

RISK ASSESSMENT FORM – Covid 19

Name _____ Shop/Location _____

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

What are the hazards?	Who might be harmed	Controls Required - immediately	Additional Controls – to be continually reviewed	Action by who?	I confirm have read and understood all actions required
Covid 19 infection	Volunteers who have been notified by the NHS that they are extremely vulnerable (sometimes referred to as the shielded group).	Volunteers in the extremely vulnerable (shielded) group should stay at home as per the Government guidelines.		All	
	Volunteers who are classed as being in the vulnerable group.	All volunteers could be considered able to return to our shops (except those who are shielding) as age is no longer a determining factor. However, their health and the health of their households is still to be considered. PROCESS FOR BRINGING BACK ALL VOLUNTEERS All volunteers must read and sign our current Covid Risk assessment – one copy for volunteer to take away, one signed copy to Voluntary services	This will not be a one off conversation. Government guidelines and people's views will change so expect to continually have these conversations.	Staff on an ongoing basis.	

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		<p>Managers to discuss with and complete the Return to Volunteering Form with their volunteer, when Health concerns can be confidentially discussed.</p> <p>02.07.20</p>			
		<p>Symptoms of Covid-19 If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), Your line manager and head of retail to be informed immediately, who will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. https://www.publichealth.hscni.net/</p>	<p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>Temporary shop closure for 72 hours and clean on return. Management to Log incident on sentinel</p>		
Staff notified Shielded & vulnerable		<p>Individual discussions to take place to consider the most appropriate course of action</p>			

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<p>Spread of Covid-19 Coronavirus</p>	<p>Staff Customers Donors 20.07.20 Visitors to your premises Contractors Drivers Anyone else who physically comes in contact with you in relation to our shops or warehouse</p>	<p>All staff to undertake assigned ihasco training modules prior to starting work in the shops, RDC Warehouse or Offices Infection Control (all) Return to Work (as applicable)_</p> <p>Hygiene Measures</p> <ul style="list-style-type: none"> • Hand Washing • Hand washing facilities with soap and water in place. • Stringent hand washing taking place. • See hand washing guidance. • https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • Drying of hands with disposable paper towels. • Staff encouraged to protect the skin by applying emollient cream regularly • Gel sanitisers in key areas where washing facilities not readily available • Rubbish bins clearance to be emptied daily <p>Provide hand sanitizer in a dispensing bottle by the customer entrance door of the shop. Display the poster asking all customers and people entering the shop to sanitise their hands upon entry. 25.06.20</p>	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice -</p> <p>Posters, leaflets and other materials are available for display.</p> <p>Ensure dispenser is kept available and refill whenever necessary.</p>	<p>Shop managers RDC manager RDC Staff RDC Assistants</p> <p>All</p> <p>All</p>	
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		<p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p> <p>Social Distancing Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency https://www.publichealth.hscni.net/news/covid-19-coronavirus https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</p> <p>Review the layout of shops to ensure aisles/walkways are as clear as possible</p>	<p>Shops to be provided with sanitiser – ordered by Shop managers from the RDC</p> <p>Management and operators responsible for thoroughly sanitising their work stations prior to the start of their shift, regular intervals during that shift and operator changeover. Work stations should be thoroughly sanitised at the end of each shift by the staff responsible. Eg till operators will clean down the till area, screen, key board and protective screens Manager responsible for acquiring adequate supply of sanitiser wipes All staff and volunteers responsible for informing the appropriate person if supply of sanitisers etc are running low</p> <p>Checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p>	<p>All</p> <p>Shop managers RDC managers RDC assistants Drivers Volunteers Retail office</p> <p>Retail office</p> <p>Shop managers AMs and shop managers Shift managers</p>	
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		<p>to support 2m social distancing. Considering what changes would be possible to support social distancing and determine a one-way system for each shop</p>	<p>Management checks to ensure this is adhered to.</p> <p>Organisation to provide external and internal instructional signage for customers and staff Directional flow indicators Distance tape to be used to indicate 2m apart safe areas e.g. at till point. Tape should be inspected regularly and replaced as necessary</p>	<p>Designated Staff/volunteer</p>	
		<p>Non-compliance with social distancing</p>	<p>Each shop to assess maximum number of staff in area designated area Each shop to assess maximum number of customers in designated areas All staff and volunteers to be briefed on maximum number limit at start of each shift.</p>	<p>Shop Manager</p>	
		<p>Person or person enter shop appear unwell</p>	<p>Staff member to monitor customers entry and exit and provide advice and explain control measures to customers during trading periods</p>	<p>Shop manager</p>	
		<p>Review potential issue with queueing to shop with other neighbouring shops. <u>Wearing of Gloves</u> Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided.</p>	<p>Persons or person informed of correct social distancing requirement. Use personal alarm to seek appropriate support.</p> <p>Person or persons to be asked to leave the premises. Use personal alarm to seek support if required.</p>	<p>Shop Manager All</p> <p>All</p> <p>Retail Office</p>	

