**COVID SECURE document and safety procedures for all staff, setting out how staff should behave and the precautions they must adopt during the pandemic to keep them safe**

**Risk Assessment**

We have a duty of care to protect people from harm. This includes taking reasonable steps to reduce the risk of spreading Covid-19 to those who use the building. This is called a risk assessment and it will help us manage risk. We have considered:

* Identifying what activity or situations might cause transmission of the virus.
* Think about who could be at risk.
* Decide how likely it is that someone could be exposed.
* Act to remove the activity or situation, or if this is not possible, control the risk.
* How to track incidents in an accident log book in accordance with the Health & Safety policy for the Café

This assessment¹ is based on guidance from Gov.uk, Food Safety, [HSE’s Working Safely during the Covid-19 Outbreak](https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf) and the Baptist Union

|  |  |
| --- | --- |
| **Name of premises? Saint Mark’s Community Café** | **Assessment undertaken by Lesley Wynne** |
| **Address**  St Mark’s Baptist Church  St Mark’s Road Easton Bristol | **Area of the building assessed**  **Ground floor Café space, storeroom, toilet, and linking corridors, church worship space and platform** |
|  |
| **Postcode BS5 6HX** |
| **Date of Initial Assessment: 11 June 2020** | **Assessment Review Date: 14 July 2020 thereafter every two weeks.**  **Reviewed 1 September 2020, this document 24.9.20** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Hazards/Risks**  *Think about the areas where contact takes place* | **Persons Affected** *Think of anyone who might have contact* | **Likelihood** | **Severity** | **Risk Rating** | **Additional Covid-19 Controls – Reducing Risk**  *Think of what changes could be made in each scenario to reduce the spread of Covid-19* | **Action Plan**  *What needs to be done and by whom?* |
| 1. **SOCIAL DISTANCING** |  |  |  |  | Wearing face coverings and protective plastic apron over cloth apron.  All vols meeting customers at tables to wear visors in addition to face coverings | LW to check stock regularly |
|  |  |  |  |  | 2m signage in place internally along with other safety posters. Floor markings in place around tables outside |  |
|  |  |  |  |  | One-way system in place and clearly marked | Weekly review, additional “footprints”/adhesive |
|  |  |  |  |  | Set up register to track who enters building, keep for 21 days for NHS “Track and Trace”  From 24 September NHS Covid QR Test and Trace is also in operation for  all entering the building using the NHS Covid App |  |
| **Kitchen:**  Food prep | 4 vols | 2 | 2 | med | Limit number of volunteers, work back to back or side/side. Limit time together. Wash surfaces and hands regularly (15mins)  Simplify menu reduces prep time and customer waiting time. | Daily reminder for hand washing |
| Washing up | 1 volunteer plus 1 support worker as nec | 1 | 1 | low | 1 volunteer, with 1 additional support worker as necessary for those volunteers who usually work with support |  |
| Front counter | 1 vol | 1 | 2 | med | Will fulfil drink/cake orders, and take money/change, washing hands regularly |  |
| **Café Seating:** outside,  Church worship area. | Volunteers and customers | 2 | 2 | med | Volunteer waiting table, takes food order on Menu slip, totals cost of food/free, leaves at front counter. Order will be completed by kitchen team. Till operator will deal with money/change, drinks/cake. Order to be delivered back to customer by the Server who took the order keeping to the one-way system. Vol to wash hands.  Tables and chairs to be cleaned by the Server when customer leaves.  Occupation of seats needs to be strictly monitored so people don’t put tables and chairs together to make a larger group – maximum number guidance on each table. | LW/AM to daily brief those waiting tables of menu choices for that day. |
| Church worship area | Customers, volunteers, Foodbank staff and clients | 2 | 2 | med | Screen main worship area, so Foodbank/Café have defined areas.  Install 2m signage around Café tables. Display notices on walls. |  |
| Doors to Café, church worship area and Kitchen areas | Vols and customers | 2 | 2 | med | Prop, or fix doors open where possible, (without affecting safety & fire guidance ) |  |
| Café, church worship area, Upper Room and staircase. | Vols and customers | 1 | 2 | low | Open all windows and doors to aid ventilation. |  |
| Toilet (level access) | Vols and customers | 1 | 2 | low | Signage ‘no queuing’ and floor markings etc |  |
|  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Hazards/Risks**  *Think about the areas where contact takes place* | **Persons Affected** *Think of anyone who comes in contact* | **Likelihood** | **Severity** | **Risk Rating** | **Additional Covid-19 Controls – Reducing Risk**  *Think of which prevention strategy could be used in each scenario to reduce the spread of Covid-19 \*If the building is listed, any changes need to be sensitive & reversible, please contact the Conservation Officer for further guidance.* | **Action Plan**  *What needs to be done and by whom?* |
