

**Covid-19 is a new virus that can affect your lungs and airways. It is a type of coronavirus of which there are a number in circulation at any one time. Symptoms can be mild, moderate, severe or fatal.** This is a **Risk Assessment Template** for dealing with the current Covid-19 situation in the workplace. It is not likely to cover all scenarios and each employer should consider their own unique circumstances. To keep up to date with current guidance in this fast changing situation visit <https://www.gov.uk/coronavirus>.

**Risk assessments are very important as they form an integral part of an occupational health and safety management plan. They help to:**

- Create awareness of hazards and risk.
- Identify who may be at risk (e.g., employees, cleaners, visitors, contractors, the public, etc.).
- Determine whether a control program is required for a particular hazard.
- Determine if existing control measures are adequate or if more should be done.
- Prevent injuries or illnesses, especially when done at the design or planning stage.
- Prioritize hazards and control measures.
- Meet legal requirements where applicable.

**The aim of the risk assessment process is to evaluate hazards, then remove that hazard or minimize the level of its risk by adding control measures, as necessary. By doing so, you have created a safer and healthier workplace.**

The goal is to try to answer the following questions:

- What can happen and under what circumstances?
- What are the possible consequences?
- How likely are the possible consequences to occur?

**Building Name:** West Oxford Community Centre

**Assessment carried out by:** Keith Birnie

**Date of next review:** w/c2/8/2021 at the latest

**Date assessment was carried out:** 19/07/2021 (changes highlighted)

### **Specific Aims:**

To identify the risks of operating a well-used community centre open to the public via Tumbling Bay Café as well as room hirers; contractors; and other occasional visitors to WOCA.

To identify the controls necessary to manage the risks under current guidance in respect of the coronavirus pandemic to be operated by WOCA in relation to the building operation and staff and the framework for tenant and group activity in the building.

# General Principles

**Covid 19 can be spread via:**

- Airborne Transmission
- Contamination of surfaces

**Risk of infection is made more likely because of:**

**Inability to maintain social distancing due to the layout and activities at the centre:**

- Access and Egress
- Communal services eg corridors and toilets
- Offices
- Activities of centre users

**Virus spreading because of 'aspiration' including**

- Coughing and sneezing
- Nature of the centre users' activity

**Virus spreading through**

- Infection via an asymptomatic carrier
- Infection of someone who develops symptoms

**Virus spreading through lack of understanding of the risks and necessary actions**

**Heightened levels of anxiety and the potential for conflict**

**Higher-risk groups include those who:**

- are older males
- have a high body mass index (BMI)
- have health conditions such as diabetes
- are from some Black, Asian or minority ethnicity (BAME) backgrounds

**WOCA considers the risks with reference to:**

### **Oxford City Council guidelines**

#### **Health and Safety Executive and HM Government Guidance**

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities/>

[https://www.gov.uk/coronavirus-business-reopening/y/any/up\\_to\\_4/yes/no/to\\_work/no](https://www.gov.uk/coronavirus-business-reopening/y/any/up_to_4/yes/no/to_work/no)

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings>

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

<https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings/>

<https://www.gov.uk/check-how-to-return-to-work-safely>

#### **Action with Communities in Rural England Guidance**

<https://acre.org.uk/cms/resources/re-opening-information-sheet-v.9-26-march-2021-final.pdf>

#### **Ongoing Advice from Community Matters**

**...and in the context of:**

**Continuing to meet its constitutional aims whilst carrying out a phased re-opening following the government's 'roadmap', moving from the current situation to:**

- **More than one activity in the building at a time**
- **Intergenerational contact (from 1 April, vulnerable people are no longer being advised to 'shield')**
- **Tumbling Bay Cafe operating with customers indoors**
- **Centre users entering and leaving the centre unsupervised by WOCA staff**
- **Open door (at least some times of the day)**
- **Offering all centre users access to toilets and hand-washing facilities**

**In the course of this process, the risk assessment will be regularly reviewed and amended, in accordance with changing government guidance and learning from centre users' phased return.**

## **Responsibilities**

**WOCA is legally responsible for the health and safety of its staff and volunteers. It has a separate risk assessment for them to address particular issues related to Covid-19.**

**WOCA CIO also has a responsibility to all centre users: tenants, licensees (Tumbling Bay Kitchen and Café and its customers); Community Artist); room hirers (Oxford City Council, group activity leaders and their participants); contractors; and other occasional visitors. Tenants, licensees, hirers and contractors, will need to be bound by this risk assessment, and carry out their own risk assessments to cover their particular activities. They and WOCA will need to agree who is responsible for what and to whom.**

### **Guidance**

**WOCA will provide a '[Welcome Back Pack](#)' to all returning centre users, and an introductory email to new users, which will provide guidance for completing their own risk assessment. This will comprise an activity risk assessment template, links to appropriate statutory guidance, and signposting to other approved training and guidance. WOCA will also meet with returning and**

prospective users prior to their bookings, and be around for at least the first session to help them get settled and ensure they understand the requirements.

## Requirements

### Temperature Checks

Temperature checks are not compulsory under [current government guidance](#), and are not considered a reliable way to detect if people have the virus.

### Face coverings

Face coverings are required<sup>1</sup> in community centres, with certain exemptions in statutory guidance. People are also strongly encouraged to wear a face covering in other enclosed public spaces where social distancing may be difficult and where they may come into contact with people they do not normally meet.

Face coverings are not required in cafes/restaurants with table service.

**You do not need to wear a face covering if you have a legitimate reason not to.**

This includes (but is not limited to):

- young children under the age of 11 (Public Health England do not recommend face coverings for children under the age of 3 for health and safety reasons)
- not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- if putting on, wearing or removing a face covering will cause you severe distress
- if you are providing assistance to someone who relies on lip reading to communicate
- to avoid harm or injury, or the risk of harm or injury, to yourself or others
- to avoid injury, or to escape a risk of harm, and you do not have a face covering with you
- to eat or drink if reasonably necessary
- in order to take medication
- if a police officer or other official requests you remove your face covering

**Tenants, licencees, and activity leaders will need to consider** whether to make use face coverings a requirement in the context of their particular activity.

**Disposal of masks** – centre users should ensure they take their masks with them when they leave.

### [Customer records and contact tracing.](#)

Under law<sup>2</sup>, all activity leaders must keep records of participants in accordance with [Track and Trace Guidance](#) WOCA requires that you demonstrate you have a system in place to gather contact details for Track and Trace purposes as set out in 2g: Track and Trace (collecting customer data) of the Health and Safety Executive and HM Government Guidance above.

