COVID-19

Operational Mitigation Measures

July 2020 ⎸

Pathway to Reopening

Step 1

All documentation developed, risk assessments carried out and mitigation measures in place.

Step 2

Crumbs Centre - operational protocols developed to take into account the physical distancing requirements, safe working practices, shift systems and revised working practices.

Step 3

Staff and volunteer briefings and discussions on returning to work arrangements including risk assessments and completing Covid -19 training. Staff and volunteers sign Return to Work forms.

Step 4

Advice sought from BCP on any special measures or guidelines relating to trainees, given the vulnerable nature of those trainees.

Step 5

Training video for trainees on the differences they will see on returning to training. Trainees complete online Covid-19 training. Trainees contacted, individual discussions and commitment including key workers on returning to professional training at the Centre.

Step 6

All documentation and systems in place and verified. Approval by the Board on reopening schedule.

Step 7

Gradual phased reintroduction of trainees

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Introduction

This operational guide highlights the mitigation actions that have been taken as the result of the risk assessment to ensure that the Crumbs Centre is a Covid-19 Secure Environment for all of the Crumbs Beneficiaries.

At Crumbs the trustees and staff are focussed on creating the best possible Covid - 19 compliant conditions, to ensure that all beneficiaries of Crumbs are in safe and secure environment and that our training and food service activities can continue and develop.

The Management Team has meticulously reviewed every detail and area of our operations to implement enhanced safeguards. Some of these changes will be self - evident while others will be less visible too many users. Nonetheless, all are important and will contribute collectively to a safe experience in how we deliver a good working environment for our trainees, staff and volunteers.

Professor Peter A Jones MBE

Chair

Policy Statement

|  |  |
| --- | --- |
| **This is the statement of general policy and arrangements for:**  |  **The Crumbs Project - Covid-19 Re-opening**  |
| **Staff have the overall responsibility for health and safety** |
| **Project Trainer on Shift……All Staff have day-to-day responsibility for ensuring this policy is put into practice**  |
| **General policies**  | **Responsibility of: Name/Title** | **Action/Arrangements** |
| Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace | All Staff  | Ongoing Training - daily updates |
| Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work  | Senior Staff  | Team Meeting and forward planning – on-going training Return to work Covid -19 risk course completed |
| Engage and consult with employees on day-to-day health and safety conditions | All Staff  | Communicate clear instruction |
| Implement emergency procedures – evacuation in case of fire or another significant incident.  | Senior Staff  | Weekly Fire Drill – ongoing training  |
| Maintain safe and healthy working conditions, provide, and maintain plant, equipment, and machinery, and ensure safe storage/use of substances | Senior Staff  | Report to FSM or put in maintenance book |
|  |  |  |
| Health and safety law posters are displayed | Kitchen – bakery- Reception areas  |  |
| First-aid boxes located in: | Kitchen -Bakery – Reception – Managers offices – Trainee rest area |  |
| Accident book is located: | Bakery |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: \* (Employer) PA JONES  |  | Date: |  |

Operational Mitigation Measures

The measures outlined in the following tables are in response to the Risk Assessment, Management and Control protocols (See separate document) that were used as the basis of these measures.

These measures have been revised and will be regularly updated based on the experiences of reopening and changes in regulations and the relevant government advice.

| Location | Potential Issues  | Implemented Measures  | COVID -19 Mitigation Measures  | Control Actions  | Comments  |
| --- | --- | --- | --- | --- | --- |
| Physical Location | Access control  Movement -in out* Trainees
* Staff
* Key workers
* Taxi

