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| **Portland Bill Lighthouse Centre Ltd****COVID-19 Return to Work Gift Shop, Visitors Centre and Lighthouse Tours at Portland** |
| **Prepared by:** | Ann Hopkins, Director | **Assessment Date** | **Review Dates** |
| **Assessment Location** | Portland Bill Lighthouse Centre, Portland Bill, Dorset, DT5 2JT | 10th September 2020 | Monthly or when government policy changes |
| **Persons at Risk** | Staff and customers |
| The risk assessment and controls/measures below have been put in place to evaluate the risk to staff/contractors and visitors in respect of the Coronavirus and to eliminate/reduce the potential for infected persons entering the premises, contamination of surfaces, and to maintain social distancing practices according to both the premises and tasks undertaken by staff, visitors and contractors. |

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| **What are the hazards?** | **Who might be harmed**  | **Controls Required** | **Additional Controls** | Action by who? | Action by when? | Done |
| Spread of Covid-19 Coronavirus | * **Staff**
* **Visitors to your premises**
* **Cleaners**
* **Drivers**
* **Anyone else who physically comes in contact with you in relation to your business**
 | **Hand Washing*** Hand washing facilities with soap and water in place.
* Stringent hand washing taking place.
* See hand washing guidance.
* <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
* Drying of hands with disposable paper towels.
* <https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/>
* Staff encouraged to protect the skin by applying emollient cream regularly
* <https://www.nhs.uk/conditions/emollients/>
* Gel sanitisers in any area where washing facilities not readily available including entrance.

**Tills**Perspex screens will be provided and placed between customers and staff and markers will show where customers should wait to be served. The till for Tours and the Visitors Centre will be located at the front of the desk and the till for gifts will be at the side of the desk so that both can be served in a timely and safe manner.**Visitors Centre**The entrance to the visitor centre will be moved to the current ‘No Entry’ swing gate with marking around the exhibitions, with social distancing markings and will exit through ‘into the dark’ exhibition, out to the gift shop, where the floor marking will continue through the gift shop out to the front door. The curtains will be removed from the entrance and exit of ‘into the dark’ exhibition to prevent contamination and allow free flow of fresh air.A limit of 6 will be set for the total number of people in the Visitors Centre at any day the Lighthouse Tours are not being conducted.**Lighthouse Tours**It is mandatory for those taking a Lighthouse tour to wear face masks, which will be provided as part of the cost of the tour. The tour guide will keep the 2-meter distance from the visitors. The tour guides will have a recorded tour on their phones which they will play to the visitors over a speaker so that there is no contamination with them projecting their voice, however they will be available to answer individual questions, or provide a FAQ sheet from the visitors and guide and support them on their tour to the top of the Lighthouse. Information will be available on sheets in various languages. Tours will be made up to a maximum of 6 people. If possible, these tours will be booked in advance to allow for planning the numbers and social bubbles.**Staff Room / Office**Only two members staff will be allowed in the staff room at any time. Each member of staff must wash up or wipe over any equipment they have used. Paper hand towels, kitchen roll and anti-bacterial wipes will be available for this.**Staff Toilet**There will be provision for cleaning the interior and the door/door furniture down on leaving.Paper towels will be provided for drying of hands along with a touch free soap dispenser.**Social Distancing**Only allow a certain number of customers in at a time to allow for social distancing Set up a one-way system around the gift shop and Visitors Centre. Markings on floor reminding of 2 metre distance between visitors (except with family groups) Marking showing way round and notices reminding customers about social distancing**Cleaning**Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.Closed top bins are available for any discarded masks or gloves**Wearing of Gloves**Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.**Wearing of Masks**Wearing of Masks is mandatory for those on the Lighthouse Tour. Paper masks will be available at reception for those that do not have their own. Alternatively, material face masks are available to purchase at the gift shop.**NHS Track and Trace**Information will be requested from visitors to enable NHS Track and Trace. This will be taken at the time of booking and recorded on paper. The information recorded will be in line with that requested by the track and trace system (Name, number in group, contact number, time of arrival and if possible, time of departure)**Symptoms of Covid-19**If anyone becomes unwell with a new continuous cough, a high temperature or a loss or change to your sense of smell or taste in the workplace they will be sent home and advised to follow the stay at home guidance.The management will maintain regular contact with staff members during this time.If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. <https://www.publichealth.hscni.net/>**First Aid**Staff who have been trained in first aid will be given guidance in providing first aid support during this time. Members of staff whose certification has lapsed will be put on an online course until able to attend a full course.Suitable equipment will be provided to ensure the safe administration of first aid.