

CAFÉ DOMENICA COVID-19 RISK ASSESSMENT

Specific to Café Domenica at Brighton Dome

Date of assessment: 07/09/2020	Version No:	06
Date for review: 30 /09/2020		

To be reviewed and updated weekly by DD & Café D at the Dome staff in line with changing COVID-19 guidance

Due to Café Domenica being a unique setup whereby it is primarily a Training Café for Team Domenica’s candidates, it is also a public space trading as a business, open to the general public. This risk assessment therefore covers the cafés as best as can be with the differing guidelines.

This guidance will be kept under review and will be updated as necessary

Title of related documents: Candidates Individual Risk Assessments; Staff COVID-19 Protocol

		Likelihood					
		Certain	Very Likely	Likely	Possible	Unlikely	
		5	4	3	2	1	
Severity	Major (Fatal)	5	25	20	15	10	5
	Severe	4	20	16	12	8	4
	Lost time 3 days +	3	15	12	9	6	3
	Lost time	2	10	8	6	4	2
	Slight	1	5	4	3	2	1

Keeping Places Safe

Risk No.	HAZARD Product/Activity/ Plant/Equipment	Risk/Consequence	Pre-control risk rating			Control measures in use	Residual risk rating		
			L	S	R		L	S	R
1	Contaminated surfaces within Cafe	Transmission of virus to Candidates, staff members and anyone else they come into contact with including customers	4	5	20 High	<p>Ensure customers follow hygiene rules on arrival by using sanitiser. Hand sanitisers located in entrance / exits areas, café, toilets, Founders Room, food prep rooms.</p> <p>Reducing the number of surfaces touched by both staff and customers. For example, asking customers to remain at a table where possible, or to not lean on counters when collecting takeaways.</p> <p>Increased frequency of cleaning to include contract cleaner on duty to clean high touch point areas and toilets during opening hours, plus empty bins.</p> <p>Frequently touched surfaces to be wiped down twice daily as a minimum, to include beginning and end of day.</p> <p>Daily cleaning in place and visible cleaning schedules displayed in food preparation areas and toilets.</p> <p>Cleaning of surfaces and objects between each customer use. For example, cleaning tables, card machines, chairs, trays and laminated menus in view of customers before customer use</p> <p>Staff trained in 2-stage cleaning technique.</p> <p>Difficult to to clean items and clutter removed</p> <p>Clean and dirty tables clearly demarcated in café so customers do not sit in areas that have not been cleaned.</p> <p>No use of paper menus, spoons for table no's etc, to prevent items being passed between staff and customers, or re-used with customers.</p> <p>Single use cups, plates etc in use.</p>	2	5	10 Medium

