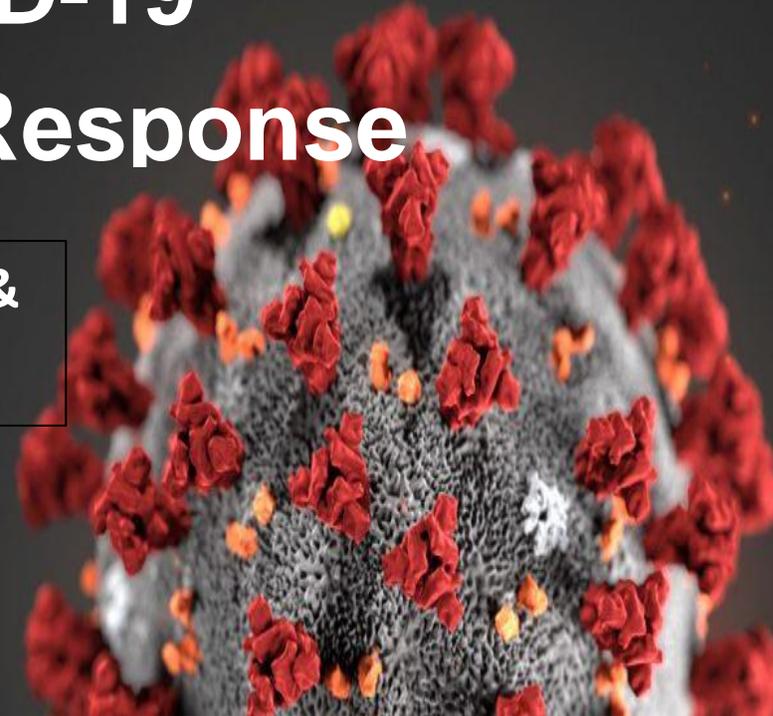


COVID-19

Our Response

Recover &
Resume



June 1st 2020

Accrington & District Blind Society
Author: COVID-19 Sub-Group



Executive Summary & Recommendations

- This report sets out in detail the conditions which must be met before the Society can resume limited activities. These conditions are based upon the guidelines issued by the UK Government in respect of working safely with COVID-19 in shops and offices.
- The report proposes a detailed timeline towards the re-opening of the Sight Resource Centre and Bookshop during week commencing 6th July.
- This timetable is conditional upon the Society meeting the conditions required and assumes no further lockdown or restrictions at either a national or local level.
- In the event of there being limited resources to support re-opening, priority will be given to supporting the resumption of services from the Sight Resource Centre (and this may delay the re-opening of the Bookshop).
- Initially opening hours and services offered will be limited. These will be reviewed regularly and extended as soon as it is safe and practical to do so effectively.
- The report specifies in detail the changes in working practices and procedures which will be implemented to ensure that a safe environment for our employees, volunteers and service users can be created and maintained.
- Effective management structures and processes will be essential to ensure that the actions contained in this report are delivered consistently by all employees and volunteers.
- Each employee and volunteer will undertake a risk assessment which will take account of any underlying health conditions, the environment they will work in, the tasks they will undertake and specify, in detail, the preventative measures that will be introduced and with which they will be required to observe.
- The report sets out the future relationship between the Society and other organisations who use the Bank Street premises to ensure that there is a coordinated and consistent approach to risk management within the building.
- The report estimates that the Society will incur a one-off expense of GBP 1800 to buy equipment needed to operate safely. A further GBP 900 will be required to obtain cleaning supplies. Regular cleaning of both premises will cost an estimated GBP 500 per month.

It is recommended that the Trustees:

- **Approve the timetable for resuming services.**
- **Approve the changes in working practices and operating procedures described.**
- **Authorise a named Trustee or Employee to manage the resumption of services and act as a single point of contact with regulatory bodies.**
- **Approve the risk assessment process set out in this document and recognise the possible need to exclude employees and volunteers from resuming face to face duties.**
- **Recognise and support any necessary corrective action where employees and volunteers repeatedly fail to observe hygiene and social distancing practices.**
- **Continue to enable and support employees to work from home where this is possible.**
- **Approve the expenditure of up to GBP 3000 to enable the purchase of equipment, cleaning & PPE materials, and directional signage to support the safe and secure provision of services.**
- **Approve the commissioning of a contract cleaning service to ensure adequate standards of hygiene are maintained in both buildings. (Costs to be confirmed).**
- **Authorise discussions to be conducted with other users of the Bank Street premises to ensure that their risk assessments provide adequate protection for anyone using the building and are compatible with our risk management plans.**

If these recommendations are not approved the Society will not be able to confirm that it is operating in accordance with UK Government guidance and will not be able to resume our activities.

