

LODGE OPERATING PROTOCOLS

General

- All visitors to the College will be asked to sanitize their hands at the station provided in the Lodge
- Access to the Lodge working area is restricted to Lodge personnel only
- Where it is possible to do so a 2 m distances should be maintained
- Physical contact within the team and others in College must be avoided or if absolutely necessary must be minimised

Visitors

- Only one visitor will be allowed into the Lodge at any one time
- People must queue in the designated areas and wait to be called forward
- Signage will be provided for direction of flow in to and out of the Lodge. The Lodge team will manage access and egress at all times
- A one way system in place through the Lodge under the management of the duty Lodge Receptionist
- Floor signage will mark out social distancing between desk and visitor
- Inventory (sign in system for visitors) users to wipe screen before and after use, disinfectant wipes provided next to the screen
- All payments at the Lodge are to be contactless

Post and Deliveries

- All deliveries to be contactless at the main Turl Street gate.
- Mail and parcels for both Fellows and staff will be taken to the relevant offices by night team.
- Items for University Messenger will be handed over and received at the front counter
- Any parcels not retrieved within 7 days will be returned to sender. Hand sanitiser provided for the team to use following handling of mail/keys etc.

Use of Ship Street Centre for distributing parcels

- All members of College will be asked to minimise the ordering of items that are delivered to College and instead use the nearest Amazon Locker option.
- For the small number of parcels that may come to College Ship Street counter will be used on 2 days per week between 3pm to 4pm times for students/staff Parcel collection
- The trolley used to transfer mail/parcels to be sanitized both before and after use by the Lodge Receptionist.
- Hand sanitiser will be available for students/staff/Fellows collecting parcels from Ship Street Centre

- Set collection hours to be introduced

Office working

- The customer part of the Lodge will be closed for Scout cleaning at the specified time
- The office space behind the Lodge will be closed at [give time] for scout cleaning. TBD with HK
- Lodge team will clean work surfaces and equipment (screens, keyboards, phone, CCTV, equipment etc.) with sanitising products (supplied) prior to commencement of shift and throughout it (particular attention to shared use items eg. Phone or a chair)
- The Kitchen and equipment must be cleaned and cleared throughout the shift and all items put away before shift change.
- Hand washing and sanitiser must be used regularly and as necessary.
- Face masks to be worn when appropriate
- When the kitchen opens, all staff will be able to have a meal in College. The locations for eating will be set out in the Food Services protocol. It will include office spaces as long as appropriate distancing can be maintained and the space is cleaned before and after use.
- No personal belongings should remain in the Lodge; all items are to be placed in lockers after the end of each shift
- Staff to arrive no earlier than 15 minutes before the start of their shift to cut down the number in the working area at any one time
- Use the door into the Lodge Manager's LM's office when arriving for work and entering the Lodge area
- Use the Lodge inner door when leaving after your shift