

**The Salvation Army United Kingdom & Ireland Territory  
Strawberry Field Safe Mission Plan: Covid-19**

<b>Division/Corps, Centre or Shop Name:</b> Strawberry Field (North West England & North Wales Division) Social	<b>Names of Assessor(s):</b> Major Allister Versfeld (Mission Development Officer) Paul Hartley (Site Manager)
<b>Initial Assessment Date:</b>  23 <sup>rd</sup> June 2020	<b>Frequency of Review: Weekly/Monthly</b>  <b>Annually or before if the activities, environment or guidance significantly changes</b>

**Management Confirmation**

**I have noted this assessment and will take appropriate steps to ensure all the actions raised are completed satisfactorily.**

**Name(s) (Block Capitals): Divisional Commander, Major Roger Batt**

**(Person(s) responsible for mission activities)**

**Signed:**

**Date:**

**Risk Assessment Review**

**I confirm that the assessment remains valid, controls remain effective and there has been no increase in risk.**

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1 <sup>st</sup> Review date:	<b>Name:</b>	<b>Signed:</b>
2 <sup>nd</sup> Review date:	<b>Name:</b>	<b>Signed:</b>
3 <sup>rd</sup> Review date:	<b>Name:</b>	<b>Signed:</b>

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What are the Hazards?	Who might be harmed and how?	What safety measures are already in place?	What further action is necessary?	Action by who?	Action by when?	Complete d Date
<p><b>Contact with other persons who may be infected or carrying the COVID-19 virus.</b></p>	<p><b>Who</b> - Managers, Employees, Volunteers, Customers, Trainees, Contractors, Vulnerable Workers, Other Visitors</p> <p><b>How</b> – Catching Covid-19 whilst in the Strawberry Field building; Shop, Café, Visitor experience or when making and accepting deliveries/collections.</p> <ul style="list-style-type: none"> <li>• Close contact with persons</li> <li>• Contact with contaminated surfaces.</li> </ul>	<p><u><b>Hand Washing</b></u></p> <p>Handwashing facilities with soap and water are in place.</p> <p>Drying of hands with disposable paper towels and/or electric hand dryers is available. WC's to be used have been identified (accessible WC's only to restrict use to one user only)</p> <p>Gel sanitisers have been purchased and located in strategic locations throughout the building to supplement hand cleansing in areas where washing facilities are not readily available.</p> <p>Encourage all visitors to wash their hands on arrival at the building.</p>	<p>Staff are to encourage all visitors to wash their hands on arrival at the building.</p> <p>Staff will be reminded, on a regular basis, to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Encourage washing Wash at the following times:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Arrival at work prior to commencement.</li> <li><input type="checkbox"/> Before leaving work</li> <li><input type="checkbox"/> After coughing or sneezing</li> <li><input type="checkbox"/> After toilet use</li> <li><input type="checkbox"/> Before eating</li> <li><input type="checkbox"/> After handling mail, parcels and delivery/collection notes.</li> </ul> <p>Display social distancing posters at sanitiser hand wash station.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow; Catch it, Bin it, and Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Any tissues or paper towels used must be collected in bins and disposed of in the general waste Euro carts located within the bin store provided on site.</p>	<p>All</p>	<p>Training and induction of staff to be completed prior to 20.07.20</p>	<p>Ongoing or until restrictions lifted</p>

