

Board of Management

Date of Meeting	Wednesday 26 August 2020
Paper No.	BoM1-F
Agenda Item	4.5
Subject of Paper	Operations Protocols for Academic Year 2020-21, v.7i
FOISA Status	Disclosable
Primary Contact	Dr Sheila Lodge
Date of production	19 August 2020
Action	For discussion

1. Recommendations

1.1 The Board is invited to discuss version 7i of the **Operations Protocols for Academic Year 2020-21**, and to make suggestions for amendments and additional issues to be addressed in future iterations.

2. Purpose of report

2.1 The purpose of this paper is to facilitate discussion of the College's operational protocols for the next academic year in the context of the coronavirus pandemic, and to inform related decisions as required.

3. Context

3.1 The *Operations Protocols for Academic Year 2020-21* has now reached version 7i.

3.2 The protocols have been developed following carefully the Scottish Government's *Coronavirus (COVID-19): guidance for colleges* (<https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-colleges/pages/key-principles/>),

published on 9 July 2020. This guidance came into effect on 29 June 2020 and will be updated and renewed as circumstances change. Updates published to **12 August 2020** are incorporated in this version of the protocols.

3.2 The *Guidance for colleges* is in turn predicated on the principles and phased approach described in *Coronavirus (COVID-19): Scotland's route map through and out of the crisis* (<https://www.gov.scot/publications/coronavirus-covid-19-framework-decision-making-scotlands-route-map-through-out-crisis/>), published on 21 May 2020.

3.3 The *Operations Protocols for Academic Year 2020-21* a live document which will continue to be updated as Scottish Government guidance develops and as we move through the pandemic.

3.4 The document was circulated in its current form to all managers in the College on 12 August. Updates will be posted on the Staff Hub for ease of access.

3.5 It has also acted as the source from which we have derived the *On Campus Guide for Staff* and the *On Campus Guide for Students*. The *Guide for Staff* was e-mailed to all members of staff on 17 August, and the *Guide for Students* will be e-mailed as part of the cycle of communications for the start of the new academic session. These too will be live documents, and will be updated as necessary on the website so that the most recent version can always be accessed easily.

4. Impact and Implications

4.1 The financial impact of many of the elements of these protocols will be significant, and will be monitored on an ongoing basis. However, it should be noted that little of the spend is discretionary if we wish to maintain our first principle, which is that **the health of our students and staff is our first priority, and we seek to take all measures that will reduce risk.**

4.2 The impact of these protocols on our students, our staff and all our stakeholders cannot be overstated. They will be monitored rigorously and tailored in the light of our experience of this unprecedented situation.

Appendix

Operations Protocols for Academic Year 2020-21, v.7i

Appendix

Operations Protocols for Academic Year 2020-21

v.7i, 14.8.20

1. Introduction

1.1 These protocols are based on the Scottish Government's *Coronavirus (COVID-19): guidance for colleges* (<https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-colleges/pages/key-principles/>), published on 9 July 2020. This guidance came into effect on 29 June 2020 and will be updated and renewed as circumstances change. Updates published to **12 August 2020** are incorporated in this version of the protocols. The *Guidance for colleges* is in turn predicated on the principles and phased approach described in *Coronavirus (COVID-19): Scotland's route map through and out of the crisis* (<https://www.gov.scot/publications/coronavirus-covid-19-framework-decision-making-scotlands-route-map-through-out-crisis>), published on 21 May 2020.

1.2 Phase 2 of the Scottish Government's route map allowed staff to prepare for the new academic year. This included preparing buildings, and FES had a small number of staff on campus to ensure that water was flushed through the buildings and air conditioning was run to avoid any danger of legionella or other germs in the system. Some repair and maintenance work was also undertaken during this time, with FES ensuring that precautions were risk assessed. Since only a small number of people were involved; and given the size of our buildings, it was comparatively easy to ensure that social distancing guidelines were exceeded. Based on risk assessments, a number of teaching staff were able to access our facilities briefly to collect materials to allow them to continue to work from home.

1.3 At the time of writing, the Scottish Government decided to progressed to phase 3 at the 9 July review point. For colleges, phase 3 permissions began on 22 July. From 22 July, colleges can commence a phased return to on campus learning as part of a blended model with remote teaching.

2. Key principles

2.1 Our main priority remains the health of our students and staff.

2.2 Scotland's route map highlights that **remote working remains the default position for those who can** (Route map, p.4), from lockdown to and including Phase 3. (In Phase 4, it states that remote and flexible working remains 'encouraged'.

