


Battersea Dogs and Cats Home – Covid-19 Risk Assessment



Department	All Departments	Risk Assessment Leader	Tina Bailey – Head of Estates and Facilities	Reference number
Activity	Safety and wellbeing of staff, contractors, and visitors to the Centres	RA member 2	Funmilola Idowu – Facilities and Safety Officer / Covid Secure Working Group for each Centre.	
Date produced	28 May 2020	Approved by	Claire Horton – Chief Executive	
Last reviewed	30 October 2020	Signature of approver		
Next review	4 January 2021	Date		

Purpose:

The aim of this risk assessment is to identify particular hazards associated with coronavirus (Covid 19) transmission for all users of and visitors to Battersea’s three centres. It is intended to establish sensible measures to control the risks for Battersea employees and visitors. The measures outlined within this risk assessment are in addition to the general on-site guidance and precautions within the working and public areas. In addition to ensuring that they are familiar with this risk assessment, staff **must** refer to the specialist risk assessments/guidance/Standard Operating Procedures for the function/ area.

Type of work:

The safe use of the facilities, general and specialist, across Battersea’s three centres including those for caring for and rehoming dogs and cats, clinical care of the animals, welfare facilities for staff and visitors, administrative spaces, and car parking spaces,

Note:

Staff representatives were consulted on this risk assessment and in the continued development of health and safety risk assessments and policies. In light of changing government advice, there will be at least a quarterly review of the risk assessment by the BCP group to ensure it is up to date and is amended as appropriate.

What are the hazards	Who might be harmed?	Control Measures	Action By
Safe entry to the sites.	Staff Security Contractors, Dog Wardens, etc Public visitors	<ul style="list-style-type: none"> • All staff and visitors to London centre to use hand sanitiser at entry gate to site. • All staff and visitors to Old Windsor and Brands Hatch centres to use hand sanitiser at Reception or Clinic buildings. • Reduced number of staff on site. • Visitors to site by appointment only and restricted numbers. • All new staff to have induction on COVID Secure procedures. • Sanitisation stations, walking routes, COVID Secure information signage. • Use of the swipe cards at all entry points is required for accountability purposes in the event of fire and avoid tailgating other staff. 	<ul style="list-style-type: none"> • Facilities • Security • Departmental /Centre Management • All Staff and Visitors • Human Resources • Internal Comms • Design
Use of car parks and cycle racks	Staff Contractors Volunteers Members of the public	<ul style="list-style-type: none"> • Staggered arrival times of staff. • Designated parking bays by visitor type (e.g. staff, contractor, public, etc). • Pre-booking of spaces before allocation. No booking, no parking • Visitors for rehoming and clinic by appointment. • Security to oversee parking at London centre. 	<ul style="list-style-type: none"> • Security • Facilities • Dept/Centre Manager • Clinic • Team Leaders • Rehomers
Visitor interactions in meeting and waiting areas	Staff Members of the public Contractors	<ul style="list-style-type: none"> • Sanitisation stations at site entrance, reception and waiting areas. • Clear social distance markers on floors and at reception desks. • Signage advising people of the need for social distancing, hand sanitisation, etc • Where appropriate, public facing staff to wear badges reminding others of social distancing requirements. • Perspex screens at reception desks. • Reduced/rearranged seating in waiting areas. • Reduced number of customers allowed to wait in reception areas. • Contactless payment methods by customers where possible. 	<ul style="list-style-type: none"> • Facilities • Internal Comms • Design • Cleaning Contractor • Reception Staff • Team Leaders • Centre Managers

