
Retail Shops COVID-19 Procedures Booklet

Version 2



dovehouse
hospice

caring for people with a life limiting illness

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Important websites, telephone numbers and email:

- Guidance: Working safely during coronavirus (COVID-19) Offices and contact centres
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>
- Guidance: Working safely during coronavirus (COVID-19) Vehicles
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>
- Guidance: NHS test and trace: how it works <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>
- www.nhs.uk/coronavirus
- Hospice’s absence line: 01482 785754
- Hospice’s HR department email: hr@dovehouse.org.uk

Section 1: Introduction

This document has been produced to communicate how we have adapted our retail shops in response to the COVID-19 pandemic.

This document has been produced following guidance:

- Guidance: Working safely during coronavirus (COVID-19) Shops and branches
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- The Charity Retail Association

and after conducting our own risk assessment.

The remit of the risk assessments are around risks faced due to COVID-19 and ways to reduce risk to the lowest reasonably practicable level by taking preventative measures.

This booklet and risk assessments can be found and downloaded from our website
www.dovehouse.org.uk

Please note that this document is constantly subject to change due to changes in government guidance.

Please also note that in an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe. People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

Section 2: Individual circumstances and working from home

Employees: Working from home

We have not identified any roles within retail that can be done from home.

Employees: Those that are in the 'Clinical Extremely Vulnerable Group' (Shielding) - See appendix 2 for more information on definition

Clinical extremely vulnerable individuals have been strongly advised not to work outside the home. Employees in this category, will remain on furlough at this time and we will monitor the advice and guidance going forward. This also applies to volunteers.

Employees: Those that are in the 'Clinically Vulnerable Group' - See appendix 3 for more information on definition

The government advice is for you to undertake your work duties that enables you to stay 2 metres away from others, wherever possible, although employees may choose to take on a role that does not allow for this distance if they prefer to do so. If they have to spend time within 2 metres of other people, we will carefully assess and discuss with you whether this involves an acceptable level of risk. Alternative roles can be considered. Pregnant employees are classed in this category and those who live with someone who is shielding. A risk assessment has been carried out for this group.

For the avoidance of doubt, if an employee lives with someone who is clinically vulnerable, they can attend work as normal. It is only when the staff member lives with someone who is clinical extremely vulnerable (shielding) that the risk assessment completed is applicable (see appendix 5).

Volunteers in this category are encouraged to discuss their return with your line manager. Following this conversation, if volunteer wishes to, they can return to volunteer.

Mental health and support

All staff have access to a confidential telephone counselling service under our employee assistance programme (EAP). If you would like to talk to a trained counsellor about any worries that you may be having about the impact of Coronavirus, whether work related or not, you can access this by calling 0800 107 6147.

You can also access Occupational health and/or independent counsellors if you wish. Please discuss with this with your line manager or HR.

Section 2: Individual circumstances continued

Symptoms of COVID-19

The symptoms detailed by the government in relation to COVID-19 are below. If you have any of the symptoms below, you should isolate and be tested. You would only be referred for a test if you have any of the symptoms below.



Do not leave home if you or someone you live with has any of the following:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

[Check the NHS website if you have symptoms](#)

Employees: Who need to self-isolate

a) When symptoms are associated with COVID-19

If you have any of the symptoms associated with COVID-19, you should follow the normal absence notification procedure by calling the absence line, with the following additions.

- To state the date you first experienced symptoms
- A mobile telephone number to contact you on (and to be used for referral for a test)

If you are tested positive for COVID-19, you should remain off for a minimum of 10 days (from the onset of your symptoms)

Section 2: Individual circumstances continued

b) When a member of your household has symptoms associated with COVID-19 (and you do not)

If a member of your household has any of the symptoms associated with COVID-19, you should follow the normal absence notification procedure, with the following additions.

- To state the date they first experienced symptoms
- A mobile telephone number for them to be contacted on (and to be used for referral for a test)

If a member of your household is tested positive for COVID-19, you should remain in household isolation for 14 days from the onset of their symptoms. If the member of your household showing symptoms has a negative COVID-19 test, you would be able to return back to work immediately, without waiting for the 14 days.