Deliveries Hygiene Measures Respiratory Hygiene | * General good housekeeping
* All areas well lit,
* No trailing leads or cables
* Entrance door is on a sensor
* Trainees shift bubbles to be staggered
* Limit visitors
* Staff timed access – see Rota
* Drop off – pick up wait in car
* Goods-in delivered and un-load onto a trolley outside the entrance – delivery driver is not entering the building.
* Communicates from office window
* Payments on -line
* Weekly limited deliveries
* Hand sanitiser in front entrance
* Sink in entrance toilet for hand washing
* Door handles and entrance code fob cleaned frequently
* Meticulous cleaning measures
* Sneeze, cough into tissues and dispose, wash hands immediately.
 | * Two -metre distance to be marked out with floor marking signs for external queuing area
* PPE provided for protection -gloves, masks, and plastic aprons
* Visitors to be invited- management diary will be monitored
* Trainees will be in on a 4-hour working Rota
* Two- metre rule will apply main entrance for arrival
* Arrows to display one-way system
* Exit door in trainee dining area
* Deliveries once a week
* Temperature check on arrival In -36.-37.5°C
* Sanitiser and towel to clean down the trolleys
* Cleaning station- hand sanitiser – bin
* Implement revised cleaning Rota
* Flip bin provided
 | All staff monitorAll Staff Senior Staff Senior Staff All Staff  | Re- opening Any issues report toSenior Staff  |
|   | Entry inExit out Reception area | * Main entrance to enter building
* Exit via door in trainee’s dining area
* Reception has a glass screen as you enter the building
* PPE is provided – gloves and masks
* No-Germs dispenser
* Fire door on a sensor so no contact
* Staff and trainees – sign in log, self-declaration form will be signed
* Sign in – out **visitor** logbook on entry will record details of movement for traceability log.
 | * Management will monitor movement
* Operational information will be displayed
* in reception area
* Arrows to display enhanced safety measures to prevent cross -contamination
* Such as one -way system
* Hand sanitiser on each workstation
* Visitors will only enter via appointment
* Strict protocol will be adhered to.
* GDPR will be adhered to.
 | All staff to implement this  |  |
| **Users**  | StaffVisitorTraineesResidents  | * Risk profile -training
* PPE requirements provided masks and gloves
* Uniform washed in house
* Masks available for all trainees
* Trainees are being phased in gradually
* Vulnerable trainees are engaging via zoom social media platforms
* Residents only collect food from serving hatch no money handling
 | * Control measures away from Crumbs must be adhered to, home -life may be an issue; Family members of high risk- staff could work from home if appropriate
* PPE is in place – masks -gloves -aprons
* Temperature taken on entering the premises- between 36.5- 37.5°C
* Trainee per shift reduce hours of practical training – identify those of high risk to be assessed.
* Could pay weekly
* Continue safe distance – serve from the hatch
 | All staff,Report to Management any issues Management will log this  |  |
| **Operating** **Environment**  | Changing roomsTrainees Staff  | * Uniform provided – washed in house
* Trainees change one at a time social distance rule applied
* New lockers offering space for personal items – encouraged to only bring essential items only
* Locker keys will be given to FSM -OM
* Dirty washing bin outside changing area
* All lockers are in the communal area
* Stagger start times will be confirmed
 | * Monitor by staff member
