

TRUST COVID-19 RISK ASSESSMENT PUBLIC PROTOCOL

CUSTOMER SERVICE FACILITIES

UPDATED 18 SEPTEMBER 2020

1 INTRODUCTION

- 1.1 This protocol applies equally to all Trust owned Customer Service Facilities (CSF) even though the sites vary in terms of size and use.
- 1.2 This protocol also applies to the Trust's public toilets and those toilets using by anglers using Trust fisheries
- 1.3 Although all the Trust's CSFs have been open during lockdown, this protocol has been developed to reflect that fact that the Trust has begun to remove restrictions around navigation and, therefore, the CSF will start to be used by larger numbers of different boaters.

2 ASSESSING THE RISK

- 2.1 The Trust's CSF incorporate some or all of the following:
 - Toilets
 - Showers
 - Sinks
 - Washing Machines
 - Tumble Dryers
 - Elsans
 - Pump Outs
 - Dry waste facilities
 - Waterpoints
- 2.2 The risk of Covid-19 transmission through boater use of CSF could arise in a number of ways:
 - Surface transmission through frequent hand contact of each of the above CSF elements by different boaters
 - Surface transmission through inadequate or infrequent cleaning of CSF
 - Airborne transmission through proximity of boaters using CSF at the same time
 - Airborne transmission through proximity of boaters congregating around CSF whilst waiting to use them
 - Airborne transmission through proximity of public to boaters using CSF

2.3 The same risk of Covid-19 transmission apply through use of the Trust’s public toilets and toilets used by anglers using Trust fisheries.

3 MANAGING THE RISK

- 3.1 Access to the Trust’s public toilets is not limited, although only a number of these have been open during the lockdown period (not those at Trust museums and visitor attractions).
- 3.2 Access to toilets used by anglers using Trust fisheries are generally not used by members of the public.
- 3.3 Access to the Trust’s CSFs is limited through use of a boater key which should only be used by boaters.
- 3.4 If the Trust becomes aware of the use of the CSF by a boater with Covid-19 symptoms, it will close the CSF for 72 hours and then clean in accordance with the standards set out in the Trust’s Covid-19 Risk Assessment Principles document.
- 3.5 The Trust’s standard contract specification for cleaning CSFs has been reviewed and subsequently enhanced to include additional cleaning to door touch points.

	Level of Use	Frequency
Level 1	High	7 days per week
Level 2	Medium	5 days per week
Level 3	Low	3 days per week

- 3.6 The Operational Property team has specified which CSFs fall into each Level of Use category (by reference to historic levels of use and any issues or complaints raised in the past) and they are responsible for ensuring that each CSF is cleaned at the relevant frequency.
- 3.7 All Trust public toilets have been assessed at Level 1, with toilets used by anglers at Trust fisheries subject to separate assessment.
- 3.8 The standard of cleaning should meet Government guidance on cleaning in non-healthcare settings, as specified in the Trust's Covid-19 Risk Assessment Principles document.
- 3.9 The Trust's cleaning contractor will provide a weekly report to the Operational Property team, to show compliance with the agreed contract specification, with proposed resolution for any non-compliance.
- 3.10 The Trust's area operations managers will also carry out a visual inspection of every CSF in their area and will call out the Trust's cleaning contractor should there be any non-compliance with the contract specification.
- 3.11 Any material non-compliance with this protocol should be notified to the Operational Property team who are responsible for filing LogIncident reports in accordance with the Trust's Covid-19 Risk Assessment Principles document.
- 3.12 General messaging to boaters about CSF will be sent via the Trust's online Boaters' Update.
- 3.13 On outside doors and inside lobbies of CSFs and toilets the following sign will be posted:

Canal & River Trust

Customer Service Facilities Covid-19 guidelines

- One person or household at a time – check services are free before entering
- Maintain social distancing at all times
- These facilities are cleaned regularly however not after every use – we recommend you wash your hands before and after touching any surfaces
- Please do not use these facilities if you are displaying any of the symptoms of Covid-19 virus

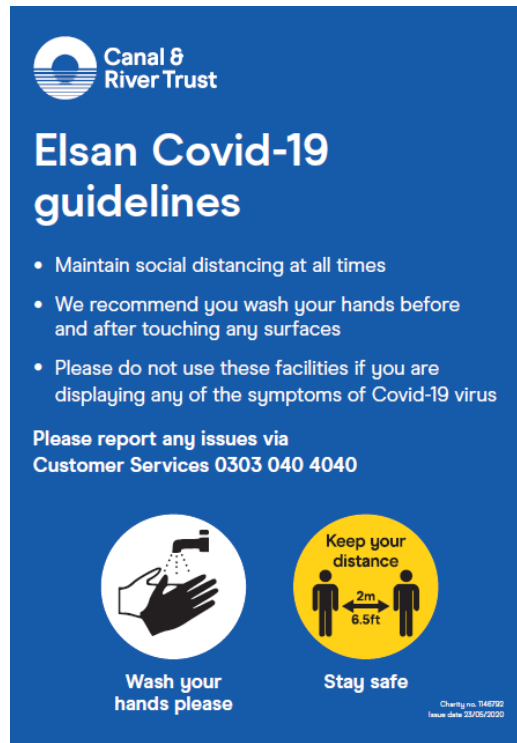
Please report any issues via
Customer Services 0303 040 4040

Wash your hands please

Stay safe

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3.14 On the door of each elsan the following sign will be posted:



3.15 At each bin store the following sign will be posted:

