

## Just Care Products Ltd

### Corona Virus Risk Assessment and Protocols

During this period, and moving forward, we at Just Care Products Ltd are wishing to keep our customers as free from risk, on our premises and from us, as we can; and also, to keep us as safe from risk as we can. With this in mind we have completed a risk assessment and have strategies developed regarding protocols with regards hygiene within and without the shop premises, the contents of the shop (including the shop furniture and items being sold) and our customers (and staff) as well as those entering the shop (delivery people, posties and so on).

**By the very nature of our business we have contact with sometimes very vulnerable people, their carer's and family members and with that being our total focus for our business we write the following:**

#### Identified Risks (in General terms)

1. The Shop hygiene
2. The Public
3. Purchase Protocols
4. The Staff
5. Post being delivered
6. Deliveries of larger items
7. Shoe Sales
8. Furniture and Scooters

#### 1) The Shop Hygiene

Every morning staff will wipe down the following:

- The counter
- The door handles
- Any shared areas – kitchen area and so on
- The sink
- The toilet and frame

Staff will wash their hands regularly throughout the day; will sanitise their hands once handling anything from the outside (packages and letters) and will socially distance from one-another (unless from the same household).

Letters/small parcels will be opened carefully, using a letter knife and contents dropped out without handling them. The envelope will then be discarded, and hands sanitised before reading or handling the contents.

## 2) The Public

Customers and other people coming into the shop pose a risk to staff and to other customers. Therefore, our protocols will be as follows:

Anyone entering the premises to discuss anything or to buy items will be asked to do the following:

- a) Only one customer (or 2 members of one household) will be allowed in at one time.
- b) Use the hand sanitiser (or wash their hands for 20 seconds at the sink provided and using paper towels provided)
- c) Wear a mask of their own or one purchased from the shop (we will follow government regulations where this is concerned)
- d) Socially distance from the staff using the tape on the floor and the one-way system within the shop.

## 3) Purchase Protocols

Customers will have sanitised hands (as will staff) so items in the shop will be OK to pick up, but we would ask, where possible, that customers not handle items, but more look at them and ask advice before considering handling them.

If a customer wishes to purchase an item:

- Where less than £45 – the card machine can be used by purely touching the card to the machine. Cash and Cheques are not encouraged due to banking issues but will be accepted in special circumstances.
- Where a purchase is more than £45.00, we will give gloves to the purchaser to use the machine OR we can do a telephone style purchase with the card so that the customer does not need to handle the card machine.

## 4) Shoe Sales

During this time, we cannot safely fit shoes/slippers. Customers who are needing to purchase such items have several options:

- a) If able – the customer can try on the shoes or slippers themselves – having already washed their hands. We will have washed our hands and will bring out the boxes from the storeroom – placing them in a mutual area where the customer can open the box and take out the shoes. As always, all customers should be wearing socks to try on items.
- b) Customers can come in with a carer/household member (who will be asked to wash hands even if wearing gloves already. The virus can stick to gloves and so coming

into the shop – we ask carers/household members to remove their gloves, wash hands and put on a fresh pair (if they wish to).

- c) Customers can purchase and order items to be sent to them, over the phone. This is easily done. If the shoes or slippers don't fit – customers can return the items to the shop, we will send back and perhaps order another size. There is no postal fee for this option.

## **5) Furniture, Wheelchair, Bed and Scooter/Powerchair Sales**

During this time, and ideally, we would ask people to book when they wish to come and try out the above items. Having said that – hand cleansing protocols, cleaning surfaces and so on will lessen the risk to customers and staff.

Furniture: Material appears to hold the virus for up to 24 hours. We cannot spray items such as chairs and cloth mattresses – so would advise that customers clean their hands both before and after trying a piece of furniture IF someone else has tried it that day. We are also able to place sheets over any chairs/mattresses tried by that customer if the item has been tried during the previous 24 hours.

Scooters, Powerchairs and Plastic Chairs can be cleaned before and after use. Tiller Handles – if they are wipeable, will be cleaned. If not (ie if foam handles) – we would advise the customer to either wear gloves during the time they are trying the scooter or wear gloves IF the scooter has been tried out that day.

## **6) The Staff**

Staff will regularly wash their hands especially if they have had face-to-face contact albeit in a socially distant manner.

Staff will socially distance themselves from one another (unless from the same household) and will keep to their own defined areas within the shop, regarding desks and the like. Any shared areas (i.e. sink, toilet and so on) each staff member will wipe down after each use and wash their hands.

Wear a face mask (we will follow government regulations where this is concerned)

All staff are to take their temperature every morning.

All staff will make sure that if they show any symptoms (no matter how mild) they will discuss with the owners and isolate as per government regulations, if needs be (bearing in mind hay fever sufferers and so on).

## **7) Postal Deliveries**

Letters/small parcels will be opened carefully, using a letter knife and contents dropped out without handling them. The envelope will then be discarded, and hands sanitised before reading or handling the contents.

#### **8) Deliveries of Larger Items by Graylaw, MIC, Royal Mail and so on**

Deliveries from Graylaw and other freight companies will be placed in the storeroom (unless the boxes are too large i.e. R&R Chairs and Scooters); these boxes will be placed at the back of the shop.

The boxes will be handled in this manner:

- 1) Open the box with box cutters.
- 2) Open out the box so that the contents can be reached.
- 3) Wash hands
- 4) Remove contents
- 5) Flatten box(es) and store
- 6) Wipe down storeroom door handle
- 7) Wash hands

Sources of Information:

WHO (World Health Organisation) info on Virus survival on surfaces:

Quote from the WHO

“The most important thing to know about the coronavirus on surfaces is that they can easily be cleaned with common household disinfectants that will kill the virus.

Studies have shown that the COVID-19 virus can survive up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard”.

Quote from the BBC Website:

Neeltje van Doremalen, a virologist at the US National Institute of Health (NIH), and her colleagues at the Rocky Mountain Lab in Hamilton, Montana, have done some of the first tests of how long Sars-CoV-2 can last for on different surfaces. Their study, which has been published in the New England Journal of Medicine, shows that the virus could survive in droplets for up to three hours after being coughed out into the air. Fine droplets between 1-

5 micrometres in size (about 30 times smaller than the width of a human hair) can remain airborne for several hours in still air.

It means that the virus circulating in unfiltered air conditioning systems will only persist for a couple hours at the most, especially as aerosol droplets tend to settle on surfaces in disturbed air.

But the NIH study found that the SARS-CoV-2 virus survives for longer on cardboard – up to 24 hours – and up to 2-3 days on plastic and stainless steel surfaces.