* Physical distance two-metre markings applied on entry. Arrows one way
* Hand sanitizer outside each training area
* Cleaning station - designated Rota implemented
* Report immediate sickness via usual protocol
 | All staff Senior Staff Cleaning team |  |
|  |  Toilet areas  | 5 toilets giving plenty of access * Soap and hand sanitizer provided
* Paper towel for hand drying reducing transmission of infection.
* Cleaning station outside each toilet area – PPE available
 | * Clean as you go training -
* Implement infection control measures
* Wash hands – sanitise
* Open the door with tissue -reduce hand contact
* Point of contact. -bin provides on exit
* Disposable aprons to protect uniform
 | All staffRepetitive trainingReport any Senior Staff  |  |
|  | Deliveries  | 3 vans One van allocated to one driver * Transit – collections
* Bakery – white - frozen meals
* Grey – Bakery items
* All deliveries taken unaided
* PPE offered – masks, gloves to be worn always
 | * Van checks sheets implemented
* Clean down after every use.
* Drivers to wash hand when entering the building –toilet area in the entrance hand sanitiser is provided.
* Sanitiser spray and towel in vans
* Two - metre rule apply on all deliveries
* PPE to be worn when unloading goods –
* Masks to be worn when delivering
 |  All drivers  |  |
| **Delivery**  | Our suppliers  Collection of food donation | * Goods-in delivered and un-load onto a trolley outside entrance.
* Toilet facilities access in front entrance.
* Delivery driver are not entering the building.
* Communication via FSM office window
* Temperature probe goods in – wiped after contact
* Payments on -line
* Weekly limited deliveries
* Crates will be taken from the unit to decant from suppliers to minimise cross contamination.
* Drop off at back entrance – remove any outer packaging to minimise the risk, although the risk of catching the virus from packaging travelled is very low.
 | * Cross – contamination risk measures
* Apply gloves when unloading goods,
* Wipe down trolley after every delivery
* Decant products remove outer packaging if possible.
* Cleaning station outside – replenished
* Probes and probe wipes on cleaning station
* Hand sanitiser available
 | Senior Staff Deliver driver Senior Staff Senior Staff  |  |
| **Working Station- 1** | Kitchen area Staff Capacity -Kitchen staff breaks –Waste disposal | * Meticulous cleaning measures in place. Trio 100
* Safeguarding measures
* Social distance 2m rule applied
* All work surfaces cleaned after every task -3 stage cleaning
* Colour coded chopping boards
* Hand washing sink in kitchen
* Walk-ways mapped out for social distance
* Gloves worn when handling food
* Reduced numbers working per shift - see Rota
* Wall divide offers social distancing rule
* Staff work 1-1 per trainee
* Clean as you go policy in place
* Hand washing 20 second posters
* Well ventilated area
* Cleaning frequently after shift is in place
* Blue towel roll to be used for hand drying
* Blue towel for cleaning trolleys disposal
* Serve residents from the hatch
* Collection of washing up on trolley
* SFBB folder to continue to record hot/cold temperatures
* Communicate daily tasks to FSS
* Pre plan daily tasks
* Breaks to be taken 1-1 via back door
* Staggering break will apply
* Gloves are worn before removing rubbish via back door to designated bin
* Individual rubbish pots- reduce waste
* Colour coded mops for floor washing
* Clear instruction to be always continued
* Staff lead by example
* Frequent HACCP checks continued; all additional precautions have been taken

