

Office Opening - Frequently Asked Questions

Is CAH fully open?

No, we are opening up for a limited number of staff only to work from the office. We are not at this point opening up for clients and face to face advice.

Volunteers and staff will need to book time in the office. For staff/volunteers working on adviceline or Help to Claim lines the slots will be from 9.00am until 5.00pm. For staff doing admin the office will be open 10am -3pm. This is being done to avoid people arriving and leaving at the same time.

Do I have to come in?

No, staff should only come in if they feel it would benefit their well being or work environment. There is no obligation for any staff to come in. Where people can work from home they can continue to do so.

In terms of advice line priority will be given to volunteers.

We are working on securing funding to provide all of our volunteers equipment enabling them to work from home. When this is secured, adviceline will be equally available to staff and volunteers.

How do I book time in the office?

Sotira will be managing the rota supported by Monika. People will need to contact Sotira the week before they wish to come in. The rota for office attendance will be published on workplace each week.

Will the office be the same as it was before the lockdown?

No, things will be very different. It is essential that people read and understand the risk assessment.

Each service will be based in a specific room and the numbers of volunteers/staff allowed in the room at any one time will be limited to maintain social distancing.

Staff/volunteers will be allocated a desk on arrival by Monika.

Where will each service be based and how many people can be in each room?

| Room / Service | Capacity |
|-----------------------------------------------|-----------------|
| Adviceline room - Help to Claim | 2 |
| Large training room - Adviceline | 4 |
| Team Leaders Room - Team leaders/Receptionist | 3 |
| Advisors Room - IAG, CC staff | 5 |
| Crutch Room - Crutch, Volunteering | 3 |
| SMT Room - SMT | 3 |

How are we managing Covid-19 risks?

All staff/volunteers must be signed in on entry to the building. All staff/volunteers will need to sanitise on entry to the building. Sanitising stations have been installed throughout the building. People will be expected to wash their hands regularly.

Desks have been spaced to maintain social distancing. Staff and volunteers must stick to the allocated desks.

People will not be able to store food in the kitchen. If staff/volunteers want hot drinks they must bring their own cups, tea/coffee and milk in with them.

People can bring their own lunch in but must bring in their own cutlery and plates. People can not congregate in the kitchen.

Each room has visible signage clearly displaying the maximum number of people accommodated safely. These limits must be adhered to.

Do we have to wear face masks?

It is NOT compulsory for staff/volunteers to wear face masks. We are following government guidance and believe it is more important for people to maintain social distancing.

However, we do have a large stock of facial masks that are available to be worn if people wish and if people feel they may be unable to maintain social distancing.

Will Test and Trace Apply?

Yes we will be following NHS guidelines on Test and Tracing.

- All staff and volunteers must be signed in.
- Any staff and/or volunteers displaying symptoms of Covid-19 will be asked to get a test to see if they have the virus
- If a member of staff or volunteer who has been in the office tests positive for Covid-19 all those who have been in close contact will be alerted and advised to self isolate.

Can I arrange to meet a client in the office?

At this point, there will be NO circumstances in which it will be possible to resume face to face services with clients.

We are looking at how face to face appointments may be possible later on in the year but at this point all services will remain on a remote basis.

Clients can drop off paperwork only between 10.00am and 11.00am everyday.