



Revised: 09/02/2021 (revisions shown in blue)

Dementia Friendly Communities/Connecting Communities Coronavirus Policy and Action Plan Policy

Coronaviruses are a family of viruses common across the world in animals and humans. Certain types cause illnesses in people. For example, some coronaviruses cause the common cold; others cause diseases which are much more severe, and which often lead to pneumonia. COVID-19 is the illness seen in people infected with a new strain of coronavirus not previously seen in humans. Symptoms experienced by someone who has contracted COVID-19 are typically a dry cough, a high temperature/fever and shortness of breath.

The current situation

Much of the work of Connecting Communities is centred around, and benefits, older members of the community. With older adults, as well as those with underlying health conditions (heart disease, diabetes, lung disease), being at most risk of serious illness if they contract COVID-19, it is essential that we carefully consider how or whether our activities can continue when the outbreak reaches our area.

As a result, Connecting Communities needs an action plan to reduce and manage the risks of COVID-19 to staff, members, customers, and its operations.

The government has recently reintroduced some restrictions as the second wave of the pandemic appears to have taken hold. A 5-tier local protection plan has now been introduced to Scotland. In December 2020 Highland, along with the rest of mainland Scotland, was placed into Level 4 and in early January 2021 Stay at Home guidance was added to this following a significant increase in COVID-19 cases in Scotland and the discovery of a new, more easily transmissible strain of the virus. Current restrictions include:

- Everyone is advised to stay at home, only leaving for essential purposes and for exercise.
- Contact with others/Socialising: only two people from up to two households can meet outside (excluding children under 12). Indoor socialising is not permitted.
- Employees should work from home unless it is not possible for them to do so.
- Travel: Travel no further than you need to reach to a safe, non-crowded place to exercise in a socially distanced way. No travel outside of your local authority area unless for an essential purpose. No travel outside of Scotland or to any Level 3 area such as the Scottish islands.
- Transport: Public transport should only be used where essential, and safety measures will be put in place by the transport provider. Car sharing is not permitted between individuals from different households.
- Events: No events permitted.
- Support services (mental health, counselling, day services, respite care): Online only, unless essential.
- Shielding: Shielding has not been reintroduced fully at this time, but those who were previously shielding are advised to take extra care to stay at home as much as possible and to take extra precaution when outside for essential purposes or exercise.

Exceptions to the Stay at Home rules are:

- for work or to provide voluntary or charitable services, but only where that cannot be done from your home.
- for essential shopping, including essential shopping for a vulnerable person. You should use online shopping or shops and other services in your immediate area wherever you can.
- to obtain or deposit money, where it is not possible to do so from home.
- for healthcare, including COVID-19 testing and vaccination.

- for essential services, including services of a charitable or voluntary nature such as food banks, alcohol or drug support services.
- to access public services where it is not possible to do so, including from home:
 - social-care services,
 - accessing day care centres,
- to provide care, assistance, support to or respite for a vulnerable person
- to provide or receive emergency assistance.
- to visit a person in an extended household.
- local outdoor recreation, sport or exercise, walking, cycling, golf, or running that starts and finishes at the same place (which can be up to 5 miles from the boundary of your local authority area) as long as you abide by the rules on meeting other households.
- to avoid injury, illness or to escape a risk of harm.
- to visit a person receiving treatment in a hospital, staying in a hospice or care home, or to accompany a person to a medical appointment.

Preventing COVID-19 from spreading

It is currently believed that COVID-19 is spread through cough droplets, which can land on surfaces or others when a patient coughs or sneezes. The best ways to avoid spreading COVID-19 are regular handwashing, avoiding touching your face (particularly your eyes, nose and mouth), and by coughing or sneezing into a tissue and disposing of it immediately. It is believed to be unlikely that it is spread through food or packages, although there is still much to be learnt about the virus, especially the new strain.

The Scottish Government guidance is based on FACTS, which covers the following:

- F – the use of **face coverings**
- A – **avoiding crowded places**
- C – **clean hands regularly**
- T – keep a **two metre distance** between yourself and others outside of your household
- S – **self-isolate and book a test** if you have symptoms

The advice from the NHS for those who suspect they may have COVID-19 is to: stay at home and avoid contact with other people; do **not** go to their GP, pharmacy or local hospital; and to contact their GP or call 111 if they feel unable to manage at home. Those over the age of 5 who have suspected COVID-19 are able to book a test online at <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-trace-and-isolate/coronavirus-covid-19-testing>

What we are doing in response to COVID-19

Both the Helmsdale and Golspie Village Hubs and Art 'n Blether continue to be suspended until further notice due to the government's guidance on protecting vulnerable members of the community and social distancing. Hub and Art staff have been supporting our regular members through regular phone calls and online sessions. For a brief period, where restrictions allowed, our Hub Project Lead was visiting some Hub members in their homes. Our Grab 'n Go Bags were suspended in early April due to ingredients becoming difficult to source but started up again later than month. Our key focus is on keeping our Dinner To Your Door service running as it provides meals for an increasing number of those who are, in many cases, vulnerable and would not want to risk leaving their home to go shopping at this time. From late April the service has expanded to include Dornoch and Embo. In early May we took the decision to donate the Helmsdale Men's Shed to the local community for use as a food share facility, and we have also begun providing support to one family through our Bridge Over Troubled Waters service.

We have made our staff and, where appropriate, our members and customers aware of the symptoms of COVID-19 and what they should do if they feel that they, or someone they know, may have contracted the illness.

In late November 2020 we began running Helmsdale Walking Group, a health walk in conjunction with Paths For All and in line with Scottish Government guidance on group walks. When Highland was placed into Level 4 these walks could no longer take place.

In January 2021 we introduced online Art 'n Blether classes and continue to look at ways in which we can support our local communities within the restrictions.

The potential impact on Connecting Communities activities and services

COVID-19 has the potential to impact our activities in a number of ways, largely relating to staffing and safeguarding the wellbeing of both our employees and members/customers.