This will adversely impact on our ability to deliver our charitable objectives to support people with visual impairments in East Lancashire. There will also be an impact on the ability of the Society to generate income.

Introduction

The COVID-19 Sub-Group has, since March 23rd, kept the situation regarding the COVID-19 pandemic, its impact on our operations and the possibility of resuming our services under constant review.

Draft resumption plans have been developed, discussed and refined as clearer guidance has become available from the Government, NHS England and from various other third sector organisations such as Visionary and the Lancashire BAME Forum (and through their representation the Lancashire Resilience Forum).

Following the publication on May 11th, 2020 of the following guidance by the UK Government

- **Working Safely during COVID-19 in shops and branches**
- **Working Safely during COVID-19 in offices**

the Sub-Group is now in a position to provide the information contained in this document as a recommendation for a timetabled plan for the safe and secure resumption of activities in an environment where the threat of COVID-19 is still, for the time being a present, but declining, risk factor.

This report sets out:

- **Conditions for Resumption**
- **Recover & Resume Timetable**
- **Management and Supervision**
- **Risk Assessments**
- **Revised Operating Procedures**
 - **Bookshop**
 - **Sight Resource Centre**
 - **Room Hire & Other Users**
- **Cost of Preparing for Service Resumption**
- **Continuing Novel Services**

Conditions for Resumption

The following conditions are essential before consideration can be given to resuming our services with any necessary modifications or restrictions.

- ✓ **Government rules must permit the activities the Society is planning to resume. **CONDITION MET.****
- ✓ **ALL necessary risk management equipment and notices must be in place at the venue where services are to be resumed.**
- ✓ **A trustee or employee of the Society must be present at each venue when it is open to ensure that risk management procedures are strictly adhered to by volunteers and service users.**
- ✓ **Individual risk assessments must be conducted with each employee or volunteer (including trustees) who have indicated that they wish to resume their duties at either venue. Each person must be talked through all the risk mitigation procedures and rules which will apply.**
- ✓ **Enough risk assessed workers must be available to provide effective cover for the services to be resumed.**
- ✓ **Workers must be able to travel to and from their duties safely and without putting themselves at risk of infection.**

This report sets out a recovery and resume plan which has the primary focus of protecting the wellbeing of people using our services, employees, and volunteers whilst re-introducing services to support local people living with sight loss.

It is intentionally a cautious and phased plan which takes a measured approach to risk management and will allow the Society to respond speedily and with flexibility if there are any changes (e.g. a second wave of viral infections or the availability of preventative medicines or vaccines) in guidance regarding the management of the response to the pandemic.

Recover & Resume Timetable

Subject to Government and NHS rules and guidance

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| June 9 th 2020 | Trustees agree <i>Recover & Resume</i> Action Plan |
| June 10 th to June 19 th 2020 | Orders placed for equipment, supplies and display materials necessary to enable safe resumption of activities. (Funds will need to be transferred to employees placing these orders.) |
| | Risk assessments of employees and volunteers commence (to be done by telephone) |
| | Agree external cleaning provision contract / recruit cleaner |
| | Commence hygiene, PPE and social distancing training for relevant employees and volunteers |
| June 22 nd to June 26 th 2020 | Installation of equipment and signage required to enable safe resumption of services |
| | Confirm working arrangements with relevant employees and volunteers |
| | Deep clean of Bookshop and Sight Resource Centre conducted. |
| | Inspection of premises conducted and <i>Staying COVID-19 Secure</i> certificate signed off for each premises. |
| June 29 th to July 3 rd , 2020 | Communications to inform customers and users of resumption opening and operating arrangements |
| | Office to open with modified operating arrangements and procedures on TUESDAY. |
| July 6 th 2020 Phase 1 | Bookshop to open with modified operating arrangements and procedures on MONDAY and THURSDAY |
| July 7 th 2020 | Sight Resource Centre to open with modified operating arrangements and procedures and on an APPOINTMENT ONLY basis on TUESDAY. |
| July 27 th 2020 | Review of operating arrangements and procedures. |

