



# Protocol Education

COVID-19 Agency Staff  
Re-Entry Plan

Protocol Education delivers a critical service to schools across England and as they now begin to return, we have updated our policies, processes and procedures to ensure the safety of all our stakeholders.

Our revised operating policy closely follows advice from Public Health England, the DfE and the World Health Organisation for effective management of the risks presented by COVID-19. All of our updated policies, processes and procedures are informed by and align with HM Government's current recommendations and will continue to follow governmental advice.

A board level COVID-19 team will meet weekly (and more frequently if the situation changes) to discuss current progress, issues and take any actions required.

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## Agency Staff Health, Wellbeing And Safety

We have clearly communicated the need for our candidates to follow government guidelines. This includes managing their personal risk of infection if they are experiencing symptoms or if they are living with someone with symptoms. We continue to communicate weekly with all candidates to remind them of these guidelines.

There is a two-factor pre-screening process in place before any candidate is placed into a booking. To be deemed available to work, all candidates are required to have completed a **Weekly Self-Certification Form** via our newly launched app. The form covers symptoms, testing, exposure, and self-isolations. Once successfully completed the candidate is made available to work. Secondly, a series of pre-screening questions are asked by the consultant immediately prior to placing the candidate into a booking.

In both cases, if any candidate is found to have contracted the virus, is displaying symptoms or has been in contact with someone infected with COVID 19 or displaying symptoms, however mild, they are advised to stay at home and not leave their house for at least 10 days from when the symptoms started (if they live alone), or 14 days (if they live with someone who has symptoms), and will not be considered available for work with Protocol Education during this period.

All candidates will be asked to carry a face covering with them and use it as directed by the school.

We have issued government guidance on working in education settings and CPD resources for managing the return to work process for candidates. We will continue to monitor the situation and guidance given and will update candidates as and when any advice changes. In addition to this, candidates have been encouraged to download the NHS Covid-19 App

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Updated November 5<sup>th</sup> 2020



## Working With Our Schools

We will provide our clients with complete transparency on the checks made for each candidate and each booking. Every candidate supplied will be made aware of all government guidance and best practice on working in educational settings during the pandemic.

It is a requirement of accepting a booking that each client provides us with a copy of their plans and procedures with regard to working at their school, including social distancing and the Government required Health & Safety Assessment of the working environment. This will be shared with all candidates in advance of bookings and before their arrival on site.

We will also ask all clients to advise us of any change to the risk level at their school, including any suspected or confirmed outbreaks of Covid-19. In the event of this being reported, we will work with the client and the candidate to agree the most appropriate way forward, following the advice available from Government, Public Health England and local medical professionals.

Every client will be asked to attend a brief weekly safety review, via phone or video call, to ensure that our candidates are following all required local site guidance and to ensure the site remains safe for our candidates.

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## Re-Entry Planning Assessment

Scenario	Hazards and Risks	Risk Level Very High, High, Medium, Low	Control Measures	Mitigation	Actions
Candidates returning to schools  (bookings or interviews)	Passing infection to others  Public/ Pupils/ School staff	Medium	<p>All candidates are to be screened before being offered a booking, to check if they are suffering any symptoms of COVID 19, or have been in contact with anyone who has the virus, is displaying symptoms or is in the vulnerable category.</p> <p>Self certification of coronavirus status required weekly</p> <p>All clients to brief candidates in full regarding new social distancing and H&amp;S practices in advance where possible and on arrival on site.</p> <p>Ensure candidate awareness of government advice in relation to staying safe and recognising symptoms through regular communications:</p> <p>The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:</p> <ul style="list-style-type: none"> <li>a new continuous cough</li> <li>a high temperature</li> <li>a loss of, or change in, your normal sense of taste or smell (anosmia)</li> </ul> <p>For most people, coronavirus (COVID-19) will be a mild illness.</p> <p>If anyone has any of the symptoms above they should self-isolate at home.</p> <p><b>Coronavirus Hygiene Guidance should be followed:</b></p> <ol style="list-style-type: none"> <li>Wash 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.</li> <li>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 in a bin immediately. Then wash your hands or use a hand sanitising gel.</li> <li>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.</li> <li>Where recommended, use face coverings in schools <a href="https://www.gov.uk/government/publications/face-coverings-in-education/face-coverings-in-education">www.gov.uk/government/publications/face-coverings-in-education/face-coverings-in-education</a></li> </ol> <p>Candidates should supervise young children to ensure they wash their hands more often than usual. They should do so thoroughly for 20 seconds with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands are covered</p> <p>Candidates to follow school procedures and policies in relation to social distancing, health and safety whilst on site.</p>	<p>Weekly self certification completed online.</p> <p>Weekly communication via email and on Protocol Education's candidate portal on managing hygiene and risks and self certification.</p> <p>Booking checklist completed for every candidate on current coronavirus status.</p> <p>School policies and risk assessment sent to candidates.</p>	<p>Our automated self-certification process ensures all available candidates self-certify each week and records all testing and self-isolations the candidate undergoes.</p> <p>Weekly emails to candidates communicating any changes to government guidance including reminders around infection control measures.</p> <p>We have created the facility to upload client risk assessment and H&amp;S information for candidates (via booking confirmations, online and verbal confirmations).</p> <p>Checklist added to booking process that our staff will need to complete before being able to confirm a booking.</p>