2.3 Our key principle is therefore that **anything that can be done online should be done online**. Staff and students should work from home or remotely whenever possible. On-campus activity will be undertaken only when necessary, when deemed safe to do so through appropriate risk assessment and when safety measures are in place.

3. Working from home

3.1 The College's Staff Resource Hub gives advice and guidance on how to set up a good environment when working from home or remotely, and the *Home Worker Health & Safety Checklist* provided there by our Health & Safety team offers a handy reminder of points to look out for to ensure working from home is undertaken safely. The College's *Home Working Guide* has been revised in the light of COVID19, and explains that staff who need particular equipment (eg large monitors, adapted chairs) should approach their line manager in the first instance.

3.2 Working from home can pose many challenges, and the College recognises that this is not in any sense an 'easy' option. Managers are required to engage with their teams frequently and regularly, and ensure that all staff are supported. They will check on colleagues' well-being in addition to allocating and monitoring work.

3.3 Staff who are working from home should follow the advice given on the Staff Hub, to maintain their own physical and mental well-being.

3.4 Where staff have particular health conditions or characteristics which make them particularly vulnerable to COVID19 (such as being over 70, being pregnant or a new mother, coming from a BAME background, or other characteristics which may be identified), they should continue to work from home if possible. If they cannot work from home, consideration will be given to whether they might undertake alternative work or working hours to enable them to stay away from others wherever possible.

3.5 The Scottish Government paused shielding on 1 August 2020. This means that staff or students who have been shielding or live with someone who was shielding may now come onto campus to work or study where necessary, eg for practical classes. They should be follow the general hygiene and safety advice particularly carefully, and staff may wish to come in at quieter times of day.

3.6 All staff with underlying health conditions and disabilities, who are over 70 or who are pregnant should be individually risk-assessed, and appropriate reasonable adjustments should be made following that risk assessment. HR will be asking all staff to complete a short questionnaire to help identify those in these categories. The questionnaire will appear when logging in to a College computer, and must be completed before the screen can be left

3.7 Where students have such conditions or characteristics, they should also study remotely and should only come into the College buildings where necessary eg for practical classes. Each Curriculum Head should check by 28 September 2020 if any of the students on their courses are in this position, and should make appropriate arrangements to mitigate any particular risks in their area.

3.8 If people who have household members who have required shielding must attend college premises, they are advised to adhere to stringent physical distancing and follow the hygiene guidelines with particular care.

3.9 If a member of staff works across the two campuses, perhaps with separate contracts, he or she should work from home as far as possible. If it is necessary to work on campus, s/he should work only on one campus and in one department of the college in any one week. Line managers and HR will guide anyone in this position as to which campus they should attend each week.

3.10 The Learning & Teaching Academy is providing a rolling programme of webinars and other short courses to help all staff to develop their digital skills. Many of these courses are designed for support as well as teaching staff, and all staff are strongly recommended to take advantage of this programme to make it easier for them to work from home. Details can be found at:

<https://sites.google.com/myskills.cityofglasgowcollege.ac.uk/webinars-and-workshop-menu/home>

Support for students to help them undertake online learning effectively will also be provided.

4. Working on campus

4.1 Since our first priority is to protect the health and well-being of our staff and students, people should avoid coming on campus whenever possible. When students, teaching and support staff must be onsite, they should come in just before an event begins, and return home immediately afterwards.

4.2 In addition, the following protocols have been designed to create and maintain, as far as possible, a COVID-secure workplace.

4.3 These protocols will underpin a series of briefing documents for staff and students, to familiarise them with the new ways of working. These will be posted on the college website and the link will be sent to all. A video showing the arrangements for entering and moving around the buildings will be posted on the College website early in August.

4.4 A **generic COVID19 risk assessment** for the College has been drawn up by our Health & Safety team, in consultation with our Trade Union Health & Safety representatives, and was signed off at the meeting of the Health & Safety Committee on 27 July. It has also been discussed with officers of the Student Association. However, it should be emphasised that this is a dynamic document, which will be revised and updated as the virus changes and circumstances demand. This risk assessment underpins the general protocols below which describe how people can access and use the college buildings. **They apply to everyone on campus.**

4.5 In addition, a **specific risk assessment (RA)** and Equalities Impact Assessment (EqIA) must be completed in advance for any area or activity that is proposed to take place on campus. An EqIA is needed because it is important to make sure the steps implemented do not have an unjustifiably negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.

4.6 Specialist areas such as hair and beauty salons and construction workshops must closely follow the Scottish Government's guidance for these sectors. This must be reflected in the RA for the area.

