# COVID-19 ORGANISATIONAL RISK ASSESSMENT

| Company: | Open Road Visions | Location: | Various (Essex & Kent) | Assessment Date: | 05/01/21 |
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| Operation: | Coronavirus (COVID-19) | Completed by: | Jody Leach | Review Date: | 05/04/21 |

| No. | Hazard | Risk Level | Control Measures | New Risk Level | New Controls Required | Target Date |
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| 1. | **Outbreak of Coronavirus COVID-19**<br><br>**Risk to:**<br>All persons | High | COVID-19 causes respiratory illness in humans, usually resulting in symptoms including:<br>1. High temperature<br>2. A new, continuous cough<br>3. Loss of, or change to sense of smell or taste<br>Symptoms may be mild for most, but some individuals experience more severe symptoms, leading to pneumonia, breathing difficulties and death.<br><br>All Open Road premises have been adapted to ensure compliance with covid-secure requirements, including the use of thermometers before allowing anyone to enter premises.<br><br>Open Road's disciplinary policy has been updated to include guidance on how to manage any staff that are found to have breached or jeopardised covid-secure requirements.<br><br>All teams are adhering to a reduced rota of staff being present at any time. These minimum numbers have been agreed to ensure services can continue in the most practicably safe way as possible. | High | Review latest Government/Public Health guidance and update as required. | On-going |
| 2. | **Communication/ Education of staff**<br><br>**Risk of:**<br>Infection control | High | Educate staff via regular communications without causing panic.<br>Coronavirus-specific Bulletins have been developed and continue to be issued to all staff and volunteers on a regular basis.<br>Promote good hand and respiratory hygiene, promoting | Medium | Review latest Government/Public Health guidance and update as required.<br><br>Teams to be reminded of the | On-going |

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| | **Risk to:**<br>All persons | | infection control procedures.<br>Regular email communications from the Senior Management Team informing of any ad hoc developments and/or changes needing to take place to ensure everybody's wellbeing. | | need to adhere to all covid-secure requirements when entering any Open Road premises. | |
| 3. | **Good Personal Hygiene**<br><br>**Risk of:**<br>Infection control<br><br>**Risk to:**<br>All persons | High | Persons should cover their mouth and nose with a tissue (not hands) when they cough or sneeze. Used tissues should then be placed in the bin immediately.<br>Persons should then wash their hands with soap and hot water for a minimum of 20 seconds – using hand sanitiser gel if soap and water are not available.<br>Persons must avoid any close contact with other people (i.e. no physical contact).<br><br>Ready supply of hot water, soap and paper towels and provision of hand sanitisers in key areas throughout premises. | Medium | Review latest Government/Public Health guidance and update as required.<br>On-going monitoring by management. | On-going |
| 4. | **Staff member with symptoms/close contact with persons with symptoms**<br><br>**Risk of:**<br>Covid symptoms, pneumonia, breathing difficulties, death<br><br>**Risk to:**<br>All persons | High | A staff member who is experiencing Covid symptoms, or who has had close contact with someone experiencing symptoms, must not come to work.<br><br>The staff member should contact their GP/ NHS helpline and follow the appropriate Public Health guidance and protocol.<br><br>The staff member should then contact the organisation and update them in relation to their condition and advice they have been given. If the staff member is advised by medical professionals to self-isolate, they must do so and only return to work when the incubation period has ended.<br><br>Current Government advice requires persons who | Medium | Review latest Government/Public Health guidance and update as required. | On-going |

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| | | High | have either developed symptoms or who have been in contact with a family member who has presented with symptoms of Covid-19, to self-isolate along with all members of the household for 10 days. If a staff member becomes unwell with coronavirus-related symptoms whilst on site, they must make their way to a confined area, and contact their manager or a member of management immediately.<br><br>The person will be advised to liaise with their GP/NHS helpline to seek further advice before leaving site, to ensure they reduce the likelihood of infecting other persons (i.e. may be advised not to use public transport etc.). The person will be reminded of the need for them to self-refer to a testing facility as soon as possible.<br><br>All other staff will be advised that a member of their team has either tested positive or shown signs of the infection. The individual's identity will be safeguarded wherever possible. | Medium | | |
| 5. | **Persons returning from travel in a high-risk area**<br><br>**Risk of:**<br>Infection control<br><br>**Risk to:**<br>All persons | High | Employees must follow Government advice if they have returned from travel to any of the "high-risk" areas (as defined by Government).<br>This advice incudes the requirements for the individual to quarantine if they have returned from a high-risk area within the last 10 days, even if they do not have any symptoms.<br>The individual should liaise with their GP, call the NHS helpline to notify them of their travel, current status and to receive further advice.<br>The organisation will also advise the individual not to return to work until after the incubation period. | Medium | Review latest Government/Public Health guidance and update as required | On-going |
| 6. | **Work-related** | High | All non-essential travel to be avoided. | Medium | Review latest | On-going |

