

## Welcome to the Health and Care Professions Tribunal Service

### *A guide to COVID-secure physical hearings*

This guide outlines the process for visiting our Tribunal Centre during the COVID-19 pandemic. We recommend that you familiarise yourself with these procedures in advance of your visit.

Your safety is our top priority. We have made numerous changes to our hearing venue and processes to make them COVID-secure for visitors, following government guidance. However, these changes can be easily compromised by simple actions, so we respectfully ask that you remain mindful of the guidelines and of those around you during your time here.

We have implemented an enhanced, rigorous cleaning programme in the Tribunal Centre, which focuses on communal areas like toilets and 'touch points' (areas that are touched frequently, such as door handles).

### **Important**

You must not come to our hearings venue if you have any one of the three key symptoms of COVID-19:

- A high temperature
- A persistent cough
- A change in your sense of taste or smell

If you are unable to attend, please let us know as soon as possible by contacting a member of the tribunal services team on [tsteams@hcpts-uk.org](mailto:tsteams@hcpts-uk.org).

## **Before your arrival**

Please plan and prepare your journey in advance of attending a hearing at our venue, considering your health and which method of transport might be best for you.

If you are attending a hearing at our Tribunal Centre, we will ask you to complete a questionnaire on the morning before you arrive (and any subsequent days). This will be sent with a copy of this document in advance of your visit. It can also be accessed here:

**[www.tinyurl.com/tthcpts](http://www.tinyurl.com/tthcpts)**

The details from the questionnaire will be kept for 21 days as required by Public Health England. If you develop symptoms of COVID-19 within 14 days of attending a hearing, please let us know by emailing **[tsteams@hcpts-uk.org](mailto:tsteams@hcpts-uk.org)**.

## **Arriving at the Tribunal Centre**

When you arrive at our Tribunal Centre, you will need to ensure you have completed the questionnaire on the morning of your visit. You will then need to sign in at reception on the left-hand side when you come into the building.

Please follow the instructions of our reception staff about which room you should go to. There will be a member of the Tribunal Services Team on hand to assist you. Please do not use any room other than the one you're directed to.

### Face coverings

Everyone in our Tribunal Centre is expected to wear a face covering in communal areas such as the reception, corridors and toilets, unless they are exempt.

## **During your visit**

The current government guidance requires you to keep a two-metre distance from others at all times. Please observe this rule while following the one-way system marked around the building and in communal areas. If a two-metre distance is not possible, government guidance requires you keep a one-metre distance with other measures in place, such as a face covering.

In hearing rooms, we've installed large protective screens between desks so that participants will be divided by a screen as well as being at least one metre apart.

### Hearing rooms

In our hearing rooms, furniture has been arranged to ensure that the two-metre rule can be followed by all attendees. We ask that you do not move our furniture or protective screens as they have been set up to ensure your safety and that of others.

Participants are welcome to make use of our laptops and headsets during their hearing.

These are sanitised thoroughly by our team before use. You are also welcome to bring a laptop or similar device with you if you prefer.

You will find computer sanitising wipes on your table in the hearing room. We ask that you clean your equipment throughout the day.

### Lunch and refreshments

Water, tea and coffee is available from the machines in the corridors. Please follow the sanitising instructions posted beside these machines before and after use.

Lunch is not provided for hearing participants, but you are welcome to bring your own. Visitor fridges are available on each of the hearing floors. Please make use of hand sanitiser before and after using these.

### Smoking

Please do not smoke inside the Tribunal Centre. You are welcome to make use of the outdoor smoking areas.

