

General Risk Assessment

Company Name: Sunderland Counselling Service

Site Address: 51 John Street, Sunderland, SR1 1QN.

Risk Assessment Reference: JSCOV1	Date of Assessment: 09/11/2020 (previous assessment 17/07/2020 and 04/09/2020)	Risk Assessor: Leanne Davis and Rachel Glasspool
Title: Coronavirus – Premises Based Workers	People Involved in Making This Assessment:	
Task or Process: Risks from Coronavirus	People at Risk: Employees, Contractors, Visitors, Members of the Public	
Date of next review: 11 th January 2021		

Hazard (hazard and hazard description):

Staffing. Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

Control Measures (existing):

1. Prior to returning to work, employees must complete a "pre-return to work" form confirming that to the best of their knowledge, they have not been in potential contact with the virus.
2. A COVID-19 Business response plan, has been drawn up to address the potential level of risk (including for individual workers) and formulate procedures for responding to suspected cases.
3. Staff must undertake training in relation hygiene management prior to returning to the building.
4. Staff must complete demographic risk assessment individually and appropriate adjustments in place, including maternity status. All staff who are not deemed safe to be in the workplace will remain working from home.
5. Workers to contact a member of the admin team using a phone in their dedicated workspace when they arrive and leave John Street.
6. Staff must not share bottles, cups and cutlery that touch their mouths.
7. Staggered breaks for refreshments where practicable should be organised to ensure physical distancing and contain the spread of the virus.
8. HSE and Public Health warning posters displayed throughout the premises.
9. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
10. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.

11. All members of staff are to ensure their personal details, including address, contact number(s) and email address are up to date on Bright HR, including their emergency contact details, prior to returning to the workplace. Any subsequent changes must be made as a matter of priority.
12. To enable prompt identification and isolation of workers who may have symptoms, a log of contact work to facilitate contact tracing.

Further Control Measures Required:

All demographic risk assessments for returning staff to be reviewed by LD / RG

Assigned To:

LD / RG

Due Date:

Ongoing

Hazard (hazard and hazard description):

Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse effect on their health and wellbeing.

Control Measures (existing):

1. In accordance with Government policy staff who are in the vulnerable and high risk categories are not allowed on the premises. They are working from home.
2. A COVID-19 Health questionnaire has been given to all staff before returning to work to ascertain risk levels.
3. Staff with family members in at risk categories have been instructed to inform their management team. Decisions on home working will be made in accordance with public health advice and are taken on a case by case basis.

Further Control Measures Required:

All risk assessments to be completed by line managers and returned to LD / RG

Assigned To:

Line managers

Due Date:

Ongoing

All risk assessments to be reviewed by LD / RG prior to individuals returning to John Street

LD / RG

Ongoing

Hazard (hazard and hazard description):

Staffing who may develop direct or indirect COVID related symptoms either in or out of the workplace which may have a significantly increased adverse effect on their health and wellbeing and that of other members of staff.

Control Measures (existing):

1. All members of staff who have been contacted by Test and Trace or been in close contact with somebody who has developed COVID related symptoms or had a positive COVID test are not permitted to enter John Street or any affiliated building for the relevant self-isolation period. Their return to work should be discussed and agreed in advance with their line manager. During a period of self-isolation members of staff should not present to John Street for any reason.
2. All members of staff who develop any of the COVID related symptoms whilst at home are not permitted to enter John Street or any affiliated buildings. Staff should report any sickness to their line manager as per the sickness policy and provide dates of their access to the building. If an individual feels well enough to work from home, they will be permitted to do so as long as this can be undertaken in line with self-isolation national guidance and the organisation requirements regarding home-based working.
3. Staff should access a COVID 19 test as soon as possible and follow self-isolation requirements as set out by PHE.

