

## Risk Assessment of The Whole Works

All visitors to the Whole Works will receive instructions from their practitioner or the admin team regarding the measures we have in place to mitigate the risk of infection from Covid 19.

First and foremost, we ask everyone to:

### Check your symptoms

Please cancel your appointment or, if a staff member/practitioner, stay at home if:

- You have had a fever in the last 7 days
- You have (or have recently had) a persistent dry cough
- You have lost your sense of taste or smell
- You have been in close contact with anyone who's been diagnosed with Covid 19, or has had any of the above symptoms in the last 14 days

There will be no charge for anyone needing to cancel their appointment for this reason. Prior to meeting with clients, therapists will discuss with them the implications of the Scottish Government's Test and Protect procedures.

1. **Masks must be worn on entry to the Whole Works.**
2. **Entrance- entrance bell** Risk: people arriving at the same time.  
**Mitigation:** Practitioners will have client appointment start and finish times different to each other in order to prevent more than one client arriving at the same time. If two people arrive at the same time, they must stand 2 metres apart and take it in turns to enter the building.

Clients will be directed to the kitchen sink to wash their hands as soon as they enter the building.

Cleaning regimes for toilet and hand washing facilities and guidance for stringent hand washing practice are clearly in place for all clients, visitors and staff.

Hand washing/sanitising posters are in place in all public areas, as well as 'Catch it, bin it, kill it' posters. Cleaning record sheets for all areas are at reception including when, where, and who. We have increased the frequency of cleaning to at least every two hours for common areas depending on use and frequent inspection of toilets and hand washing rooms.

There is a generous supply of disposable face masks and gloves available at reception.

3. **Exit risk: people crossing over when entering and exiting building.**  
**Mitigation:** to enter the building through the door nearest Cockburn St and exit via the door nearest the Royal Mile. A one way system is in place apart from toilet use by clients downstairs.
4. **Toilets –risk of queues and crossover in corridors**  
**Mitigation:** If the toilet is in use, the client must remain in the therapy room or waiting room until it is free and may not queue in the corridor. Hand sanitiser, soap and paper towels will be provided. Toilets and door handles will be disinfected every hour, including entrance handles. All cleaning will be done with gloves and with bleach cleaning products.

The downstairs toilet is for client use only, the upstairs for therapists. There is clear signage to indicate this.

## 5. Reception- Risk: queues and exposure of receptionists.

**Mitigation:** Perspex barriers are in place at reception and people must stay 2 metres apart when speaking with a receptionist. After each shift, keyboards, telephones and the reception work space will be cleaned with disinfectant. Hand sanitiser will be available.

Markings have been placed on the floor in the reception area to designate a 2 metre distance. Reception staff should inform each person as they come in that they must exit by the rear door and should avoid coming back to the reception area after their appointment, except to exit the building if their appointment is upstairs.

Anyone seeing clients in upstairs rooms should use room 6 as a brief waiting room if their therapist is not yet ready to take them to their room. They should not go into the downstairs waiting room unless they are exiting the building or need to use the toilet.

There are one way floor signs for the reception and kitchen areas.

All through doors are left open to minimise contact (from entrance to reception, reception to kitchen and waiting room to downstairs corridor)

Clients coming for therapies other than counselling/psychotherapy should be encouraged to make forward appointments when they arrive rather than when they leave, especially if they are seeing a therapist on the entrance floor as they cannot return to the reception area against the flow of traffic. Another option is for clients to phone in to book their next session, if they need to speak to their therapist before rebooking.

## 6. Corridors: Risk crossover in corridors.

**Mitigation:** only one person may walk down the corridor at a time. Others must wait in the waiting room at a 2 metre distance.

## 7. Stairs- Risk crossover on stairs.

**Mitigation:** only one person is to go up and down the stairs at a time, unless a client is following a practitioner to a room at a minimum 2 metre distance. Others must wait at the bottom or the top, maintaining a 2 metre distance from each other, until the stairwell is clear.

## 8. Waiting room- Risk crossover of clients.

**Mitigation:** Managing the numbers of clients waiting at any one time.

Practitioners have client appointment start and finish times different to each other in order to avoid more than one client sitting in the waiting room. Clients are discouraged from arriving more than 5 minutes early for their appointments and are encouraged to arrive on time.

All chairs in the waiting room are placed at a 2 metre distance. Hand sanitiser is provided in the waiting room.

The waiting room must only be for clients seeing therapists in downstairs rooms.

Anyone seeing clients upstairs should use room 6 as a brief waiting room if their therapist is not yet ready to take them to their room.

## 9. **Counselling rooms- Risk crossover between clients and therapists.**

If a practitioner only plans to see clients online, they should not come in and should work from home. This will reduce unnecessary footfall.

