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| Return Risk Assessment  |
| Service Area | Crematorium Office  |
| What are the hazards? | Spread of Covid-19 Coronavirus  |
| Who might be harmed?  | Staff and visitors attending appointments at the crematorium  |
| Risks | **Controls** | **Additional Controls** | **Action by who?** | **Action by when?** | **Done** |
| 1. Who Should Return to Work?
	1. The health and safety of clinically extremely vulnerable individuals
	2. The health and safety of clinically vulnerable individuals
	3. People who need to self-isolate
	4. People are not treated equally
 | All City Council Staff who can work from home should continue to work from home.Staff should only return to work if they cannot work from home and only if their duties can be carried out safely in compliance with the [Covid19 Secure Guidance](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)People who are[**clinically extremely vulnerable**](https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#who-this-guidance-is-for) **should not work outside of their home**. If they cannot work from home, they are required to stay at home without being able to work. The Council will continue to pay their salary.People who are[**clinically vulnerable**](https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#protecting-different-groups-of-people) **should take extra care in observing social distancing.** If they cannot work from home, they should discuss with their line manager the potential to have a safe on-site role, taking into consideration the Covid19 Secure Guidance. Where a safe on-site role cannot be found they are required to stay at home without being able to work. The Council will continue to pay their salary.Particular attention should be paid to the circumstances of people who live with clinically extremely vulnerable individuals.People who have symptoms of coronavirus (COVID-19), however mild, OR you have received a positive coronavirus (COVID-19) test result should immediately self-isolate at home for at least 7 days from when symptoms started. <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:* a new continuous cough
* a high temperature
* a loss of, or change in, your normal sense of taste or smell (anosmia)

Be mindful of the particular needs of different groups of staff and in particular the needs of disabled staff and those who are new or expectant mothers and staff from a Black, Asian or minority ethnic background. Staff to complete the personal Covid assessment | Provide staff with technology allowing them to work from home.Provide staff with COVID-19 stay at home guidance so they do not come in if they or someone in their household has symptoms of coronavirus. Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help Reference -<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/> [www.hseni.gov.uk/stress](http://www.hseni.gov.uk/stress)Understand and take into account the particular circumstances of those with protected characteristicsInvolve and communicate appropriately with staff whose protected characteristics might either expose them to a different degree of risk or might make any measures you are considering implementing inappropriate or challenging for them.Consider whether you need to put in place any particular measures or adjustments to take account of equalities legislation.Make reasonable adjustments to avoid disabled workers being put at a disadvantage, and asses the health and safety risks for new or expectant mothers.Make sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.If you achieve a score of 6 or above on the Personal Covid assessment speak to your manager.  | Everyone – all staff, visitors and contractors | With immediate effect  | Ongoing |
| 1. Travelling to Work

Transmission/ spread of the Covid 19 virus | On public transport-* Wear a face mask
* Maintain Social Distancing
* Do not touch face, mouth or eyes
* Sanitize hands regularly and wash using soap and water when able

Using your own vehicle –* Do not give lifts to anyone outside of your household
* Regularly clean all hand contact points with sanitizing wipes

Walk or cycle to work wherever possible | On arrival at work - Staff to be reminded to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Hand washing guidance: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>Maintain social distancing when traveling to and from work  | EVERYONE | IMMEDIATE EFFECT |  |
| 1. Social Distancing and the Workplace
	1. Pinch points at arrival and departure
	2. Moving around the workplace
	3. Socially distant workstations and space rationing
	4. Face to Face Meetings
	5. Contact in Common Areas and Shared Spaces
	6. Accidents and Incidents
 | The entry and exit will be the same door, visitors will make an appointment to come into the office reception.Appointments will be booked with plenty of time between them depending on each individual query.Clear signage and will be provided to ask that 2-metre distancing is adhered to.Perspex screen will be installed are installed at the counter where we will be having customer contact Card payments only will be acceptedStaff will be issued with mask to be worn when going out into the grounds with the public We will keep a track and trace record of people entering the office reception – the information will be kept for 21 days face to face meetings with families will maintain social distancing requirements in rooms capable of being well ventilated.In an emergency, for example, an accident or fire, people will not be required to stay socially distant if it would be unsafe.People involved in the provision of assistance to others will pay particular attention to sanitation measures immediately after an emergency including washing handsMinor first aid incidents requiring minimal attention, will be self-administered, but reported as standard. In any more severe incidents, staff will need to consider whether to intervene or call paramedics for support. Staff are not expected to intervene if they feel this puts them at unnecessary risk. Should staff start to feel unwell and display symptoms, they must report to their manager, leave site immediately and self-isolate as per government guidance. <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/>  | Social distancing also to be adhered to in work kitchen smoking area, Staff room, toilets, entrance and exits.Effective signage reminding staff to remain vigilant and keep their social distance.* in kitchen
* in toilets
* entrance and exits
* Staff Room