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		<p><b><u>Remaining vigilant for signs of COVID -19</u></b></p> <p>An individual displays signs of potential infection by exhibiting:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Cough/sneeze</li> <li><input type="checkbox"/> Difficulty in breathing</li> <li><input type="checkbox"/> Fever (37.8° C [100.4° F])</li> <li><input type="checkbox"/> Loss of taste and or smell</li> </ul> <p>If Staff, Visitor or Trainees exhibit these symptoms they should not enter or remain in the building.</p> <p>If symptoms are displayed during the working day the staff member will be sent home to call 111 for further advice.</p>	<p>Timely recognition of symptoms: If any member of staff, visitor or trainee feels unwell and is displaying the listed symptoms, they are encouraged to disclose this information to a Manager/ Work Coach as soon as possible.</p> <p>If symptoms worsen staff must follow current guidance:</p> <p>Use the NHS 111 website to go through the official triage system for those with COVID-19 symptoms <a href="https://111.nhs.uk/covid-19">https://111.nhs.uk/covid-19</a></p> <p>If unable to go online call NHS 111 IMMEDIATELY</p> <p>All staff should ensure that they have a plan of action in place for safe travel home in the event of feeling unwell.</p> <p>Clear signage is displayed around the building describing symptoms. A sign is also displayed at the entrance to the building for customers' information.</p> <p>In the event a member of staff is sent home, the building/area will undergo a deep clean.</p> <p>Temperatures of staff, visitors and trainees will be taken as they enter the building those displaying a temperature of (37.8° C [100.4° F]) or greater will not be allowed into the building</p>	All	Training and induction/ familiarisation of staff to be completed prior to 20.07.20	Ongoing or until restrictions lifted

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		<p><u>Cleaning</u></p> <p>Maintaining the normal building cleaning regime with the introduction of frequently cleaning and disinfecting objects, surfaces that are touched regularly, particularly in areas of high touch and shared equipment such as:</p> <p>door handles, light switches, till point, reception desks, office desks, access control points, screens, telephone handsets, two way radio, tables, wash hand basins, taps, WC's, WC seats, key boards, keys, light switches, printers, photocopier, perspex screens, lap tops, credit card machines, telephones etc. using appropriate cleaning products and methods.</p> <p>Wipe down keys, which are in common use, at the end of every use. Wipe key locker before opening and after closing.</p>	<p>All Managers to ensure that the necessary procedures are being followed and to carry out rigorous checks.</p> <p>Staff to be advised to clear all workspaces and remove waste, personal belongings at the end of a shift.</p> <p>Staff to take responsibility for keeping their designated work area clean and tidy. Cleaning at the beginning and end of each working day.</p> <p>Ensure a robust cleaning regime is in place for the building, rest areas and toilets. WC areas, baby change facilities will be cleaned on an hourly basis. Antibacterial wet wipes and blue role to be left with WC areas to allow visitors and staff to clean areas after use. Staff to clean the areas touched within the rest room after use.</p>	All	Training and induction/ familiarisation of staff to be completed prior to 20.07.20	Ongoing or until restrictions lifted

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		<p><u>Customer hygiene</u></p>	<p>If a customer is displaying the listed symptoms, they will not be allowed to enter the building. If inside the building when displaying symptoms they will be asked to leave the building.</p> <p>Customers will be asked to wash their hands as they enter the building.</p> <p>Hand sanitiser dispensers are installed internally at various locations and customers are free to sanitise at any point throughout their visit.</p> <p>Information will be displayed throughout the building regarding social distancing, requesting visitors not to touch items unless they intending to purchase the items. Items handled will be required to be quarantined, away from the shop floor, for 48 hours</p> <p>Customers accompanied by children will be reminded that they are responsible for supervising them at all times and of the need to follow social distancing guidelines.</p> <p>Display signage advising visitors "Do Not Touch" displays within the Visitor Experience and similarly within the shop area to "Do Not Touch" goods unless there is an intention to buy the items. Items which are touched should be quarantined for 48 hours.</p>	All	Training and induction/ familiarisation of staff to be completed prior to 20.07.20	Ongoing or until restrictions lifted