Chairs are placed more than 2 metres apart. Clients and therapists are not to exit the waiting room together to go to their counselling room. The client is to follow the practitioner at a minimum 2 metre distance. Hand sanitiser and soap are provided in each room. Fresh couch roll must be draped on the arms of the chairs for each client who is seeing a counsellor/psychotherapist, or fabric disinfectant spray should be used and is also provided in each room. All rubbish in rooms is to be binned in the large kitchen bin at the end of the session. Rubbish bags are not to be transferred between rooms.

There is a minimum 10 minute gap between clients in order to clean the room between appointments and to air the room. Bleach spray, cloths and disposable gloves are provided in each room for wiping down the door and window handles, touches surfaces and taps between each appointment.

The door and window will be opened between clients to ensure the room is well aired. Weather permitting, therapists should consider having the window open during sessions with the therapist and client dressing accordingly.

## 10. **Acupuncturists: Risks associated with acupuncture treatments**

### **Mitigation:**

- Clients must wear a face mask for their session.
- An appropriate amount of time will be allocated between appointments to allow for cleaning and ventilation of the room.
- All touch surfaces will be disinfected between clients and all fabrics will be changed between clients.
- The 2 metre rule is observed for most of the session. When the client goes to the couch they are informed that once on the couch they will not speak. If the acupuncturist needs to speak she steps away from the couch. There is minimal body contact.
- The practitioner wears a mask for the entire session.
- The acupuncturist washes her hands before and after touching the client each time.

## 11. **Bodyworkers: Risks associated with body work**

### **Mitigation:**

- Clients and therapists must wear a face mask for their session
- An appropriate amount of time will be allocated between appointments to allow for cleaning and ventilating of the room.
- All touch surfaces will be disinfected between clients and all fabrics will be changed between clients.
- The therapist washes her hands, before and after touching the client.

12. **Risk assessment for cleaner:** There are gloves, aprons and separate rubbish bags for each room. There will be no transference of bags between rooms and separate cleaning cloths for each room.

13. **Risk around use of mugs and kettle handle, taps etc.in kitchen.**

**Mitigation:** Clients are not to have access to anything in the kitchen other than the sink in order to wash their hands. Clients must bring their own bottled water which they cannot refill in our kitchen. Taps will be disinfected after every use.

We ask that practitioners keep the use of the kitchen to an absolute minimum and do not use the oven, plates, bowls or cutlery.

Practitioners may use their own mug though we encourage bringing your own flask and water bottle. Each practitioner must do their own washing up immediately after use and must choose a time to do this when no one is coming through the kitchen. Nothing can be left in the sink. Bleach spray, gloves and cloths will be on hand for immediate cleaning of surfaces, taps, handles, kettle, etc after use.

As already stated, practitioners and clients will be told in advance that clients must bring their own water. *However*, if a client needs water the practitioner can provide it. The practitioner must wash her hands before touching the glass and after touching the tap. The glass cannot be handed to the client, it must be placed on a table for them to take. In these situations, it is the practitioner's responsibility to clean the contact surfaces immediately and wash the glass in hot, soapy water after use.

**14. Risk Room 6: Too small to be used as a therapy room. Mitigation of risk:**

By arrangement at reception, the room may be used instead as a rest area or space for online work for one therapist, by a client waiting to see a practitioner upstairs or by a staff member by arrangement at reception. The room will be disinfected after each use.

**15. Risk assessment handling cash. Mitigation of risk:**

- All clients should pay by BAC by arrangement with their practitioner. Given that most practitioners have been working online, they should already have something in place for payment. Individual card machines might be problematic because the cost will be over £30. A practitioner can accept cheques if they feel comfortable about doing so, but reception will not be expected to take payment on behalf of any practitioner.
- Assessment payments to be made by BAC.
- Rent payments are to be made by BAC only.
- Vouchers are to be purchased on the website once we have this facility.

**16. Risk: Form filling. Mitigation of risk:**

Forms are to be filled out by the practitioner or sent to the client to be filled out in advance of their session in order to avoid risk of contamination from pens, paper, etc.

**17. Risk: Paper diary. Mitigation of risk:**

Admin members are the only ones to touch the diary. Admin members only may write in the diary.

**18. Risk: Admin lunch break. Mitigation of risk:**

Reception staff will use the practitioners' lounge area, which will only be used by one person at a time. Line 1 can be off the hook for this period, which will be a set time when no clients are expected to arrive. Admin must wash their hands after eating and before touching anything.

All practitioners have been emailed a risk assessment and mitigation document, which they can also send to their clients. It includes such items as asking clients not

to arrive early, to wear a mask, not to bring anyone with them unless they need a chaperone, and stating that we will not be providing tea/coffee facilities. This document is supported by signage in the waiting room and kitchen area and notices on our website.