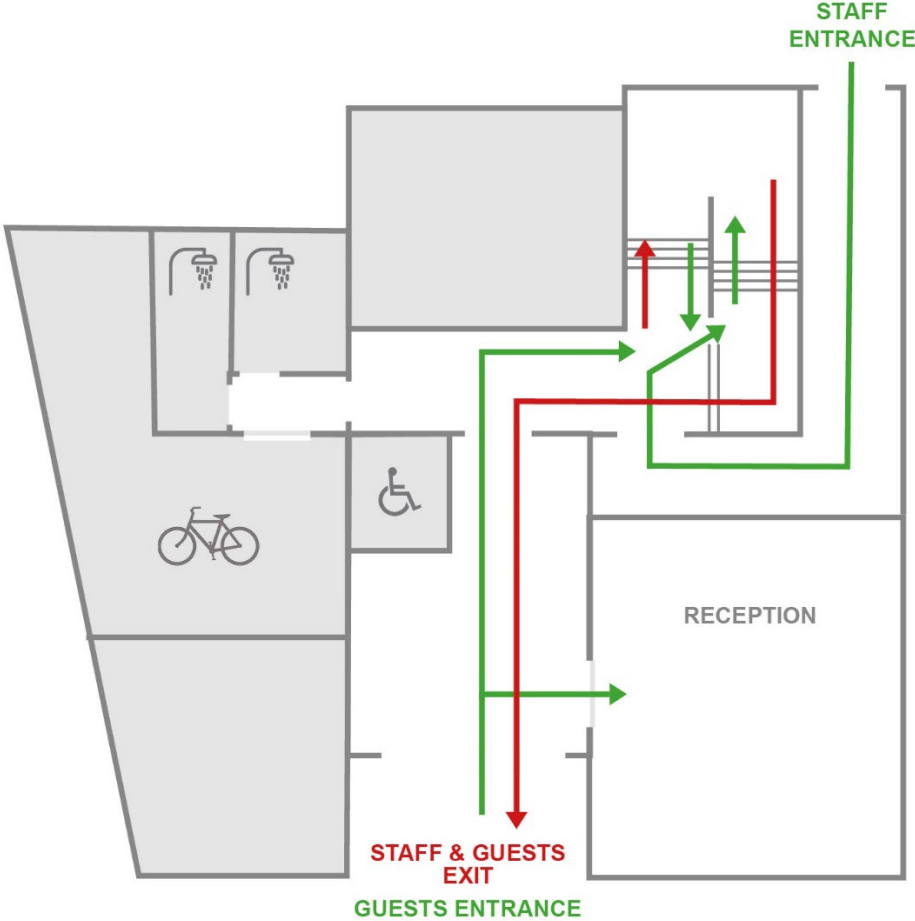
### **Isolation procedure**

- If you become ill and present COVID-19 symptoms (temperature, persistent cough, fever, loss of taste and/or smell) during your visit, please ask your host to assist you. They will help you make your way to the isolation room (R1), and contact Office Services by phone (0207 840 9810 or extension 9810).
- Once you are in the isolation room, an Office Services colleague will provide guidance from outside the room
- There will be supporting equipment and PPE, including a thermometer to allow you to take your temperature; you will be asked to share this and any other details with the supporting colleague outside the door
- You will be asked to contact 111 for a health assessment with PHE and 119 to arrange a COVID-19 test
- You will then need to return home following government self-isolation guidance
- If there is a serious issue, please contact emergency services by dialing 999

