

<b>Department</b>	All Departments	<b>Risk Assessment Leader</b>	Tina Bailey – Head of Estates and Facilities	Reference number
<b>Activity</b>	Safety and wellbeing of staff, contractors, and visitors to the Centres	<b>Risk Assessment member 2</b>	Stephen Phillips – Health and Safety Advisor Covid Secure Working Group for each Centre.	COV/RA/001
<b>Date produced</b>	28 May 2020	<b>Approved by</b>	Peter Laurie – Chief Executive	
<b>Last reviewed</b>	September 2021	<b>Signature of approver</b>	<i>Peter Laurie</i>	
<b>Next review</b>	January 2022	<b>Date</b>	28 <sup>th</sup> September 2021	

**Purpose:**

The aim of this risk assessment is to identify 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, across Battersea’s three centres including those for caring and rehoming of 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. There will be at least a 6 monthly review or sooner if necessary due to government guidance changes 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?	Existing Control Measures	Actioned By
<b>Safe entry to sites.</b>	Staff Volunteers Security Contractors Dog Wardens Visitors Public	<ul style="list-style-type: none"> <li>• All staff and visitors to centres will be recommended to use hand sanitiser</li> <li>• Rehoming visitors to site by appointment only</li> <li>• All new staff to have site induction including COVID Secure procedures.</li> <li>• Hand sanitiser stations provided, COVID Secure information signage provided.</li> <li>• Those attending sites will be recommended to wear face coverings in areas on appendix</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• Security</li> <li>• Departmental /Centre Management</li> <li>• All Staff</li> <li>• Human Resources</li> <li>• Internal Comms</li> <li>• Design</li> </ul>
<b>Use of car parks and cycle racks</b>	Staff  Contractors  Volunteers  Visitors	<ul style="list-style-type: none"> <li>• Designated parking bays for visitors, Staff, and contractors,</li> <li>• Pre-booking of parking spaces before arrival, (staff who are on call, have a disability or additional needs will be given priority).</li> <li>• Visitors for rehoming, clinic, and hydrotherapy by appointment only.</li> <li>• Security to oversee parking at London centre.</li> <li>• Staff must prebook parking at centres for Contractors and Themselves in advance with OP's administrators for BOW &amp; BBH, facilities/security for BDCH</li> </ul>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities</li> <li>• Dept/Centre Manager</li> <li>• Clinic</li> <li>• Team Leaders</li> <li>• Rehomers</li> </ul>
<b>Visitor interactions in meeting and waiting areas</b>	Staff  Volunteers  Visitors  Contractors  Public	<ul style="list-style-type: none"> <li>• Sanitiser stations at site entrance, reception, Animal rehoming rooms and waiting areas.</li> <li>• Recommended use of hand sanitiser to prevent transmission of covid 19 &amp; other seasonal illnesses</li> <li>• Face coverings recommended in appendix.</li> <li>• Perspex screens at reception desks to minimise face to face contact.</li> <li>• Contactless payment methods by customers where possible.</li> <li>• Appointment systems for visitors in use.</li> <li>• Where possible customers are required to complete paperwork over the phone/online before visiting centres.</li> <li>• Water dispensers to be regularly wiped with sanitiser and waste bin emptied by cleaning team.</li> <li>• Vending machines (Brands Hatch only) for staff use only, hands to be washed before use, and keypad and door to be wiped with sanitiser after use.</li> <li>• Windows will be opened where mechanical ventilation is not present</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• Internal Comms</li> <li>• Design</li> <li>• Cleaning Contractor</li> <li>• Reception Staff</li> <li>• Team Leaders</li> <li>• Centre Managers</li> </ul>
<b>Meeting clients with animals e.g., Clinic visits, outpatients, intake, or rehoming visits, etc</b>	Staff  Volunteers	<ul style="list-style-type: none"> <li>• Check if any visitors have symptoms of Coronavirus before attending site and rearrange meeting if necessary.                             <ul style="list-style-type: none"> <li>○ a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• Cleaning contractors</li> <li>• Clinic Staff</li> <li>• Centre Managers</li> </ul>

