

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

May 2020

## Background

In line with the Government's announcement regarding the return to work of employees who are unable to work from home from Wednesday 13 May, 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 2m 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 2 metres apart (2 yards). 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.

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.

## **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 the following toilet/handwashing facilities, which means there is no reason why any member of staff should use the same facilities and the facility can be labelled for use by an individual:

- 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 before and after every use, by using sanitiser and disposable paper.

## **5. Clothing**

Staff should bring a change of clothes that they will change into when they arrive at work and take off before leaving work, and be provided with an apron and mask.

Bear in mind that the virus may survive on clothing for up to 3 days. Staff will be provided with a 'scrubs' bag to take their work clothes home.

## **Drinks and food**

There is one double sink and one fridge at the RDC. To avoid any risk of cross-contamination, staff should not make/serve drinks/food for each other and bring cold/hot drinks to work and keep within their own working area to avoid any risk of contamination.

- Social distancing rules apply during lunch breaks.

## **Dealing with donated stock**

All donated stock needs to be quarantined for 72 hours before opening.

With this in mind, we will be unable to accept donations in any of our shops for the foreseeable future.

We will plan to sort all stock at the RDC and then plan to hold regular donation sessions at the Hospice to ensure we have a controlled process for collection and quarantine.

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 2 x WTE drivers and presently we are not planning to bring back any volunteer drivers for the time being. It is therefore proposed that drivers will not operate in pairs for the foreseeable future.

We will not be collecting donations from shops, so the drivers' role will be to collect donations from specific donation stations to bring to the RDC after they have been quarantined for at least 72 hours.

Drivers will be assisted from a 2m distance to load/off load vans.

## **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.

## Checklist

<b>Personal hygiene and hand washing (assume hands are contaminated)</b>	✓
Are staff wearing clean clothes? (this is a daily start-up check)	
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.	
<b>Management</b>	
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	