

# Risk Assessment – COVID-19

Company name: Museum of Richmond

Date of risk assessment: 27/04/21

## 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.	<p>Museum is closed to the public in line with government guidelines.</p> <p>Face coverings are mandatory for all persons working on site unless they are exempt.</p> <p>Disposable masks and additional face shields are available at the Museum if staff require fresh coverings at work.</p> <p>Museum office and work room windows are kept open to ensure fresh air circulation.</p>	Ensure visitors are made aware in advance and on arrival about the mandatory wearing of face coverings (unless exempt or under 11 years of age). Where necessary, reiterate to visitors on arrival that these are effective only when covering the mouth and nose.	All staff	Prior to reopening & ongoing	Ongoing
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>Museum is closed to the public in line with government guidelines.</p> <p>Staff members maintain 2m distance from each other and any other persons whilst working in the office and other Museum spaces.</p> <p>Markings added to floor to indicate safe distances.</p> <p>Staff trained on new procedures and given access to relevant guidance.</p> <p>Operating the Museum on a staff-only basis until all restrictions have been lifted and it is safe for volunteers to return.</p>	<p>Implement pre-booking ticketing system to monitor and restrict capacity for visitors in the Museum.</p> <p>Ensure guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the Museum.</p> <p>Train volunteers on new procedures and ensure they have all relevant guidance. Consider re-deploying any volunteers who have not been vaccinated to a role that does not involve contact with the public.</p>	<p>LI</p> <p>All staff</p> <p>All staff</p>	<p>Prior to reopening</p> <p>Ongoing</p> <p>Ongoing once volunteers can return to the Museum</p>	<p>System ready to go live on 04/05/21</p> <p>Ongoing</p>

<p>Contact with surfaces inside the Museum</p>	<p>Staff, visitors and volunteers may spread or contract COVID-19 through contact with surfaces whilst inside the Museum.</p>	<p>Museum is closed to the public in line with government guidelines.</p> <p>Staff members regularly wash and sanitize hands throughout the day, as well as avoid unnecessarily touching surfaces or objects inside the Museum.</p> <p>Installed hand sanitizer dispensers at the Museum entrance, office and in the display space.</p> <p>Implemented cleaning routine for contact points in the open Museum spaces (minimum once per hour).</p> <p>Removed interactive activities that cannot be routinely and reliably cleaned in accordance with the above mentioned cleaning routine.</p> <p>Installed a Perspex screen in front of reception desk.</p>	<p>Ensure hand sanitizer dispensers remain filled and operational.</p> <p>Ensure guidance on use of hand sanitizer is readily available and clear to visitors both online and on arrival at the Museum.</p> <p>Make visitors aware on arrival at the Museum that they should not unnecessarily handle shop stock which they do not intend to purchase.</p> <p>Install new till system to make it easier to accept card payments.</p> <p>Engage a new professional cleaner to clean the whole Museum space once per week. (Museum staff to undertake cleaning duties in the interim)</p> <p>Museum staff to wear gloves and/or use sanitizer after accepting any cash payments.</p> <p>Staff member to wear gloves when emptying cash drawer or donations box. To allow the greatest period of time between handling, emptying should be done on a Tuesday morning where possible.</p>	<p>LI</p> <p>All staff</p> <p>All staff</p> <p>LI</p> <p>LI</p> <p>All staff</p> <p>LI</p>	<p>Prior to reopening &amp; ongoing</p> <p>Prior to reopening &amp; ongoing</p> <p>Ongoing</p> <p>Prior to reopening</p> <p>Prior to reopening</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
<p>Lack of social distancing and contact with surfaces whilst taking deliveries or conducting meetings with external persons inside the Museum</p>	<p>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>	<p>Museum is closed to the public in line with government guidance.</p> <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>Where possible, staff arrange delivery to home addresses to avoid unnecessary access.</p>	<p>In-person meetings with external persons will be avoided where possible though, from the 17<sup>th</sup> May onwards, necessary in-person meetings may be held at the Museum. These will be limited to a maximum of six persons and held at times when there are no visitors inside the Museum.</p>	<p>All staff</p>	<p>Ongoing</p>	<p>Ongoing</p>



