Reopening Clare Hall
After Covid-19 Lockdown

v3.1 Updated 22 June 2020

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<td>v1.0</td>
<td>6 May 2020</td>
<td>HLJ38</td>
<td>First draft, basic policies, plans, protocols outlined.</td>
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<td>v1.1</td>
<td>11 May 2020</td>
<td>HLJ38</td>
<td>Additional policies and protocols with more detail; areas for collaboration highlighted in yellow; specific First Aid guidance from HSE provided; draft route map included at Annex A. For release to HODs for comment.</td>
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<td>v2.0</td>
<td>19 May 2020</td>
<td>HLJ38</td>
<td>Title change – after Covid-19 Lockdown; insertion of basic diagram showing phases over time; updated comments on need for route mapping and signage; minor changes to phrasing throughout. For release to GSB for comment and redrafting prior to wider release.</td>
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<tr>
<td>v2.1</td>
<td>26 May 2020</td>
<td>HLJ38</td>
<td>“Live Document” notice inserted. Numerous amendments and clarifications to phrasing, protocols, draft plans, etc. following GSB suggestions. Ongoing work required for fine detail, natural development over time.</td>
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<td>v2.2</td>
<td>27 May 2020</td>
<td>HLJ38</td>
<td>Insertion of Quick Reference Page.</td>
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<td>v2.3</td>
<td>29 May 2020</td>
<td>HLJ38</td>
<td>Update of Appendix A (Route Maps)</td>
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<td>v3.0</td>
<td>1 June 2020</td>
<td>HLJ38</td>
<td>Revision of arrivals protocol and use of Main Site flats (etc) for 14-day isolation periods; revision of House Reference Sheet (DRAFT); update to Appendix A (routes BLACK, WHITE). Removal of highlighted or draft sections, ahead of wider circulation.</td>
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<td>v3.1</td>
<td>22 June 2020</td>
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<td>Revisions throughout in blue highlight.</td>
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PLEASE NOTE

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CHECK YOU ARE USING THE LATEST VERSION BY COMPARING WITH THE PUBLICLY HELD DOCUMENT ON THE CLARE HALL WEBPAGE.

CLARE HALL DOMESTIC BURSAR
Reopening the College after Covid-19

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IF YOU SEE SOMETHING WRONG, REPORT IT TO THE PORTERS’ LODGE (01223 332 360)

This document is as concise as possible, but still stretches over 25+ pages. If you do not have time to read all of it, or even the parts relevant to you in detail, please read and understand this page.

(ALL) In case of medical emergency: if life-threatening, call 999 first, then Porters’ Lodge (01223 332 360) immediately. Thereafter, Porter will follow the College Protocol: Critical Emergency Response (medical) and attend with extra First Aid equipment as required. First Aid PPE for those in shared houses (masks and gloves) will be available in clearly marked containers (this will take some time to establish across site).

(SITE VISITORS) Before leaving home: do not travel into College if you feel unwell; ensure you are familiar with Annex A: Routes for safe movement around Clare Hall (ALL TO READ); store the Porters’ Lodge number (01223 332 360) in your phone; bring your own PPE (mask, gloves), or call Lodge before arrival to check local availability; if required², confirm your arrival with on-site host at a given time and location; be prepared to change into work clothes on-site.

(SITE VISITORS) On Arrival at College: if required, meet your on-site host and / or move to a changing area to put on work clothes; on-site host to book your arrival with Porters’ Lodge; maintain 2m+ distance from others at all times and observe one-way routes in place.

(SITE VISITORS) On Departure from College: if required, change and bag work clothes for laundry on return home; disinfect any reusable PPE and dispose of all other PPE; depart via one-way route, minimising contact with surfaces; wash hands on return home, and launder clothes as soon as possible.

(RESIDENTS) If you live at College: ensure the Porters’ Lodge number (01223 332 360) is stored in your phone; ensure your phone has a UK SIM card; read and understand Annex A: Routes for safe movement around Clare Hall (ALL TO READ); read and understand emergency protocols; maintain 2m+ distance from anyone not in your household and minimise contact within households.