The impact will vary from one programme/activity to another. Below are details of the risks to each of these as well as measures that could be, and are being, taken to reduce the risk.

General administration and operations

Risk	Risk level	Measures to reduce impact	Action taken to date
Reduced staff due to illness, the need for self-isolation, childcare problems, or returning to other work.		<ul style="list-style-type: none"> • Support staff to work from home if possible and necessary. • Admin and management staff workloads adjusted with a focus on essential tasks only. • Arrange for forwarding of telephone calls to the office number should the office be closed for long periods each day. 	<ul style="list-style-type: none"> • 17/03 – Senior Management Team (SMT) informed that a member of the team was showing symptoms of COVID-19. This member of staff is now self-isolating for 14 days but is working from home when well enough. All items she requires to perform her tasks have been delivered to her at home. • 20/03 – Closure of schools from today has resulted in a decision taken by the SMT to allow staff to taken their children to work if

			<p>necessary.</p> <ul style="list-style-type: none"> • 11/05 – SMT currently looking into a solution to fill the gap once a key member of staff returns to her other job. • 28/05 – An additional delivery driver has now been recruited for Dinner To Your Door. • 29/05 – A key member of the Senior Management Team is due to return to her other job for two mornings a week from 1st June. A decision has been made to recruit an additional cook for Dinner To Your Door in order to free up the current second cook to cover admin duties. • A second cook was arranged, but with order numbers for DTYD now reduced a little there is no longer a need for this. • Oct – DTYD cook now preparing Grab `n Go Bags again on a Friday after a member of Art `n Blether staff had taken it up for a few months. • Nov – Art `n Blether tutor is
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			currently on sick leave, due to return in early December.
Staff travelling to and from areas affected by COVID-19.		<ul style="list-style-type: none"> • Adhere to guidance from the government and NHS in relation to different areas of the world, Scotland and the UK as a whole. • Staff to self-isolate for a period of 14 days if returning from any area deemed to be high risk by the government or NHS. 	<ul style="list-style-type: none"> • The SMT are aware that none of the staff have been on holiday to any of the affected areas recently, and with the increasing restrictions on movement the likelihood of this occurring is reduced. • With Easter break approaching the SMT will keep an eye on staff movements during any holidays and take action if required. • 03/04 – With the current restrictions on people’s movements this is highly unlikely to occur now, although the virus is now in ours and the surrounding areas. • 03/04 – A member of Bridge Over Troubled Waters staff is currently stuck in Australia and will be required to self-isolate for 14 days upon his return. • 15/04 – Member of staff stuck in Australia has now returned home and is self-isolating. • 11/05 – Member of staff previously

			self-isolating for 14 days after return from Australia has now returned to work.
Staff members feeling unable or unwilling to perform their role due to risk of contracting COVID-19.		<ul style="list-style-type: none"> Concerned staff to be redeployed to other areas where the risk is reduced. 	<ul style="list-style-type: none"> 23/03 – A member of staff expressed concern over continuing part of their role which risked bringing them into contact with the public, and the impact this could have on her family. This member of staff has now been restricted to an office role only and another member of staff has agreed to take over the higher risk task. 03/04 – Concern expressed after announcement of “lockdown”, but staff seem content to continue with their current roles at the moment. 07/01 – With the new strain of the virus staff may feel more uncertain about fulfilling their role. We will keep a close eye on this and continue to do all we can to support staff to stay safe and well.
Office-based staff contracting illness while		<ul style="list-style-type: none"> Reduce the number of staff using the office to as far as reasonably 	<ul style="list-style-type: none"> 23/03 – Decision made to keep office door locked at all times to

<p>at work.</p>		<p>practicable.</p> <ul style="list-style-type: none"> • Restrict access to the office to non-essential staff and other individuals. 	<p>reduce members of the public wandering in freely.</p> <ul style="list-style-type: none"> • 27/03 – From 23rd March office was closed with all staff, aside from Dinner To Your Door staff, working from home. Required technology taken home and all valuables removed from office. Phones diverted to staff member’s home number. • 24/04 – SMT discussed thinking ahead to a plan for how the office will be used once it is re-opened to allow distances to be kept between staff. • 04/05 – SMT looking at whether there is a need for an office of the current size in the long term. • July – two members of staff who were struggling to work from home returned to working in the office with social distancing and hygiene measures now in place. • 07/01 – Only one member of staff now remains in the office and various safety measures have been
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			<p>put in place to ensure she stays well.</p> <ul style="list-style-type: none"> • 14/01 – The Senior Management Team has discussed whether or not it is appropriate for the one staff member remaining in the office to continue to work from the office. The staff members finds it very difficult to work from home due to the equipment required to do so. As she is not using public transport to get to work and should not come into contact with people during the working day it has been agreed that it is best for her to remain in the office with the door locked.
<p>No longer able to hold our Annual General Meeting as usual in June.</p>		<ul style="list-style-type: none"> • Look into alternative ways to hold the meeting, as allowed by our constitution and OSCR. 	<ul style="list-style-type: none"> • 11/05 - Plans are underway to hold the AGM virtually in June and arrangements are being put in place for this. • 28/05 – AGM and Board meeting will go ahead using Zoom on 12th June. • 12/06 – Only those who could not join the meeting from home attended the office and joined via Zoom using the large screen.