Periodic checks will be carried out by centre staff to ensure that records are being maintained. Lack of adherence to this policy will result in bookings being cancelled. The centre now and café have posters displaying their NHS QR Codes which people with the NHS App can scan, and we encourage groups to get their own NHS QR code (but it is not a substitute for sharing records with WOCA)

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<sup>1</sup> From 8 August 2020

<sup>2</sup> From 14 September 2020

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Risk of Covid 19 infection as listed in 'General Principles' above</b>	<b>To all users of the building</b>	<p>WOCA has established a risk assessment sub-group of trustees, to help assess activity risk assessments and streamline the approval process.</p> <p>WOCA has a separate risk assessment for staff.</p> <p>The building is currently operating under a building risk assessment, identifying actions for mitigation of risk, approved by trustees and shared with Oxford City Council.</p> <p>There is no access to the general public.</p> <p>All room hirers and licencees are required to produce an activity risk assessment for approval by trustees as a condition of their booking.</p> <p>WOCA has a suite of Health and Safety and Fire Procedures</p>	<p>Continually review risk assessments (including individual action plans for staff) in the light of changing statutory requirements</p> <p>Supporting tenants to produce and update tenant-, licensee-, and hirer-specific risk assessments for operation in the building and ensure appropriate authorisation</p> <p>Continue working with regular and prospective users</p> <ul style="list-style-type: none"> <li>to ensure presence in the building is operated in accordance to the buildings risk assessment</li> <li>to ensure an appropriately authorised risk assessment</li> </ul> <p>Working with the Tumbling Bay Kitchen &amp; Café to move in a phased way towards opening with customer access to toilets</p>	<p>Keith, supported by trustees, for report to Committee</p> <p>Keith, supported by trustees.</p> <p>Keith with support of trustees' risk assessment sub-group.</p> <p>Keith, Tom, and Vladimira, with support of trustees' risk assessment sub-group.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing. Unlikely before July 2021</p>	

<b>Access/Egress:</b> <b>Access to building, communal areas and rooms; passageways</b>	All users – airborne infection	Supporting social distancing:	Ensure arrangements understood by all users and ask people to be abide by arrangements, using the <a href="#">‘Welcome Back Pack’</a> , introductory emails, site visits prior to starting, staff presence to begin with, supported with activity risk assessments, and signage.	Keith and staff team	Before centre users re-start and on return
	Although transitory contact in passageways is low risk (according to <a href="#">guidance</a> ) it is impossible to maintain social distancing	Established one-way flow in and out of the premises (updated May 2021), with appropriate floor markings.	Tenants/licencees/hirers to confirm arrangements with their customers/participants in an appropriate way.	Keith Tenants/licencees Activity Leaders	Before starting or as operation changes
		Markings and signage complete (see map, <a href="#">Appendix 1</a> )	Activity leaders to confirm arrangements with their participants in an appropriate way.	Activity Leaders	Before starting
		Capacities of rooms have been lowered to allow for 2m social distancing as follows:	Activity leaders and tenants/licencees to be responsible for entrances and egress of their participants and customers including records	Tenants/licencees Activity Leaders	Ongoing
		Café: 8 Kitchen 4 Hall: 32 (15 for 3m social distancing – exercise classes etc) Mary Town Room: 9 Seminar Rooms: 4 Office: 1 Kitchenette: 1 OCHH Waiting 2 OCHH Small 1 OCHH Main 5	WOCA to advise tenants and activity leader of requirements for using the building as part of their ‘rental’ arrangement.	Keith	Before starting
		Limited access to communal areas	WOCA to share best practice as activity risk assessments are developed.	Keith	Ongoing
			Provide a checklist of things to remember for room users which they receive when collecting their access fob.	Keith	Ongoing

<p>Queueing points are being introduced as per diagrams:  <a href="#">Appendix 1</a> – Exit and Entrance Points  <a href="#">Appendix 2</a> – Access to Toilets</p>	<p>Require use of face covering at all times (with certain exemptions – see ‘Principles’ at start of document).</p>	<p>Keith  Tenants/licencees  Activity Leaders</p>	<p>Ongoing</p>
	<p><b>Kitchenette Arrangements:</b>  The kitchenette will not be available to centre users, but WOCA will be able to supply hot water flasks and/or disposable recyclable cups for meetings. Users can otherwise bring their own supplies, crockery, etc. Please use reusable/recyclable containers whenever possible.  Access to kitchenette may be permitted by arrangement and if outline of use in activity risk assessment is approved, eg if the hirer is the only centre user, or the hirer is using both the hall and Mary Town Room.  The café will continue to offer refreshments to centre users.</p>	<p>Staff team reinforced by users and signage</p>	<p>Ongoing</p>
	<p><b>Toilet Arrangements:</b>  Toilet Access is indicated on the diagram in <a href="#">Appendix 2</a></p>	<p>Keith</p>	<p>After discussion with cafe</p>
	<p>For the toilets allowing more than one user (the main gents’ and ladies’ toilets), social distancing should be maintained, with a maximum of two in the room at a time, only one urinal available in the gent’s toilet. Cubicles used in the ladies</p>	<p>Keith and James</p>	<p>Ongoing</p>

			will be alternated between sessions that are less than 72 hours apart.			
			Access to the main toilets by hall or Geoff Franklin Rooms users will only be possible by arrangement, and avoiding the risk of mingling with Mary Town Room users.	Keith and activity leaders	Ongoing	
			Program activities to allow staggered timings and time for additional cleaning	Keith	Ongoing	
			Under continual review	Keith and risk assessment sub-group	Ongoing	
<b>Training: Staff training out of date or additional training may be required for Covid 19 (Government Guidance, new chemicals, PPE etc)</b>	All users – infection Staff – lack of knowledge of procedures; PPE	All cleaning staff briefed and issued with guidance (see <a href="#">Appendix 3</a> )  All staff completed Covid-Safe Online training from Community Matters  Covid-Safe Online training offered to volunteers, Sappho, Tom and Vladimira  Details included of Covid-Safe training in <a href="#">‘Welcome Back Pack’</a> and introductory email				



		for prospective centre users  All staff working at the centre carry out regular individual COVID-safe action plans.			
<b>Infection: Spread of Covid 19 through surfaces.</b>	Staff and all building users – infection from touching	Regular cleaning of all 'high touch' areas as outlined in <a href="#">Appendix 3</a> -Cleaning Procedures  Sanitiser dispensers and signage purchased and installed around building and at entrances (see <a href="#">Appendix 2</a> )  Checklists on display showing when last cleaned  Replaced all bins with lids with pedal bins  Reduced access to tables from rooms unless specifically requested	Expectations for tenants/ licencees/ activity leaders to be added to <a href="#">Welcome Back Pack</a> introductory emails, and in-person meetings including encouragement of good hygiene routines (more regular and frequent hand washing/ sanitising) all to sign off.  Oxford City Council are responsible for cleaning areas used by them whilst they use the Geoff Franklin Rooms.	Keith, and trustees risk assessment sub-group          Oxford City Council	Ongoing          Ongoing

<b>Infection: Spread of Covid 19 through airborne transmission (it is a virus)</b>	Staff and all centre users	Keep centre as well-ventilated as possible (opening windows and doors where security and limits on movement around the building permit). <a href="#">See diagram at Appendix 7</a>	Advise Centre Users on good respiratory hygiene, following HM Govt guidance on sporting activity, performance, exercise, etc. Encourage users to keep doors and windows open during sessions. Include in <a href="#">‘Welcome Back Pack’</a> and introductory email.	Keith/James	Ongoing	
	‘Catch It, Bin It, Kill It’ posters	1 metre with mitigation permitted for certain activities: to be detailed on activity risk assessments as necessary.	Centre staff	Ongoing		
	Social Distancing: ‘Keep Your Distance’ floor markers in hall	Air rooms after activity involving more vigorous breathing	Keith	Ongoing		
	Floor discs available to help with distancing.	Stagger shift patterns to allow time for office to be aired between staff.	Keith	Ongoing		
	‘2 metre rules’ in each room	Stagger shift patterns to allow time for office to be aired between staff.	Keith	Ongoing		
	New signage at entrance and café and health hub signage for tenant operation	Stagger shift patterns to allow time for office to be aired between staff.	Keith	Ongoing		
Included recommended layout for rooms in hire agreement/information for bookers.	Stagger shift patterns to allow time for office to be aired between staff.	Keith	Ongoing			

