



**Cottenham Community Centre  
Coffee Shop COVID-19 Supplementary RISK ASSESSMENT**

This risk assessment applies to the Community Centre Coffee Shop. It considers the single hazard: "Spread of COVID-19 Coronavirus."

A further risk assessment covers COVID-19 risks relating to the Community Centre building, including all hired spaces (hall, studio, rear kitchen) and all corridors and access points.

Who might be harmed?	Controls required	Additional controls
<ul style="list-style-type: none"> <li>• Staff</li> <li>• Volunteers</li> <li>• Customers &amp; visitors</li> <li>• Cleaners</li> <li>• Contractors</li> <li>• Delivery drivers</li> <li>• Vulnerable groups               <ul style="list-style-type: none"> <li>○ Those with underlying health conditions</li> <li>○ Elderly</li> <li>○ Pregnancy</li> </ul> </li> <li>• Anyone else who we physically encounter during Coffee Shop operation, eg. users and hirers of hired spaces.</li> </ul>	<p><b><u>Hand Washing</u></b></p> <ul style="list-style-type: none"> <li>• Hand washing facilities with soap and water in place</li> <li>• Stringent hand washing taking place</li> <li>• Drying of hands with disposable paper towels or hot air hand dryers</li> <li>• Gel sanitisers available in any area where washing facilities not readily available.</li> </ul>	<p>Staff and volunteers to 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.</p> <p>Signage to encourage the washing of hands.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Encourage staff to report any problems.</p> <p>Reminding everyone of the public health advice.</p> <p>Explain to customers that failure to observe safety measures will result in service not being provided.</p>
	<p><b><u>Cleaning</u></b></p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, laminated menus, card machine and reception area using appropriate cleaning products and methods.</p>	<p>Consider the frequency and level of cleaning and who should be doing it. Put up a visible cleaning schedule.</p> <p>Reduce the need for people to move around the Coffee Shop as far as possible. This will reduce the potential spread of any contamination through touched surfaces.</p> <p>Provide additional bins and empty them more often.</p> <p>Deep cleaning if someone is identified to fall ill with COVID-19 on the premises.</p>

Who might be harmed?	Controls required	Additional controls
<ul style="list-style-type: none"> <li>• Staff</li> <li>• Volunteers</li> <li>• Customers &amp; visitors</li> <li>• Cleaners</li> <li>• Contractors</li> <li>• Delivery drivers</li> <li>• Vulnerable groups               <ul style="list-style-type: none"> <li>○ Those with underlying health conditions</li> <li>○ Elderly</li> <li>○ Pregnancy</li> </ul> </li> <li>• Anyone else who we physically encounter during Coffee Shop operation, eg. users and hirers of hired spaces.</li> </ul>	<p><b><u>Social Distancing</u></b></p> <p>Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency.</p> <p>Taking steps to review work schedules including start &amp; finish times to reduce number of staff/volunteers in the Coffee Shop at any one time.</p> <p>Issuing staff and volunteers set jobs such that social distancing can be observed.</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Social distancing also to be adhered to in office/store area.</p> <p>Adjusting processes to prevent customers congregating at the points of service.</p> <p>Minimising customer self-service, condiments, cutlery etc to be handed out when food/drink is served.</p> <p>Minimising the contact between kitchen staff and front of house staff.</p> <p>Encourage contactless payments, where possible and adjust the position of the card reader to maintain 2m distance.</p>	<p>Provide written communication of the latest guidelines to both staff/volunteers and customers inside and outside the venue to ensure keeping everyone safe.</p> <p>Stay at home guidance if unwell displayed in the entrance hall.</p> <p>Put in place one-way systems in corridors or regularly used pedestrian traffic routes, signage with arrows and markers on the floor, to manage the flow of people moving around to allow social distancing rules to be met. Leave non-fire doors open to reduce the amount of contact with doors and also potentially improve workplace ventilation. Maintain air circulation systems in line with manufacturer’s instructions.</p> <p>3 members of staff behind the counter and 2 out front (they do not enter the kitchen space during their shift).</p> <p>If it isn’t possible to meet social distancing rules and physical measures can’t be used then put in place other measures to protect people. This can include, enhanced cleaning regimes, increase in hand washing, limiting the amount of time people spend on the task and encouraging back to back working.</p> <p>Advice notices will be displayed.</p> <p>Rigorous checks will be carried out by the manager in charge to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded, daily, of the importance of social distancing both in the workplace and outside of it.</p>
	<p><b><u>Wearing of Gloves</u></b></p> <p>Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>Wearing of gloves to protect physical contamination (rings, nail polish etc) still must be adhered to.</p>

