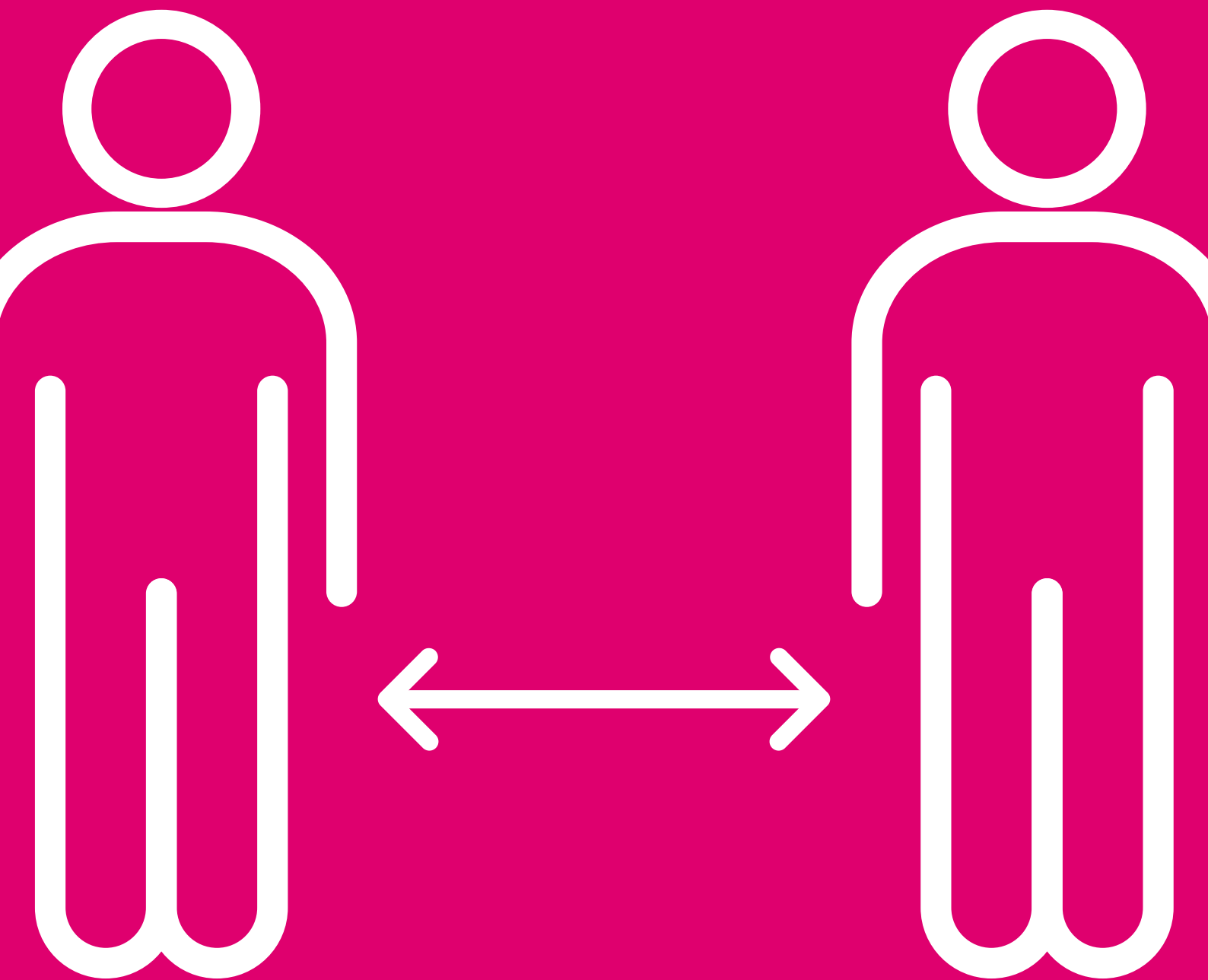


Glasgow Life: Guide to returning to work



PEOPLE
MAKE
GLASGOW

Stay Safe
Glasgowlife™

Purpose of this guide

Our key priority is the safety of our staff, volunteers and the public who use our services. This guide aims to give an overview of the changes Glasgow Life is introducing to support safe working in its buildings and venues. While some of the changes may differ according to where you work, the general principles apply in all our venues.

In all cases, you should not return to work if you are experiencing any coronavirus symptoms and you should inform your line manager immediately.

We'll continue to be led by the Scottish Government's guidance on coronavirus in terms of our duty of care to all our staff. For more information, visit the Frequently Asked Questions section of the staff web portal:
<https://www.glasgowlife.org.uk/emergency-information>.

Version 1: Monday 29 June 2020

As lockdown restrictions are eased and new government guidance is released, updates to this guide will be reissued to all staff.

Stay Safe
GlasgowLife[™]

Returning to work after Coronavirus



Dear colleagues

Lockdown restrictions in Scotland are gradually beginning to ease; reflecting our collective efforts to stop the spread of coronavirus.

As we move through the Scottish Government's four-phase recovery plan, the focus will increasingly turn to the safe reopening of Glasgow's businesses and workplaces.