| **CLEANING** |  |  |  |  | **HAND SANITISER IS AVAILABLE AT DOORS FOR CUSTOMERS/VOLUNTEERS/USERS OF BUILDING**  **Clean as you use system in place for volunteers**  **Rope/screen off any areas not in use (includes back corridor)**  **Complete Covid-19 Cleaning Schedule daily** | All new vols to be trained in Covid-19 cleaning systems . LW |
| Café tables and chairs | Vols and customers | 3 | 3 | high | All to be cleaned with prepared sanitiser and soft cloth, left to air dry. Cloths to put in wash basket after use. | Vols |
| Door handles light switches | Customers and vols | 1 | 2 | low | Light switches to be wiped with anti-bac cloths hourly | Vols |
| Front counter | Vols | 2 | 1 | med | Regularly every 15 mins and after use with prepared sanitiser | Vol |
| Cake display | Volunteer | 1 | 1 | low | As necessary | Vol |
| Trays/crockery/cutlery | Customers and vols | 3 | 3 | high | All crockery, cutlery and tray to be removed once customer(s) have finished, washed immediately. Server to wash hands well. |  |
| Kitchen preparation areas | Volunteers | 3 | 1 | medium | Clean as you use, and clean surfaces every 15 mins with prepared sanitiser and soft cloth |  |
| Chopping boards | Volunteers | 3 | 1 | med | Clean as you use, and then dishwash. |  |
| Knives and preparation utensils | Volunteers | 3 | 1 | med | No-one shares equipment (knife etc.). Once used, wash and put away for someone else |  |
| Coffee flasks | Volunteers | 2 | 1 | med | Wipe flasks regularly with sanitiser |  |
| Toilet | volunteers | 3 | 1 | med | Toilet to be cleaned after use, following the new guidelines. |  |
|  |  |  |  |  | **At end of business each day:**  Thoroughly clean all areas used, including floors  All aprons, masks, tea towels and cloths will be washed in machine | Vols |
|  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Hazards/Risks**  *Think about the areas where contact takes place* | **Persons Affected** *Think of anyone who comes in contact* | **Likelihood** | **Severity** | **Risk Rating** | **Additional Covid-19 Controls – Reducing Risk**  *Think of which prevention strategy could be used in each scenario to reduce the spread of Covid-19 \*If the building is listed, any changes need to be sensitive & reversible, please contact the Conservation Officer for further guidance.* | **Action Plan**  *What needs to be done and by whom?* |
| 1. **GOOD HYGIENE** |  |  |  |  | **Cotton Face masks are available for us wear. They will be washed each day. Single use disposable masks are also available.**  **Full face visors to be washed at end of service.** |  |
|  |  |  |  |  | **Hand sanitiser stations at entry and exits.**  **“Catch it, bin it, kill it” posters to be displayed. Provide tissues throughout Café areas, and lined bins for common areas. Empty regularly** |  |
|  |  |  |  |  | **Regularly, (every 15 mins) Volunteers wash hands, following the guidelines** |  |
|  |  |  |  |  | **We have a supply of disposable gloves. Vols serving at table can use when clearing tables/closer contact with customers.**  **Remember wearing gloves can cross contaminate, you can wash them, while wearing!!** |  |
|  |  |  |  |  | **Display posters for Customers and building users – practice good hygiene** |  |
| Cutlery | Vols and customers | 3 | 1 | med | wrapped in serviette by vol (who has just washed hands) and put ready for use. No stacking. |  |
| Mugs, glasses and plates | Volunteers | 3 | 1 | med | Handle with clean hands, hold mug by handle while filling with drink. Hold glass near bottom when filling. One volunteer will plate up order One volunteer is washing up and putting plates ready for use. |  |
| Toilet  (Level access) | Vols and customers | 3 | 3 | high | Cleaning Schedule – all cleaning recorded |  |
| Receiving Food Deliveries | Volunteers | 3 | 2 | high | Food to be delivered before opening, eg by 10am or after service, 2.30pm onwards. Food to be brought to garden area, volunteers will unpack into our crates, supplier will take theirs away. Wrapped food will be cleaned and stored. Unwrapped will be washed. |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Hazards/risks** | **Persons affected** | **Likelihood** | **Severity** | **Risk rating** | | **Additional COVID-19 reducing risk** | | **Action plan** |
| **4.**  **INFORMATION AND GUIDANCE** |  |  |  | |  | |  |  |
| Track & Trace | Vols, customers,  other users | 3 | 1 | med | | Complete details for Track and Trace, | |  |
| Signage | Vols, customers, other users |  |  |  | | Safe distancing, one way system, etc | | Display and inform |
| In case of illness | Vols | 1 | 2 | med | | Vols to inform Manager if unwell, as currently, do not come to Café. If Covid positive test, self isolate for 14 days  If you become unwell at Café, you are to go home, if you need to wait for someone to take you home you wait in the Green Room. Room to be cleaned when volunteer leaves. | |  |
| Daily “Pow wow’s” | Vols | 1 | 1 | low | | Meeting will be held outside, or in well ventilated room, vols side be side and socially distanced | |  |
| Updates on Info | Vols and other users |  |  |  | | We will reinforce key Government Public Health messages to all, share updates from Gov.uk, Food Safety asap to those who need to know/daily meeting. | | LW |
| Vols – Public transport | Vols | 2 | 2 | med | | Vols coming by public transport to bring change of clothes to use before working. | |  |