					<p>Staff to remove waste from tables and sanitize hands afterwards.</p> <p>Extra hygiene requirements (increased frequency of handwashing, laundering of apron etc.) enforced with staff.</p> <p>Fresh apron provided to staff each day. Aprons laundered daily.</p> <p>Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage.</p> <p>Promotion of good handwashing technique in toilets, staff areas, food preparation areas.</p> <p>Bins for collection of used towels and used aprons.</p> <p>Minimising access to fridges and freezers and increase cleaning in all storage areas.</p> <p>No multi-use handtowels to be used to dry hands.</p> <p>Counter area has screens throughout to separate staff from customers.</p> <p>Cutlery and condiments will not be kept on tables. Delivered with food service by one waiter.</p> <p>Encouraging contactless payments where possible.</p> <p>Provision of of extra non-recycling bins for workers and customers to dispose of single use face coverings and PPE.</p> <p>Agreed cleaning protocol in place in the case that a symptomatic person has passed through spaces:</p> <ul style="list-style-type: none"> • The Café must be closed immediately, all customers, candidates and café staff to leave the premises until a full disinfection clean has taken place. • All surfaces that the symptomatic person has come into contact will be cleaned by contracted 		
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					<p>cleaners as per guidelines. Waste will be disposed of as agreed with Dome Management team.</p> <ul style="list-style-type: none"> • TD staff to clean contaminated enrichment equipment used with usual disinfected products you use. • Use disposable cloths or paper roll and disposable – follow one site, one wipe, in one direction. • Staff to wear PPE kit provided when cleaning equipment used. <p>Staff to dispose of personal waste from individuals with symptoms of COVID-19 and waste from cleaning of areas where they have been (including PPE, disposable cloths and used tissues):</p> <ul style="list-style-type: none"> • Waste should be put in a plastic rubbish bag and tied when full. • The plastic bag should then be placed in a second bin bag and tied. • This should be put in a secure place as agreed with The Dome & Unitarian church and marked for storage until the individual's test results are known. • This waste should be stored safely. It should not be placed in communal waste areas until negative test results are known, or the waste has been stored for at least 72 hours. • If the individual tests negative, this can be put indisposed of immediately with the normal waste. 		
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					<ul style="list-style-type: none"> If COVID-19 is confirmed this waste should be stored for at least 72 hours before disposal with normal waste. If during an emergency you need to remove the waste before 72 hours, it must be treated as Category B infectious waste. You must keep it separate from other waste and arrange for collection by a specialist contractor as hazardous waste. <p>COVID-19 Case Checklist to be completed by Café staff and checked by Danielle Dodd and Maxine Hort. A laminated checklist will be on site to refer to in the case of closure.</p>				
2	Proximity, people gathering in groups (Customer Aspects)	Transmission of virus through being close to an infected person	4	5	20 High	<p>Customer Aspects</p> <p>Maximum of 6 people per table (verbal confirmation given on entry).</p> <p>Manned welcome point to manage numbers and avoid congestion.</p> <p>2 metre social distancing of tables in seating area.</p> <p>In and out/ 2m queuing floor markers in place with FoH staff briefed to deal with infringements.</p> <p>Counter area has screens throughout to separate staff from customers.</p> <p>Limited number of tables limits number of customers. Discourage customers to queue indoors.</p> <p>Manage outside queues to ensure they do not cause risk to other people.</p> <p>Provide clear signage on social distancing and hygiene for people on arrival.</p>	2	5	10 Medium

					<p>Track and Trace procedures in place to log customers eating in.</p> <p>As of 24th September QR codes in place for T & T. Can either use code or log on T & T logs.</p> <p>As of September 24th Customers and staff must wear a face mask in all areas of the café at all times apart from when sitting at a table to eat.</p> <p>Staff trained to deal with any customers not abiding with restrictions.</p> <p>Service approaches adjusted to minimise contact between staff and customers.</p> <p>Servicing / contractor visits to take place out of hours to reduce no's on site in café areas where practicable.</p> <p>Signage and verbal instructions to customers to stay seated.</p> <p>Staff only to clear tables/ waste.</p> <p>Keeping the facilities well ventilated, for example by opening windows, fixing doors open where appropriate.</p>			
3	Proximity, people gathering in groups (Staff & Candidate Aspects)	Transmission of virus through being close to an infected person	4	5	<p>20 High</p> <p>Staff/ Candidate Aspects</p> <p>Minimise number of candidates and café staff working at one time to enable social distancing. Bubbles in place for candidates. Bubbles will not mix however staff will cross some bubbles.</p> <p>Staff and candidate arrival times to be staggered.</p> <p>Staff, candidates and public to use different entry points. Hand sanitiser to be used on entry/ exit.</p> <p>Handwashing facilities provided for staff and increased frequency part of café protocols.</p> <p>Screens installed between staff and customers.</p>	2	5	<p>10 Medium</p>

