

TRUST COVID-19 RISK ASSESSMENT PROTOCOL

VISITOR ATTRACTIONS & MUSEUMS

UPDATED 18 SEPTEMBER 2020

1 INTRODUCTION

- 1.1 This protocol applies to all visitor attractions and museums (VAM) operated and occupied by the Trust
- 1.2 The target re-opening for Trevor Basin Visitor Centre and the National Waterways Museums at Ellesmere Port is Monday 29th July and Gloucester is 20th July 2020. Anderton Boat Lift, Standedge Tunnel & Visitor Centre and Stoke Bruerne are under review in terms of reopening.
- 1.3 These sites have maintained a minimal staff presence during the lockdown to ensure the security of the sites and care of the collections
- 1.4 Risk assessments have been completed for each of the sites during lockdown in accordance with the Trust's Covid-19 Risk Assessment Principles document
- 1.5 Task-specific risk assessments for each site will be completed prior to allowing the public to re-enter (also in accordance with the Trust's Covid-19 Risk Assessment Principles document) to cover all the measures set out below.
- 1.6 The Trust has assessed the following risks of transmission to colleagues (includes volunteers) working in and members of the public visiting Trust VAM:
 - Airborne transmission arising from proximity between colleagues working together at Trust VAM
 - Airborne transmission arising from proximity between visitors and colleagues working at to Trust VAM and between visitors themselves
 - Surface transmission to Trust colleagues and visitors arising from hand contact with communal surfaces
 - Surface transmission to Trust colleagues arising from sharing equipment and tools
 - Airborne and surface transmission through food preparation and catering to Trust colleagues and visitors
- 1.7 The Protocol and related operational procedures will be communicated to Trust colleagues and contractors via toolbox talks, signage and briefings.

Communication to visitors will be by website, signage, social media and Trust colleagues working at VAM. These will be regularly reviewed, and other methods introduced as deemed suitable and practicable.

2 GENERAL

- 2.1 Trust colleagues will be asked to come into the VAM in accordance with the Trust's Covid-19 Risk Assessment Principles document
- 2.2 Trust colleagues should travel to and from VAMs in accordance with the Trust's Covid-19 Risk Assessment Principles document.
- 2.3 Numbers of Trust colleagues on site at any one time should be kept to a minimum to ensure the safe operation of the VAM and to enable to effective carrying out of the measures in this Protocol.
- 2.4 Rotas and systems should be used (e.g. booking systems), to keep numbers of Trust colleagues to a minimum where practicable and this will be included in the task-specific risk assessment
- 2.5 The Operational Property team will continue to ensure that all statutory compliance testing has been undertaken throughout the lockdown period and that buildings are legally compliant
- 2.6 Measures will be assessed and introduced (as part of the task-specific risk assessment) to limit the use of communal areas and to configure the workplace and public areas to avoid congregation and proximity (e.g. one-way systems, floor markings)
- 2.7 All higher risk areas (including pinch points, doorways, toilets, reception, shops and cafes) will be identified and procedures put in place to minimise this transmission risk (e.g. floor markings for queuing, wider café table layouts) as part of the task specific risk assessment

3 OFFICE USE OF VAMs

- 3.1 VAMs should not be used as a general office but only for specific tasks related to the operation of the VAM that cannot be completed at home
- 3.2 Desks should be spaced at least 2m apart, be side to side rather than facing where possible
- 3.3 Personal items (including keyboards and documents) should not be left in the office
- 3.4 Shared IT equipment (e.g. PCs, phones etc) should be wiped down after use

- 3.5 The Trust's Covid-19 Offices Protocol should be followed in all other respects in relation to any use of a VAM as an office and this should be reflected in the task-specific risk assessment.

