



Risk Assessment: All offices

Covid-19

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. This Risk Assessment is designed to assess the hazards, level of risk and control measures required to mitigate those risks.

Hazard	Person(s) at risk	Controls Required	Additional Controls	Action by who/date	Signature to confirm controls have been applied (sign/date)
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> • Staff • Clients • Visitors to the office • Cleaners • Contractors • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions • Anyone else who physically comes in contact with staff in relation to our business 	<p><u>GENERAL</u></p> <p><u>Hand Washing</u></p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water in place on first and second floor. • Posters detailing hand washing technique in place. • Stringent hand washing taking place. • Paper towels available and in place for drying hands. • Gel sanitisers in all areas and rooms where washing facilities not readily available 	<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 – Tissues will be made available throughout the workplace.</p> <p>Staff encouraged to report any symptoms or symptoms of anyone they have been in contact with to the Practice Manager.</p> <p>Regular updates to staff with latest Government advice.</p> <p>Procedural and health training given to all staff working in the office.</p>		

		<p><u>Cleaning</u> 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><u>Thermometers</u> All staff, clients and visitors will be requested to check their temperature on entering the offices. Those with a high temperature (above 37 C) will be asked to leave the office and self-isolate in line with Government guidelines.</p> <p><u>Social Distancing</u> 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. Where possible, only one person working per office. Where this is not practically possible, 2 people maximum with screens.</p> <p>Taking steps to review work schedules including start & finish times/shift patterns and working from home to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <p>Redesigning processes to ensure social distancing in place.</p>	<p>Rigorous checks will be carried out by Practice Manager & Assistant Practice Manager to ensure that the necessary procedures are being followed.</p> <p>Full cleaning of offices twice per week.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p>		
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		<p>Conference calls to be used instead of face to face meetings.</p> <p>Only one person to use the communal areas such as kitchen/toilet per time. 'In use/Not in use' signs to be used.</p> <p><u>Wearing of Gloves & facemasks</u> Where Risk Assessment identifies wearing of gloves and/or masks as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves and facemasks carefully to reduce contamination and how to dispose of them safely.</p> <p>Gloves and face masks will be available to staff even if the task does not require the wearing of these items to allow choice for staff.</p> <p><u>PPE</u> First and foremost staff, clients and visitors are asked to observe social distancing measures and practice good hand hygiene behaviours</p> <p>Screens, sufficient hand sanitiser, wipes, tissues, disinfectant spray and paper towels will be issued in each office and communal area.</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</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>		
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		<p><u>SPECIFIC</u></p> <p><u>Movement around the office/one way system</u></p> <p><i>Please see attached documents 'Work and Movement Flow around the office'</i></p> <p><u>Appointments</u> Gabbs is undertaking a closed door policy until further notice. All clients are being asked to undertake appointments via phone/zoom etc.</p> <p><u>Appointments at the office</u> See above. However, if clients have to attend the office they must first make an appointment with reception via phone. The ONLY room to be used to see client's is the interview area (Hereford), AEV's room (Leo) and the meeting room (Hay). These appointments must be made in advance by notifying Reception to ensure appointments do not clash. THIS IS A LAST RESORT and must only be used in an emergency or where no other way of the holding the appointment can be made.</p> <p>The one-way system of moving around the office with clients must also be observed.</p>	<p>Full training to be given to all staff via PowerPoint ahead of returning to work where possible.</p> <p>Practice Manager/Assistant Practice Manager to undertake regular checks to ensure the policy is being adhered to.</p> <p>Signage on the office doors notifying the public</p>		
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		<p>The fee earner must enter the interview room first to avoid crossing over/past the client.</p> <p>Upon finishing the appointment with the client in the Interview Room, the fee earner undertaking that IV must ensure the desk, chair, door handle, pen and any other areas that have been used are fully wiped down and disinfected once the client has left.</p> <p><u>Offices/work stations</u></p> <p>Where possible there is to only be one occupant per office. Where this is not possible and where staff are situated in an area where other members will pass their desk, screens will be provided.</p> <p>Staff must not use other people's equipment or come within 2 metres of a work colleague's station.</p> <p>No sharing of equipment is permitted.</p> <p><u>Knock door policy</u></p> <p>Staff are not to enter any other room apart from their own unless absolutely necessary. Email/telephone should be used in the first instance. However, if required knock on the door, stand back and wait for the door to be opened internally. You must converse at least 2 metres away and only for a very short period.</p>	<p>An interview room calendar is to be set up for the three offices for fee earners to add in appointments/check availability</p> <p>'Knock door' posters to be displayed on doors to remind staff.</p>		
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		<p><u>Communal areas</u></p> <p>There is to be only one person on the stairs, in the kitchen, staff room and toilets at any one time. On the stairs please say 'coming up' or 'coming down' as appropriate to alert others. Before entering any communal room refer to the knock door policy above.</p> <p><u>Breaks/lunchtime</u></p> <p>Staff are welcome breaks as directed by their contract. However, the staff room and communal areas are only to have one person using them at any one time.</p> <p><u>Home visits</u></p> <p>These are not permitted unless absolutely necessary and only if the matter cannot be undertaken using telephone/zoom etc.</p> <p>The visit is to take place outside where possible, observing social distance. If a staff member has to enter a client's house they should take disinfecting wipes, masks and gloves and disinfect fully after the visit and before returning to the office.</p> <p><i>Also see 'Lone Worker Policy'</i></p>			
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