What are the hazards	Who might be harmed?	Existing Control Measures	Actioned By
	Visitors  Clients to clinic & Rehoming	<ul style="list-style-type: none"> <li>○ a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)</li> <li>○ a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal</li> </ul> <ul style="list-style-type: none"> <li>● information posters and hand sanitiser stations available in area.</li> <li>● Signage reminding about need for regular handwashing.</li> <li>● Where possible, the handing of dogs &amp; cats back to owners should be done in a covid safe way. 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.</li> <li>● Animal examinations to be undertaken away from customers.</li> <li>● PPE is available for staff to wear as required in the Standard Operating Procedure for the activity undertaken.</li> <li>● Face coverings recommended in appendix.</li> <li>● Where practicable all documents to be prepared in advance via email/phone.</li> </ul> <p><b><u>Clinic specific:</u></b></p> <ul style="list-style-type: none"> <li>● Animals to be brought to clinic by appointment only.</li> <li>● One member of staff should bring the animal to Clinic unless by prior arrangement with Veterinary staff.</li> <li>● Visits to clinic by non-clinic staff should be pre-arranged and by appointment only. Refer to the clinic risk assessment and SOP.</li> <li>● No other teams to be in clinic except by prior agreement with Veterinary Staff.</li> </ul>	<ul style="list-style-type: none"> <li>● Team Leaders</li> <li>● Rehoming staff</li> <li>● Internal Comms</li> <li>● Design</li> <li>● Clinic</li> </ul>
<b>Moving around sites</b>	Staff Volunteers Visitors  Contractors  Public	<ul style="list-style-type: none"> <li>● Regular handwashing reminders/sanitisation stations in reception areas, sanitisation points around site</li> <li>● Door handles/door plates, swipe card access plates, lift buttons, etc to be regularly wiped with sanitising solution.</li> <li>● Designated bins in place to support disposal of used tissues/PPE items, etc.</li> <li>● Cleaning of all public touch points areas (not kennel or cattery related) regularly throughout the day</li> </ul>	<ul style="list-style-type: none"> <li>● Facilities</li> <li>● Heads of Dept</li> <li>● Centre Managers</li> <li>● All Staff</li> <li>● Internal Comms</li> <li>● Design</li> </ul>
<b>Use of dog paddock areas</b>	Staff Volunteers Visitors	<ul style="list-style-type: none"> <li>● Staff to wipe paddock gate handles before &amp; after use of paddock.</li> </ul>	<ul style="list-style-type: none"> <li>● Dog Operations Teams</li> <li>● Cleaning Contractor</li> </ul>

What are the hazards	Who might be harmed?	Existing Control Measures	Actioned By
		<ul style="list-style-type: none"> <li>• Cleaning contractor to clean paddock gates and locks Regularly throughout the day with sanitiser</li> </ul>	
<b>Animal introductions /collections – staff and public interactions</b>	Staff Volunteers Visitors Public	<ul style="list-style-type: none"> <li>• Animal collections to take place on sites where possible</li> <li>• Customers requested to complete all paperwork before arrival on site.</li> </ul>	<ul style="list-style-type: none"> <li>• Rehomers</li> <li>• Reception</li> </ul>
<b>Retail units at Centres</b>	Visitors Staff Volunteers	<ul style="list-style-type: none"> <li>• Use of hand sanitiser at entry to retail unit &amp; at regular intervals.</li> <li>• Staff visiting shop/collection of purchases at times agreed with retail team/management.</li> <li>• Regular cleaning of office and storage spaces used by retail.</li> </ul>	<ul style="list-style-type: none"> <li>• Retail Staff</li> <li>• Cleaning contractor</li> </ul>
<b>Delivery and post areas</b>	Staff Security staff	<ul style="list-style-type: none"> <li>• If delivery company offers electronic signing for delivery, ensure that hands are washed, or sanitiser used following signature</li> </ul>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Facilities</li> <li>• Supporter Services Team</li> <li>• All Staff</li> </ul>
<b>Use of shared facilities i.e., welfare areas, laundries, tools, and gardening equipment site buggies, etc facilities, toilet areas, etc</b>	Staff Volunteers Visitors	<ul style="list-style-type: none"> <li>• Signage reminding staff of need for handwashing</li> <li>• Consumables to be regularly checked and replenished and areas cleaned in accordance with agreed checklist.</li> <li>• Avoid the use of shared tools where practicable and tools to be wiped with disinfectant between use.</li> <li>• Wipe steering wheel and key for buggy with sanitiser wipe before and after use.</li> <li>• Wipe washing machine/tumble dryer door handles and controls before and after use.</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• Cleaning Contractor</li> <li>• Laundry staff</li> <li>• Animal care staff</li> <li>• Maintenance</li> </ul>
<b>Shower Facilities</b>	Staff Volunteers	<p><b>London:</b></p> <ul style="list-style-type: none"> <li>• Increased cleaning of shower areas on site by cleaners ensuring all touch points sanitised</li> </ul> <p><b>Brands Hatch and Old Windsor</b></p> <ul style="list-style-type: none"> <li>• Sanitiser and cloths to be placed in shower areas for staff to use to clean area after showering.</li> </ul>	<ul style="list-style-type: none"> <li>• All Staff</li> <li>• Facilities/Security</li> <li>• Cleaning Team</li> </ul>
<b>Food, drink, and rest areas on site</b>	Staff Volunteers Visitors	<p><b>Cafes/Eat &amp; Meet/Rest Areas</b></p> <ul style="list-style-type: none"> <li>• .</li> <li>• Tables to be wiped after each use by staff.</li> <li>• Sanitiser &amp; wipes available in area for use.</li> <li>• Staff to wash hands prior to use of all kitchen equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Catering Contractor</li> <li>• Cleaning contractor</li> <li>• Facilities</li> <li>• All Staff</li> </ul>

