

	<p style="text-align: center;">The Salvation Army United Kingdom Territory with the Republic of Ireland</p> <p style="text-align: center;">Coronavirus task force response document</p> <p style="text-align: center;">Manager's Guidance</p>	<p>Issued:</p> <p>Review by:</p> <p>Secretary for Personnel</p>
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1. Introduction and Purpose

As managers we are responsible to ensure that appropriate steps are taken to safeguard ourselves and others when a situation such as the COVID-19 affects our work. There is an increased duty of care given the services we provide and the many people who would be considered vulnerable whom we support. These are some guidelines for those who are in a position of line management.

2. Scope

This guidance is for all managers within The Salvation Army United Kingdom Territory.

3. Response

During a pandemic, applying good respiratory and hand hygiene practices and compliance with public health advice are likely to make the most important contribution. The risk of catching or spreading coronavirus can be reduced by avoiding unnecessary close contact with those who have symptoms and by adopting high standards of respiratory and hand hygiene at all times.

Those who do not have symptoms should continue normal activities. Those experiencing flu symptoms are asked to refrain from attending work or any Salvation Army activities.

3.1 Guidance for minimising the spread of viruses

As managers you we advise you to:

- Ensure adequate provision of cleansing materials are readily available
- Take steps to ensure your team is fully aware of The Salvation Army's infection control procedures, particularly provisions covering hand hygiene
- Make sure you know how to spot symptoms of coronavirus
- Follow normal sick procedures if personnel are unwell (employees/officers). Contact HR People Support for further support on 020 72057162 for employees.
- Understand the procedures in case someone in the workplace or activity develops the virus.

3.2 Planning for the continuity of core activities

An influenza pandemic is likely to result in significant issues, including increases in the levels of absenteeism, supply shortages and transport problems. At the earliest opportunity, you should review and update your business continuity plan relating to a pandemic.

You should:

- Identify core activities i.e. those upon which society is most dependent and other activities which are less critical and could therefore be curtailed if necessary.

- Plan on the basis of an increased demand for specific services. It is very likely that during a pandemic we will face increased calls on many of our services. It is very unlikely in the worse case scenarios that this will be manageable within existing resources.
- Take steps to ensure your team is fully aware of The Salvation Army's infection control procedures, particularly provisions covering hand hygiene.
- Ensure that adequate supplies of cleaning materials are readily available. Stores may soon experience supply issues, so we advise immediate purchase of additional cleaning supplies such as:
 - Antibacterial wipes
 - Hand sanitiser
 - Soaps
 - Disinfectants
 - Paper towels
 - Rubber gloves
 - Tissues
- If you contract others to provide cleaning services, check that they have contingency plans.
- Review your cleaning arrangements. For example, using antibacterial cleaning wipes to clean door handles, bannisters and other frequently touched surfaces.
- Ensure there is hand sanitiser in the main entrances and other key areas.
- Read the PHE guidance to ensure you are aware of what to do if someone falls ill within your setting.
- Use "ghost" shift changes where appropriate, so that personnel leaving one shift do not come into contact with personnel arriving for the next.
- Consider that schools and other organisations may close and this may impact personnel's ability to attend the workplace. Ensure you are familiar with possible solutions to this situation such as:
 - Temporary flexible working arrangements
 - Temporary homeworking where the work allows
 - Different shift patterns where possible
 - Relocation to a site more local to the employee's home where possible.
 - Parental leave
 - Annual leave taken at short notice
- Make sure everyone's contact numbers and emergency contact details are up to date
- Follow PHE guidance on business and international travel.
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
- Ensure remote working capacity is in place before it is needed (e.g. access to laptop/citrix and phones) and remind personnel of the process for logging in from home: LINK
- Think about reducing face-to-face meetings and to use teleconferencing, videoconferencing and the internet instead.

4. Monitoring and Review

This document will be updated and reviewed as required. Please regularly check The Bulletin and Our Hub for updates. As managers there is a clear responsibility to ensure you are keeping yourselves and your teams informed.

Date:	Version:	Author:	Amendments
05/03/20	1	HR Department	none