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| | Communications to update customers and users of future opening and operating arrangements |
| Week Commencing August 3 rd 2020 Phase 2 | Subject to review Bookshop to open with modified operating arrangements and procedures on MONDAY and THURSDAY plus ONE other day |
| | Subject to review Sight Resource Centre to open with modified operating arrangements and procedures and on an APPOINTMENT ONLY basis on TUESDAY and THURSDAY. |
| August 24 th 2020 | Review of operating arrangements and procedures. |
| | Communications to update customers and users of future opening and operating arrangements |
| Week Commencing August 31 st , 2020 (Bank Holiday) Phase 3 | Subject to review Bookshop to open with modified operating arrangements and procedures on normal operating days |
| | Subject to review Sight Resource Centre to open with modified operating arrangements and procedures and on an APPOINTMENT ONLY basis on normal operating days |
| September 21 st 2020 | Review of operating arrangements and procedures. |
| | Communications to update customers and users of future opening and operating arrangements |
| September 28 th 2020 Phase 4 | Opening of Room Booking diary for users who can confirm that they are permitted to meet, can maintain required social distancing and hygiene precautions, and have submitted their risk assessments to the Society. |
| October 19 th 2020 | Review of operating arrangements and procedures. |

Management & Supervision

The Government guidance published on May 11th, 2020 places a clear requirement on employers to ensure that employees (and by extension in the case of charities, volunteers) are enabled to work safely and securely by:

- **Undertaking COVID-19 risk assessments and share the results with people who work for them.**
- **Ensuring that cleaning, hand cleansing and hygiene processes are in place in line with guidance.**
- **Having taken all reasonable steps to maintain a 2m distance in the workplace.**
- **Having, where maintaining a 2m distance is not possible, done everything to minimise transmission risks.**

In most organisations the executive responsibility for delivery of the above would sit with senior operational management (such as a chief executive or general manager) or a board director. The current management structure of the Society does not permit this so it is proposed that a designated trustee should be appointed to undertake the following duties:

- ❖ **Undertake risk assessment telephone interviews with employees and volunteers who have expressed an intention to resume on-site working.**
- ❖ **Decide which employees and volunteers should be permitted to resume on-site working (based on the risk assessment interviews).**
- ❖ **Ensure all people resuming on-site working understand the risks to them personally and agree to comply with all revised working arrangements and that breaches may result in corrective action being taken.**
- ❖ **Ensure all necessary employee and volunteer briefing and training have been undertaken.**
- ❖ **Act as the nominated person for employees and volunteers to raise concerns about safe working arrangements.**
- ❖ **Ensure all necessary equipment, signage and supplies are in place.**
- ❖ **Sign off the document *Staying COVID-19 Secure* for each premises.**

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- ❖ Act as a point of contact with Hyndburn Borough Council (and other statutory bodies) for any enquiries regarding the Society's compliance with prescribed requirements.
 - ❖ Undertake routine inspections of each of the premises when open to ensure safe working arrangements are being adhered to.
 - ❖ In the event of any breach of safe working practices advise employees and volunteers that they are required to comply with them.
 - ❖ In the event of repeated breaches by an EMPLOYEE undertake performance management steps (which may result in disciplinary action if not resolved.)
 - ❖ In the event of repeated breaches by a VOLUNTEER to suspend their volunteer role until the end of COVID-19 working restrictions.
 - ❖ Undertake monthly progress reviews and approve amendments to operating arrangements and procedures as appropriate.

Risk Assessments

The Government guidance emphasises the importance of service providers undertaking and communicating comprehensive risk assessments before services are resumed (and on an on-going basis whilst the risk of COVID-19 infection still exists).

There are two risk assessments which need to be undertaken.

- **The risk to each worker, based on their personal circumstances, arising from undertaking the tasks involved.**
- **The risk of spreading the virus and potential for infection arising from the environment the service is provided from and the tasks involved in providing the service.**

Personal Circumstances of Workers

The guidance defines three categories of people based upon their underlying medical conditions:

- **Clinically Extremely Vulnerable (See Appendix 1)**

These are people who have underlying medical conditions which place them at a very high risk of adverse, possibly life-threatening, complications if they become infected with COVID-19. Typically, such people will have been notified by a letter from NHS England or their GP advising them to 'shield' for a period of 12 weeks. Since they have been advised not to leave home there is a very high risk to them of attending a place of work other than their home.

