

## **COVID-19 Glasgow Life Venue re-opening Guidance**

### **1.0 Introduction**

The aim of this document is to help to underpin a successful re-opening of all Glasgow Life venues. This document will address any anticipated employee questions, anxieties and concerns.

The reopening of all Glasgow Life venues will be in line with the latest Government guidelines.

Communication with all Glasgow Life employees will be key. Keeping employees informed of what we are doing will help them to make their own decisions and give them some degree of security in these uncertain times.

Knowing they are valued and supported by their employer and that we continue to prioritise their health and safety will be pivotal to their wellbeing.

### **2.0 Return to work**

It will be vital to have a re-orientation or re-induction process for returning employees.

Managers should make an initial call to advise employees they are being recalled to work and agree a mutually convenient time to complete a return to work discussion.

The key focus for the return to work discussion is health, safety and wellbeing. A return to work document has been created and should be used as the base format for discussions. These forms should be held securely by the manager at the venue.

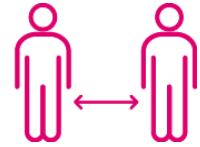
Managers need to have a sensitive and open discussion with every individual and discuss any adjustments and/or ongoing support to facilitate an effective return to the workplace.

This is especially important for those who have been shielding, have underlying health conditions and/or have been furloughed. The discussion should cover topics such as changes in company services or procedures, how specific customer queries or issues are being addressed, or changes in supply arrangements, as well as any changes to their work duties or tasks.

It could be that some employees require a phased return to their full role, or want to discuss a new working arrangement, especially if their domestic situation has changed because of the pandemic.

Managers should pay specific attention to employees who have particular requirements (e.g. health issues, disability, childcare or other caring responsibilities).

Managers should be aware that some employees who had a reasonable adjustment before may need a different one on their return to a workplace. Similarly, many individuals who didn't previously have a mental health condition may have experienced mental health challenges and need to discuss changes to help them overcome any barriers and fulfil their role.



### **3.0 Covid-19 occupational risk assessment**

Experts studying the virus have found evidence that age, sex, ethnicity and BMI, in addition to underlying health conditions, all contribute to an individual's risk of developing severe illness if they were to contract Covid-19.

A Covid-19 occupational risk assessment helps managers undertake a risk assessment with employees, specifically assessing the new and additional risk that Covid-19 poses if they were to contract the virus.

This is very different to a workplace risk assessment that puts measures in place to minimise the risk of transmission to anyone in the workplace, regardless of their vulnerability to the virus.

If an employee has been shielding, managers should discuss completing an occupational risk assessment during the return to work discussion. It is advisable that an occupational risk assessment is completed and managers should encourage employees to engage in this process.

If the employee does not have any concerns, or does not wish to engage in the process it is not mandatory, but the manager should ensure the employee knows that at any point they can request an assessment is completed with them.

For employees who haven't been shielding, if concerns are raised during the return to work meeting, managers should discuss completing an occupational risk assessment with them. Employees must consent to the assessment and should be active participants in the process.

The process uses factors such as age, ethnicity and BMI in addition to underlying health. If an employee does not feel comfortable disclosing personal characteristics with their manager, a constructive conversation can still take place as part of the return to work discussion.

The completed occupational risk assessment should be kept with the return to work discussion document, and be held securely by the manager at the venue.

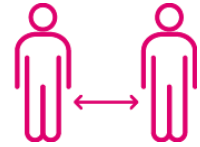
The Scottish Government has produced a template and guidelines for completing the occupational risk assessment which managers should refer to. This can be accessed here <https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-individual-risk-assessment-for-the-workplace/>.

For any other advice managers should contact their ER advisor.

### **4.0 Employees who have been shielding**

The Scottish Government has advised that those in the shielding category can return to work from 1 August 2020.