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		<p><b><u>Social Distancing - Building Staff</u></b></p> <p>Social distancing – Reducing the number of colleagues in any work area to comply with the 2 metre (6.5 foot) gap as recommended by the Public Health Agency. NB this has been modified on 23<sup>rd</sup> June 2020.</p> <p>Take and implement steps to review work schedules, including start and finish times, shift patterns etc. to reduce the numbers of colleagues on site at any one time.</p>	<p>Colleagues to be reminded daily of the importance of social distancing for both the shop floor and back of house areas. Line Managers to check this is being adhered to.</p> <p>Within general office encourage a variety of measures including:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Arranging work space to achieve two metre distancing, avoiding people having to work face to face.</li> <li><input type="checkbox"/> working from home where possible</li> <li><input type="checkbox"/> Staggering start and finish times,</li> <li><input type="checkbox"/> Avoid face to face meetings. Only absolutely necessary meetings participants should attend. Attendees should be two metres apart from each other. Rooms should be well ventilated / windows opened to allow fresh air circulation. Consider holding meetings in open areas where possible.</li> </ul> <p>Stationary items must not be shared, with staff using their own pens, note paper etc.</p> <p>Where possible use computer equipment designated to individuals i.e. use own mouse, pc monitor, keyboard whenever possible.</p> <p>The movement of customers and staff will be controlled (by a staff member) within the building central corridor. The numbers of customers entering the building will be controlled at the designated entrance.</p>	All	Arrangements for staffing density and location are required to be in place prior to 20.07.20	Ongoing or until restrictions lifted

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		<p><b><u>Social Distancing - Contractors and Visitors</u></b></p> <p>Contractors will only be allowed on site by making prior appointments.</p> <p>Deliveries to the building will be made to the deliveries entrance only by delivery drivers. Strawberry Field staff will take delivered items into the point of use or storage areas within the building.</p> <p>Only visitors who have pre-booked visits will be allowed to enter the building and grounds. Whilst restrictions exist the numbers will be limited as follows:</p> <ul style="list-style-type: none"> <li>• Visitor Exhibition and Garden (Web ticket Manager) Capacity 85 per day.</li> <li>• Cafe - visitors will have to call ahead and pre-book a table (30 at any given time).</li> <li>• Appointments can be made with individual managers.</li> </ul>	<p>The movement of customers and staff will be controlled (by a staff member) within the building central corridor.</p> <p>The numbers of customers entering the building will be controlled at the designated entrance.</p> <p>Ensure any visitors/contractors etc. are informed of social distancing procedures and that the welfare facilities are available in limited locations on site.</p> <p>Adherence to social distancing measure (based upon 2m distance from other persons) set out around the building. Display posters, signage and floor marking to assist staff and visitor in gauging the appropriate distance, in public areas, to reinforce the 2m distancing protocol.</p> <p>Installation of polycarbonate sneeze screens at all 5 till locations within the building.</p>		<p>Training and induction/familiarisation of staff to be completed prior to 20.07.20</p>	<p>Ongoing or until restrictions lifted</p>