					<p>Minimise contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food.</p> <p>Café staff separated into front of house 'clean staff' & back of house 'dirty staff'.</p> <p>'Clean' staff take orders/deliver food/ drinks to tables.</p> <p>'Dirty' staff prep food orders and clear tables.</p> <p>Cleaning contractor cleans toilets.</p> <p>Candidates can use allocated tables in Café for breaks.</p> <p>Staggered break times for staff.</p> <p>Track and Trace system in place to log staff working hours.</p> <p>Where working areas are shared, they will be shared by the minimum no. of people.</p> <p>One way route and screens in place in kitchen supported by signage and floor markings.</p> <p>Minimising access to fridges and freezers and increase cleaning in all storage areas, one person access these areas at one time.</p> <p>Minimise contact at handover points –with other staff presenting food to services staff.</p> <p>Reduce non-essential movement around venue. No need for staff or candidates to use lift as all activities are on the ground floor.</p> <p>Masks to be worn where 2m cannot be achieved (e.g BOH/ Stage Door areas).</p> <p>Staff to maintain social distancing when putting bags/ coats into storage.</p> <p>Staff / candidates advised not to use public transport/ share cars etc.</p>		
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					20 High	As of September 24th customers, staff and candidates must wear a face mask in all areas of the café at all times apart from when sitting at a table to eat.			
4	Inability to maintain social distancing behind the café counter	Increased risk of transmission of virus between staff and candidates	4	5	20 High	Work stations to be 2 metres apart between coffee machine and till. When this can't be met, mitigations in place by wearing face masks and not standing within 1-2 metre for longer than 10 minutes. This must be timed.	2	3	6 Medium
5	Visitor with Covid-19 entering the-Café	Transmission of virus to and from Candidates, staff members, their family members and anyone else they come into contact with including customers	4	5	20 High	<p>Signage to remind customers not to enter the premises if they are displaying symptoms of coronavirus.</p> <p>Limited number of tables limits number of customers.</p> <p>Screens in place at counters for taking orders.</p> <p>Encourage takeaway service.</p> <p>Track and trace procedures in place to include:</p> <ul style="list-style-type: none"> • As of 24th September QR codes in place for T & T. Can either use code or log on T & T logs • Recording sit in customers name and phone number. • Recording staff and candidate rotas in café. • To be held on file for 21 days. • Signage throughout café explaining GDPR compliance. <p>Sanitisers throughout the building.</p> <p>Minimise lingering at counters by having customers place their order and pay and then be seated.</p> <p>Allocated area for people waiting for takeaways and staff deliver to collection point.</p>	2	5	10 Medium
6	Employee/ Candidate	Transmission of virus to Candidates, staff members, their own family members and	4	5	20 High	Public are encouraged by signage to not enter the café if they have symptoms.	2	5	10 Medium

	Separate / visitor becomes ill within the Café	anyone else they come into contact with				<p>Staff briefed not to come to work if they have symptoms of Covid-19.</p> <p>Public asked to use hand sanitizer on arrival.</p> <p>Staff and candidate temperatures taken on arrival at work Staff must follow guidance on Team Domenica Health & Safety Guidance September 2020.</p> <p>If person is to be removed because of symptoms, they will be taken to the designated area (by Door 2).</p> <p>If any candidates become symptomatic they will be sent home and told to follow NHS guidance.</p> <p>PPE will be worn by staff supporting candidates with symptoms.</p> <p>Individual to be sent home and advised to follow NHS guidance after checking we have their contact details.</p> <p>All customer, staff and candidate details to be kept for 21 days as per Test & Trace protocols.</p> <p>Deep clean to be undertaken of contaminated areas.</p>			
7	Transmission of virus through contact with goods in/out or delivery personnel	Transmission of virus to Candidates, staff members, their own family members and anyone else they come into contact with	3	4	12 High	<p>Procedures for receipt of goods and equipment reviewed in line with Covid guidance.</p> <p>Reduce the frequency of deliveries where possible by example ordering larger quantities less often and ensuring deliveries out of normal opening times.</p> <p>Planned and staggered delivery times.</p> <p>Staff trained on new cleaning procedures for goods and merchandise entering the site.</p> <p>Adjust put away and replenishment rules to maintain social distancing, or provide mitigation where this cannot be achieved.</p>	2	4	8 Medium

						<p>Cleaning standards established for parts of shared equipment touched before use e.g trolley handles.</p> <p>Handwashing prior to and after receiving deliveries.</p> <p>Single workers to take in deliveries to maintain SD.</p> <p>Agreed delivery point away from public queues/ entry.</p>			
8	<p>PPE</p> <ul style="list-style-type: none"> - lack of - inappropriate use of - improper fit of 	Increased chance of transmission of Covid-19 to staff, candidates and public	3	5	15 High	<p>PPE provided will have been thoroughly assessed as appropriate for the use for which it is intended and in line with government and Public Health England guidance.</p> <p>Staff will receive information and guidance for what activities require the use of PPE if applicable.</p> <p>Staff will be provided with appropriate PPE free of charge.</p> <p>Staff will be briefed on the safe use of PPE as per government guidelines and shown how to achieve a good fit.</p> <p>Café staff will be required to use aprons when preparing and clearing food. Café staff to clean aprons daily on site.</p> <p>As of 24th September Face Masks are compulsory in Cafes /Restaurants for staff and customers at all times unless seated at a table to eat in. Candidates with a Learning Disability aren't required by Law to wear a face mask if this makes them feel stressed or uncomfortable or hinders their breathing.</p> <p>Additional non recycling bins will be provided to ensure the safe disposal of single use PPE.</p>	2	5	10 Medium
9	Staff / candidates who have been advised to stay at home come to work	Increased transmission of virus	2	5	5 Medium	<p>Enable employees to stay at home – cover shifts, pay sick pay as per current guidance etc.</p> <p>Prior to opening all staff will be sent a staff protocol to sign discuss the impact of coming to work whilst ill, to discourage attendance when sick.</p>	1	4	4 Low

