

# **GUIDELINES FOR THE PROTECTION FOR STAFF WHO HAVE FACE-TO FACE INTERACTION WITH STAKEHOLDERS**

## **INTRODUCTION**

This document provides guidance for the Campus community on the protection of staff who by the nature of their work, have high levels of face-to-face interaction with clients. These include but are not limited to Cashiers, Receptionists and Customer Service Representatives. The document is prepared in keeping with the dictates of the Government of Jamaica under the Orders of the Disaster Risk Management Act and, the Ministry of Health and Wellness (Jamaica) and the World health Organization.

It is expected that this guidance document will be updated over time in keeping with the dynamic situation.

## **GUIDANCE**

This document gives practical guidance of how to protect staff with face-to-face client interactions in the workplace during the COVID-19 pandemic. Risk assessments are mandatory in every workspace/office before the implementation of these protocols outlined in this document.

### **Physical Distancing**

**Objective:** The protection of staff by physical distancing and/ or the use of visual and/or physical barriers.

### **Protocols**

The UWI Mona should ensure separation of minimum 6 feet between individuals unless this distance is unsafe due to the nature of the work or configuration of the workspace. The Campus will conduct a Space Audit of all internal office spaces and make recommendations to the HOD regarding the appropriate configuration of spaces.

## **Intervention**

In our effort to protect vulnerable staff based on their face-to-face interactions, intervention will include but not be limited to the following;

1. Using markings and stanchions to manage the flow of customers
2. Introducing one-way flow at entry and exit point
3. Establish the point beyond which a client interacting with a member of staff should not go.
4. Install barriers or screens to separate staff from clients. Screens may be wooden, glass, plexiglass or a combination thereof.
5. Where this is it is not possible for barriers/shields to be installed, workers should be provided with face shield along with face mask
6. Ensure the 6 feet physical distancing is maintained between customer service/receptionist and clients/visitors when interacting. Where this is not possible a barrier is installed

Any and all interventions but be done with the assessment and input of the Estate Management Department and the Occupational Safety and Health Unit (HRMD).

## **Role of the HOD**

1. Encourage increase in the services that can be offered online to limit visitors/client physically interacting with Staff.
2. Manage the access visitors and service providers on site
3. Secure the necessary protection for Staff

## **Role of the Estate Management Department**

The Estate Management Department is responsible for the installation of physical guards/barriers; once approval is given from the COVID-19 Emergency Management Committee .

## **Role of HRMD OSH Unit**

Through ongoing monitoring and follow-up inspections the HRMD OSH unit will assess workspaces/offices to ensure that physical distancing protocols are being implemented and followed correctly.