The challenges we've all faced during lockdown have been unlike any other. I know it's not been easy and I want to thank you for the incredible resilience and commitment you've shown in keeping Glasgow Life running throughout this difficult time. We now need to prepare for a new way of working.

As it has been from the outset of the Covid-19 pandemic, your health and wellbeing remains our priority and we'll continue to ensure safety is at the heart of how we all work.

As government guidance changes and we get ready for the reopening of some of our public venues as well as our head office at Albion Street, this will see more of us returning to our place of work in the coming weeks.

Our Infrastructure Support, HR and service teams have been working throughout lockdown to develop our Workplace and Venue Recovery Plans. This ensures we have the right physical distancing and hygiene measures in place and that the conditions of your workplace are as safe as possible.

Glasgow Life is committed to helping you stay safe. Further information will be shared in due course and should you have any questions about the issues in this guide, please raise them with your line manager.

I'd like to thank you for your continued hard work and support during these unprecedented times.

Best regards

Bridget

A handwritten signature in black ink that reads "Bridget McConnell". The signature is written in a cursive, flowing style.

Dr Bridget McConnell CBE
Chief Executive, Glasgow Life

Before you return to work



Discussion with my line manager

- Your line manager will contact you and agree a suitable date and time for a phone call to discuss your return to work.
- Your line manager will talk you through any changes that are being introduced at your place of work including any alterations to your usual rota/shift pattern.
- Your line manager will explain specific cleaning and hygiene arrangements for your venue or place of work, including any PPE requirements. This is in line with health and safety risk assessments which Glasgow Life has recently undertaken across its buildings and venues.
- Your line manager will let you know whether you need to attend a pre-return to work orientation and induction session at your venue/facility.
- Your line manager will discuss your individual health and personal circumstances and whether you require any support or have any concerns. Please also see our health and wellbeing support and resources section at the end of this guide.
- Your line manager will ask you about your travel plans for getting to and from work.
- **Note to managers:** guidance notes will be sent to you to support this conversation.



What I need to do now

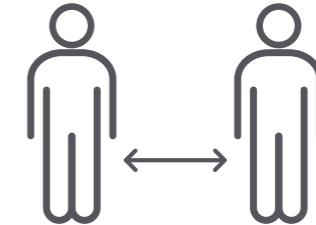
- Your line manager will ask you to complete Glasgow Life's '**Coronavirus awareness**' online training course on GOLD. This is mandatory before returning to work. If you're unable to access GOLD training online, your line manager will send you the course materials.
- If your role involves dealing with the public, your line manager may also ask you to complete the '**Dealing with difficult situations**' GOLD training course.
- Please also familiarise yourself with Glasgow Life's behaviours at the end of this guide.

Getting to work



- If possible, please commute to your place of work using healthy, sustainable modes such as walking or cycling, or travel by car if necessary, ahead of using public transport.
- If you do need to take public transport, please avoid peak hours as much as possible; respect physical distancing; wear a face mask and wash your hands before and after travelling.
- Glasgow Life will support the government's aim for the safe management of travel demand through staggered start times and flexible working patterns that avoid peak travel periods. Any impacts on shift patterns from adopting these practices will be reviewed by managers.
- Whichever way you choose to travel, the most important thing is to continue to follow current health advice, including avoiding touching your face in public and washing your hands regularly (at least once every hour).

Arriving at work



- Please be considerate and maintain physical distancing when arriving at your place of work.
- Highly-visible external and internal signage will explain any new rules or protocols as well as identify safe distancing for reception and waiting areas. Reception furniture will have been removed to reduce public touch points.
- Floor markings and one-way walking routes will be introduced when entering/exiting and moving through your workplace to support safe physical distancing. Please follow local instructions.
- Signage will outline the safe use of lifts, including limits on passenger numbers. Please take the stairs over lifts wherever possible. Remember not to touch your face after using the handrail and wash your hands as soon as you're able to.
- Managers may change or stagger start finish and break times to reduce the number of staff entering and exiting the workplace at any one time.

While at work



Capacity

- Spaces within some workplaces will have been reorganised in order to allow physical distancing. Some work areas may have been closed off, or workstations removed. You may be asked to move desk or change position. Your line manager will inform you if this is the case.
- Additional limits on staff numbers will be managed through a rota/shift system. This will be determined by your line manager or Head of Service to ensure the most appropriate working arrangements are in place for your team.



Hygiene

- We have a shared responsibility for the health and wellbeing of all Glasgow Life staff and customers. We must work together to keep everyone safe in our workplaces by maintaining good hygiene standards and following physical distancing rules.
- Hand sanitiser and/or dispensers will be provided in workplaces, although regularly washing your hands with soap and hot water for at least 20 seconds has proven to be more effective against Covid-19.
- Please use a tissue, or the crook of your arm, to cover your mouth when coughing and sneezing and turn away from your colleagues.
- Posters and other signage will be displayed to remind you of the behaviours expected within your workplace to limit the spread of coronavirus.