(RETURNING COLLEGE MEMBERS) Returners’ protocol: College members will only return (i.e.: to collect belongings or to enter quarantine before taking up residence) after clear arrangement with the Domestic Bursar and Accommodation Officer (minimum), following a set of protocols and instructions specific to their situation. At time of writing (22 June 2020) these processes have been trialled for several weeks and are operational via Point of Contact accommodation@clarehall.cam.ac.uk

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¹ A site visitor is anyone coming on site who does not reside on site (e.g.: contractors, staff, some Fellows). It is not a house guest or someone coming into residential areas.
² Contractors, predominantly
Introduction
This document is the single point of reference for all matters pertaining to Clare Hall’s reopening and continued operations in line with national direction. It takes its lead from any information distributed by the Government and University of Cambridge; however, College-specific policy and protocols will also be drafted and implemented in addition to (rather than in contrast to) this direction, to ensure continued College operations not specifically addressed in broader planning.

As a centralised repository of information, this document holds the principles, broad strategy, and all supporting documents needed to restart College life as national restrictions ease.

Principles
The following five principles shape the remainder of this document and the College plan; they should be consistently implemented and referred to when drafting new policy, guidelines, and protocols.

1. **Simplicity.** Reopening will require many measures to be taken; some elements of the new College environment (such as social distancing) are already understood because they have been introduced over the past few weeks and have become part of national practice. Anything the College adds must be simple and easily explained. Simplicity is not the opposite of complexity – a plan may be complex (with many parts working together, overlapping, or in sequence) and yet remain simple at its heart.

2. **Concision.** All measures taken need to be collated and distributed as succinctly as possible, to avoid information overload and confusion.

3. **Mutual Support.** All measures taken must support one another; there is no point introducing one measure which makes another difficult. A complex overall plan, with multiple discrete elements is best achieved if every element flows with the rest.

4. **Compliance.** As previously stated, anything the College does must be compliant with national direction or University guidance; as the situation changes, so too may the College policies.

5. **Safety.** All plans must emphasise the safety of individuals within the College. Their longer term physical and mental wellbeing should be given as much consideration as the short-term impact of any plan.

Broad Strategy
The College will reopen in line with national and / or University direction. At the time of writing (22 June 2020) the “lag” between national guidance and College ability to safely implement plans is well-known and accepted. Housekeeping have worked in the College for several weeks, setting the conditions for returning students through isolation periods. A buffer period is still envisaged between the phases outlined below, allowing further measures to be introduced gradually and smoothly with the whole College membership informed and understanding.
Clare Hall Reopening of the College (5 Phases)

Note: in line with University planning, there may be requirements for phases to be repeated, for example should we see waves of lockdown with relaxed restrictions in between, the College may move to Phase 1.0 to “reset” between waves.

Phase 1.0 (Preparation). On receipt of national direction that interaction\(^3\) and/or travel restrictions may ease, the College will prepare both its members and infrastructure for reopening. This will require: a regular and centrally controlled information campaign detailing the protocols and policies adopted within the College, including proposed methods to support anyone required to self-isolate on arrival; the planned and recorded return of residents; the planned return of some key workers to ensure any urgent cleaning and repairs are complete ahead of College-sanctioned reopening. This phase is estimated to take approximately three weeks from national direction. **Endstate: HK staff returned to “reset” vacant rooms for use as isolation bays; booking process in place for returning students to arrange arrival, isolation, and return to previous residence; contractors’ safe working practices established. This endstate was achieved in mid-June 2020.**

Phase 2.0 (Initial Reopening). College will begin to receive site visitors\(^4\) and returning students in line with planning and communication during Phase 1.0. During Phase 2.0, a high level of disruption, confusion, and friction is likely. Returning residents must adjust to a different life in College, and those who remained may both need to support and guide them, while managing their own anxieties over the potential for infection. The planning for this phase must include protocols for house lockdowns and emergency care for critically ill residents or staff who become symptomatic on site. This phase is estimated to take at least two weeks and as long as ten weeks. A phased return of residents based on house should be considered, and this information passed to residents as early as possible, so they can plan travel windows. **Endstate: returning individuals controlled from arrival, through isolation, back to original residence; information on processes and protocols freely available and widely distributed, understood and enforced by all. This is ongoing (22 June 2020).**

