



COVID-19 POLICY

Graftingardeners Ltd are taking steps to reduce the risk of COVID-19 to our staff and our customers. All our staff are being kept updated on government issued guidelines and warnings daily to help them protect themselves and our customers. All staff are aware of the symptoms of coronavirus and what to do should they start to feel unwell or show any symptoms. All information is being kept updated whenever the Government has made any changes.

All staff have been supplied with wipes and hand sanitizer and all our staff have been advised to sanitize their hands after arriving and leaving any job to help keep them and our customers safe.

Stay alert, stay at home as much as possible, limit contact with other people, keep your distance if you go out (2 metres apart where possible) and wash your hands regularly.

Do not leave home if you or anyone in your household has any symptoms.

SOCIAL DISTANCING

Graftingardeners Ltd offer a no contact service. For customers who have rear or side access, there is no need to have any close physical contact at all. Our surveyor and teams can either meet you in the garden or they can simply phone you once in your garden to take your instructions.

If you need to give access through the house, our team can be masked as they move quickly through your home and you can then continue contact by phone if required.

SELF ISOLATION

If you are self-isolating, please do not come into the area in which the team is working unless it is absolutely necessary. If possible, please communicate with the team via telephone, if this is not possible then please use the social distancing guidelines by remaining at least 2m away.

If you do not have side access and anyone in the household shows symptoms the team will not go through the premises and will therefore not be able to carry out the work.

If any member of the household is being shielded and there is no side access the team will not go through the premises and therefore will not be able to carry out the work.



Do not leave your home if you or someone you live with has any of following:

- A high temperature
- A new, continuous cough
- A loss of, or change to, your sense of smell or taste

If you are self-isolating, you must make sure you do the following things:

- Stay at home
- You and everyone else in your household must remain at home. Do not go to work, school, or public areas, and do not use public transport or taxis.
- Nobody should go out even to buy food or other essentials, and any exercise must be taken within your home.

If you require help with buying groceries, other shopping or picking up medication, or walking a dog, you should ask friends or family. Alternatively, you can order your shopping online and medication by phone or online. Delivery drivers should not come into your home, so make sure you ask them to leave items outside for collection.

Further guidance on accessing food and essential supplies is available on www.gov.uk

OUR TEAMS

All our teams are supplied with the correct PPE, such as gloves, masks and helmets. They are also supplied with hand sanitizer and wipes and are fully advised on how to protect themselves and our customers during the COVID-19 outbreak.

Only 2 members of staff will travel in any one vehicle at any time, if there is more than 2 members of staff in a team they will travel in a separate vehicle. This means if there is a 3 or more-man team, 2 or more vehicles will be required to travel to site.

If any team member takes a break, such as for lunch, breaks will be taken in the van and staff must ensure they have washed or sanitized their hands before and after entering/leaving the van. Staff must always abide by social distancing guidelines and keep at least a 1 - 2m distance from public and any other persons on site.

If tools are to be shared between teams or team members, they need to be completely wiped down before and after use.

If the site requires daily briefings, these are always to be conducted outdoors keeping a 1 -2m distance.



DO NOT COME INTO WORK IF YOU FEEL UNWELL

Any member of staff who meets one or more of the following criteria should **not** come into work:

- A high temperature or a new persistent cough.
- A vulnerable person (by virtue of their age, underlying health condition, clinical condition or are pregnant)
- Is living with someone in self-isolation or a vulnerable person.

If you meet one or more of the criteria, please remain at home and follow the advice set out on the NHS 111 website.

If you have symptoms of coronavirus (COVID-19), however mild, OR you have received a positive coronavirus (COVID-19) test result, the clear medical advice is to immediately self-isolate at home for at least 7 days from when your symptoms started. Do not go to a GP surgery, pharmacy or hospital. You should arrange to have a test to see if you have COVID-19 – go to <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/> to arrange.

After 7 days:

- If you do not have a high temperature, you do not need to self-isolate
- If you still have a high temperature, keep self-isolating until your temperature returns to normal

You do not need to self-isolate if you have just a cough after 7 days. A cough can last for several weeks after the infection has gone.

If you live with someone who has symptoms, you will need to self-isolate for 14 days from the day their symptoms started.

