

Reference Number: RA/COV02	Risk Assessment (Covid-19)
Persons identified as at risk:	Visitors/Public/Contractors to DCA
Risk assessment completed by:	Sandra O’Shea, Depute Director/Head of Operations (with support from DCA H&S Staff Group)
Date Completed/Reviewed:	11 September 2020
Review Cycle:	Weekly (or sooner in the event of new or changing risk factor)

1. There is a direct threat to health and wellbeing from transmission of the COVID-19 coronavirus.**People can catch the virus from others who are infected in the following ways:**

- virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales
- the virus can survive for up to 72 hours out of the body on surfaces which people have coughed on, etc
- people can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth

Control Measures**Guidance & The Law**

DCA will follow guidance and comply with legal requirements published by HSE and GOV taking reasonable steps to protect visitors from COVID-19 to achieve “COVID secure” status:

- We have carried out a COVID-19 risk assessment for all areas of work and shared the results with the people who work at DCA
- We have cleaning, handwashing and hygiene procedures in line with guidance
- We have taken all reasonable steps to help people work from home
- We have taken all reasonable steps to maintain a 2 metre (or 1 metre where applicable) distance in the workplace
- Where people cannot be 2 metres apart, we have done everything practical to manage transmission risk

Regularly wash hands

Staff and Visitors will be encouraged to regularly wash hands throughout their visit using our hand sanitiser stations in locations throughout the building and / or with soap and water after using our toilets.

All staff are briefed and trained in advance of working in DCA using our “COVID secure” operating procedures and receive a copy of our “DCA COVID-19 Health and Safety Information Pack” including detailed risk assessments and actions to minimise the risk of transmission within the team and to visitors.

Robust Health and Safety management procedures are in place and there is a professional, responsible culture amongst staff, building partners and trustees.

2. Effective physical/social distancing is a key element in reducing the transmission of COVID-19

Control Measures

Maintain 2 metre social distancing

Social distancing is a primary action to prevent transmission.

Visitors should keep 2 metres apart from each other unless from the same household, except in designated 1 metre distancing areas.

To enable this, we have implemented the following:

- We have designated the Nethergate entrance to DCA as the main entry/exit point for all visitors and staff
- Visitors who require the use of our passenger lift can do so when entering via Greenmarket and should follow the lift protocol we have implemented
- Timed tickets for some areas – to improve visitor flow and avoid over-crowding
- Restricted visitor numbers – to avoid over-crowding
- Pre-purchasing of tickets on DCA website – fast track queueing and access
- Adaption or removal of hands on activities to reduce touching and increased cleaning frequency
- Limited closure of areas and activities where distancing cannot be maintained. e.g. tours
- Designated route for all visitors to follow to avoid over-crowding

- Queuing floor spot signs for activities and at admissions
- Supervision of spaces by our staff and procedures in place so they can help with enquiries and remind visitors to socially distance
- Visitors who ignore visit rules despite being asked not to will be asked to leave DCA and we will contact police if our request is refused
- Children to stay with family groups and be under supervision of parent /guardian at all times
- Our passenger lift should, where possible, only be used by people with mobility issues and/or disabilities. If used, for essential purposes, we recommend one person/family group where possible and masks should be worn
- We have placed 2 metre floor markings in other common areas such as toilets and in any other areas where queues may typically form
- We have taken account of the likely pinch points and busy areas to ensure that sufficient passing places are in place

We will use signage to communicate key health and safety points, such as hygiene, physical distancing and that there are no unintended impacts on people with disabilities or caring responsibilities. Our messaging will be clear and easy to understand.

We are mindful that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia or other communication or mobility needs and we will have staff on hand to support visitors appropriately.

We will increase ventilation where possible and where safe to do so through opening windows and doors (but not fire or safety doors).

3. Failure to use PPE appropriately or in mandatory settings

Control Measures

People must by law wear a face covering in shops and also indoor cultural sites, cinema's and galleries such as DCA.

Face coverings are mandatory in DCA unless you're exempt from wearing one. Visitors should bring their own face coverings when visiting DCA and follow Government, NHS and manufacturer guidance.

Government guidance says physical distancing, hand hygiene and respiratory hygiene are the most important and effective things we can all do to prevent the spread of coronavirus.

There is evidence that face coverings have some additional value, especially in crowded and less well-ventilated spaces, and where 2m distancing is not possible. In indoor places and where physical distancing is difficult and where there is a risk of contact within 2m with people who are not members of your household, you are expected to wear a face covering.

The wearing of face coverings must not be used as an alternative to any of these other precautions.