4.7 TU Health & Safety representatives must be consulted and the RA must be approved by the Health & Safety team, who will lodge it on the WorkRite system. Additional facilities time has been arranged for the TU representatives to allow them to engage fully with the risk assessments. The Health & Safety team is offering workshops on how to draw up a risk assessment. You can book a workshop place by contacting the Health & Safety team (health&safety@cityofglasgowcollege.ac.uk). Once approved, these risk assessments (other than those which would allow individuals to be identified) will be published on the College website so that they are available to all members of the college community and to the public. EqIAs must be lodged with the Equalities team. Both the Health & Safety and Equalities team are available to advise on the completion of these vital documents.

4.8 Writing a risk assessment and adopting mitigation measures are not a one-off exercise, but part of a regular and ongoing consultation and feedback loop between staff, students and trade unions to identify what measures are working, where refinements are possible and where any gaps remain. Reviews of measures and risks will be frequent, with daily assessments of progress initially. Adjustments will be made quickly and smoothly, including potentially tightening workplace restrictions or reducing numbers on-site if the dynamic risk assessments indicate this is necessary.

5. Travelling to College

5.1 All staff and students should bear in mind [Health Protection Scotland's advice](#) which reiterates that people should not travel if they exhibit any COVID-19 symptoms.

5.2 Although by Phase 3 public transport is expected to be operating full services, physical distancing will be applied. It is estimated that the capacity with physical distancing in place on public transport could be between 10% and 25% of 'normal' capacity. Transport Scotland has stated that where staff need to be present at the workplace, employers should be as flexible as possible and allow earlier or later start and finish times to spread people's use of the transport system.

5.3 For this reason, and to reduce the crowding of people at the start and end of the day, the College is asking that classes be timetabled at half-hour intervals. CHs should take this into account when timetabling for their area.

Public transport

5.4 Staff and students using public transport should remember the guidance that has been issued, including that wearing a face covering on public transport is now mandatory. The College encourages staff and students to cycle or walk to college where possible.

Cycling

5.5 The cycle store at City has capacity for 200 bikes, and rarely had more than 60 on any one day before the lockdown: given the reduced number of people on campus in phase 3, it is likely that the store will accommodate demand, but additional locations will be identified if necessary.

5.6 Cyclists should wear a face covering at all times when using the City cycle store. They must use hand sanitiser before entering and after leaving the cycle store, and should remember to allow 2m space from others at all time. A maximum of 20 people may be in the City store at any one time. If this number is reached, a queue must form outside, observing 2m social distancing. Users should clean any surfaces after use with the sanitising wipes that are provided, and dispose of them after use in the bins.

5.7 At Riverside, cyclists should wear a face covering at all times when using the secure shelter. They must use hand sanitiser before entering and after leaving the secure cycle shelter. Only 1 person may be inside the shelter at any time. If the shelter is occupied, a queue must form outside, observing 2m social distancing. Users should clean any surfaces after use with the sanitising wipes that are provided, and dispose of them after use in the bins.

5.8 Cyclists using the external racks at Riverside are recommended to use a face covering and must maintain 2m social distancing at all times. If space allows, they should

lock their bikes onto an empty rack as far as possible from those that are already being used.

5.9 There will be no access to shower facilities in City or Riverside campus, other at the Marine Skills Centre for Nautical students who have been in boats on the river as part of a class. Cleaning protocols for these showers will ensure that they are cleaned by college cleaners after each use.

Parking

5.10 For those who wish or need to drive to work, additional parking spaces are being made available from Monday 17 August 2020 to Friday 25 June 2021, and a new parking permit scheme will be introduced to allow all staff to book a space for a single day on a first come – first served basis. The charge for this will be £3 per day at City and £2.50 per day at Riverside. Bookings can be made on via [this link](#) on Connected.

Note: Staff who live within two miles of the Campus are not eligible to apply, due to the availability of active means of travel.

5.11 Staff who would like to apply for a permit will be asked via an online questionnaire select one of two options:

1. to apply for a fulltime space from 17 August 2020 to 25 June 2021, or
2. to participate in a daily booking system booked in 2 week blocks in advance.

The questionnaire will also gather more details to help in making quick decisions about allocations. Applications must be in good faith and in line with our college values of honesty, integrity and transparency. Making an application with the intent to benefit a third party is strictly prohibited and where this is discovered it will result in all parties involved being banned from all College car parking ballots for two years.

