

Risk Assessment – COVID-19

Company name: Museum of Richmond

Date of risk assessment: 19/07/21

Note about the management of the Old Town Hall building:

The Museum of Richmond is located on the second floor of the Old Town Hall on Whittaker Avenue in Richmond. The Old Town Hall is run by London Borough of Richmond upon Thames Council and therefore all access space in the building is controlled by the Council. The Museum only has responsibility and control over the area that the Museum occupies, therefore we will work in consultation with the Council for the safe management of the areas outside the Museum within the Old Town Hall building. The risk assessment below is split into two sections; the first deals with the hazards within the Museum space (for which the Museum is responsible), whilst the second deals with hazards in other areas of the Old Town Hall building (for which the Council is responsible).

Risk Assessment – Museum Space										
What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done				
Lack of ventilation and/or fresh air circulation inside the Museum.	Staff, visitors and volunteers may spread or contract COVID-19 through unrestricted, airborne transmission.	Face coverings are mandatory for all persons working on site unless they are exempt or under 11 years of age.	The government requirement to wear a face covering was lifted on 19/07/21; however, the Museum will require staff and volunteers to continue wearing face coverings due to the nature of the enclosed Museum environment which has limited ventilation. Face coverings will remain mandatory for any person in a public-facing role (i.e., sitting on the front desk or working in the Museum with visitors) and/or at times when social distancing is not possible.	All staff	Ongoing	Ongoing				
		Disposable masks and additional face shields are available at the Museum if staff require fresh coverings at work.		All staff and volunteers to be informed by email and briefed in person.	LI		Ongoing			
		Museum office and work room windows are kept open to ensure fresh air circulation.						Visitors to be strongly encouraged to wear a face covering unless they are exempt. Visitors informed in advance via the Museum's website and on arrival via posters and notices.	All staff	20/07/21
		Visitors are made aware in advance and on arrival about the mandatory wearing of face coverings. Where necessary, it is reiterated to visitors on arrival that these are effective only when covering the mouth and nose.								
						Email sent 19/07/21. Briefings ongoing				
						Website and posters updated 19/07/21				
						Website and materials updated 19/07/21				

			<p>website and marketing materials and on arrival via posters and notices.</p> <p>The Museum office and work room windows will be kept open to ensure fresh air circulation.</p> <p>The plastic screen at the front desk will remain in place.</p>	<p>All staff</p> <p>N/A</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p>
Lack of social distancing inside the Museum.	Staff, visitors and volunteers may spread or contract COVID-19 through proximity to others inside the Museum.	<p>Operating a pre-booking ticketing system to monitor and restrict capacity for visitors in the Museum.</p> <p>Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the Museum.</p> <p>Staff and volunteers trained on new procedures and aware of relevant guidance.</p>	<p>Remove ticketing system and allow for walk-in visits, in line with the government lifting of social distancing restrictions on 19/07/21. Staff and volunteers encouraged to maintain social distancing where possible.</p> <p>All staff and volunteers informed by email and briefed/trained on new procedures in person.</p> <p>All visitors encouraged to continue social distancing where possible. Visitors made aware in advance via the Museum's website and on arrival via posters. Social distancing markers on the floor to remain in place.</p> <p>Continue to monitor capacity in case of overcrowding. Encourage all large groups (of more than six persons) to inform the Museum of their visit in advance, and make visitors aware of this.</p>	<p>All staff</p> <p>LI</p> <p>All staff</p> <p>All staff</p>	<p>20/07/21</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Ticketing system removed from 20/07/21</p> <p>Email sent on 19/07/21 and training ongoing</p> <p>Website and posters updated 19/07/21</p> <p>Website updated 19/07/21</p>
Contact with surfaces inside the Museum	Staff, visitors and volunteers may spread or contract COVID-19 through contact with surfaces whilst inside the Museum.	<p>Ensuring that hand sanitizer dispensers remain filled and operational.</p> <p>Ensuring that guidance on use of hand sanitizer is readily available and clear to visitors both online and on arrival at the Museum.</p> <p>Making visitors aware on arrival at the Museum that they should not unnecessarily handle shop stock which they do not intend to purchase.</p>	<p>Reduce the intensive cleaning routine (of disinfecting surfaces after every visit) in line with the government lifting of Covid-19 restrictions on 19/07/21. Maintain a frequent cleaning routine at the beginning and end of every day.</p> <p>Continue to maintain hand sanitizer dispensers and encourage their regular use by all persons. Ensure that guidance on</p>	<p>All staff</p> <p>All staff</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Website and posters</p>

