

Coronavirus (COVID-19) RISK ASSESSMENT

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

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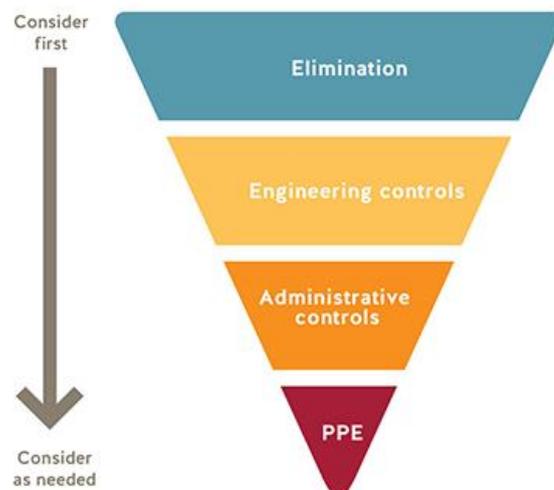
Understanding the risks

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surfaces, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Protocols for HT Counselling

Wherever possible, the protocol that offers the highest level of protection will be used. Controls from additional levels if the first level isn't practicable or does not completely control the risk will be considered. HT Counselling has incorporated controls from various levels to address the risks.



Level 1: Eliminate: Limit the number of people in HT Counselling premises where possible by implementing work from home arrangements, establishing occupancy limits, rescheduling work activities etc.

Level 2: Engineering Controls: Rearrange workspaces to ensure workers are at least 1m (3ft) from clients and other co-workers, use social distancing and installing barriers (where applicable) etc.

Level 3: Administrative Controls: Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, cleaning practices and staggered appointment times to ensure walkways keep people physically separated.

Level 4: Using PPE to reduce risk: If the first 3 levels of protection aren't enough to control the risk. Under current guidelines therapeutic face to face sessions should not be undertaken if levels 1-3 do not mitigate the risks.

Who might be harmed?

The hazard has been identified as the spread of Covid-19 Coronavirus. The identified individuals who might be harmed are:

- Therapists
- Clients
- Visitors
- Vulnerable groups – elderly, pregnant, those with underlying health conditions
- Anyone else who physically comes in contact with HT Counselling

To keep therapists and clients safe HT Counselling will:

- minimise the number of people on site;
- make sure on-site therapists can spot symptoms;
- tell therapists with symptoms to quarantine immediately and;
- explain new procedures and provide training where necessary.

NHS Test and Trace

There is a higher risk of transmitting COVID-19 in premises where customers and visitors spend more time together in one place and potentially come into close contact with other people outside their household.

To manage this risk, HT Counselling is required to collect details and maintain records of therapists and clients:

To assist the test and trace service HT Counselling must keep a temporary record of working patterns for 21 days and assist NHS Test and Trace with requests for that data if needed

The following information should be collected by HT Counselling, where possible:

Therapists

- the names of therapists who work at the premises
- a contact phone number for each therapist
- the dates and times that therapists are at work

Clients

- the full name of the client
- a contact phone number for each client
- date of visit, arrival time and, where possible, departure time

If a client does not wish to share their details, or provides incorrect information

Although this is voluntary, therapists are asked to encourage clients to share their details in order to support NHS Test and Trace and advise them that this information will only be used where necessary to help stop the spread of COVID-19.

If a client informs a therapist that they do not want their details shared for the purposes of NHS Test and Trace, they can choose to opt out, and if they do so therapists are asked to advise HT Counselling accordingly.

The accuracy of the information provided will be the responsibility of the individual who provides it. You do not have to verify an individual's identity for NHS Test and Trace purposes.

No additional data should be collected for this purpose.

How records should be maintained

To support NHS Test and Trace, HT Counselling will hold records for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information will be securely disposed of or deleted as per HT Counsellings privacy policy. All collected data will comply with the General Data Protection Regulation and will not be kept for longer than is necessary.

When information should be shared with NHS Test and Trace

NHS Test and Trace will ask for these records only where it is necessary, either because someone who has tested positive for COVID-19 has listed HT Counselling premises as a place they visited recently, or because HT Counselling premises have been identified as the location of a potential local outbreak of COVID-19.

NHS Test and Trace will handle all data according to the highest ethical and security standards and ensure it is used only for the purposes of protecting public health, including minimising the transmission of COVID-19.

