

# Risk assessment for Main Gallery - COVID 19

**Cumbria's Museum of Military Life**

**Assessment carried out by:** Jules Wooding, Museum Manager

**Date of next review:** 17/07/2020

**Date assessment was carried out:** 08/06/2020

Activity/Area	Who might be harmed and how?	What are you already doing to control the risks?	Action Required			Done
Accessing the Museum	<ul style="list-style-type: none"> <li>Visitors</li> </ul>	<ul style="list-style-type: none"> <li>Signage highlighting we are COVID compliant</li> <li>Ensure compliance with DDA</li> </ul>	<ul style="list-style-type: none"> <li>Staff to put out and take in sign daily</li> <li>Ensure there is wheelchair access in gallery (DDA)</li> </ul>			X
Entering Museum	<ul style="list-style-type: none"> <li>Staff</li> <li>Visitors</li> </ul> <p>Too many people in small area around main door/reception area – no social distancing</p>	<ul style="list-style-type: none"> <li>Signage at front of building explaining current situation and 2m social distancing rule</li> <li>Sign to recommend 'waiting' until previous visitors have been served at the desk</li> <li>Keep both main doors open</li> </ul>	<ul style="list-style-type: none"> <li>Reception staff with radio to call for assistance if required</li> <li>Link established with EH to manage external situation</li> </ul>			X
Reception Desk and Museum Entrance	<ul style="list-style-type: none"> <li>Staff</li> <li>Visitors</li> </ul> <p>Too many people at reception desk – no social distancing</p>	<ul style="list-style-type: none"> <li>Strict 2m social distancing</li> <li>Regular cleaning of reception surfaces</li> <li>Regular cleaning of PC and phone</li> <li>Perspex screen at desk</li> </ul>	<ul style="list-style-type: none"> <li>Train staff in new operating procedures</li> <li>Review situation daily</li> </ul>			X

Activity/Area	Who might be harmed and how?	What are you already doing to control the risks?	Action Required			Done
		<ul style="list-style-type: none"> <li>• Encourage use of contactless payment</li> <li>• Use tray to take money and give change</li> <li>• Remove all unnecessary signage at desk</li> <li>• Staff to brief visitors on social distancing rules within Museum (additional signage on display at desk)</li> <li>• Install Hand sanitiser station &amp; signage</li> </ul>				
Front Desk Operations inc Computer usage	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Risk of transmission of virus with shared facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Computer to be temporarily removed</li> <li>• Each staff member to bring their own laptop to use at desk and remove at end of shift</li> <li>• Regular cleaning of reception area esp when change of staff at desk</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaning materials at front desk</li> <li>• Sign to remind staff about cleaning</li> </ul>			X
Shop	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Visitors</li> </ul> <p>Handling of stock items as a source of infection</p>	<ul style="list-style-type: none"> <li>• Keep Shop closed to public and barrier area off</li> <li>• Signage to inform visitors of how to purchase items</li> <li>• Staff member to wear gloves and retrieve item for visitor</li> <li>• Selection of items available behind desk for easy access</li> </ul>	<ul style="list-style-type: none"> <li>• Rearrange reception area to accommodate shop items – ensure replenished at end of shift</li> <li>• Add items to online shop and display link</li> </ul>			X

Activity/Area	Who might be harmed and how?	What are you already doing to control the risks?	Action Required			Done
Moving around Alma/general circulation	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Volunteers</li> </ul> <p>Too many people in small area not observing social distancing – risk of infection</p> <p>Capacity – 30 visitors</p>	<ul style="list-style-type: none"> <li>• Only main gallery to be open to the public</li> <li>• One-way system in operation in gallery</li> <li>• Monitor flow rate</li> <li>• Ensure adequate signage</li> <li>• Maintain 2m social distancing rule using hazard tape on floor to delineate areas and 2m floor stickers</li> <li>• Regular cleaning of door handles, surfaces, and case glass fronts</li> <li>• Interactives removed or covered</li> </ul>	<ul style="list-style-type: none"> <li>• Team briefing</li> <li>• Purchase essential cleaning products</li> <li>• Have clear guidance for staff to follow</li> <li>• Tape out 2m spaces on floor</li> </ul>			X
Toilet facilities <ul style="list-style-type: none"> <li>• Public</li> </ul>	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Volunteers</li> <li>• Visitors</li> </ul> <p>Poor hygiene routine leads to transmission of virus</p>	<ul style="list-style-type: none"> <li>• Temporary closure of main washrooms</li> <li>• Set clear guidance for cleaning of toilets</li> <li>• Ensure supply of handwash and towels</li> <li>• Use downstairs disabled toilet only</li> <li>• Monitor and review use of toilets</li> </ul>	<ul style="list-style-type: none"> <li>• Purchase cleaning products</li> <li>• Staff to clean toilet provision regularly</li> <li>• Poster recording toilet cleaning visible in cubicle</li> <li>• Display notices at washroom entrances</li> <li>• Consider occupied/vacant sign if reopen main toilets</li> </ul>			X
Public Safety	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Volunteers</li> <li>• Visitors</li> </ul>	<ul style="list-style-type: none"> <li>• Spaced queueing system outside Museum</li> <li>• Manage visitor capacity</li> </ul>	<ul style="list-style-type: none"> <li>• Signage to highlight Museum procedures</li> </ul>			X