All of our staff will be wearing face coverings unless they're exempt from doing so. Till points will have clear acrylic barriers between staff and visitors.

We will provide single use face masks and disposable gloves for certain activities where appropriate.

4. Failure to gather or hold information in order to reduce transmission through Test & Trace procedures

Control Measures

NHS Test & Trace

The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace.

DCA is required to assist this service by keeping a temporary record of our visitors for 21 days and assist NHS Test and Trace with DCA Visitor risk assessment requests for that data if needed. This includes keeping details of any contractors/delivery drivers visiting the premises.

This could help contain clusters or outbreaks. We will be doing this through our ticket purchasing system.

A new app has been launched by NHS Scotland – you can find out more about the app by visiting www.nhsinform.scot

5. The cleaning and hygiene measures implemented within DCA are not adequate to prevent/reduce transmission

Control Measures

Cleanliness & Cleaning

A deep clean of DCA has been done after our closure period and an enhanced cleaning regime is now in place.

DCA will be cleaned daily before opening and at regular intervals throughout the day whilst open to the public.

We have deep cleaning and sanitisation arrangements in place in the event of any contamination incidents.

Higher risk areas such as toilets, interactive activities and screens, hand rails, desks, will receive additional focus and be regularly cleaned throughout the day.

We would prefer to accept cashless payments to reduce transmission risk.

Hands on activities will be stopped or adapted and where appropriate, headphones will be removed from screens in our galleries.

Unfortunately, we are unable to provide bag storage for visitors to reduce the risk of transmission.

Hygiene Measures

Stringent cleaning arrangements are in place to protect our visitors and workforce.

Signage, and where appropriate, tannoy announcements will be used to remind visitors to maintain hygiene standards. i.e. hand washing and coughing etiquette.

Visitors are encouraged to sanitise their hands by using the hand sanitation facilities at entry and exit points and in any common areas or to use the handwashing facilities available throughout the building.

Toilets will have social distancing measures in place or additional measures in place where this is not possible. Our cleaning regime for our toilets are in line with the latest safe use of toilets guidance.

Cleaning

Work and public areas, staff welfare facilities and equipment are cleaned frequently between uses. An enhanced cleaning specification and schedule has been implemented by our cleaning contractor and our workforce has been provided with training in order to support and further enhance our increased cleaning regime.

Frequent touch points have been identified and are disinfected regularly including all objects and surfaces that are touched regularly such as door handles, handrails, or workforce handheld devices.

Guidance setting out clearly the use and cleaning of toilets has been issued to our workforce with training provided to ensure they are kept clean.

We have additional waste facilities in place along with more frequent rubbish collection and the safe and appropriate disposal of contaminated items and PPE. Staff have been provided with training on the safe disposal of used PPE.

6. People becoming unwell while on-site or a symptomatic person when visiting DCA.

Control Measures

DCA Visiting Guidance

Don't visit if you are unwell. In accordance with Government regulations you shouldn't leave your home to visit DCA if you have:

- Any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to sense of smell or taste)
- OR Are waiting for a coronavirus test result
- OR Have tested positive for coronavirus Within last 14 days
- OR Live with someone who has symptoms, is waiting for a test result or has tested positive within the last 14 day
- DCA will issue account credit to anyone who has booked tickets and is unable to visit for the reasons outlined above

People who are or become unwell while at DCA

We remain alert to the continued risk of community transmission of COVID-19 and that there is an increased likelihood of any individual in the community having the infection.

If anyone becomes unwell with a new, continuous cough, a high temperature, or a loss of, or change to, their sense of smell or taste in DCA they should be sent home and advised to follow they stay at home guidance.

If first aid support is required, our trained first aid staff will aid using appropriate PPE and, in an emergency, they will call 999 to summon help from emergency services.

If a member of staff or another visitor has helped someone who was taken unwell with a new, continuous cough, a high temperature, or a loss of, or change to, their sense of smell or taste, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.

In these circumstances, it is not necessary to close the business or workplace or send any staff home, unless Government policy changes and we will keep monitoring Government information for the latest details.

7. DCA does not provide visitors with accurate and appropriate information

Control Measures

Information Provision

The controls detailed in this document will be communicated to visitors as follows:

- Pre-visit email when a ticket is booked through our website
- Visitor safety information and what to expect when visiting DCA on our website
- Verbal updates from staff when booking tickets at box office
- Signage and information repeated throughout the building explaining visiting guidance
- Directional route and queuing floor signage in place
- Feedback welcomed in line with our ethos of continual improvement