4. Staff should inform their manager as soon as possible as to the result of their COVID 19 test.
5. Should a staff member become ill with COVID related symptoms whilst in John Street they should immediately contact their line manager via phone and in their absence the Chief Executive. The manager should confirm which rooms the individual has accessed that day and also staff they have been in close contact with over the previous 48 hours which includes Being face to face with someone who is closer than 1meter from you at any length of time or being within 1-2 meters of someone for more than 15 minutes.
6. The affected member of staff should open the window in their room, take all of their belongings, ensure they sanitise their hands and are wearing a face covering, close the door to their allocated work space and then leave the building by the nearest exit taking care to avoid any surfaces as far as possible.
7. Once home they should contact NHS 119 for a COVID 19 test
8. Any room in which contained a member of staff with suspected COVID 19 should be marked as inaccessible until cleaned by the contracted cleaner.
9. All cleaning within these areas should be completed in line with the Handling Suspected Cases of COVID 19 policy.
10. All common touch points in communal areas accessed by the staff member must all be cleaned immediately in line with the Handling Suspected Cases of COVID 19 policy. This would include as a minimum door handles and metal panels, toilet keys and bannisters.
11. If more than one staff member who has accessed the building tests positive, a senior member of staff must contact the local health protection team on <https://www.gov.uk/health-protection-team>
12. All staff must comply with specific PHE local instructions following a positive test.

Further Control Measures Required:	Assigned To:	Due Date:
Electronic confirmations of Handling Suspected Cases of COVID 19 are to be saved	RG / LD	Ongoing

Hazard (hazard and hazard description): Travel to work, parking and travel for business reasons.		
Control Measures (existing):		
<ol style="list-style-type: none"> 1. Induction process carried out in accordance with government protocols on return to work and new procedures for dealing with COVID-19 in the workplace. 2. All cars which have been agreed in advance can park at the rear of John Street are to be reversed parked leaving as much space between drives doors and the adjacent car as possible. 3. People travelling by public transport must wear face coverings unless they have a medical exemption. 4. With the exception of staff opening the building, all staff on arriving work must present to the front of the building and regardless of travel means must be wearing an appropriate face covering prior to entering the building. 5. All staff wash their hands immediately on entering in line with PHE guidelines. If they are unable to use the accessible toilet, they must use antibacterial gel in line with PHE guidelines available near to the rear door. 		
Further Control Measures Required:	Assigned To:	Due Date:

All staff to be responsible for filling antibacterial gel dispenser	All	Ongoing

Hazard (hazard and hazard description):

Opening, arriving, leaving and locking up 51 John Street. There is a potential for numerous members of staff to arrive and / or leave at the same time which could increase the risk of spreading COVID 19.

Control Measures (existing):

1. All staff who are opening or locking the building to be issued with antibacterial gel if required to store in their vehicle / within their personal belongings if not parked at the rear of the building.
2. All staff must clean their hands and then wear an appropriate face covering whilst opening up and locking the building.
3. Staff who are opening up the building must enter through the rear of the building whilst maintaining a physical distance of 2m from each other.
4. Staff are required to wash their hands immediately on entering the building in line with PHE guidelines.
5. Other staff arriving at John Street must enter through the front of the building and use the hand sanitiser available in the front porch.
6. Prior to leaving the building all staff are to close the window in their allocated work area.
7. Prior to leaving the building, staff are to contact the admin team with the internal phone to let them know of their intention to leave. They must then sanitise the phone.
8. Prior to leaving the building all staff are required to wash or sanitise their hands.
9. If more than one member of staff is leaving, then social distancing must be observed at all points.
10. Prior to locking up, a check of the building is to be undertaken by members of the admin team.
11. All staff must leave through the rear of the building
12. A minimum of two members of staff are required to be present to lock up the building whilst maintaining a physical distance of 2m from each other.
13. Keys should never be shared.
14. One individual should be responsible for locking the building and closing the shutter.
15. Once the building is secure the two remaining staff should use antibacterial gel in line with PHE guidelines and wash their own hands on entering their own home.

Further Control Measures Required:	Assigned To:	Due Date:
One way labels are to be put in place throughout the building	RG	27.11.2020

Hazard (hazard and hazard description):

Close contact with others. Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures (existing):

1. After washing and /or sanitising hands, staff are required to travel to their allocated workspace whilst adhering to social distancing.
2. Once available, staff with smart phones are to use a QR code to sign in and out of the building.
3. In addition, all staff are to alert a member of the admin team of their arrival by phone once they have travelled to their allocated workstation and sanitised it.
4. Staff will be allocated a room to work from and they are encouraged to remain in that space unless for essential travel throughout the building.
5. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible. Meeting rooms should be kept well ventilated.
6. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m rule.
7. Physical contact, such as handshakes, hugs, pat on the back, etc. are prohibited and policy in place.
8. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
9. Screens to be installed where necessary.
10. When sharing an office space visors will be available for admin staff should they wish to wear one whilst seated at their desk.
11. With the exception of designated staff, access to the admin office is restricted to essential staff only.
12. Whilst in communal areas all staff are required to wear face coverings unless they provide a medical exemption.