4 VISITORS, MEETINGS AND DELIVERIES

- 4.1 Work-related visitors should not be permitted unless essential – if possible, hold meetings electronically or outside the building (whilst maintaining social distancing)
- 4.2 On-site meetings and briefings must be held in a space where social distancing can be maintained. If this cannot be achieved in well ventilated indoor areas, then move to an outdoor space. Do not share pens or other objects. Do not provide refreshments during meetings
- 4.3 For areas where regular meetings take place, use floor signage to help people maintain social distancing
- 4.4 Each site will develop a method of controlling visitor access through the site-specific risk assessment, so they are inside a building for the minimum time. For example, visitors could wait in their cars or elsewhere outside the building until required
- 4.5 In the short term, it is not necessary to issue a visitor/contractor badge to reduce the risk of contact
- 4.6 Site information sheets must be made available to visitors/contractors to emphasise the measures in place and to highlight expected behaviours
- 4.7 Deliveries should be reduced to essential items for the short term – for all essential deliveries:
- Encourage delivery drivers to stay in their vehicles where it does not compromise their safety and existing safe working practice
 - Where possible make delivery and receipt confirmation contactless and avoid physical contact when taking delivery of goods
 - Schedule deliveries to limit exposure to groups of people
 - Designate pick-up and drop-off points with clear signage and marking
 - Always wash hands after taking a delivery

5 COLLEAGUE WELFARE & HYGIENE

- 5.1 Colleague working areas and facilities should be cleaned by the Trust's contract cleaners every day the VAM is open to the standards set out in Government guidance (in accordance with the CRT Covid-19 Risk Assessment Principles document)

- 5.2 Site managers should call out the contract cleaners to respond to any significant hygiene issues that arise between cleans
- 5.3 Colleague working areas must hold a supply of anti-bacterial gel, wipes and paper towels for hygiene purposes, reflecting capacity and activities being undertaken. Sealable bags should be on site for the disposal of used wipes and other waste items
- 5.4 High contact areas should be highlighted with a sticker, e.g. door handles, and advice that after use you should wash your hands thoroughly.
- 5.5 Hand sanitiser should be provided at entrances to colleague working areas
- 5.6 Shared common surfaces, including desks, must be cleaned down daily and staff must wipe their work areas down at the start and end of the working day using anti-bacterial wipes, household detergents/disinfectants or soap and water
- 5.7 Task-specific risk assessments should address the use of colleague toilets in terms of social distancing (e.g. limiting numbers of users at the same time, queuing systems, signage and floor markings) Signs in toilets should ask users to wipe down touch points after each use
- 5.8 To limit contact between colleagues, break times should be staggered and set according to work families.
- Outdoor areas should be used for breaks where practical
 - Welfare should be provided to suit the number of people on site such that colleagues can maintain social distancing
 - Tables and seats should be configured to reduce face-to-face interactions
- 5.9 Provide additional signage to remind staff and visitors on social distancing and hygiene standards
- 5.10 Where sharing items, ensure they are cleaned and wiped down after every use:
- Milk, tea, coffee & sugar will be removed to reduce communal use
 - Colleagues should bring in their own, and only use their own, including flasks or mugs
 - The Trust will continue to provide the provision to boil water and heat food
 - Wipes will be provided for cleaning before and after use
- 6 CONTROLLED VISITOR ENTRY AND SOCIAL DISTANCING MEASURES IN VAMs

- 6.1 Each VAM will have a system for recording details (name, phone number) of visitors, along with arrival and departure time, only for use in the context of NHS Test & Trace in accordance with [Government guidance](#). Visitors who do not provide details will be refused entry.
- 6.3 Display signage and floor markers should be used around the VAM to help visitors comply with social distancing measures. Where possible implement a one-way system through the VAM
- 6.4 A one-way system, with separate exit and entry points should be used, wherever possible.
- 6.5 Windows and doors should be kept open (where it is safe to do so – fire doors should remain closed) to encourage good ventilation. Mechanical ventilation should be kept on and not turned down due to reduced occupancy.
- 6.6 Each VAM must calculate a safe visitor capacity and have a system in place to monitor this.
- 6.7 Furniture in public spaces, inside and out, needs to be configured in a safe manner and not encouraging face to face positions, to ensure social distancing
- 6.8 Staff and visitors should be encouraged to visit on foot or bike, with suitable cycle parking units made available
- 6.9 Hand sanitizer is to be available at all site entrances and exits (if different). Signs should ask visitors to use sanitiser prior to and after an interactive exhibit is used i.e. touch screens, mechanical units etc.