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		<p><b><u>Common areas/toilets/break rooms</u></b></p> <p>Break rooms are provided on sites with hand washing facilities.</p> <p>Toilets are cleaned regularly. Staff are to use only the two WC's which are designated for staff use on site.</p> <p>Steps to Work Trainees and Work Coaches to use the accessible WC on the lower level only.</p> <p>Visitors will use the accessible WC's on the upper level only.</p> <p>WC areas, baby change facilities will be cleaned on an hourly basis. Antibacterial wet wipes and blue roll will be left within WC areas to allow visitors and Strawberry Field staff to clean areas after use.</p> <p>A check list (monitoring cleaning visits) will be displayed within the WC and baby change area to record cleaning visits.</p> <p>Staff to clean the areas touched within the rest room after use.</p>	<p>Limited numbers of staff to use mess room at any one time (TWO). Stagger break times wherever possible to achieve set capacities.</p> <p>When possible, use outside spaces for breaks, encourage colleagues to stay on site during break and lunchtimes.</p> <p>Remind staff of the need to social distance during meal breaks.</p> <p>Reduce the numbers of tables and chairs within the staff room, to limit staff use.</p> <p>Remove soft furnishings where practicable from mess room.</p> <p>Encourage colleagues to clean away after their breaks and to not leave personal belongings lying around and to use the lockers provided. Sanitise touch points before and after use eg. taps (boiler tap too), kettles, fridge handles, microwave buttons and dials.</p> <p>Encourage staff to use their own cutlery and crockery, and take home to wash. Bring pre-prepared meals to work whenever possible.</p> <p>Dry hands with paper hand towels, kitchen towel or electric dryer where possible. Remove tea towels or other drying cloths that are used by multiple people. Use paper towels instead.</p> <p>Increasing ventilation where possible in mess room (We have mechanical extract in this area)</p> <p>Windows will be opened to allow fresh air to circulate within the building. Fire doors may be held open on detentes to increase air flow within the building and to reduce need to touch doors.</p>	<p>All</p>	<p>Processes to be in place prior to 20.07.20.</p> <p>With staff being briefed and trained prior to this date,</p>	<p>Ongoing or until restrictions lifted</p>
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		<p><b><u>Handling goods, merchandise and other materials</u></b></p> <p>Cleaning regimes are in place for all retail areas.</p> <p>Regular hand washing and sanitisers are available in various locations.</p> <p>Disposable gloves to be worn when sorting new stock.</p> <p>Staff to maintain 2m distance when sorting, and should sort side by side, rather than face to face, at the sorting table.</p>	<p>All new stock should be isolated for a minimum of 48 hours before sorting.</p> <p>Ensure all suppliers making deliveries are aware of the social distancing protocols.</p> <p>Where possible and safe to do so have single individual moving stock around the building. Where this is not possible, try to use same pairing for loads needing two or more people.</p> <p>Wherever possible limit customer handling of merchandise through displays, rotation on high-touch stock.</p> <p>All delivery/collection drivers must be allowed access to use the facilities for hand washing if requested.</p>	All	<p>Processes to be in place prior to 20.07.20.</p> <p>With staff being briefed and trained prior to this date,</p>	Ongoing or until restrictions lifted
		<p><b><u>Face coverings (not classed as work PPE)</u></b></p> <p>Facemasks are not a substitute for good hygiene and social distancing. They will be provided to support workers who choose to wear them.</p> <p>Staff should only be required to wear face masks where 2m distancing cannot be maintained and they are in close physical contact with other people (e.g. inside vehicles when making deliveries/collections).</p>	<p>Face coverings – <b>Wearing a face covering is optional and is not required by law other than on public transport.</b> If an individual chooses to wear a face covering, it is important that they are made aware that it is crucial to wash their hands before and after use. The face covering must be changed if it becomes damp or wet. It is advised that individuals avoid touching their faces and coverings as they could become contaminated.</p>	All	This information will be briefed prior to 20.07.20	Ongoing or until restrictions lifted

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			<p>In an emergency (accident, provision of first aid, break-in) staff or nominated first aiders do not have to stay 2m/6ft apart if it would be unsafe</p> <p>Accidents, injuries and near misses need to be reported as per normal Salvation Army health and safety procedures.</p>	All	Training and induction/ familiarisation of staff to be completed prior to 20.07.20	Ongoing or until restrictions lifted
Contractor Access	Staff members and representatives from contractors put at increased risk of exposure	<p>Contractors requiring access to the Building or Grounds of Strawberry Field must have prior agreement with the Site Manager or nominated deputy.</p> <p>All contractors will have been provided with a copy of the document "Facilitating access for contractors to Strawberry Field"</p> <p>Contractors must provide a copy of their COVID-19 risk assessment prior to the works noting controls and confirming that all visiting personnel are signatories to this.</p>	<p>All staff should feel confident to challenge any person not conforming to the 2m rule:</p> <ul style="list-style-type: none"> <li>• instruct all persons to stand 2m apart from each other and at least 2m away from any door whilst being opened or locked.</li> <li>• No crowding around persons opening or closing doors, gates or building.</li> <li>• Refuse entry to those not conforming and report immediately to the building Duty Manager</li> </ul> <p>Wear gloves when handling common keys and use sanitising wipes to regularly clean keys, digital locks and access fobs.</p> <p>In line with recent government guidelines, all visitors will need to leave contact details for Track and Trace procedures, should these be necessary.</p>	All	<p>Training and induction/ familiarisation of staff to be completed prior to 20.07.20</p> <p>Processes to be in place prior to 20.07.20.</p> <p>With staff being briefed and trained prior to this date.</p>	Ongoing or until restrictions lifted

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