
Coventry Citizens Advice

RISK OF CONTRACTING COVID-19 WHILE AT WORK

Vulnerable Clients F2F Service

The Management of Health & Safety at Work Regulations 1999 places a legal duty on employers to carry out risk assessments, and to make a written record if there are more than 5 employees.

COVID-19 adds a set of new hazards and risks to employees and/or workers, especially when at work, and as a result a risk assessment needs to be carried out with the aim of identifying sensible controls to reduce the risk that employees and/or workers are exposed to.

Likelihood: how likely is it that the harm presented by the hazard will actually occur?	Severity: what impact or damage could the harm presented by the hazard have on a person or persons?
High (3): Harm is certain, or near certain, to occur	High (3): Death or major injury
Medium (2): Harm will often occur	Medium (2): 7-day injury or illness
Low (1): Harm will seldom occur	Low (1): All other injuries or illnesses

Risk rating: Once the likelihood and severity have been determined, the risk can be calculated as shown below:			
	Likelihood		
Severity	3	2	1
3	High	High	Medium
2	High	High	Medium
1	Low	Low	Low

Haz No	Significant Hazards Look only for hazards which you could reasonably expect to result in significant harm	People affected	Risk rating L x S = R			Control measures e.g. physical safeguards, training, PPE etc	Residual risk rating L x S = R		
			L	S	R		L	S	R
1	Spread of virus from co-workers and Clients	Staff Clients Visitors	2	3	H	<ul style="list-style-type: none"> • Manager identifies staff /volunteers who may be at risk e.g. underlying health conditions; such workers instructed not to come to work • Staff selected to run the service undertake a risk assessment VERA with the manager and training on the hygiene and safety measures in place • Staff should not travel to work on public transport unless this is unavoidable and must wear face masks on Public Transport • Staff instructed not to come to work if they feel unwell • Staff to be given guidelines whilst in the workplace • Staff maintain 2m distance from all in the workplace <p>https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</p> <ul style="list-style-type: none"> • Reception area space clearly marked to identify socially distanced interview space. • Staff can opt for temp checks on arrival. If they have a temperature this may be indicative of infection and they will be able to go home and advised to have a test for Covid 19 	1	3	M

						<ul style="list-style-type: none"> • The wearing of visors for staff when seeing Clients is required. Face masks are also provided and both can be worn if preferred. • The wearing of face coverings for clients is compulsory unless there is a medical reason for exemption but the manager on site will decide if an appointment can go ahead without a face covering in place. • Appointment times are limited to reduce exposure to the virus and to allow for hygiene processes and cleaning between appointments • Clients will sit 2 m away from the advisor and the windows behind the desk will if possible be left open to aid ventilation. • Disposable masks, gloves provided for all staff clients and first aiders. • Visors provided for staff. • Masks for first aiders are fluid resistant 			
2	Contracting virus in the workplace e.g. from contact with infected surfaces, infected people including Clients	Staff Clients Cleaning Company - BetterClean	3	3	H	<ul style="list-style-type: none"> • Staff provided with disposable face masks and gloves • Staff trained in correct use and disposal of face masks and gloves • Staff provided with clear guidance on when use of face mask is mandatory – Face to Face interviews and preparation and distribution of resources • Staff to work at set desks in reception area with daily cleaning • Only one person in the work space at any one time, and workspaces are not shared 	1	3	M

					<p>on the day.</p> <ul style="list-style-type: none"> • Outdoor clothes to be stored away from work areas. • Staff can opt for a temp check on arrival and can go home and access a Covid test if their temp has risen • Staff who become ill at work instructed to leave work and self-isolate immediately and inform Line Manager by phone In this instance the workplace will be subject to the usual cleaning processes. • As part of the return to work process, a specific risk assessment shall be undertaken with workers who have family members with underlying health conditions and discussion with OD and PM will determine whether they should return to work/ extent to which work can be completed from home • Staff instructed to bring their own utensils and food for the day • Staff limited to one in one out when using toileting and kitchen facilities which are cleaned before and after use. • Social distancing signage and tape is in place to encourage staff to keep apart. This to be monitored by senior manager on site. • Near-miss reporting in place to help identify where controls cannot be followed or people are not doing what they should 			
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					<ul style="list-style-type: none"> • Staff wash / sanitise hands on entry and exit of the offices and are instructed to wash hands regularly for 20 seconds throughout the day if not wearing gloves. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ <p>Drying of hands with disposable paper towels. https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</p> <p>Staff encouraged to protect the skin by applying emollient cream regularly https://www.nhs.uk/conditions/emollients/</p> <p>Gel sanitisers in any area where washing facilities not readily available</p> <ul style="list-style-type: none"> • Clients are pre triaged to check if they have any symptoms and not allowed on site if this is the case. • Clients must sanitise hands and put on facemasks on entry to the building. • Extra cleaning routines have been implemented and additional cleaning hours paid for. New method statements and a risk assessment from BetterClean has been sourced and has been discussed alongside this risk assessment. Cleaning staff will not be around clients as cleaning will take place only when services are not 		
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						<p>being run.</p> <ul style="list-style-type: none"> • Clear process in place for the disposal of face masks and gloves at the end of each day. • 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. • CCA will clean all the office areas the individual had been in before becoming symptomatic. We are not required to close the workplace. <p>Test and trace team will contact any individuals your member of staff may have been in touch within 48 hours of before becoming symptomatic.</p> <p>If two or more employees in the workplace test positive, we will be contacted by Public Health England who will advise on whether we need to close the workplace or not.</p>			
3	Contracting the Virus in the workplace whilst delivering face to face services	Staff Clients	3	3	H	<ul style="list-style-type: none"> • Clients to be asked screening questions over the phone before appointment is given. • Clients to be given guidelines upon entering the building 	1	3	M