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		<ul style="list-style-type: none"> • Visitors required to wear facial coverings in indoor/ enclosed spaces (provided as appropriate). • Appointment systems for visitors. • Reduced staff numbers in areas. • Clear one-way entry and exit routes systems for staff and visitors. • Staff to wear reusable face coverings in indoor/ enclosed spaces / where there is reduced opportunity for social distancing interactions with customers. • Lift carriages marked with footprints and maximum occupancy to maximise social distancing. One person or family group only. • Customers required to complete paperwork over the phone/online before visiting centres. • Water dispensers to be regularly wiped with sanitiser. • Vending machines for staff use only, hands to be washed before use, and keypad and door to be wiped with sanitiser after use. 	
<p>Meeting clients with animals e.g. Clinic visits, outpatients, intake, or rehoming visits, etc</p>	<p>Staff Visitors/ members of the public</p>	<ul style="list-style-type: none"> • Check if any visitors have symptoms of COVID-19 and rearrange meeting if necessary. • Social distancing floor markings, signage, information posters and sanitisations stations available in area. • Signage reminding about need for regular handwashing. • Restrict number of visitors and staff to area to enable social distancing to be maintained. • Where possible, the handing of dogs back to the owner should be done in a way to maintain social distancing. If this cannot be achieved, then face coverings are recommended to be worn by staff and the client. Time undertaking this process should be kept to a minimum. • Introductions to dogs to be undertaken outside where possible. • Animal history to be taken over the phone or completed online. • Animal examinations to be undertaken away from customers. • PPE is available for staff to wear as recommended in the procedure for the activity undertaken. 	<ul style="list-style-type: none"> • Facilities • Cleaning contractors • Clinic Staff • Centre Managers • Team Leaders • Rehoming staff • Internal Comms • Design

What are the hazards	Who might be harmed?	Control Measures	Action By
		<ul style="list-style-type: none"> • Visitors required to wear face coverings in enclosed spaces and where handling items to be touched/held by others gloves if appropriate. • Where practicable all documents to be prepared in advance via email/phone. • All on site to follow designated walking routes. <p>Clinic specific:</p> <ul style="list-style-type: none"> • Animals to be brought to clinic by appointment only. • One member of staff should bring the animal to Clinic unless by prior arrangement with Veterinary staff. • It is now a legal requirement for anyone visiting a veterinary premises to wear a face covering (unless exempt). This includes all non-clinic staff and public. • Visits to clinic by non-clinic staff should be pre-arranged and by appointment only. Refer to the clinic risk assessment and SOP • No other teams to be in clinic except by prior agreement with Veterinary Staff. 	<ul style="list-style-type: none"> • Clinic
<p>Moving around site</p>	<p>Staff Visitors/ members of the public Contractors</p>	<ul style="list-style-type: none"> • Instructional signage in place e.g. handwashing, social distancing, number of people allowed in area, etc. • Social distance markings and reminders in place. • Regular handwashing reminders/sanitisation stations in reception areas, sanitisation points around site. • Staff, visitors, volunteers etc are to wear face coverings when in corridors, stairwells and when moving between levels in buildings and as appropriate. • Restrict number of staff in area to essential access only. • One-way direction arrows – entry and exit. • Narrow doorways without one-way system person. approaching door to ‘give way’ and maintain 2m distance. from door to allow person to exit before proceeding. • Passenger lifts – restricted numbers of users, distance markings in carriage, signage to indicate that passengers in lift should turn back to back. • Door handles/door plates, swipe card access plates, lift buttons, etc to be regularly wiped with sanitising solution. 	<ul style="list-style-type: none"> • Facilities • Heads of Dept • Centre Managers • All Staff • Internal Comms • Design