5.12 Available Car Parking Spaces:

City Main Car Park– 30 bays for cars and 10 spaces for motorbikes

Charles Oakley West Upper Car Park – 22 bays

Charles Oakley West Lower Car Park – 10 bays

Charles Oakley East Upper Car Park – 9 bays

Charles Oakley East Lower Car Park – 9 bays

Riverside Car Park – 34 bays for cars and 4 spaces for motorbikes

5.13 Parking Charges

The names of all successful applicants will be submitted to Payroll who will arrange salary deduction for the costs outlined above on a four weekly or monthly basis. All queries on salary deductions should be directed to the Payroll Department.

Cars: The total cost for parking is £3 per day at City and £2.50 per day at Riverside. Monthly permits cost £55 for City and £45 at Riverside for session 2020/21.

Motorbikes: The total cost for the permit is £220 annually for session 2020/21. Repayments for monthly and four weekly paid staff are 11 payments of £20. Daily Charge for motorbikes is £1.00 per day.

Please Note: Part time members of staff who are successful are able to share their bay with another member of staff (details will be required). Payment for the bay will be deducted from the successful applicant.

5.14. Visitor parking

There is a very small number of visitor bays. Staff are not permitted to utilise visitor bays. Bookings for visitor bays must be made by contacting the Executive Office on 0141 375 6600 option 3 or via email: visitor.carparking@cityofglasgowcollege.ac.uk

Note: Due to the current pandemic, visitor parking should only be booked where essential.

5.15 Medical parking

There are a limited number of medical bays. Those who wish to request a medical bay, should contact HR, who will require a Medical declaration form to be completed. If approved, HR will request a space for the agreed duration. The Executive Office will be copied into the approval and will provide a bay number.

5.16 Blue Badge parking

The Blue Badge scheme is for people with severe mobility problems which makes them unable or virtually unable to walk or those who are registered blind. Blue badges can be issued to adults, children or to organisations providing care. They can be used for badge holders who are drivers or passengers in any vehicle. It is illegal for other people such as friends or relatives to use the badge when the badge holder is NOT in the vehicle. Checks will be carried out throughout the session to verify that blue badges are being used in accordance with the regulations. Those parking in blue badge spaces will be required to present the blue badge on request, to allow the badge details to be checked against the vehicle occupant(s) and logged for monitoring of blue badge space usage.

5.17 Access to Car Parks (Staff ID Cards and Key Codes)

The main car park at City and Riverside Campuses can be accessed via staff ID cards. The staff ID cards of those who are allocated a parking space in these areas will be programmed to give access for each booking made.

5.18 The four Charles Oakley car parks have combination padlocks and the combination code, which will change on a daily basis, will be sent to successful applicants. The manual gates require to be opened and closed upon each entry and exit. Failure to close and lock the gate could result in the parking bay being withdrawn.

5.19 Low emission zone

The Low Emission Zone to come into force at the College as of August 2021 (over 1 year early and will include Riverside which is outside the Zone.) Applications will be processed with vehicles allocated parking spaces from lowest emissions upwards until all spaces are allocated. More information about the Low Emissions Zone can be found at:

<https://www.glasgow.gov.uk/LEZ>

6. Face coverings and PPE

6.1 In line with guidance issued by the Scottish Government, all Library staff and users will be required to wear a face covering when in the Library spaces on both campuses.

6.2 Elsewhere in the buildings, although the use of face coverings in offices is not a legal requirement, the College asks all staff and students to wear a covering if possible as a matter of good practice. All staff and students will be given 2 washable face coverings for this purpose at the start of term. Students will receive these from their lecturer, along with their ID card and lanyard, at their first timetabled on campus event, so should wear their own face covering to enter the college building for the first time. Off campus students, such as those learning in the community, will receive the coverings with their ID cards. Staff will find their face coverings at their desks when they first come into the College, so again should wear their own face covering to enter the college building for the first time.

6.3 Other items of PPE such as gloves and visors may be worn if wished, and must be worn when stipulated in the risk assessment for a particular area eg beauty salons. The College will provide additional PPE as required in identified specialist areas, such as hairdressing salons and construction workshops, and for individuals undertaking specialist activities, such as providing First Aid.

7. Entering and exiting the buildings

7.1 Additional doors will be opened at both City and Riverside, and each will be clearly designated as an entrance or exit only. Revolving doors will not be in use, and ways of opening them up are being investigated.

7.2 Everyone should take care to follow guidance on social distancing as they approach the building, and keep a safe distance of at least 2m from others. This may necessitate queuing: students will not be regarded as arriving late if their entrance to the building is delayed by queuing.