Phase 2.5 (Resetting). Rooms have been identified and prioritised for cleaning, boxing, and onward storage or shipping of belongings as requested or directed by their occupants. At the same time as accepting returning residents, various staff members will be engaged in clearing those rooms and resetting them for future use. Other equipment or areas, unused for several weeks, may also need cleaning, maintaining, and resetting for potential reopening. This phase will continue until the last room has been reset but is initially estimated to take between three and five weeks, alongside Phase 2.0, and may of course be disrupted by any house lockdown. **Endstate: all vacated rooms to have personal property removed, rooms fully reset and ready for new guests / occupants. This is ongoing, concurrently to Phase 2.0 (22 June 2020).**

Phase 3.0 (Established Routine). The College population will stabilise as returning residents reoccupy their rooms. Those in Cambridge will adapt to regular and established routines (such as ordering and collecting takeaway meals, following one-way circuits through various

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\(^3\) Interaction in this case refers to the distancing required between members of separate households.

\(^4\) A site visitor is anyone coming on site who does not reside on site (e.g.: contractors, staff, some Fellows). It is not a house guest or someone coming into residential areas.
buildings or around the College as a whole, maintaining 2m distance, or socialising only with other members of the same household). This period is likely to be relatively calm, as infections and house lockdowns pass during Phase 2.0, and the simple-but-effective measures in place become normal practice. **Endstate: low flow of arrivals / departures, all site users familiar and comfortable with working practices.**

**Phase 4.0 (New Arrivals).** Although some Visiting Fellows or Life Members may arrive in small numbers over the coming months, the next period of intense disruption to College life will come with the arrival of new students in September / October. This can be mitigated to some extent through the careful management of expectations, for example information campaigns starting in Summer 2020 to educate and inform newcomers about Clare Hall daily life as well as house-specific information to create bonded units prior to physical meeting. However, the fact remains that this period, of between three and six weeks, will pose the greatest risk for viral transfer given the numbers and travel involved. **Endstate: newcomers, suitably informed prior to arrival, safely residing in accommodation and using College facilities in accordance with established protocols and the norms expected after Phase 3.0**

**Phase 5.0 (Universal New Normal).** At some point in the future, domestic and international travel norms will emerge. At this point, all visitors should be broadly familiar with expectations because all people should be broadly following the same protocols, and will have lived through the same general experiences. When this happens, measures such as social distancing, use of PPE, contactless or virtual transactions, and even housing lockdowns or isolation measures should be standardised and understood very widely. At this point, estimated to be no earlier than December 2020, the College will almost certainly have updated or revised policies and plans several times, and be in a strong position to determine a way forward. Planning for Phase 5.0 is likely to begin no earlier than October 2020. **Endstate: global understanding of preventative measures needed to stop recurrence of Covid-19, reducing College need to explain its practices because they will be aligned with international expectations.**

The diagram below represents a possible timeline for the phases above. Red squares mark **decision points** at which the ability to move to the next phase will be reviewed and communicated to the College.

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**Supporting Documents**

The following pages contain the most important documents needed to reopen the College and develop processes for its ongoing safe use. They have been deliberately kept as brief as
possible, in line with the overriding principles of this work, without losing any critical detail required for safe operation.
College Policy for Site Use (ALL SITE USERS TO UNDERSTAND)

Clare Hall has an obligation to protect the health of its members and users, and will not reopen for new arrivals (Life Members, Visiting Fellows, newly confirmed students) until both national direction and internal planning permit.

Since 23 March the College has been closed to external visitors, less postal delivery, essential contractors, and returning members with mitigating personal circumstances; [22 June 2020] some relaxation of rules has recently taken place, allowing external visitors, subject to prior authorisation, arrangement, and adherence to protocols. Understanding that some work must take place to ensure the College remains operational after lockdown, all contractor visits are vetted by the Domestic Bursar and sensible measures implemented to ensure safe conduct.