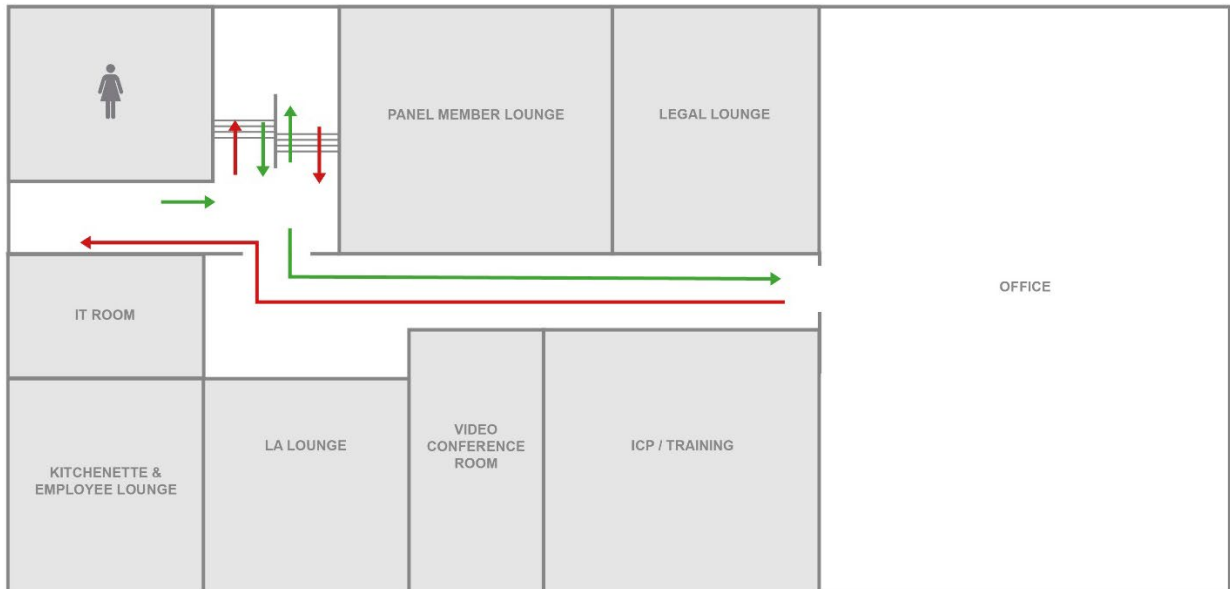
### **Emergency procedure**

In an emergency, a continuous alarm will sound. You must immediately proceed to the assembly point indicated by your host. You will be told when you can re-enter the building. The fire alarms are tested every Thursday at 9.30am.

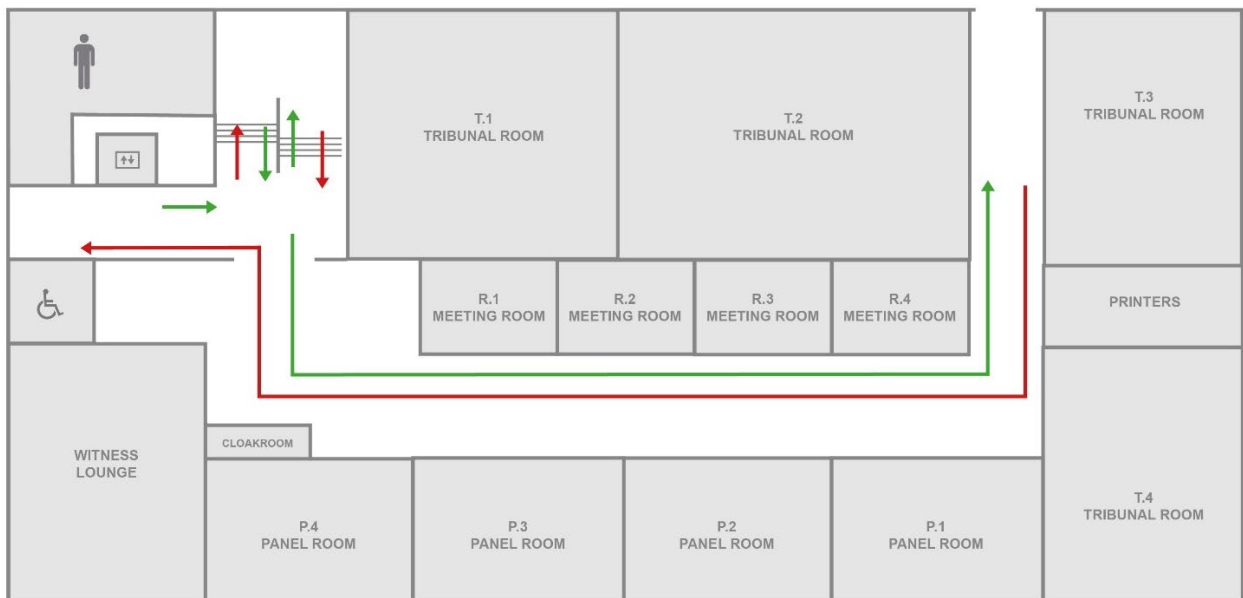
**One-way system:  
Ground floor**



## First floor



## Second floor



### Third floor