7.3 The College has decided to check the temperature of all those entering the buildings, since a raised temperature may indicate COVID19 infection. College staff will take the temperature of everyone who wishes to enter the building using a hand-held thermometer, and some self-service stands to check temperatures will be installed. Anyone showing a temperature of 37.8 degrees centigrade or above will not be allowed to enter the building. If someone believes that they have shown a high reading because of temporary overheating, they may wait (for at least five minutes) and be retested; but anyone who registers 2 readings of 37.8 degrees or above will not be allowed admission to the campus that day. The use of temperature checking is subject to review depending on the prevalence of the virus. If it is necessary to queue to have a temperature test, 2m social distancing must be strictly observed.

7.4 All staff and students should be prepared to show their ID to a concierge stationed at the door, while maintaining a distance of 2m. Students will be issued with lanyards for their cards, and, like staff, must wear these visibly at all times while in the building. Anyone not showing a lanyard will be asked to do so; and if they refuse, they will be asked to leave the building.

7.5 Inside the buildings, a one-way system will be clearly signposted in most areas. All staff and students must follow these signs at all times, except in the event of a fire evacuation of the premises: this will reduce encounters with others and the risk of transmitting the infection. Maps of the one-way system are available. In some areas, two-way traffic will be necessary: in these places, everyone should wear a face covering if they are able to do so, walk well to the left of their lane, and maintain a distance of 2m between themselves and others in their lane.

7.6 The security barriers will be switched off to reduce the danger of passing on the virus when passing through them. (This is another reason for asking everyone to ensure that their lanyard and ID are clearly visible.)

7.7 Only 1 person may travel in a lift at any one time. Priority will be given to those with a disability. Reception staff will monitor access to the lifts to prevent a crowd from building up. Again, everyone is asked to maintain 2m distance while queuing for a lift.

7.8 If staff and students are able to use the stairs, they are strongly encouraged to do so. Most staircases will be marked as an 'up only' or 'down only' stair, and this usage must be observed by everyone. If two-way traffic is required on a staircase, everyone should wear a face covering if they are able to do so, walk well to the left of their lane, and maintain a distance of 2m between themselves and others in their lane.

8. Hygiene and cleaning

8.1 Following good hygiene practice remains essential in the fight against COVID19. Bottles of sanitiser will be available at many points around each campus and in each room timetabled for teaching. Students and staff should wash their hands often and regularly, and should catch any sneezes or coughs in a tissue.

8.2 Wipes will be provided so that keyboards can be cleansed before and after use, and bins will be provided in which to put used tissues. Users should clean keyboards and adjacent surfaces both before and after each use.

8.3 The College has employed additional cleaners who will be cleaning public areas at least twice daily using products which are active against bacteria and viruses, and cleaning commonly touched objects and surfaces, such as telephones, keyboards, door handles, desks, countertops etc. Printers will be cleaned regularly, but use of the printers is discouraged to help minimise the risk they pose. Cleaners will clean specialist rooms between classes, but any specialist kit must be wiped by the staff using the room.

9. Toilets

9.1 It is important that 2m distancing be observed when entering and leaving toilet areas. Given the design of the buildings, this can be difficult: but everyone is expected to be polite and stand back to allow others to enter or leave safely. Outer doors to toilet blocks will be wedged open to facilitate safe entry and exit: these wedges must not be removed.

9.2 Wipes will be left in each cubicle so that toilets can be sanitised before and after each use. Cleaners will clean the toilets at least twice each day.

10. Ventilation

10.1 Good ventilation is thought to help prevent the spread of coronavirus. The College's air management system has been adjusted to ensure that as much fresh air as possible is drawn into the buildings at all times.

10.2 In rooms that are to be in use and where windows open, cleaners will open them first thing in the morning, and they must remain open whenever the room is in use. The heating will be turned up as the weather cools.

11. Bubbles

11.1 Once inside a College building, staff and students will stay within as limited an area as possible, forming a bubble with their class or immediate colleagues. Travel through and around the building is strongly discouraged, but is of course permitted to access toilets, buy food and collect books and materials from, or return them to, the Library.

12. Culture and behaviour

12.1 When on campus, staff must always seek to minimise the time they spend at their desks. If they must work in the College, they should ensure that they are not sitting next to, opposite or adjacent to a colleague. A small number of classrooms with social distancing measures in place will be made available for those who cannot work at home. These must be booked in advance: details of the booking system will be made available.

12.2 All staff and students must follow the guidance in these protocols. The College relies on the understanding, by all members of our community, of the dangers posed by coronavirus, and their commitment to the protection of their own health and that of others.

13. Kitchens and pantries

13.1 To minimise the risk of infection, the fridges, microwaves and dishwashers in kitchens and pantries will be turned off. Staff who wish to bring their own food into college should use their own cool bag or choose items which do not require refrigeration, and should use disposable utensils, cups etc; or wash up any utensils they use immediately **before and after** eating. Staff should keep such items for personal use only. Ideally, they should clean them and take away each day; but if they keep them in college they must store item in personal lockers, not in pantry cupboards.