What are the hazards	Who might be harmed?	Control Measures	Action By
		<ul style="list-style-type: none"> • Designated bins in place to support disposal of used tissues/PPE items, etc. • Regular cleaning of all public circulation areas (not kennel or cattery related) throughout the day. • Walking routes sprayed with disinfectant daily and spot check cleaning throughout the day. 	
Use of dog paddock areas	Staff Visitors	<ul style="list-style-type: none"> • Staff to wipe paddock gate handles before use. • Cleaning contractor to clean paddock gates and locks regularly throughout the day with sanitiser. • Staff to use occupied signs to alert others that area is in use. • Maintain social distancing when in paddock with other staff or members of the public. • Astroturf paddock areas sprayed with disinfectant daily and spot cleans throughout the day. 	<ul style="list-style-type: none"> • Dog Operations Teams • Cleaning Contractor
Animal introductions /collections – staff and public interactions	Staff Visitors	<ul style="list-style-type: none"> • Customers requested to complete all paperwork before arrival on site. Failure may result in the need to re arrange meeting at a later date. • Cats to be collected in carriers and owners advised to maintain 2m distance in accordance with Rehoming SOP. • Dogs being rehomed to be delivered to customer’s vehicle or outside place, in accordance with Rehoming SOP. • Staff to wear face coverings when meeting with delivery personnel. 	<ul style="list-style-type: none"> • Rehomers • Reception
Retail units at Centres	Visitors Staff Volunteers	<ul style="list-style-type: none"> • Limited general visitors on site • Rehoming Visitors by appointment only. Rehoming staff are to help member of public • Use of hand sanitiser at entry to retail unit • One-way system round items • Wearing of face coverings in retail area • Staff visit shop/collect purchases at times agreed with retail team • Staff working with stocks maintain social distance, use equipment to move items, or wear appropriate PPE when need to work together. 	<ul style="list-style-type: none"> •

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<p>Delivery and post areas</p>	<p>Staff Security staff</p>	<ul style="list-style-type: none"> • Regular cleaning of office and storage spaces • Ensure social distance of 2m on receipt of all deliveries when deliveries are being taken to areas across site. • Restrict delivery items being moved around site by delivery personnel unless this avoids risks of manual handling, etc. • Arrange for staggered delivery times where possible. • If delivery company offers electronic signing for delivery, ensure that hands are washed, or sanitiser used following signature, and maintain social distancing during process. 	<ul style="list-style-type: none"> • Security • Facilities • Supporter Services Team • All Staff
<p>Use of shared facilities ie welfare areas, laundries, tools, and gardening equipment site buggies, etc facilities, toilet areas, etc</p>	<p>Staff Volunteers</p>	<ul style="list-style-type: none"> • Signage reminding staff of need for social distancing and handwashing and spaced usage of wash hand basins. Signage to remind staff and public not to queue in toilet lobby areas. Consumables to be regularly checked and replenished and areas cleaned in accordance with agreed checklist. • Avoid the use of shared tools where practicable. • Wipe steering wheel and key for buggy with sanitiser wipe before and after use. • Wipe washing machine/tumble dryer door handles and controls before and after use. • Warning signs to be used as visual cues on doors if working alone in an enclosed office to indicate presence. 	<ul style="list-style-type: none"> • Facilities • Cleaning Contractor • Laundry staff • Animal care staff • Maintenance
<p>Shower Facilities</p>	<p>Staff</p>	<p>London:</p> <ul style="list-style-type: none"> • Staff not to queue in shower lobby areas and only shower when essential. • Staff to wear a face covering in shower lobby area. • Member of cleaning team to be based in shower area for an agreed time each morning, to clean showers between use, and advise staff when shower is ready for use • Showers to be locked out of use after agreed time • Staff with lockers to use face coverings in locker room and to wipe locker door with sanitising wipe before use. • Communal towel drying area to be locked off by Facilities 	<ul style="list-style-type: none"> • All Staff • Facilities/Security • Cleaning Team • All Staff • Facilities/Security

