


<b>Hautbois Activity Centre Risk Assessment</b>			
<b>Corona Virus (COVID-19) Risk Assessment - v9 reviewed 17/05/2021</b>			
<b>Assessment Code:</b> RA-COVID-19	<b>SOP Code:</b> N/A	<b>Lesson Plan Code:</b> N/A	
<b>Review Date:</b> 14 June 2021 or sooner as risk alerts are updated	<b>Assessor:</b> Fiona Hunter CIEH Level 3 H&S in the Workplace	<b>Tech Advisor:</b>	

**General Statement of Policy**

It is the policy of Girlguiding Anglia to protect all persons including employees, customers, contractors and members of the public from potential injury and damage to their health which may arise from work activities.

Girlguiding Anglia will provide and maintain safe working conditions, equipment and systems of work for all employees, and to provide such information, training and supervision as they need for this purpose.

Girlguiding Anglia give a high level of commitment to health & safety and will comply with all statutory requirements. For information on general Health & Safety, please refer to the Girlguiding Anglia Health & Safety policy.

This risk assessment is specific to the coronavirus outbreak and should be read in conjunction with all other relevant risk assessments. Outdoor activities have been assessed separately - see specific risk assessment.

<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>Controls</b>	<b>What further action do you need to consider to control the risks?</b>	<b>Who needs to carry out the action?</b>	<b>When is the action needed by?</b>
Getting or spreading coronavirus by not washing hands or not washing them adequately	Workers Customers Contractors Drivers coming to our business Drivers going out for our business Visitors	<p>Everyone to follow HSE guidance on cleaning, hygiene and hand sanitising</p> <ul style="list-style-type: none"> <li>- Water, soap and paper towels provided at all washing stations</li> <li>- Posters providing information on how to wash hands properly displayed</li> <li>- Hand sanitiser provided for the occasions when people can't wash their hands and at entrance doorways, entrance to WC blocks etc.</li> <li>- Managers and workers aware of the legal duty to provide welfare facilities and washing facilities for visiting drivers</li> <li>- Our drivers should only be going out on short duration shopping trips so should not need hand washing facilities – hand sanitiser to be kept in the truck and used as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>- Supervision and monitoring to be carried out by duty managers to ensure people are following controls</li> <li>- Put up signs up to remind people to wash their hands</li> <li>- Procedures in place to advise workers about when and where they need to wash their hands and availability and location of hand sanitiser for situations where hand washing is not practical/possible</li> <li>- Checking supplies of soap, paper towels and hand sanitiser added to cleaning checklist</li> <li>- Add reminders to the return to work guidance about checking skin for dryness and cracking and tell them to report to the duty manager if they have a problem</li> <li>- Good Hygiene and Social Distancing briefing</li> </ul>	<p>Duty managers</p> <p>AS</p> <p>AS</p> <p>TM</p> <p>FH</p> <p>AS</p>	<p>On-going</p> <p>Done</p> <p>Done</p> <p>On-going</p> <p>Done</p> <p>Done</p>

		- All participants to wash hands before and after activity sessions.	added to welcome talk and to activity sessions introductions.		
Getting or spreading coronavirus in common use high traffic areas such as corridors, staff rooms, toilet facilities, entry/exit points to facilities, lifts and other communal areas	Workers Customers Visitors Contractors Drivers coming to our business	<p>Areas where people will congregate:</p> <ul style="list-style-type: none"> <li>- Staff room</li> <li>- Reception office</li> <li>- Kitchen/tea making facilities</li> <li>- Shop</li> </ul> <p>Areas where there are pinch points:</p> <ul style="list-style-type: none"> <li>- Back corridor</li> <li>- Office doorways,</li> <li>- Reception</li> <li>- Outside staff WC</li> </ul> <p>Areas and equipment where people will touch the same surfaces</p> <ul style="list-style-type: none"> <li>- kettles, tea/coffee/sugar canisters</li> <li>- Fridge and milk bottles</li> <li>- Photocopier</li> <li>- Key cabinet/key</li> <li>- Fire doors</li> <li>- Light switches</li> <li>- Entrance key pads</li> <li>- Shop till area</li> </ul> <p>Areas and surfaces that are frequently touched but are difficult to clean</p> <ul style="list-style-type: none"> <li>-</li> </ul> <p>Communal areas where air movement may be less than in other work areas, eg kitchens with no opening windows or mechanical ventilation</p> <ul style="list-style-type: none"> <li>- Kitchen</li> <li>- Staff room</li> </ul> <p><b>Controls</b></p> <p>Limit number of people in rooms</p> <ul style="list-style-type: none"> <li>- 3 work stations in reception office + workers using photocopier for limited time (ie collect paper and leave area)</li> <li>- Workers to access the building through the door closest to the destination eg. through the front door for the reception office, shop door for shop and retail office, back door for laundry room</li> </ul>	<p>Duty managers to supervise and monitor controls to ensure people are following guidance</p> <p>Workers to be encouraged to report near misses to duty manager by email or on the office white board</p> <p>Information sign at sign in for guests/contractors to read at outdoor reception, outside reception office.</p>	Duty managers  FH  AS	On-going  As return to office  Done

