

COVID-19 Risk Assessment

Version 1.00

Scope of Assessment	The following assessment details the identified risks specific to the potential transmission of Coronavirus (COVID-19) during face to face counselling sessions held at the Waterloo facility (18 Crosby Road North, Waterloo L22 4QF). This assessment also details the control measures to be implemented to reduce the specified risks. This assessment will be briefed to all associates using the facility and a copy will be displayed at the premises as part of the COVID secure assurance process.
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Action Description	Risk Identified	Risk Rating	Control measures required	Revised Risk Rating
Multi-user facility, general risk of transmission	Risk of surface contact and transmission from direct contact and from associates / clients using the facility at different times during the day	Medium	<ul style="list-style-type: none"> • Associates and clients to be requested to avoid attendance in event of suffering any symptoms of coronavirus • Hand sanitiser to be provided at entry points to the facility • Cleaning and disinfectant consumables to be supplied for use within the facility • All associates to wipe down frequently touched items- i.e. door handles, tables etc upon entry to facility, between clients and upon leaving facility. • All persons using the facility to maintain social distancing of 2m or more at all times • Regular cleaning routine to be implemented • Advice notices to be installed to remind users of social distancing and awareness of viral transmission 	Low
Associates using facility, contact with clients	Risk of transmission from direct contact & surface contact	Medium	<ul style="list-style-type: none"> • Associates to reduce face to face contact as much as possible- continue to offer online and telephone sessions • Wash hands frequently- particularly between sessions • Associates to utilise provided cleaning consumables to wipe down surfaces and frequently touched items • Associates to allow suitable time between sessions to clean and sanitise between sessions • Associates to maintain 2m distance from clients • Open windows upon arrival and between sessions to allow fresh air flow • Wear disposable gloves if handling waste- i.e. tissues etc • Sanitise hands post client arrival and departure 	Low

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Action Description	Risk Identified	Risk Rating	Control measures required	Revised Risk Rating
Rules of attendance and pre arrival information	Risk of client attending with symptoms of coronavirus or health vulnerable client attending facility	Medium	<ul style="list-style-type: none"> • Clients to be contacted prior to session to advise of control measures and pre arrival information • Clients who consider themselves vulnerable or meet the criteria for 'shielding' should not attend the facility, online or telephone sessions provided instead • During pre-session contact—all clients to be advised not to attend the session should they be suffering from any symptom/s of coronavirus • Clients should be advised that the wearing of masks is encouraged 	Low
Client access to facility	Risk of direct contact transmission during entrance to facility, greeting and movement between access point to session room	High	<ul style="list-style-type: none"> • Associates and clients to be requested to avoid attendance in event of suffering any symptoms of coronavirus • Internal door to remain locked to control access • Clients attending session to knock and wait in porch area • Clients to be directed to use hand sanitiser before entry • Doors to session room to be open until client has accessed and is seated • Associate to open and close doors to reduce multiple contact • Maintain 2m distance and sanitise hands prior to session commencement 	Low
During session	Risk of transmission due to contact, time spent in proximity to client	High	<ul style="list-style-type: none"> • All associates must maintain a distance of 2m minimum from client during sessions • Encourage use of masks if possible • Sit slightly offset to client if possible, to avoid being directly face to face during session • Use disposable cups for drinks and request clients use the bin provided • Ask that any waste is placed in the bin provided during and after sessions • Open windows post session completion to allow fresh air flow 	Medium / Low
Use of toilet / kitchen	Risk of contact transmission from toilet and kitchen surfaces and equipment	Medium	<ul style="list-style-type: none"> • Use of toilet by clients to be discouraged as much as possible • Where unavoidable request that the disinfectant consumables are used to wipe down • Associates to bring their own cups to the facility and remove them upon departure, do not share. • Offer cold drinks only to clients and provide in disposable cups • Wipe down kitchen surfaces and equipment prior to departure • Regular cleaning regime to be implemented 	Low

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Action Description	Risk Identified	Risk Rating	Control measures required	Revised Risk Rating
Client exit from facility	Risk of direct contact transmission during exit from facility, movement between access point to session room	Medium	<ul style="list-style-type: none"> Open session door and exit first, open main exit door and stand 2m apart whilst client exits Once client has exited facility, open windows, wipe down surfaces and wash hands thoroughly Associates should keep a log of who has entered the facility during attendance time, should tracing be required Lock door once client has left in preparation for the next client arrival Allow suitable time between session to complete a wipe down sufficiently. 	Low
Facility close down	Risk of contact transmission, viral transmission to surfaces and risk to next user	Medium	<ul style="list-style-type: none"> Before closing up and exiting, ensure that surfaces have been wiped down All waste has been removed from the session room Hand sanitiser bottles are not empty Complete close up and sanitise hands thoroughly before onward travel 	Low
Awareness and revision	Out of date information being provided, failure to manage risk	Low	<ul style="list-style-type: none"> Counselling matters will continue to monitor government advice on Coronavirus and update procedures and guidance as required Counselling matters will liaise with Associates regularly on risks / issues and continue to update information provided to clients in line with the latest government requirements This assessment will be reviewed quarterly, in the event of a confirmed case of transmission or a material change to government guidance / requirements 	Low

Signed:		Print:	Laura Rutlidge	Date:	20 July 2020
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Revision History				
Version	Date	Reviewer	Changes	Signed
1.00	20 July 2020	Laura Rutlidge	Initial version	