

Reopening Clare Hall After Covid-19 Lockdown

v4.0 Updated 4 September 2020

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Version History and Control

Version	Date	CRS ID	Comments
v1.0	6 May 2020	HLJ38	First draft, basic policies, plans, protocols outlined.
v1.1	11 May 2020	HLJ38	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.
v2.0	19 May 2020	HLJ38	Title change – <i>after Covid-19 Lockdown</i> ; 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.
v2.1	26 May 2020	HLJ38	“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.
v2.2	27 May 2020	HLJ38	Insertion of Quick Reference Page.
v2.3	29 May 2020	HLJ38	Update of Appendix A (Route Maps)
v3.0	1 June 2020	HLJ38	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.
v3.1	22 June 2020	HLJ38	Revisions to returners’ protocols, broad strategy, phase updates, PPE use, College protocols).
v3.2	14 July 2020	HLJ38	Revisions to isolation-exempt countries, facial coverings, potential changes to arrivals, and the concept of “cautious reintegration”.
v3.3	7 August 2020	HLJ38	Revisions to projected Phase timelines, College accommodation plans, College policy on facial coverings, and return to work plans.
v4.0	4 September 2020	HLJ38	Revisions to returners’ protocol, move to Phase 4.0, accommodation offers, staff return, door signs, and need to pause inter-house visitation all shown in blue highlight.

PLEASE NOTE

**THIS DOCUMENT IS LIVE AND
SUBJECT TO FREQUENT OR
IRREGULAR UPDATES**

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

CLARE HALL DOMESTIC BURSAR

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Quick-Reference Page (IF YOU READ NOTHING ELSE, READ THIS)

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 VISITORS¹) 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 (e.g.: to collect belongings or to enter quarantine before taking up residence) after clear arrangement with the Accommodation Officer (minimum), following a set of protocols and instructions specific to their situation. At time of writing (4 September 2020) arrivals from [isolation-exempt countries](#) are not required to isolate on arrival in the UK. However, they are urged to arrive on specific dates, coordinated by the Accommodation Office and are nonetheless urged to exercise caution interacting within a shared household for at least two weeks from arrival. The existing processes have been trialled for several weeks and are operational via Point of Contact accommodation@clarehall.cam.ac.uk

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 (4 September 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 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. Achieved 4 September 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. Achieved 4 September 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

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. This has been the situation for some weeks; however, our first “new arrival” comes tomorrow, and so we enter Phase 4.0 (4 September 2020)**

Phase 4.0 (New Arrivals). (STARTED 5 SEPTEMBER 2020) 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. Careful coordination in August has created a plan to ensure houses are filled as close to a given date as possible, so any lockdown does not leave students without accommodation. **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 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. **Light blue** squares show where predicted timelines have been changed. **Black** squares show timelines now moved forward.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phase 1.0	Light blue						
Phase 2.0		Red	Light blue	Light blue			
Phase 2.5		Light blue	Light blue	Light blue			
Phase 3.0			Black	Black	Black		
Phase 4.0			Red	Light blue	Light blue	Light blue	Light blue
Phase 5.0							Light blue

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.

Colour-Number Scale of Openness Throughout College

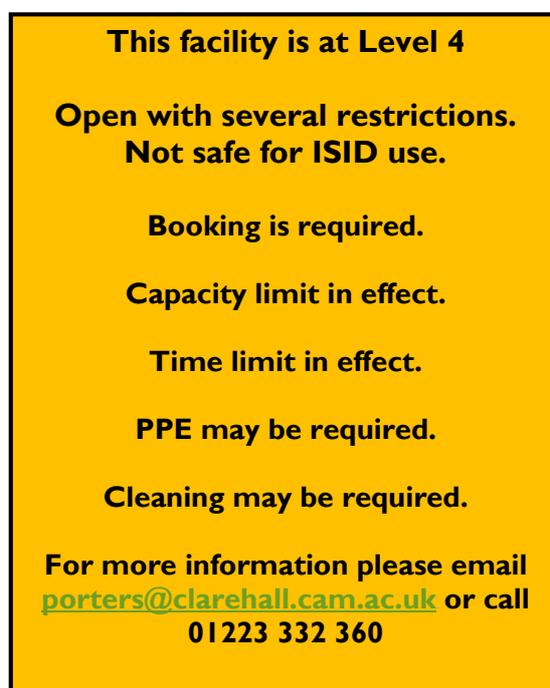
The following scale has been developed for use across College, showing how “open” each facility currently is (4 September 2020). Signs will be placed on various entrances, advertising acceptable use or restrictions.

1 - No restrictions
2 - Open with minimal restrictions. Safe for ISID use.
3 - Open with some restrictions. ISID use possible but not guaranteed.
4 - Open with several restrictions. Unsafe for ISID use.
5 - Closed

Restrictions include the following list, which is not exhaustive:

- Limits on number of people allowed into a space (per hour / day / week).
- The number of days a facility is open per week.
- The closure of a facility when Housekeeping or First Aid trained staff are not available.
- Removal of some equipment or items to create space or reduce cleaning areas.
- Limits on the length of time each user may occupy a given space.
- Limits on the use of space by ISID⁵ users.