It is recommended that the Society excludes them from being involved in any activities outside their own home. They should not be permitted to work in either the Bookshop or Sight Resource Centre or Office until the risk of COVID-19 infection has been reduced and the NHS England advice is changed.

- **Clinically Vulnerable (See Appendix 2)**

These are people who have underlying medical conditions which place them at a higher risk of adverse, potentially fatal, complications if they become infected with COVID-19. Typically, this will include anyone who is recommended to have an annual Seasonal Influenza Vaccine (and includes those aged 70 years and above

regardless of their medical history). NHS England advises that such people should, where possible, work from home and if this is not possible rigorously enforce social distancing rules, hand and nasal hygiene, wearing face coverings and minimising the likelihood of contact with people who may be infected with COVID-19.

It is recommended that the Society, when conducting a risk assessment of such people, should ensure they are fully aware of the potential risks of working in the Bookshop or Sight Resource Centre or Office and agree to fully comply with all measures to minimise their risk of infection.

- **Others**

People who are not categorised as *Extremely Vulnerable* or *Vulnerable* are still at risk of being infected with COVID-19 and therefore measures should be adopted which minimises this risk. These measures typically include the requirement for social distancing, wearing of face coverings, hand and nasal hygiene and minimising contact with other people.

It is recommended that the Society implements all necessary precautions appropriate to the following risk areas to minimise the risk of employees and volunteers becoming infected with COVID-19.

The risk assessment developed by the Society (See Appendix 3) reflects these different levels of risk relating to the clinical vulnerability of employees and volunteers.

Risks Arising from the Environment & Tasks

The Government guidance identifies the following areas for consideration when resuming activities in the operation of shops (and offices). Where appropriate the information provided under these headings has been used to produce the Society's specific response to risk minimisation in resuming our services in the Bookshop, Sight Resource Centre, and Office.

- **Social distancing at work**
- **Managing your customers, visitors, and contractors**
- **Cleaning the workplace**

Revised Operating Procedures Bookshop

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| <p>Pre-opening Preparations</p> | <ul style="list-style-type: none"> • Employee / volunteer risk assessments MUST be conducted. • A deep clean of the premises must be conducted. • All necessary changes to layout, supplies, equipment, and posters to be in place. • All necessary training conducted. |
| <p>Resources to Support Re-opening</p> | <ul style="list-style-type: none"> • Social distancing posters. • Hand hygiene posters • Entry Conditions posters • Opening Hours posters • Free standing hand sanitising station • Wall mounted hand sanitiser / soap dispenser • Perspex cash box • Counter mounted cough screen • Face coverings • Protective gloves (different sizes) • Surface wipes • Disposal bins |
| <p>Training to be Undertaken BEFORE opening</p> | <ul style="list-style-type: none"> • Revised operating procedures (see below) • Hand hygiene • PPE • Social Distancing |
| <p>Opening Hours</p> | <p><i>Phase 1</i> Monday & Thursday 10am to Noon</p> <p><i>Phase 2</i> Monday, Thursday plus ONE other day 10am to 2pm</p> <p><i>Phase 3</i> Normal opening days / hours</p> |
| <p>Services to be Provided / Undertaken</p> | <ul style="list-style-type: none"> • Sales of pre-used books & brick-a-brack • Receipt of donated pre-used books ONLY |