			<ul style="list-style-type: none">• 18/01 – Meetings held via Zoom have worked well so far and so future meetings, including AGMs, can be held using this platform until they can take place in person again, if we feel they need to be.
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Financial

Risk	Risk Level	Measures to reduce impact	Action taken to date
<p>Increase in outgoings due to the need to pay all staff (including those who are unwell) at the same time on a reduced income.</p>		<ul style="list-style-type: none"> • Statutory Sick Pay, for some staff, can be claimed back from the government for up to 14 days per person. • Consider offering Sick Pay to those who are not eligible for Statutory Sick Pay on a case-by-case basis. • Consider which staff can be furloughed and receive 80% of their wage from the government. 	<ul style="list-style-type: none"> • 17/03 – SMT considering options for additional funding to support wages during this time, including government and Third Sector Resilience funding as well as funding specifically for Dinner To Your Door. • 18/03 – SMT have all agreed to take a reduced wage should it become necessary. • 19/03 – advised by a key funder, BIG Lottery, that they are willing to be flexible in how we choose to spend their grant money at this time. SMT to review the BIG budget to help support wages for Dinner To Your Door staff. • 20/03 – all staff informed that their wages will be covered until end of April, and in the meantime the SMT will seek additional funding for the

			<p>months that follow.</p> <ul style="list-style-type: none"> • 24/03 – SMT discussed whether any staff could be put on furlough and it was decided that this would only be possible for two members of staff as the others may be required to help with Dinner To Your Door. • 03/04 – Discussion is continuing. Two members of staff can be furloughed, Dinner To Your Door staff will continue to work as will the Senior Management Team, Hub staff and those whose wages are covered by BIG Lottery funding cannot be furloughed due to their wages being paid from public funding. • 10/04 – Notified by BIG Lottery that they are giving a grant of just over £22,000 to support Dinner To Your Door, which will help with any extra costs. • 15/04 – Discussions about furloughing staff members are ongoing, although one member
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			<p>of staff being considered for furlough has now been redeployed to work on Dinner To Your Door and Grab `n Go Bags, as well as Bake `n Go.</p> <ul style="list-style-type: none"> • 28/04 – One member of staff has been furloughed. • 11/05 – the single member of staff previously furloughed has now returned to the Bridge Over Troubled Waters project so there are no furloughed staff at present. • Nov – this is an ongoing concern and some members of staff have agreed to a reduction in hours and/or pay until projects can begin to run again. • 18/11 – considering putting one member of staff on furlough scheme due to it still not being possible for them to undertake their usual tasks due to restrictions. • 07/01 – no members of staff are on the furlough scheme at
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			present as online Art 'n Blether classes have resumed and the rest of the staff are continuing to fulfil the roles as they did in 2020.
Increase in outgoings for ingredients due to lack of stock at supermarkets.		<ul style="list-style-type: none"> • Research various sources for missing ingredients. • Substitution of certain meals where ingredients are not obtainable. 	<ul style="list-style-type: none"> • 18/03 – Notes begin going out to Dinner To Your Door and Grab 'n Go customers advising them that substitute meals may be given. • 20/03 – Note put on Facebook about Dinner To Your Door and Grab 'n Go services and that we are making every effort to continue the services, but may need to substitute meals due to lack of ingredients. Message received from local café owner offering assistance with gaining ingredients from their wholesaler if required. • 20/03 – New suppliers for missing ingredients found as well as using local butchers. • 23/03 – All ingredients for the week obtained, but at a higher

			<p>cost. Cooking staff to be vigilant on portion sizes.</p> <ul style="list-style-type: none"> • 03/04 – ingredients now being sourced from Bidfood whose prices are similar to Tesco’s. An increase in orders is also increasing income. • 03/04 - Emergency funding from Scottish Foundation will help cover extra food costs for time being • 10/04 – Additional £22,000 in funding received from BIG Lottery will assist greatly with this. • 04/05 – Income for Dinner To Your Door in April was just under £5,000, but outgoings were just over £6,000 so the additional funding received has been a big help. • 07/01 – with the combination of the second lockdown and the UK’s exit from the European Union it may be that obtaining stock through our usual means
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			could prove challenge. This will continue to be monitored.
Loss of income due to less demand for activities/services, or activities/services being temporarily suspended.		<ul style="list-style-type: none"> • Scale back activities to reduce outgoings (number of operating days, redeploying to other – lower risk – projects). • Consider the use of reserves. • Redeploy staff time, for those who are well, to projects at development stage (e.g. Art `n Blether online, Shop in the Shed, etc.) with minimal outgoings to keep outgoing funds to a minimum. 	<ul style="list-style-type: none"> • 17/03 – with the closure of the Hubs there has been no mention of NHS Highland taking away funding as a result. • 17/03 – Art `n Blether tutor continuing to run outdoors. • 23/03 – Art `n Blether outdoor classes suspended due to social distancing guidance so no income for that programme. • 26/03 - £1,000 resilience funding application submitted to Foundation Scotland • 27/03 – SMT working on Third Sector Resilience Fund application to support Dinner To Your Door costs • 30/03 - £1,000 grant from Foundation Scotland received. • 03/04 – In communication with BIG Lottery to see if they can assist financially (application submitted to cover extra chef, assistant chef and drivers if

			<p>service keeps expanding)</p> <ul style="list-style-type: none"> • 03/04 - Additional funding application for £4,000 submitted through HIE. • 15/04 – Numbers of people ordering Dinner To Your Door meals has been increasing so hesitance to order is not a problem. We have a team of staff who are willing to help how they can to keep the service running. • 11/05 – No hesitance to order either Dinner To Your Door or Grab `n Go Bags as customer numbers are continuing to increase. • Nov – This continues to be a problem for Art `n Blether • 07/01 – Funding was received for materials to support online Art `n Blether classes. As a result this has now started up and we are receiving some income from participants.
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Helmsdale and Golspie Village Hubs

Risk	Risk Level	Measures to reduce impact	Action taken to date
Temporary closure of Village Hubs.		<ul style="list-style-type: none"> We will abide by any advice given and work in the best interests of our staff and Hub members. If people stop coming to Hub sessions, we may need to consider suspending the service until such time as it is safe for staff and members to return 	<ul style="list-style-type: none"> 17/03 – decision taken to suspend both Hubs due to government guidance on vulnerable people avoiding social situations. 20/03 – NHS Highland informed of decision to suspend Hubs. November – Awaiting guidance from NHH on whether Hubs can begin to support members again and, if so, how this can be done. In currently Level 4 restrictions Hubs would not be permitted to open.
In the event of Hub suspension, Hub staff who are well will be entitled to receive full pay but with a lack of tasks to be carried out.		<ul style="list-style-type: none"> Redeploy staff to other projects where possible, for example developing projects like Shop in the Shed. Hub staff to communicate with members via telephone to check on their wellbeing. 	<ul style="list-style-type: none"> 17/03 - Hub staff redeployed to other services, and also maintaining contact with Hub members, helping with shopping etc. where required. 25/03 – Hub Project Lead in contact with Hub members and

