





Explore York Libraries and Archives - The opening and operating of Reading Cafes						
NB The measures detailed in this document are in addition to the high hygiene standards already applied in Explores reading cafes						
Persons at Risk	Customers <input checked="" type="checkbox"/>	Employees <input checked="" type="checkbox"/>	Volunteers <input checked="" type="checkbox"/>	Contractors <input checked="" type="checkbox"/>		
HAZARD(S) (please list potential risk areas)	<p><i>Note: this list is not exhaustive and must be adapted for your own needs</i></p> <ul style="list-style-type: none"> * Social distancing measures not followed – including public and staff spaces and public and staff activities. * Social distancing measures not followed during travel to and from workplace * Inadequate cleaning * Shared Resources – including cafe equipment * Staffing & spread of coronavirus to staff, customers, volunteers and contractors * Customers becoming unwell * Inadequate Hand Washing/Personal Hygiene * Inadequate Ventilation 					
	CONTROL MEASURES	ADDITIONAL INFORMATION	YES	NO	N/A	
1. Measures to put in place to ensure social distancing measures are followed						
Where possible, separate entrance and exits should be identified for customers using the buildings for ease of customer flow. If this is not possible, staff will be required to manage the safe entrance and exit of customers e.g. a member of staff on the entrance operating a 1 in 1 out policy. Clear signage showing new procedures to be displayed outside each café.	Manager to note here the entrance and exit to the reading cafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
During the initial phase of opening, customers will be purchasing food for takeaway consumption only. Tables will be provided outside of the reading café for consumption of the food and drink						
One-way systems in place for safe movement around the reading cafe	Arrows/floor signage will clearly indicate the route and seating area cordoned off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Maximum number of people inside the cafe is set based on the 2m social distancing rule and tables will be realigned to enable this.	Manager to insert the maximum number of people per space here. A member of staff may be required to manage queues outside the cafes to ensure walkways are not blocked and premises don't become overcrowded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behind each counter staff will work back to back or side by side where the 2m distance cannot be achieved.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sneeze screens installed in front of service and till points as social distancing is difficult when there is face to face contact with customers		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café staff will wear face coverings when preparing food		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear floor and wall signage and posters will be installed indicating the 2m distance and a reminder for customers to follow guidelines		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customers reminded that they are responsible for ensuring children adhere to social distancing guidelines		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe queuing systems will be in place and clearly signed outside the building for customers waiting on access to the reading cafe.	Manager to detail here queuing mechanism in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customers will only access single-access toilet facilities – other toilet facilities will be closed off.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe queuing route/mechanism must be identified for customers waiting to use the toilet facilities. If this is not possible, toilets will be closed. Priority must be given to maintaining access to disabled toilets and changing place facilities.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customers will be encouraged to pay for their items by card wherever possible		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff team members will wear gloves when handling money at all times		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff team members will wear gloves when preparing food at all times		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where delivery entrance cannot be separated from customer entrance, deliveries should be made out of opening hours and communicated to suppliers. Internal van routes will be redesigned to enable this.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All food deliveries will be received, checked and wiped down before being put into use and hands washed after discarding any packaging not required.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Measures in place to ensure social distancing measures are followed during travel to work				
Staff and volunteers are encouraged to walk or cycle to work where possible		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff and volunteers are following the government guidance on how to travel safely, when planning their travel, particularly if public transport is required	<u>Coronavirus (COVID-19): safer travel guidance for passengers</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff are relocated to a cafe nearer home if possible to reduce the need to use public transport or can use their own cars		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff and volunteers must wash hands upon arrival at work		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Measures in place to ensure effective and frequent cleaning In addition to the regular requirements to maintain high hygiene standards, the following will be applied:				
Surfaces that customers are touching, such as doors, sinks, toilets, light switches, bannisters etc. are cleaned more regularly than normal by café staff – at least every 30 minutes		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tables and chairs are immediately cleaned after each customer used		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic entry systems and keypads are regularly sanitised particularly first thing in the morning and where possible after each use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bins for tissues and other rubbish are emptied regularly throughout the day		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stocks of cleaning chemicals, liquid soap, paper towels, tissues, toilet roll, bin bags etc. regularly checked and additional supplies requested as necessary		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gloves will be worn by staff when performing any cleaning duties.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Measures in place to ensure safe usage of shared resources including cafe equipment, crockery and cutlery				