7 CATERING AND RETAIL

- 7.1 Customers should be encouraged, as far as possible, to purchase food and drink for consumption outdoors, with designated areas to wait for food orders and sufficient tables and chairs, allowing for social distancing within the outdoor areas available.
- 7.2 Screens should be used at tills and counters and social distancing should be maintained by colleagues, with face-screens used by colleagues when waiting and cleaning tables.
- 7.3 Social distance markings and signage should be used to remind customers to maintain social distancing between customers of different households or support bubbles

- 7.4 Self-service of food, cutlery and condiments by customers should be minimised, to reduce risk of transmission. For example, by providing cutlery and condiments only when food is served
- 7.5 Contactless payments should be encouraged, with location of card readers to ensure social distancing guidelines
- 7.6 Disposable condiments should be used wherever possible. Any non-disposable condiment containers should be cleaned after each use
- 7.7 Customers should be encouraged to avoid touching surfaces as far as possible, for example by not leaning on counters when purchasing retail items or collecting takeaway food and drink.
- 7.8 Maximum capacity for each retail and catering area should be established and measures put in place (e.g. supervision) to ensure that these are not exceeded, with waiting areas configured to ensure social distancing can be maintained.
- 7.9 Food preparation areas are to follow relevant [Government guidelines](#)
- 7.10 From 24 July, face coverings will be mandatory for anyone in the retail areas of the Trust's VAMs (excluding takeaway food and drink).

8 VISITOR TOILETS

- 8.1 Signs and posters should be erected in visitor toilets, to reinforce awareness of good handwashing technique, the need to increase handwashing frequency and to avoid face touching, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available
- 8.2 Social distancing floor marking should be used in areas where queues normally form, with limited entry adopted, with one in, one out (whilst avoiding the creation of additional bottlenecks)
- 8.3 Suitable handwashing facilities should be available at all times, including hot running water and liquid soap and suitable options for drying (either paper towels or hand driers)
- 8.4 Visitor toilets shall be cleaned daily (every day the VAM is open) in accordance with standards specified in Trust Covid-19 Risk Assessment Principles document
- 8.5 Visitor toilets should be kept well ventilated, for example by fixing doors open where appropriate
- 8.7 Visible, up to date cleaning schedules should be erected in visitor toilets.

8.8 Sufficient waste facilities and collection should be maintained at all times

9 EMERGENCIES AND INCIDENT MANAGEMENT

9.1 Safety remains a priority and physical wellbeing should not be overlooked to maintain Covid-19 social distancing. For example, 2m distancing would not be expected if evacuation for fire was required.

9.2 Anyone involved in assisting or treating others in an emergency situation must wash affected areas as soon as practicable by either hand washing or showering and cleaning clothes

9.3 Any material non-compliance with this protocol should be reported to the Operational Property team who are responsible for filing a LogIncident report in accordance with the Trust's Covid-19 Risk Assessment Principles document.

10 ACCESS AND SPECIAL CONSIDERATIONS

10.1 Task-specific risk assessment should consider then need for measures or adjustments to take account of Trust duties under equalities legislation, with particular consideration of disabled colleagues and visitors and expectant mothers

11 ENTERTAINMENT

11.1 Events and entertainment at VAMs should only take place if social distancing can be maintained.

11.2 Entertainment that is likely to encourage audience behaviours increasing transmission risk should be avoided. For example, entertainment that may lead to congregations of large crowds, communal dancing or group singing

11.3 Indoor entertainment spaces should be configured to ensure customers are seated rather than standing. For example, repurposing dance floors for customer seating

11.4 Pre-booking, online ticketing and online or contactless payments for entertainment should be used where possible

11.5 Arrangements for entertainment should be clearly communicated to visitors and supervised with additional staff if appropriate