Further Control Measures Required:

Further Control Measures Required:	Assigned To:	Due Date:
Signage for rooms for 2m rule (tape to be set out if meetings take place)	RG	Ongoing
All meetings to be completed virtually where possible	LD	Ongoing
Screens to be ordered and installed	RG	Ongoing
QR code instructions to be sent to all staff	RG	11.12.2020

Hazard (hazard and hazard description):

Administrative office. The office has historically been used frequently by non-administrative tasks to undertake tasks such as photocopying, checking room booking. The space within this office creates a risk of potential contamination through coughing and sneezing and contact with surfaces and controls and lack of social distancing.

Control Measures (existing):

1. Access to the admin office for non-administrative staff is to be restricted to exceptional circumstances. Anybody accessing this room will be expected to wear a face covering. Administrative staff will be expected to wear masks during this time.
2. Anybody accessing the room will be expected to remain in the social distancing marked area.
3. Only one non-administrative person would be allowed in the admin office (again access should only be in exceptional circumstances)
4. Staff who must access the admin office are to avoid any unnecessary time spent in there or in the doorway leading to it.
5. The paper room booking diary is to be suspended and an electronic version accessible to all will be implemented.
6. Staff are to email the office email account should they require any photocopying to be undertaken. The admin staff will sanitise their hands prior to picking up the photocopying and place this in an envelope with the person's name clearly marked. The photocopier is to be sanitised after use. Completed photocopying will be left in an envelope at the bottom of the stairs in the basement. Once opened the envelope should be placed in the bin and staff are to sanitise their hands.
7. Any clinical correspondence is to be produced through IAPTus and counsellors are to use the batch print function with admin sending this direct to intended audience.
8. Any non-clinical correspondence, except for private and confidential information, should include an electronic signature with a corresponding address and be sent to admin who will print and post it.
9. Staff are to inform admin if the confidential waste bin is nearing the top so that a new bag can be placed in there.

Further Control Measures Required:

Assigned To:

Due Date:

Trays for photocopying to be placed at the bottom of the stairs	CS	31.12.2020
Electronic room booking diary to be kept up to date including clients	CS	30.11.2020

Hazard (hazard and hazard description):

Workstations, IT and telephony equipment. Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures (existing):

1. Wherever possible windows should be kept ajar to allow adequate ventilation throughout the room, this includes in rooms with staff working in isolation.
2. Staff are instructed not to share phones, headsets and personal mobile phones with others to prevent accidental cross contamination.
3. Wherever possible staff are to be allocated their own desk which they must work from. No hot desking is permitted.
4. Staff instructed that they should not use each other's IT equipment, to prevent accidental cross contamination.
5. Staff are required to clean and sanitise their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets on a regular basis throughout the working day including prior to commencing and on completion of work. Suitable wipes and cleaners that do not damage equipment are provided.
6. Staff are required to replenish their sanitising equipment from the store held in the kitchen and should never leave a room with low or no cleaning equipment.

7. All staff issued with laptops and mobiles are to bring and take home their equipment on a daily basis. Appropriate baggage for this will be supplied, this must be stored under your designated desk or room and not placed on a hard work surface.
8. Personal mobile phone charges or other personal electrical equipment is not to be brought into or used within John Street.
9. All loose soft furnishings, including cushions and toys will be removed from all therapy rooms.

Further Control Measures Required:	Assigned To:	Due Date:
Review of IT equipment to be completed prior to staff returning to John Street	RG / LD	Ongoing

Hazard (hazard and hazard description):

Meeting rooms. Potential risk or transfer of virus on account of close contact with other persons.

Control Measures (existing):

1. Use of Microsoft Teams or equivalent for meetings wherever possible.
2. Offsite meetings to be held over Microsoft Teams or equivalent and external face to face meetings to be held only when absolutely necessary and in line with the site's health and safety COVID 19 requirements.
3. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
4. Staff using Conference and meeting rooms instructed to follow Govt advice and maintain a 2m separation distance.
5. Staff instructed that the same 2m distance rule must be applied to any meetings with clients or visitors.
6. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc. and to give a polite explanation of this policy if required.