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	<p>Plus anyone else who might be on the shop floor or working in the back office if visible from the shop floor or accessed by members of the public. 28.09.20</p>	<p>Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p><u>PPE (excluding face coverings) 20.07.20</u> Public Health guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours</p> <p><u>Face coverings</u></p> <p>Wearing of face coverings is now mandatory for all people entering shops (with the exception of children under 11 and people with certain disabilities.) or working in shops.</p> <p>Staff working in shops have to wear a face covering under this new regulation. We are asking all staff and volunteers who work on the shop floor to wear a face covering for two reasons. We want staff to be as protected as possible and we want the public to see we are abiding by the law for our and their protection.</p>	<p>Escalate to Area manager if unable to resolve</p> <p>Gloves to be worn when handling donations Gloves to be worn when handling cash or operating the till Gloves to be worn when cleaning Gloves to be removed carefully at end of session, to avoid contact with skin Staff to be reminded that wearing of gloves is not a substitute for good hand washing. Aprons to be provided by the organisation.</p> <p>Face masks are being provided for all staff. A supply of fabric face coverings are being sought for volunteers who forget to bring their own into the shop.</p> <p>A back up supply of the disposable masks must be maintained in shops for the odd occasion someone forgets their own covering.</p> <p>Face coverings must not be shared.</p>	<p>All</p> <p>All staff and volunteers who go onto the shop floor or work in the back office if visible to or accessed by members of the public. 28.09.20</p>	
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		<p>If you are exempt from wearing a face covering please wear an "exemption badge". If able please also wear a visor for your own protection.</p> <p>N.B STAFF ARE NOT EXPECTED TO POLICE THIS WITH THE PUBLIC. POLITELY ASKING SOMEONE TO WEAR A FACE COVERING IS ACCEPTABLE IF YOU ARE COMFORTABLE WITH DOING SO HOWEVER DO NOT PUT YOURSELF IN ANY DIFFICULT SITUATIONS. 28.09.20</p> <p><u>Drivers</u> Procedures in place for Drivers to ensure adequate welfare facilities available during their work - Reference https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm COVID-19-guidance on freight transport.</p> <p>Persons should not share vehicles or cabs, where suitable distancing cannot be achieved. Do you want to go with this statement CRA advice page 27.</p>	<p>Posters asking all members of the public to wear a face covering to be displayed at all times. 28.09.20</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Communicate with companies we deliver to/from to ensure welfare facilities will be available to our drivers. Allowing delivery drivers adequate breaks to avail of proper welfare facilities.</p>		
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<p>Virus Transmission between individuals</p>		<p>Where possible organise shop teams to reduce likelihood of transmission.</p> <p>Staff and volunteers who develop symptoms of coronavirus (a new, continuous cough and/or a high temperature) should stay at home for 7 days from onset of symptoms.</p> <p>If a volunteer or staff member lives in a household where someone else is unwell with symptoms of coronavirus then they must stay at home in line with the Government's guidance.</p> <p>Assess the maximum number of customers that can be in the shop at any one time based on shop size and layout so that the 2 metre social distancing can be observed with staff and volunteers working to regulate entry into shops.</p> <p>Staff and volunteers to wash their hands with anti-bacterial liquid soap and water as often as possible and for 20 seconds every time.</p> <p>Fix Acrylic protective screen to all shop counter</p>	<p>Protective screen, counter, till screen, key board, etc should be sanitised at the start and end of every operators shift and at regular intervals in between</p>	<p>All</p> <p>All</p> <p>AMs and shop managers</p> <p>All line managers</p> <p>Retail Office to provide</p> <p>Shift manager</p>	
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		<p>Increasing ventilation where possible (such as opening a window and doors) without compromising security.</p> <p>Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</p> <p>Consider restocking when shop is closed to reduce congestion on the shop floor.</p>		<p>Shift Manager</p> <p>Shift Manager</p>	
Virus transmission whilst handling stock donations		<p>To lessen the pressure on shops in the early stages of reopening, no shops will be able to accept donations. All donations will be directed to the RDC where the volume and standards can be more safely controlled.</p> <p>Shops may commence accepting donations only when there are sufficient staff to cope safely with Covid safety guidelines</p> <p>Wait 48 hours before sorting newly donated stock. You should also wait 72 hours before customer returns are sorted</p>	<p>Shop Manager and AM to assess the risk, shop by shop, to determine if and when donations can be safely accepted</p> <p>Adopt a shop process for identifying when donations are received (colour dates/separate labelled areas/date labels) All staff/ volunteers to be informed at start of every shift. Sort donations in date rotation</p> <p>All changing rooms to be closed – use only for donations</p>	<p>RDC manager AMs Shop Manager</p> <p>All shops</p> <p>All</p> <p>All</p> <p>All</p>	