What are the hazards	Who might be harmed?	Existing Control Measures	Actioned By
	Public	<ul style="list-style-type: none"> <li>Staff keeping food in communal fridges to keep this in sealed boxes which are to be wiped with sanitiser wipe before placing in fridge.</li> <li>Staff to wash hands before using shared milk products.</li> </ul>	
<b>Shared workstations and equipment e.g., workstations, radios, alarms, mobile phones.</b>	Staff Volunteers	<ul style="list-style-type: none"> <li>Use of Perspex screens in VHCE and other areas, and regularly wash/sanitise hands.</li> <li>Clear desk policy to be maintained.</li> <li>Staff to disinfect their own alarm/radio, etc with sanitising wipes throughout the day.</li> <li>Regularly wipe tables/worksurfaces with sanitising solution throughout day.</li> <li>Keyboard, mice, and arms of chairs to be wiped with sanitising wipe after use.</li> <li>Printer keypads and surfaces to be wiped with sanitising wipes after use.</li> <li>Regular cleaning of area by staff and cleaning team.</li> </ul>	<ul style="list-style-type: none"> <li>Facilities</li> <li>Cleaning Contractor</li> <li>Team Leaders/Managers</li> <li>All Staff</li> </ul>
<b>Meeting Rooms/Training Rooms,</b>	Staff Visitors Volunteers	<ul style="list-style-type: none"> <li>Signage on doors advising the appropriate number of attendees per room</li> <li>Meeting room occupancy to not exceed levels set on outlook booking system, where larger group required the use of multiple rooms and hybrid meetings must be actioned</li> <li>Run air conditioning or open windows where possible to maximise ventilation.</li> <li>Rooms to be cleaned after use (tables and chairs wiped, etc.) by staff</li> <li>Sanitiser spray and cloths available for use.</li> <li>Hand sanitiser in room.</li> </ul>	<ul style="list-style-type: none"> <li>Facilities</li> <li>Cleaning Contractor</li> <li>Maintenance Team</li> <li>Human Resources</li> <li>All Staff</li> </ul>
<b>Contractor visits</b>	Staff Volunteers Contractors Visitors	<ul style="list-style-type: none"> <li>Follow regular hand washing procedure or hand sanitisers before the commencement of work and after.</li> <li>Follow covid signage in work area</li> </ul>	<ul style="list-style-type: none"> <li>Facilities</li> <li>IT Department</li> <li>Internal Comms</li> </ul>
<b>Visitors – VIP, high profile, Academy delegates, including tours of Centre and Media visits.</b>	Visitors Volunteers Staff	<ul style="list-style-type: none"> <li>Visit organiser completes Risk Assessment appropriate for event, including Covid-19 precautions, in line with appendix</li> <li>For Academy delegates, please refer to Academy Risk Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Chief Executive’s office</li> <li>Fundraising</li> <li>Legacies</li> <li>Security</li> <li>Academy administrator</li> <li>Centre Management</li> <li>Facilities</li> <li>Media</li> </ul>