If you are contacted by NHS Test and Trace

Contact tracers will:

- call you from 0300 013 5000
- send you text messages from 'NHStracing'
- ask you to sign into the NHS Test and Trace contact-tracing website

Contact tracers will never:

- ask you to dial a premium rate number to speak to them (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- ask about protected characteristics that are irrelevant to the needs of test and trace
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

Guidelines to be used

All therapists working at HT Counselling will need to have familiarised themselves with the following guidelines from the Government:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services#close-contact-2-1>

Control measures	Measures in place
Elimination – Level 1	
<p>Who should be on site:</p> <ul style="list-style-type: none"> ● Where possible, provide virtual services for clients and offer in-person services only if necessary. ● Therapists should only attend the premises if clients need face to face sessions. ● Close off areas that are not essential. ● Clinically extremely vulnerable people and vulnerable people should always work from home. <ul style="list-style-type: none"> ○ 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-is-clinically-extremely-vulnerable ○ https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#clinically-vulnerable-people ● Ensure there are enough appropriately trained therapists to keep people safe (for example, to encourage social distancing or to manage security). ● Use alternate work practices to reduce the number of workplace visitors (clients, delivery persons, etc.) ● Restrict non-business deliveries, for example personal deliveries to workers 	<ul style="list-style-type: none"> ● Working offsite or remotely wherever possible. ● Limiting or prohibiting visitors. ● Changes to work schedules. ● Restriction of people on site by staggered appointment times ● Only 2 rooms to be opened for working therapists. ● Identify therapists on site who can spot symptoms. <ul style="list-style-type: none"> ○ https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/ ● Have procedures in place to deal with symptoms - quarantine immediately. <ul style="list-style-type: none"> ○ https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/ ● Provision of briefings to therapists of new procedures. ● All deliveries to premises to be suspended for the foreseeable future. ● To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice: <ul style="list-style-type: none"> ○ https://www.gov.uk/government/organisations/public-health-england ○ https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely



Control measures	Measures in place
Engineering Controls – Level 2	
<p>Social Distancing</p> <ul style="list-style-type: none"> ● Stay 2 metres apart from other employees and customers (or 1 metre with risk mitigation where 2 metres is not viable). ● Limit access to any kitchen areas and equipment. ● Minimise contact with other therapists when in communal and kitchen areas. ● Space out client chairs, minimise each room to 2 people only. ● Advise therapists to wear visors when working within 2 metres of clients. ● Remove seating in waiting areas to encourage social distancing. ● Stagger arrival and departure times. ● Provide training for therapist on new ways of working. ● Open more entrances and exits to site. ● Put up signs and use floor tape to remind people to keep social distance. 	<ul style="list-style-type: none"> ● Therapists to remain in their dedicated space throughout their time at site. ● Therapists to bring their own refreshments and food. ● Breaks to be taken outside the premises where possible. ● Therapists to sit at the furthest point in their dedicated room and to remain using the same chair throughout their visit. ● Therapist to have undertaken a risk assessment for their own private practices and to make this available for viewing. ● Removal of all shared kitchen equipment/provisions i.e. kettle, tea coffee etc. ● Removal waiting area to discourage waiting client practices. ● Stagger appointment times across the whole premises to avoid client contacts in corridors. ● Diverting all users to the back entrance of the premises. ● Closure of internal and main doors to separate the two businesses - Paul the Barbers and HT Counselling.



Control measures	Measures in place
<p>Administration Controls – Level 3</p>	
<p>Offices: preparation of the workplace</p> <ul style="list-style-type: none"> ● Service or adjust ventilation systems. ● Open windows and doors where possible to get as much ventilation as possible. ● Removal of all non-essential contact items. ● Stagger arrival and departure times for therapists and clients ● open more entrances and exits to the site ● provide hand washing facilities or hand sanitiser 	<ul style="list-style-type: none"> ● All windows should be opened whilst working in rooms with closed door. ● Internal front door to HT Counselling to be kept open during consultations. ● External door (new front entrance for HT Counselling to the back of the property), will remain closed for security purposes and the doorbell will be utilised to notify of client arrivals. ● Clients will be required to ring doorbell and therapists will temperature check clients before entering the premises. ● Removal of play and creative items such as paper and toys. ● Removal of white boards and accessories. ● Removal of desk fans and air freshers.
<p>Cleaning:</p> <ul style="list-style-type: none"> ● Cleaning of the premises will be undertaken thoroughly prior to the opening. ● Frequent cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as chairs, door handles, light switches, handrails, using appropriate cleaning products and methods. ● Sanitisation workstations to be available. ● Provide hand washing facilities or hand sanitiser where hand washing is not available. ● Restrict the use of items that are touched often. ● Provision of more bins and empty them more often. ● Clear workspaces and remove waste and belongings from the area at the end of a work pattern. ● Use different disposable hand towels for each client. ● Ensure therapists have freshly laundered clothes each visit. ● Encourage washing of items worn on the premises as soon as possible upon returning home. ● Wash your hands and clothes after helping someone in an emergency. ● Limit or restrict the use of ‘high-touch’ items such as printers or whiteboards. 	<ul style="list-style-type: none"> ● Rigorous checks will be carried out to ensure that the necessary procedures are being followed. ● Cleaning products and paper towels are provided. ● Therapists to clean allocated work area after each client. ● No tissues, glasses or water to be provided in the therapy rooms. ● Individual clients will have access to a wellbeing pack located in the kitchen area. All will have been thoroughly cleaned and placed in ready made up bags. Clients will be encouraged to take a pack for their own use. ● Therapists will bring their own refreshments. ● Chairs will have covers that can be disinfected after each client. ● The kitchen bin must be used to dispose of any waste and the foot pedal and lid to be cleaned frequently. ● The Toilet will be closed to the public and for staff use only. ● Provision of hand sanitiser stations at the entrance door downstairs and within the Kitchen area. ● Provision of briefings to therapists of new cleaning procedures.