		<p>Museum staff wear gloves and/or use sanitizer after accepting any cash payments.</p> <p>Staff members wear gloves when emptying cash drawer or donations box. To allow the greatest period of time between handling, emptying is done on a Tuesday morning where possible.</p>	<p>contact with surfaces is available in advance and on arrival.</p> <p>Re-introduce some selected non-wipeable interactives and pieces of furniture into the Museum space.</p>	LI and VM	20/07/21	<p>updated 19/07/21</p> <p>19/07/21</p>
Lack of social distancing and contact with surfaces whilst taking deliveries or conducting meetings with external persons inside the Museum	Staff, delivery personnel and other persons may spread or contract COVID-19 through proximity to others and contact with surfaces when inside the Museum space.	<p>Staff brief delivery personnel in advance and on arrival on the social distancing guidelines and contact guidelines outlined above.</p> <p>Staff meet delivery personnel at the entrance to the OTH building and do not permit access beyond the foyer unless absolutely necessary.</p> <p>Necessary in-person meetings have been held at the Museum from the 17th May onwards, in line with the government roadmap. These meetings limited to a maximum of six persons and held at times when the Museum is closed to visitors.</p>	<p>All persons including delivery personnel to be made aware of the continued measures in the Museum in advance where possible, as well as briefed on arrival.</p> <p>Any large group meetings (more than six persons) to be held at times when the Museum is closed to visitors. Attendees to be made aware of the continued measures in the Museum in advance where possible, as well as briefed on arrival.</p>	<p>All staff</p> <p>All staff</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Website and posters updated 19/07/21</p> <p>Ongoing</p>
Not having sufficient records of all persons in the Museum at a given time and date – required for effective contact tracing	Staff, visitors and volunteers may spread or contract COVID-19 and not be informed by the appropriate body of a need to self-isolate or get tested.	<p>The Museum complies with all guidelines for NHS Test and Trace. Visitors made aware in advance that every individual needs to check in to the Museum via the app or by supplying their contact details on arrival. Where required, the Museum will share this information with NHS Test and Trace. Staff may also choose to check in in this manner.</p> <p>Operating a system for manually recording contact details in compliance with Test and Trace and GDPR.</p> <p>Staff trained on these procedures with access to relevant guidance.</p> <p>Staff take twice-weekly lateral flow tests to minimize risk of asymptomatic transmission. Test results reported as per government guidelines. A positive test result is reported to the Curator immediately.</p>	<p>Continue to operate the NHS Test and Trace system in the same manner as before and encourage all visitors entering the Museum to check in and/or supply their contact details manually on arrival. This is in line with government guidelines which as of 19/07/21 strongly advise but no longer legally require compliance with this contact tracing system. Staff, volunteers and attendees at meetings may also choose to check in.</p> <p>All staff and volunteers to be informed by email and briefed/trained on new procedures in person</p> <p>Staff to continue to take twice-weekly lateral flow tests to minimize risk of asymptomatic transmission. Test results to be reported as per government guidelines. A positive test</p>	<p>All staff</p> <p>LI</p> <p>All staff</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Email sent 19/07/21 and training ongoing</p> <p>Ongoing</p>

Contact with surfaces when using the step-free entrance to the building	Staff and visitors may unintentionally spread/contract COVID-19 through contact with surfaces whilst entering the building, namely through contact with the call button for the external lift, the lift itself and internal doors once inside the building.	Ensuring guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to use hand sanitizer and avoid unnecessary contact with touch points where possible, even following the government lifting of Covid-19 restrictions on 19/07/21. Ensuring that all visitors and other persons are made aware of these measures in advance and on arrival. Posters and hand sanitizing dispensers to remain in place.	All staff All staff	Ongoing Ongoing	Ongoing Ongoing
Lack of social distancing when using the step-free entrance to the building	Staff and visitors may unintentionally spread/contract COVID-19 through proximity to others whilst entering the building through the step-free entrance.	Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to wear face coverings and social distance where possible, even following the government lifting of Covid-19 restrictions on 19/07/21. Ensuring that all visitors and other persons are made aware of these measures in advance and on arrival. Posters and distancing markers on the floor remain in place.	All staff All staff	Ongoing Ongoing	Ongoing Ongoing
Contact with surfaces when using the step-free access to second floor	Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst accessing and using the internal lift.	Ensuring guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to use hand sanitizer and avoid unnecessary contact with touch points where possible, even following the government lifting of Covid-19 restrictions on 19/07/21. Ensuring that all visitors and other persons are made aware of these measures in advance and on arrival. Posters and hand sanitizing dispensers to remain in place.	All staff All staff	Ongoing Ongoing	Ongoing Ongoing
Lack of social distancing when using the step-free access to second floor	Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others whilst using the internal lift.	Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to wear face coverings and social distance where possible, even following the government lifting of Covid-19 restrictions on 19/07/21.	All staff	Ongoing	Ongoing

