staff must adhere to our **Prospects Trust Covid-Secure Placements Risk Assessment**. As we will be supporting vulnerable adults, many of who are classified as high risk, we ask that all staff wear a face mask during session times, and carry an individual Infection Prevention Kit with them, which will contain: anti-bacterial spray, hand sanitiser, disposable gloves, spare face masks, anti-bacterial wipes, personal pens which will be provided by The Trust.

SOCIAL CARE FOCUSED HORTICULTURAL SUPPORT WORKER:

1. The staff under this category will report to Hannah
2. The Social Care Team will be allocated a working zone for their shift, and are solely accountable for the co-workers allocated to that zone on the day they are working
3. They will liaise with Hannah about their set working tasks for the day, and gather necessary equipment and prepare their working area
4. They will ensure that all PPE is ready for when allocated co-workers to that zone arrive
5. Co-workers in different zones will have staggered start and finish times, as well as staggered break and lunchtimes, to avoid congestion at pinch points such as the toilets and handwashing areas (please note extra toilets and hand washing facilities will be installed before the return of co-workers)
6. Upon arrival of co-workers, staff will ensure that they have everything they need (lunch, fluids, boots, gloves etc)
7. Start the work tasks allocated by Mark and communicated to the Zone Team via Hannah
8. Stop for break and lunchtimes in their zoned areas, ensuring co-workers are spaced 2 metres apart (once this is ensured, only at this time can masks be removed)
9. Support all co-workers with handwashing to ensure infection prevention and control
10. Clean down any areas used after each use to ensure infection prevention and control
11. Whilst allocated zoned areas must be used, it does not mean that all tasks will have to be completed in this area. A working plan of the day will be put together, however, to ensure that groups do not overlap each other, or come into contact
12. Lunchtimes will be a chance for the farm focussed team to socially distance and join a group, allowing for staff members to take a break if needed
13. Hannah will be on call at any point during the day for any support or assistance required

FARM FOCUSED HORTICULTURAL SUPPORT WORKER:

1. This role will fall under the supervision of Mark
2. Staff will arrive and head directly to their zoned area, to liaise with Mark about the tasks for the day
3. Staff will start work on the tasks laid out immediately, some of which may be alongside a social care focussed group
4. Staff will try to have their lunch break in one of the zones, to allow for a chance to socialise and give social care focussed staff the chance to take a break if needed
5. The staff on this team will oversee all aspects of the horticultural side of the farm, allowing the social care support workers to focus on the co-workers, keeping them safe, and providing meaningful activity for them

GARDEN TEAM FOCUSED HORTICULTURAL SUPPORT WORKER:

1. The staff under this category will fall under the supervision of Tom
2. For social distancing reasons, the Garden Team will only be able to offer one placement per day
3. Staff will arrive in the morning, and prepare their truck ready for the day
4. Staff to meet co-workers at the truck, and head straight out for the day
5. Staff are expected to clean down their trucks and equipment at the beginning and end of each working session
6. All equipment used must be cleaned down after use, if the co-worker they are supporting will be using it after, and vice versa

RETAIL FOCUSED HORTICULTURAL SUPPORT WORKER:

1. The staff under this category will fall under the supervision of Tom
2. Staff to comply with environmental health opening checks
3. Customers will be served from the door in compliance with 2 metre distancing guidelines
4. Any offsite containers entering Unwrapped to be handled with gloves and all contact surfaces cleaned afterwards
5. Ensure hand sanitiser is applied before and after every service
6. Card machine to be cleaned down after chip and pin use
7. Staff to support co-workers to serve customers, work in the storeroom and complete orders
8. Staff to remotely supervise co-workers when using the toilets
9. Co-workers to use hand gel and wash hands under staff supervision when returning into Unwrapped
10. Ensure the social distancing guidelines are adhered to by anybody coming onsite