Employer referral

As all employees of the hospice are classed as 'essential workers' we are able to submit an 'employer referral'. Following notification of your symptoms via the absence line, you will be called back by a member of the HR team to discuss the referral. Once referred by the hospice, you or a member of your household with symptoms will receive a text message with a unique invitation code to book a test. We have shown an example of the text (see right)

Visit [gov.uk/coronavirus](https://www.gov.uk/coronavirus). Under 'Testing for coronavirus' select 'Book a test if you have a verification code'. Enter the verification code XXXX-XXXX-XXXX-XXXX



Please note: a member of your household will only be referred for a test if they are showing symptoms and you are not. If you are showing symptoms, then it will only be you that is referred

We ask that employees go through the hospice to receive a test. This will enable a consistent approach and will allow us to properly support you through this process. We have been advised that testing is more effective when it is within the first 3 days from the onset of symptoms.

Section 2: Individual circumstances continued

Employees: Who need to self-isolate continued

- c) **When called by the NHS Test and Trace team if identified as a 'contact' of someone who has recently been tested positive for COVID-19**

If you are called by the NHS Test and Trace team and informed you are a 'contact' then you should follow their guidance of self-isolating for 14 days from your last contact with them.

Test and Trace

Under the Test and Trace program, if tested positive for COVID-19, you will be contacted by the NHS Test and Trace team by phone from 0300 013 5000, text or email.

In preparation for this call, we ask that you call the hospice's absence line to talk to a member of the HR team. If you leave a message, you will be called back and they will assist you to produce a list of people you have been in contact with, in line with the Government guidelines. If the NHS Test and Trace call you before you have spoken to a member of the HR team, answer their questions but tell them that you will call the HR team to discuss and obtain contact details of any work colleague required.

With social distancing measures in place, and PPE being worn where appropriate, there shouldn't be many circumstances whereby you will have 'close contact' with anyone from work, unless it's a requirement for the role or 'set teams' or 'team bubbles' are in place. NHS Test and Trace will ask:

1. If you have family members or other household members living with you. In line with the medical advice they must remain in self-isolation for the rest of the 14-day period from when your symptoms began
2. If you have had any close contact with anyone other than members of your household. The Test and Trace Team are interested in the 48 hours before you developed symptoms and the time since you developed symptoms. Close contact means:
 - having face-to-face contact with someone (less than 1 metre away)
 - spending more than 15 minutes within 2 metres of someone
 - travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane
3. If you work in – or have recently visited – a setting with other people (for example, a GP surgery, a school or a workplace)

Section 2: Individual circumstances continued

They will ask you to provide, where possible, the names and contact details (for example, email address, telephone number) for the people you have had close contact with. Based on the information you provide; they will assess whether they need to alert your contacts and ask them to self-isolate.

Even if you know contact details of work colleagues you may have had contact with, please speak to HR for assistance with this.

Pay while isolating

Under each scenario (a,b,c above) if required to self-isolate, you will receive full discretionary sick pay (100% of your basic salary). The hospice reserves the right to amend this or remove it at any point in which normal sick pay rules will apply. Normal sickness pay applies to all other forms of sickness absence.

Section 2: Individual circumstances	Actions <ol style="list-style-type: none">1. If you have not already done so, to inform us of your current personal circumstances and keep us updated2. Seek support if your mental health has been affected3. Follow the hospice's normal absence procedure if you develop COVID-19 symptoms or a member of your household develops symptoms
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Section 3: Social distancing at work

Coming in and out of the shop

We do not feel a staggered arrival time is required as staffing numbers will be low, therefore normal shift times will continue.

Volunteer numbers

Each shop has been allocated a maximum number of volunteers that should be in the building (depending on shop size) in addition to employee numbers.

Maintaining a 2 metre social distance

Everyone must maintain social distancing in the workplace wherever possible. A picture of one of the measures to maintain a 2 metre social distance can be seen below.