		<ul style="list-style-type: none"> <li>- Staff room door to be kept open while in use – max 3 people inside at appropriate social distance – use outdoor eating area whenever possible – move picnic benches to enable greater distance</li> <li>- Perspex barrier between ops desks</li> <li>- Use pop-up gazebo to create outdoor reception for customers</li> <li>- Workers to keep personal belongings in desk drawers or lockers provided so they aren't left in the open</li> <li>- Surfaces in reception office, staff room, picnic benches to be kept clear to facilitate cleaning</li> <li>- Hand sanitiser to be provided at or close to eating areas</li> <li>- High traffic areas to be cleaned at designated time intervals</li> <li>- Customers/visitors in shop to be restricted to 1 at a time and social distancing to be maintained between customers/visitors and staff</li> <li>- All customers, staff and visitors to wear masks</li> <li>- Perspex barriers installed around till area</li> </ul>			
Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations	Workers Customers Visitors Contractors Drivers coming to your business Drivers going out for your business	<p>Use the guidance on <a href="#">cleaning and hygiene during the coronavirus outbreak</a></p> <p>Surfaces that are frequently touched and by many people</p> <ul style="list-style-type: none"> <li>- door handles</li> <li>- light switches</li> <li>- socket switches</li> <li>- photocopier</li> <li>- key cabinet</li> <li>- entrance key pads</li> <li>- communal WC block (House East)</li> </ul> <p>will be cleaned</p> <ul style="list-style-type: none"> <li>- at the start of the working day</li> <li>- at 11am</li> <li>- at 2pm</li> <li>- at the end of the working day</li> </ul>	<p>Duty managers to monitor that controls are followed</p> <p>Rotas displayed at key locations to show who is responsible for cleaning what and when</p> <p>Information posters in place to instruct workers</p> <ul style="list-style-type: none"> <li>- who needs to clean</li> <li>- when they need to clean</li> <li>- what they need to clean</li> <li>- the products to be used</li> <li>- precautions to follow</li> </ul> <p>Housekeeper to be responsible for giving managers sufficient notice of the need to re-order cleaning products and for replenishing cleaning products – in the housekeeper's absence, the duty manager is responsible for nominating a deputy</p>	<p>Duty managers</p> <p>Duty managers</p> <p>AS/TM</p> <p>TM</p>	<p>On-going</p> <p>On-going</p> <p>Done</p> <p>On-going</p>