Who might be harmed?	Controls required	Additional controls
<ul style="list-style-type: none"> <li>• Staff</li> <li>• Volunteers</li> <li>• Customers &amp; visitors</li> <li>• Cleaners</li> <li>• Contractors</li> <li>• Delivery drivers</li> <li>• Vulnerable groups               <ul style="list-style-type: none"> <li>○ Those with underlying health conditions</li> <li>○ Elderly</li> <li>○ Pregnancy</li> </ul> </li> <li>• Anyone else who we physically encounter during Coffee Shop operation, eg. users and hirers of hired spaces.</li> </ul>	<p><b><u>PPE</u></b></p> <p>Public Health guidance on the use of PPE (personal protective equipment) to protect against COVID-19. Face visors will be provided and must be worn (face masks optional). In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviour.</p>	<p>Visors will be left in the office after the shift and will be sanitised and stored for 72 hours before being sanitised again before use.</p> <p>Lockers will be provided for individuals to store personal belongings and sanitised daily by the manager in charge.</p>
	<p><b><u>Wearing of Face Coverings</u></b></p> <p>In line with Government Guidelines it is compulsory to wear face coverings in Community Centres (including the Coffee Shop) until people are seated.</p>	<p>Staff, volunteers, delivery persons and customers will be required to wear a face covering when entering the Community Centre, the manager in charge will refuse entry if not complied with.</p> <p>Masks will be available for purchase should people still want to enter the building and do not have one.</p> <p>Staff and volunteers may remove the face covering and replace with a visor when in the office.</p> <p>Customers may remove when seated at their table but required to put it back on when leaving the premises or using the toilet facilities.</p>
	<p><b><u>Symptoms of COVID-19</u></b></p> <p>If anyone becomes unwell with a new continuous cough, high temperature or loss of sense of taste or smell in the workplace they will be sent home and advised to follow the stay at home guidance.</p> <p>The manager will maintain regular contact with staff members or volunteers during this time.</p> <p>If advised that a member of staff, a volunteer or customer has developed COVID-19 and were recently on our premises the manager or a trustee will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p>	<p>Internal communication channels and cascading of messages through the manager will be carried out regularly to reassure and support staff and volunteers of any change in situation. The manager will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>Discuss with staff and volunteers what their personal risks are and identify what you need to do in each case - Identify how and where someone in one of these categories will work in line with current government guidance - If they are coming into work identify how you will protect them through social distancing and hygiene procedures.</p>

<b>Who might be harmed?</b>	<b>Controls required</b>	<b>Additional controls</b>
<ul style="list-style-type: none"> <li>• Staff</li> <li>• Volunteers</li> <li>• Customers &amp; visitors</li> <li>• Cleaners</li> <li>• Contractors</li> <li>• Delivery drivers</li> <li>• Vulnerable groups               <ul style="list-style-type: none"> <li>○ Those with underlying health conditions</li> <li>○ Elderly</li> <li>○ Pregnancy</li> </ul> </li> <li>• Anyone else who we physically encounter during Coffee Shop operation, eg. users and hirers of hired spaces.</li> </ul>	<p><b><u>First Aid Measures</u></b></p>	<ul style="list-style-type: none"> <li>• Call 999 immediately – tell the call handler if the patient has any COVID-19 symptoms</li> <li>• Ask for help. If a portable defibrillator is available, ask for it.</li> <li>• Before starting CPR, to minimise transmission risk, use a cloth or towel to cover the patient’s mouth and nose, while still permitting breathing to restart following successful resuscitation</li> <li>• From First Aid Kit use:               <ul style="list-style-type: none"> <li>○ A fluid-repellent surgical mask</li> <li>○ Disposable gloves</li> <li>○ Eye protection</li> <li>○ Apron or other suitable covering.</li> </ul> </li> </ul>
	<p><b><u>Mental Health</u></b></p> <p>Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.</p>	<p>The manager will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>Regular communication of mental health information for those who need support.</p>