Door signs may look similar to the image below:



A facility, once reopened to some extent, **may be closed or subject to tighter restrictions at short notice.**

⁵ ISID (Individuals Susceptible to Infectious Disease)

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.

On 23 March the College closed to external visitors, less postal delivery, essential contractors, and returning members with mitigating personal circumstances. In mid-June some relaxation of rules took 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 without College permission.
2. Wear a facial covering⁶ in all shared indoor spaces (less one's own household)⁷, provided you are able to do so comfortably and safely (see footnote). College policy on facial coverings may be found on the next page.
3. Maintain distance of at least 2m between members of different households.
4. Remain outdoors when seeing others – external visitors (even College members) are not permitted into households or buildings.
5. 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).
6. Self-isolate in line with [national direction](#) on developing symptoms associated with Covid-19.
7. Remain in public or shared spaces only for as long as necessary (e.g.: collecting lunches), not pausing to socialise.
8. 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.

⁶ Facial coverings are not just masks; snoods, buffs, scarfs, and other material covering the mouth and nose may all be used. The aim is to stop *expulsion* of matter, rather than to filter anything inhaled. It is hoped this broad definition allows more people to comfortably use a facial covering, even those with medical conditions.

⁷ The use of facial coverings within one's own household (especially for students in shared residences) may actually be beneficial, as members of the household begin to move more freely around the country and internationally.

College Policy on Facial Coverings

It is vital that we all feel comfortable, confident and safe at Cambridge. We continually monitor the latest public health advice, and we take account of the science. Therefore, we believe all College users should wear face coverings in any work or study setting where it is difficult to maintain social distancing of at least 2m from strangers, or where spending extended periods in confined spaces with others. We should carry face coverings with us and wear them where asked to do so by college or university authorities or when it would be a courtesy to others. Special arrangements will be in place to keep areas where face coverings are not required – your living accommodation and eating areas – to keep them as safe as possible.

College members are urged to be mindful and respectful of the frequently hidden needs of others, which may prevent their use of PPE. Equally, those members with such needs are urged to communicate with College staff to find ways of minimising the time spent in shared indoor spaces (for example, contacting the Porters' Lodge to arrange for post to be brought outside for collection).

The College's aim is to support and assist those in need, while being mindful of the overriding need to minimise viral transmission.

A wealth of advice is available via the [World Health Organisation's bespoke page on facial coverings](#)⁸, showing common errors in use, and safe wearing.

⁸ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

College Policy on Accommodation (THOSE IN RESIDENCE TO READ)

To prevent unnecessary movement between buildings, and to retain a body of knowledge in each building, existing students who have chosen to stay in College accommodation next year have been offered to stay in their current room (14 July 2020).

Returning individuals are to contact accommodation@clarehall.cam.ac.uk to agree a timeline for arrival, any required isolation period, and onward movement to their room. Students are encouraged to return to Cambridge sometime in advance of Michaelmas Term, to avoid both creating a “rush” of arrivals, and of overwhelming College resources. (14 July 2020)

At present, each student house is considered a household because of their shared kitchen (because there is only one per house). One option is to close kitchens, but this would impact each house significantly. Another option is to install smaller kitchenettes in “spare” rooms, to effectively create a small household upstairs and a small household downstairs. This would allow more people to live in one house but create friction between those who have the “good” kitchen and those who have the “other” kitchen. Following lengthy discussion (5 August 2020), the College has determined that 7-person households are not necessarily the best means of providing accommodation, nor do they necessarily lower Covid risk within a building. To this end, a slight variance in house size will be observed across the College, the upshot being a total goal of around 88% student occupancy. (7 August 2020). Additionally, from early September, Visiting Fellow accommodation will be offered to some as a means of increasing the accommodation options for new arrivals.

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. The College plan is for kitchens to stay open, with a household maximum of 13, depending on building size and bathroom access.

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 re-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.

As of 4 September 2020, the College has devised a schedule for its core staff members. This schedule will be published, so all residents can better plan interaction with staff; door signs on offices should also promote “available” hours. Presence during Michaelmas Term arrivals is deemed especially important, but the College is very understanding of those who wish to delay a return to work for health reasons.

College Protocols Compendium

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

The following is a protocol for College employees, contractors, and other *site visitors* (i.e.: people who reside elsewhere but whose business⁹ 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).
 - Facial coverings will be used by all (less exceptions noted in College policy), 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.

⁹ 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 take work clothes with them.

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 outside, but will follow the directions below:

- Self-isolate and inform Porters' Lodge / Tutorial on developing symptoms of Covid-19.
- Wear facial coverings when in shared indoor spaces (less households).
- 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).
- Do not visit or enter each other's houses, at least until Michaelmas Term arrivals are concluded (more direction will follow thereafter). It is vitally important that households remain Covid-free during the Michaelmas arrivals (approx. 25 September – 3 October), to avoid lockouts.