Further Control Measures Required:	Assigned To:	Due Date:
Signage for rooms for 2m rule (tape to be set out if meetings take place)	RG	Ongoing
All meetings to be completed virtually where possible	LD	Ongoing

Hazard (hazard and hazard description):

Communal facilities, entrance, toilets, stairs, etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

Control Measures (existing):

1. Contract cleaning services have been increased to a daily contracted cleans which will include toilets and communal areas, along with workspaces and the cleaning routine is to a higher specification. A regular deep clean will also be undertaken.
2. On each occasion they use them, staff are required to clean any surface with antibacterial spray or wipes they have touched when using welfare facilities, this includes but is not limited to toilets, sinks, door handles, soap dispensers, towel dispensers, kettle and fridge.

3. All staff in communal areas within John Street, including the kitchen, reception, toilets, stairwell and passages must wear a face covering at all times. Staff can elect to wear their own clean face coverings, however this must cover both the mouth and nose. In the absence of personal face coverings, disposable face masks will be provided.
4. Posters regarding the use of face coverings are provided on the back of office doors.
5. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. HSE and Public Health hand washing advice posters are displayed.
6. Staff instructed to clean their hands before and after using the toilet, by washing their hands with soap and water for at least 20 seconds. As above all surfaces are to be sanitised after use.
7. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc.) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.
8. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
9. Where available windows in bathrooms are to be left open during working hours.
10. Only one member of staff is permitted to use a flight of stairs at any time. Should there be more than one-person present, the additional member of staff must wait in the designated social distancing area identified on each landing.
11. Staff are required to ensure that coats, scarfs and other outdoor items are stored either on the back of their own chair or on coat hooks provided, no items of clothing should touch another.
12. No bags to be placed on a hard surface apart from the floor.

Further Control Measures Required:	Assigned To:	Due Date:
1. Toilet seat for upstairs toilets to be fitted	RG	31.12.2020
2. Face masks and disposable gloves to be ordered	RG	Ongoing

Hazard (hazard and hazard description):

Personal hygiene - Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures (existing):

1. Induction process carried out in accordance with government protocols on return to work and new procedures for dealing with COVID-19 in the workplace.
2. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
3. Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided.
4. Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
5. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues are to be flushed down the toilet or pocketed and taken home for safe disposal.

Further Control Measures Required:	Assigned To:	Due Date:
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Personal hygiene training to be completed prior to returning to John Street	LD / RG	Ongoing

Hazard (hazard and hazard description):

Cleaning and hygiene. Inadequate cleaning and hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.

Control Measures (existing):

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Contract cleaning staff have been increased in line with the increased cleaning regimes.
2. A deep clean was carried out before re-entering premises after COVID-19 and all staff are expected to clean a minimum of twice a day with touch points being more regular.
3. All staff are required to clean any surface with antibacterial spray or wipes they have touched when using welfare facilities, this includes but is not limited to toilets, sinks, door handles, soap dispensers, towel dispensers, kettle and fridge.
4. Suitable disinfectant cleaning products are used by the contracted cleaning staff.
5. A colour coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces.
6. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.
7. Staff are required to report anything contaminated or spilt that requires cleaning.
8. On a weekly basis the contract cleaner will clean throughout the building with bleach.
9. On a monthly basis all soft furnished chairs will be steam cleaned.

Further Control Measures Required:

	Assigned To:	Due Date:
Inventory sheet for all cleaning & sanitising agents, hand wash and paper towels (Logged daily)	RG	10.7.2020
Cleaning log for cleaners	RG	10.7.2020
Cleaning log and rota for staff for touch points and communal areas	RG	10.7.2020
Cleaning log for all individual rooms and staff allocated to that room	RG	10.7.2020

Hazard (hazard and hazard description):

Waste. Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures (existing):

1. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated.
2. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.
3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Waste bins are provided at employee desk areas and within kitchen areas.
6. Bins are to be double bagged.

Further Control Measures Required:	Assigned To:	Due Date:
Staff hygiene training to be completed	RG / LD	Ongoing
Tissues to be available in every room	All	Ongoing

Hazard (hazard and hazard description):

Food and drink preparation areas. Potential risk or transfer of virus through cross contamination.