Activity/Area	Who might be harmed and how?	What are you already doing to control the risks?	Action Required			Done
	Risk of infection between visitors due to over-capacity, no social distancing and lack of hygiene	<ul style="list-style-type: none"> <li>One-way system established</li> <li>Clear areas marked to ensure social distancing</li> <li>Staff updated with COVID-19 guidance for first responders</li> <li>Thorough cleaning of visitor areas every day</li> </ul>	<ul style="list-style-type: none"> <li>Max 30 people in gallery at one time</li> <li>Reception staff to brief visitors on entry</li> <li>Reception staff to contact support staff to manage visitor flow</li> </ul>			
Staffing the gallery	<ul style="list-style-type: none"> <li>Staff</li> <li>Visitors</li> <li>Delivery Drivers</li> </ul> <p>Risk of transmission of virus on surfaces / risk of infection by colleagues, visitors, delivery drivers</p>	<ul style="list-style-type: none"> <li>Check and clean toilet at start of shift</li> <li>Ensure reception is kept clean and tidy and is regularly cleaned</li> <li>Ensure radio communication is operational between main reception and support staff</li> <li>Ensure staff wash hands thoroughly before and after each shift</li> <li>Only <i>essential</i> personal items to be on reception</li> <li>Establishing new cleaning regime - Gallery hygiene checklist</li> <li>Check Gallery at end of shift</li> </ul>	<ul style="list-style-type: none"> <li>Ensure radios are operational</li> <li>Staff rota – one member of staff on reception desk / second staff member as support</li> <li>daily/regular cleaning schedule inc toilet</li> </ul>			X
Deliveries/ Receiving Goods	<ul style="list-style-type: none"> <li>Staff</li> <li>Delivery driver</li> </ul> <p>Risk of transmission on package</p>	<ul style="list-style-type: none"> <li>Advise driver to leave parcel/post on floor/desk – 2m social distancing</li> <li>Leave parcel/post for 24 hours before opening</li> </ul>	<ul style="list-style-type: none"> <li>Ensure reception staff are fully briefed</li> <li>Remind staff no personal deliveries to Museum</li> </ul>			X

Activity/Area	Who might be harmed and how?	What are you already doing to control the risks?	Action Required			Done
		<ul style="list-style-type: none"> <li>Wash hands after opening parcel/post</li> <li>Restrict to essential deliveries only</li> </ul>	<ul style="list-style-type: none"> <li>Notify Postman to use exterior postbox</li> </ul>			
Donations / Enquiries by visitors	<ul style="list-style-type: none"> <li>Staff</li> <li>Visitors</li> </ul> <p>Infection from donor /transmission of virus on objects</p>	<ul style="list-style-type: none"> <li>Post statement on website stating 'by appointment only'</li> <li>Meet with donor in larger room which is well ventilated</li> <li>Ensure 2m social distancing rule</li> <li>Wear gloves and face mask</li> <li>Hand sanitiser available</li> <li>Quarantine donation for 72 hours in allocated container/area</li> <li>Update donor on actions</li> </ul>	<ul style="list-style-type: none"> <li>Issue statement on social media and website</li> <li>Issue guidance for staff team</li> <li>Purchase PPE for use</li> <li>Specific Quarantine container for donations – keep in obvious place</li> </ul>			X
Café John Watt & Son	<ul style="list-style-type: none"> <li>Staff</li> <li>Café Customers</li> </ul> <p>Infection from customers whilst in small café area</p> <p><i>Separate risk assessment in place</i></p>	<ul style="list-style-type: none"> <li>Café has separate entrance to Museum</li> <li>Numbers limited within café to 6 at any one time</li> <li>Signage in place to inform one group member in queue to purchase takeaway</li> <li>Signage in place to ask customers to wait until table is cleaned and cleared</li> <li>Staff to remain behind the counter when serving</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>			

Activity/Area	Who might be harmed and how?	What are you already doing to control the risks?	Action Required			Done
		<ul style="list-style-type: none"> <li>• Customer's name and telephone to be taken and held for 21 days to assist with track and trace. Details will be confidentially destroyed after 21 days</li> <li>• Hand sanitiser available</li> <li>• Regular cleaning in place</li> </ul>				