<b>Slips, Trips &amp; Falls: Slips may be more common due to increased cleaning requirements of floors</b>	Staff and all centre users	<p>WOCA has a suite of Health and Safety and Cleaning procedures for staff to follow.</p> <p>‘Caution Wet Floor’ signs</p>	<p>If any cleaning of floors to be done by activity leaders, ensure they are aware of safe practices by sharing the cleaning procedures in <a href="#">Appendix 3</a></p> <p>Oxford City Council are responsible for cleaning areas used by them whilst they use the Geoff Franklin Rooms.</p>	Keith  Oxford City Council	As required  Ongoing	
<b>Human Factor: Lack of understanding or appreciation of risk posed by Covid 19</b>	Staff and all centre users	<p>Plan to re-open in phases, starting with trusted users, building to multiple users at one time (<a href="#">Appendix 6</a>), in accordance with the government roadmap.</p> <p>Training and line management for staff and volunteers</p> <p>‘Catch It, Bin It, Kill It’ signage</p> <p>Dialogue with and room users, ensuring awareness of need to adjust timings of bookings, guidance for people classed as vulnerable, requirement to</p>	<p>Liaison with regular users and prospective room bookers.</p> <p>Good oversight by WOCA staff (and potentially volunteers) of safe practice</p>	Keith/Erin  Keith, staff, trustees	Ongoing  Ongoing	

		<p>provide risk assessment; etc</p> <p>Reinforcement from staff presence and encouragement of a supportive environment to comply with rules</p> <p>Updated hire agreement, display signage to reinforce messages to visitors.</p>				
<b>Infection: Contamination from work wear and masks</b>	Staff involved in cleaning contaminated areas, or working in areas with others where it is impossible to socially distance	<p>Staff already carry face coverings which they clean themselves</p> <p>We have supplies of gloves, aprons, and single-use cloths Sourced and provided protective masks for staff to be used in known infection situation and deep cleaning</p>	Oxford City Council are responsible for cleaning areas used by them whilst they use the Geoff Franklin Rooms.	Oxford City Council	Ongoing	
<b>Infection: Staff and centre users infected by Covid19</b>	All centre users present at the time	Cleaning procedures to deal with potential contaminated area updated	<p>Establish alert procedures with users in case of staff not being present</p> <p>Oxford City Council are responsible for cleaning areas used by them whilst they use the Geoff Franklin Rooms.</p>	<p>Keith, staff, risk assessment sub-group</p> <p>Oxford City Council</p>	<p>Ongoing</p> <p>Ongoing</p>	

		Track and trace procedures – see <a href="#">Appendix 8</a>				
<b>Stress caused through fear of infection at the centre</b>	Staff and centre users	Dialogue with staff, tenants, licensees, and activity leaders  Signage and other publicity designed to reassure and inform centre users about what WOCA is doing to make the centre Covid-safe: Cleaning records on display Social distancing info Plentiful supplies of sanitiser				
<b>Waste Disposal of Covid 19 infected items and potentially contaminated items</b>	Staff and centre users	See Appendix 3 <a href="#">‘Cleaning Procedures’</a>  Bins provided for potentially contaminated material	<i>Potentially</i> contaminated items, eg: <ul style="list-style-type: none"> <li>Discarded masks</li> <li>Discarded tissues</li> </ul> should be taken away by hirers or put in contamination bin (once available)  Oxford City Council are responsible for cleaning areas used by them whilst they use the Geoff Franklin Rooms.	All users, staff  Oxford City Council	Ongoing  Ongoing	

<b>Fire Safety: New access routes may be required and additional or refresher training carried out.</b>	Staff and centre users	Usual fire procedures	<a href="#">Welcome Back Pack</a> , dialogue with new users when they visit prior to starting.	Keith	Ongoing	
<b>Violence to staff and conflict between users and customers</b>	Staff, tenants, licensees, activity leaders	Dialogue with those asked to enforce rules, particularly around strategies to deal with non-compliance  Welcoming, warm approach	Deliver session on de-escalation to staff (and invite tenants and licensees)  Raise as an issue to consider in dialogue with returners/new users with potential scenarios to be prepared for	Keith	July 2021  Ongoing	
<b>Human Factor: Hirers or activity leaders may have not received training in virus infection prevention or be aware of current guidance.</b>	Staff and other centre users	Sharing our risk assessment  Requiring hirers to provide a Covid-safe risk assessment for their activity in the context of the centre	Share guidance from HM Govt, Oxford City Council; other reliable sources (eg umbrella bodies) in ' <a href="#">Welcome Back Pack</a> ' and email to prospective users  Publicise accredited training and encourage take-up	Keith  Keith	Ongoing  Ongoing	
<b>Infection: Infection risk from highly used areas such as communal rooms, kitchenette, office</b>	Staff and centre users	Enhanced cleaning procedures in meeting rooms, passageways, kitchenette and office (cleaned after use)	Hall, Mary Town Room, Seminar Rooms: Clean between hirers, air for 15 minutes if possible after more vigorous activity / singing / wind instruments  Shared toilets: clean between hirers. Alternate cubicles used in ladies' between sessions.  Kitchenette: The kitchenette will not generally be available to centre users, but WOCA	All staff      Keith and other staff	Ongoing   Ongoing	

			<p>will be able to supply hot water flasks and disposable, recyclable cups for meetings. Users can otherwise bring their own supplies, crockery, etc. Please use reusable/recyclable containers whenever possible. The café will continue to offer refreshments to centre users. Access to kitchenette may be permitted by arrangement and if outline of use in activity risk assessment is approved, if the hirer is the only centre user, or is using both the hall and Mary Town Room.</p>			
<p><b>Human Factor: Only information from government, NHS should be used to provide information to users and colleagues.</b></p>	<p>Staff and centre users</p>	<p>Basing risk assessment and other literature on statutory guidance, or guidance from established bodies using statutory guidance (Community Matters, ACRE)</p>				
<p><b>Managing high risk employees.</b></p>	<p>Staff, other centre users</p>	<p>Staff risk assessment Compliance with social distancing and good hygiene</p> <p>Return to work screening carried out with all staff. Action plans regularly updated.</p>				