Those using the site must adhere to the following:

1. Not to allow any external visitor (friend, partner, guest, family member, etc) onto site until College has clearly granted permission.

2. Maintain distance of at least 2m between members of different households.

3. Remain outdoors – external visitors (even College members) are not permitted into households or buildings.

4. Wear PPE where necessary (predominantly Porters, Housekeeping, and Maintenance workers during building inspections or essential routine procedures such as water flushing, fire alarm testing, etc).

5. Self-isolate in line with national direction on developing symptoms associated with Covid-19.

6. Remain in public or shared spaces only for as long as necessary (e.g.: collecting lunches), not pausing to socialise.

7. Follow any direction given by the College or its staff regarding one-way systems in place, the use of PPE, limits on numbers of people in a given room, increasing distance or moving along.
College Policy on Accommodation (THOSE IN RESIDENCE TO READ)

At present, in determining accommodation for existing students, the College will seek to keep people where they are, which both minimises movement on or off-site and retains a body of knowledge within a house to help new arrivals in September.

Where returning individuals are concerned, the College will develop plans with each person, arranging a phased return of College members in a sensible time-frame, suited to each person’s travel plans. This policy aims to gradually increase the numbers of site users, both decreasing the chance of overwhelming the minimally staffed services (Porters, Catering, Housekeeping), and controlling access to various houses on site, minimising the likelihood of simultaneous Covid-19 outbreaks across the estate.

At present, each student house is considered a household because of their shared kitchen spaces. If access to kitchens is stopped, then current accommodation could be split into smaller households, which might allow greater freedom (i.e.: fewer people would be involved in a house isolation should one person test positive for Covid-19). However, the broad inconvenience of restricting or forbidding access to kitchens means this is unlikely to happen. A separate plan requires the reduction in resident numbers sharing kitchens, to no more than X per house (where X may vary according to latest guidance).

Thus, if kitchens remain open, the likelihood of smaller residential numbers in each building increased. If kitchens close, alternative provisions will have to be made. At present (22 June 2020) there is no hard-and-fast consensus on this decision, but planning with University and intercollegiate input is ongoing and developing daily.
College Policy on Phased Return of Employees to Reopen Site (EMPLOYEES TO READ)

The College aims to open its doors as early as possible, and in so doing requires its operational staff (notably Housekeepers, Maintenance, and Porters) to return to work sooner, to prepare the infrastructure. Those who are able to continue working from home, such as administrative staff, should do so until further notice.

The College will return only as many employees as necessary at any given time, to successfully meet its targets in reopening. The College may furlough workers once the (more intensive) reopening preparation has been completed, retaining only as many as needed to maintain basic standards across the estate. The College will not return any at-risk individual to work until national guidance is received for their safe working.

To maximise their safety (protecting both themselves and others), College employees will follow protocols outlined later in this document, concerning arrival or departure from the College, use of PPE, distancing, and so on. Employees will be consulted with at all times, to ensure they are suitably supported in following any protocol requested.
College Protocols Compendium

College Protocol: Non-Residents on entering / leaving College (ALL SITE USERS TO READ)

The following is a draft protocol for College employees, contractors, and other site visitors (i.e.: people who reside elsewhere but whose business brings them into College). Those residing on site may wish to be familiar with the protocol to understand the measures being taken to protect the whole community.

- Prior to leaving their home, visitors must ensure they are not exhibiting any signs or symptoms of Covid-19, or otherwise feeling unwell.

- For employees and contractors, start / finish times will be staggered where possible to prevent crowding.

- On arrival, visitors will follow fixed routes into College (see Appendix A), using elbows or hips to open touch-pad doors, before washing hands with soap and water in designated areas for a minimum of 20 seconds.

- On arrival, employees and contractors will wear appropriate PPE (level determined by role) which will remain worn while working, and transiting between buildings.
  
  - Protective eyewear (reusable visors) will be issued individually to employees and must be clearly named. (Contractors may choose whether or not to use eyewear, and must provide their own).
  
