

BOLTON HOSPICE RISK ASSESSMENT FORM

NAME/JOB TITLE:

Cathy Wright/Head of Retail

SIGNATURE

C D Wright

DATE:

22/06/2020

ASSESSMENT NO:

RA0301

LOCATION/TASK:

Astley Bridge Shop Floor/ Change to Charity Retail Trading environment while maintaining Safety & Social Distancing

Risk Identified	Who might be harmed	Controls already in place	Risk Factor			Further action required	Responsibility	Review date
			Likelihood 1 - 5	consequences 1 - 5	Total L x C=S			
Preventing the risk of Contracting Covid 19 while at work. Being in contact with colleagues and customers in a retail environment.	Staff Volunteers Customers	Limiting the number of staff and volunteers to 8 maximum at any one time. Limiting the custom base to 5 maximum at any one time. Having clear "2 metre social distance" and "symptom" signage that must be adhered to by Volunteers, Staff and Customers. It is everybody's responsibility to ensure the 2metre social distancing is adhered to. External and internal queue markers will be in situ. Staff will be trained on how to support social distance measures.	2	3	6			
If you develop symptoms while on duty	Staff Volunteers Customers	Inform your Manager and let them know who you have been working with, go home and follow the stay at home guidance. You can visit NHS111 online or call 111, you will be advised on how to get tested. In an emergency call 999. Your Manager will follow any Test and Trace guidance. For staff members who have worked with or helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home	2	3	6			

<p>Feeling anxious or afraid in your working environment.</p>	<p>Staff Volunteers Customers</p>	<p>unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection. It is not necessary to close the workplace or send any staff home, unless gvt policy changes</p> <p>Safety measures will be in place to ensure your safety is paramount, however if a situation arises that you feel afraid or anxious, inform the Shop Manager straight away, move away from the working environment to a rest area and express your feelings. If these feelings continue we may offer the services of a councillor, you may be asked to go home and rest.</p>	<p>2</p>	<p>3</p>	<p>6</p>			
<p>Being in close contact with a customer at the point of sale/Till area.</p>	<p>Staff Volunteers Customers</p>	<p>Masks must be worn if you are within 2 metres of another person. Perspex sneeze guard will be installed at the till point. Customers will be encouraged to use card payment. Should you handle cash - each time cash changes hands, remove your gloves and dispose of them, use the hand sanitiser provided and put on new gloves. Do not touch your face. If your preference is not to wear gloves. Hand sanitise after each transaction. The queuing area will be marked out at 2 metre distance and there will never be more than 5 customers in the shop until the next phase announcements are made by the gvt. Clean touch points regularly with disinfectant wipes. <i>Till, card machine, phones.</i></p>	<p>2</p>	<p>3</p>	<p>6</p>			
<p>Handling customer's goods prior to sale.</p>	<p>Staff Volunteers Customers</p>	<p>The customer will have been given a shopping basket, the shopping basket will be placed on the counter. The till</p>	<p>2</p>	<p>2</p>	<p>4</p>			

<p>Social distancing and working safely in the sorting room</p>	<p>Staff Volunteer</p>	<p>operator will empty the contents of the basket behind the screen and the transaction rang through the till as normal. The customer will collect their purchase(s) and go to table provided to pack their own goods. Coat hangers will be boxed and taken to the sorting room at regular intervals to be wiped with disinfectant wipes before next use.</p> <p>Two members of staff to work in the sorting room adhering to the 2 metre social distance rule. All donations must be at their "Quarantine End Date" before handling.</p> <ul style="list-style-type: none"> • If you wear protective gloves, remove the gloves regularly following the SSOW on "Removing Gloves". Hand sanitise before replacing with new gloves. • If you choose not to wear gloves, hand sanitise your hands regularly. 	<p>2</p>	<p>2</p>	<p>4</p>			
<p>Keeping clean touch point areas.</p>	<p>Staff Volunteers Customers</p>	<p>When taking new stock onto the shop floor, announce to the customers where you will be displaying the goods and ask them to give you space to safely re-stock. Masks to be worn when working within two metres of another person.</p> <p>A cleaning point will be provided that consists of hand towel, disinfectant wipes or spray. Customers to wipe their baskets handles before use. Staff/Volunteers to wipe door handles, stair rails, keypads, counter area, Perspex screen and other identifiable touch point regularly. A "cleaning sheet" will be operational for end of day checks.</p>	<p>3</p>	<p>2</p>	<p>6</p>			

Customer who do not adhere to the Social Distance rules?	Staff Volunteers Customers	The person will be asked to conform to the rules, if they do not, they will be asked to leave, point out the CCTV cameras, worst case scenario would be to sound the panic alarm and close the shop. This would be recorded as an incident and depending on circumstance reported to the police.	3	2	6			
Customers who repeatedly pick items up and replace them?	Staff Volunteers Customers	Customers will have been asked not to do this via signage and radio message, if customers continue to do this after being told not to, they will be asked to leave.	2	2	4			
Social distancing at break times/kitchen/stairs/landing Area	Staff Volunteers Customers	Breaks will need to be taken at pre-arranged times, the kitchen area will seat 3 staff members comfortably within the 2 metre ruling. 1 person at a time in the kitchenette area. One person at a time in the WCs. Do not pass another staff member on the stair well or 1 st floor corridor. Social distancing will be your own responsibility following hospice procedures.	2	2	4			
Social distancing within the office.	Staff Volunteers Visitors	No more than two people to be in the office at any one time. Masks to be worn within the 2 metre distance.	2	2	4			
Family group members visiting the shop with children.	Staff Volunteers Customers	We will be encouraging shoppers to shop alone, this may not be possible with customers with children. Children who arrive in prams must stay in the pram, older children must stay by the side of their carer. If we feel a family is too large we will ask them to co-operate or leave. New shop opening times of 9.15am – 3.15pm will reduce the number of children during term time.	3	2	6			
Aggressive Customers	Staff Volunteers Customers	Additional signage will be displayed asking our customer to be respectful and courteous. See RA0057 for Aggressive Customers.	2	4	8			

		<p>General Basic Rule</p> <p>Wash your hands regularly for 20 seconds with soap and hot water. Wash hands before and after your shift.</p>						
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ALL RISK ASSESSMENTS MUST BE RETURNED TO marie.chadwick@boltonhospice.org

If total risk rating is 9 or over, the risk assessment must ALSO go to Corporate Services Manager or Facilities Manager.

If your risk is rated 16 and over, alert the CEO or CSD immediately