



Head Office
Scottish Veterans' Residences
53 Canongate
Edinburgh
EH8 8BS

26 March 2020

COVID-19: INSTRUCTION FOR MAINTAINING SERVICE PROVISION

Introduction

1. The UK and Scottish Governments have advised that the risk of contracting Covid-19 infection in the UK is High. The World Health Organisation has declared the outbreak to be a pandemic. Most people contracting the infection will experience 'flu/cold-like symptoms and will recover fully with no need for medical care. The elderly and those with pre-existing health conditions may suffer more severe symptoms, with some requiring medical treatment including hospitalisation and intensive care support.
2. Our Residences will remain open and continue to provide accommodation, catering and support for Veterans in need. We will continue to take referrals for support for homeless Veterans through the routine referral pathways, unless we have reached our normal capacity. We will mitigate the risk of continuing to take referrals by asking the individual Veteran about their health and observing them for relevant symptoms (see para 5c).
3. On 23 March, the UK and Scottish Governments ordered further measures to moderate the spread of the infection. Consequently, we need to take further action to comply and to reduce the risk to our Residents, Tenants and staff. This is a revision of the Instruction distributed on 17 March 2020.

Measures

4. The following measures are required or have been implemented:
 - a. **Employees**
 - Any Employee identified by letter or phone call from the NHS, as at high risk, is not to work and is to comply with the self-isolation requirements. SVR will continue to pay their salary, and provide assistance, where able, on request. If it is safe to do so and technically achievable, we will provide equipment to enable home working.
 - Any employee experiencing 'flu/cold-like symptoms, especially if they have a new continuous cough or a high temperature above 37.8C, is to remain at home and not come to work. They are to inform their Line Manager and self-isolate at home for 7 days.
 - If a member of an employee's immediate household experiences 'flu/cold-like symptoms, especially if they have a new continuous cough or a high temperature above 37.8C, the employee is to remain at home and not come to work. They are to

inform their Line Manager and self-isolate with all members of the household for 14 days from the onset of symptoms.

- Those employees not required to deliver support, catering or domestic services, should work from home if they are able¹. Staff are not to attend external meetings. They are to use external meeting/conferencing facilities.
- No collective staff training is to take place. This will be reviewed on 1 May 20. Individual, especially online training, may still take place.

b. **Residents**

- Any Resident experiencing 'flu/cold-like symptoms, especially if they have a new continuous cough or a high temperature above 37.8C, is to inform Reception or their key worker and self-isolate in their room for 7 days. They are to be monitored in accordance with routine procedures.
- Any Resident who receives a letter from the NHS informing them that they are at high risk, is to comply with the self-isolation requirements. Residence Managers and staff will arrange bespoke support for such Residents including arrangements for laundry, toiletries and other personal requirements.
 - Rosendael and Whitefoord House staff will make arrangements to deliver drinks and meals to self-isolating Residents' rooms. PPE consisting of disposable gloves and aprons should be worn when delivering food and drinks to Residents' rooms.
 - Bellrock Close staff will make arrangements to assist self-isolating Residents with food delivery.
- With the exception of those self-isolating, Residents should only leave their Residence in the following circumstances:
 - For exercise on their own, once daily.
 - To shop for essential items such as medicine and toiletries (noting that Whitefoord House has a stock of toiletries at cost price available to Residents).
 - For work, if that cannot be undertaken in their rooms.
- Residents, unless self-isolating, may still use communal areas as long as they are able to maintain 2 metre's distance from others in the room.
- Residence gymnasiums may be used by one individual at a time. All equipment is to be thoroughly wiped down before and after use.

c. **Tenants**

- The Chief Executive has written to all Tenants to confirm:
 - No tenant will be evicted if unable to pay their rent because of the financial impact of the pandemic.
 - SVR will continue to provide emergency and urgent repairs through our normal contractors. We have confirmed that any contractor entering a property will wear appropriate PPE and observe social distancing requirements.

d. **Visitors**

- Only essential external visits are to be made to Residences. Such visits include:
 - Suppliers;
 - Healthcare and support service providers; and

¹ If additional/new equipment is required to achieve this, consult with the Chief Executive.

- Emergency/Urgent maintenance contractors².
- All external bookings for the use of SVR facilities are to be cancelled. This will be reviewed on 1 May 20.
- The Royal Voluntary Service café at Bellrock Close is to be closed with immediate effect. This will be reviewed on 1 May 20.

e. **Logistics**

- Residence Managers are authorised to increase their food stock holdings to 96 hours supply if within their Residence storage capacity.
- Rosendael and Whitefoord House Residence Managers will provide multiple sittings for meals to provide 2m distance between Residents whilst eating in the dining rooms. Residents will also have the opportunity to receive a 'takeaway' meal for consumption in their own room should they wish.
- Conduct daily monitoring of cleaning product levels, especially surface cleaners, soap, and hand-sanitising gels. Make replacement orders in good time in recognition that supply chains may be under pressure and delivery times extended.
- Residence Managers have purchased thermometers to enable testing of employees' and Residents' temperatures.

f. **Communications**

- We will maximise the utility of our nascent digital capability by exploiting the capability of Microsoft Teams. Our Business Intelligence Analyst will provide advice and guidance on establishing phone and video calls to those requiring it.
- The Head of External Relations has established a WhatsApp Group for all members of the Senior Management Team.
- If a Resident or employee is confirmed positive for Covid-19 infection, the Chief Executive/Company Secretary is to be informed so that appropriate Notifiable Event reporting can be carried out.

Contingencies

5. It is not possible to foresee all the potential scenarios that may result from the pandemic. It is possible however, to put in place some guiding principles that we should be prepared to employ should the occasion require, subject to consultation with the Chief Executive.

a. **Staff shortage**

- Be prepared to maintain services with lower than normal staffing ratios.
- Temporarily employ agency staff as backfill.
- Mutual support – temporary employee transfer from one Residence to another.
- Be prepared to seek Resident volunteers to assist with service provision.
- Request Local Authority support if service provision becomes untenable within own/agency resources.

b. **Seriously-Ill Resident**

- Normal procedure – contact NHS Emergency or Urgent Services via 999 or 111.

² Note that some 'routine' maintenance/inspections may still need to be undertaken to maintain a safe environment, for example water testing to prevent Legionella.

c. **New Residents**

- Have a high index of suspicion in terms of potential exposure to Covid-19.
- If suspicious that an individual may have been exposed, be prepared to offer accommodation on provision that the individual self-isolates in their room for first 14 days. Rosendael and Whitefoord House applicants may also be provided with initial accommodation at Bellrock Close, dependent on the applicant's individual circumstances.

d. **Supply shortage**

- Contact supplier and confirm the nature and dependency of the service and request priority for delivery.
- Contact DCEO or Chief Executive to engage Local Authority support if unable to secure supply.

e. **Tenants**

- Be prepared to support and assist Tenants who find themselves in financial difficulty as a result of the Covid-19 pandemic.

Head Office Contacts

6. The Chief Executive will continue work from Head Office to maintain a presence. Other Head Office staff will work from home, but if necessary may be present in Head Office.
7. As our experience and expertise with the Microsoft 365 suite develops and improves, it will facilitate our ability to work remotely and to communicate and co-ordinate activity. In the short term, make best efforts to use the multiple media channels that are available.

Chief Executive