		<p>Water activity showers to be cleaned between use by groups – one cubicle available for each group (other cubicles to be locked). Climbing equipment will be rotated and stored for a minimum of 72 hours before used by a different group. On occasions when this is not possible the Activities Store Room will be sanitised using the fogging machine.</p> <p>Workers to be given training how to put on and remove personal protective equipment (PPE) that is used for normal work hazards and how to keep it clean</p> <p>Reduce the need for people to move around inside the house or other working locations as far as possible to reduce the potential spread of any contamination through touched surfaces</p> <ul style="list-style-type: none"> <li>- managers to meet staff outside or at working location</li> <li>- customers to be welcomed on site at outside reception area</li> </ul> <p>Workers to use own workstation and work equipment by allocating it on personal issue or put cleaning regimes in place to clean between each user</p> <p>Reduce the contact of people with surfaces</p> <ul style="list-style-type: none"> <li>- leave doors open whenever possible (exterior doors should not be left open when there is no one in the vicinity to ensure security is not compromised)</li> <li>- keep fire doors open where they are held open by electronic means</li> <li>- take payments over the phone or visa the website</li> <li>- maintain a paper free office and communicate by email</li> </ul> <p>Workers to clean high contact items after use and provide cleaning equipment (surface wipes) at those locations</p> <ul style="list-style-type: none"> <li>- photocopier</li> </ul>	<p>House East campsite to be campsite of last resort to keep it for day groups whenever possible</p> <p><i>Each booking/family to be allocated a campsite with shower and WC for their sole use wherever possible.</i></p> <p><i>If shared shower facilities are in use, put in place timed use and increased cleaning provision to be put in place – see government guidance</i></p> <p><i>Shower and WC blocks to be deep cleaned thoroughly between groups to reduce risk of contamination</i></p> <p>WC and shower blocks</p> <ul style="list-style-type: none"> <li>• Designated cleaning times will be included in the welcome pack</li> <li>• External doors on to be held open</li> <li>• Hand sanitiser points outside/just inside every doorway</li> </ul> <p>Families will bring their own tents – if we hire out our tents, they will be rotated to allow significant time between groups – once a tent has been used it will be stored in an identified area within the tent container</p> <p>Dryshelters will only be available for family camping at an additional charge to cover the cost of deep cleaning – the dryshelter will be deep cleaned between groups and then left unused for at least 72 hours</p> <p><b>Follow Government guidance –</b>  <b><i>If visitors or staff become unwell and believe they have been exposed to COVID-19</i></b></p> <ul style="list-style-type: none"> <li>• <i>Whilst waiting for advice from NHS 111 find somewhere safe for the unwell person at least 2m away from other people. Find a room or area where they can be isolated behind a shut door, such as a staff office or meeting room.</i></li> </ul>	<p>Admin staff</p> <p>Admin staff</p> <p>FH</p> <p>TM</p> <p>AS</p> <p>Duty managers</p> <p>Admin staff</p> <p>Duty managers</p>	<p>On-going</p> <p>On-going</p> <p>As required</p> <p>On-going</p> <p>On return to camping on site April/May 2021</p> <p>On-going</p> <p>On-going</p> <p>As required</p>
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		<ul style="list-style-type: none"> <li>- key cabinet</li> </ul> <p>Keep desks/flat surfaces clear to enable effective cleaning and reduce the chances of contamination – workers to clean own workstation at the end of their working day (including truck/tractor after use)</p> <p>Cleaning station/PPE station created in reception office for easy access to cleaning equipment in addition to equipment kept in usual locations such as laundry, garage, kitchen, pantry, staff room</p> <p>Water activity equipment to be cleaned between use and rotated</p> <ul style="list-style-type: none"> <li>- buoyancy aids to be disinfected by submersion in disinfecting fluid</li> <li>- kayaks, paddleboards and canoes to be cleaned following manufactures guidelines and then rotated between use</li> <li>- fresh paddles to be used by each group and then cleaned after use with disinfectant/wipes</li> </ul> <p>Ropes activity equipment to be cleaned between use and rotated</p> <ul style="list-style-type: none"> <li>- harnesses and helmets to be wiped down and rotated between use – minimum 72-hour break between users – used equipment stored in an identified location</li> <li>- frequency of activity sessions reduced to allow for equipment rotation</li> <li>- climbing wall participants to use sanitiser before and after use of the wall as disinfection of the climbing holds not practical but they are outside which reduces the risk of residual contamination</li> <li>- activity briefing to include instructions about sanitising hands and not touching faces while climbing (unlikely as would need to let go of the wall/rope)</li> <li>- instructor or nominated person to stand by with sanitiser as soon as the climber reaches the ground</li> </ul>	<p><i>Open a window, for ventilation. Avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in the bin. The room will need to be cleaned once they leave.</i></p> <ul style="list-style-type: none"> <li>• <i>If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available.</i></li> <li>• <i>The person should then self-isolate while awaiting advice from NHS and then follow the advice given</i></li> <li>• <i>Girlguiding Anglia will support staff who need to self-isolate to work from home wherever possible. If working from home is not an option, sick pay will be paid as indicated in the relevant staff policies</i></li> <li>• <i>If anyone has been in contact with a suspected case, no restrictions or special control measures are required while laboratory test results for COVID-19 are awaited. There is no need to close the setting or send other visitors or staff home.</i></li> </ul>		
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Mental health and wellbeing affected through isolation or anxiety about coronavirus	Workers	<p>Follow Girlguiding Anglia's stress and mental health policy – available on G-drive</p> <p>Have regular keep in touch meetings/calls with people working at home to talk about any work issues</p> <p>Communicate openly with workers about the possibility that they may be affected and tell them what to do to raise concerns or who to go to so they can talk things through</p> <p>Communicate with workers about the Health Assured Employee Assistance scheme provided by Girlguiding Anglia</p> <p>Consult workers about risk assessments on their return to work and ask for feedback to help identify potential problems and identify solutions</p> <p>Keep workers updated on what is happening so they feel involved and reassured</p> <p>Discuss the issue of fatigue with workers and make sure they take regular breaks from their work station or tasks, are encouraged to take annual leave, set suitable working hours and to leave on time so as not to work excessively long hours</p>	<p>Staff wellbeing champions to share information and advice with workers about mental health and wellbeing</p> <p>All workers to refer any concerns about colleagues to the duty managers</p> <p>Consider an occupational health referral if personal stress and anxiety issues are identified</p> <p>Encourage workers to use the employee assistance programme</p>	<p>RH</p> <p>All</p> <p>Duty managers</p> <p>FH</p>	<p>On-going</p> <p>On-going</p> <p>As required</p> <p>On-going</p>