**Summary of Actions**

|  |  |  |  |
| --- | --- | --- | --- |
| **Action – List out what needs to done** | **Ownership – List out who complete** | **Date to be Completed by** | **Date of Completion** |
| 1. Write new training programme for working safely during COVID-19 | Lesley | 15 July | **16 July 2020** |
| 1. Train all volunteers in new methods | Lesley and Nettie | When we open, late July | 5th Aug 2020 |
| 1. Make or purchase face coverings and Visors | Lesley to speak with Emma and Sarah. 12 visors ordered through Andy Irwin | As soon as | 8th Aug 2020 |
| 1. Clear front counter; store all equipment that is not necessary. | Nettie and volunteers | 24 July | 29 July 2020 |
| 1. Design new menu, photocopy A4/A3, laminate for display on walls | Lesley, David & vols | Display before opening | 23. July 2020 |
| 1. Produce new Menu order sheets | Lesley | As soon as | 23 July 2020 |
| 1. Train vols who will wait tables | Lesley | Before we open | 5th Aug 2020 |
| 1. Explain booking/recording system also counting customers in and out. Provide diary/book for NHS Track & Trace | Lesley | For opening | 5th Aug 2020 |
| 1. Liaise with other users the Track & Trace system | Lesley | For opening | 5 August |
| 1. Install 2m distancing signs, and agree max number of customers (in and outside). Rope or screen off areas not in use. Mark floor | David, Sarah, Nett and other volunteers | 30 July | 29 July 2020 |
| 1. Install all other signage, Display, “Catch it, kill it, bin it” – poster etc | Nettie and volunteers | 30 July | 5 August |
| 1. Install hand sanitising units, fill containers with gel | Nettie, David and others | 30 July | 29 July 2020 |
| 1. Train vols for operating till | Nettie | Late July | 5th August 2020 |
| 1. Update Café “Opening and Closing checks” | Lesley | Mid July | 21 July 2020 |
| 1. Update Accident log book refresher | Lesley | Before we open | 12 Aug 2020 |
| 1. Circulate COVID-19 Risk Assessment to volunteers | Lesley | Mid July | 16 July 2020 |
| 1. Write new Cleaning Schedule and circulate to all volunteers | Lesley | Mid July | 16 July 2020 |
| 1. Give copy of cleaning schedule to Foodbank | Lesley | 24 July | 16 July 2020 |
| 1. Prepare toilet cleaning schedule | Lesley | mid July | 23 July 2020 |
| 1. Order extra cleaning materials from Nisbets | Lesley | Mid July | 23 July 2020 |
| 1. Notify all volunteers of training, | Lesley and Nettie | soonish | 21 July 2020 |
| 1. Provide more small rubbish bins, labelled and lined | DW/AM | 30 July | 11 August 2020 |
| 1. Give Food delivery info to Sheila and Mike, | Lesley | 31 July | Agreed with Fareshare May 2020, agreed 5.8.20 with Sheila and Mike |
| 1. Notify Foodbank of changes to food delivery | Lesley | 30 July | 5 Aug 2020 |