Section 3: Social distancing at work continued

Till point: Plexiglass screens

We have installed plexiglass screens fitted to all point of transactions to create a barrier to separate people from each other. A picture of one can be seen below.



Till point: Encouragement of card payment

Customers will be asked to pay using their debit/credit card where possible. Disposable gloves will be available for handling cash if/when needed. After handling cash, staff will be expected to wash their hands.

Working in the back/store room

While working in the back, to work back to back or side to side whenever possible to avoid working face to face.

Section 3: Social distancing at work	Actions 1. Maintain a 2 metre social distance wherever possible
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Section 4: Managing customers, visitors and contractors

Customers

Each shop will have a maximum number of customers allowed in clearly visible near the entrance to your shop. When appropriate, customers should be reminded on social distancing rules.

Hand sanitiser stations have been installed on all entrances and customers are to be asked to use these before entering.

Visitors

For the purpose of number of people allowed in the shop at any one time, visitors should be classed in the customer numbers. When appropriate, visitors should be reminded on social distancing and hygiene rules.

Contractors

For the purpose of number of people allowed in the shop at any one time, contractors should be classed in the customer numbers. When appropriate, contractors should be reminded on social distancing and hygiene rules.



<p>Section 4: Managing customers, visitors and contractors</p>	<p>Actions</p> <ol style="list-style-type: none">1. When appropriate, customers/visitors/contractors should be reminded on social distancing and hygiene rules
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Section 5: Hygiene

Before reopening

Before reopening to the public, staff will be able to attend the shop for 1 to 2 days in order to deep clean the shop.

Keeping the shop clean

In order to prevent transmission by touching contaminated surfaces; hard surfaces including tables, till counters, till screens, phones, kitchen worktops, door handles should be cleaned down regularly. Cleaning equipment and disposable cleaning wipes will be provided.

Hand sanitiser stations

We have installed hand sanitiser stations at 3 locations in each shop.

1. Entrance
2. Till point
3. Back office

Handwashing

Staff are encouraged to regularly wash their hands with soap and water as often as possible and for 20 seconds every time. Signs and posters will be displayed to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.

Section 5: Hygiene	Actions <ol style="list-style-type: none">1. Frequently wash hands2. Frequently clean surfaces
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Section 6: PPE and Face Covering

PPE

PPE is provided to those working in the clinical settings for which Public Health England advises use of PPE. The government advice states that ‘workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.’

Within our retail shops, the following PPE will apply:

- When handling donations, to wear disposable gloves
- When handling cash, to wear disposable gloves

Face covering

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

A face covering may be worn in enclosed spaces where social distancing is not possible. It just needs to cover your mouth and nose. A face covering is not the same as a face mask. Face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk. We would not expect to see employers relying on face coverings as risk management for the purpose of their health and safety.

Wearing a face covering is optional and is not required by law, including in the workplace.

Section 6: PPE and Face Covering continued

If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. The following guidance by the government has been issued:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you have touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully in your usual waste.
- Practice social distancing wherever possible.

We will support you in using a face covering safely if you choose to wear one. If you wish to wear a face covering, we will supply this for you.



Section 6: PPE and Face Covering	Actions <ol style="list-style-type: none">1. When handling donations, to wear disposable gloves2. When handling cash, to wear disposable gloves3. If you choose to, to wear a face covering and follow the guidelines issued by the government
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Section 7: Workforce (Staff and Volunteers)

Travelling to and from work

Public transport to be avoided if possible. If you do have to use public transport to follow the social distancing guidelines where possible.

Staff are encouraged to walk, cycle or drive to work.

The hospice will explore options for you to work at your closest hospice shop, however this may not be possible due to staffing requirements and other people's circumstances at your local hospice shop.

Set teams

Where possible, for each shop to have fixed teams and not to work in different hospice shops. We will review this and try and maintain set teams, however due to the nature of the work and staffing levels, this may not always be possible.

Work related travel

We would encourage people to use their own transport when travelling for work related purposes. We will try and ensure any work related travel is done, only when necessary.