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| | **travel**<br><br>**Risk of:**<br>Increased exposure, Infection control<br><br>**Risk to:**<br>Staff member travelling, all persons | | All work-related travel will be reviewed and decisions made as to whether the travel should take place. This will be done on an individual basis by taking circumstances at the time consideration (e.g., purpose of travel, area of travel, methods of travel, infection control procedures etc.).<br><br>Staff members must inform their line manager of any forthcoming travel plans, prior to travel, including personal travel.<br><br>Visitors to premises are screened and reviewed, with no authorisation provided to those persons from high-risk areas, or who should be self-isolating in accordance with Government guidance. | | Government/Public Health guidance and update as required. | |
| 7. | **Higher risk groups**<br><br>**Risk of:**<br>Infection control<br><br>**Risk to:**<br>Elderly, pregnant women, BAME communities and those with pre-existing medical conditions | High | Consideration is given to allowing high-risk individuals to work from home, particularly if there are coronavirus cases confirmed near the workplace.<br><br>The organisation will review the situation regarding localised cases on an on-going basis and ensure good communication with all high-risk individuals. | High | Review latest Government/Public Health guidance and update as required. | On-going |
| 8. | **Internal cleaning**<br><br>**Risk of:**<br>Infection control | High | A cleaning regime is in place across the organisation, with contracted cleaning personnel in place to ensure the workplace, including welfare facilities is serviced and suitably cleaned on a regular basis. | High | Review latest Government/Public Health guidance and update as required. | On-going |

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|  | **Risk to:**<br>All persons |  | Staff are encouraged to disinfect their workstations during the day, particularly after eating and returning from the toilet.<br><br>Additional daily cleaning is performed by nominated staff members to ensure that all touch points are thoroughly cleaned throughout and at the end of each working day. |  |  |  |
| 9. | **Social distancing**<br><br>**Risk of:**<br>Infection control<br><br>**Risk to:**<br>All persons | High | Persons must follow Government/Public Health guidance when out of work.<br><br>All Open Road premises have been adapted to ensure compliance with covid-secure requirements, including the use of thermometers before allowing anyone to enter premises.<br>These include:<br>• Suspend meetings with external persons.<br>• Operate a policy of staggered lunches and breaks to reduce footfall in these areas at any one time.<br>• Encourage remaining a distance of 2 metres from work colleagues where possible.<br>• Reduce the number of persons in any one area to ensure compliance with 2-metre gap requirement directed by the Government/Public Health.<br>• Review work schedules, internal start and finish times, shift patterns, working from home etc.<br>• Redesign processes to ensure social distancing is in place.<br>Conference/video calls to be used instead of face to face meetings.<br>• Ensure sufficient rest breaks for staff.<br>• Welfare facilities and smoking areas to comply with social distancing requirements.<br>• Consideration to be given to a one-way system for | Medium | Review latest Government/Public Health guidance and update as required.<br><br>On-going monitoring by management. | On-going |

walkways where possible.
• Floor markings to promote social distancing.
• Cessation of 'hot-desking' within all premises where possible.

Visitors to premises are screened and reviewed, with no authorisation provided to those persons from high-risk areas, or who should be self-isolating in accordance with Government guidance.

All service users attending centres for essential and planned appointments with either Open Road or partner agencies, must adhere to social distancing requirements at all times:
• In line with guidance issued to all staff, service users must be let into and escorted out of the building by the worker responsible for that appointment.
• Neither drop-in areas or spaces outside the building must be used as waiting areas for service users to congregate.
• Should service users be asked to wait outside (e.g., awaiting a prescription), the worker responsible for this service user's appointment must ensure that social distancing requirements are enforced (e.g., marshalling queues and/or multiple service users waiting for support).
• It is the responsibility of the agency responsible for multiple service users being present at one time to ensure all social distancing measures are implemented outside of the building.

Staff to be regularly reminded of the importance of social distancing both in and outside of work.

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| | | | Ongoing monitoring by local Open Road management in liaison with partner agency management personnel.<br><br>Any incidents of this strategy not being enforced locally to be reported to Open Road's Senior Management Team immediately.<br><br>Open Road's disciplinary policy has been updated to include guidance on how to manage any staff that are found to have breached or jeopardised covid-secure requirements. | | | |
| 10. | **Personal Protective Equipment**<br><br>**Risk of:**<br>Infection control, eyes, mouth and nose<br><br>**Risk to:**<br>Individuals dependent on tasks performed | High | Public Health guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings, individuals are asked to observe social distancing measures and practice good hand hygiene behaviours.<br><br>All Open Road premises have been adapted to ensure compliance with covid-secure requirements, including the use of thermometers before allowing anyone to enter premises.<br><br>Where PPE is a requirement for risks associated with the work undertaken, guidance will be issued to all staff on how to safely and effectively use the supplied items. Staff are reminded that PPE is not a substitute for complying with social distancing requirements, good hand washing and maintaining a clean environment.<br><br>Open Road's nominated First Aiders will be notified separately and regularly of any necessary national recommendations in the unlikely event of invasive first aid being required. | Medium | Review latest Government/Public Health guidance and update as required. | On-going |

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| | | <span style="color:red">■</span> | Open Road's disciplinary policy has been updated to include guidance on how to manage any staff that are found to have breached or jeopardised covid-secure requirements. | <span style="color:yellow">■</span> | | |
| 11. | **Mental Health**<br><br>**Risk of:**<br>Mental health issues<br><br>**Risk to:**<br>All persons | High | Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.<br><br>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation.<br>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.<br><br>Regular communication of mental health information and open-door policy for those who need additional support to be adopted by management.<br><br>Open Road now has mental health Champion representation/Mental Health First Aiders across all localities that any staff member can contact if needed. | Medium | Review latest Government/Public Health guidance and update as required. | On-going |