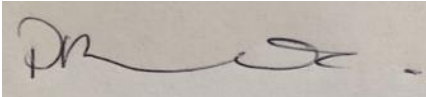
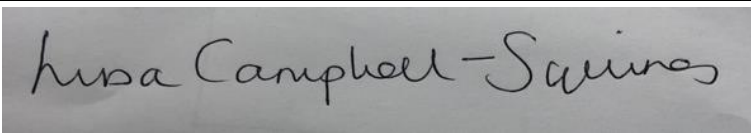
						<p>Ensure staff or candidates who have symptoms isolate for 10 days or if they have tested positive, 10 days from when the test was taken.</p> <p>Brief staff on what to do if they develop symptoms (at work or otherwise).</p>			
10	Staff returning from absence and / or working on new operation	Lack of clarity around new responsibilities and procedures leading to transmission of virus May experience high anxiety levels see RA number 13	4	5	20 High	<p>Regular meetings in run up to opening.</p> <p>Mobilisation week with team in place to cover operational details.</p> <p>All Covid-19 related documentation including risk assessments, floor plans, government guidance etc to be held centrally on SharePoint so that it can be accessed by all TD staff. TD to share RA and relevant procedures with with Dome staff.</p> <p>Team Domenica Health & Safety Guidance for September 2020 including requirements covering social distancing controls and new ways of working to be shared across all teams.</p>	2	2	4 Low
11	Staff and learners who fall into vulnerable groups/shielding	Increased risk of severe health complications if Covid-19 is contracted	4	5	20 High	<p>Government Update from 1st August:</p> <p>The advice to shield for all individuals previously advised to including people with LD is to take part in strict social distancing instead of shielding. This means taking extra care when out of your house to not to come into close contact with anyone out of your support bubble/ home. You must maintain 2 metres social distancing when possible when out in public.</p> <p>You can go to work as long as the workplace is COVID-19 secure, however best to carry on working from home if you can.</p> <p>Staff with health concerns should talk to their line manager in the first instance.</p>	2	4	8 Medium

12	New staff starting work or lack of supervision of existing staff due to staffing levels	Increased risk of accidents/incidents through staff not being fully trained or supervised in their work activities	4	4	16 High	<p>Clear structure of management responsibility especially when usual manager is absent.</p> <p>Ensure all new staff are inducted to ensure they know who to report problems to.</p> <p>New staff must complete Level 2 Food Safety and Hygiene course.</p>	2	1	2 Low
13	Anxiety of staff attending work regarding Covid-19	Staff anxiety levels may increase for a number of reasons e.g. concerns for family, concerns about work, concerns regarding contracting/transmitting Covid-19	4	3	12 High	<p>Ensure the promotion of wellbeing and self-care through good communications: i.e through team meetings and 1-1s.</p> <p>BDBF staff have access to EAP support 24/7.</p> <p>Monthly review of new project to monitor staff concerns.</p>	2	2	4 Low
14	Increase in work related complaints/concerns, absence and accidents	Staff morale, anxiety, confidence and attendance will be impacted upon by how safe they feel and perform in the work place. If staff are anxious, not listened to, consulted or understood, they are more likely to make mistakes and not follow protocols and experience behaviours that challenge.	2	2	2 Low	<p>Investigate all complaints & accidents thoroughly.</p> <p>Keep records of concerns and absence Central point for Covid-19 related absence identified.</p> <p>Regular and clear communication with staff including furloughed staff.</p> <p>Monthly review to look at accident / incident reports, absence issues plus staff concerns.</p>	1	1	1 Low
15	Challenging Candidate behaviour	Disruption to routine and change in approach for candidates may cause an increase in challenging behaviours on-site New learners may have not have had a full assessment on site therefore needs	3	4	12 High	<p>Individual risk assessments to determine whether candidates are to return to TD, take into account the risks both on site and off site.</p>	3	2	6 Medium