Communication and training

We will communicate to all staff via your dove house email address. Other channels may also be used such as text, phone call, letter, intranet and our staff page on our website.

Training will be conducted in small groups if required and e-learning is not suitable. If you have any questions relating to this booklet or training needs in relation to COVID-19 that have not been addressed in this booklet, please ask your line manager, or contact the HR team.

Section 7: Workforce (Staff and Volunteers)	Actions <ol style="list-style-type: none">1. If you haven't already (via our staff survey), please let us know if you use public transport to travel to and from work. We can then explore possible options for you to work closer to home
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Section 8: Donations

Handling donations

When accepting and processing donations, disposable gloves should be worn. After using gloves, staff should dispose of them immediately and wash their hands. Once taken off, disposable gloves should not be re-worn.

You should also follow the following steps:

Accepting clothing donations

- Where possible encourage donations to be made via a back door straight into the sorting room.
- If your shop can only be accessed from the front, mark an area close to the door where donors can place items they wish to donate. This area can be marked using a container and posters or by marking an area using floor tape.
- Donations should be moved into the sorting room as quickly as possible to avoid creating a trip hazard on the shop floor.
- Bag up loose donations.
- Mark up each bag with the date it was donated and with the donor's Gift Aid details, if applicable.
- Store donations for 72 hours before sorting them. Those with minimal space for storing goods will have these collected, stored at the RDC and returned after 72 hours.
- All donations should be steamed before placing them on the shop floor
- Hangers should be wiped down before being reused and regularly wiped down whilst in use on the shop floor.

Accepting bric-a-brac/books etc

- Items should be stored for 72 hours or wiped down before the stock is placed on the shop floor.

Section 8: Donations continued

Accepting furniture donations

- Soft furnishings such as sofas and mattresses should be wrapped in plastic sheeting/covers before being placed on the shop floor.
- The plastic sheeting/covers will remain on the furniture and will not be reused or removed.
- Hard furniture such as wooden tables should be wiped down before being put on the shop floor and at regular intervals.
- Only furniture that cannot be covered or wiped down should be stored for 72 hours before being put on sale.

Arranging the shop floor

- The maximum number of shoppers will be dictated by the size of the shop floor. Designated numbers must not be exceeded.
- Upon entry all customers will be asked to use the hand gel provided.
- Larger shops may consider a one-way system. Tape and floor markings will be provided to mark this clearly.
- You may need to remove some fixtures from the shop floor to make social distancing easier.
- The fitting room must not be used. Standard refund policies will apply.
- When using the till, stand behind the screen wherever possible. If this isn't possible ask the customer to step back 2 metres whilst you process their sale.

Section 8: Donations	Actions 1. To follow the steps outlined above in relation to donations
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Appendix 1: COVID 19 RISK ASSESSMENT REOPENING OF CHARITY SHOPS

Date of Assessment: 19/05/2020. Assessed by: Dave Carrick, Health and Safety Manager

Hazards	Appointing staff with unknown health problems (High risk persons)	Section of Covid-19 Booklet	2
Who is at risk of catching the virus	Shop staff		
Controls	<ol style="list-style-type: none"> Any staff appointed to help in opening of the shops must not be a high risk (Shielding) to the COVID virus. Check if staff invited in have any persons in their household who may have the virus or have had the virus recently. Volunteers in 'shielded' group to not return until further Govt advice changes 		
Further controls	<ol style="list-style-type: none"> Are there any confined spaces or small rooms where staff may congregate. 		
Risk	Low		