			<p>arranging further communication with some via Skype and email to continue some of the activities that regularly take place at the Hub.</p> <ul style="list-style-type: none"> • 27/03 – Hub Project Lead in regular communication with Hub members and organising some remote activities for them. • 03/04 – Hub Project Lead’s wages will continue to be covered by the NHS SLA during this period. Communications Manager will work with Project Lead on risks assessing all Hub members. • 15/04 – Hub Project Lead has been organising further activities with Hub members, such as a coffee morning and Bingo using Facebook Messenger video calling. • August – Hub Project Lead visiting a few members in their homes, following social distancing and hygiene
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			<p>guidance.</p> <ul style="list-style-type: none"> • October – Hub Project Lead ceased visiting people in their homes when the restrictions on socialising in people’s homes was reintroduced. • 18/11 – Hub Project Lead will begin running walking groups from the week commencing 30th November, although not under the Hub banner as we are still awaiting guidance from NHS Highland on what we can and cannot do with the Hubs. • 07/01 – Hub Project Lead is not currently able to run the walking group or planned café which we had hoped to get up and running in January.
<p>Staff and members at risk of contracting or sharing the illness while at the Hub.</p>		<ul style="list-style-type: none"> • Advise staff on measures to be taken to avoid the risk (regular hand washing, sneezing or coughing into tissues and throw away immediately, not touching their face, keeping social distance). Hub staff to pass this guidance on to members. 	<ul style="list-style-type: none"> • 17/03 - With closure of the Hubs, this risk has now been removed, although staff have received guidance on social distancing if they do come into contact with Hub members in order to help them.

		<ul style="list-style-type: none"> • Make staff aware of the symptoms of the illness (dry cough, fever, shortness of breath). This information to be passed on to Hub members. • Advise staff on what they should do if they think they, or any member, might have contracted the illness. This information to be shared with members. • Surfaces, door handles and other frequently touched areas to be cleaned regularly. 	<ul style="list-style-type: none"> • 06/04 – Hand washing and hygiene guidance video to be shared with Hub members via Project Lead
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Dinner To Your Door / Grab 'n Go Bags

Risk	Risk Level	Measures to reduce impact	Action taken to date
Reduction in staff due to self-isolation or illness.		<ul style="list-style-type: none"> • Utilise relief staff where possible. • Operate with a reduced number of staff if possible. • Reduce number of days of operating the service if staff availability becomes a problem. • Suspend service if no staff available. 	<ul style="list-style-type: none"> • 23/03 – the SMT are taking as many precautions as possible to reduce the likelihood of this occurring as Dinner To Your Door staff are key at this time.
Staff contracting illness during delivery of the service.		<ul style="list-style-type: none"> • Advise staff on how they can reduce the risk of contracting the illness (regular hand washing, sneezing or coughing into tissues and throw away immediately, not touching their face). • Consider measures to reduce direct contact between staff and customers (such as meals being left at doors or just inside the property, disposable gloves being worn when delivering food or handling money). • Make staff aware of the symptoms of the illness (dry cough, fever, shortness of breath). • Advise staff on what they should do if they think they, or any customer, might 	<ul style="list-style-type: none"> • 13/03 – decision taken that delivery staff should not enter any property during deliveries unless it is absolutely necessary. Delivery staff provided with protective items. • 20/03 – staff sent guidance on how to reduce the risk. • 24/03 – decision made that all Dinner To Your Door orders should be phoned through rather than handed to the delivery driver. • 03/04 – Dinner To Your Door delivery driver is now using PPE, but we are struggling to obtain

		<p>have contracted the illness.</p> <ul style="list-style-type: none"> • Consider alternative methods of receiving payment to reduce physical contact between staff and customers. • Introduce the use of Personal Protective Equipment for staff. 	<p>supplies. Dounreay have donated two boxes of disposable gloves.</p> <ul style="list-style-type: none"> • 10/04 – advised by a DFC Board member that she has access to a set of PPE, which she has sent to us. • 24/04 – Now Grab `n Go Bags have restarted, delivery staff for this service will also use PPE. • 24/04 – SMT looking into whether Dinner To Your Door staff could be included in the key worker coronavirus testing if they become ill. • 04/05 – SMT now looking at acquiring more masks and aprons rather than staff using gloves. • November – DTYD staff continue to be supplied with PPE and are still not allowed to enter people’s properties. • 15/01 – The DTYD kitchen is now restricted to two members of staff only with delivery staff
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			<p>waiting outside until the meals are ready.</p> <ul style="list-style-type: none"> • 18/01 – Following discussions with Dinner To Your Door staff, it has been agreed that a third member of staff is required in the kitchen for serving up meals in order to get them out on time and ensure there is sufficient time for cleaning up. As a result it has been agreed that a third member of staff can go into the kitchen during this final stage and that, as there is not enough space for 2 metre social distancing, that 1 metre distancing will be ok with the use of face masks being essential.
<p>Customers unable to receive their meal in the event of the service no longer being able to run or reach them.</p>		<ul style="list-style-type: none"> • Prepare a team from different areas to delivery to each village. • Consider an alternative food delivery service without freshly prepared meals. 	<ul style="list-style-type: none"> • 20/03 – the SMT considering applying for funding to get small parcels to members of the community, including some home baking. • 23/03 – The service is still managing to run at present, but

