

## Covid-19 Risk Assessment

### Latest government guidelines:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres#offices-5-3>

### Key Headlines:

- Limiting and monitoring the numbers on site
- Hand sanitiser dispenser at the point of entry, further dispensers located around the premises. Ensure you use it on entry before touching surfaces and again as you leave. Ensure your clients do the same.
- Counsellor Signing In, please ensure you have sanitised your hands before signing in, and after signing out.
- Client attendance will be recorded by the Counsellor.
- Wearing of masks where the 2-metre social distancing cannot be accommodated or if working in a room where social distancing cannot be easily practised. You will be required to wear a face mask when moving around our buildings. They can be removed when sitting at a desk/work space.
- Regular handwashing, hand sanitizing and cleansing of areas. The expectation is that we all clean before and after use, any surfaces touched.
- No sharing of equipment such as pens/staplers etc.
- Personal belongings to be kept to a minimum and to stay with you.
- Clear desk policy – this is crucial to allow cleaning and in anticipation that desk will need to be utilized by others.
- Bring with you what you need and where possible take rubbish home with you.
- Ventilate workspace as much as possible.
- Do not compromise the safety of others by not respecting the room capacity stipulated.
- Collecting and sharing data with regards to NHS Test & Trace – expectation is that anyone visiting our premises consents to data being shared with the NHS Test & Trace service and their responsibility to inform CLCC Ltd should they develop symptoms/receive a positive Covid-19 test result.
- If a counsellor or client has symptoms of covid-19, the counselling session will not take place. If symptoms develop during the counselling session, the counselling session will be cancelled. Should anyone develop symptoms they should immediately self-isolate and seek a test.

We will monitor closely government guidelines and the risk assessment will be updated accordingly. For all of us to remain safe, we rely on everyone cooperating  
More detail of these practices is outlined below.

Date Of Assessment	23/09/2020	Assessor:	R. Yapp	
<b>Location</b>	<b>Hazard Description</b>	<b>Persons At Risk</b>	<b>Precautions/ Controls</b>	<b>Further Action For Staff / Volunteers</b>
Entering and Moving through the building	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Staff, Trainees Counsellors Supervisors Clients Visitors Contractors	<p>Keep 2m away where possible from other people when walking around the building, wearing a face mask.</p> <p>Hand sanitiser station.</p> <p>Regular cleaning of site with particular attention paid to high touchpoint areas.</p>	<p>Use hand sanitising stations when entering and moving around the building.</p> <p>There is no set time to enter or leave to avoid staff entering or leaving at the same time.</p> <p>Therefore all individuals on site must be extra vigilant and allow people to pass in hallways or on stairs.</p> <p>Where possible avoid contact with communal surfaces.</p>
Kitchen Area	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Staff, Trainees Counsellors Supervisors	<p>Kitchen use is restricted to an absolute minimum and to be avoided if at all possible.</p> <p>Access only for purpose of obtaining water from the sink taps.</p> <p>Maximum 1 person in the kitchen at any one time.</p> <p>Use of washing up facilities, fridge, microwave is not permitted.</p> <p>No cups glasses or cutlery to be used from kitchen.</p>	<p>Staff and volunteers are advised to bring packed lunches and drinks from home, e.g. flasks of tea, bottled water.</p> <p>All are requested to take their rubbish home with them.</p>
Toilets	<ul style="list-style-type: none"> <li>Contact with contaminated surfaces</li> </ul>	Staff, Trainees Counsellors Supervisors Clients Visitors Contractors	<p>Handwash is provided</p> <p>Any paper towels used to dry hands must be disposed of in bins with plastic liners.</p>	<p>Hands to be washed before and after using toilet facilities.</p>
Hand sanitising equipment	<ul style="list-style-type: none"> <li>Contact with contaminated surfaces</li> </ul>	Staff, Trainees Counsellors Supervisors	<p>Staff will be responsible for checking stock and restocking.</p> <p>All to be vigilant of low stock cleaning material and wipes</p>	<p>Report to Centre Manager or Administrator if stocks are low.</p>
Office space and work stations	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Staff Trainees Counsellors Supervisors	<p>Number of staff allowed to work in office area has been reduced to ensure social distancing of 2m can be maintained.</p>	<p>Staff should clean down their working space before and after use including equipment e.g. phone, screen, keyboard, and other desk</p>