Hazards	Safe environment	Section of Covid-19 Booklet	2
Who is at risk of catching the virus	Shop staff, delivery personnel, contractors, customers, other DHH staff who may visit		
Controls	<ol style="list-style-type: none"> Shop manager to check daily with staff if any COVID symptoms may be present. Any staff showing signs must be sent home and referred for testing. HR Dept can give help to any member of DHH shop staff who may have increased anxiety levels or have suffered personal loss as a result of the virus. Ask customers not to enter shop if they display any COVID-19 symptoms Provide hand gel and wipes for customer use. Remove tea towels and re-usable towels or cloths used by multiple people. 		
Further controls	<ol style="list-style-type: none"> HR Dept must be informed of any concerns by shop manager and if any staff are sent home. Shop manager must be kept up to date with any changing guidance from Govt by way of HR Dept, H&S Manager and via Area Managers. If employees do not follow safe guidance, HR must be informed. Special need persons must be allowed into shops with very close supervision by shop manager/staff. Suitable signage must be in place advising of safe distancing and safe movement in the shop. Consider one-way systems around shops where practical. 		
Risk	Med		

Hazards	Risk of staff passing the virus and general public/contractors/delivery personnel bringing in any symptoms of the virus.	Section of Covid-19 Booklet	3
Who is at risk of catching the virus	Shop staff, visitors, other DHH staff who may visit.		
Controls	<ol style="list-style-type: none"> 1. Shop manager to remind shop staff to wash hands before work, use hand sanitizer throughout the day. Ensure shop has hot water, soap and towels in plentiful supply. 2. Staff to report any symptoms of COVID-19, attend for a test and self-isolate for 10 days if tested positive for COVID-19. Volunteers should do the same, however will need to arrange their own test via the NHS. 3. Entry into shop must be managed to allow minimal numbers of persons in dependant on size of shop. 		
Further controls	<ol style="list-style-type: none"> 1. Ensure plastic screens are in place between people at cash points. Cashless transactions are recommended (gloves available if cash needs to be handled) 2. Shop to be ventilated as best it can, by opening windows. 3. Face coverings provided for staff if requested 		
Risk	Med		

Hazards	Not adhering to safe distancing	Section of Covid-19 Booklet	3
Who is at risk of catching the virus	Shop staff. Public, others in the shop.		
Controls	1. Shop Manager to advise staff on safety in distancing. Supervise public and maintain safe distancing by advice.		
Further controls	<ol style="list-style-type: none"> 1. Look at re-design of shop to create more space. Reduce seating in rest area and phase in breaks. 2. Planning of customer queuing outside the shop, will consider safety of the public and social distancing. Restricted access to shop controlled by nominated staff person 		
Risk	Med		

Hazards	Contractor control	Section of Covid-19 Booklet	4
Who is at risk of catching the virus	Shop staff, the contractors themselves, others in the area.		
Controls	1. Contractors to be asked if any virus symptoms are present. They are advised to wash hands before work.		

Further controls	<ol style="list-style-type: none"> 1. Shop manager to monitor contractors and shop staff working distance to maintain a 2 metre distance (Contractors should be working away from staff/public in a safe environment). 2. Area cleaned after work and contractors advised to wash hands 20 secs before eating or when leaving the shop.
Risk	Med

Hazards	Intentional passing of virus to shop staff or others in the shop, by spitting, face to face breathing or touching.	Section of Covid-19 Booklet	4
Who is at risk of catching the virus	All persons in the area		
Controls	1. Shop staff must identify the person and clear the shop. Police must be called but staff must not attempt to detain the person, but watch where they go after being in the shop if possible. Plastic screens must be cleaned regularly		
Further controls	1. Shop staff must be identified and sent home. HR must be informed and testing arranged for all staff. Shop must be cleaned when empty and advice given to staff regarding self- requirement of testing and self-isolation.		
Risk	High		

Hazards	Delivery driver control	Section of Covid-19 Booklet	4
Who is at risk of catching the virus	Drivers, Hospice shop staff, customers		
Controls	<ol style="list-style-type: none"> 1. Drivers must be provided with hand sanitizer and used after every delivery. 2. If possible good being delivered or collected should not be physically handed over but left in a place for other party to pick up. 		
Further controls	1. Where more than one person is required to deliver an item, consider whether the delivery is necessary and if so, what steps the shop can take to minimise the risks of transmission of the virus between people working in close proximity of each other.		
Risk	Med		

Hazards	Returning to unclean shop after closure	Section of Covid-19 Booklet	5
Who is at risk of catching the virus	Shop staff, visitors, delivery personnel. Other DHH staff who may arrive		
Controls	1. Plan pre-opening deep clean of the shop. To include fridge, microwave, all surfaces, equipment in the shop, door handles etc.		