			<p>the SMT are considering what could be done in the event of a "lockdown" situation, which would mean staff could not deliver to other villages.</p> <ul style="list-style-type: none">• 03/04 – The service is continuing to run and staff seem happy to continue their work. Measures taken to reduce the likelihood of customers or staff contracting the virus.• 15/04 – With the additional funding from BIG Lottery and staff feeling comfortable with the current situation, we feel able to expand the service to allow those further afield to order meals. We have been in communication with a group in Dornoch about expanding to them and this will begin in late April. We are also currently looking at introducing the service to Rogart.• 27/04 – Deliveries in Dornoch and Embo have started.
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			<ul style="list-style-type: none"> • 28/05 – A second kitchen is now running for Dinner To Your Door following a continuing increase in the number of orders. • November – There is no longer a necessity for a second kitchen due to slightly lower numbers of people ordering. • DTYD has proven it can continue to run during the pandemic and so we do not see this being a problem in the foreseeable future unless one of the above risks occurs, such as a member of the team contracting COVID-19.
<p>In the event of temporary closure of the service, Dinner To Your Door / Grab `n Go staff who are well will be entitled to receive full pay but with a lack of tasks to be carried out.</p>		<ul style="list-style-type: none"> • Staff redistributed to other tasks where appropriate. • Cooking staff to prepare a number of meals to be frozen to support the service in the event of members of the cooking team becoming unwell. List customers who are dependent on the service and set up a team of volunteers to deliver meals (like old Meals on Wheels) 	<ul style="list-style-type: none"> • 17/03 – The SMT are looking into ways to cover staff costs in this situation, including funding from the government, Third Sector and other organisations offering help in this area. • 03/04 – Staff are determined to keep the service running at the present time. This will be reviewed on an ongoing basis

		<ul style="list-style-type: none"> • Staff can receive 80% of their pay through the furlough scheme if the service is suspended. 	however.
Reduction in income due to customers being hesitant to order.		<ul style="list-style-type: none"> • Reassure customers that we are going to every effort to reduce the risk of contracting and passing on the illness through all stages of the service. 	<ul style="list-style-type: none"> • 16/03 – Notes sent out to all customers including a message about the measures we are taking to keep them safe and well. • 27/03 – As yet there has been no indication that customers are hesitant to order and, in fact, we have had more new customers requesting meals. Additional hot bags will be ordered in case orders continue to increase. • 03/04 – Number of orders are continuing to increase. • 15/04 – We still have very little concern about this due to the numbers of people ordering meals. • 24/04 – Grab `n Go Bags were reintroduced for Helmsdale residents today with orders placed for 30 bags, which is a positive sign.

			<ul style="list-style-type: none"> • 24/04 – We are receiving lots of orders for Dinner To Your Door from within Helmsdale now when this was previously the area we had few orders from. • 04/05 – No sign of hesitation to order for Grab `n Go Bags as we delivered 61 bags on the first Friday that the full service restarted. • 11/05 – 75 Grab `n Go Bags delivered on second Friday after restarting. Dinner To Your Door numbers are continuing to increase. Some days there are less orders for no obvious reason, but in general the number of orders is going up. • 18/11 – Although order numbers have gone down in recent months this is not of major concern and we still see no evidence of hesitation to order.
Staff not comfortable with committing to continuing the service if		<ul style="list-style-type: none"> • Work with staff to establish what would make them most comfortable. • Put in extra measures to reduce the 	<ul style="list-style-type: none"> • 24/03 – Decision taken to suspend Grab `n Go Bags service from April due to problems

<p>the situation worsens.</p>		<p>chances of staff exposure to the virus.</p>	<p>sourcing ingredients and staff uncomfortable with regularly visiting supermarkets and handling cash.</p> <ul style="list-style-type: none"> • 24/03 – Agreed with Dinner To Your Door cook that we will offer a 2-week menu at a time so we are not committing to providing meals month-on-month, and situation will be reviewed on an ongoing basis. • 24/03 – Decision was made to continue offering Dinner To Your Door four days a week after a suggestion was made to reduce to 2 days, but deliver twice as many meals on those days. There is not enough staff or food storage capacity to be able to do this. • 24/03 – Clear guidelines established for delivery driver on not going into properties and wearing PPE. • 10/04 – Decision taken by SMT to restart Grab `n Go Bags
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			<p>service from late April due to having the staff available to do this and restrictions on food shopping being lifted.</p> <ul style="list-style-type: none"> • 17/04 – Staff happy to expand Dinner To Your Door service to Dornoch and Embo. • 24/04 – The SMT took the decision to give a bonus to those staff working on Dinner To Your Door as a way of thanking them for their commitment to the service. • November – The staff seem happy at present, but we will continue to monitor the situation and keep open channels of communication with them.
<p>Not enough staff to manage increase in demand for the service.</p>		<p>Look for additional staff or volunteers to support the service.</p>	<ul style="list-style-type: none"> • 03/04 – Some days the current staff are almost reaching the top end of their capacity. As a result, we are currently looking at having the soup and pudding prepared in a different kitchen (possibly Helmsdale Community Centre) with extra staff or

			<p>volunteers used if demand continues to increase.</p> <ul style="list-style-type: none"> • 03/04 – Two members of staff are now delivering the meals, one covering Helmsdale and Portgower, and the other Brora and Golspie. • 14/04 – SMT have taken the decision to offer a 50% discount to NHS staff on Dinner To Your Door meals. • 15/04 – We have established a plan if the service does reach a point where the current staff can manage it. This plan involves a second cook preparing starters and desserts in a separate kitchen. We feel we have the staff capacity to be able to do this. • 17/04 – Currently looking at options for a second delivery driver to cover Dornoch and Embo. • 04/05 – With the addition of Dornoch and Embo, the
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			<p>Portgower kitchen is almost at capacity some days and also with an extra member of staff. From 11th May, on days when there are a large number of meals to go out, our second chef will work in the Helmsdale Community Centre kitchen to prepare and deliver meals to our Helmsdale customers.</p> <p>Equipment is being purchased for the Helmsdale kitchen.</p> <ul style="list-style-type: none">• 11/05 – First day of second kitchen went well with 43 soups, 63 mains and 39 puddings prepared between the two kitchens.• 28/05 – An additional delivery driver has now been recruited.• 29/05 – The Senior Management Team are looking into recruiting an additional cook to free up the current second cook to do more admin work.• November - Now the order numbers for DTYD have gone
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			back down again slightly we already have the experience of the last few months to know how to handle the situation if it does reoccur.
Reduction in staff to support the service once lockdown eases as they return to their normal jobs/roles.		<ul style="list-style-type: none"> Look into recruiting staff who do not have other work commitments or have commitments that would still allow them to support the project. 	<ul style="list-style-type: none"> 04/05 – Does not currently apply to a large number of staff, but certainly something the SMT will monitor on an ongoing basis. November - This has not proven to be too much of a problem so far.