<b>Suspected symptoms from employee or user.</b>	Staff and centre users.	<a href="#">Track and Trace procedure</a> in place for staff and volunteers	Ensure compliance from staff, tenants, licensees and activity leaders in their risk assessments.	Keith	Ongoing	
<b>Facility Supervision levels</b>	Staff and centre users	Staff team has procedures in place for opening on reduced staffing levels	Continue to review as centre gets busier	Keith, trustees	Ongoing	
<b>Handling of post and deliveries.</b>	Staff and centre users	Post and deliveries being taken and opened by staff, then hands sanitised				
<b>Infection: Confirmed case of Covid 19 was in building.</b>	All users in building at the time, unless exact areas visited are known	Follow cleaning and disinfection guidelines at <a href="#">Appendix 3</a>	Follow <a href="#">Track and Trace procedures</a>  Follow cleaning procedures.  If a particular incident happens, isolate from time of exposure for 72 hours if possible. Clean with disposable kit or do not use contaminated areas. Emergency COVID cleaning kits are available in the hall, the Mary Town Room, and the Seminar Rooms lobby.	Tenant, licensee, activity leader, or staff  Staff  Keith, activity leader	Ongoing	
<b>First Aid (Covid)</b>	Staff or centre users in the vicinity	Social distancing measures, hand hygiene, breath hygiene	Remove ill person to a separate area if possible, providing bowl, tissues.	Tenant, licensee, activity leader, or staff, depending on circumstances	Ongoing	

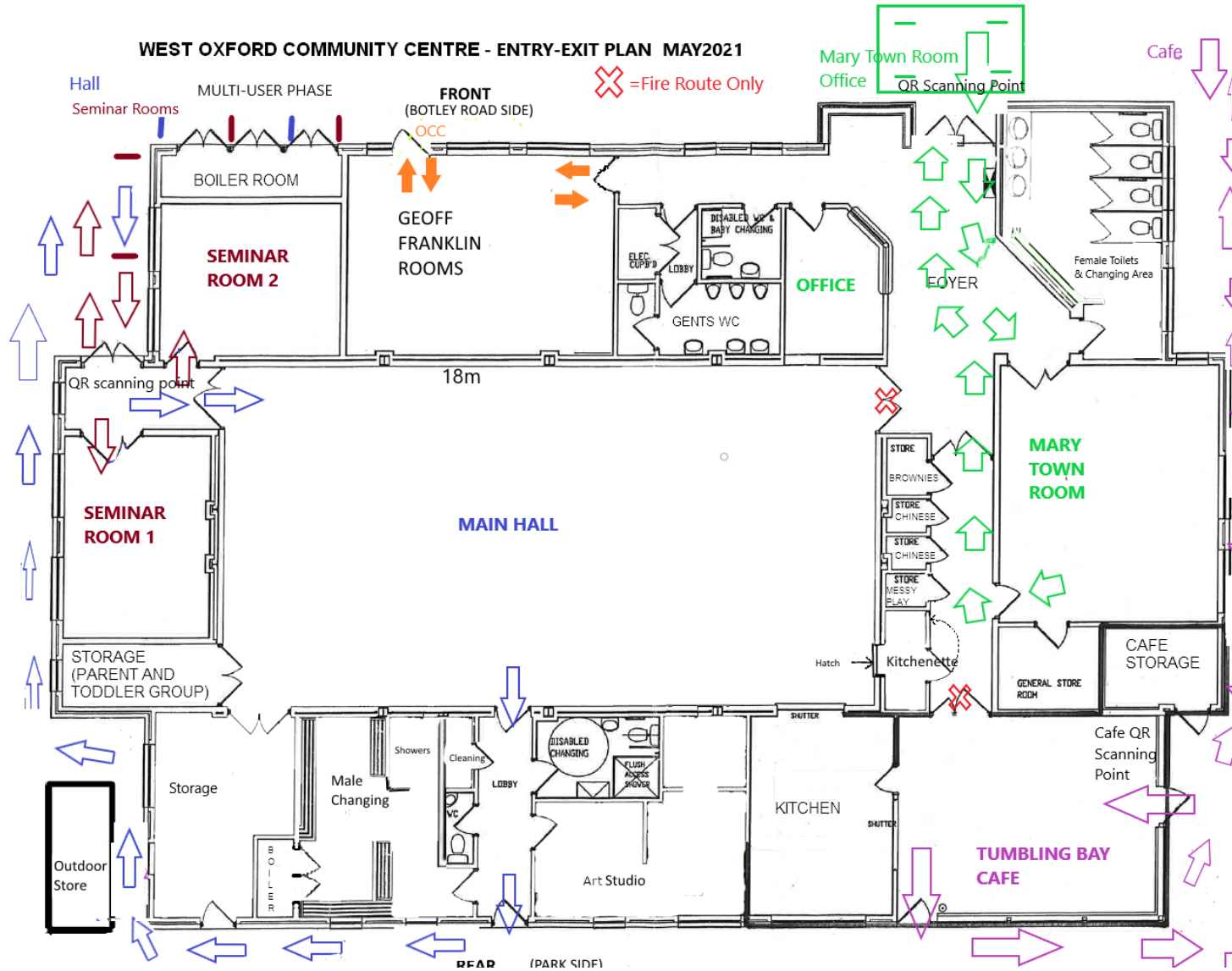


<b>Safeguarding issues may become apparent after reduced contact with users.</b>	Centre users	Maintaining dialogue with tenants, licensees, and activity leaders  Review of safeguarding procedures/policy				
<b>Security issues due to new entry / exit arrangements</b>	Centre users, particularly when no staff presence	Additional security measures New fob access points to be added.	Keys and alarm code to be issued to Oxford City Council whilst using Geoff Franklin Rooms	Keith	Ongoing	

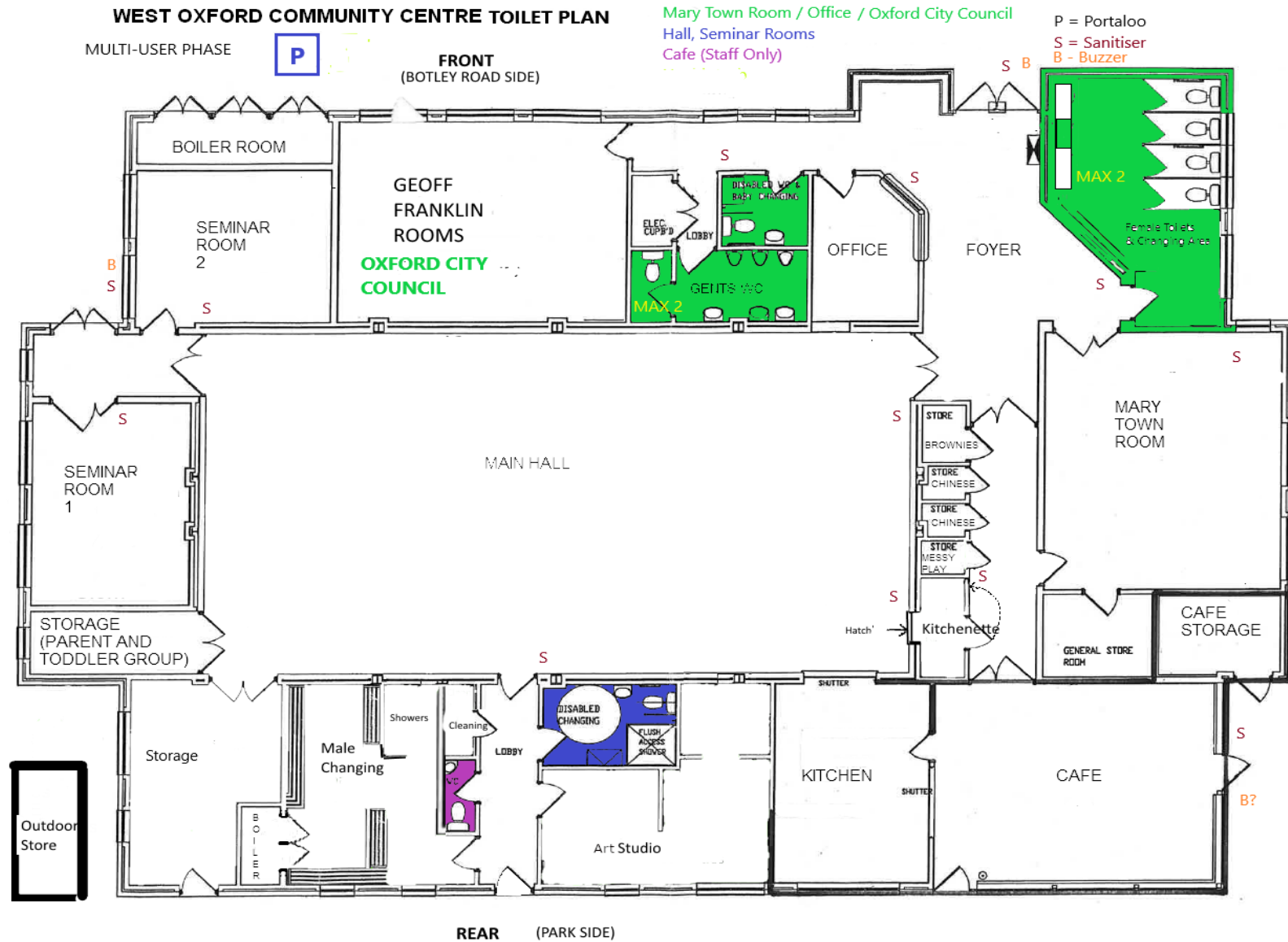
More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)