to minimise risk * Enhanced markings are mapped out
* Trainees will have training before re-opening -understand all trainees retain knowledge at different levels
* Repetitive training is key

Ventilation Well ventilated windows and doors with fly screens to offer natural ventilation  | * Marked out the 2m rule with marking tape
* On-going training to adhere to markings
* Remove till, - cash-less operation
* Cheque or invoice payment only
* Contactless card payment
* New rules implemented, kitchen team to avoid cross-contamination with the bakery enter workstation only when walkway is clear and leave via back entrance
* Follow strict protocol trainee –2 per shift
* Staff members -2 per shift
* All ingredients to be set up on trollies reducing traffic
* Duplicate equipment in both areas – reducing shared tools
* Repeat importance of hand washing to trainees
* Back toilet to be used to stop traffic into bakery area – clean as you go- Aprons available (disposable)
* Continue wash – sanitize – repeat
* Masks to be worn to minimise risk
* Staff or trainee allocated task must adhere to their own task NO cross over
* Products to be followed through from making to packing of product
* Staff allocated cleaning of tables, door handles, mixer switches, and other high-touch points
* Washing up to be kept to minimum – wash as you go -three stage cleaning frequently

Serve residents – mask to be worn Reduce foot fall though bakery – gain access via back door to enter training room for breaks Reiterate hand washing rulesMake sure hands are dry, wet hands can spread bacteria 1000 times more than dry handsReduce cross – contamination Allocated colour mop per areaAll communication must link together via email or phone for both FSM and receptionRe-stock ingredients and products before each shift to be planned by each staff member – reducing flow of movement when operational Control of cross- contamination measures are to be put in place to keep social contact to a minimum – using other exit routes.New protocol will be adhered to by all members of the team before re-opening-full training will be given to ensure all employees recognise the need to adjust the operational workload to control any risk  | All Staff to implement repetitivetraining always Repetitive 1-1 trainerManagement will assess movement daily Changes may apply |  |
| **Working station -2** | Bakery areaStaff capacity Bakery staff breaks | * Meticulous cleaning measures in place.
* Trio 100 sanitiser
* Safeguarding measures
* Social distance two- metre rule applied
* All work surfaces cleaned after every task – 3 stage cleaning
* Colour coded chopping boards
* Hand washing sink in bakery
* SFBB folder record hot/cold temperature check
* Cleaning Rota
* Sanitiser pump NO -germs
* Walk-way area mapped out to
* reduced cross -contamination
* Reduced numbers working per shift - see Rota
* Middle table removed -provided two- metre distancing rule
* Staff work 1-1 per trainee
* Clean as you go policy in place
* PPE offered
* Hand washing 20 second posters
* Well ventilated area
* Cleaning frequently after shift is in place
* Blue towel roll to be used for hand drying
* Washing up in bakery area
* Communicate tasks to FSS
* Arrows in place one-way system
* Break to be taken 1-1 via door into training room using the one-way system
* Assess to toilet via one-way system into hallway
* Communication between reception – food area via email
* Movement of products to reduce risk
* Rubbish to be taken via training room exit door
* Use of individual rubbish bins
* Colour coded floor mop
* Clear instruction to be continued
* Staff lead by example
* Enhanced floor markings mapped out
* Frequent HACCP checks continued; all additional precautions have been taken
* Trainees to be given individual training before re-opening -understand all trainees retain knowledge at different levels
* Repetitive training is key

Ventilation Air conditioning unit has been serviced to offer a well-functioning system to minimise risk  | * Marked out the two-metre rule with marking tape
* On-going training to adhere to
* 1-1 Training
* Follow strict protocol
* All ingredients to be easily accessible
* Equipment to be duplicated
* Middle table will be removed to implement the two -metre social distance rule
* Repetitive instruction
* Trainee –2 per shift
* Staff members -2 per shift
* Staff or trainee allocated task must adhere to own task NO cross over
* products to be followed through from making to packing
* Equipment in this area must be washed in sink provided to control cross-contamination.
* Reiterate -hand wash -clean- sanitise
* Make sure hands are dry, wet hands can spread bacteria 1000 times more than dry hands
* See note\* - advice on air con system
* Staff allocated cleaning of all tables, door handles, mixer switches and all other touch items
* FSM communicate via email or phone orders to food area – minimize risk reduce flow of movement
* Avoid cross-contamination arrows showing separate entrance -one-way system-enhanced floor marking