Art 'n Blether

Risk	Risk Level	Measures to reduce impact	Action taken to date
<p>Temporary cancellation of Art 'n Blether classes due to staff illness. Without our art tutor Art 'n Blether classes would need to be cancelled until the staff member is well enough to return.</p>		<ul style="list-style-type: none"> • The impact of this would be minimal as, although we would have no funds coming in, we would also have no outgoing if materials and staff time are not being used. • Online Art 'n Blether classes being run from the art tutor's home to limit her exposure to colleagues or others outside of her home. 	<ul style="list-style-type: none"> • 17/03 – decision taken to suspend Art 'n Blether classes. • 18/03 – art tutor continuing to run outdoor classes, taking social distancing guidance into consideration. • 23/03 – decision taken to suspend all art classes, meaning the chance of this risk occurring no longer exists. • October – while we were hopeful that we were heading towards being able to start up art classes again, the second wave of the virus now means this has been put on hold again. • 07/01 – With the introduction of online art classes this again becomes a potential risk. Our art tutor is running the classes from her own home to reduce any risk associated with using the office. The staff member is

			aware of the restrictions.
Class attendees contracting illness.		<ul style="list-style-type: none"> • Advise staff on how they can reduce the risk of contracting the illness (regular hand washing, sneezing or coughing into tissues and throw away immediately, not touching their face). This advice to be shared with class attendees. • Make staff aware of the symptoms of the illness (dry cough, fever, shortness of breath). This information to be shared with class attendees. • Advise staff on what they should do if they think they, or any class attendee, might have contracted the illness. This information to be shared with all class attendees. 	<ul style="list-style-type: none"> • 17/03 – decision taken to suspend Art 'n Blether classes. • 18/03 – art tutor continuing to run outdoor classes, taking social distancing guidance into consideration. • 23/03 – decision taken to suspend all art classes, meaning the chance of this risk occurring no longer exists. • 06/04 – Hand washing and hygiene guidance video to be shared with usual Art 'n Blether attendees by art tutor.
In the event of temporary suspension of the classes, staff who are well will be entitled to receive full pay but with a lack of tasks to be carried out.		<ul style="list-style-type: none"> • Staff to progress online Art 'n Blether programme during their working hours. • Staff can be placed on the furlough scheme and receive 80% of their wages if not redeployed to another project. 	<ul style="list-style-type: none"> • 17/03 – staff member to be redeployed to other areas of work. • 24/03 – Art tutor will assist the chef in the Dinner To Your Door kitchen two days per week. • 03/04 – SMT looking into funding for other remote activities for art tutor. It may be

			<p>necessary to furlough her if no funding can be found.</p> <ul style="list-style-type: none"> • 10/04 – Art tutor running art classes using Facebook Live on Art `n Blether page. • 10/04 – SMT agreed that once lockdown for older adults has ended we will support too art classes to continue for a further 3 months and hope it can become self-sustaining or gain funding during that time. • 15/04 – Art tutor has now agreed to be redeployed to Dinner To Your Door and will also take on the Grab `n Go service when that restarts later in the month. She will also, in the short term, work on the baking required for our contribution to the treat bags being distributed by the Helmsdale Resilience Groups to local residents. • November – This is an ongoing concern, although the member
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			<p>of staff has agreed to a reduced wage and hours. The SMT are now considering putting this member of staff on the furlough scheme.</p> <ul style="list-style-type: none"> • 07/01 – With the introduction of online art classes for which we have received funding and also have income from attendees this is now less of a concern in the short term.
<p>Lack of venues for classes if it becomes necessary to change.</p>		<ul style="list-style-type: none"> • Consider alternative venues both in the village and the surrounding area. • Increase the number of outdoor classes if and when the weather allows. 	<ul style="list-style-type: none"> • 13/03 - Golspie class already moved to Brora venue to protect residents at Seaforth House. • 16/03 – owner of Brora venue not comfortable with art classes taking place there at this time so classes will be suspended. • 17/03 – all classes now suspended, removing this risk. • September – now looking into introducing one-to-one art classes in people’s own homes. • November – art classes in people’s homes now on hold due to restrictions on entering

			people's homes, but this is part of the Circle of Support at Home plan and we hope we can begin to provide this once restrictions ease.
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Bridge Over Troubled Waters

Risk	Risk Level	Measures to reduce impact	Action taken to date
Reduction in staff due to illness.		<ul style="list-style-type: none"> • Bridge Over Troubled Waters currently has very few customers so the impact would be fairly minimal. • Staff from other projects redeployed or given extra hours to support those who use the service. 	<ul style="list-style-type: none"> • 16/03 – the one current client has gone into self-isolation with his carer at home and so will not require the service for the time being. • 23/03 – need to consider situation if approached to provide this support by a new client at this time. • 03/04 – Bridge Over Troubled Waters suspended, although we have become aware of an individual in the area who may benefit from this or the Caring For The Carer service. • 03/04 – A staff member, who is currently stuck in