13.2 A central fridge will be available on each campus for those who need to store medical supplies or expressed breast milk: details and access may be obtained from the Estates team.

14. Catering

14.1 BaxterStorey will be providing a 'grab and go' service at the following outlets:

Opening Hours - Year 1 2020-21						
Campus	Location	Outlet	Monday	Tues- Thurs	Friday	Saturday
City	Level 0	Café Zero	07.30 - 15.30	07.30 - 15.30	07.30 - 15.30	
City	Level 2	Starbucks Coffee Cart	08.00 - 13.30	08.00 - 13.30	08.00 - 13.30	
City	Level 2	Students' Association	CLOSED			
City	Level 2	Main Refectory - THE BURGER PIT	CLOSED			
City	Level 2	Main Refectory - City Deli	08.00 - 14.00	08.00 - 14.00	08.00 - 14.00	
City	Level 2	Main Refectory - MARKET STREET	CLOSED			
City	Level 2	Main Refectory - soup n spuds	10.00 - 14.00	10.00 - 14.00	10.00 - 14.00	
City	Level 2	Grab and Go	CLOSED			
City	Level 2	Smokin Bean	CLOSED			
City	Level 2	Workwear Café	08.00 - 14.00	08.00 - 14.00	08.00 - 14.00	
City	Level 6	Executive Lounge	08.00 - 15.00	08.00 - 15.00	08.00 - 15.00	
City	Level 7	Red Dot	CLOSED			
Riverside	Level 0	Riverside Coffee Shop	08.00 - 15.30	08.00 - 15.30	08.00 - 15.00	
Riverside	Level 1	Main Refectory	08.30 - 15.00	08.30 - 15.00	08.30 - 15.00	
Riverside	Level 1	Workwear Café	CLOSED			

14.2 Staff and students should always use the catering outlet nearest to where they are working, to minimise traffic through the buildings and reduce the risk of spreading or coming into contact with the virus.

14.3 Contactless payment is strongly preferred.

14.4 The provision of vending machines will be increased, and some may be moved to more open positions to prevent the build-up of long queues. Spacing for queues will be indicated on the floor. Hand sanitiser will be provided, and those who use the machines should sanitise their hands both before and after using the machine. Signs will remind users of the need to do this.

15. Student numbers in specialist facilities

15.1 Estates staff have calculated the safe number of people who may be in any room while observing social distancing of 2m. A sign will be put on each door indicating this number, which **must not be exceeded at any time**

16. Library services

16.1 From 17 August, the Library will offer an extensive online service to support students and staff. This will include webinars on how to access resources, video demonstrations, Zoom meetings and a Chatbox on the Library website for queries. Books and other materials

can be reserved online at <https://cityofglasgowcollege.libguides.com/reducedlibraryservices> and arrangements for collecting them will be made by phone.

16.2 Books and materials can be returned at the 3rd floor of City Library and at Riverside Library. They will be quarantined for 72 hours before being returned to stock. Students who have completed their course and wish to return materials should contact library@cityofglasgowcollege.ac.uk.

16.3 The Library on each campus will operate on reduced opening hours in block 1, Monday - Friday 11 am to 3pm.

16.4 The Libraries will also offer socially-distanced spaces where students whose circumstances makes working at home difficult may study. These spaces must be reserved in advance. Details of how to make a reservation can be found at <https://cityofglasgowcollege.libguides.com/reducedlibraryservices>.

16.5 In line with guidance issued by the Scottish Government, all Library staff and users will be required to wear a face covering when in the Library spaces on both campuses.

17. Events

17.1 It is anticipated that all events and activities will be online until the end of the calendar year, when this will be reviewed. If an exception to this is sought a strong rationale must be approved in advance by the Depute Principal or a nominated member of ELT. A full RA and EqIA must be submitted as above.

18. First Aid

18.1 For people involved in provision of assistance to others, a risk assessment will be conducted and appropriate training and PPE (dependent on risk assessment) will be provided. They should pay particular attention to sanitation measures immediately afterwards, including washing hands. Further information can be obtained from the Health & Safety team (health&safety@cityofglasgowcollege.ac.uk).

18.2 The College welcomes staff who are willing to volunteer to be trained as first aiders and serve on a rota when they are in College. Further details are available from the Health & Safety team (health&safety@cityofglasgowcollege.ac.uk).