  - Masks will be used by all, and issued to visitors if required.
  
  - Aprons or full body suits will be worn by those entering communal buildings and conducting work which brings their body into close contact with multiple surfaces (e.g.: electrical inspections).
  
  - Eyewear and masks may be worn between buildings but rubber gloves and aprons or body suits must be changed (i.e.: prevent transmission from surface contact between buildings).
  
  - As a minimum, protective visors are to be disinfected at the end of a shift, prior to leaving.

- Breaks are to be staggered and taken outdoors where possible, spaced by 2m in all cases. Use of high-contact items (fridge, coffee machine, kettle, taps, etc) should be minimised, and touched with freshly protected hands (rubber gloves) and disinfected after use. All are to use their own mugs, crockery, cutlery, etc and to wash up / put away items after use.

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5 Until further notice, business is the only legitimate reason for external site visitors; friends and colleagues from other Colleges are not legitimate visitors.
• Room and house entry are to be arranged in advance, and clearly announced on arrival.

• On departure, visitors will change into home clothes, and either take work clothes (bagged) to be laundered at home or put them into site laundry with other on-site workers’ clothes (which may be recorded online as COLLEGE EMPLOYEE WASH).
College Protocol: Use of College Tools and Equipment (EMPLOYEES TO READ)

Tools. All workers (predominantly Gardening, Maintenance, and Housekeeping) are to be allocated their own tools to avoid contact sharing equipment. Where possible they should be stored completely separately (different tool bag, cart, basket, etc) and clearly labelled to reduce confusion.

Tasks. All employees should have clearly allocated sections on which to work in a given day or week. Where tasks can be divided consistently across site (e.g.: mowing various lawns, cleaning various buildings), they are to be given to a single named individual to reduce chances of spreading infection. Where tasks require paths to cross – e.g.: maintenance workers on two separate jobs – they are to be separated by as much time as possible.

Personal Hygiene. Supplies of hand gels are to be kept in communal areas (maintenance offices, garden sheds) and / or on each person for use as required. Regular handwashing and disinfection of surfaces touched (e.g.: tools and equipment) should be conducted.

Bed linen and laundry. Laundry from rooms to be brought for cleaning in sealed disposable wash bags.

Joint Working. To be avoided as much as possible; PPE (minimum mask, gloves, visor) to be worn when working with others in close proximity and for prolonged periods.
College Protocol: Residents’ drills on entering / leaving College (RESIDENTS TO READ)

Those living on site do not need to wear PPE when moving around, but will follow the directions below:

- Ensure they spend as little time as possible in communal areas (e.g. laundry, Common Room, pigeon holes, Porters’ Lodge).
- Observe any one-way routes through a building or around the whole site.
- Observe 2m spacing.
- Avoid touching surfaces with hands (use elbows or hips where possible).
- Avoid any proximity (i.e. <2m) to members of another house.
- Cough or sneeze into their elbow or a tissue, washing hands immediately afterwards.
- When returning to the College having been off-site, best practice is to wash hands and launder clothes (e.g.: return from high-use area such as supermarket, rather than socially distanced walk).
During Phases 1.0 – 3.0 the Dining Hall and Common Room will almost certainly remain shut, with online ordering as at present. The following is a draft protocol for reopening the Dining Hall, likely towards the end of Phase 3.0 or beginning of Phase 4.0

- Collection of meals ordered online will likely remain the default option. Staggered meal collection times will persist.

- Dining Hall will have a maximum occupancy determined by ability to distance within national guidelines (likely 25 people, approximately 25% capacity).

- Non-residents (e.g.: staff, Fellows) will not be permitted to dine in the Dining Hall until reasonable protocols have been established and tested by residents. They may use the takeaway service.

- Meals taken by residents in the Dining Hall will be by booking only (similar to Formal Hall bookings), and may be allocated on the basis of houses (e.g.: Elmside and Brian Pippard on a Monday lunch, Michael Stoker and Leslie Barnett on a Monday dinner, etc), to reduce cross-contamination risk.