			<p>Australia, is due back in UK on 9th April and he may be in a position to do BOTW work once he has undertaken a period of self-isolation.</p> <ul style="list-style-type: none"> • 15/04 – The member of staff previously stuck in Australia has now returned home and is self-isolating. • 11/05 – The staff member who was isolating after returning from Australia has now returned to work, supporting one couple through the service. • 01/11 – Existing staff who currently have less work to do could undertake this work. • 18/11 – With new guidance introduced on meeting others indoors we are currently
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			<p>assessing whether or not we are able to provide this service.</p> <ul style="list-style-type: none"> • 07/01 – This service has been temporarily suspended in order to protect clients and their families in their own homes.
<p>Staff or customers contracting illness.</p>		<ul style="list-style-type: none"> • Advise staff on how they can reduce the risk of contracting the illness (regular hand washing, sneezing or coughing into tissues and throw away immediately, not touching their face). This advice to be shared with customers and carers. • Make staff aware of the symptoms of the illness (dry cough, fever, shortness of breath). This information to be shared with customers and carers. • Advise staff on what they should do if they think they, or any customer, might have contracted the illness. This information to be shared with all customers and carers. 	<ul style="list-style-type: none"> • 23/03 – no clients currently using the service so risk is reduced. Will need to consider this if approached to provide the service. • 03/04 - Once home testing is in place and we can be sure support workers are not carrying the virus, we may be in a position to commence BOTW i.e. only once we can assure families self-isolating that BOTW

			<p>workers pose no risk. 11/05 – Service has restarted with one family support. Precautions are being taken by both the member of staff and the family being supported. 10/11 – One family being supported are currently not receiving this service due to restrictions on entering people’s homes.</p>
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Caring for the Carer

Risk	Risk Level	Measures to reduce impact	Action taken to date
Delay to start of the project – scheduled 15 th April – due to local outbreak of COVID-19.		<ul style="list-style-type: none"> • Liaise with NHS Highland and the Carers Improvement Group as well as the evaluation team over adjusting timescale for the project. • Only delay start under exceptional circumstance since the project will be key to supporting carers if/when outbreaks reach Sutherland. 	<ul style="list-style-type: none"> • 20/03 – the SMT are considering the possibility of delaying the start of the service until the situation settles down as members of the local community may be hesitant to take it up. Informed that many of the other pilot projects are being put on hold. • 24/03 – discussed again by SMT and agreed that the project could start up as soon as restrictions are lifted. • 15/04 – SMT agreed that although the start of the project will need to be delayed, it would be a good idea to offer

			<p>local carers some telephone support. Details of this has been shared on our Facebook page now asking carers to contact us by telephone if they are struggling to cope.</p> <ul style="list-style-type: none"> • 24/04 – To date there had been no up-take on the telephone support. • 24/04 – SMT keen to harness the goodwill and skills of those currently supporting resilience efforts for Caring for the Carer once it is ready to start up. • 11/05 – SMT discussing the possibility of starting the project within the next month. • October – the project is now being delayed by
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			<p>NHS Highland asking for the funds to be returned. They plan to run the application process again. The aim now will be to seek funding from other sources.</p> <ul style="list-style-type: none"> • 07/01 – A funding application has now been submitted to NHS Highland for the new round of funding.
<p>Reduction in staff due to illness.</p>		<ul style="list-style-type: none"> • Utilise relief staff/volunteers where possible. • Operate with a reduced number of staff if possible. • Keep in regular communication with affected carers to keep them informed of the situation as it changes. 	<ul style="list-style-type: none"> • 23/03 – this is currently not an issue as the service is not yet up and running and most staff are well, but we anticipate this might become a bigger problem soon, and the priority for allocation of staff will need to be on ensuring we can continue to provide our Dinner To Your Door

			service.
Staff or clients contracting illness.		<ul style="list-style-type: none"> • Adhere to NHS guidelines, which will be made widely available to staff. • Advise staff/volunteers on how they can reduce the risk of contracting the illness (regular hand washing, sneezing or coughing into tissues and throw away immediately, not touching their face). This advice to be shared with carers. • Make staff/volunteers aware of the symptoms of the illness (dry cough, fever, shortness of breath). This information to be shared with carers. • Advise staff/volunteers on what they should do if they think they, or any person they come into contact with through delivery of the service, might have contracted the illness. This information to be shared with all carers. 	<ul style="list-style-type: none"> • 23/03 – Programme has currently not begun so there is no likelihood of this at the moment. • 29/05 - Senior Management Team looking at ways of implementing the project while reducing the risk to staff and clients.

Events

Risk	Risk Level	Measures to reduce impact	Action taken to date
Cancellation/postponement of events due to high risk of illness spreading.		Any postponed events to be rearranged for a time when the risk in the area has reduced significantly.	<ul style="list-style-type: none"> • 13/03 – decision taken to postpone Open Day scheduled for 21st March. The next event is the Dog Show in mid-June, and a decision will be made about that nearer the time. • 29/05 – With no further easing of restrictions for another three weeks, and then further restrictions after that, the Dog Show will not be able to go ahead in the foreseeable future. • November – The key events for 2020 have now passed and this will be reviewed again in 2021. • 18/11 – Decision taken to cancel Christmas

			meal for Hub members. They will be offered a free Dinner To Your Door Christmas meal instead.
Staff or attendees contracting the illness.		<ul style="list-style-type: none"> • Advise staff on how they can reduce the risk of contracting the illness (regular hand washing, sneezing or coughing into tissues and throw away immediately, not touching their face). This advice to be shared with event attendees. • Make staff aware of the symptoms of the illness (dry cough, fever, shortness of breath). This information to be shared with event attendees. • Advise staff on what they should do if they think they, or any person they come into contact with through delivery of the service, might have contracted the illness. This information to be shared with all attendees. 	<ul style="list-style-type: none"> • Cancellation of all events means the risk is no longer present.
Reduction in volunteers to help with events.		<ul style="list-style-type: none"> • Consider local contacts who may be able to help. • In the case of considerable numbers of volunteers being unwell, it would be most appropriate to postpone the event. 	<ul style="list-style-type: none"> • Cancellation of all events means the risk is no longer present.