Control measures	Measures in place
<p>Administration Controls – Level 3</p>	
<p>Hand Washing:</p> <ul style="list-style-type: none"> ● Hand washing facilities with soap and water to be in place. ● Stringent hand washing to take place regularly. See hand washing guidance. <ul style="list-style-type: none"> ○ https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ ● Drying of hands with disposable paper towels see guidance. <ul style="list-style-type: none"> ○ https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/ ● Therapists encouraged to protect the skin by applying emollient cream regularly; <ul style="list-style-type: none"> ○ https://www.nhs.uk/conditions/emollients/ ● Gel sanitisers available where washing facilities not readily available. 	<ul style="list-style-type: none"> ● Therapists to be reminded to wash their hands on a regular basis, for 20 seconds with water and soap and the importance of proper drying with disposable towels. ● Also 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. ● Encourage therapists to act and deal with any problems associated with skin checks as part of a skin surveillance programme: <ul style="list-style-type: none"> ○ https://www.hse.gov.uk/skin/professional/health-surveillance.htm ● Use of signs and posters with instructions to wash their hands for 20 seconds as often as possible, to avoid touching their faces and to catch coughs and sneezes in tissues. ● Provision of hand sanitiser throughout the premises and in toilet area. ● Paper towels provided and removal of hand dryer facilities. <ul style="list-style-type: none"> ○



Control measures	Measures in place
<p>Engineering & Administration Controls – Levels 2 & 3</p>	
<p>Protecting customers and visitors on site</p> <ul style="list-style-type: none"> ● Work out the maximum number of clients that can reasonably follow social distancing guidelines (where they can stay 2 metres apart from other customers or 1 metre with risk mitigation where 2 metres is not viable). ● Inform clients and visitors of guidance about visiting the premises before they arrive (for example, by providing information on your website, booking forms, or over the phone). ● When booking an appointment ask the client if they can attend on their own where possible. ● Use signs and provide clear information to your customers and visitors when they arrive. ● Encourage clients to use hand sanitiser or handwashing facilities when they enter the premises. ● Adjust indoor and outdoor seating and tables to maintain social distancing guidelines. ● Remind customers accompanied by children that they are responsible for supervising them at all times. ● Work with your local authority or landlord to consider the impact of your processes, including queues, on public spaces such as high streets and public car parks. ● Work with neighbouring businesses and local authorities to provide additional parking or facilities such as bike-racks, where possible, to help customers avoid using public transport. ● Manage queues to ensure they do not cause a risk to individuals, other businesses or additional security risks. ● Consider the needs of people’s protected characteristics, (such as age or disability when modifying the premise). ● Encourage clients to arrive at their appointment time and not too early or late to avoid congestion. ● Ensure therapists reduce personal items brought into the premises. ● Face coverings (masks or visors) must be worn in the communal areas. 	<ul style="list-style-type: none"> ● Only 2 therapists working at one time (closure of one room within the premises). ● Staggered appointment times to assist one client in corridors at one time. ● Information video or letter to be provided and discussed prior to clients entering face to face work. Including no waiting areas, no additional personnel and screening of health prior to consultations. ● Signs provided and displayed. ● Hand washing (Kitchen sink available) and hand sanitiser stations provided down and upstairs. ● Therapists to be seated in the furthest point of designated room. ● No children (unless a booked client) allowed on the premises. ● Waiting area to be removed. ● No couple or parental work to be carried for the foreseeable future. Individual clients only. ● Therapists to ask clients screening questions before their appointment for close contact services (if they have a new continuous cough, a high temperature, or loss of smell or taste they should reschedule their appointment) ● Each client to be temperature checked and face coverings in place before entering the premises. ● Provision of tissues and water for each client to collect (from kitchen area) prior to each session starting. ● Therapists to amend or add to counselling contracts information disclosure regarding track and trace ● Therapists to wear face coverings (mask or visor) in all communal areas.



Acknowledgement of responsibilities

I acknowledge my responsibilities detailed above and have discussed any queries with Helen Townsend prior to undertaking face to face counselling sessions.

I also acknowledge I have an action to review my contracts with clients with particular attention paid to the sharing of client information required by the NHS Track and Trace.

I confirm I understand the protocols in place at HT Counselling Services and agree to ensure any escalations or actions are completed.

Signed.....

Full Name (Print).....