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| <p>Access & Customer Control</p> | <ul style="list-style-type: none"> • A volunteer (wearing a face covering) must be present at the entrance to the shop. They should <ul style="list-style-type: none"> ○ Check that the customer does not have any COVID-19 symptoms (nor have been in contact with anyone who did within the previous 14 days). ○ Explain the revised shopping / payment procedures which apply. ○ Posters will be available to assist this. • No more than 3 customers should be present in the shop at any one time. The door should be locked until space becomes available to admit further customers. |
| <p>PPE & Hygiene</p> | <ul style="list-style-type: none"> • Face coverings will be provided by the Society (2 per person) and MUST be worn where a 2m distance cannot be maintained. • Gloves (different sizes) will be made available. • Frequent handwashing / sanitising must be undertaken in accordance with NHS guidance. • Wall mounted soap / hand gel dispensers will be provided. • A floor mounted hand gel dispenser will be located at the entry door. • Sufficient waste bins should be available to receive used tissues, disposable gloves, and other waste materials. • Bins will be emptied by the person cleaning the premises. |
| <p>Social Distancing</p> | <ul style="list-style-type: none"> • A minimum distance of 2m (6 ft) to be maintained between workers and customers. • In exceptional circumstances where this cannot be achieved face coverings MUST be worn. • A cough guard will be installed on the counter for added protection. |
| <p>Cash Handling</p> | <ul style="list-style-type: none"> • Customers will be requested to place their payment in a Perspex counter-top box. |

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| | <ul style="list-style-type: none"> • Exact payments ONLY – NO CHANGE TO BE GIVEN • Workers MUST NOT give change from their personal cash. • Box to be wiped after each customer contact and at end of trading. • Box will be removed unopened for counting in the Bank Street office. |
| Stock Handling | <ul style="list-style-type: none"> • Donated books will be placed in a container BY THE DONOR and quarantined for 72 hours. • Purchased books must NOT be handed to counter assistants. • Carrier bags will NOT be provided. • ‘Browsed’ books must NOT be returned to the shelf but placed BY THE CUSTOMER into a plastic container which will be quarantined for 72 hours. • Tidying of displays / re-shelving of browsed books to be undertaken during the FIRST 30 minutes of opening. Disposable gloves to be worn. |
| Cleaning Arrangements | <ul style="list-style-type: none"> • Any surfaces touched by customers MUST be wiped immediately. This especially applies to the external door handles. • The toilet must be cleaned after each use by the person who has used it. • The premises must be cleaned after each day of opening. • Cleaning record to be maintained. |
| Fire Exits | <ul style="list-style-type: none"> • Usual fire evacuation procedures will apply. |
| Other | <ul style="list-style-type: none"> • Food and drink MUST not be prepared on the premises. Food and drink should be brought from home or purchased from a retail outlet. • Employees / volunteers MUST NOT attend if they develop any symptoms of COVID-19 infection and should follow NHS England advice on testing and self-isolation. |



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| | <ul style="list-style-type: none">• Employees and volunteers who develop symptoms must advise the Society of this. |
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**Revised Operating Procedures
Sight Resource Centre**

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| <p>Pre-opening Preparations</p> | <ul style="list-style-type: none"> • Employee / volunteer risk assessments MUST be conducted. • A deep clean of the premises must be conducted. • All necessary changes to layout, supplies, equipment, and posters to be in place. • All necessary training conducted. |
| <p>Resources to Support Re-opening</p> | <ul style="list-style-type: none"> • Social distancing posters. • Hand hygiene posters • Entry Conditions posters • Opening Hours posters • Free standing hand sanitising station • Wall mounted hand sanitiser / soap dispenser • Face coverings • Protective gloves (different sizes) • Surface wipes • Disposal bins • Card Reader device / iPad / Printer |
| <p>Training to be Undertaken</p> | <ul style="list-style-type: none"> • Revised operating procedures (see below) • Hand hygiene • PPE • Social Distancing • Accepting cashless payments |
| <p>Opening Hours</p> | <p><i>Phase 1</i> Tuesday 10am to Noon</p> <p><i>Phase 2</i> Tuesday & Thursday 10am to 2pm</p> <p><i>Phase 3</i> Normal opening days / hours</p> |
| <p>Services to be Provided / Undertaken</p> | <ul style="list-style-type: none"> • Provision of eye health advice • Provision of advice on products to make life easier for people |