College Protocol: Dining (lunches, dinners, formal halls, etc) (ALL TO READ)

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. This is likely to take place around Michaelmas Term, both to help new arrivals and to ignite College life.

Hot-desking. To be avoided – when this is not possible a good cleaning regime¹⁰ 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 shared offices should keep occupancy to a maximum of 50% normal, and take extra care not to move around the office unduly.

¹⁰ "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, (4 September 2020) only Meeting Rooms are open for (very limited) use. It is **possible** that other facilities may open during Phase 3.0

Each space will require different detailed rules, but the following blanket **draft protocol**, reflected in the College Risk Assessment Compendium, 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.
- Some areas will be off-limits to those susceptible to infectious disease for longer than other areas.

College Protocol: Self-isolation on arrival / return

National direction (**starting 10 July 2020**) listed arrivals from 59+ locations as “isolation exempt”. Those returning from exempt countries may move directly into accommodation with others but should “cautiously reintegrate”, minimising internal interaction, and wearing facial coverings as much as possible.

Those arriving from all other locations, or having passed through a non-exempt location within 14 days of arrival must isolate as usual, for a full two weeks. Provision should be made for meals to be delivered, and residents are encouraged to use the College Catering service (booked one week in advance) until they are certain they can get ingredients or food delivered by friends.

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.

All arrivals should be arranged in advance via accommodation@clarehall.cam.ac.uk

College Protocol: House Lockdown

The current (4 September 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 (4 September 2020) because this element of the plan is untested, though the College believes it has sufficient staffing to deal with houses in lockdown.**

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 required¹¹, 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 and 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.**)

¹¹ 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.¹²

- 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.

¹² 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-isolate¹³, 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.

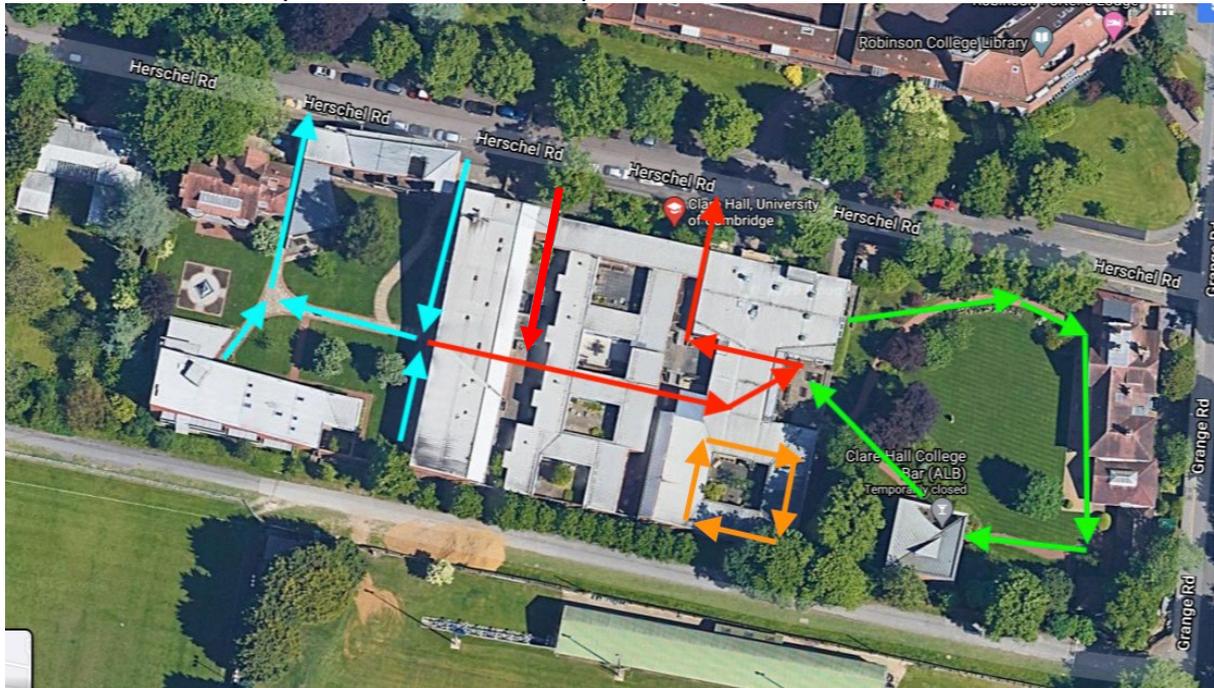
Once you have completed arrival self-isolation, the College very much hopes you are able to help others as they adjust to life in Cambridge. The College has always had brilliant community spirit and support; under the circumstances, it is anticipated all College members will bring the same.

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.

¹³ 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.