 All communication link together via email or phone\* Re-stock ingredients and products before each shift allocated to staff member – reducing flow of movementControl of cross- contamination measures are to be put in place to keep social contact to a minimum – using other exit routes.New protocol will be adhered to by all members of the team before re-opening-full training will be given to ensure all employees recognise the need to adjust the operational workload to control any risk Additional information link on food delivery<https://www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf>Air con will be turned down to a low level when operational to prevent droplets spreading- airborne virus is still being contested – so minimizing all risk is adhered to | Management will monitor Changes may apply All staff Arrows to one -way system enhancedFSM- OM  |  |
| **Communications****Maintenance** **Emergencies**  | Staff TraineesVisitors SuppliersJay-Lee refrigerationHenshall ElectricalChurches fire Rentokil -Pest controlMark Collinge IT Qtos Catering (Gas) Aster Housing Hibberd Trainees Staff Visitors | * Signage in place
* Hand washing 20 second poster
* Cross – contamination notice
* Control of substances poster
* Fire safety posters
* One- way system clearly marked
* Floor markings have been donated (Tesco’s)
* Messages – electronic and written are communicated via zoom – WhatsApp or email
* Engage with all our users
* Advise on Air-Conditioning is to only use when necessary -as it causes the air to circulate\* serviced to offer a well-functioning system to minimise risk
* On call out explain, new protocol measures will be implemented
* Enter only via appropriate access to avoid cross-contamination
* Maintain machinery frequently to minimise breakdown
* Continue remote contact and updates
* Continue our maintenance end of day policy to minimise control of movement
* Scheduled routine checks have been booked in before re-opening
* Air-conditioning unit, walk-in fridge and
* Rentokil have been actioned.
* Follow procedures of existing risk assessment with the implemented two -metre ruling
* Fire drill procedures to be followed with safe distance rule when exiting to building
 | * Update signage – refresh old signs
* Visual signage – clear instruction
* Two -metre distancing rules poster
* Stop the spread of the virus poster
* Reiterate internal contact \*
* External contact will continue via phone, email, and zoom chats
* Effectiveness will be monitored by demonstrating safe work practice
* Clean station - on entry and exit to be adhered to, all high- touch points
* PPE-gloves offered as preventative measures on high- touch points
* Reiterate new safety measures –
* Review contractors safeguarding procedures
* Re-scheduled to ensure safe distance working practice is adhered to
* Social distance and two – metre to be adhered to
* Practice new procedures and protocol with two -meter markings in place at the assembly point
 | Senior Staff All staff on-going Senior Staff  |  |
| **Management** **Board Members**  | Senior Staff  | * Communicate meeting via on – line diary to adhere to social distance ruling
* All managers have completed On-line return to work course
* <https://businesssafe.peninsula-online.com/ELearning/COVID-19ManagersUK/index.html#/>
* Conducts day to day activity from the office to reduce movement
* Communication will be via e-mail or phone
* Control of movement to be adhered to
* Cleaning stations to control cleaning of high -touch point
* Conduct day-to day activity from the office to control movement
* Communicate via e-mail and phone
* Control of food service
* HACCP procedures to be monitored and assessed when safe to do so to minimise movement
* Continue home working and training via zoom when feasible
* Communicate with staff by via email and online diary
* Stagger times of office activity to adhere to; two – metre social distance
* Continue to communicate by zoom meetings and email contact –to control movement when operational
 | * Flip lid bin for disposing of PPE outside
* Control and monitor trainee movement when entering and exiting the building
* Changing area will be sprayed after exit of each trainee
* Remove PPE on exiting the building
* Control of movement
* Trainee kitchen area will be temporarily close
* Control and monitor trainee movement when entering and exiting the building
* Changing area will be sprayed after exit of each trainee
* Homeworking to continue where possible
* Minimise movement within the workstations
 | All Managers will communicate meeting of visitors by on-line diary  |  |
| **Training**  | Trainees Staff  | * Each trainee will be assessed on vulnerability – before the Rota is finalised
* Phased in gradually
* New training practice is being analysed
* Breaktime -15 minutes
* Phones to be left in lockers until the end of the shift unless agreed by management - minimise high touch point as well as movement
* Training needs will be assessed to ensure all the practical and virtual training is covered to meet the individual needs in a safe environment always
* Covid return to work course has been given to all trainees to complete before reentering the premises
* <https://businesssafe.peninsula-online.com/ELearning/COVID-19Employees/index.html#/>
* Returning to normality is good for their wellbeing
* Explain the changes clearly to reduce any anxiety
 | * Identify family members vulnerable health issues
* Highly vulnerable members continue training via zoom, to protect the safety of others
* Continue virtual training
* Assessment to meet the training needs of everyone, to include – staff safety as well as trainee competence
* Complete training of all changes such as social distance – hand washing 20 second rule, one -way system Enter – in Exit -out will be implemented before returning to full operation
* Communication of practical and virtual training to be implement with changes on a regular basis
* Reiterate changes – video will be shown to all trainees of changes before returning to the daily operation
* Complete understanding of social distance must be adhered to.
* Assess trainees for their own safety as well as others.
 | Training team to implementManagement  | In place nowIn Progress |
| **Other items** | MovementReducing germsStaff Hygiene measuresTraining room Residents dining area ReceptionBook- keeper Volunteers Reception Food serviceDrivers Snak -Pak  | * Control of movement in all areas:
* Adhering to the two-metre distance
* Avoid group gathering
* Control of movement when making staff refreshments – one -way system to be always adhered to.
* Staggered breaks and work pattern of all staff has been modified
* Clean as you go reiterate procedures’
* Sanitizer sprays are plentiful, positioned at every workstation
* Replacing old mop buckets and mops
* Colour coded cleaning cloths – disposed of daily
* Staff well-being safeguarding measures are in place to ensure safe return – highlighting the risks process to relieve anxious feeling on return.
* <https://www.mind.org.uk/workplace/coronavirus-and-work/>
* A deep clean has been implemented and will continue a regular basis.
* Three stage cleaning to be reiterated
* Health and safety measures in place
* Respiratory hygiene information
* Staff will monitor one-way systemsystem walk-way to control movement via training room to exit the building
* Exit via training roo
* Training has been scheduled via Zoom learning – and on-line links