	2. Shop manager to ensure cloths are changed frequently and ensure safe disposal of used cloths.
Further controls	<ol style="list-style-type: none"> 1. Plan regular daily cleaning of surfaces, racking, doors, till, handles, kettle and any control panels or switches. 2. Ensure cleaning materials are suitable for the task (not out of date). Amend the cleaning checklist to ensure all areas are being frequently cleaned. Shop manager to ensure handwashing for 20 secs after any cleaning tasks. 3. Disposable gloves to be provided & aprons. Avoid touching wearer's face
Risk	Med

Hazards	Travelling to/from the shops-risk of catching virus	Section of Covid-19 Booklet	7
Who is at risk of catching the virus	Shop manager, shop staff required to attend shop, other DHH staff that may visit.		
Controls	1. Consider staff living nearby to the shop as first call		
Further controls	1. Public transport to be avoided if possible. Social distancing (2 mts) to be honoured at all times. Advise walk to work and home/cycle if possible		
Risk	Low		

Hazards	Handling donations	Section of Covid-19 Booklet	8
Who is at risk of catching the virus	Hospice shop staff		
Controls	<ol style="list-style-type: none"> 1. Precautionary measure is to wait 72 hours before sorting newly donated stock. Or if not possible, seek to process newly donated stock last. 2. Hard surface donations must be cleaned with standard cleaning product. 		
Further controls	<ol style="list-style-type: none"> 1. Mandate hand washing before and after handling donations and disposable gloves must be worn by staff for this task. Avoid touching face whilst sorting. Steam clothing thoroughly. 2. Allow fresh air into sorting area if possible 		
Risk	Med		

Hazards	Theft of safety equipment	Section of Covid-19 Booklet	7
Who is at risk of catching the virus	Hospice shop staff		
Controls	1. Not have gloves in open view of members of the public		
Further controls	1. Have hand sanitiser stations secure		
Risk	Low		

Appendix 2: Extremely Vulnerable (Shielded Group)

Clinically extremely vulnerable people may include the following people. Disease severity, history or treatment levels will also affect who is in the group.

1. Solid organ transplant recipients.
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD).
4. People with rare diseases that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

People who fall in this group should have been contacted to tell them they are clinically extremely vulnerable.

Taken from <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Appendix 3: Clinically Vulnerable Group

Clinically vulnerable people are those who are:

1. aged 70 or older (regardless of medical conditions)
2. under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds):
3. chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
4. chronic heart disease, such as heart failure
5. chronic kidney disease
6. chronic liver disease, such as hepatitis
7. chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
8. diabetes
9. a weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets
10. being seriously overweight (a body mass index (BMI) of 40 or above)
11. pregnant women

Those in this group are advised to stay at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household.

Taken from <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#clinically-vulnerable-people>

Appendix 4: COVID 19 RISK ASSESSMENT: Extremely vulnerable group (Shielding)

Date of Assessment: 09/06/2020

Assessed by: David Carrick, Health & Safety Manager, and Andrew Walker, Director of HR

