

## Role of the Social Distancing Champion

### Purpose:

The role of the Social Distancing champion is to further support staff to comply with the NHS GGC Guidance on Social Distancing: <https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-nhsggc-staff/social-distancing-in-the-workplace/>

### Principle and Aim:

In line with the Guidance on Social Distancing; the following key principles are the areas where the Social Distancing Champion can help to raise awareness and encourage compliance through discussion and signposting visual reminders:

- Where working from home is not practicable, local managers in conjunction with staff should make every effort to comply with the social distancing guidelines set out by the government (keeping people 2 metres apart wherever possible).
- The wearing of face masks or coverings as per Government guidance

Particular focus areas include:

- Local areas where champions work
- Staff breakout areas,
- Lunch and rest areas,
- Walkways and thoroughfares, and
- Any nearby canteens.

The aim of the role is primarily to engage and raise awareness of the Guidance on Social Distancing maintaining the mantra; **See it, Say it, Stop it.**

### How to:

The role of the Champion is a conversation based role, enacted when individuals are observed not social distancing. In order to approach the situation, the following outline forms the basis of a conversation script to aid the Champion:

- Introduce yourself (non-threatening, smiling, good eye contact)

- Explain that you are part of a team promoting social distancing in the workplace
- Ask staff if they are aware of the risk assessment<sup>1</sup> for the area:
  - If cannot maintain 2m separation then MUST wear a face covering
  - Must wear a face covering when in circulation space
- If they don't have one then ask them to separate by 2m, and remind them to always have one on their person. Remind them that "Social Distancing is Everyone's Responsibility".
- Break times – requirement to promote this at break times too. Ask staff to maintain 2m or disperse.
- Use available resources to help the conversation e.gg posters, leaflets etc.
- Remind them of the impact on patient care if they need to self-isolate due to not having practiced social distancing.

Do not progress the conversation if:

- You feel uncomfortable
- You are faced by a difficult or challenging conversation and/or you are met with negative response and language

There are de-escalation techniques that can be used to support a positive conversation:

- Confirm the need for face coverings where social distancing cannot be observed i.e. to protect, look after and care for others
- Remain polite
- Observe social distancing. This will also provide you and the person with personal space. Avoid standing square on to the person & adopt body language that is positive and collaborative. (Open PALMS)
- Be genuine & acknowledge how the person might be feeling. Feel confident to say it to them. E.g. 'It feels like you're frustrated/angry/upset'.
- If needed - remove yourself from the situation.
- If no resolution, report the incident.

There is more information available, should you wish to explore this: For more information on managing the risks of conflict, aggression and violence please access the following e-learning modules, available on our [Learn-pro site](#):

NHSGGC 003 – Reducing Risks of Violence and Aggression

NHSGGC 129 – Conflict & Challenging Behaviour

**Key Message:**

Do not progress difficult conversations where the reaction is overly challenging, negative and/or you feel uncomfortable.

Please report these incidents through your Line Manager.

**Feedback:**

Please feedback regularly to [SDCommsGp@ggc.scot.nhs.uk](mailto:SDCommsGp@ggc.scot.nhs.uk) on;

- Tools that you feel would support your role
- Further support that may be required to sustain the role and wider roll-out
- Any hot spot areas that are worthy of a specific communication, for example, the current core brief identifies break areas etc.

**References**

1. Location specific Social Distancing Risk Assessment