\*

Created 13.06.20 / Updated 30.06.20 / Updated 06.07.20 / Updated 10.7.2020/ updated 14.07.20 / updated 16.7.20/updated 30.7.20/updated 11.8.20/updated 1.9.20

Revised Updated 24.09.20/

**Staff and volunteers returning to work**

|  |  |  |  |
| --- | --- | --- | --- |
| **Control Measures** | **Control in place y/n** | **Person responsible** | **Comments** |
| **UNSAFE PREMISES, PREVENTON, CLEANING AND STAFF SAFETY** |  |  |  |
| 1. We will require staff to practice effective social distancing while in and around the workplace, while travelling to work and in all work activities. | yes | LW |  |
| 2. We will reinforce key Government public health messages to all staff | yes | LW/AM | At daily staff prayer times |
| 3. We will consult with staff and fully involve the team at all stages of the pandemic. | yes | LW and all volunteers | At daily update |
| 4 We will make any adjustments to the workspace /rotas/work patterns/ procedures necessary to facilitate effective infection prevention and social distancing at work. | yes | LW/AM |  |
| **STAFFING LEVELS AND SHARING EQUIPMENT** |  |  |  |
| 1. We will plan for the minimum number of people needed on site to operate safely and effectively, and we will review all staff job roles in order to facilitate and encourage this | yes | LW | Rotas being prepared of Teams of volunteer to work with LW/AM |
| 2. We will help volunteers to stay connected to the rest of the workforce as appropriate. | yes | LW |  |
| 3.We will ensure any sharing of Café equipment is kept to a minimum, and cleaned as necessary | yes | LW | In new training pack |
| **Control Measures** | **Control in place y/n** | **Person responsible** | **Comments** |
| **INEFFECTIVE SOCIAL DISTANCING** |  |  |  |
| 1. We have reviewed all work areas and made suitable adaptations which will support social distancing | yes | LW/AM |  |
| 2. We have displayed appropriate signage, stickers and floor markings to denote safe distances, etc | yes | LW/AM/DW |  |
| 3.. Where 2m distancing cannot be maintained we will work side by side or back to back with PPE | yes | LW/AM |  |
| 4. We will have side-to-side meetings where possible, with social distancing in place, will hold these outdoors weather permitting | yes | LW/AM | Daily update |
| 5. We will carry out any essential training for staff and volunteers, wearing PPE, with social distancing in a well ventilated space | yes | LW | When updating volunteers with new methods/training. |
| 6. We will display notices in all premises reminding staff of the key infection prevention requirements, including the need to maintain safe distancing | yes | LW |  |
| 7. Where such activities need to continue and 2m distancing cannot be followed we will put appropriate mitigation methods into place, such as increased hand washing, increased environmental cleaning, keeping the activity time involved as short as possible, reducing the number of people each person has contact with by using “fixed teams or partnering” (so each person works with only one or a few others). | yes | LW/AM | In new training pack |
| **Control Measures** | **Control in place y/n** | **Person responsible** | **Comments** |
| **HIGHER RISK AREAS** |  |  |  |
| 1. We will ensure that higher-risk high traffic areas of the workplace are COVID secure by applying appropriate safety precautions, including confirming the need for staff to follow good hygiene practice at all times while at work. | yes | LW/AM |  |
| 2. We will introduce enhanced cleaning of toilet facilities, provision of more waste facilities and more frequent waste rubbish collections | yes | LW/AM | New cleaning guidelines nave been prepared, and separate daily recording sheet for record of cleaning toilet. |
| **VULNERABLE AND EXTREMELY VULNERABLE STAFF AND VOLUNTEERS** |  |  |  |
| 1. We have identified and are aware of staff who fall into the vulnerable category so we can ensure that they are given adequate protection and support to enable them to comply with government health recommendations if they wish to work at our Community Café. | yes | LW | They will only work while Community rate of COVID is low, if it rises, they will stay at home |