Sign in before you start work a daily register of staff in the office will be maintained to assist track and trace if needed.Staff can request a test via <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/> | Everyone – all staff, visitors and contractors  | With immediate effect |  |
| 1. Hygiene, Cleaning and Sanitizing
	1. Cleaning/checking premises prior to return
	2. Keeping the workplace clean
	3. Personal hygiene, handwashing and toilets
	4. Equipment
 | Staff to wash hand on entering the building and at regular intervals throughout the day, especially prior to eating Hand sanitizer (minimum 60% alcohol content) are available at cemetery and Crematorium office entrance Cleaning wipes and antibacterial spray will be available for staff to clean all kitchen area, Crematorium office surfaces and screens Suitable viricidal products to be sourced and used.Gloves and face mask will be provided to the staff to be worn when meeting with the public Common touch points and toilets – door handles, reception counter and water dispenser will be cleaned -after every customer with sanitizer. | Employees to be reminded to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Hand washing guidance: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>Employees to be reminded to clean work stations, keep good personal hygiene etc to help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - <https://www.publichealth.hscni.net/news/covid-19-coronavirus>Employees reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose or mouth with unclean hands. To help to control the possibility of someone contacting covid -19  | Everyone – all staff, visitors and contractors  | With immediate effect |  |
| 1. Personal Protective Equipment
	1. Required PPE
	2. Face coverings
 | Staff will be issued with, disposable gloves and face mask to wear when needed, screens have been put up in the office reception this will help to protect staff and public against Covid 19 | The Council will support staff in using face coverings safely if they choose to wear one. This means telling staff:* wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
* when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
* change your face covering if it becomes damp or if you’ve touched it
* continue to wash your hands regularly
* change and wash your face covering daily
* if the material is washable, wash in line with manufacturer’s instructions, instructions of how to wash will be provided to staff, If it’s not washable, dispose of it carefully in your usual waste
* practice social distancing wherever possible
* GOOD TO PROVIDE GUIDANCE – MAYBE OFFER ADVICE HOW TO WASH
 | Everyone – all staff, visitors and contractors Face mask will be available if the customer does not have one  | With immediate effect |  |
| 1. Managing Other People
	1. Meetings
	2. Visitors
 | Liaise with funeral directors and families over the phone as much as possible to minimise the need for face to face meetings by using technology.If a face to face meeting is essential – appointments will be staggered We will display signs to ask that people do not enter if they are showing signs of Covid – 19 In the telephone conversation when booking the appointment, we will ask a short questionnaire regarding Covid – 19 We will review our appointment system on a regular basis ensuring that we are following government guidelines Appointments will be made for only two family members at any one time to enter the crematorium office reception The furniture in the reception area will be removed to give more space in the reception area The windows in the crematorium office will be opened where possible to keep the rooms ventilated  | We will have details of the funeral director and lead party on file should we need to contact them in future Signage will be placed around the building to ask that two-meter distasting is adhered to  |  |  |  |
| 1. Communications and Training
	1. Clear, consistent and regular comms
	2. Training in the new arrangements
 | Provide clear, consistent, information and guidance through emails, Glos net, websites, notices and posters etc.People may not have English as their first language and others who may struggle with written and verbal communication, therefore a need for easy to understand pictures and signs to be used. | Training provided through Microsoft team meetings and Glos Net on the new procedures, guidance or ways of working that have been introduced.Staff/Team Briefings will also deliver clear and consistent messages and guidance. |  |  |  |