

Lindsey Lodge Hospice Retail – Covid-19 Return to Work Risk Assessment for Retail Distribution and Donation Centre

November 2020

Background

The following risk assessment has been carried out for the Lindsey Lodge Hospice Retail Distribution and Donation Centre (RDC) specifically for protecting staff during the Covid-19 pandemic.

Covid-19 infection control

Lindsey Lodge Hospice is required to ensure the safety of employees working at the RDC.

The Covid-19 virus is **HIGHLY CONTAGIOUS** and it **STICKS TO SURFACES** (e.g. packaging, worktops, donated goods and skin) and can survive for up to 3 days.

It easily passes from one person to another through the air; if a person coughs, the virus is catapulted onto surfaces (that is why you must cough into the crook of your elbow or into a tissue then wash your hands immediately).

If someone is too close, you will breathe in the infected droplets and become ill.

If you touch a contaminated surface, your hands become contaminated. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and you may become ill.

Remember: if you touch a surface that someone else has touched, there's a risk of infection.

Assumptions

When deciding what controls are needed, the assumption has been made that all staff may be infected and everyone's hands may be contaminated.

Therefore the following rules **MUST** apply...

Everyone **MUST**:

- Stay at least 1m apart
- Wash their hands before touching their face
- Wear gloves to avoid directly touching surfaces with hands
- De-contaminate surfaces regularly:
 - Wash the surface then disinfect it. Using alcohol wipes where available, if not, use a sanitiser (spray onto the surface and wipe, spray again and leave for 5 mins, or use a bleach solution but care must be

taken when handling this chemical. Wear protective gloves. Mix 10ml (about 2 capfuls) of thick bleach with 1 litre of water.

Social distancing

In line with Government advice, everyone working in the RDC must be at least 1 metre apart. This is to reduce the transfer of the virus from an infected person to another person (sometimes people have the virus and feel well so they don't realise they are infected)

In order to maintain this rule the following actions will be taken:

1. Poster signage

Posters will be displayed around the RDC to remind staff to always keep 2m (6 feet) apart.

2. Limit the number of people working

It is proposed that a maximum of 6 people could be working within the RDC at any one time, along with 2 people working in the building to the rear of the RDC,

It is proposed that four people can work safely socially distanced in the sorting area of the RDC, but staff should work back to back, or side to side instead of face to face.

In areas (such as offices) only one person can work at any one time, but there are 3 office areas, along with a desk and computer in the supervisors' area and not all staff need access to a computer at all times throughout the day.

3. Floor marking

To help staff to keep their distance, lines will be marked on the floor 2m apart with yellow and black floor tape.

4. Doors

The main point of entry is via the door to the sorting area. This door should remain locked and only members of the RDC team should be granted access. There is a door bell on the door to alert staff before entering to ensure the 2m rule can be adhered to.

In order to minimise the surfaces that could become contaminated main doors within the RDC will be left open using door guards so staff do not need to touch them.

5. PPE

When working in a shared area where it is likely to come into contact i.e. corridors, individual office spaces etc. It is proposed that staff should wear a face covering. This is not required when working in an individual work space or office.

Personal hygiene and hand washing

Staff **MUST** wash their hands frequently and thoroughly with soap and water for at least 20 seconds.

1. Hand washing facilities

The RDC has a number of of toilet/handwashing facilities:

- 1 (unisex) facility with 2 x sinks and 2 x toilets
- 1 ladies' facility with 4 x sinks and 4 x toilets
- 1 x (unisex) disabled toilet with x 1 sink and 1 x toilet
- 1 men's facility with 2 x sinks and 2 x toilets

All hand washing facilities **MUST** be kept clean and hygienic and facilities must be disinfected at the start and end of the day.

The hand drying will be by use of disposable towel e.g. paper towel or blue paper roll. A reusable cloth towel is **NOT** acceptable.

Liquid soap will be available at every wash hand basin.

2. Effective hand washing

Staff must wash their hands properly (using the correct technique and for, at least, 20 seconds). This must be done before starting work, after coughing or sneezing or blowing their nose, after removing gloves after sorting bags, before and after restocking shelves, after a break or touching their phone and before leaving the RDC.

Staff should use paper towels to dry hands and **NOT** use hand dryers.

Note: Staff must wash hands properly after blowing their nose or coughing into their hand **BEFORE** they touch any other surfaces. Hand sanitiser is no substitute.

3. Hand sanitisers

Hand sanitisers will be available at the front door, and at all work stations/in offices.

4. Clothing rails/trolleys/cages/re-usable delivery crates

Clothing rails, trolley handles, cages and re-usable delivery crates **MUST** be sanitised regularly, by using sanitiser and disposable paper.

5. Sanitising

To enable deep cleaning a sanitiser is available to retail staff. This should be used on a daily basis.

Drinks and food

There is one double sink and one fridge at the RDC. To avoid any risk of cross-contamination, staff should ensure they use their own cups and ensure they are washed straight after use.

- Social distancing rules apply during lunch breaks.

Dealing with donated stock

All donated stock needs to be quarantined for 72 hours before opening UNLESS the sanitiser has been used.

Gloves, masks, face shields and aprons will be provided for all staff to wear, when dealing with donated goods following quarantine. Gloves should be discarded regularly and safely. Regular washing of hands and disinfecting of surfaces will be carried out as set out in this document.

Disposal of rags

Rags will be stored separately as usual and regular rag collections will be maintained.

Vehicles

The Hospice has two vans with 1.5 x WTE drivers. It is therefore proposed that drivers.

1. Vehicle cleaning and sanitising

Drivers should frequently wash their hands and use hand sanitiser and wipes, which will be provided in each vehicle.

All internal surfaces within the cab, along with external door handles, petrol caps, mirrors, tail lift controls etc. MUST be sanitised before and after the van leaves and returns to the RDC by using sanitiser and disposable paper.

Management – ownership and responsibility

- Make sure staff know what the procedures and supervise them.

- Implement start-up checks and closing checks to include checking if there's enough soap, hand drying and hand sanitiser and plenty in stock. Check you have enough gloves, masks and face shields and order before stocks are low. Check the posters are in place and not damaged, check floor tape is in place and not damaged.
- Implement a cleaning schedule to include the disinfection of all external and internal hand-contact surfaces such clothing rails, trolleys, cages, door handles in RDC and toilet door and push plates on doors, toilet area, wash hand basin, taps and dispensers (soap and paper towels), lap tops, keyboards and printers.
- Implement a cleaning schedule specifically for vans.
- The start-up checks, closing checks and cleaning schedules must be dated and signed. Check they have been done correctly.
- Ensure the sanitiser is deployed on a regular basis to ensure deep cleaning.

Checklist

Personal hygiene and hand washing (assume hands are contaminated)	✓
Are hand washing facilities accessible?	
Are liquid soap and paper towels / blue roll at wash hand basin in staff toilet compartments?	
Are toilet areas and wash basins clean and ready to use?	
Are all hand sanitisers fully stocked in RDC and vans?	
Have all internal doors been wedged open so staff do not need to touch them?	
Does the cleaning schedule include the 4 times daily disinfection of the clothing rails, trolleys, cages, door handles in RDC and toilet door and push plates on doors, toilet area, wash hand basin, taps and dispensers (soap and paper towels), lap tops, keyboards and printers/ use of sanitiser.	
Management	
Has the cleaning schedule (including vans) been followed, signed and dated?	
Have the start-up and closing checks been completed? Has this been signed and dated?	
Record any concerns and action taken	

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