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Appendix 1- Entrance and Exit Points



Appendix 2 - Toilet Access, including portaloos sanitiser dispenser points



## Staff Cleaning Checklist against Coronavirus

### RESPONSIBILITIES

**WOCA Staff** are responsible for cleaning the **Office, Hall, Mary Town Room, Seminar Rooms, Toilets, Lobby Area, and Kitchenette, Windows and External Doors, Gates, and other areas if used by room hirers. Make sure you record the time and date cleaned on the notice in the room (with dry wipe marker, not permanent or flipchart pen!)**

**Tumbling Bay Café** is currently responsible for cleaning of the **Café, Patio, Kitchen, small toilet next to the cleaning cupboard (solely for Café use) and portaloos (if used by customers when there are no bookings in centre)**

**Pens – wipe with bleach solution or Clinell wipes**

**Floors, walls – clean as normal. Do not use bleach solution to disinfect.**

**Soft furnishings, cushions etc should be removed from the environment if possible. Use steam cleaner to sanitise between uses if removal is impractical.**

**‘High Touch’ Surfaces - Clean and disinfect high-touch surfaces daily in common areas with bleach solution or Clinell wipes:**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Doors – handles, touch plates, areas around touch plates, door jambs/surrounds, door release buttons							
Light switches Radiator knobs							
Window handles, blind cords							
Disabled-access changing area – cistern buttons/handles, taps, sinks, floor, walls							
Bins							
Tables							
Chairs (no cloth-upholstered chairs to be used)							
Office: Desk, work surfaces, photocopier, mouse, keyboard, phone, drawers, safe		–					

**PLEASE NOTE – Only use water on the Karndean hard flooring in the lobbies/passageways, Mary Town Room and Seminar Rooms**

## **Cleaning**

- 'High Touch' surfaces should be cleaned before and after activities
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.

## **Disinfection**

- For disinfection, diluted household bleach solutions can be used if appropriate for the surface, or Clinell wipes.
- Follow manufacturer's instructions for application and proper ventilation.
- Never mix household bleach with ammonia or any other cleanser.
- Avoid creating splashes and spray when cleaning.

## **Effective Disinfectant Bleach Solution**

Bleach should be diluted in water at the ratio of 1:50

Prepare a bleach solution by mixing:

- 100ml of bleach per 5 litres of water or
- 20ml of bleach per one litre of water
- 10ml of bleach per 500ml of water (this is the size of our spray bottles)

## **Cleaning and Disinfection - PPE and Cleaning Equipment**

- Wear disposable gloves, apron, and face covering when cleaning and disinfecting surfaces.
- If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes.
- Use disposable cloths or 'blue' roll to clean and disinfect all hard surfaces or floor or chairs or door handles and sanitary fittings
- For soft (porous) surfaces such as carpeted floor, rugs, and yoga mats, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces
- Disposable items should be discarded in landfill waste after each cleaning
- See separate PPE Guide

## **Cleaning and Disinfection – Record Keeping**

- Ensure displayed checklists are kept up to date with most recent cleaning records

## **Waste**

- Check and empty bins more frequently
- Disposal of masks and other PPE only in landfill bin

## Areas Known to be Contaminated

Following guidelines at <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

Wear disposable gloves and aprons as a minimum when cleaning an area that is known to be contaminated.

### The 72 Hour Rule

If an area can be kept closed and secure for 72 hours, wait until this time for cleaning, as the amount of virus contamination will have decreased significantly. The area can then be cleaned as usual, as indicated in our cleaning guidelines or manufacturer's instructions on the safe use of their cleaning products.

If the area cannot be isolated for 72 hours, follow the following guidance:

- **Use disposable mop heads and disposable cloths** to clean floors that have been contaminated by an individual that may have COVID-19 virus

### After Cleaning

- Any disposable cloths / blue roll / gloves / aprons and disposable mop heads used must be disposed of and should be put into the waste bags as outlined below
- Clean hands immediately after gloves are removed.

### Waste

- Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths, tissues) should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a suitable and secure place and marked for storage until the individual's test results are known. Waste should NOT be left unsupervised awaiting collection. You should NOT put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.
- If the individual test is negative, this can be put in with the normal waste.
- If the individual tests positive, then store it for at least 72 hours and put in with the normal waste.

## Poster

# HELP KEEP THIS BUILDING COVID-19 SECURE – EVEN IF YOU HAVE BEEN VACCINATED, YOU CAN STILL PASS ON THE CORONAVIRUS

You must not enter if you or anyone in your household has COVID-19 symptoms.

- high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

**If you develop COVID-19 symptoms within 7 days** of visiting these premises alert Test, Track and Trace. Alert the centre staff on 01865 245761 and alert the organiser of the activity you attended.

**At the Entrance:** Please keep a 2m distance

**Maintain 2 metres social distancing as far as possible:** Wait behind the marked lines as you go through the entrance hall to your activity and observe the one-way system marked. Please wear a face covering.

**Use the hand sanitiser provided** on entering the premises. Clean your hands often. Soap and paper towels are provided.

**Wear a face covering at all times**

**Avoid touching your face, nose, or eyes.** Clean your hands if you do.

**“Catch it, Bin it, Kill it”.** Tissues should be disposed of into one of the rubbish bags provided. Then wash your hands.

**Check with the organisers of your activity and cleaning records on display that door handles, tables, other equipment, sinks and surfaces have been cleaned before you arrived.** Keep them clean. We do our best to clean all surfaces in the room between each hire, and encourage activity organisers to make sure.