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| | <ul style="list-style-type: none"> • Supply of products to support independent living • Assessment of requirement for magnifiers • Signposting to other sources of support • Ordering of products for DIRECT supply to customers |
| <p>Access & Customer Control</p> | <ul style="list-style-type: none"> • Appointment ONLY – pre-booked by telephone or email. • When the appointment is made: <ul style="list-style-type: none"> ○ Check that the customer does not have any COVID-19 symptoms (nor have been in contact with anyone who did within the previous 14 days). ○ Explain the revised shopping / payment procedures which apply. • Only ONE person (plus assistant / carer if necessary) to be admitted at any one time. • One-way system to be operated. Entry by Sight Resource Centre door and exit by Social Room door. • Both entry and exit doors to be key controlled. • Posters will be available to assist access control. • There will be no public access to the office and kitchen area. • Toilet access will be limited to the Accessible Toilet only. • ‘No Entry’ signs to be displayed on Ladies / Gents toilet doors, gate at base of stairs, kitchen doors. • Walking routes marked with floor tape. |
| <p>PPE & Hygiene</p> | <ul style="list-style-type: none"> • Face coverings will be provided by the Society (2 per person) and MUST be worn where a 2m distance cannot be maintained. • Gloves (different sizes) will be made available. • Frequent handwashing / sanitising must be undertaken in accordance with NHS guidance. • Wall mounted soap / hand gel dispensers will be provided. |

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| | <ul style="list-style-type: none"> • A floor mounted hand gel dispenser will be located at the entry and exit door. • Sufficient waste bins should be available to receive used tissues, disposable gloves, and other waste materials. • Bins will be emptied by the person cleaning the premises. |
| Social Distancing | <ul style="list-style-type: none"> • Information posters to be displayed. • Table to be removed. • Three chairs to be retained 2m apart. • A minimum distance of 2m (6 ft) to be maintained between workers and customers. • In exceptional circumstances where this cannot be achieved face coverings MUST be worn. |
| Cash Handling | <ul style="list-style-type: none"> • Only card / contactless payments will be accepted. • There will be NO cash payments • Cash donations may be received in a sealed container. • The iPad, card reader and printer must be wiped down after each transaction. • A 'dibber' |
| Stock Handling | <ul style="list-style-type: none"> • Stock handling should be reduced to the very minimum. • Customers should be instructed not to handle display items. • Stock items which have been handled by a customer MUST be wiped clean immediately afterward. • Stock received from suppliers MUST be quarantined for 72 hours. • Except for faulty items goods should not be received back from members of the public. • Wherever possible items should be supplied to the customer direct from the suppliers. |

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| Cleaning Arrangements | <ul style="list-style-type: none"> • Any surfaces touched by customers MUST be wiped immediately. This especially applied to external and internal door handles. • Toilets should be cleaned after each use, ideally by the person who has used it. • The premises must be cleaned after each day of operation. • Cleaning record to be maintained. |
| Fire Exits | <ul style="list-style-type: none"> • In the event of a fire the building should be exited by either door on Bank Street or through the fire door onto the side alley. |
| Other | <ul style="list-style-type: none"> • Food and drink MUST not be prepared in the premises. Food and drink should be brought from home or purchased from a retail. • Employees / volunteers MUST NOT attend if they develop any symptoms of COVID-19 infection and should follow NHS England advice on testing and self-isolation. • Employees and volunteers who develop symptoms must advise the Society of this. |

Revised Operating Procedures Office

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| <p>Pre-opening Preparations</p> | <ul style="list-style-type: none"> • Employee / volunteer risk assessments MUST be conducted. • A deep clean of the premises must be conducted. • All necessary changes to layout, supplies, equipment, and posters to be in place. • All necessary training conducted. |
| <p>Resources to Support Re-opening</p> | <ul style="list-style-type: none"> • Social distancing posters. • Hand hygiene posters • Wall mounted hand sanitiser dispenser • Face coverings • Protective gloves (different sizes) • Surface wipes • Disposal bins • Coin counter |
| <p>Training to be Undertaken</p> | <ul style="list-style-type: none"> • Revised operating procedures (see below) • Hand hygiene • PPE • Social Distancing • Processing cashless payments • Coin counter |
| <p>Opening Hours</p> | <p><i>Phase 1</i> Tuesday 10am to Noon</p> <p><i>Phase 2</i> Tuesday 10am to 4pm</p> <p><i>Phase 3</i> Tuesday 10am to 4pm</p> |
| <p>Services to be Provided / Undertaken</p> | <ul style="list-style-type: none"> • Accounting for takings from Bookshop and Sight Resource Centre. • Process invoices from suppliers and utilities and raise cheques for payment. • Undertake banking of cash receipts. |