		<p>Liaising with Council employees to have double doors open and to check regularly that they have not been moved during the day.</p> <p>Council employees have implemented increased regular cleaning of common touch points.</p>				
Lack of social distancing when using the main entrance to the building	Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others whilst entering the building through the main entrance.	<p>Ticketing system for visitors arranged all organizations. Timed slots are scheduled so as to minimize collisions in the shared spaces and on exit and entry. Visitors are collected at the front door by a member of the relevant staff team to ensure that slots are kept to schedule.</p> <p>One-way system on the stairs implemented. Appropriate signage installed.</p>	<p>Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the building.</p> <p>Continue to liaise on these points and update on any changing requirements.</p>	All staff  All staff	Ongoing  Ongoing	Ongoing  Ongoing
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.	<p>Liaising with Council employees to have internal doors open where this does not pose a fire risk and to check regularly that they have not been moved during the day.</p> <p>.</p>	<p>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.</p> <p>Continue to liaise on these points and update on any changing requirements.</p>	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.	Liaising with Council employees on operating the lift whilst maintaining the advised social distance.	<p>Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the building.</p> <p>Continue to liaise on these points and update on any changing requirements.</p>	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.	Liaising with Council employees to ensure door between lobby and lift is open and to check regularly that it has not been moved during the day.	<p>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.</p> <p>Continue to liaise on these points and update on any changing requirements.</p>	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.	<p>Liaising with Council employees to implement restrictions on sharing the lift with others.</p> <p>Staff members avoid unnecessarily using the lift.</p>	<p>Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors online, on arrival and throughout the building.</p> <p>Continue to liaise on these points and update on any changing requirements.</p>	<p>All staff</p> <p>All staff</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p>
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.	<p>Liaising with Council employees to implement cleaning of bannister and door handles on this route.</p> <p>Liaising with Council employees to have doors open where this does not pose a fire risk and to check regularly that they have not been moved during the day.</p>	<p>Ensuring 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.</p> <p>Continue to liaise on these points and update on any changing requirements.</p>	<p>All staff</p> <p>All staff</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p>
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.	Implemented schedule for use of the staircase for both Museum and Local Studies visitors and staff; if any use outside of the usual time frame is required, the other organization is called to ensure the staircase is clear of visitors.	<p>Implement pre-booking ticketing system to monitor and restrict capacity for visitors in the Museum, which limits number of people using the stairs.</p> <p>Ensuring guidance on maintaining a safe social distance is readily available and clear to visitors online, on arrival and throughout the building.</p> <p>Continue to liaise on these points and update on any changing requirements.</p>	<p>LI</p> <p>All staff</p> <p>All staff</p>	<p>Prior to reopening</p> <p>Ongoing</p> <p>Ongoing</p>	<p>System ready to go live on 04/05/21</p> <p>Ongoing</p> <p>Ongoing</p>
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.	Council staff have decided the toilet will be inaccessible for the foreseeable future, until restrictions are lifted entirely.	Continue to liaise with the Council on this decision to ensure any changes are shared with Museum staff so that guidance can be updated.	All staff	Ongoing	Ongoing
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.	Council staff have decided the toilet will be inaccessible for the foreseeable future, until restrictions are lifted entirely.	Continue to liaise with the Council on this decision to ensure any changes are shared with Museum staff so that guidance can be updated.	All staff	Ongoing	Ongoing
Contact with surfaces whilst accessing public	Visitors may unintentionally spread/contract COVID-19 through contact with surfaces whilst	Council employees have implemented increased regular cleaning of toilet by a contractor.	Ensure guidance on avoiding unnecessary contact with surfaces and regular	All staff	Ongoing	Ongoing

toilet by step-free entrance (accessed from outside the building)	accessing the toilet on street level by the step-free entrance.		handwashing/disinfecting is readily available and clear to visitors both online and on arrival at the building.  Continue to liaise on these points and update on any changing requirements.	All staff	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.	Ensuring guidance on social distancing is readily available and clear to visitors both online and on arrival at the building.  Continue to liaise on these points and update on any changing requirements.	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.	Council employees have implemented regular cleaning of toilet and added hand sanitizer for use before touching door handles.	Ensuring guidance on avoiding unnecessary contact with surfaces and regular handwashing/disinfecting is readily available and clear to staff both prior to and on arrival at the building.  Continue to liaise on these points and update on any changing requirements.	All staff  All staff	Ongoing  Ongoing	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.	Ensuring guidance on maintaining a safe social distance is readily available and clear to staff and volunteers both prior to and on arrival at the building  Continue to liaise on these points and update on any changing requirements.	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.	Continue to check guidance on COVID-19 best practice and update actions as appropriate.	All staff	Ongoing	Ongoing