Returned books will be placed in quarantine for 72 hours after being returned by customers before replacing on the shelves. There will be no access to bookstock in the reading cafes until phase 2.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The rotation of stock is paused until the third phase of opening to limit the handling of books		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading café staff will wear gloves when handling returned books		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposable containers will be provided for takeaway food and drinks to reduce items being reused.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All worktops and café equipment will be cleaned regularly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shared surfaces are cleaned and disinfected more frequently e.g.outside seating areas		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspaper and magazines will not be used and all orders have been cancelled - access will be via online only		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Measures put in place to help prevent the spread of the virus to staff, customers and contractors				
Staff team members who have been classed as clinically extremely vulnerable are not expected to attend work		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff team members who have been classed as clinically vulnerable will be allocated 'safe' roles ie those with limited face to face contact with customers.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a staff member lives in a household with someone who is extremely clinically vulnerable they will be allocated 'safe' roles i.e. those with limited face to face contact.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a member of staff lives with someone who is clinically vulnerable (but not clinically extremely vulnerable), including those who are pregnant, they can attend work and will be allocated 'safe' roles to limit face to face contact.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff who are pregnant will be allocated 'safe' roles if those with limited face to face contact with customers, or work from home where this is possible.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sneeze into a tissue or sleeve NEVER into hands. Wash hands immediately after		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used tissues to be put in a bin immediately		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Staff code of conduct related to the displaying of symptoms to be displayed in staff areas		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If anyone becomes unwell with a new, continuous cough or a high temperature they must be sent home and advised to follow the COVID-19: guidance for households with possible coronavirus infection guidance	<u>COVID-19: guidance for households with possible coronavirus infection guidance</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Measures to put in place should a reading cafe user become unwell				
Additional signage will be in place to ask customers not to enter the café if they have symptoms				
Customer code of conduct relating to awareness of symptoms to be displayed in customer areas		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In an emergency, call 999 if the customer is seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a member of staff has helped someone who was unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves.. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning the affected area with normal household disinfectant after someone with symptoms has left will reduce the risk of passing the infection on to other people		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Measures to put in place to encourage effective and frequent hand washing/personal hygiene				
Staff/volunteers/cleaners/contractors etc. will be reminded to wash their hands before leaving home, on arrival at the premises and before and after handling cleaning chemicals, eating/drinking, using the toilet, and after coughing or sneezing and not to touch face (eyes, mouth, nose) with hands that are not clean		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free-standing hand sanitisers to be installed at the entrance to reading cafes for customer use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>The 'catch it, bin it, kill it' approach is promoted and posters displayed in staff and public toilets</p>	<p>CATCH IT  <small>Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.</small></p> <p>BIN IT  <small>Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.</small></p> <p>KILL IT  <small>Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.</small></p> <p></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Customers will be encouraged to wash with liquid soap & water for a minimum of 20 seconds</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Alcohol based hand cleansers/gels (containing at least 60% alcohol) can only be used if soap and water are not available, but is not a substitute for hand washing.</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Hands must be dried properly to prevent infection and drying out.</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Staff to be encouraged to protect their skin by using an emollant cream. Staff to provide their own as skins are different and we don't want staff to have a reaction to a different type of cream than they are used to.</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Measures to be put in place to improve ventilation</p>				
<p>Ventilate spaces with outdoor air</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Ensure regular airing with windows (even in mechanically ventilated buildings)</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Keep toilet ventilation in operation as much as possible while building is occupied</p>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Prop doors open, where safe to do so (bearing in mind fire safety and safeguarding), to limit use of door handles and aid ventilation</p>	<p>Fire doors must not be propped open unless they have a self-closing hold open device fitted</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Measures to be put in place to manage Explores events and activities programme

Face to face events and activities will not take place in the first 2 phases of reopening		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New capacity levels will need identifying for events and activities before events do take place	Please insert here the capacity levels for each of your event spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Have you consulted with the people/representatives undertaking the activity as part of the preparation of this risk assessment	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
What is the level of risk for this activity/situation with existing control measures	High <input checked="" type="checkbox"/>	Med <input type="checkbox"/>	Low <input type="checkbox"/>
Is the risk adequately controlled with existing control measures	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Have you identified any further control measures needed to control the risk and recorded them in the action plan	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

ACTION PLAN (insert additional rows if required)	To be actioned by	
Further control measures to reduce risks <i>so far as is reasonably practicable</i>	Name	Date

State overall risk level assigned to the task AFTER implementation of control and action plan measures taken as a result of this risk assessment	High <input type="checkbox"/>	Med <input checked="" type="checkbox"/>	Low <input type="checkbox"/>
Is such a risk level deemed to be as low as reasonably practical?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Is activity still acceptable with this level of risk?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
If no, has this been escalated to senior leadership team?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

Assessor(s):		Signature(s):	
Position(s):			
Date:		Review Date:	
Distribution:			

<i>Risk rating</i>	<i>Action</i>
HIGH	Urgently review/add controls & monitor, notify H&S Team (if Likely or More likely to occur)
MEDIUM	Review/add controls (as far as reasonably practicable) & monitor
LOW	Monitor control measures

POTENTIAL OUTCOME		LIKELIHOOD		POTENTIAL OUTCOME					
Catastrophic	Fatal injury/permanent disability	Highly likely	More likely to occur	Catastrophic					
Major	RIDDOR reportable Specified Injury/Disease/Dangerous Occurrence	Likely	↓	Major					
Moderate	RIDDOR reportable over 7 day injury	Possible		Moderate					
Minor	Minor injury (requiring first aid)	Unlikely		Minor					
Insignificant	Minor injury	Remote	Less likely to occur	Insignificant					
					Remote	Unlikely	Possible	Likely	Highly Likely

LIKELIHOOD