Managers should ask employees who have been shielding to provide a copy of their shielding letter and email it to [ERGL@glasgowlife.org.uk](mailto:ERGL@glasgowlife.org.uk). Employees who have been shielding should be encouraged to have an occupational risk assessment – see section 3.0.



## **5.0 Health and safety**

The health, safety and wellbeing of our employees is paramount and in line with Scottish Government guidelines, a Covid-19 risk assessment must be carried out on all Glasgow Life venues. This should be completed based on the guidance issued from the Health and Safety team.

Manager should ensure that when employees return to the workplace there is a familiarisation process.

Please ensure all employees are familiar with the following documentation:

Document name
Covid-19 Risk Assessment
Workplace Recovery Plan
Glasgow Life FAQs

## **6.0 Mental health and wellbeing**

With the emotional, psychological and physical readiness of the workforce in mind, there will be a number of resources available which will help employees through what may be a stressful and unpredictable change.

Available resources include:

- The Health and Wellbeing page available at our staff portal – <https://www.glasgowlife.org.uk/mental-health-and-wellbeing>.
- Workplace Options: Our employee assistance provider is available to support employees at any time on (freephone) 0800 247 1100. Services can also be accessed at [www.workplaceoptions.com](http://www.workplaceoptions.com) with the user name GCC and the password Employee.
- Websites such as [stress.org.uk](http://stress.org.uk) are available to help staff understand and manage stress.
- The Glasgow Club app is available to download and can support employees in looking after their physical health, which contributes to mental wellbeing.
- OHS advice line on 0141 428 3900

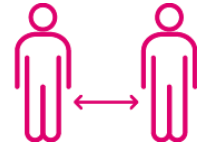
On Monday 16 March 2020, PAM Occupational Health confirmed that they would move to a telephone consultation model. Managers should continue to refer employees to the service, ensuring that referral forms are completed and sent to [amm.returns@glasgow.gov.uk](mailto:amm.returns@glasgow.gov.uk), copying in [OccupationalHealth@glasgowlife.org.uk](mailto:OccupationalHealth@glasgowlife.org.uk).

## **7.0 Training**

Any training and/or retraining should take place as soon as possible and employees should have completed any necessary GOLD training.

Any return to work training or safety briefings should be delivered online, if possible. For example, GOLD Handling Difficult situations and GOLD coronavirus Awareness.

Managers should liaise with the Learning and Development team for any specific training requirements.



## **8.0 Absence**

All employees should continue to follow the latest Scottish Government guidance.

If an employee who has returned to work becomes symptomatic then they should self-isolate for 10 days. If anyone in the employee's household starts displaying symptoms then the employee should stay at home and isolate for 14 days.

Employees will now be able to request a test to confirm if they have Covid-19 through the NHS. Employees are encouraged to arrange for a test as soon as possible. If an employee cannot access the testing service they should contact the Human Resources team at [ERGL@glasgowlife.org.uk](mailto:ERGL@glasgowlife.org.uk) and a test can be arranged for them.

If employees are absent, they are still required to maintain contact with their manager, on days 1, 4, 7 and every seven days thereafter.

If employees are absent through a reason other than Covid-19, normal absence reporting procedures apply, and from day eight employees should seek to provide a fit note. Due to current demand on the NHS however, a GP may not be able to provide employees with a fit note, and Glasgow Life will consider extending the period of self-certification, as well as accepting fit notes retrospectively.

## **9.0 Key actions for managers**

- ✓ Ensure that employees are provided with training, information, instructions and supervision which allows them to work safely.
- ✓ Liaise directly with employees who are returning to work and ensure that a one to one return meeting is completed.
- ✓ Make a diary note to keep in contact with those employees that have returned to work.
- ✓ Ensure that employees are aware of the support network around them and know how to access this. For example, Workplace Options and Occupational Health.

**This guidance should be used in conjunction with:**

- **Return to work discussion template**
- **Return to work guidance notes**
- **Return to Work Post Covid-19 FAQ**