

Covid-19 Risk Assessment – Oakhaven Retail



Location: Retail Shop locations

Author/s: Ann Newton / Sally Needham

Activity: All Oakhaven Retail Activities

Date: Updated 02 October 2020

Version: 3

Please be aware that this Risk Assessment is under constant review and guidance may therefore change.

Please ensure that you read any updates to this risk assessment immediately.

Hazard	Who is affected?	Risk (L)	Control Measures	Residual Risk
Persons experiencing symptoms of Covid-19	All staff and volunteers	20 HIGH	<p>Ensure all contact details are up to date. HR send quarterly reminders via email for employees to check information (staff can then complete direct through SID online or via HR). Volunteers must update Volunteer Services team of any change to their details (annual reminder also sent).</p> <p>Persons who are unwell with symptoms of Covid-19 should not travel to or attend the workplace under any circumstances. They should follow the stay at home guidance issued by Public Health England. Please also refer to the Oakhaven Coronavirus Procedure.</p> <p>If any person displays or reports symptoms of Covid-19 at work they must leave the building by the closest possible exit, return home quickly and directly and follow the stay at home guidance mentioned above. If the person is unable to leave the building safely on their own, we will ask them to remain in place, clear the area and call 111 for advice.</p> <p>We will clear the area that has been occupied by the person, inform all persons that have been in contact with them to advise them on situation and pass on recommendations made by NHS 111.</p> <p>We will then arrange for a deep clean to be conducted of the relevant parts of the building.</p> <p>Subject to updates as and when available – information and guidance awaited on tracking and tracing apps./calling service</p>	6 LOW

Hazard	Who is affected?	Risk (L)	Control Measures	Residual Risk
Spreading of virus – shop area	All staff, volunteers and customers	16 HIGH	<p>Regular wiping down with antibacterial wipes/spray of all communal touch points. The following areas to be wiped after every use:</p> <ul style="list-style-type: none"> • Sale tills • Credit card machine • counters <p>Front door left open where possible. Perspex screen fitted to till area. General touch points such as doors and Perspex screens to be wiped at least twice a day and as needed.</p> <p>To limit number of people at any one time in the shop with a signed one-way system to ensure 2m social distancing can be maintained wherever possible. Floor markings and signage to support this. Changing rooms closed.</p> <p>Sanitiser on shop entry. As of 24th July 2020, all customers to wear a face mask/covering when in shop as per Government guidelines. Signage on display to encourage use and small stock of masks to be held at entrance for customers who forget so one can be offered. Staff/volunteers have no power to enforce this regulation so advised not to enter into any confrontation and allow entry, advising customers of social distancing requirements and one way system in shop.</p> <p>Personal visors / masks issued for staff and volunteers. Each person responsible for cleaning their own visors/masks. Use of face coverings is required by all shop personnel in public shop areas as per government guidelines announced 29th Sept (issued 1st Oct), bringing in line with our customers who are now mandated to wear a face covering when in store. Gloves should not be used as a matter of course only for specific tasks and then safely disposed of. Good hand hygiene is crucial and that is best achieved through regular washing of hands with soap for 20 seconds or more. If hand washing is not possible then hand sanitiser may be used.</p> <p>Staff who feel unwell with symptoms of Covid-19 should not travel to or attend the workplace (see above)</p>	9 MODERATE

Hazard	Who is affected?	Risk (L)	Control Measures	Residual Risk
Spreading of the virus – cleaning stock areas	Staff and Volunteers	9 MODERATE	<p>To increase the cleaning of all communal areas and hard surfaces – especially consider telephones / Handsets and computer keyboards / mouse. All surfaces and touch points that are frequently touched by multiple people to be wiped down after each use or minimally every hour. Also remember to wipe down outside doorbells, handles, handrails/bannisters, other surfaces at least twice a day, more if in a high traffic area.</p> <p>Portable fans may be used as long as windows and doors are kept open to maintain good through flow of air. Remember to wipe down control unit before and after use. Mains power to be disconnected once a month for portable fan blades to be cleaned. Fan blades and exterior casings should have TECCare Control applied during cleaning to increase protection when in use.</p>	6 LOW
Spreading of the virus – whilst processing donations	Staff and volunteers	16 HIGH	<p>To ensure social distancing wherever possible – limit the number of people in working areas. All donations dated and stored for 72 hours before processing (Government guidance updates have reduced this to 48 hours but we are maintaining the 72 hour timeframe at present).</p> <p>Disposable gloves must be worn and disposed of afterwards for this activity. Mandate hand washing before and after sorting donations.</p> <p>Clothing steamed after 72 hours.</p>	6 LOW
Spreading of virus – deliveries and collections	All staff, volunteers and customers	16 HIGH	<p>Fixed driving team. Good cab ventilation. Masks to be worn on a sessional basis and changed at break times or when they become damp. Correct putting on and taking off of masks is essential. Gloves and visors should be worn on all visits into houses and the gloves should be disposed of each time and visors wiped down. Sanitiser to be used after every drop.</p> <p>Where possible entry into customers home should be avoided. Drivers should feel comfortable to refuse to complete collection/delivery if a customer appears unwell or it does not seem safe to proceed. Donors should be asked to leave donations outside of properties wherever possible.</p>	9 MEDIUM

Hazard	Who is affected?	Risk (L)	Control Measures	Residual Risk
Incorrect Use of PPE	All staff, volunteers and customers	20 HIGH	<p>Correct use of PPE – this is essential in order to protect customers, staff and volunteers. Staff and volunteers to be briefed on appropriate use when issued.</p> <ul style="list-style-type: none"> • Masks must cover mouth and nose at all times when worn on a sessional basis, and be replaced immediately if they become moist • Eyes should be closed when mask is being removed to minimise risk of potential infection spread • Visors must be positioned correctly on head to fully cover to front of the face • Gloves and other PPE only to be worn in the circumstances detailed in this Risk Assessment, where previously worn, or as agreed with line/shop manager. 	6 LOW
Use of Toilet and Kitchen Facilities	All staff and volunteers	20 HIGH	<p>Maintain a 2 metre distance at all times.</p> <p>Only 1 person to use the kitchen at any one time. Please only make your own tea/coffee</p> <p>Wash your hands frequently during the day</p> <p>Clean up thoroughly after yourself in the kitchen after each use. Wipe down all surfaces and appliances you have used – remember microwave, kettle, fridge, cupboards, water boiler, taps</p> <p>Clean up thoroughly in the toilets after use. Wipe down surfaces ready for the next person – remember door handles, flush, taps, any other surfaces you have touched.</p>	6 LOW
Increased levels of staff anxiety and reduced wellbeing	All Staff and volunteers	20 HIGH	<p>It is recognised that staff and volunteer anxiety may grow at this time and general wellbeing decreases as a result. For all staff to be aware of the following resources available for support;</p> <ol style="list-style-type: none"> 1) Oakhaven Counselling Team – Mon-Fri 9am-5pm on their email addresses/mobiles 2) Coates Centre website resources via blog 3) <i>For volunteers:</i> Volunteer Services Team – Mon-Weds 8.30am-4.30pm (HR team Thurs-Fri 9am-5pm) 4) <i>For staff:</i> Employee Assistance programme (EAP) – number available via HR 5) Line Manager and colleagues – make time for a socially distanced chat and coffee! <p>Keeping connected – at home and in work via zoom meetings, slack, emails, break times when socially distancing.</p>	6 LOW