Practical learning is 1-1 via trainers to be rotated TC will inform trainers of training requirements needed per individual FSS and WPS are working from their allocated tables set up as their temporary office space to minimise reception social distancing risk Walk-ways a mapped out with enhanced floor markings Isolation will continue until safe to engage Hot meals are cooked daily Collected via hatch No food is consumed in the communal area PPE to be worn when serving from the hatch – reduce contactTo keep contact to a minimum only one staff member will be allocated to replenish the fridge with essential items Continue – wash hands – sanitize - repeatDonations in place to cover additional costs (PPE -Resident support of essential items)Communication between Aster House Manager and FSM to ensure correct protocols are adhered toWorkstation allocated to specify two-meter distanceTraining trainees to digital learning will continue - back to back working when possible Minimise high -touch point -remember pens, keypad and printers are high -touch pointsMinimal use of others- have personal items**Fact:** the average person touches 300 surfaces in 30 minutes Bookkeeper – home working to support limited space -two-meter distance when feasible Will be phased in gradually as the requirements of the business needs grow and the two-meter distance rule reduces Will be phased in gradually when two – meter distancing rule reduces to adhere to the control of riskAre being phased in to meet the demands of the business - PPE provide gloves and masksWhen safe to re-engage this service will be phased in slowlyAdhere to safe control for staff safety only two members to apply strict rules of social distance always.Boxes continue meticulous cleaning on return3 stage cleaning frequently.Gloves, masks, and aprons to be worn to reduce cross – contamination Record of movement will be logged  | * Meeting to be taken place via video or audio chat if email communication is unavailable
* Reception- bakery and office staff will be given hot water flasks tea/ coffee
* Breaks to be implemented by FSS to control movement
* Staff allocated cleaning of all tables, door handles, mixer switches and all other high- touch point surfaces – sanitize
* Colour coded cleaning designated to allocated stations will minimise risk
* Communicate and ask for their input on opening procedures
* All staff to understand protocol
* All staff must engage – full training will be given before re-opening
* <https://businesssafe.peninsula-online.com/ELearning/COVID-19Employees/index.html#/>
* Link above has been sent to all Staff
* Refresher training
* Three stage cleaning to be reiterated to all trainees
* Reiterate food safety procedures
* Remember gloves also carry germs, frequent changing or sanitiser to be applied to the gloves (second skin)
* Any signs of illness must be reported
* Stay at home rule apply to prevent spread of the virus if you show signs of symptoms
* Management will monitor this
* Trainee review meeting contact via zoom
* Practical training will be communicated daily
* One staff member and one trainee will be responsible for serving our residents’ lunch to reduce cross -contamination implemented
* Staff will communicate any changes
* Clean as you go -Touch -Wipe -Sanitize -desks, phones, and printers

Two members in at one time 1-1 training hours will be adjusted to meet the demands of office use of busy periods Door on a sensor no touch contact All PPE to be disposed of in flip lid bin provided Communicate with OM when working from reception is required by Bookkeeper, adjusting trainer hours will be implemented to support thisReception volunteers’ hours to fit the demands – changes will apply Changes will apply Allocated vans to control cross- contaminationOne driver and one staff member with gloves and masks alwaysWindows open for ventilation Changes will apply due to interest and protocols of customer -procedures to be respected of both parties. Sanitizer bucket of wipes will be placed in the van  | All Staff  |  |