19. Fire Marshalls and Fire Wardens

19.1 The established system of Fire Marshalls and Wardens cannot operate when staff are not regularly in the buildings to fulfil these duties. An alternative system will therefore apply until further notice.

19.2 Fire safety risk assessments have been reviewed and will be kept up to date to reflect the adaptation of college buildings. PEEPs (personal emergency evacuation plans) will be prepared for all staff and students with additional mobility needs, and the College is arranging for additional staff to be trained in supporting those with a PEEP in an evacuation.

20. Fire alarm evacuations

20.1 Whilst it is important that physical distancing is maintained where possible, it is important that occupants can exit a building as quickly and safely as possible (for example, in the event of a fire evacuation). In an emergency people do not have to stay 2 metres apart if it would be unsafe.

20.2 At City campus, those evacuating the building should assemble on the park, but must spread out across the entire park in order to maintain 2m distancing as far as possible.

20.3 Evacuation protocols:

- (a) Personnel are to evacuate college premises using any fire escape stairwell ignoring any one-way signage and social distancing until they reach a place of safety.
- (b) Once reaching a place of safety at the designated fire assembly area staff, students, visitors and contractors will adopt social distancing where possible.
- (c) Personnel with PEEPs will follow their drafted Personal Emergency Evacuation Plans.
- (d) On receiving instructions to return to the premises, everyone must observe social distancing guidance rules.
- (e) All college lecturers / managers will assume responsibility for the fire evacuation of their respective students / staff.
- (f) In the absence of staff being rostered as a designated Person in Charge, the most senior member of staff on the premises will assume the Person in Charge responsibilities during any fire evacuation and proceed to the campus incident control point.

21. Deliveries

21.1 All goods must enter the building via the delivery yard. All suppliers must have completed a COVID19 risk assessment for their staff and have communicated this to them.

21.2 No deliveries should be made by staff who are feeling unwell or have a high temperature. Delivery drivers and handlers must wear face coverings and maintain 2m social distance.

21.3 Other than perishable items, goods received will be held in quarantine for 72 hrs before they can be collected by the department which ordered them. Similarly, incoming post will be held for 72 hrs before it is distributed.

22. College cars

22.1 When College vehicles are in use, they should be driven by the same person where possible in order to minimise the risk of infection. Where this is not possible – and subject to specific risk assessment - the vehicle must be disinfected after use.

22.2 The shuttle service between City and Riverside campuses will not be operating before or during block 1. A decision regarding block 2 will be taken nearer the time.

23. Visitors

23.1 Unscheduled visitors to the college are strongly discouraged. Any queries may be handled by phone or email, and Receptionists will arrange appointments where absolutely necessary.

24. Market Street and Scholars

24.1 Phase 2 of the route map allows colleges, if they wish, to open some on-campus services such as small retail units and outdoor sports facilities. The College will open the *Amethyst* salon and *Bakery* outlet in Market Street at City campus. Opening dates are to be confirmed, but City Market will not open till after 14 September.

24.2 In Phase 3, wider campus services such as training restaurants and eating areas, gym and sports facilities, hairdressers and beauty salons can open. In carrying out these activities, the college will apply the appropriate Scottish Government guidance, for instance for reopening hair salons.

24.3 However, the College has taken the decision not to open *Scholars* Restaurant in block 1. The position will be reviewed for Block 2.

25. Leisure classes

25.1 The College has decided not to offer leisure classes in block 1. The position will be reviewed for Block 2

26. International student arrivals and requirement to self-isolate

26.1 Colleges, staff and students must comply with the Scottish Government's with [guidance for residents or visitors travelling to the UK](#).

26.2 Those travelling from a country not yet exempt from quarantine requirements should complete a passenger locator form and self-isolate for 14 days. Staff in the Halls of Residence have made arrangements to support students who need to self-isolate.

27. Meetings

27.1 All meetings should take place online, to minimise the number of people coming in to the College buildings. This includes: team meetings; meetings of Faculty Boards; meetings of the Academic Board and its standing committees; meetings of the Board of Management and its committees; and meetings of ELT and SMT. Where staff are on campus for another reason, they should still join the meeting online from a socially-distanced desk.

28. Learning & Teaching

28.1 Guidance on the College's approach to learning & teaching in 2020-21 has been produced and will be circulated by the Vice Principal Student Experience.

28.1 In a change from the college's previous practice, classroom doors will remain locked until a member of staff arrives to take the class. This is largely because of the difficulties of tracking who has been in which room should there be a notified case of COVID and the need for thorough cleaning arise. There are also considerations of security, since the entrance barriers will be switched. If students need to wait for a member of staff to admit them to a classroom, they must observe 2m social distancing while queuing to enter. For this reason, staff are asked to be particularly careful to arrive promptly for all classes.