Actions

Action	Timeline	Complete
Disseminate Connecting Communities' protocol to staff about the symptoms of COVID-19, how to reduce their risk of catching it, and what to do if they think they or someone else might have contracted it.	March 2020	Protocol sent to all staff – 20/03
Senior Management Team to regularly discuss policy, action plan and steps being taken in relation to COVID-19 to ensure staff are aware of what could happen, that their income is not at risk, and how each eventuality will be dealt with.	March 2020	Ongoing, but staff are being kept up to date on all changes being made.
Monitor any changes – and more importantly react appropriately – in guidance from the government and NHS Highland.	Ongoing	NHS advised that Hubs have been suspended due to government guidance. Government guidance being followed on self-isolation and social distancing.
Senior Management Team to look into and apply for funding options to support the retention of staff and continuation of services for as long as possible.	March/April	Application for £1,000 grant from Foundation Scotland submitted. SMT currently awaiting response from BIG Lottery about additional funding specifically for Dinner to your Door.

		<p>£4,000 funding application will be submitted to a resilience fund through Highlands and Islands Enterprise. This application will now be for funding towards the cost of running a second van for Dinner To Your Door deliveries.</p> <p>The Senior Management Team are aware of further few funding options and are awaiting results from existing applications as well as new application details becoming available.</p> <p>BIG Lottery, who currently fund our core costs, have given a grant of just over £22,000 to support Dinner To Your Door at this time. This has eased our concerns over funding the service.</p> <p>A grant of £2,500 has been awarded to us from the Supporting Communities Fund to support the cost of a van for Dinner To Your Door deliveries to Dornoch and Embo for three months.</p> <p>The SMT are currently applying for a grant from the SSE Beatrice Windfarm Fund to support the cost of an additional van.</p>
Senior Management and Dinner To Your Door teams to work on expansion of Dinner To Your Door to	April and ongoing	Dinner To Your Door will be expanded to Dornoch and Embo from the end of April. This

<p>Rogart and Dornoch.</p>		<p>will be for 2 days per week (Monday and Wednesday). The SMT are currently exploring the different options for an additional van and driver (including hiring a van, using a taxi based in Brora, and utilising a van currently parked at the Drummie Highland Council offices in Golspie).</p> <p>Dinner To Your Door deliveries in Dornoch and Embo started on 27th April with a few orders. By the second week orders had increased and we delivered 22 main courses, 11 starters and 20 puddings on 4th May. This has been made possible due to collaboration with Dornoch Area Community Council. It was established that Bradbury Centre in Bonar Bridge are not delivering meals to their members in Dornoch or Embo so we are not stepping on anyone's toes in introducing the service.</p> <p>Ann Pascoe's car is currently being used for deliveries until a van is sorted out. We have received funding from the Supporting Communities Fund, with £2,500 to cover the cost of van hire and fuel over the next few months.</p> <p>The SMT are continuing to investigate a van for</p>
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		<p>deliveries to Dornoch. It has been decided not to pursue the vans currently with Highland Council as these could suddenly be required for Council purposes and we would no longer be able to use them. We are also looking into insurance options.</p> <p>SSE have now given a grant to support the cost of a new electric van for Dinner To Your Door.</p> <p>Enquiries have been received from Ardgay and Kinbrace about whether they can order. The SMT have agreed that the staff are busy enough with the current arrangements to consider further expansion for the time being.</p> <p>The SMT are also considering expansion into Rogart. At the present time the SMT are concerned about the amount of additional work this could bring, although the possibility of taking on another chef in the Dornoch or Rogart area to work in a kitchen local to them for deliveries to these areas has been mentioned. This would mean the kitchen in Portgower could then continue making meals for Helmsdale, Brora and Golspie as before.</p> <p>In February 2021, Rogart Community Council</p>
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		were consulted about expanded Dinner To Your Door to include Rogart, which they felt would be worth trying.
SMT have agreed to offer 50% discount on Dinner To Your Door meals to all NHS staff.	Concluded	Dinner To Your Door menu being sent to Kate Morison at the Lawson to distribute to local staff. The May Dinner To Your Door menu with details of the offer was distributed to NHS staff the week commencing 4 th May. Orders using the discount are being received with a few customers also choosing to order extra full price meals for family or neighbours.
Supporting Helmsdale Resilience Group	Concluded	We are contributing Bake 'n Go home baking to 190 treat bags being distributed to residents in Helmsdale. Our Dinner To Your Door and Grab 'n Go menus will also be enclosed. After concerns were raised that those residents who had requested a regular telephone call on the feedback cards not receiving a call, the SMT have decided that they could help to make these calls.
Develop Circle of Support at Home plan	Ongoing	A development plan has been formed for this with funding applications submitted to support it. Current restrictions now mean we cannot

		<p>enter people's houses, although we are considering whether support services can run in the homes of those who are struggling and cannot benefit from this support through online means.</p> <p>Awaiting details from NHSH as to whether or not Hubs can run in some form.</p>
Delivery of free Christmas dinners to all loyal customers and members through the Dinner To Your Door service.	December	These free meals have been made possible thanks to a donation of £2,000 from SPAR.
Senior Management Team to consider ways in which the community could be supported outside of their homes once restrictions are eased. There is more emphasis on people meeting outside of their homes once we reach lower restrictions levels while meeting inside others' homes is unlikely to be allowed for some time.	January 2021	<p>A post went on Facebook asking for ways in which people felt they could be better support at this time. The only suggestion made was support for those who cannot afford to buy winter clothing for their children. It was also noted that this was a problem for other age groups too.</p> <p>Contact has been made with local Councillor Deirdre Mackay for her views on this. This issue has been raised recently and there is clearly a need for some support.</p>
Consider seeking funding to cover extra hours for Lynda as the Dinner To Your Door delivery drive to	January 2021	Looking into funding via the Supporting Communities Resilience Fund.

enable her to spend more time having a socially distanced chat to people when she delivers their meals.		
Look into the possibility of expanding Dinner To Your Door further to include Rogart.	January 2021	Contact has been made with Rogart's Single Point of Contact and a local resident about this. The views of the Community Council have been requested.

Document	Dementia Friendly Communities Coronavirus Policy and Action Plan
Last reviewed	9 th February 2021
Reviewed by	Sarah Kerr
Next review date	As and when necessary in the continually changing situation