**Please do not congregate at the entrance.**

**Take turns to use confined spaces such as corridors, kitchen and toilet areas.** Standing or sitting next to someone is lower risk than opposite them. Briefly passing another person in a confined space is low risk, but wear a face covering at all times if possible.

**Keep the room well ventilated. Close doors and windows on leaving**

## **WOCA Welcome Back Pack – April 2021**

### **COVID SECURE - WHAT'S NEW?**

We will be reopening our centre in phases over the next few months and we have a few new procedures in place that you need to familiarise yourself with before you visit.

Our 'First Phase' of reopening from 12 April will be for Tumbling Bay Café outdoor seating, and some children's activities that will operate as pilot sessions to help us make sure we have everything in place to keep people safe.

From mid-May (or later if advised by the government guidelines), we will welcome back more activities.

Please ensure that you read all the information below, and contact us to confirm that you will abide by the new requirements. We look forward to welcoming you all back. If you would like to get in touch beforehand, please email us. If a face-to-face meeting is necessary, this can be arranged.

### **Preparation for reopening:**

Our team are preparing the centre to ensure that we operate with COVID secure measures in place. We have completed COVID secure Risk Assessments and implemented changes to operational procedures, and these are attached. We will carry on with more regular cleaning of 'frequent touch' points throughout the centre. Please be assured that the measures are there to help prevent the spread of COVID-19 and to protect our visitors, staff, our friends and family and the wider community

### **Capacity and Layout**

We are thinking about the need to stagger bookings and look at alternative timings, so as to avoid large groups congregating and to allow time for cleaning. We have also had to reduce the maximum capacity of our rooms to comply with social distancing. These are now:

Hall: 32

Mary Town Room: 9

Seminar Rooms: 4

We are having ongoing conversations with activities affected by these restrictions, to work out potential solutions. Suggested layout of rooms for meetings can be found [here](#).

### **Entry/Exit to the Hall**

Please see the attached maps indicating the new entry/exit points for the hall. Fire exits remain as they are, and over-ride these changes.

### **Training**

Community Matters, the umbrella body for Community Associations, has provided accredited online training on Covid Safety, and we have made this available to staff, volunteers, and café proprietors. Please let us know if it would be of interest to you.



## What we require of you

This part of the pack is a supplement to our usual Conditions of Hire form.

As part of our COVID Secure Measures we will now need you to do the following:

- Carry out (or review) a risk assessment of your activity to ensure it is Covid-safe. We will supply a template to work from. The completed assessment will need to be approved by us before your activity commences. **We reserve the right to refuse to accommodate your activity if the risk assessment is not adhered to.** The following links were useful to us when creating our risk assessment, so you may find them useful too:

[Oxford City Council guidelines](#)

[Action with Communities in Rural England Guidance](#)

**NHS, Health and Safety Executive and HM Government Guidance**

[Safe use of multi-purpose community facilities;](#)

[Decontamination in non-healthcare settings](#)

[Protective measures in education and childcare settings](#)

[Social distancing](#)

[NHS Test and Trace](#)

There are a couple of posters/checklists at the end of the pack that you may find useful to use/share with your participants

- As we have been closed for some time, we will need to check with you that any public liability insurance is still up to date before you re-start
- Please remember, and remind all your participants, that even if you have been vaccinated you need to follow these procedures – you can still pass on the virus after vaccination
- On your arrival, we encourage you to wipe down hard surfaces such as doors (handles, touch plates, areas around touch plates, door jambs/surrounds, door release buttons); light switches; radiator knobs; window handles; blind cords; bins; tables and chairs (hard) in the room. We will provide bleach solution spray and blue roll.
- Please remind your participants to queue responsibly and **social distance** from other visitors. Parents are responsible for their children maintaining social distancing when they are with them
- **Please stay home (and ask participants to) if you have any symptoms of COVID** or if anyone within your household has symptoms. If you are not feeling 100% well please do stay at home
- Consider asking participants to pre-book for the session, so as to reduce the risk of ‘pinch points’ at entrances.
- An introduction to Covid 19 safety requirements (as with Fire Safety) at the beginning of each session
- **Keep a record of participants with time of arrival and phone contact so as to support the NHS Track and Trace procedures.** Guidelines for Track and Trace can be found [here](#). There is more useful guidance and a good FAQ page around GDPR and Track and Trace on the [Information Commissioner’s website](#) **WOCA’s agreement to hire a room to you is contingent on evidence of good track and trace records.**
- We fully support the government’s latest announcement to wear **face masks/coverings** in community centres from 8 August. From the 24th July everyone should already have a face mask/covering. We have additional signage throughout the centre with information to remind you to wear your face mask/covering. Please ensure you and your participants take your masks/face coverings away with you when you leave.

- Please make sure you and your participants **sanitise hands** before entering and leaving the building (dispensers are provided, but we encourage visitors to bring their own supply). Please ensure that you thoroughly wash your hands regularly too.
- **Follow (and remind participants to follow) all new informational/instructional signs and respect social distancing when arriving and at the centre, entering the building and moving around the centre. Use face coverings at all times unless you are exempt.**
- Reducing risk of infection in other circumstances (where social distancing is difficult to maintain such as when serving food/drinks, or working with people classed as more vulnerable, or activities such as singing, playing of wind instruments, vigorous exercise) by
  - Setting up the room with people sitting side by side rather than opposite each other
  - Using face coverings wherever possible
- Certain activities (such as singing, playing of wind instruments, vigorous exercise) will lead to a great volume of droplets from people's breath circulating in the room. Please ensure good ventilation of the room and greater social distancing than 2m if necessary.
- Visitors are responsible for remaining socially distant when using the centre, if you see someone not respecting social distancing please report it to one of our team immediately.
- The kitchenette is not currently available, and the café is open for take-away only<sup>3</sup>, served from the patio door. The cafe can no longer refill your water bottles or your reusable coffee cups so please bring your own water. Bottled water will be available to buy in the cafe, along with hot and cold drinks, and cakes. WOCA will be able to supply hot water flasks for meetings. Users should bring their own supplies, crockery, etc. Please use reusable/recyclable containers whenever possible
- If possible, please ask participants to arrive ready for your activity and only to bring what they need to use.
- Please consider that, with heightened anxiety around Covid, and new rules, there is a greater likelihood of 'flash points' with participants. Please consider how you would respond to behaviour such as:
  - Lack of cooperation with track and trace information requests
  - Lack of cooperation with social distancing

Please sign and return (or email) your agreement to abide by the requirements listed above

NAME

SIGNED

POSITION IN ORGANISATION, IF ANY

DATE

We will be regularly monitoring and reviewing our new policies/procedure so please be aware that things may need to be changed. We will keep you fully up to date with everything as we reopen in phases. Please ensure that we have your current email address to stay connected. Follow us on social media for the latest updates. As we are already aware of, government guidelines can change quickly, so please bear with us and be patient with our team. We will all need to learn our 'new normal', we are all in this together for the benefit of our community.

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<sup>3</sup> As of July 2020

## – Track and Trace

These guidelines are based on the [NHS guidelines on Track and Trace](#), [NHS guidelines in the workplace](#), and the [Information Commissioner's advice](#).

### Record Keeping

Staff, tenants, licensees, and activity leaders need to have a system to gather information on visitors. Digital or paper copies are fine – but do not the same pen if visitors are completing the record themselves!