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		<p>Mandatory hand washing before and after sorting stock and the avoidance of people touching their faces whilst handling stock.</p> <p>Disposable gloves to be worn whilst sorting stock with a requirement that hands are washed before and after wearing and that the gloves are disposed of after use.</p> <p>Wash down donated goods with hard surfaces with standard cleaning products.</p> <p>Enabling contactless drop offs of donations to reduce person to person interaction.</p> <p>Steam all clothing thoroughly after the 48 hour isolation period</p>	<p>Agree contactless drop off point with Area Manager</p>	<p>AMs Shop Managers Designate d staff</p>	
<p>Virus transmission from surfaces</p>		<p>Staff and volunteers to wash hands regularly during the day. Providing handwashing facilities (or hand sanitiser where not possible)</p> <p>Encouraging the use of contactless transactions wherever possible</p> <p>Hard surfaces including tables, till counter, till screen, phones, kitchen worktops, door handles, domestic areas etc. to be cleaned down regularly.</p> <p>Providing staff and volunteers with disposable cleaning wipes so that the</p>	<p>Daily cleaning checklist to be used.</p>	<p>All</p> <p>Till staff</p> <p>All</p> <p>All</p>	

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		<p>most touched areas in-store can be frequently cleaned throughout the day and especially those that may need to be shared (e.g. pens for GA sign up, telephones, till systems and PDQ machines.</p> <p>Staff and volunteers to stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc.</p> <p>Dry hands with paper hand towels, kitchen towel</p> <p>Removing tea towels and reusable towels or other drying cloths that are used by multiple people.</p> <p>Covering of furniture and beds – latest information</p>	<p>Cellophane provided to furniture shops Shop managers responsible for reordering from RDC</p>	<p>Shift Manager All</p> <p>Shift Manager</p> <p>Furniture shop managers and staff</p>	
Deliveries and collections		<p>Deliveries and collection at private houses will only recommence when safe to do so</p> <p>Delivery teams must not enter the home of someone who is in self isolation or where somebody is shielding. Donors/customers will be questioned at time of initial contact and our policy clearly explained Drivers will ring the addressee ahead of arrival to confirm no one is self-isolating or shielding</p>	<p>To be reviewed in line with government guidelines</p>	<p>RDC Manager</p> <p>RDC Manager Drivers</p> <p>Drivers</p> <p>Drivers</p>	

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		<p>If workers have no option but to travel together, for example, delivery teams, the following should be encouraged: fixed work partners; maintaining good ventilation by keeping windows open; avoiding face to face contact and regular vehicle cleaning with emphasis on commonly touched surfaces Drivers should always be given hand sanitiser to be carried and used after each delivery. If at all possible, goods being delivered or collected should not be physically handed over but left in a place for the other party to pick up from. Wherever possible, entry into the homes of donors/ customers should be avoided. Drivers should feel comfortable to refuse to complete collection/delivery if the customer/donor appears unwell or it doesn't seem safe to proceed.</p>		
Mental health		<p>Mental Health Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress</p>	Regular communication of mental health information and open-door policy for those who need additional support.	Line Managers

Shop/Location _____

Name _____

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I confirm that I have read and understood the Risk Assessment relating to the control of Covid 19 in the work place
I understand that this operates in conjunction with all existing Risk Assessments in operation in my work location

Signed_____

Date_____