

**Covid-19 Health and safety guidelines for site visits**

**Introduction**

This guidance provides information specifically aimed at helping to prevent the transmission risk associated with the Covid-19 virus (including variants) during scheduled visits to clients on site. It does not cover any other general health and safety associated with your job roles.

You should familiarise yourself with the content of this guidance before attending site visits, it will also serve as good reference for further continued work. Please see government and HSE guidelines for the latest information:

[Coronavirus (COVID-19): guidance and support - GOV.UK (www.gov.uk)](https://www.gov.uk/coronavirus?gclid=EAIaIQobChMIwuP276Xs7wIVKUCRBR0YUgHXEAAYASAAEgIHgPD_BwE)  
[Search HSE website](https://www.hse.gov.uk/search/search-results.htm?gsc.q=covid-19#gsc.tab=0&gsc.q=covid-19&gsc.page=1)

* If you have any concerns in attending site you should not attend or schedule a visit, you should speak to your line manager so any concerns can be addressed.
* If at any point during your visit you feel unsafe you should immediately stop work, leave the site and return home then contact your line manager when it is safe and convenient to do so advising on your concerns.

**All managers will support your actions to ensure your safety.**

You will not be required to visit a site and mix with others if you are clinically extremely vulnerable or clinically vulnerable (if you are unsure if you classify as somebody vulnerable please [see here](https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/who-is-at-high-risk-from-coronavirus-clinically-extremely-vulnerable/#:%7E:text=People%20at%20moderate%20risk%20(,(such%20as%20hepatitis))). You must not attend a site visit if you are experiencing any Covid-19 symptoms, self-isolating or have been in contact with anyone with Covid-19 and been informed by the track and trace programme, you must also not attend site if you have been in contact with anyone who may be displaying symptoms. You will not be required to attend a site visit if you are medically exempt from wearing a mask.

If you do not feel confident in attending a site and mixing with others please contact your line manager with your concerns.

Pre-visit

**Before booking a visit with a client you should:**

* Check government guidelines.
* Check local restrictions in the area.
* Check travel restrictions.
* Collect a signed pre-visit form from the client.
* Confirm the visit with your line manager.

**Pre-visit client survey form:**

* You must only carry out site visits where clients are comfortable with having visitors.
* Site visits will only be carried out when permitted and in line with government guidelines and local restrictions.
* You should download the “NHS TRACK AND TRACE APP” on your work mobile phone. [NHS COVID-19 - NHS (www.nhs.uk)](https://www.nhs.uk/apps-library/nhs-covid-19/)
* You should send the client you wish to visit a Covid-19 pre-visit form and ask them to fill it in, sign and date before returning this is to ensure yourself and the client are safe.
* Visits are not to be undertaken if clients are clinically vulnerable, self-isolating, experiencing Covid-19 symptoms, or have been in contact with anyone with symptoms or who have the virus.
* It is to your decision whether you attend a site based on the answers on the pre-visit form, you must inform your line manager with your findings.
* When confirming the appointment with the client you must send the customer confirmation reiterating required precautions.
* You must obtain as much information as possible before your visit to limit contact and exposure time.

**Travelling to site**

[Coronavirus (COVID-19): safer travel guidance for passengers - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers)

* You must contact the client on the day of the appointment to confirm nothing has changed.
* You should carry with you a letter of authorisation before leaving home in case you are stopped and questioned by police.
* If travelling with another colleague in a car you must wear a face covering, have adequate ventilation and take frequent breaks for fresh air.
* When using public transport you must wear a face covering at all times and abide by social distancing and all rules set out by the government and public transport agencies.
* You must plan your travel adequately and in accordance with company policy on driving long distances and excessive hours.
* Overnight stays must be booked in a covid-secure hotel.
* Limit your time spent in indoor public rest areas and garages, keep social distancing and always wear a face covering and sanitise your hands.
* It is advised that you clean your vehicle after each journey with anti-bacterial cleaner paying particular attention to the areas that are frequently touched for example: keys, door handles, steering wheel, mirrors, gear stick, radio controls etc. Check all cleaners before use to ensure they are compatible with the material of the car ensuring no damage to the vehicle. Used wipes, cloths and sponges should be disposed of immediately, and you should wash your hands immediately after.
* You must only use a hire car if you have signed confirmation it has had a thorough deep clean.
* Ensure to plan your journey for adequate rest and welfare facilities along the route.

**On-site**

* Arrive on-site at the agreed time and park or meet in the agreed designated area.
* Wash and sanitise your hands upon entering and leaving the site.
* Wear a face covering at all times.
* Do not make contact with another person. Handshakes and other forms of contact should be avoided.
* You should always practice good respiratory hygiene (catch it, bin it, kill it).
* Only use your own equipment while on-site (pens, cups, water bottles etc).
* Follow social distancing at every possible opportunity.
* If you are indoors ensure there is adequate ventilation in a room and keep gatherings with others to a minimum, with essential personnel only.
* Try to keep contact with surfaces to a minimum.
* The passing of items between people should be avoided where possible.
* You should use outdoor areas for meetings, discussions and breaks where possible.
* If you do not feel safe at any point during your visit you must leave in a safe and professional manner as soon as possible.
* Report any concerns to your line manager when safe to do so.
* You should sanitise your equipment after use and all masks and wipes should be disposed of in the correct waste receptacles.

**PPE**

[Working safely during coronavirus (COVID-19) - Guidance - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)  
[PPE and face coverings in non-healthcare work during the coronavirus pandemic: Overview - HSE](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm)

* Face masks should be worn at all times in public areas and enclosed spaces.
* Ensure the face mask is the correct size and fit for your face and is worn correctly.
* Ensure you change your mask after each site visit and dispose of the old one in the correct waste receptacle.
* Avoid touching your face and altering your mask when on the face.

**Key Points**

* Follow company policy at all times
* Follow Government guidelines
* Follow local restrictions
* Wear your face mask
* Keep socially distanced
* Avoid contact
* Sanitise regularly
* Keeping safe is the main priority
* If in doubt please speak to your manager in the first instance