WOCA should record details of when staff, volunteers, contractors, or other visitors are present (dates and time of arrival and departure)

Tenants, licensees, and activity leaders should record details of customers/participants:

Name, contact number, arrival time (and departure if possible) of 'lead' person

Customers and participants can choose not to give details – but staff/activity leaders could then choose not to allow them entry, or to participate in an activity

Records should be kept for 21 days, then shredded (or permanently deleted if digital) in line with GDPR regulations

### People with symptoms

In the event that someone who has visited the centre develops symptoms of Covid 19 and contacts NHS, they are advised to let people they have been in contact with or places they have visited in the previous 48 hours know. Current advice is that people who discover they have been in contact with someone with symptoms do not need to self-isolate, but should take extra care with social distancing and wash their hands more frequently.

If a member of staff or volunteer: They should let the Centre Manager know.

If a tenant, licensee, activity leader, contractor, or other visitor hears of a visitor who has symptoms, they should inform centre staff

### If a positive test confirmed

NHS will ask for details of people and places the person has been in contact with. They will then contact those places and people (but not identify the person (although they may already have alerted people themselves when they first had symptoms), and instruct anyone who has had "close contact"<sup>4</sup> during the time of the person's visit to self-isolate for 14 days.

If you receive a request for information from NHS Test and Trace this does not mean that you must close your establishment or stop your activity. NHS Test and Trace will, if necessary, undertake an assessment and work with you to understand what actions need to be taken.

Display photographs of appropriate room set-up for guidance to be inserted here

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<sup>4</sup> "A close 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 7 days from onset of symptoms (this is when they are infectious to others). This could be a person who:

spends significant time in the same household

is a sexual partner

has had face-to-face contact (within one metre), including:

being coughed on

having skin-to-skin physical contact, or

contact within one metre for one minute

has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes

has travelled in a small vehicle, or in a large vehicle or plane

From <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>

## **HELP KEEP THIS BUILDING COVID-19 SECURE – EVEN IF YOU HAVE BEEN VACCINATED, YOU CAN STILL PASS ON THE CORONAVIRUS**

**You must not enter if you or anyone in your household has COVID-19 symptoms.**

- high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
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- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

**If you develop COVID-19 symptoms within 7 days** of visiting these premises alert Test, Track and Trace. Alert the centre staff on 01865 245761 and alert the organiser of the activity you attended.

**At the entrance** Please keep a 2m distance

**Please use the hand sanitiser provided** on entering the premises. Clean your hands often.

**Maintain 2 metres social distancing as far as possible:** Wait behind the marked lines as you go through the entrance hall to your activity and observe the one-way system marked. Where 2m distancing cannot be maintained, please wear a face covering.

**Avoid touching your face, nose, or eyes.** Clean your hands if you do.

**“Catch it, Bin it, Kill it”.** Tissues should be disposed of into one of the rubbish bins provided. Then wash your hands.

**Check the organisers of your activity have cleaned door handles, tables, other equipment, sinks and surfaces before you arrived.** Keep them clean. We do our best to clean all surfaces in the room between each hire, but activity organisers should make sure.

**Please do not congregate at the entrance.**

**Take turns to use confined spaces such as corridors, kitchen and toilet areas.** Standing or sitting next to someone is lower risk than opposite them. Briefly passing another person in a confined space is low risk, but wear a face covering if possible.

**Keep the room well ventilated. Close doors and windows on leaving.**

# CATCH IT

Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.



# BIN IT

Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.



# KILL IT

Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.