			<p>Office maximum capacity at 2m social distance = 2 people.</p> <p>Counsellor Area maximum capacity at 2m social distance = 1 person.</p> <p>Conference Room 2 is available for counsellors to use as waiting area if main office fully occupied.</p> <p>Cleaning materials are available in working area. Room to be ventilated as much as possible, including open door where confidentiality permits.</p> <p>Book Library including journals are not to be used.</p>	<p>equipment using the cleaning material provided.</p> <p>Maintain a clear desk policy and clear desk at the end of the day.</p> <p>Wear a face mask when moving around the building, this includes going to the toilet.</p> <p>Avoid using coat hooks, keep your personal belongings on, or under or at your workstation.</p> <p>Counsellor lockable cabinets can be used for mobile phones and valuables, but keys and hands must be sanitised before and after use.</p>
Shared office equipment	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Staff Trainees Counsellors Supervisors	<p>Shared equipment to be wiped down before and after use - cleaning equipment is located near all shared equipment (photocopier, entry phone, filing cabinets)</p> <p>One person usage at any one time, maintaining 2m social distancing or wearing masks where not possible.</p>	Minimise use of shared equipment where possible.
Welcoming Visitors	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Staff, Trainees Counsellors Supervisors Clients Visitors Contractors	<p>Any offsite visitors must be greeted at the front door, communicate the expectations of being on site, check if they are symptomatic, ensure they sanitise their hands and wear a mask.</p> <p>Only two clients permitted in client waiting area at any one time.</p>	As the person welcoming the visitor onto site it is your responsibility to communicate the requirement to wear face masks on site and other safety protocols.
Meeting & Conference Rooms	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Staff, Trainees Counsellors Supervisors Visitors Contractors	Face to face meetings can be facilitated where 2m social distancing can be maintained. Where 2m social distancing cannot be maintained then face mask	
Counselling Rooms				
Clients arriving on site	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Staff, Trainees Counsellors Supervisors Clients	When a counsellor is meeting a client, they are required to greet them from the door, let them know expectations of being on	Arrive on time to greet client.

		Visitors Contractors	site, check if they are symptomatic, ensure they sanitise their hands and wear a mask.	
Counselling Rooms	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Staff, Trainees Counsellors Supervisors Clients Visitors Contractors	<p>Hand sanitisers in each room.</p> <p>Sanitiser spray and wipes in waiting room</p> <p>Stocks of wipes to be located in office if supply has run out.</p> <p>Counsellors will sanitise the touch points in their booked counselling room before and after each client.</p> <p>Disposal of wipes in foot-pedal bin provided.</p> <p>Ventilate the room as much as possible, ensure doors left open after use.</p>	<p>Limit personal belongings and keep them with you, there will be nowhere to leave items other than inside the lockers.</p> <p>Room bookings include Counselling room number in order to provide visibility of room occupancy.</p> <p>Replenishment of sanitising equipment located in office.</p> <p>Counsellors must communicate with staff if sanitising equipment is running low so that top ups can be provided.</p> <p>It is advisable to carry a personal supply of hand sanitiser in the event of a communal supply not being available on arrival.</p>
Counsellor area adjoining office	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Trainees Counsellors Supervisors		<p>Counsellors are only permitted to be on site when seeing clients with a scheduled room booking.</p> <p>Staff and Volunteers should not congregate in the communal areas or hallways.</p>
Client Financial Contributions	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Trainees Counsellors Staff Clients	<p>Card Reader to be used where possible, sanitise before and after use.</p> <p>Cash - client to put into appropriate envelope and put in wall safe in Counselling Centre.</p>	<p>Staff to sanitise hands before and after processing contributions for banking. Surfaces contacted must also be sanitised.</p>
Centre Documents for completion by client e.g. contracts, PHQ-9, GAD-7	<ul style="list-style-type: none"> <li>Personal contact</li> <li>Contact with contaminated surfaces</li> </ul>	Trainees Counsellors Staff Clients	<p>Client to complete in the counselling room. Sanitise hands before and after issue/collection.</p>	<p>Office Staff to sanitise hands before and after processing (preparation and recording) documentation</p>
<b>Supervision</b>				

	<ul style="list-style-type: none"> <li>• Personal contact</li> <li>• Contact with contaminated surfaces</li> </ul>	Trainees Counsellors Supervisors	Group Supervision Remote until January 2021	Where more than 2 people meeting and 2m distance cannot be maintained, masks are to be worn.
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**Should anyone develop covid-19 symptoms (or if someone in their household has) they should immediately self-isolate and seek a test. On receipt of test results, CLCC Ltd must be informed immediately. If positive, contact will be traced and data shared with NHS Test and Trace.**