

CSASS Centre Covid Risk Assessment

CSASS Office and Counselling room, and other spaces within Bluecoat Building

Sep-20



What are the hazards?	Who might be harmed and how?	What are we doing to minimise the risk?
<p>Catching Covid 19 following activities or exposure on CSASS premises</p>	<p>Staff, volunteers, clients or others</p> <p>Via contact with other people at CSASS</p> <p>Via contact with other people in the building</p> <p>Via surfaces</p> <p>Other</p>	<p>We are following Government guidance, including: Social distancing good practice (keeping 2m kept between people where ever possible)and good hand hygiene. We're using face coverings <u>except</u> where there is a theraputic need, such as a need to reduce anxiety or better enable a survivor to access support (or in low risk situations), and keeping spaces well ventilated with windows open fully (and doors too, where confidentiality and security can be ensured). We're using oil-based heaters and an air conditioner to manage the temperature (rather than a fan and blow heater). We are reminding everyone about social distancing and hand hygiene, by: contacting before they come in (eg by email, or a phone chat), putting posters up, tape markings on the floor.</p> <p>We are offering reassurance and encouragement for everyone to be open about any exposure to Covid, including household members, or symptoms (before, after or during activities with us). This is to ensure people don't come in, or that they leave the premises promptly, as needed. We won't penalise anyone for missed sessions due to quarantine, for example, or lose a place on the waiting list. We will contact anyone who has potentially been exposed to Covid at CSASS, but will not pass on any personal information (eg to track and trace) without individual consent.</p> <p>We are making it easier for everyone to comply, by: making hand sanitiser available at the entrance and on every desk/table, arranging furniture to enable everyone to keep socially distant, and not face others directly, arranging for staggered arrivals for groups or meetings arranged, where possible</p> <p>We have a maximum of two people working in the office at a time, normally one staff member/one volunteer (others can pass through the office briefly), and we won't have drop-in visitors. Our small counselling room is only used by one person at a time (for on-line or phone support). Face to face counselling and small group work are happening in the larger Oak Room, opposite our office. We are minimising the need for people to use more than one room.</p> <p>Most other organisations at the Bluecoat are not currently using the building, and the CSASS 'side' is usually only occupied by CSASS. Other organisations will let us know as they return, and we will monitor and make changes if needed. Our landlords at the Bluecoat have set up reminders and facilities in public areas, and have clear rules to keep Covid secure: everyone at the Bluecoat is asked to maintain 2m social distance and wear face coverings (if they are able) while in communal areas like corridors, and not to use communal areas more than necessary. Paper towels are used instead of hand driers in the toilets.</p> <p>We are reminding CSASS workers to follow good hand hygiene, including: avoiding touching face, handwashing or sanitising after unlocking, entering the building or the office, or Oak Room.</p> <p>The Oak Room is fully cleaned by our landlord before every booking, and we clean all surfaces and touchpoints in between individual clients. (We've rearranged appointment times to leave plenty of time to do this cleaning.)</p> <p>We carry out a full clean of all office surfaces as the last worker leaves (there's a touchpoint/cleaning reminder list on door, including sign out date/time and tick to say what has been touched/cleaned). Individual staff office equipment/papers are cleared from the desk and kept in separate named drawers. Computers and telephones are not shared without cleaning. Any groupwork equipment (paper, scissors, glue) is not shared - we provide enough items provided for one each - and are cleaned after use.</p> <p>Everyone is invited to bring their own lunch/snacks etc, and their own drinks and mugs as a preference. We have a few cups available if someone has forgotten. Hot water/milk can be dispensed only by one person (usually the staff member in the office), following extra careful hand hygiene before/after.</p> <p>We have arranged roles and timetables to minimise the need for going in and out of building and touching anything outside (eg going to shops, taking the bins out), and we are encouraging anyone working for a full day to keep it to a minimum too, where possible.</p> <p>For small groups, we are making time for discussion (as a group, and with individual clients) to ensure needs are expressed, and that all members are able to adhere to rules and respect each other's needs and safety.</p>

	<p>Via Travel to/from CSASS</p> <p>People outside CSASS - eg in our individual households, or the wider community</p>	<p>We are encouraging everyone to cycle or walk by preference, or drive alone, in their own car. We also ask people to follow guidance on social distancing and hand/surface hygiene while carrying out car parking tasks (tickets, money, door handles etc), and remind that face coverings are to be worn on public transport.</p> <p>We are reminding workers and clients to follow good hand hygiene, including sanitising immediately after leaving.</p> <p>We have completed individual Risk Assessments for all workers, to check if there are additional safety measures needed (eg for individual health conditions or home circumstances)</p> <p>To help protect the wider community, we are keeping records of contact details and times for anyone who comes in to the Bluecoat to work with CSASS, securely. We will ensure confidentiality and personal data protection, and will not pass on personal data (eg to Track and Trace service) without individual consent. If Covid symptoms occur on our premises, or are reported to us soon after a worker/client has been in, we'll carry out a thorough clean and close the office for 72 hours. All clients and workers who have been exposed will be contacted and informed by CSASS.</p>
<p>Harm to mental health due to face-to-face support being unavailable or unsafe, due to local lockdowns, individuals needing to shield or quarantine, or experiencing anxiety etc.</p>	<p>Survivors - clients and potential clients</p>	<p>Online or telephone counselling offered (in the office, or at home), on-line groupwork as an alternative to face-to-face support. Supportline and LiveChat are also available.</p>
<p>Increased lone-working (due to Covid secure practice), at home or at the Bluecoat</p>	<p>Workers</p> <p>Harm from distressed or agitated clients, during face to face work</p> <p>Harm from a member of the public while walking alone at night (final worker is now leaving alone, to ensure social distancing)</p> <p>Harm to mental health for workers carrying out distressing support work, while isolated from the team</p>	<p>Face to face counselling or assessment sessions are normally timetabled to ensure a colleague is in the nearby office. We carry out an individual client risk assessment (as part of the initial assessment), and will consider arranging: a check-in with colleagues in office before/after each session for new or higher risk clients, considering exit route/seating/room entry, and balance risk of harm with the need for good social distancing practice, and the clients needs. Occasional support may be held alone, where risk is low. We will usually ensure people from other organisations are in the building or arrange a phone check-in after session completed.</p> <p>Workers can park near office when covering late evening work.</p> <p>We are holding regular staff and volunteer meetings, supporting one another and reducing isolation. We are also using different ways to communicate - like zoom, whatsapp, phone and email.</p> <p>We are timetabling support work to make sure there is immediate help available from colleagues on duty, by phone. All workers also have regular clinical and management supervision, and access to our Employment Assistance programme. Individual worker Risk Assessments have also covered each person's working arrangements, to ensure mental health is supported.</p>
<p>Additional or new fire related risks (due to Covid secure practice)</p>	<p>Workers and clients</p> <p>Harm from smoke inhalation or burns</p> <p>Harm from Covid exposure, due to fire alarm/test</p>	<p>Staff will prioritise emergency action in case of fire over social distancing - it's more important to get out of the building safely.</p> <p>Exit routes are kept clear, while using new, portable furniture (eg drawer units), or while moving furniture around to ensure social distancing (eg tables and chairs in the Oak Room)</p> <p>We are keeping our landlords informed about when the CSASS office is and isn't being regularly used. This is important for any local lockdowns, in case there are any fire alarms or practices carried out.</p> <p>If Door 2 (our main CSASS entrance) is blocked, we will use an alternative route out of the building, via the stairs and out of eg Door 3 (current escape route is unavailable, while CAB office unoccupied)</p> <p>We will remind everyone to wash hands after any fire alarms.</p>