- Diners must wash hands prior to entering the Dining Room. Hand sanitising points will be available.

- A one-way route to, around, and out of the Dining Room will be promoted to stop people crossing paths unnecessarily. Floor distancing signs will be installed to promote responsible use of space.

- Diners will sit at tables according to their household. This may require the creation of smaller tables to host meals for Main Site flat residents, or they may have to wait until national restrictions ease sufficiently to allow more households to dine collectively.

- Plexiglass will be installed (TBC) where needed along the servery and counters.
**College Protocol: Use of Office Spaces (EMPLOYEES TO READ)**

**Working from home.** Those who are able to work from home, remotely connected to the College IT systems, should continue to do so for as long as possible. As restrictions ease, a **phased and gradual** reintroduction of office staff to the workplace is envisaged.

**Hot-desking.** To be avoided – when this is not possible a **good cleaning regime** is required by those sharing the desk area by the individual who are sharing. The only likely area for hot-desking is the Porters’ Lodge.

**Rubbish collection and office cleaning.** Individual bins (Accounts, President’s office) should be placed outside offices each morning for emptying; all others should use centralised bins as before but ensuring they follow one-way routes and minimise contact with the bin, washing hands afterwards. Clear desks are inherently cleaner than cluttered ones; staff will be responsible for ensuring their desks remain clear and cleaned at the end of a working day. Wipes are provided for phone and screen cleaning.

Normal office cleaning by the HK team is limited to dusting and hoovering. When staffing allows the HK team may be able to do a deeper clean in each office. This is not to be relied upon initially.

**Social distancing in shared offices.** In the first instance those who can work remotely should do so to reduce the use of shared spaces. Thereafter, working alternate days may be necessary, to stagger occupancy. The installation of plexiglass screens / room dividers will be considered in extreme cases, where staggered working is not possible. Users of share offices should keep occupancy to a maximum of 50% normal, and take extra care not to move around the office unduly.

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6 “Good cleaning” requires the thorough disinfection of all high-contact surfaces (desktop, keyboard, computer monitor, chairs) immediately after final daily use and prior to leaving the building, even if returning to the same station the next day.
College Protocol: Use of shared spaces (gym, bars, ALB rooms, computer room, library)

At present, no shared spaces are open for use. It is possible, depending on national direction, that some may open during Phase 3.0

Each space will require subtly different detailed rules, but the following blanket draft protocol covers the broad thinking applicable to all.

- The maximum occupants of a given area will be strictly limited, probably to 25% capacity.

- A booking system for use of a given area is very likely.

- Areas (desks, chairs, toilets, bannisters, PCs etc) will need to be cleaned before and after users have entered and left. This is to be coordinated and arranged via Housekeeping, and may require adjustments to the opening times of each facility.

- Users may need to wear various items of PPE and/or clean surfaces before and after.

- Spaces may need to be shut at short notice (for example on confirmed outbreak of disease); they may then need to stay shut until they can safely be cleaned for reopening in line with any national direction.

- Occupants must not put themselves or others at risk during shared use of space, i.e.: no excessive coughing, spluttering, and so on. This may be particularly relevant in the gym.
College Protocol: Self-isolation on arrival / return

In line with national direction, those returning to College (specifically from overseas, but extended to all for now) must isolate for 14 days; this must exclude contact with all others, essentially directing the use of a flat with its own bathroom, if not kitchen.

The basic premise of self-isolation is that an individual keeps entirely within their room for as long as required, until they are sure they do not exhibit symptoms of Covid-19. The College has very limited availability of such areas, most of which have now been prepared and some of which are already in use (22 June 2020).

- All arrivals (new or returning from any location) must engage with the College as early as possible to arrange date(s) for their return, acknowledging the need to strictly self-isolate. A booking system is in place, controlled by accommodation@clarehall.cam.ac.uk who should be considered the single point of contact for future arrangements.

- Provision should be made for meals to be delivered to the self-isolating property at least for the first week. Occupants are encouraged to use the College catering system (bookings made online a week in advance) until they are certain they can get ingredients or other food delivered by friends.