What are the hazards	Who might be harmed?	Existing Control Measures	Actioned By
<b>First aid treatment and rooms</b>	Staff Volunteers Visitors Contractors	<ul style="list-style-type: none"> <li>• Hands to be washed/sanitised before attending to injured person.</li> <li>• Ensure face masks/coverings are used by first aider and as appropriate the casualty before treatment and disposed of appropriately after use.</li> <li>• First aiders to wear gloves.</li> <li>• First aid rooms to be cleaned after each use.</li> </ul>	<ul style="list-style-type: none"> <li>• First Aiders</li> <li>• Facilities and Safety Officer</li> <li>• Facilities</li> <li>• Cleaning Contractor</li> </ul>
<b>Provision and use of Personal Protective Equipment (PPE)</b>	Staff  Volunteers  Visitors	<ul style="list-style-type: none"> <li>• Stocks levels of PPE and cleaning products to be regularly checked across the 3 centres.</li> <li>• Review of Government Guidelines to ensure appropriate PPE is in place where required.</li> <li>• Operations Management team to ensure that all Standard Operating Procedures include details on what PPE to wear and when this should be worn.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• Centre Administrators</li> <li>• Head of Operations</li> <li>• Operational Management Teams</li> <li>• Departmental Heads</li> <li>• All Staff</li> </ul>
<b>Vulnerable staff/expectant mothers</b>	Staff  Volunteers	<ul style="list-style-type: none"> <li>• HR 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 with significant heart disease)</li> </ul>	<ul style="list-style-type: none"> <li>• Department Managers</li> <li>• Staff</li> <li>• Human Resources</li> <li>• Line Managers</li> </ul>
<b>Safe use of vehicles</b>	Staff  Volunteers	<ul style="list-style-type: none"> <li>• Open windows to ventilate the vehicle to maintain good air flow.</li> <li>• Staff to disinfect vans after use with disinfectant solution ensuring attention to the steering wheel, door handles, gear stick, etc.</li> <li>• Maintain a supply of hand sanitiser in vehicle for regular use.</li> </ul>	<ul style="list-style-type: none"> <li>• Team Leaders</li> <li>• Drivers</li> <li>• Staff driving vehicles</li> </ul>
<b>Inter-Centre visits</b>	Staff  Contractors	<ul style="list-style-type: none"> <li>• Staff should aim to remain at one centre each working day.</li> <li>• Bookings for inter-site visits (including parking) are to be made with Ops Administrators and to be signed off by Centre/Duty Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• All Staff</li> </ul>
<b>Cleaning of animal enclosures/pens/common walkways</b>	Staff	<ul style="list-style-type: none"> <li>• All surfaces to be disinfected daily to prevent transmission of Covid &amp; other seasonal illnesses</li> </ul>	<ul style="list-style-type: none"> <li>• Staff</li> </ul>
<b>Covid-19 transmission</b>	Staff  Contractors  Visitors	<ul style="list-style-type: none"> <li>• Hand sanitiser provided @ 60% minimum alcohol content for use when hand washing facilities are not available.</li> <li>• Signs used to remind staff of washing hands, Wearing masks.</li> <li>• Staff told to self-isolate if they show symptoms of Covid 19.                             <ul style="list-style-type: none"> <li>○ a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Staff</li> </ul>

What are the hazards	Who might be harmed?	Existing Control Measures	Actioned By
	Volunteers	<ul style="list-style-type: none"> <li>○ a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)</li> <li>○ a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.</li> <li>● Staff advised to wash/sanitise hands after sneezing/coughing and bin tissue used.</li> <li>● Staff advised to keep windows open where possible to ensure adequate ventilation in offices and other areas, where possible increase ventilation by mechanical systems</li> <li>● Employees advised of mental health first aiders and support available if feeling anxious</li> <li>● Face coverings recommended in appendix. Where staff member is contacted by NHS track and Trace, they are to self-isolate as per guidance received and not attend any sites until isolation is finished.</li> <li>● Bi-Weekly lateral flow testing to be conducted by staff attending site</li> </ul>	
<b>Suspected case of Covid 19 on sites</b>	Staff Visitors Contractors Volunteers	<ul style="list-style-type: none"> <li>● Staff advised not to attend sites if they have Covid 19.                             <ul style="list-style-type: none"> <li>○ a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)</li> <li>○ a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)</li> <li>○ a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.</li> </ul> </li> <li>● Where staff develop symptoms on site, areas worked in to be disinfected immediately, staff member to leave site immediately and go home where a test should be completed Close contacts are advised of contact with suspected case of Covid 19 and reported where required to NHS test &amp; trace workplace self-isolation hub</li> </ul>	<ul style="list-style-type: none"> <li>● Staff</li> <li>● Cleaners</li> </ul>

Version History				
Version Number	Sections	Changes Made	Reason for change	Approved by
7	Covid-19 transmission Suspected case of Covid 19 on sites	Added wording detailing common symptoms: <ul style="list-style-type: none"> <li>• Cough</li> <li>• Temperature</li> <li>• Taste/smell</li> </ul> Wording added x3	Better clarification for all reading risk assessment	
7	All sections	Added Volunteers back into who might be harmed	HSE Guidance on ensuring differences between Paid employees and Volunteers	
7	Covid-19 transmission	Added new control measure in regards of to show all staff in surge testing areas will be restricted from accessing site until negative test obtained.	Control measure agreed by BCP and already in use across site when new area identified by government	
8	All sections	Removed requirements for social distancing and compulsory wearing of face coverings whilst on site	In preparation of furlough ending on the 27 <sup>th</sup> September, staff returning to centres and start of hybrid working	