| 2. We will offer additional protection to staff in the vulnerable “moderate risk” category so that they can achieve effective social distancing if they so desire. | yes | LW |  |
| 3. We will not expect any member of staff in the extremely vulnerable “high-risk” category to come to work during the pandemic crisis or during recovery from the lockdown. | yes | LW |  |
| 4. We will stay in touch with vulnerable staff who are staying at home to ensure they are well, needs met (eg shopping, meds. etc) and to prevent them from feeling isolated. | yes | LW |  |
| **Control Measures** | **Control in place y/n** | **Person responsible** | **Comments** |
| 5. We will make reasonable adjustments to avoid disabled workers being put at any disadvantage | yes | LW |  |
| 6. We will put special provisions in place to protect those who are new or expectant mothers, following government guidance. | yes | LW |  |
| **STAFF ILL HEALTH AND STAFFING LEVELS** |  |  |  |
| 1. We will make sure that all staff know that no one comes to work if they are self-isolating or if they have COVID-19 symptoms or if they feel unwell. | yes | LW | Currently check by phone and that will continue; when open staff will be reminded daily. |
| 1. 2. We will give clear guidance to staff who are sick or self-isolating that they should phone immediately and inform Café Manager on no account should they attend for work. | yes | LW | Have always done this for sickness etc., so adding COViD-19 to those same guidelines |
| 1. 3. We have talked to staff about the potential need for them to carry out different tasks or responsibilities, | yes | LW |  |
| 4. If we do not have the correct staffing levels, (minimum 7 vols/staff) any day, the Café will close. | yes | LW/AM |  |
| **PREMISES ACCESS AND TRAVEL** |  |  |  |
| 1. We will ensure that staff and volunteers do not congregate at entrances and exits, and ensure that all access points have supplies of sanitiser available | yes | LW/AM |  |
| 2. We will review disabled access arrangements to ensure safe entrance or exit for disabled staff/volunteers | yes | LW/AM |  |
| 3. We will use floor markings and signage at entrances and exits and introduce one-way flow systems at entry and exit points where appropriate. | Yes | AM/DW |  |
| 4. We have flexible/staggered working arrangements so that staff avoid all arriving or leaving at the same time. | Yes | LW |  |
| 5. We will provide hand sanitiser at entrances and exits | Yes | LW |  |
| 6. We will ask staff not to share cars | Yes | LW |  |
| 7. We will support staff to walk or cycle to work wherever possible with safe bike storage | yes | LW |  |
| 8. We will ask staff not to use public transport if at all possible – where they do use public transport they should conform with all requirements, eg wearing face coverings if required, social distancing, etc. | no | Lw | For those volunteers who use public transport, measures are in place for changing clothes, wearing masks, etc. |
| **CASES OF POSSIBLE INFECTION ON SITE** |  |  |  |
| 1. If a member of staff becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) we will send them home and advise them to follow government advice to self-isolate. | Yes | LW/AM |  |
| 2. All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high contact areas such as toilets. | Yes | LW/AM | In updated cleaning guidelines |
| 3. Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, can be cleaned thoroughly as normal. | yes | LW/AM | In updated cleaning guidelines |
| 4. Cleaning staff should use disposable cloth and blue paper roll and prepared sanitisor solution. Volunteer/staff must wear appropriate PPE. | yes | LW/AM | In updated cleaning guidelines |
| 5. Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be “double-bagged” and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste. | yes | LW/AM | In updated guidance, these bags to be labelled and place in bin in secluded garden at back. |
|  |  |  |  |

The references to staff, volunteers or workers in this document are for all who work in Saint Mark’s Community Café.

This Covid Secure document, together with the updated Cleaning Schedule and the additional section to the Volunteers Training Workbook, are to enable us to keep safe during this pandemic.

|  |  |
| --- | --- |
| I have read this COVID SECURE document | |
| Signed | Date |