Control Measures (existing):

1. The kitchen may only be used by one member of staff at any time.
2. Any staff member requiring to access the kitchen to prepare hot food must contact a member of admin staff and they will be allocated a 15 minute slot.
3. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
4. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.
5. Staff are required to use their own drinking mugs and glasses to prevent cross contamination.
6. Keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
7. Wash their hands thoroughly before using these facilities and on leaving these facilities.
8. The microwave oven should be left in a clean condition and wiped out after use.
9. Any half-eaten food products are to be placed in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
10. Wherever possible staff are encouraged to bring their own refreshments with them in sealable containers or bags and avoid purchasing food from outside of the building.
11. Breaks should still be taken, and we encourage people to get fresh air whilst adhering to all relevant social distancing guidelines.
12. Staff must not use unwashed cups, cutlery or crockery and are encouraged to use their own.
13. All dishes are to be rinsed prior to being placed in the dishwasher.
14. A dishwasher is available and must be used to thoroughly clean crockery and cutlery. Hand washing dishes is not allowed.

15. Single use paper tissues are to be used to dry any spills.
16. Only plastic cups provided can be used for the water cooler. The water cooler is to be sanitised after each use (handle, cup dispenser).
17. Wherever possible any goods bought in break times should be stored in staff's own vehicles.

Further Control Measures Required:	Assigned To:	Due Date:
Kitchen rota with cleanliness checks and sign off sheet	RG	10.7.2020
Inventory sheet for all kitchen cleaning products and requirement (logged daily)	RG	10.7.2020
All items such as cleaning products and PPE to be regularly ordered	RG	Ongoing

Hazard (hazard and hazard description):

Smoking shelters. Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

Control Measures (existing):

1. Smoking tobacco or e-cigarettes is confined to a dedicated external smoking area.
2. Staff advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.
3. All cigarette ends to be placed in the dedicated cigarette bin by the smoker. They must not to be placed in general rubbish.
4. Cleaning of the cigarette bin to be integrated into contracted cleaning staff's role wearing appropriate PPE.

Further Control Measures Required:	Assigned To:	Due Date:

Hazard (hazard and hazard description):

Passenger and goods lifts. The space within the lift creates a risk of potential contamination through coughing and sneezing and contact with surfaces and controls.

Control Measures (existing):

1. Lift use is to be temporarily suspended. This will be reviewed should any member of staff require to use the lift for access issues.
2. Clients with accessibility issues will be seen in a community based accessible building

Further Control Measures Required:

Accessible outreach locations to be secured

Assigned To:

RG

Due Date:

30.11.2020

Hazard (hazard and hazard description):

Local lockdowns may be implemented which requires either the building to temporarily close or staff to be unable to access this. Failure to comply with local lockdown guidance could result in the increased risk

Control Measures (existing):

1. The Service and Deputy Service Manager are to keep abreast of local guidance relating to lockdown requirements.
2. All staff will be expected to comply with local lockdown requirements.
3. A staff rota is to be stored on the shared drive, so it is clear who is expected in the building daily.
4. If an immediate lockdown is instigated the Service Manager and / or Deputy Service Manager will inform all affected staff of the implications for them and the service.
5. Staff are required to carry work laptops and mobiles to and from work when in attendance.
6. The landline call forwarding option will be instigated where required.
7. The SCS website is to be kept up to date with local developments.
8. The John Street risk assessment will be updated to reflect local changes.

Further Control Measures Required:

Rota for staff to be developed

Assigned To:

RG / LD

Due Date:

Ongoing

Hazard (hazard and hazard description):

Visitors to the building including contractors may unknowingly be carrying COVID and risk passing this on to staff members present in the building or through cross contamination of items.

Control Measures (existing):

1. All visits for contracted work to be pre-arranged
2. Visitors will be expected to complete a declaration form relating to COVID
3. All visitors will be expected to provide contact information for the purposes of GDPR which will be stored in accordance with GDPR for 21 days.
4. All visitors are to sanitise their hands on each occasion they enter the building
5. All visitors are expected to socially distance from all other personnel in the building
6. Those undertaking work within the building will be provided with sanitizing equipment to clean down anything touched.

7. Additional cleaning will be undertaken where required in areas in which they have worked by contracted cleaners.

Further Control Measures Required:	Assigned To:	Due Date:
Test and trace spreadsheet to be kept up to date	Admin Team	28.09.2020

Hazard (hazard and hazard description):

Offering face to face counselling. Clients accessing the building may unknowingly be carrying COVID and risk passing this on to staff members present in the building or vice versa or through cross contamination of items.