What are the hazards	Who might be harmed?	Control Measures	Action By
		<p>Brands Hatch and Old Windsor</p> <ul style="list-style-type: none"> • Sanitiser and cloths to be placed in shower areas for staff to use to clean area after showering. Staff only to shower when essential. • Staff with lockers to use face coverings in locker room and to wipe locker door with sanitising wipe before use. 	<ul style="list-style-type: none"> • Cleaning Team
<p>Food, drink, and rest areas on site</p>	<p>Staff Visitors</p>	<p>Cafes/Eat & Meet/Rest Areas</p> <ul style="list-style-type: none"> • Social distancing markers and signage in place. • One-way entry and exit routes through areas where practicable. • Reduction of seats and tables in communal areas. • Restriction on number of staff in area (follow signage in kitchens). • Staggered break times. • In communal staff areas, staff to use own crockery and cutlery, etc. • Signage to remind staff not to leave mugs/crockery unattended. • Disposable glasses, cups, etc available from Facilities. • Café to provide take away service, disposable cups and plates, and cutlery, etc. • Tea, coffee, sugar, sachets to be provided in kitchen areas. • Tables to be regularly wiped. • Sanitiser in area. • Restrict number of staff allowed in staff kitchen areas at any one time (poster displayed). • Staff using kitchen equipment to wear face coverings whilst preparing food/drink/using communal kitchen facilities. • Staff to wash hands prior to use of all kitchen equipment. • External surfaces of kitchen equipment (e.g. kettle, microwave) to be regularly wiped with sanitiser. • Staff keeping food in communal fridges to keep this in sealed boxes which are to be wiped with sanitiser wipe before placing in fridge. 	<ul style="list-style-type: none"> • Catering Contractor • Cleaning contractor • Facilities • All Staff

What are the hazards	Who might be harmed?	Control Measures	Action By
		<ul style="list-style-type: none"> • Staff to wash hands before using shared milk products. 	
<p>Shared workstations and equipment e.g. workstations, radios, alarms, mobile phones.</p>		<ul style="list-style-type: none"> • Social distancing markers and signage in all work areas, designated walking routes, etc. • Furniture removed where practicable to restrict staff numbers in areas • Reduced staff numbers/ same team workgroups rota'd together where practicable. • Staff to maintain a distance of 2m between work positions where possible. If not possible, stagger seating at desks to avoid face to face working. Use Perspex screens where appropriate, work side by side rather than face to face, wear face coverings and regularly wash/sanitise hands. • Clear desk policy to be maintained. • Staff to be use their own alarm/radio, etc wipe with sanitising wipes throughout the day. • Regularly wipe tables/worksurfaces with sanitising solution throughout day. • Keyboard and mouse to be wiped with sanitising wipe before and after use. • Printer keypads and surfaces to be wiped with sanitising wipes before and after use. • Pens should not be shared or be wiped with a sanitising wipe is not possible, before and after use. • Regular cleaning of area by staff and cleaning team. 	<ul style="list-style-type: none"> • Facilities • Cleaning Contractor • Team Leaders/Managers • All Staff
<p>Meeting Rooms/Training Rooms,</p>	<p>Staff Visitors</p>	<ul style="list-style-type: none"> • Signage in rooms advising the appropriate number of attendees to retain social distancing. • For larger groups video conferencing to be used. • Furniture to be arranged (and removed where necessary) to support social distancing. • Furniture not to be moved between rooms. • Run air conditioning or open windows where possible to maximise air flow. • Rooms to be cleaned between use (tables and chairs wiped, etc.) • Sanitiser spray and cloths available for use. 	<ul style="list-style-type: none"> • Facilities • Cleaning Contractor • Maintenance Team • Human Resources • All Staff

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		<ul style="list-style-type: none"> Hand sanitiser in room. 	
Contractor visits	Staff Contractors	<ul style="list-style-type: none"> Non-emergency contractor visits to be arranged in advance. Contractors to provide and wear face coverings and/or maintain 2 m social distance and all other appropriate PPE. All contractors to sign in with Facilities to confirm compliance with COVID Secure working practices. Contractor induction - contractors to be advised of need for following Covid safe guidelines, and to provide Risk Assessments and Method statements for safe working for review prior to coming on site. Follow regular hand washing procedure or hand sanitisers before the commencement of work and after. Where possible, arrange to be undertaken at a time that limits exposure to staff and visitors. 	<ul style="list-style-type: none"> Facilities IT Department Internal Comms
Visitors – VIP, high profile, Academy delegates, including tours of Centre and Media visits .	Visitors Staff	<ul style="list-style-type: none"> Coordinate appointments with respective department to minimise numbers on site Ensure visitors are aware of protocols Limited destination visits Visit organiser completes Risk Assessment appropriate for event, including Covid-19 precautions. For Academy delegates, please refer to Academy Risk Assessment 	<ul style="list-style-type: none"> Chief Executive’s office Fundraising Legacies Security Academy administrator Centre Management Facilities Media
Emergency evacuation points in fire alarms	Staff Visitors Contractors	<ul style="list-style-type: none"> Evacuate the building safely using safe exits routes. On reaching the fire assembly point ensure that social distancing is maintained whilst awaiting further instructions. 	<ul style="list-style-type: none"> Security Facilities Centre Management All Staff

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		<ul style="list-style-type: none"> Managers are to ensure that there where possible fire wardens are not in same staff teams (VHCE floors), and advise of the need for additional wardens if required – in advance of requirement 	
First aid treatment and rooms	Staff Visitors Contractors	<ul style="list-style-type: none"> Hands to be washed/sanitised before attending to injured. Ensure face masks/coverings are used by first aider and as appropriate the casualty before treatment and disposed of appropriately after use. First aiders to wear gloves. First aid responder's rota to be put in place. First aid rooms to be cleaned after each use. Departmental managers are to review numbers of first aiders in rota groups and advise facilities team if more first aiders needed. 	<ul style="list-style-type: none"> First Aiders Facilities and Safety Officer Facilities Cleaning Contractor
Provision and use of Personal Protective Equipment (PPE)	Staff Visitors	<ul style="list-style-type: none"> Stocks levels of PPE and cleaning products to be regularly checked across the 3 centres. Additional time allowed for ordering of PPE /cleaning materials. Review of Government Guidelines to ensure appropriate PPE is in place. Operations Management team to ensure that all Standard Operating Procedures include details on what PPE to wear and when this should be worn. All staff to ensure they are fully familiar with Risk assessments and PPE for the tasks being undertaken – including COVID Secure Requirements and adhere to the guidance. 	<ul style="list-style-type: none"> Facilities Centre Administrators Head of Operations Operational Management Teams Departmental Heads All Staff
Vulnerable staff/expectant mothers	Staff	<ul style="list-style-type: none"> Managers to complete appropriate risk assessment and management guidance with vulnerable employees (including those previously shielding in the Clinically Vulnerable/Extremely Vulnerable groups, including pregnant women) Staff to inform their Line Manager immediately if there is a change in their personal circumstances which may affect their ability to work safety e.g. pregnancy. 	<ul style="list-style-type: none"> Staff Human Resources Line Managers

What are the hazards	Who might be harmed?	Control Measures	Action By
Safe use of vehicles	Staff	<ul style="list-style-type: none"> • 1 staff member per vehicle. • Open windows to ventilate the vehicle to maintain good air flow. • Staff to wear gloves and disinfect vans after use with disinfectant solution ensuring attention to the steering wheel, door handles, gear stick, etc • Maintain a supply of gloves and hand sanitiser in vehicle for regular use. 	<ul style="list-style-type: none"> • Team Leaders • Drivers • Staff driving vehicles
Travelling to sites on public transport	Staff	<ul style="list-style-type: none"> • Staff not to travel on public transport wearing uniforms • Staff to wear face coverings when travelling on public transport • Staff to regularly wash uniform and face coverings. 	<ul style="list-style-type: none"> • All Staff
Inter-Centre visits	Staff	<ul style="list-style-type: none"> • Visits to a number of centres in one day should be restricted to essential activities only. • Staff should aim to remain at one centre each working day. • Bookings for inter-site visits are to be made with Ops Administrators and to be signed off by Centre/Duty Manager. 	<ul style="list-style-type: none"> • All Staff