Cleaning

- The frequency of cleaning will be increased, including daily cleaning of 'high touch' surfaces such as entry points, lifts, door handles, light switches, equipment/appliance handles, meeting rooms and other shared spaces, kitchens and toilets.
- You will be required to undertake a daily clean of your own workstation/area including your desk, laptop, keyboard, monitor, desk phone and mobile. At the end of each day please clear your desk of all personal items, returning them to your locker or individual storage space, or take them home with you.
- Please follow local instructions regarding cleaning responsibilities within your workplace. Cleaning materials will be made available by your line manager.



Shared spaces

- Your workplace may put restrictions on the use of shared spaces and equipment, please follow local guidance.
- Try to minimise printing. Please clean printers, particularly touch screens, between uses. Remember to wash your hands before and after use.
- Please try to limit sharing any equipment or workstations. Where this is unavoidable, please clean the equipment or area prior to and after use.
- Toilets will be available for staff use. Please wipe down any surfaces you touch with the cleaning materials provided.

While at work



Tea/coffee breaks and lunch

- Use your own tea or coffee cup and don't leave it in the kitchen. Bring your own water bottle.
- Please clean all kitchen surfaces and equipment including kettles and microwaves after each use.
- Please bring in food for yourself. Don't share food or leave it in open areas or shared cupboards.
- Bring your own utensils and store them where no-one else can access them, or take them home daily. Wash everything before and after use.
- If storing food in the fridge, make sure it's within a sealed, labelled container and remove any leftovers when leaving the workplace.
- Don't eat your lunch in meetings and follow physical distancing rules if sitting in a shared space.



Meetings and visitors

- You should continue to hold meetings virtually, using your phone or video-conferencing. Where a physical meeting is absolutely necessary, you should get approval from your line manager to hold this and strictly follow the principles set out in this guide.
- As physical meetings are gradually reintroduced, room capacities will be revised to promote physical distancing with some chairs and tables removed to reduce touch points. The number of people allowed in rooms will be shown on signage and room booking systems.
- Meeting rooms with access challenges or poor ventilation will be closed. Smaller meeting rooms may be reserved for one-to-one meetings only.
- In line with government guidance, please do not invite visitors into your workplace, with the exception of any contractors who need to carry out essential work.

Our workplace behaviours



Treat others with respect and kindness

- We will show empathy, recognising everyone's situation is unique and many of our colleagues and customers continue to face challenges as a result of Covid-19.
- We will remember to listen to others, taking their feedback on board.
- We will show kindness and patience in our interactions with colleagues and customers who are anxious about returning to work or engaging with our services again.
- We will respect their space and their right to feel and express their emotions in a professional way.

Supporting our return to work and the reintroduction of our services

Glasgow Life recognises that its workplaces and venues will be different when we start to reopen. The pandemic has affected people in many different ways and it's important to understand this as you go back to work. You or your colleagues may feel emotional or have concerns. Remember that this also applies to the people who use our services.

Our behaviours are a framework for Glasgow Life's shared principles and responsibilities. We hope you will continue to refer to them for reassurance and guidance in the weeks and months to come.



Be diligent about health and wellbeing

- We will instil confidence in our colleagues and customers through our diligent approach to their safety and wellbeing.
- We will follow physical distancing rules, maintain good hygiene standards and be mindful of the need for continuous cleanliness to make our work environment safe and accessible, and to reassure colleagues and customers.



Be open to change

- We will learn new ways of working; taking personal responsibility for continuing to follow government and public health guidance.
- We will think differently and show innovation as we evolve our services to continue reaching those most in need.
- We will celebrate and be proud of our individual and collective successes, recognising Glasgow Life's collective learning will strengthen our resilience and effectiveness, benefitting the people of the city.
- While we won't be able to reinstate all services immediately, we will be positive about the services we are offering and their value in the communities we serve.

A photograph of a woman with blonde hair in two braids, wearing a light-colored athletic tank top. She is smiling and looking towards the camera. The background is a blurred gym or fitness studio with other people and equipment visible.

Health and wellbeing

Support and resources

If you need support with any aspect of your health and wellbeing, there are useful links and resources on the staff web portal:

<https://www.glasgowlife.org.uk/mental-health-and-wellbeing>

All of these resources have been recognised as best practice and are recommended by the Scottish Government to support employee wellbeing during Covid-19.

Glasgow Life's employee assistance provider, Workplace Options, also offers round-the-clock support to you and your family members. This service is free, confidential, independent and available to you 24/7. They provide information, resources and counselling on any of the challenges that life may bring, including:

- If you're feeling anxious or concerned about the current situation
- Managing change
- Emotional wellbeing
- Bereavement and loss
- Debt and money management
- If you require legal assistance.

You can contact them on 0800 247 1100 or email assistance@workplaceoptions.com.

Services can also be accessed at www.workplaceoptions.com with the user name **GCC** and the password **Employee**.

Dedicated helplines are also available for employees who require support with LGBTI issues on **0800 138 8725** or BME issues on **0800 288 4950**.



Glasgow Life is funded by and delivers services on behalf of Glasgow City Council.

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