**Mental Health** Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help Reference -<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/> [www.hseni.gov.uk/stress](http://www.hseni.gov.uk/stress) | Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - <https://www.publichealth.hscni.net/news/covid-19-coronavirus> Posters, leaflets and other materials are available for display.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19> Should be checked and topped up regularlyScreens will be set up in front of both tills.Those on the tills will be on a partnering rota (work bubble) as a 2m distance is not possible.Screens will be cleaned regularly both sidesFloor signs will clearly indicate the route around the visitor’s centre. The Children’s play area will be blocked off as this would be an area of high contamination. This space has been re-allocated for the visitors waiting to go up the tower, so they are well separated from those coming down the tower. We will not be open for Visitor Centre only customers on days we do Lighthouse tours, due to the limited space and managing numbers when tours are starting/ending. 5 people going up at a time with max 10 on a switchover. The high touch areas would be clean on a regular schedule. The windows in the visitors centre that are able to be opened, along with one of the sets of doors in the corridor and the Murette door at the top of the Lighthouse. Mesh cover that is currently in place is securely fixed back on once the door has been opened to prevent any visitors from attempting to access the gallery.Booking procedures will be put in place if possible, with set times for the tours to allow for forward bookings.Tour guides will be provided with the equipment to play the tours and will also be provided with a mask and gloves for their protection.Hand sanitiser and gloves will be provided at the bottom of the stairs at the start of the tour so that contamination from the handrails etc is kept at a minimum. When descending the tour guides will wipe down the handrails with an antibacterial wipe. There will be push bottles of hand sanitiser placed on the way up the tower.Tours will stop at the battery flat to allow for the visitors to catch their breath and to hear the first recording before ascending to the section room where they will hear the second recording and be instructed how to climb to the lamp room.The recording is only 7 minutes long which will be played in two halves – most of the time would be taken up with climbing up and down the lighthouse – we are planning on the tours being of about the same durationChecks will still be made to ensure that suitable footwear is worn for the climb – disposable socks will always be provided to wear with the plimsols, which will only be provided if there is no other option and these will be sprayed with disinfectant once used and not be used again until the next day.Excess baggage should be left on the battery flat for collection on their return down the Lighthouse.Where possible, members of staff should bring their own equipment, food and drink, although milk, tea and coffee will still be available.Encourage staff to have their breaks in the back garden during dry and sunny days.The toilet will be cleaned at regular intervals and the provision of anti-bacterial wipes, paper towels and soap will be checked.Visitors will not be allowed in the visitors centre only, unless there are no tours to the tower, so the maximum number of people in the visitors centre and tower at any time would be 10 and this would only be when tours are ending/starting. The number of visitors allowed in the visitors centre only would be limited to 5. The number of people in the gift shop will remain at 5 and communication between the tour guides and other staff will ensure that there are not too many people in the gift shop at the end of each tourStaff to be available to control the number of people entering and leaving the premisesFloor marking and signs indicating way round with staff controlling movement where necessary.Signage would be put on the door encouraging visitors to pre-book their tours by phone.Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.Management checks to ensure this is adhered to.Rigorous checks will be carried out to ensure that the necessary procedures are being followed.The bins will have liners and will be removed to the waste bin outside at regular intervals.Staff to be reminded that wearing of gloves is not a substitute for good hand washing.Due to the tight space in the lighthouse tower, no one will be allowed to take a tour of the lighthouse without wearing a face mask, but as wearing face masks is now mandatory in buildings, this should no longer be a problemInformation will also be kept the requisite 21 days on the staff working on the premises, the hours they are present and if and when they have been conducted tours.Taking of details is now mandatory, so will ensure all staff are aware and request details from all visitors going into the Visitors Centre and Lighthouse Tours.Internal communication channels and cascading of messages through management will be carried out regularly to reassure and support employees in a fast-changing situation. Each member of staff will be assessed to their suitability for returning to work and any vulnerable member of staff will not be expected to return.Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.First Aid Training has been provided to most members of staff and a First Aid Trained member of staff will always be on duty.Regular communication of mental health information and open-door policy for those who need additional support. |  |  |  |