Scenario	Hazards and Risks	Risk Level Very High, High, Medium, Low	Control Measures	Mitigation	Actions
Candidate who has confirmed Coronavirus	Passing on infection to others  Public/ Pupils/ School staff	Very High	All candidates found to have contracted the virus should not be placed into bookings and advised to self isolate for 10/14 days. <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance">www.gov.uk/government/publications/covid-19-stay-at-home-guidance</a>  Bookings not offered until after period of self isolation.  Candidates to engage with the NHS Test and Trace process.  <b>Candidates to be referred for a key worker test via the following site:</b> <a href="https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested">www.gov.uk/guidance/coronavirus-covid-19-getting-tested</a>	Candidate diary blocked.  Certification held on file and updated weekly.	Our automated self-certification process will ensure all available candidates self-certify each week.  Checklist added to booking process that our staff will need to complete before being able to confirm a booking.
Candidate experiencing symptoms of COVID-19	Passing on infection to others  Public/ Pupils/ School staff	High	Candidates to engage with the NHS Test and Trace process, book a test and Self-isolate.  All candidates found to have contracted the virus should not be placed into bookings and advised to self isolate for 10/14 days. <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance">www.gov.uk/government/publications/covid-19-stay-at-home-guidance</a>  Bookings not offered until after period of self isolation.  <b>Candidates to be referred for a key worker test via the following site:</b> <a href="https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested">www.gov.uk/guidance/coronavirus-covid-19-getting-tested</a>	Candidate diary blocked.  Self Certification held on file and updated weekly.	As part of our automated self-certification development, candidates experiencing symptoms of COVID-19 are managed to ensure they cannot be placed in any booking until they are symptom free and the required time between a positive test and being able to come out of isolation has elapsed.
Candidates travelling on public transport	Risk of contracting infection and passing to others  Public/ Pupils/ School staff	High	Advice to candidates to avoid using public transport where possible. Recommend walking, cycling and other forms of transport where possible. Candidates will be reminded of the fact face coverings are now compulsory when using public transport.  <b>If using public transport follow recommendations of:</b> <ul style="list-style-type: none"> <li>Maintaining good hand hygiene</li> <li>Practice social distancing</li> <li>Follow NHS advice displayed on public transport</li> <li>Use contactless payment methods</li> <li>Be aware of the surfaces you touch. Be careful not to touch your face. Cover your mouth and nose with a tissue or your elbow when coughing or sneezing.</li> <li>Must wear a face covering</li> </ul> <b>Further Guidance on using public transport:</b> <a href="https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers">www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers</a>	Regular comms and online advice to candidates to avoid using public transport where possible.	Our candidate matching software enables us to prioritise available candidates who are local to each school.  We record on file whether a candidate has their own transport. This information is available to our consultant workforce when selecting candidates for bookings.

Scenario	Hazards and Risks	Risk Level Very High, High, Medium, Low	Control Measures	Mitigation	Actions
Candidates who are classified as vulnerable	Risk of contracting infection and passing to others  Public/ Pupils/ School staff	Very High	<p>All candidates are to be screened before being offered work to check if they are suffering any symptoms of COVID 19, or have been in contact with anyone who has the virus, is displaying symptoms or are in the vulnerable category.</p> <p>Self certification of coronavirus status required weekly.</p> <p><b>The UK Government has issued advice stating that for those who are over 70, those who have an underlying health condition or those who are pregnant should:</b></p> <ul style="list-style-type: none"> <li>avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or a new and continuous cough;</li> <li>avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible;</li> <li>work from home, where possible.</li> <li>avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs;</li> <li>avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media;</li> <li>use telephone or online services to contact your GP or other essential services.</li> <li>be particularly stringent in following social distancing measures.</li> <li>take particular care by following the Coronavirus hygiene guidance and observe good hand and respiratory hygiene.</li> </ul> <p>Those individuals who are clinically extremely vulnerable are advised to work from home and not to go into work. Individuals in this group will have been identified through a letter from the NHS or from their GP, and may have been advised to shield in the past.</p>	<p>Self Certification held on file and updated weekly.</p> <p>Weekly communication via email, social media and on Protocol Education's candidate portal on managing hygiene and risks.</p> <p>Booking checklist completed for every candidate on current coronavirus status.</p> <p>School policies and risk assessment sent to candidates.</p>	<p>Our automated self-certification process ensures all available candidates self-certify each week and records all testing and self-isolations the candidate undergoes.</p> <p>Weekly emails to candidates communicating any changes to government guidance and reminders around infection control measures.</p> <p>The facility to upload client risk assessment and H&amp;S information for candidates (via booking confirmations, online and verbal confirmations).</p> <p>Checklist added to booking process that our staff will need to complete before being able to confirm a booking.</p>