						<ul style="list-style-type: none"> • Clients to be given a face mask on entering the building and wear this at all times • Clients to observe the 2metre distancing rules and observe markings on the floors • Outdoor clothing to be stored in a plastic box which is cleaned between use. • Client appointments limited for time and for accompanying of other adults/children where possible • Staff to wear visors (Mandatory) and face masks if wished • Surfaces to be wiped down with combined detergent/disinfectant at a dilution of 1000 ppm chlorine, alcohol solutions (with at least 60%-90% isopropyl alcohol) after each Interview 			
4.	Client refuses to comply with the safety procedures or is distressed and/or angry	Staff Clients	2	2	M	<ul style="list-style-type: none"> • A senior manager will be on site when the service is running and wil deal with any disturbance. • The Host will alert the Senior Manager by pressing the Green Button • The senior manager will ensure that the Client leaves the service • The senior manager will call the Police if the Client refuses to leave the building • The Police iin Little Park street have been notified on the open date for the service. 	2	1	L

5.	Contracting the virus in the workplace eg from infected surfaces and Communal areas/ facilities	Staff Clients Cleaning staff (BetterClean)	2	3	H	<ul style="list-style-type: none"> • Deep cleaning to take place prior to return to work. • Cleaning company to clean surfaces with combined detergent/disinfectant at a dilution of 1000 ppm chlorine, alcohol solutions (with at least 60%-90% isopropyl alcohol) between use for example kitchen areas • Staff instructed to clean office phones/ mobile phones/ laptops / keyboards after use using the cleaning products provided • Staff encouraged to wash their hands frequently in the WCs and to use hand sanitiser • There will be frequent cleaning and disinfecting of 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 as outlined in the method statements and risk assessments from our cleaning company BetterClean, and the Guidelines which accompany this document. • Staff must wipe down toilet areas before and/or after each use using the cleaning products provided • Client WC will be unavailable for clients to reduce the risk of infection by client leaving the Reception area. • Lunch tables are provided in the training 	1	3	M
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						<p>room and cleaning products are provided alongside plastic chairs for staff to clean between use.</p> <ul style="list-style-type: none"> Social distancing is in place in the kitchen area with a one way system and staff to clean the hot water tap after use or wear gloves. 			
6.	Shortage of PPE due to supply chain problems presents risk of increased likelihood of contracting the virus.	Staff Volunteers Clients Visitors	3	3	H	<ul style="list-style-type: none"> Agreement will be put in place for face masks and gloves supplies to be ordered from suppliers. Stock held on site and levels reviewed by Corporate Administrator who is responsible for ensuring adequate supplies of equipment on site Operations Director will withdraw staff if stocks become unavailable for face to face contact with clients. 	1	2	M
7.	Workers suffering from stress. Loss of staff can lead to increased workload for colleagues; worry about contracting the virus can affect workers' mental health		2	2	H	<ul style="list-style-type: none"> Managers in touch at least daily with all workers Staff provided with phone numbers of the Managers and the staff support line (EAP) for use at any time Staff informed of signs of stress to look out for https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress staff updated each week with status reports and the decision to increase access to building for clients is incremental and done only following discussion with staff affected. 	1	2	M

						<ul style="list-style-type: none"> Staff with face to face contact with clients are spoken to each week to check if they remain happy to see individuals and identify any concerns re virus. Project Managers to monitor workloads to ensure individuals are not overworked 			
8.	Workers contracting virus during travel to and from work	Employees and/or Workers	3	3	H	<ul style="list-style-type: none"> Workers encouraged to walk to work, or to use own vehicle If public transport has to be used, workers are instructed to maintain 2m distance from fellow passengers and wear face masks. Last resort: if 2m distance impossible, workers instructed to wear face mask, gloves and glasses during travel; on arrival at work, worker to wash hands for 20 seconds, 	1	3	M
9.	Poor communication. Lack of information can lead to raised stress levels, incorrect working practices, feeling of isolation		2	2	H	<ul style="list-style-type: none"> CEO and Operations Director monitor government website and updates workers accordingly Weekly update to all staff to pass on information. Senior Manager (CEO or Operations Director) on site whenever F2F services are being delivered 	1	2	M