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| | <ul style="list-style-type: none"> • General office duties |
| Access & Customer Control | <ul style="list-style-type: none"> • No access to members of the public. • Access by other employees and volunteers to be avoided if possible. • No through access to kitchen area. • Door adjacent to lift to remain locked |
| PPE & Hygiene | <ul style="list-style-type: none"> • Wall mounted hand gel dispensers will be provided. • Sufficient waste bins should be available to receive used tissues, disposable gloves, and other waste materials. • Bins will be emptied by the person cleaning the premises. • Face covering MUST be worn when another person is in the office area. • Gloves MUST be worn when: <ul style="list-style-type: none"> ○ Handling cash ○ Handling stock received • Frequent hand sanitisation to be undertaken • Frequent wipe down of surfaces. • Computer equipment, photocopier, telephone to be wiped down after each use. • No sharing of office equipment or stationery. |
| Social Distancing | <ul style="list-style-type: none"> • Information posters to be displayed. • A minimum distance of 2m (6 ft) to be maintained between workers. • In exceptional circumstances where this cannot be achieved face coverings MUST be worn. • Only ONE person to be permitted in any office area at any one time. • Distance of 2m to be maintained wherever possible. |
| Cash Handling | <ul style="list-style-type: none"> • Coinage MUST be counted using a coin counting machine. • Gloves MUST be worn when any form of cash is being handled. |

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| | <ul style="list-style-type: none"> • Hand sanitisation to be undertaken frequently and after any cash handling activity. |
| Stock Handling | <ul style="list-style-type: none"> • Gloves MUST be used when receiving postage items / TN wallets / goods from suppliers. • TN Wallets to be placed in plastic tray for collection by TN volunteers. • Wherever possible ordered goods to be supplied direct to customers by suppliers. • Goods received from suppliers to be quarantined for 72 hours. • Postal items to be quarantined for 72 hours. • Books donations will NOT be received. • Only faulty stock to be accepted from customers. It should be quarantined for 72 hours. |
| Cleaning Arrangements | <ul style="list-style-type: none"> • Surface and door handles should be cleaned regularly. • Toilets should be cleaned after each use, ideally by the person who has used it. • The premises must be cleaned after each day of operation. • Cleaning record to be maintained. |
| Fire Exits | <ul style="list-style-type: none"> • Exit by main doors on Bank Street • Exit by side door to alleyway • NO exit via kitchen area |
| Other | <ul style="list-style-type: none"> • Food and drink MUST not be prepared in the premises. Food and drink should be brought from home or purchased from a retail. • Employees / volunteers MUST NOT attend if they develop any symptoms of COVID-19 infection and should follow NHS England advice on testing and self-isolation. • Employees and volunteers who develop symptoms must advise the Society of this. |

Revised Operating Procedures Room Hire & Other Users

Prior to the suspension of services, the Bank Street building was being used by various community and visual impairment groups, some of which were attended by people who may have been classified as either Extremely Clinically Vulnerable or Clinically Vulnerable. These groups have been suspended by their organisers. It may be some time before these groups are able to recommence.

The Talking Newspaper service has continued to operate from the premises throughout the period of the lockdown and wallets containing recorded media have continued to be delivered by post at Bank Street.

The leaders of all the above groups hold keys and have unrestricted access to the building.

It is recommended that before they are permitted to resume use of the building:

- **They provide copies of their individual risk assessment documents which the Society will check to ensure they are suitably robust (to prevent viral material being shed within the building) and are compatible without risk assessment and mitigation measures. VICS and Braille IT are currently considering their own resumption risk assessments.**
- **Users will be responsible for undertaking cleaning of areas of the building they have used.**
- **The building must be cleaned between groups and any activities in the Sight Resource Centre or Office area.**
- **Key and access control by organisations using the building are introduced:**
 - **Locks on doors on Bank Street are changed.**
 - **A limited number of keys are issued to users of the building. Keys must be signed for and recorded in a register. Keyholders will be provided with a set of building rules.**
 - **Users are to record when they enter and leave the building**
- **Clear instructions regarding fire evacuation routes is provided by the Society.**

Cost of Preparing for Service Resumption

The necessary changes to resume services will have a cost implication for the Society. These can be summarised as follows:

Cleaning Costs

The current cleaning arrangements will not be sufficient to ensure the necessary quality and frequency required to maintain a clean and hygienic environment.

