# Risk assessment for reopening museum with at Step 3 in the roadmap to recovery

## Company name: EDH Assessment carried out by: MB

## Date assessment was carried out: March then updates May 2021

| What are the hazards? | Who might be harmed and how? | What action do you need to take to control the risks? | What further action is needed |
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| **Virus on surfaces** | Visitors  Staff  volunteers | * Hand Sanitiser on reception with sign asking visitors to use upon entering. * Volunteer to use hand sanitiser when group enter. * Hand sanitiser on the landing by library * Ladies/disabled toilet only open for male/female/easy access. Hand sanitiser, hand soap, paper towels and antibacterial wipes/spray in toilet * Notices in toilets advising on correct hand washing facilities. * Volunteers asked to wash hands regularly (at least between each group) * Paper towels provided for drying hands. * Volunteers to wipe all areas that may have been touched at least once each hour and at the end of each day * Museum to be thoroughly cleaned each morning by caretakers * Circulate fresh air by opening windows and doors * Dressing up and children’s toys removed | Museum to be cleaned thoroughly by caretakers prior to opening. Toilets cleaned daily.  Ensure sufficient supplies of hand sanitiser, liquid soap, paper towels and antibacterial wipes to be purchased prior to reopening  Online training session with volunteers prior to reopening |
| **Ensuring social distancing and limiting contact** | Visitor, staff, volunteer  May contract the virus or pass it on. | * Perspex screen on top of reception desk. * Provide volunteers with disposable masks (gloves also available) * Two volunteers on the desk - sitting at least 1m apart * Procedures prepared and given to all volunteers on duty. * Maximum of 12 visitors, two volunteers and 1 staff member in the house at any one time. * Caretakers to enter and exit via cellar whilst visitors in the house. * Limit the use of the lift to those with mobility issues and then a maximum of 2 people from the same family in the lift at any one time * 6 tickets available to enter the museum – bookings every 30 minutes. One way system around the house and notices to avoid contact in “pinch points” - entrance, staircase, landings. | Purchase additional disposable masks.  Signs added regarding pinch points and one way system. Also sign to limit number in library to 6 at any one time.  Amend ticketing system and website accordingly  Write procedures for volunteers |
| **Volunteer in “at risk” group coming into contact with the virus** | Over 70’s and those with medical issues  Could contract the virus and suffer more serious effects | Many of our volunteers have now received the vaccination and feel able to return to their duties.  Volunteers to work in paired bubbles where possible. | Recruitment of new volunteers |
| **People queuing outside** | Visitors  Staff  Volunteers  Residents  Unable to maintain social distancing due to crowds | Allow access by pre booked tickets only. Suggest visitors arrive 5 minutes before booking time wait adjacent to the office or, for those with walking difficulties, by the plant stand.  Joining instructions included in ticket app | Signs for waiting area and one way system |
| **Corporate bookings – rules at present unclear** | Delegates  Staff  Volunteers?  Unable to maintain social distancing  Potential contamination by use of the shared refreshment facilities  Corporate booking delegates coming into contact with visitors – social distancing risk.  Restricted access for visitors paying a fee for entry. | Corporate booking to be taken where manager feels the appropriate social distancing can be maintained and agreed on a case by case basis. | Check website info |
| **Weddings** | Registrars, guests, staff | Allow 3 hour weddings only until step 4 of the roadmap to recovery.  Max of 15 in wedding party for ceremony.  One member of staff/caretaker (plus one volunteer if required)  For reception – maximum of 30 guests spread out over the lunar and exhibition room.  House to be cleaned thoroughly before and after the wedding including the wiping down of all furniture.  Guests must be seated for refreshments and served at the tables by EDH staff/caretaker/volunteer.  Masks must be worn by the guests when not seated.  Contact details of all guests required.  Access to area outside door and adjacent to the office closed to the public for the duration of the wedding.  Seating to be spaced to ensure 1 meter distancing minimum.  Museum closed on the day of the wedding. | Ensure wedding couples are aware of the restrictions.  Approach catering colleges for possible work experience recruits at step 4 |
| **Education visits** | Reluctance of schools to visit the museum.  Difficulties of managing closure of museum and additional cleaning with school visits | Do not promote indoor school visits until at least step 4  Provide schools with outside tour for children, combining outside of house, garden and close. Ask schools to book with us to ensure only one school group/bubble is in the garden area at any one time. Once booked, send the tour to the school group. | Review at the end of May  Produce tour booklet and decide the cost for schools |
| **Garden volunteers** | Visitors and volunteers – continued requirement for social distancing | Garden volunteers to continue with a maximum of 2 in the front garden and 2 in the back garden at any one time |  |
| **Lunar Lectures** | Social distancing requirements  Reluctance of delegates to attend event with large groups at step 4 | Continue with lunar lectures on Zoom until Step 4  Step 4 - Consider combined live and zoom lecture to continue to attract maximum audience. | Review at step 4  Email lunar lecture delegates to ascertain their preferences for online or live lectures. Explore option of combined method of delivering lecture |
| **Tours** | Ensuring social distancing in smaller rooms of the house | House tours for groups of up to 6 people in evenings.  Cellar tours for groups of 6 people  Garden tours for groups of 6 people | Ask for volunteers to deliver the tours.  Review at step 4 |
| **Safety of volunteer in house alone with customers** | Volunteer  May feel uncomfortable or be threatened by visitors | Volunteers should, where possible, work in pairs. Make sure they know the location of the emergency bell. | Reminder provided for volunteers  Ensure contact numbers available on desk |
| **Taking cash payments** | Volunteer  staff | Encourage card payments for shop and donations. Details of each visitor collected and maintained for at least 21 days.  Gloves to be worn when handling cash – gloves to be disposed of immediately | Ensure card machine charged for use. |
| **Contact in office** | Staff -With a small office and shared facilities it would be difficult to maintain the 2 m distancing | Ruth working 2 days per month from home  Tracy working 2 days a month from home, 2 days furloughed each month.    Maximum of 2 people in the office at any one time  Regular cleaning of office furniture and equipment | Review staffing for step 4 |
| **Travel to the museum** | Volunteers  Staff  visitors | Encourage volunteers to walk, cycle, drive to the museum – avoiding public transport where possible.  Directions on website include nearest parking. |  |
| **Volunteer/customer lack of confidence** | Reluctance of visitors to enter museum/ volunteers not wishing to man desk or deliver tour | Ensure confidence by sharing risk assessment with volunteers and staff.  Covid safe certificate to be on display in office, museum and website.  Details of all safety measures in place on booking system and website  Signs in house at “pinch points” with give way instructions. | Share risk assessment before next volunteer meeting.  Update the “good to go” certificate |
| **Change in virus threat level** | Volunteers/staff/caretakers/visitors | Regularly review the position and amend risk assessment and procedures where necessary. Close museum again if necessary/allow more access when possible. |  |