			Ensuring that all visitors and other persons are made aware of these measures in advance and on arrival. Posters, one-way system on the stairs and distancing markers on the floor remain in place.	All staff	Ongoing	Ongoing
Contact with surfaces when using stairs to access the second floor	Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst using the internal staircases.	Ensuring guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to use hand sanitizer and avoid unnecessary contact with touch points where possible, even following the government lifting of Covid-19 restrictions on 19/07/21.	All staff	Ongoing	Ongoing
			Ensuring that all visitors and other persons are made aware of these measures in advance and on arrival. Posters and hand sanitizing dispensers to remain in place.	All staff	Ongoing	Ongoing
Lack of social distancing when using stairs to access the second floor	Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others whilst using the internal staircases, in particular the second staircase which is small and cramped.	Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to wear face coverings and social distance where possible, even following the government lifting of Covid-19 restrictions on 19/07/21.	All staff	Ongoing	Ongoing
			Ensuring that all visitors and other persons are made aware of these measures in advance and on arrival. Posters, one-way system on the stairs and distancing markers on the floor remain in place.	All staff	Ongoing	Ongoing
Contact with surfaces whilst accessing public toilet on first floor	Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst accessing the toilet on the first floor.	Toilet reopened to public with increased regular cleaning by a contractor organized by Council. Ensuring guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to use hand sanitizer and avoid unnecessary contact with touch points where possible, even following the government lifting of Covid-19 restrictions on 19/07/21.	All staff	Ongoing	Ongoing
			Ensuring that all visitors and other persons are made aware of these measures and regular handwashing in advance and on arrival. Posters and hand sanitizing	All staff	Ongoing	Ongoing

			dispensers to remain in place.			
Lack of social distancing whilst queuing for use of public toilet on first floor	Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others outside the public toilet, particularly as this space is accessed from the stairwell to the second floor so is also a thoroughfare.	Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to wear face coverings and social distance where possible, even following the government lifting of Covid-19 restrictions on 19/07/21. Ensuring that all visitors and other persons are made aware of these measures in advance and on arrival. Posters and distancing markers on the floor remain in place.	All staff All staff	Ongoing Ongoing	Ongoing Ongoing
Contact with surfaces whilst accessing public toilet by step-free entrance (accessed from outside the building)	Visitors may unintentionally spread/contract COVID-19 through contact with surfaces whilst accessing the toilet on street level by the step-free entrance.	Council employees have implemented increased regular cleaning of toilet by a contractor. Ensure guidance on avoiding unnecessary contact with surfaces and regular handwashing/disinfecting is readily available and clear to visitors both online and on arrival at the building.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to use hand sanitizer and avoid unnecessary contact with touch points where possible, even following the government lifting of Covid-19 restrictions on 19/07/21. Ensuring that all visitors and other persons are made aware of these measures and regular handwashing in advance and on arrival. Posters and hand sanitizing dispensers to remain in place.	All staff All staff	Ongoing Ongoing	Ongoing Ongoing
Lack of social distancing whilst queuing for use of public toilet by step-free entrance (accessed from outside the building)	Visitors may unintentionally spread/contract COVID-19 through proximity to others outside the toilet on street level by the step-free entrance.	Council employees have implemented increased regular cleaning of toilet by a contractor. Council have provided additional toilet facilities nearby at the Green and Riverside.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to wear face coverings and social distance where possible, even following the government lifting of Covid-19 restrictions on 19/07/21. Ensuring that all visitors and other persons are made aware of these measures in advance and on arrival. Posters and distancing markers on the floor remain in place.	All staff All staff	Ongoing Ongoing	Ongoing Ongoing

Contact with surfaces whilst accessing staff toilet on first floor	Staff and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst accessing the staff toilets on the first floor.	Ensuring guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to staff.	Continue to ensure that guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to staff.	All staff	Ongoing	Ongoing
Lack of social distancing whilst accessing staff toilet on first floor	Staff and volunteers may unintentionally spread/contract COVID-19 through proximity to others when accessing the staff toilets on the first floor.	Council employees have implemented a one-person limit in the toilets at any time; the space outside the toilets is sufficient for social distancing whilst queuing.	Continue to liaise with Council employees to retain one-person limit in the toilets. Continue to ensure that guidance on social distancing is readily available and clear to staff.	All staff All staff	Ongoing Ongoing	Ongoing Ongoing
Lack of social distancing and contact with surfaces when deliveries arrive at and move through Old Town Hall	Staff and delivery personnel may unintentionally spread/contract COVID-19 through proximity to others and contact with surfaces when making deliveries.	Staff include instructions for delivery personnel to follow the social distancing guidelines and contact guidelines outlined above. Staff meet delivery personnel at the entrance to the OTH building with appropriate PPE and do not permit access to the building unless absolutely necessary. Where possible, staff arrange delivery to home addresses to avoid unnecessary access to the OTH building by delivery personnel.	Liaising with Council employees to continue to strongly encourage all visitors and other persons to wear face coverings, social distance and use hand sanitizer where possible, even following the government lifting of Covid-19 restrictions on 19/07/21. Ensuring that all visitors and other persons are made aware of these measures and regular handwashing in advance and on arrival. Posters, one-way system and hand sanitizing dispensers to remain in place.	All staff	Ongoing	Ongoing