If more than one person at home has symptoms, self-isolate for 14 days from the day the first person started having symptoms.

If you get symptoms, self-isolate for 7 days from when your symptoms start, even if it means you are self-isolating for longer than 14 days.

If you do not get symptoms, you can stop self-isolating after 14 days.

WHAT TO DO IF YOU FEEL UNWELL WHILE WORKING

If a member of staff feels unwell while at work with any of the following symptoms:



- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- A loss of, or change to, your sense of smell or taste

You should return home immediately and stay at home for a minimum period of 7 days.

- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin. (tissue is provided in each van)

If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online.

All members of the team will also have to stay at home for a minimum period of 7 days and follow advice on the NHS website on self-isolating.

TESTING

Anyone with symptoms of coronavirus (COVID-19) must immediately self-isolate and arrange to have a test to see if you have COVID-19 – go to <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/> to arrange.

If you develop symptoms you may wish to alert the people that you have had close contact with over the last 48 hours to let them know that you might have coronavirus (COVID-19) but are waiting for a test result. At this stage, those people should not self-isolate. Alerting those that you have been in contact with means they can take extra care in practising social distancing and good hand and respiratory hygiene. They can also be more alert to any symptoms they might develop.

People who have tested positive will receive a text, email or phone call requesting that they log into the NHS Test and Trace website to create a confidential account where they can record details about their recent close contacts. If you do not have access to the web, then you will be phoned by a contact tracer working for the NHS Test and Trace service. The information you provide will be handled in strict confidence and will enable the NHS Test and Trace service to contact those people and provide them with advice on whether they should go into self-isolation. This will help stop the spread of coronavirus (COVID-19). The people contacted will not be told your identity, but by alerting them when you first develop symptoms, you can help make sure that they are prepared for being contacted by the Test and Trace service.



WHAT IS COVID-19?

COVID-19 is a new strain of coronavirus and has not been previously identified in humans. It is a new strain of coronavirus identified in Wuhan, China in December 2019. COVID-19 is a new illness that can affect your lungs and airways.

The recommended incubation period for anyone suffering from COVID-19 is 7 days. If a person remains well after 7 days of being in contact with someone who has COVID-19 they have not been infected.

SIGNS AND SYMPTOMS OF COVID-19

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly
- A loss of, or change to, your sense of smell or taste
- Shortness of breath, difficulty breathing

These symptoms are just a guideline and the COVID-19 infection can have more severe symptoms in people with weakened immune systems, people aged over 70, pregnant women and those with long term conditions.

- If you have symptoms, stay at home for 7 days.
- If you live with other people, they should stay at home for 14 days from the day the first person got symptoms.
- If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days. If you have to stay at home together, try to keep away from each other as much as possible.

HOW COVID-19 IS SPREAD

Spread of Covid-19 is most likely caused by close contact (within 1m or less) with an infected person. The risk is likely to increase the longer someone has close contact with an infected person.

Respiratory secretions produced when an infected person coughs or sneezes containing the virus are most likely the main means of transmission. However, the virus can be transmitted by someone in close proximity (within 2m) who is infected or possibly inhaled into the lungs. It is also possible the virus is transmitted by an infected person touching a surface, object or by touching the hand of an infected person that has been contaminated with respiratory secretions.



SUMMARY

- wash your hands with soap and water often, for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze

- put used tissues in the bin straight away and wash your hands afterwards
- clean objects and surfaces you touch often (like door handles, kettles and phones) using your regular cleaning products
- clean a shared bathroom each time you use it, for example by wiping the surfaces you have touched

The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature. If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started. You do not need to call NHS 111 to go into self-isolation.

If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999.

Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.

To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue away immediately. Then wash your hands or use a hand sanitising gel.

Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

At the current time and based on our understanding of what is known of COVID-19 and other similar respiratory viruses, it is likely that older people and those with chronic medical conditions may be vulnerable to severe disease. As more information emerges, recommendations may change.

The advice in this policy is in line with advice and information from www.gov.uk and www.nhs.uk Coronavirus information.

This Policy will continually be reviewed and updated where/if necessary, to help keep our staff and customers safe.