- Occupants returning to standalone accommodation (e.g.: Main Site Flats) should order for delivery; other Main Site Flat occupants may be asked to assist with this service should Catering be overwhelmed.

- A notice will be placed on the door of rooms in use for isolation purposes advertising the date of arrival and anticipated date of departure (i.e.: the date on which someone will vacate assuming they have remained healthy throughout). This sign must be moved with the occupant should they change room for any reason throughout their isolation (e.g.: infrastructural issue, such as water leak). The occupant’s name will not be publicly listed.
College Protocol: House Lockdown

The current (22 June 2020) College Protocol for a House Lockdown (i.e.: the process of quarantining an entire house in which one person has a suspected case of Covid-19) remains untested.

The House Lockdown will be recorded and tracked using existing tools created by the Domestic Bursar and held by the Porters’ Lodge since mid-March. Twice-daily check-ins will persist for a house in lockdown. National guidance will be followed regarding temperature-checking or other procedures deemed appropriate, as they develop.

Following national direction, the house member with symptoms must self-isolate for seven days, while all other members must isolate for 14 days. If, after seven days, the originally infected person has no symptoms, they may stop self-isolating. All others in the house must continue in isolation to Day 14. If they become unwell in the meantime, they begin a seven-day isolation as the originally infected person. Thus, it is possible for someone to commence self-isolation, develop symptoms on Day 13, and need to isolate a further seven days (minimum), until symptoms have disappeared, resulting in 20+ days’ isolation.

During this period, laundry may be done, in line with existing direction (i.e.: clothes sealed in soluble laundry bags for 72h after last item, placed directly in washing machine and laundered accordingly). This collection and processing will need to be arranged between the house in lockdown and the Accommodation and Facilities Manager, or other willing resident volunteers, as appropriate. This paragraph has been deliberately left highlighted (22 Jun 2020) because this element of the plan is very much untested, and the College may not have the resource available at any given moment to enable staff to help.
College Protocol: Critical Emergency Response (medical)

If necessary, dial 999 first, then inform Porters’ Lodge, which is the on-site contact point for any emergency on site. The Lodge has been staffed 24/7 throughout lockdown. If 999 is not immediately required, start with Porters’ Lodge, who will be able to help summon assistance.

The Porters must ensure their own emergency PPE (see below) is readily available to minimise delay in responding and reduce any threat to their health.

- On receiving word of a critical medical emergency (regardless of Covid-19), the Porter will ensure the emergency services have been notified with as much detail as required.

- The Porter will then set the Lodge phone to forward messages, take the Lone Worker device, don PPE (mask, gloves, eye protection – TBC) and move as close to the patient as required, taking any relevant equipment (First Aid bag, AED, mobile phone notepad and pen).

- If required, the Porter will administer First Aid until medical services arrive. Until further notice, First aiders should not carry out the 'look, listen and feel' procedure to check for normal breathing. Instead, they should simply look for 'the absence of signs of life and the absence of normal breathing'. Compression-only CPR, with a towel or cloth placed over the patient’s mouth should be carried out until either AED is prepared for use or paramedic support arrives. Further reading for First Aiders is here.

- Once medical services have departed:
  - If the patient is sufficiently well to remain in situ, the Porter will ensure their housemates are able to look after them in the short term, and that they have access to a phone to dial for help otherwise. The Porter will then leave, clean and replace used equipment, dispose of and replace PPE, and file an incident report, washing hands as often as required between these actions.
  - If the patient has been moved to hospital, the Porter will carry out the actions above and inform Tutorial, as the situation has now moved beyond the College and may be the starting point for welfare protocols, including contacting Next of Kin for support and assistance where appropriate.

Note. Work and Emergency First Aid at Work certificates expiring from March 16th onwards are being extended by 3 months. [HSE]. Refresher training – coordinated by the Head Porter – will be arranged at the earliest opportunity (as of 22 June 2020 refresher training options exist for Summer 2020, via remote learning / examination, and are being explored).