28.1 Those areas that students have always been able to access independently, such as changing rooms for health & fitness or bakery students, will continue to be accessible without staff intervention. All students are strongly encouraged to observe 2m social distancing in these spaces.

29. Student Services

29.1 Student Services will continue to offer a range of online services for students as follows:

- Course application and admissions advice;
- Help with connectivity re IT Device and Wi-Fi;

- Bursary, Educational Maintenance Awards (EMA), Childcare;
- Careers Guidance;
- Counselling and well-being support;
- Accommodation advice;
- Hardship Funds (Opens 27 July);
- Learning Support and development of Personal Learning Support Plans;
- Equipment loan;
- Educational Psychologist Assessments;
- Alternative Assessment Arrangements;
- Study Skills;
- Awareness raising workshops on social media, behaviours and respect;
- Joining Instruction (sent from w/c 27 July).

29.2 Students will continue to book appointments with counsellors, student and careers advisors via MyCity and with Learning Support via email. However, a limited on campus service will be available to students on campus from 17th August. Students can book an on campus appointment via MyCity, email or at the student services help desk on Floor 2 City Campus and Ground Floor Riverside Campus.

29.3 It is anticipated that all large scale events and activities will be online until the end of the calendar year, when this will be reviewed.

30. IT Support

30.1 IT Support can only be obtained by phone or via logging a job in Enquirer. Staff must not go to the 4th Floor IT desks for help.

30.2 If IT support is needed during a teaching session or in another situation, social distancing must be rigorously followed if assistance is provided by a member of the IT team. The maximum number of people allowed in a room at any one time must not be exceeded.

31. Test & trace

31.1 In line with Scottish Government requirements, the College may be asked to supply the contact details of those in the building if a case of COVID19 is confirmed in the College. If this should arise, student details will be derived from class registers and Library records. Staff details will be obtained by scrutinising the use of ID passes to open internal doors in the College on that date. In supplying this data, the requirements of GDPR and other data protection legislation will be observed at all times.

32. Localised outbreaks of coronavirus

32.1 The Scottish Government has issued guidance to colleges on possible local outbreaks of coronavirus. Colleges should suspect an outbreak if there is either:

- two or more linked cases (confirmed or suspected) of COVID-19 in a setting within 14 days - where cross transmission has been identified; or
- an increase in staff absence rates, in a setting, due to suspected or confirmed cases of COVID-19.

32.2 If the college suspects a COVID-19 outbreak, we will immediately inform the local NHS board Health Protection Team (HPT). The college may be then contacted by them, as they may get information from NHS Test & Protect or other sources.

32.3 In the event of an outbreak, the college will continue to follow the general guidance above to reduce risk. The local Health Protection Team will undertake a risk assessment and conduct a rapid investigation. They will advise on the most appropriate action to take.

32.3 Staff and students who have had close contact with case(s) will be asked to self-isolate at home. In some cases, a larger number of other staff and students may be asked to self-isolate at home as a precautionary measure. Where settings are observing guidance on infection prevention and control, which will reduce risk of transmission, the local health protection team will take this into account in determining whether closure of the whole setting will be necessary.

32.4 Depending on the risk assessment outcome, the Health Protection Team may establish an Incident Management Team (IMT) to help manage the situation. The Incident Management Team will lead the Public Health response and investigations, and work with the college to put appropriate interventions in place.

32.5 Other measures may include:

- Cleaning in the setting: for cleaning and waste management, refer to [guidance on cleaning in non-healthcare settings](#)
- Consider wider testing of affected population and staff
- Information: ensuring that staff (and other relevant people) are aware of what has happened and the actions being taken
- Closure: may be done following advice from the Health Protection Team and Incident Management Team or the college may make its own decision on closure ahead of this advice as a precaution or for business continuity reasons.

32.6 Depending on a careful risk assessment, the college may decide to close a particular area of the buildings, and one or both campuses. Such closure may also be necessitated by a wider outbreak of the virus in the local community.

32.7 The Health Protection Team or Incident Management Team will declare when the outbreak is over.

32.8 If someone becomes unwell with coronavirus symptoms on campus, they must return home immediately to self-isolate and, if possible, wear a face covering *en route* and avoid public transport.

32.8 The college will direct staff and students to contact NHS Inform or, if they are unable to access online services, call 0800 028 2816, to arrange to get tested.

32.9 Until they have been tested and told if it is safe to leave home, staff and students who have suspected coronavirus symptoms must not return to campus.