		may not be fully known or met							
16	Safety cannot be prioritised during emergency incidents	Social distancing lapses/ increased risk of transmission of virus	3	4	12 High	Evacuation and emergency procedures reviewed to ensure social distancing can be maintained if safe to do so. Govt guidance recognises that this may not be possible. People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including handwashing.	2	4	8 Medium
17	Reduced number of employees could result in a lack of fire wardens/ sweeps and first aiders	If fire were to break out, building would not be able to be checked efficiently, leading to people being left in the building	4	4	20 High	Managers to consider when completing Rotas that sufficient first aiders and fire wardens are on site. BDBF Manager to be on site at all time café is in operation.	2	2	4 Low
18	Lapse in timely accident/ incident reporting	Accidents/ incidents may not be reported within time frame due to staff rotas being compromised, leading to a failure to report externally and respond to incidents	3	3	9 Medium	TD staff to follow BDBF incident and accident reporting procedures. Additional staff provided by BDFL. Expand/ adjust procedures to respond to dangerous occurrences or work related Covid-19, including RIDDOR and regulatory requirements.	2	2	4 Low
19	Fire Risk Assessments may be impacted by reduced numbers of employees in certain areas or areas not being utilised	Current Risk assessments are based upon full staffing team and numbers of people accessing areas – this has reduced and therefore maybe incorrectly assessed for the current time	3	5	15 High	Fire Risk Assessments (TD and BDFI) to be reviewed to ensure new activity is covered. Brighton Dome areas have automatic detection throughout and mobile fire warden on site during hours of operation. Revised emergency procedures developed and staff and candidates trained in what to do in case of fire. Mimumum staffing levels agreed for rotaing purposes.	1	5	5 Medium

20	Elevated risk of Legionnaires disease due to standing water in tanks and cleaning / flushing programmes ceasing	Staff/ Candidates become unwell if Legionella discovered due to closing of Brighton Dome	4	5	20 High	BDFL maintenance staff were retained throughout lockdown to continue with weekly testing and inspection regimes, including those related to Legionnaires.	2	2	4 Low
21	Statutory examinations may lapse (Gas, Electric, water etc)	Equipment may not be fit for use. Could have undiscovered issues eg: leaks. Injury to staff/ candidates and visitors Increased cost of maintenance	3	5	15 High	BDFL maintenance staff were retained throughout lockdown to continue with weekly testing and inspection regimes. Implement control measures to mitigate in line with HSE guidance.	1	5	5 Medium
22	Reintroducing services (electrical, pressure systems, water) if these have been unused due to decreased numbers	Undetected faults. Failure of systems to restart Not being able to undertake business until systems fully operational	2	3	6 Medium	Services have been maintained throughout lockdown by BDFL maintenance teams.	1	2	2 Low
23	Security of site may be at risk due to reduced availability of staffing levels	Unknown intruders on site Damage to property & equipment Health & safety accidents/injury Theft/Vandalism/Fire	4	4	16 High	BDFL are continuing to provide standard staffing levels to maintain building security. BDFL Maintenance team complete thorough and daily inspection of premises to check for signs of break in/vandalism. Café staff to report any issue to BDFL management.	2	3	6 Medium
24	Entertainment within the space	Increased risk of aerosol transmission of virus	4	4	16 High	Any entertainment to be risk assessed in line with performing arts guidance. Background music (if any) to be played at low levels in order to facilitate normal levels of conversation. Any future entertainment limited to acoustic items with small groups and will all be seated.	1	5	5 Medium

25	Cumulative impact of many venues opening in city centre location	Increased transmission of virus	4	4	16 High	<p>Café is running at a very low capacity.</p> <p>The entrance to the café is not on the main thoroughfare.</p> <p>The café does not run during peak periods (weekends or evenings).</p> <p>Minimal queuing is expected and can be contained on the pavement with 2m spacing.</p>	1	4	4 Low
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Risk Assessor:	Danielle Dodd	Signature :		Date :	10/08/2020
Programme & Strategy Director	Lisa Campbell-Squires	Signature :		Date :	23/09/2020
Prepared in conjunction with Brighton Dome Rep	Maxine Hort	Signature :	Maxine Hort	Date:	25/09/2020