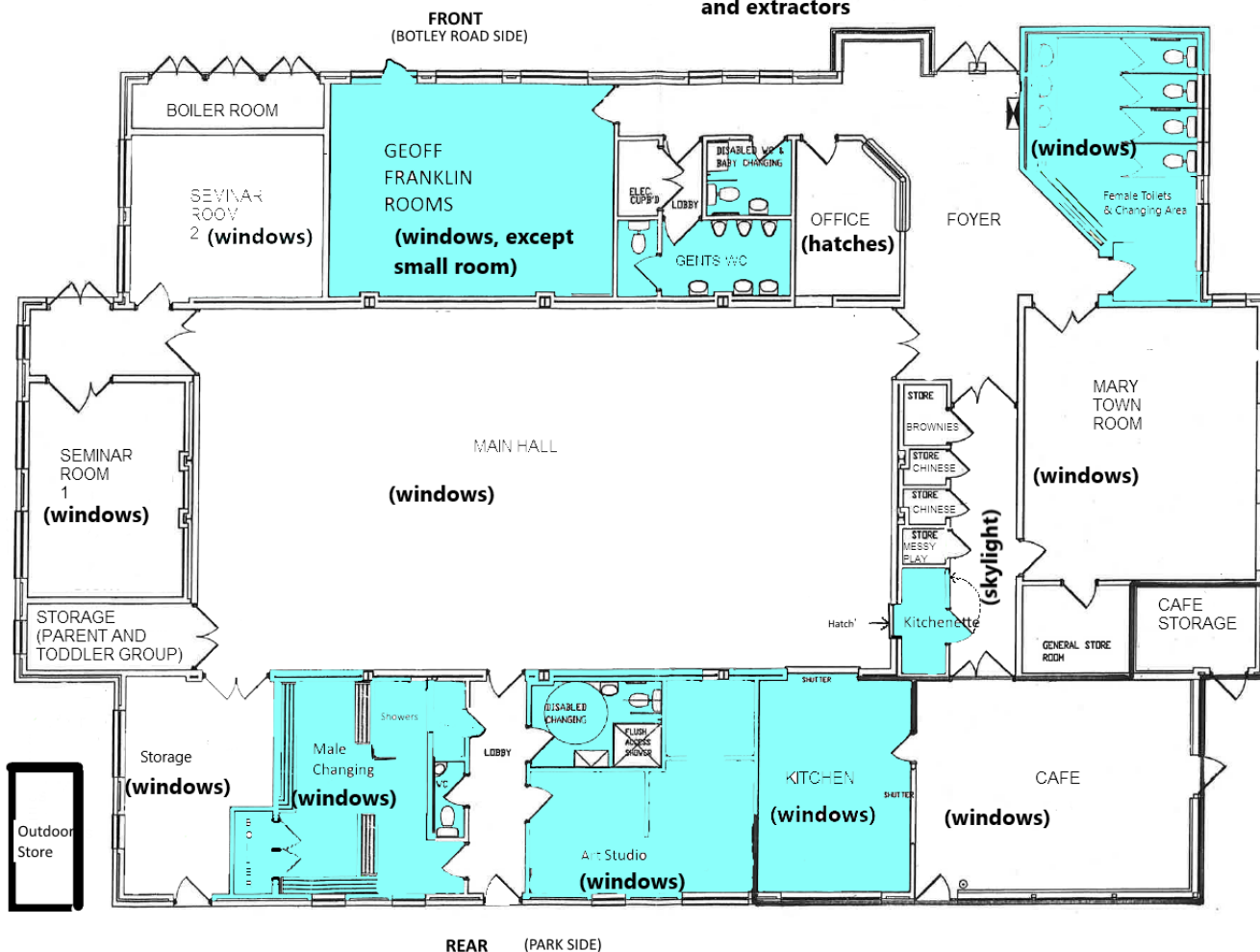
Appendix 6

Phased re-opening

	Users	Control measures	Communication	Resources
Opening Phase 12 April 2021	WOCA Tumbling Bay Café Community Artist Current users Oxford City Council Children’s activities	<ul style="list-style-type: none"> <li>• Controlled access. Door closed. Authorised access by room hirers by fob system when no staff</li> <li>• Risk assessments in place for users and WOCA staff</li> <li>• Café – takeaway, outdoor seating, toilet access: portaloos</li> <li>• Oxford City Council access via Fire Door, or front door when centre unstaffed</li> <li>• Updated risk assessments in place for users and WOCA staff</li> <li>• Cleaning regime updated</li> <li>• Cleaning between users</li> <li>• Testing/Tracing ongoing</li> <li>• Building Risk Assessment updated and approved by trustees and OCC</li> <li>• Toilets as per building risk assessment</li> <li>• Cleaning between users</li> <li>• Direct access to the room being used</li> </ul>	<ul style="list-style-type: none"> <li>• WOCA presence</li> <li>• Track and Trace System for handling Covid alerts</li> <li>• Dialogue with regular users about re-opening</li> <li>• ‘Welcome Back Pack’ completed</li> <li>• Signage in place</li> <li>• Discuss pricing, timing, capacity with room users</li> <li>• Share ‘Welcome Back Pack’</li> <li>• Require compliance with updated hire conditions / ‘Welcome Back Pack’</li> <li>• Maintain regular dialogue with all</li> </ul>	<ul style="list-style-type: none"> <li>• Staff focus on preparation for re-opening: risk assessments, social distancing and hygiene kit, updates to members and regular users</li> <li>• Extra keys if necessary</li> <li>• Portaloos</li> </ul>
Stage 1 Not before 17 May	WOCA Tumbling Bay Café Oxford City Council Community Artist Current users Indoor sports and exercise; music Most trusted and prepared regulars	<ul style="list-style-type: none"> <li>• Controlled access. Door closed. Authorised access by room hirers by fob system when no staff</li> <li>• Café – takeaway, outdoor seating, toilet access: portaloos. Indoor seating permitted</li> <li>• Cleaning toilets and other communal areas more frequently than daily</li> </ul>	<ul style="list-style-type: none"> <li>• As above</li> <li>• Set pricing and timing with room users</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• WOCA staffing focus on cleaning regime, supporting users, finishing prep for multiple users.</li> <li>• Increased WOCA staffing focus on cleaning regime and traffic management</li> <li>• Review building and staff risk assessments and access arrangements (particularly toilet access)</li> </ul>

Stage 2 Not before August	WOCA Tumbling Bay Café Oxford City Council More trusted and prepared regulars Trial one-off social bookings New Geoff Franklin Rooms tenants	<ul style="list-style-type: none"> <li>Controlled access. Door closed. Authorised access by room hirers by fob system when no staff</li> <li>Café – takeaway, outdoor seating, toilet access: portaloo. Indoor seating permitted</li> <li>Access for new Geoff Franklin Room tenants via Fire Door/ via front door when centre unstaffed</li> <li>Trial increased common area for circulation</li> </ul>	<ul style="list-style-type: none"> <li>As above</li> <li>Signage reviewed</li> </ul>	<ul style="list-style-type: none"> <li>Review building and staff risk assessments and access arrangements (particularly toilet and kitchenette access)</li> <li>Review staffing capacity, schedule</li> <li>Update hire conditions / 'Welcome Back Pack'</li> </ul>
Stage 3 From early September	WOCA Tumbling Bay Café New Geoff Franklin Rooms practitioners and clients Increased number of one-off social room bookings	<ul style="list-style-type: none"> <li>Door open but supervised. Authorised access by room hirers by fob system when no staff</li> <li>Café – takeaway, outdoor seating, toilet access: portaloo. Indoor seating permitted Trial controlled (by T and V) access to toilets for café customers</li> <li>Access for new Geoff Franklin Room practitioners and clients via Fire Door, trusted practitioners via front door when centre unstaffed</li> <li>Encourage direct access to the room being used</li> <li>Good compliance with social distancing and hygiene measures</li> </ul>	<ul style="list-style-type: none"> <li>As above</li> <li>Require compliance with updated hire conditions / 'Welcome Back Pack'</li> </ul>	<ul style="list-style-type: none"> <li>Increased WOCA staffing focus on cleaning regime and traffic management, possible new project(s)</li> <li>Review building and staff risk assessments, cleaning and access arrangements</li> <li>Plan for public access</li> </ul>
Stage 4 From mid September	WOCA Tumbling Bay Café Council New Geoff Franklin Rooms practitioners and clients Increased number of one-off social room bookings Public access??	<ul style="list-style-type: none"> <li>Door open?? – How to maintain track and trace?</li> <li>Café – takeaway, indoor and outdoor seating, access to toilets for customers</li> <li>Access for OCHH practitioners and clients via front door as well as fire door when centre unstaffed</li> <li>Increased common area for circulation</li> </ul>	<ul style="list-style-type: none"> <li>WOCA presence</li> <li>Maintain regular dialogue with all</li> <li>Require compliance with updated hire conditions / 'Welcome Back Pack'</li> <li>Risk assessment in place for public access</li> </ul>	Review 'Welcome Back Pack'

**WEST OXFORD COMMUNITY CENTRE - Areas covered by ventilation system in blue and extractors**





These guidelines are based on the [NHS guidelines on Track and Trace](#), and [guidance from the Information Commissioner's Office](#).

### **Record Keeping**

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**WOCA's agreement to hire/rent a room to you is contingent on evidence of good track and trace records and subject to GDPR records, they must be shared with the centre.**

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Name, contact number, arrival time (and departure if possible) of 'lead' person

Customers and participants can choose not to give details – but staff/activity leaders could then choose not to allow them entry, or to participate in an activity

Records should be kept for 21 days, then shredded (or permanently deleted if digital) in line with GDPR regulations

### **People with symptoms**

In the event that someone who has visited the centre develops symptoms of Covid 19 and contacts NHS, they are advised to let people they have been in contact with or places they have visited in the previous 48 hours know. Current advice is that people who discover they have been in contact with someone with symptoms do not need to self-isolate, but should take extra care with social distancing and wash their hands more frequently.

If a member of staff or volunteer: They should let the Centre Manager know.

If a tenant, licensee, activity leader, contractor, or other visitor hears of a visitor who has symptoms, they should inform centre staff

### **If a positive test confirmed**

NHS will ask for details of people and places the person has been in contact with. They will then contact those places and people (but not identify the person (although they may already have alerted people themselves when they first had symptoms), and instruct anyone who has had "close contact"<sup>5</sup> during the time of the person's visit to self-isolate for 14 days.

If you receive a request for information from NHS Test and Trace this does not mean that you must close your establishment or stop your activity. NHS Test and Trace will, if necessary, undertake an assessment and work with you to understand what actions need to be taken.

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<sup>5</sup> "A close 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 7 days from onset of symptoms (this is when they are infectious to others). This could be a person who:

spends significant time in the same household

is a sexual partner

has had face-to-face contact (within one metre), including:

being coughed on

having skin-to-skin physical contact, or

contact within one metre for one minute

has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes

has travelled in a small vehicle, or in a large vehicle or plane

From <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>