Cleaning costs are estimated to be GBP 500 per month. (This is a provisional figure and may vary depending on whether the Society employs a cleaner or hires a contract cleaner.)

Set Up Costs

The cost of equipment and display posters to support re-opening has been estimated at GBP 1800. This is a one-off cost and the items will be available for long term use.

Additional On-going Costs

It is estimated that the purchase of additional cleaning materials and PPE items will be GBP 300 per month. (Initial up-front cost of GBP 900)

Continuing Novel Services

During the suspension of service at Bank Street the team have developed new ways of delivering some of our services. These have included telephone or video based 'get-togethers' for people who would normally attend the Tuesday or Working Age Groups and a 'dial-in' service to enable people access information.

The Sight Loss Advisor has been providing telephone support from home and items have been supplied to customers direct from suppliers.

It is anticipated that for the foreseeable future these operating arrangements will continue.

Appendix 1 – Clinically Extremely Vulnerable

List A – Clinically Extremely Vulnerable

Conditions which place you in a VERY HIGH-RISK group

- people who have received an organ transplant and remain on ongoing immunosuppression medication
- people with cancer who are undergoing active chemotherapy or radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment
- people with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)
- people with severe diseases of body systems, such as severe kidney disease (dialysis)
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- people on immunosuppression therapies sufficient to significantly increase risk of infection (contact your GP if you are unsure if this applies to you.)
- those who are pregnant (after 28 weeks pregnant) or, at any stage of pregnancy, with significant heart disease, congenital or acquired.

Appendix 2 – Clinically Vulnerable

LIST B – Clinically Vulnerable

Conditions which place you in a HIGH-RISK group.

- **aged 70* or older (regardless of medical conditions)**
- **under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):**
 - **chronic (long-term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis**
 - **chronic heart disease, such as heart failure**
 - **chronic kidney disease**
 - **chronic liver disease, such as hepatitis**
 - **chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy**
 - **diabetes**
 - **a weakened immune system as the result of medical conditions or medication (contact your GP if you are unsure if this applies to you.)**
 - **being seriously overweight (a body mass index (BMI) of 40 or above)**
 - **those who are pregnant (before 28 weeks)**

Appendix 3 – Volunteer Risk Assessment

To be completed and returned to the Society prior to the resumption of any volunteer activity suspended during the COVID-19 pandemic outbreak.

It is a requirement of our insurers that:

The Society should always follow government and NHS guidelines in respect of employees and volunteers returning to work, this would be extended to include individuals that require shielding. Risk assessments should be put in place for those that can return to work, and they should maintain social distancing. PPE should also be considered in line with government advise.

This information will be stored securely by the Society and will be used solely for the purpose of assessing your suitability to return to volunteer duties and assessing any actions necessary to mitigate any risk factors.

It will not be disclosed to any third party except where necessary to comply with any mandatory request to disclose it.

| | |
|------------------------------------|--|
| Name of Volunteer | |
| Place of Volunteering | |
| Date of Assessment | |
| Name of Assessor & Role | |
| Signature of Assessor | |
| Signature of Volunteer | |

| | |
|---|---|
| <p>Has the volunteer received a letter from the NHS advising them to shield for a period of 12 weeks? (or have any of the medical conditions in List A which would place them in a VERY HIGH-RISK group)</p> | |
| <p>NO</p> | <p>YES Volunteer cannot resume activities</p> |
| <p>Is the volunteer currently displaying any symptoms of COVID-19 (or has in the past 7 days) or been in contact with anyone with such symptoms? (Dry cough, fever, difficulty breathing)</p> | |
| <p>NO</p> | <p>YES Volunteer cannot resume activities for at least 14 days and following a repeat assessment.</p> |
| <p>Is the volunteer aged over 70 or would the volunteer (if aged under 70) normally be recommended to receive an annual seasonal flu vaccination? (or have any of the medical conditions in List B which would place them in a HIGH-RISK group.)</p> | |
| <p>NO</p> | <p>YES Volunteer may resume activities ONLY if</p> <ul style="list-style-type: none"> (a) They understand and acknowledge that they are at greater risk of developing possibly life-threatening complications if they become infected with COVID-19. (b) Agree that they will always observe all the precautions stated to keep them and others safe. |
| <p>Volunteer may return to duties with the Society subject to the precautions stated.</p> | |