Contracting or spreading the virus by not social distancing	Workers Customers Contractors Delivery drivers to/from your workplace Visitors	Follow social distancing rules	Duty managers to monitor and supervise to make sure social distancing rules are followed	Duty managers	On-going
		Encourage staff to work from home wherever possible and practical	Provide information, instruction and training to people to understand what they need to do	Duty managers	On-going
		Keep people apart in line with social distancing rules by: <ul style="list-style-type: none"> <li>- Using appropriate entrance doors (see above)</li> <li>- Holding virtual or outdoor meetings</li> <li>- Rearrange workstations</li> <li>- Using unused areas in the house for rest areas while there are no customers in the house</li> <li>- All activities group numbers to be reduced to ratio of one instructor to maximum 5 individuals or one household or one bubble (e.g. in a youth group or school situation)</li> <li>- Identified social distancing lines at climbing tower and for activity briefings</li> </ul>	Provide signage and ways to communicate to non-employees what they need to do to maintain social distancing (eg posters, Welcome packs)	AS	Done
		Where it isn't possible to meet social distancing rules, identify other physical measures to separate people <ul style="list-style-type: none"> <li>- Perspex screen between desks</li> <li>- Increase ventilation preferably at high level to reduce risk of virus pooling in stagnant air pockets</li> </ul>	Instructions in welcome pack and at welcome talk about access to other areas of the site and maintaining social distance between groups on site.	Duty managers	On-going
		Where it isn't possible to meet social distancing rules and physical measures can't be used, put in place other measures to protect people <ul style="list-style-type: none"> <li>- Face masks, visors and gloves to be worn by instructors when unable to maintain social distancing for instance when checking harnesses and attaching safety equipment</li> <li>- Enhanced hand sanitising regimes for ropes activities – sanitise before climbing and after climbing</li> <li>- Workers to work in "bubbles" wherever possible/feasible</li> <li>- Activity participants to be kept within their own bubbles and activities to take place outside.</li> </ul>	Implement twice weekly lateral flow testing for staff – <ul style="list-style-type: none"> <li>- Organisation registered with Norfolk County Council for supply of tests</li> <li>- Testing regime implemented with effect from 26 March 2021 led by duty staff members</li> <li>- Test results recorded by individuals on the .gov website</li> <li>- Testing dates recorded on Cinolla to make sure we don't miss staff</li> <li>- Visitors to site for face to face meetings with staff asked to participate in testing</li> </ul>	Duty managers	Implemented and ongoing

		Display signs to remind people to socially distance			
Musculoskeletal disorders as a result of using DSE at home for a long period of time	Workers	<p>Follow HSE guidance on display screen equipment in their <a href="#">Protect homeworkers page</a></p> <p>There is no increased risk for people working at home temporarily but if this arrangement becomes long term the risks should be assessed</p> <p>For all people working at home using display screen equipment (DSE) put in place information and training on how to protect themselves, eg take regular breaks, stretching exercises, set the equipment up properly</p>	Managers to access further information on how to set up a workstation for short duration home working and also what to do for long term home working on HSE's protect homeworkers page <a href="https://www.hse.gov.uk/toolbox/workers/home.htm">https://www.hse.gov.uk/toolbox/workers/home.htm</a> and to give instruction and guidance to their staff	All department managers	On-going
Poor workplace ventilation leading to risks of coronavirus spreading	Workers Customers Contractors	<p>Follow HSE guidance on <a href="#">heating ventilation and air conditioning (HVAC)</a></p> <p>Fresh air is the preferred way of ventilating the workplace so open windows and doors (that are not fire doors) wherever possible</p> <p>When additional ventilation is needed use desk fans to move air around</p>			
Increased risk of infection and complications for vulnerable workers	Workers	<p>Identify workers who fall into one of the following categories:</p> <ul style="list-style-type: none"> <li>- <a href="#">Clinically extremely vulnerable</a></li> <li>- People self-isolating</li> <li>- People with symptoms of coronavirus</li> </ul> <p>Discuss each worker's personal risks and create a plan for each individual</p> <p>Decide where it is possible for these workers to work safely in line with current government guidance</p> <p>Put a plan in place for each individual to protect them through a combination of social distancing and enhanced hygiene procedures when they do return to work</p>	Communicate to workers the need to advise the duty managers if they fall into one of the at risk categories	All department managers	On return to work and on-going