Hazards	Risk of catching virus
<p>Who is at risk of catching the virus</p>	<ol style="list-style-type: none"> 1. Solid organ transplant recipients. 2. People with specific cancers: <ul style="list-style-type: none"> • people with cancer who are undergoing active chemotherapy • people with lung cancer who are undergoing radical radiotherapy • people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment • people having immunotherapy or other continuing antibody treatments for cancer • people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors • people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs 3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD). 4. People with rare diseases that significantly increase the risk of infections (such as SCID, homozygous sickle cell). 5. People on immunosuppression therapies sufficient to significantly increase risk of infection. 6. Women who are pregnant with significant heart disease, congenital or acquired.
<p>Controls</p>	<ol style="list-style-type: none"> 1. To work from home if possible. <p style="color: red;">At the current time, the guidance remains that this group is strongly advised to stay at home at all times and avoid any face to face contact. All below to apply when the government guidelines change to advise those in this group that they may return to work.</p> <ol style="list-style-type: none"> 2. Before returning to work, following government guidelines, to attend a welfare meeting with line manager. 3. To discuss a possible phased return to work over a few shifts/weeks. 4. To consider moving individual to a lower risk work area within work setting to enable them to stay 2 metres away from others. If this isn't possible, to assess whether this involves an acceptable level of risk taking individual and role specific factors into account. Alternative roles to be considered. 5. Given priority in accessing COVID-19 testing if showing symptoms. 6. If on medication, to inform your line manager of this, any side effects experienced and if any changes are made.

	7. To follow the COVID-19 risk assessment generated for your work area which applies to all staff.
Further controls	1. For individuals to bring to the attention of their line manager, any health concern they have that may affect their safety at work. If line manager is unavailable, to contact a member of the HR team.
Risk	Med

Appendix 5: COVID 19 RISK ASSESSMENT: Clinically vulnerable group

Date of Assessment: 09/06/2020

Assessed by: David Carrick, Health & Safety Manager, and Andrew Walker, Director of HR

Hazards	
Who is at risk of catching the virus	Risk of catching virus <ol style="list-style-type: none">1. aged 70 or older (regardless of medical conditions)2. chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis3. chronic heart disease, such as heart failure4. chronic kidney disease5. chronic liver disease, such as hepatitis6. chronic neurological conditions, such as Parkinson’s disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy7. diabetes8. a weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets9. being seriously overweight (a body mass index (BMI) of 40 or above)10. pregnant women
Controls	<ol style="list-style-type: none">1. To work from home if possible.2. To consider moving individual to a lower risk work area within work setting to enable them to stay 2 metres away from others. If this isn’t possible, to assess whether this involves an acceptable level of risk taking individual and role specific factors into account. Alternative roles to be considered.3. Given priority in accessing COVID-19 testing if showing symptoms.4. If on medication, to inform your line manager of this, any side effects experienced and if any changes are made.5. To follow the COVID-19 risk assessment generated for your work area which applies to all staff.
Further controls	<ol style="list-style-type: none">1. For individuals to bring to the attention of their line manager, any health concern they have that may affect their safety at work. If line manager is unavailable, to contact a member of the HR team.
Risk	Med

If you do not have any of the medical conditions listed above, however live with someone who does, normal social distancing and hygiene measures should be adhered to.

If you do not have any of the medical conditions listed above, however live with someone is ‘Extremely Vulnerable’ (Shielding), this risk assessment will also apply to you (where applicable)

Appendix 6: COVID 19 RISK ASSESSMENT: Black, Asian or Minority Ethnic (BAME) individuals

Date of Assessment: 09/06/2020

Assessed by: David Carrick, Health & Safety Manager, and Andrew Walker, Director of HR

Hazards	Risk of catching virus
Who is at risk of catching the virus	1. Black, Asian or Minority Ethnic (BAME) individuals Emerging evidence shows that black and minority ethnic (BME) communities are disproportionately affected by COVID-19. https://www.nhsemployers.org/covid19/health-safety-and-wellbeing/risk-assessments-for-staff
Controls	1. For individual to inform their line manager if they have any underlying health conditions as outlined in the 'Extremely vulnerable group' or 'Clinically vulnerable group' and that the associated control measures (as described in the risk assessment for both groups) are adhered too. 2. Given priority in accessing COVID-19 testing if showing symptoms. 3. To follow the COVID-19 risk assessment generated for your work area which applies to all staff. 4. For individuals in a clinical setting, to receive PPE training as a priority.
Further controls	1. For individuals to bring to the attention of their line manager, any health concern they have that may affect their safety at work. If line manager is unavailable, to contact a member of the HR team.
Risk	Med