7 The Porter does not have to get closer to the patient than necessary; if there are others in the residence who can meet the Porter at the property entrance to receive AED (etc) then this will suffice.
College Protocol: Critical Emergency Response (fire / flood / other)

The Porters remain the first point of contact for any emergency on site, and the Lodge will continue to be staffed 24/7. This is a point of security and reassurance on which the College places a very high priority.

The Porters must ensure their own emergency PPE (see below) is readily available to minimise delay in responding and reduce any threat to their health. Additionally, a grab-bag with sufficient PPE to protect up to 30 evacuating residents should be prepared.\(^8\)

- On receiving word of an emergency (regardless of Covid-19), the Porter will ensure the relevant emergency services have been notified with as much detail as required.

- If safe to do so, the Porter will take the residential grab-bag and move to the site of the emergency (as usual) and assist in whatever drills or actions are required under normal circumstances (e.g.: evacuation of buildings).

- The Porter will leave, clean and replace and used equipment, dispose of and replace PPE, and file an incident report, washing hands as often as required between these actions.

\(^8\) 30x mask/glove combo-bags are made and held in the Lodge in individual bags.
College Protocol: Response to visiting site user showing Covid-19 symptoms

The College has a policy – earlier in this document – to ensure as far as possible that its visitors do not bring Covid-19 with them (for example not entering site if displaying symptoms or feeling unwell). However, symptoms of illness may present rapidly, and catch people off-guard. If this happens, the College must be prepared to respond quickly to minimise the risk of infection spreading.

- The affected person needs either to leave site immediately – if they are well enough to drive or have alternative means of transport – or be isolated temporarily while transport is found.

- Temporary isolation needs to be in a small, easily-cleaned space. The purchase and use of screen dividers to create such a space quickly is under consideration (22 June 2020)

- Once transport off-site has been arranged, the temporary isolation area and any other areas used by the visitor must be disinfected, efficiently and without delay. A supply of cleaning material, dividers to close off an area, and PPE specifically for this work will be stored in the Porters’ Lodge.

- The incident must be recorded and any relevant parties notified; those who came into close contact with the affected individual may need to self-isolate as recommended by national guidance.
House Reference Sheets (DRAFT FOR NEW ARRIVALS IN PHASE 4.0)

Each Clare Hall room within a student house needs a one-page information sheet using the template below:

**Porters’ Lodge** – 01223 332 360 / porters@clarehall.cam.ac.uk (please store this information in your phone for the duration of your stay at Clare Hall)

**House Representative** [name and email contact details of the House Rep for the new arrival’s onward accommodation]

Welcome to Clare Hall, and your temporary isolation before moving to [BUILDING]. Following the UK’s lockdown between March and June 2020 during the initial Coronavirus pandemic, the College has developed several protocols and processes to keep as many residents as safe as possible throughout their stay here.

Under current guidance (22 June 2020) if arriving from overseas, you are required to self-isolate\(^9\), remaining within your room as much as possible for 14 days, until you are certain you do not show signs or symptoms of Covid-19. Where possible, the College will seek to use its flats for this isolation, before moving you to your new home in [BUILDING].

During this time, you will be pleased to know that the College kitchen is working and orders may be placed online for delivery to your house. Please use this service instead of any communal kitchen. Your bedding is packed into a laundry bag. Prior to departure, please strip the bed, put the linen in the bag, and seal it. Extra soluble bags will be provided for you to do laundry with the assistance of staff and other student volunteers. More detail on how to use these services is available separately.

Once you have completed arrival self-isolation, the College very much hopes you are able to help others as they adjust to life in Cambridge. The College has always had brilliant community spirit and support; under the circumstances, it is anticipated all College members will bring the same.

On behalf of the College, I would like to thank you for maintaining a positive and collaborative attitude as you join this small but vibrant community.

\(^9\) The same may be applied to students arriving from within the UK too.
Annex A: Routes for safe movement around Clare Hall (ALL TO READ)

The diagrams below indicate the one-way routes which should be followed by all site users to minimise unnecessary contact and increase predictable movement.

Note – routes subject to change or update. Please follow local direction and do not rely on the maps above.