Control Measures (existing):

1. All counselling appointments are to be offered as standard by video or telephone call and only in exceptional circumstances will face to face appointments be agreed.
2. Should a client's preference be to have a face to face appointment, the counsellor is to encourage and trial, where possible, the option of video and telephone first. Only with explicit clinical and operational rationale will appointments be offered face to face.
3. All potential face to face appointments require the agreement of the Clinical or Deputy Clinical Lead **and** Service Manager or Deputy Service Manager. Factors such as counsellor gender preference, accessibility issues and hearing impairments will also be considered, and appropriate adjustments made.
4. Clients are to be sent information relating to COVID 19 and the implications for them accessing their treatment face to face in advance of attending their appointment.
5. Should a client or counsellor develop symptoms of COVID 19 they are not permitted to attend John Street for their relevant period of self-isolation and until they are no longer symptomatic. If possible, appointments will be offered by phone or video in the interim or if not, then treatment will be delayed during the period of self-isolation.
6. Should either client or counsellor at any point be in close contact with an individual who is displaying symptoms of COVID 19, they will not be permitted access to the building and appointments will either be offered by phone or video or a gap in treatment will be required for a minimum of two weeks.
7. Information will be circulated in advance of their appointment which sets out restrictions in relation to COVID 19 and access to the face to face provision.
8. All appointments are to be off set to reduce the numbers attending at any one time to an absolute minimum.
9. On attendance at each appointment at John Street, or affiliated building, a client will be expected to provide an in-time analysis of their risk in terms of key health factors for COVID, include access to other people who are potentially symptomatic
10. Entrance will only be permitted from the main entrance on John Street and clients will be expected to sanitise their hands on arrival.
11. Clients will be expected to provide up to date contact information for the purposes of test and trace. In addition, Test and Trace QR codes will be available should people wish to check in through this mechanism as well.
12. All clients will be required to wear a face covering at all times whilst in communal areas unless they have a medical exemption.

13. Clients will be required to attend John Street by themselves unless specific agreement has been made for carers attendance in advance. Any carer will be expected to comply with all measures which apply to clients. Any other person who attends an appointment with a client will be turned away from the building.
14. The reception area will remain out of use and clients will be escorted by their counsellor to their treatment room on arrival. Both parties should socially distance wherever possible.
15. Clients are discouraged from bringing any unnecessary items with them, such as shopping bags. Any personal items are to be stored in an allocated space in the counselling room.
16. All counselling rooms are to be ventilated throughout counselling appointments.
17. Screens will be in place in each counselling room and the chairs are to be set socially distanced with the screen between the therapist and client.
18. PPE will be provided in each counselling room including hand sanitisers, visors and masks.
19. Once seated behind the screen the client and counsellor will be permitted to remove their masks, should they choose to, however visors and face masks will be available in the room for both parties to use should they wish to. Any visors should be left in the room when finished with.
20. Counsellors will discuss the clinical contract with clients in their first session which will reference COVID 19 and restrictions relating to it.
21. No refreshments will be available throughout the counselling session.
22. All tissues used in session must be placed in the bin(s) provided in the counselling room.
23. The use of items such as Russian dolls, sand trays, fabric dolls, etc. are not permitted in treatment sessions
24. On completion of the session, if they have been removed, counsellors and clients must put on face coverings prior to standing up.
25. All clients will be escorted to the rear of the building.
26. Counsellors will be expected to complete the COVID Counselling cleaning regime immediately after the appointment, including sanitising any item touched by them and clients in the counselling room, toilets and contact points such as door handles and panels and exit points.

Further Control Measures Required:	Assigned To:	Due Date:
Pre appointment information to be developed for clients	LD	16.11.2020
Standardized text for appointments to be developed	MG	20.11.2020
Standard script for the administrative team to be developed	MG / CS / LD	20.11.2020
Standard process descriptor for clinical appointments to be developed	MG / NA	20.11.2020
Online client room booking system to be developed	CS	30.11.2020
Test and trace spreadsheet to be kept up to date	Admin Team	Ongoing
One-way system markers in place	RG	23.11.2020
Therapy rooms to be set socially distanced	RG	23.11.2020
Cleaning packs to be provided in therapy rooms	RG	23.11.2020
COVID Counselling cleaning regime developed	LD	20.11.2020

Review Date:	Reviewer:	Comments: