## Covid-19 (Coronavirus) Pandemic - Safe Operation - Staff and Staff Areas

### Location of Activity
Throughout the facility

### QMS/Work Instructions
Please select an instruction or manually write it

### Training/Qualifications Required to Complete this Activity
Please select a qualification or manually write it

### Legislation, guidance and information used in support of this assessment
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health (Amendment) Regulations 2004
- Personal Protective Equipment at Work Regulations 1992
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Health & Safety (First-Aid) Regulations 1997
- HSG179 Managing H&S in Swimming Pools
- Swimming Pool Water: Treatment and quality standards for pools and spas
- NPLQ Generation 9 Syllabus
- Safe Supervision in Pools (Swim England)
- Control of Substances Hazardous to Health Regulations, 2002
- Equality Act 2010

### Potential Harm/Consequence

<table>
<thead>
<tr>
<th>Number</th>
<th>Likelihood That Harm Will Occur</th>
<th>Risk Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Insignificant</td>
<td>1 - 2</td>
</tr>
<tr>
<td>2</td>
<td>Minor</td>
<td>Low</td>
</tr>
<tr>
<td>3</td>
<td>Moderate</td>
<td>Medium</td>
</tr>
<tr>
<td>4</td>
<td>Major</td>
<td>High</td>
</tr>
<tr>
<td>5</td>
<td>Catastrophic</td>
<td>Critical</td>
</tr>
</tbody>
</table>

### Likelihood That Harm Will Occur

<table>
<thead>
<tr>
<th>Number</th>
<th>Likelihood That Harm Will Occur</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Very Unlikely</td>
</tr>
<tr>
<td>2</td>
<td>Unlikely</td>
</tr>
<tr>
<td>3</td>
<td>Possible</td>
</tr>
<tr>
<td>4</td>
<td>Likely</td>
</tr>
<tr>
<td>5</td>
<td>Very Likely</td>
</tr>
</tbody>
</table>

### Risk Rating

- Very Low Risk 1 - 2: No action required
- Low Risk 3 - 6: Monitor
- Medium Risk 8 - 12: Action required
- High Risk 15 - 16: Urgent Action
- Critical Risk 20 - 25: Work Must Stop and take immediate action

### If the Risk Rating is 15 or more and no further control measures are practicable, add the risk to the H&S Risk Register.

### Potential Risk Rating

- LOW
- VERY LOW
<table>
<thead>
<tr>
<th>Category</th>
<th>Lack of up-to-date information regarding the Covid-19 virus</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Staff</strong></td>
</tr>
<tr>
<td></td>
<td>Contractors</td>
</tr>
<tr>
<td></td>
<td>Customer - Adult</td>
</tr>
<tr>
<td></td>
<td>Customer - Child</td>
</tr>
<tr>
<td></td>
<td><strong>Add Sample Measure</strong></td>
</tr>
<tr>
<td></td>
<td><strong>View Files</strong></td>
</tr>
<tr>
<td></td>
<td><strong>View Links</strong></td>
</tr>
</tbody>
</table>

- **Attendance at Covid-19 clinics, webinars and other CPD**
- **Regular review of NGB advice and guidance**
- **Following advice and guidance from industry bodies such as CIMSPA, UKactive, RLSS, PWTAG**
- **Reviewing best practice examples from within the industry**
- **Reviewing other sectors where applicable**
- **NHS advice regularly checked and followed by Aeneas Richardson - Director of operations. www.nhs.uk**
- **Government advice regularly checked and followed by Aeneas Richardson - Director of Operations. www.gov.uk**
- **COVID-19 Response Team established. Aeneas Richardson – Director of Operations to develop sources of information to keep up to date with the latest guidance available on managing response to the pandemic and feed this into the risk assessment process.**

**Add Description/Detail of how harm is caused **

- **Government (www.gov.uk) and NHS (www.nhs.uk) advice is regularly checked and followed by Aeneas Richardson - Director of Operations**

**Information - Responsibilities **

- **Lack of up-to-date information regarding the Covid-19 virus**

- **Staff**
- Contractors
- Customer - Adult
- Customer - Child

- **Add Sample Measure**
- **View Files**
- **View Links**
## Possible transmission of Covid-19 due to staff being in work when not necessary

<table>
<thead>
<tr>
<th>Staff Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong></td>
</tr>
<tr>
<td>Staff</td>
</tr>
<tr>
<td>Contractors</td>
</tr>
<tr>
<td>Customer - Adult</td>
</tr>
<tr>
<td>Customer - Child</td>
</tr>
<tr>
<td>Staff audit completed to determine roles essential to be physically in the facility and minimum staffing levels necessary within each department</td>
</tr>
<tr>
<td>Remote working encouraged where possible</td>
</tr>
<tr>
<td>Remote access systems in place for remote workers</td>
</tr>
</tbody>
</table>

## Possible transmission of Covid-19 due to staff coming into increased contact with one another

<table>
<thead>
<tr>
<th>Staff Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong></td>
</tr>
<tr>
<td>Staff</td>
</tr>
<tr>
<td>Staff levels per shift kept to a minimum to maintain safety standards, hygiene standards and to allow facility to operate effectively</td>
</tr>
<tr>
<td>Review shift rotas to maximise opportunities to work in fixed teams or partnering to limit interaction between staff</td>
</tr>
<tr>
<td>Business related travel restricted to essential staff only</td>
</tr>
<tr>
<td>Staff discouraged from car sharing unless absolutely essential or from the same household</td>
</tr>
<tr>
<td>Deliveries to other facilities kept to a minimum and drop off zones in place at each facility</td>
</tr>
</tbody>
</table>

## Employees who are at higher risk of contracting Covid-19

<table>
<thead>
<tr>
<th>Staff Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong></td>
</tr>
<tr>
<td>Staff</td>
</tr>
<tr>
<td>Staff</td>
</tr>
<tr>
<td>Management / HR complete individual pre-reopening chats with each member of staff to identify staff members at increased risk, providing a one-to-one opportunity to raise and discuss issues and invite suggestions and ideas</td>
</tr>
<tr>
<td>Government guidance followed</td>
</tr>
<tr>
<td>Home working arranged as appropriate</td>
</tr>
<tr>
<td>Where clinically vulnerable staff cannot work from home and have to be in the facility, they are reminded to 2m social distancing and work as remotely as possible from other people</td>
</tr>
<tr>
<td>Social distancing and good hygiene practices encouraged</td>
</tr>
<tr>
<td>HR procedures in place for those unable to work from home and required to isolate as per government guidelines</td>
</tr>
<tr>
<td>If staff are identified as being vulnerable or high risk; an individual risk assessment will need to be completed to assess whether they can return to work and under what conditions</td>
</tr>
</tbody>
</table>

## Handling staff presenting symptoms whilst in the facility

<table>
<thead>
<tr>
<th>Staff Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong></td>
</tr>
<tr>
<td>Staff</td>
</tr>
<tr>
<td>Staff</td>
</tr>
</tbody>
</table>
Staff continuing to work if feeling unwell or presenting Covid-19 symptoms

Category
Staff Behaviour

Staff behaviour

Clear policy is in place that staff must self-isolate if they or a member of their household feel unwell and have Covid-19 symptoms in accordance with NHS advice.

Training and information prior to starting or returning to work for every member of staff to ensure that they are clear about the requirements and what to do if they or a member of their household is exhibiting Covid-19 symptoms.

Staff required to confirm at the start of each shift that they (and members of their household) are feeling well and free of symptoms of Covid-19 and have not been notified via 'track and trace' that they have been in contact with someone who has symptoms.

Efforts made to enable self-isolating staff to complete duties and/or CPD whilst working from home.


HR disciplinary process to deal with non-compliance.


HR disciplinary process to deal with non-compliance.

Staff in workplace increasing the risk of community transmission

Clear policy is in place that staff must self-isolate if they or a member of their household feel unwell and have Covid-19 symptoms in accordance with NHS advice.

Training and information prior to starting or returning to work for every member of staff to ensure that they are clear about the requirements and what to do if they or a member of their household is exhibiting Covid-19 symptoms.

Staff required to confirm at the start of each shift that they (and members of their household) are feeling well and free of symptoms of Covid-19 and have not been notified via 'track and trace' that they have been in contact with someone who has symptoms.

Efforts made to enable self-isolating staff to complete duties and/or CPD whilst working from home.


HR disciplinary process to deal with non-compliance.
Poor workspace hygiene leading to increased risk of virus transmission.

- Handshaking or other greeting increasing risk of transferring the virus.

**Workspace hygiene**

- Information posters, advisory notices and staff training in good hygiene practice and techniques in line with government guidance.
- Deep clean completed prior to re-opening.
- Revised routine cleaning and monitoring regime in place.
- All staff instructed on personal hygiene - frequent handwashing / sanitising as part of return to work training.
- Hand sanitiser provided at key points throughout the facility where hand washing facilities are not available.
- Training delivered to all staff involved in cleaning tasks.

**Personal greetings**

- Handshaking and general close personal greetings are not permitted.
- Handwashing protocols and hygiene facilities in place.

**Staff**
- Contractors
- Customer - Adult
- Customer - Child

**Contractors**

**Customer - Adult**

**Customer - Child**
### Social distancing and preventing the spread of Covid-19 - Offices

<table>
<thead>
<tr>
<th>Category</th>
<th>Staff</th>
<th>3 x 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offices: Possible transmission of Covid-19 through poor hygiene and lack of social distancing in office areas</td>
<td>Office staff work from home where possible&lt;br&gt;Workstations arranged to ensure 2m person separation and walkways that minimise passing in close contact&lt;br&gt;Staggered start times for staff to minimise pinch points&lt;br&gt;Hot desks is discouraged but where necessary, workstation cleaning and sanitising is undertaken between users, to include calculators, staplers, keyboards, mouse etc.&lt;br&gt;Telephones to be sanitised between users&lt;br&gt;All pens, pencils are removed from desks and kept individually for workstation user&lt;br&gt;Hand sanitiser is available&lt;br&gt;Offices are kept well ventilated with windows open where possible&lt;br&gt;Good practice social distancing and hygiene promoted in office areas</td>
<td>only 1 person to work in OM office</td>
</tr>
</tbody>
</table>

### Social distancing and preventing the spread of Covid-19 - Staff Room(s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Staff</th>
<th>3 x 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Room(s): Possible transmission of Covid-19 through poor hygiene and lack of social distancing in staff rooms</td>
<td>Shift start times staggered to reduce pressure on staff changing/locker areas&lt;br&gt;Break times staggered to keep numbers in room to a minimum&lt;br&gt;Safe outside seating area provided with seating (spaced 2m apart) encouraged for breaks&lt;br&gt;Signage on entrance to staff room to remind of occupancy levels&lt;br&gt;Staff encouraged to leave personal items in lockers to avoid need to keep on returning to staff rooms&lt;br&gt;Staff are instructed to wash hands with soap and water for 20 seconds minimum before using a kettle, microwave, opening a fridge etc.&lt;br&gt;Signage reminders of expected good hygiene practices to be displayed&lt;br&gt;Enhanced cleaning regime extends to staff rooms&lt;br&gt;2m social distancing maintained by reducing the numbers of staff permitted in staff room to 1</td>
<td>Add Sample Measure</td>
</tr>
</tbody>
</table>

### Social distancing and preventing the spread of Covid-19 - Staff Room(s) - Occupancy

<table>
<thead>
<tr>
<th>Category</th>
<th>Staff</th>
<th>3 x 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Room(s): Occupancy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Possible transmission of Covid-19 through poor hygiene and lack of social distancing in office areas

Signage on entrance to staff room(s) to remind of occupancy levels
2m social distancing maintained by reducing the number of staff room occupancy to 1

Category
Social distancing and preventing the spread of Covid-19 - Meetings

Meetings
Possible transmission of Covid-19 through poor hygiene and lack of social distancing in meetings

Staff
Staff meetings to be held remotely via video conferencing where possible
If not possible to video conference, staff to sit 2m apart in meeting room

The need for face to face meetings is reviewed, reducing to essential meetings only
Use remote working tools to avoid in-person meetings, especially if the attendees would be travelling from different locations
Only absolutely necessary participants should attend face-to-face meetings and maintain 2m separation throughout
Meetings are held outdoors or in well-ventilated rooms whenever possible
Transmission opportunities are reduced and pens are not shared, handouts are not given out, one person only to control mouse, clicker, pointer etc.
Agenda and any documents are shared on a screen rather than using paper copies
Refreshments are not provided
Hand sanitiser is provided in meeting rooms

Category
Staff qualifications past expiry date

Qualification expiry - lifeguard
Lifeguard qualification past expiry date

Staff
Customer - Adult
Customer - Child

Add Sample Measure
View Files
View Links

Add Sample Measure
View Files
View Links

Please select additional control measure or manual

Add Sample Measure
View Files
View Links

Please select additional control measure or manual
Category

First Aid

- First aid
  - Illness or injury requiring first aid

- Pool plant operation (PPO) past expiry date
  - Staff
    - Customer - Adult
    - Customer - Child
  - HR contacted and renewal training and assessment at earliest opportunity
  - Utilise online opportunities for revalidation where possible (e.g. IOS, STA)
  - Rotas reviewed to ensure there are always sufficient first-aiders available in the facility with qualifications in date
  - HSE advised an extension to qualification expiry until 30th September 2020 (England)

- Qualification expiry - first aid
  - First aid at work past expiry date
  - Staff
    - Customer - Adult
    - Customer - Child
  - HR contacted and renewal assessment arranged at earliest opportunity
  - Lifeguards complete the ten free RLSS online training modules prior to return to duties to continue their ongoing training
  - Lifeguards attend ongoing training sessions to demonstrate competency. This can be completed during furlough but can be completed on return to work for any staff who do not have access to internet etc. Contributes five hours towards the 20 hours required for revalidation
  - Competency test completed prior to re-opening
  - Ongoing competency tests completed each month
  - Lifeguard not permitted to work until re-qualified - note RLSS qualifications extended
  - Lifeguard qualification validity checked prior to return to work to confirm that they fall within the permitted qualification extension. Where the qualification does not fall within the extension and is out of date, the lifeguard is not permitted to work in role until re-qualified
  - RLSS guidance followed

- Qualification expiry - pool plant
  - Pest plant operation (PPO) past expiry date
  - Staff
    - Customer - Adult
    - Customer - Child
  - HR contacted and renewal training and assessment at earliest opportunity
  - Utilise online opportunities for revalidation and/or revalidation where practical training is not possible
  - Rotas reviewed to ensure there are always sufficient first-aiders available in the facility with qualifications in date
  - HSE advised an extension to qualification expiry until 30th September 2020 (England)

- Customer - Adult
- Customer - Child
Cardiopulmonary Resuscitation (CPR) training

3 x 1

3 x 1

Add Sample Measure

Please select additional control measure or manual

View Files

View Links

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**Category**

**Training - General**

- **Training sessions**

- **Staff**

- **Contractors**

- **Customer - Adult**

- **Customer - Child**

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**Staff**

- **Continued provision:**
  - First aid trained personnel available during all opening hours
  - First aiders to continue to use disposable gloves for all first aid treatment
  - Regular checks resumed prior to reopening to ensure first aid equipment is fit for purpose and in date
  - First aiders continue to maintain good hygiene practices and those providing first aid should cover any open wounds
  - In addition, during this period first aiders should
    - Adhere to revised CPR protocols
    - Encourage self-treatment where appropriate, to help maintain social distancing guidance
    - Wear PPE when providing first aid and if possible and appropriate, casualties may also be encouraged to wear a face mask
    - Contact with casualties' faces are minimised
    - PPE and soiled dressings are disposed of safely in biohazard bins
    - First aiders wash hands before and after administering first aid
    - First aiders report to their line manager if they develop Covid-19 symptoms

**Contractors**

**Customer - Adult**

**Customer - Child**

**Sta**

Contractors

Customer - Adult

Customer - Child

Continued provision:

- First aid trained personnel available during all opening hours
- First aiders to continue to use disposable gloves for all first aid treatment
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- **Add Sample Measure**

- **View Files**

- **View Links**

**Sta displaying Covid-19 type symptoms are excluded from training**

- Only compressions practiced during ongoing training
- Compressions and rescue breaths demonstrated during a qualification course
- If rescue breaths carried out, lungs/airways to be replaced and disposed of safely, face and mouth of manikin wiped with disinfectant wipes in between each use, with wipes disposed of safely
- Manikin face thoroughly washed with disinfectant at the end of training session

**RLSS guidance followed:** https://www.rlss.org.uk/guidance-for-swimming-pool-operators-managing-lifeguards-during-covid-19

**Resus Council guidance followed:** https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19/coronavirus-cpr-and-resuscitation/covid-community/

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**Please select additional control measure or manual**

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possible transmission of virus through attendance at training courses

essential training completed in line with good social distancing protocols (2m)
sanitisation points provided in training rooms
close group work discouraged in training sessions
where possible, online/video training completed to obtain and maintain qualifications
review of training matrix completed to identify essential and non-essential training
non-essential training postponed unless available remotely, e.g. online or virtual formats
essential training completed via online or virtual formats where possible
where essential face to face training is required, e.g. lifeguard training/competency assessment, a specific risk assessment for the activity is completed to consider social distancing, sanitisation etc.
non-essential training postponed if only available in face to face setting

staff concerned on returning to work following lockdown and entering the facility with numerous other people

return to work chats to be completed with all staff prior to re-opening
staff refresher training in NOP/EAP and changes to procedures completed
staff training in specific Covid-19 control measures completed
occupational health services available for staff to discuss concerns
one-to-one chats with line manager encouraged at any time and frequency
high risk staff referred to earlier in this risk assessment
clear, concise and regular communications to the team on Covid-19 controls/updates taking place and facility performance
staff actively encouraged to bring forward suggestions and concerns to their line manager

staff working remotely feeling isolated

regular contact and welfare chats maintained with line manager to maintain communications and involvement
company employee support services available for further welfare chats and promoted to staff

stress / mental wellbeing

staff stress / mental wellbeing

return to work chats to be completed with all staff prior to re-opening
staff refresher training in NOP/EAP and changes to procedures completed
staff training in specific Covid-19 control measures completed
occupational health services available for staff to discuss concerns
one-to-one chats with line manager encouraged at any time and frequency
high risk staff referred to earlier in this risk assessment
clear, concise and regular communications to the team on Covid-19 controls/updates taking place and facility performance
staff actively encouraged to bring forward suggestions and concerns to their line manager

regular contact and welfare chats maintained with line manager to maintain communications and involvement
company employee support services available for further welfare chats and promoted to staff

stress / mental wellbeing

company employee support services available for further welfare chats and promoted to staff
### Category: Discrimination of staff due to inappropriate Covid-19 control measures

- **Government guidance followed**
- Individual assessments are completed with staff members
- Reasonable adjustments are made to accommodate staff who fall under the Equality Act
- Disabled staff/customer use is prioritised in changing rooms, toilets and lifts

### Revision History

<table>
<thead>
<tr>
<th>Reviewed By</th>
<th>Name</th>
<th>Comment</th>
<th>Date</th>
</tr>
</thead>
<tbody>
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<td>horncastlep</td>
<td>Craig Hobson</td>
<td>review staff welfare and communication</td>
<td>19-06-2020 16:57:38</td>
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<tr>
<td>horncastlep</td>
<td>Craig Hobson</td>
<td>Designated covid-19 officer - AR</td>
<td>29-06-2020 09:35:36</td>
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<td>03-07-2020 16:54:52</td>
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<td>Craig Hobson</td>
<td>referenced documents</td>
<td>06-07-2020 09:01:22</td>
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<td>Craig Hobson</td>
<td>insertion of designated people</td>
<td>01-09-2020 13:43:46</td>
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<td>horncastlep</td>
<td>Craig Hobson</td>
<td>change to high risk employees</td>
<td>28-09-2020 14:50:08</td>
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Showing 1 to 6 of 6 entries