Scenario	Hazards and Risks	Risk Level Very High, High, Medium, Low	Control Measures	Mitigation	Actions
Candidates feeling ill whilst in school	<p>Risk of contracting infection and passing to others</p> <p>Public/ Pupils/ School staff</p>	High	<p>If staff develop coronavirus (COVID-19) symptoms while at school they must be sent home.</p> <p>Engage with the NHS Test and Trace process, book a test and Self-isolate at home if they have any of the Coronavirus symptoms.</p> <p><b>Candidates will be required to take a Covid-19 test:</b>  <a href="https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested">www.gov.uk/guidance/coronavirus-covid-19-getting-tested</a> </p>	<p>Self certification required weekly.</p> <p>Weekly self certification completed online – no bookings offered without this.</p> <p>Weekly communication via email, social media and on Protocol Education's candidate portal on managing hygiene and risks.</p>	<p>Our automated self-certification process ensures all available candidates self-certify each week and records all testing and self-isolations the candidate undergoes.</p> <p>The facility exists to upload client risk assessment and H&amp;S information for candidates (via booking confirmations, online and verbal confirmations)</p>

Scenario	Hazards and Risks	Risk Level Very High, High, Medium, Low	Control Measures	Mitigation	Actions
Candidates supervising children who feel unwell in school	Risk of contracting infection and passing to others  Public/ Pupils/ School staff	Medium	<p>Protocol Education have created a Pupil_illness_Covid19_Guidance flowchart based on DfE and Public Health England (PHE) advice.  <a href="https://assets.protocol-education.com/pdf/PE-WHA_1.pdf">https://assets.protocol-education.com/pdf/PE-WHA_1.pdf</a></p> <p>In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.</p> <p>If staff are aware of young people or children who develop coronavirus (COVID-19) symptoms while at school they must follow DfE and school procedures and where possible the child should be sent home. Advise them that all household members will need to isolate and refer them to the guidance for households with possible or confirmed coronavirus (COVID-19) infection.  <a href="http://www.gov.uk/government/publications/covid-19-stay-at-home-guidance">www.gov.uk/government/publications/covid-19-stay-at-home-guidance</a></p> <p>If a child is awaiting collection, they should be moved, if possible, to a room where they can be isolated behind a closed door, depending on the age of the child and with appropriate adult supervision if required. Ideally, a window should be opened for ventilation. If it is not possible to isolate them, move them to an area which is at least 2 metres away from other people.</p> <p>If they need to go to the bathroom while waiting to be collected, they should use a separate bathroom if possible. The bathroom should be cleaned and disinfected using standard cleaning products before being used by anyone else.</p> <p>PPE should be worn by staff caring for the child while they await collection if a distance of 2 metres cannot be maintained (such as for a very young child or a child with complex needs).</p> <p>If a member of staff has helped someone who was taken unwell with coronavirus (COVID-19) symptoms, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell. Cleaning the area with normal household disinfectant after someone with symptoms has left will reduce the risk of passing the infection on to other people.</p> <p><a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings</a></p> <p>When parents/legal guardian pick up the child, advise them to get the child tested and notify the school of the results.</p> <p><b>Candidates can be referred for a test via the following site:</b>  <a href="http://www.gov.uk/guidance/coronavirus-covid-19-getting-tested">www.gov.uk/guidance/coronavirus-covid-19-getting-tested</a></p>	<p>Self certification required weekly.</p> <p>Weekly self certification completed online – no bookings offered without this.</p> <p>Weekly communication via email, social media and on Protocol Education's candidate portal on managing hygiene and risks.</p>	The facility exists to upload client risk assessment and H&S information for candidates (via booking confirmations, online and verbal confirmations).

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