



## Westwood House Child Contact Centre

Wagg Street, Congleton, Cheshire, CW12 4BA

Telephone 01260 548629

email: [congleton.naccc@outlook.com](mailto:congleton.naccc@outlook.com)

website: [westwoodhousechildcontactcentre.org](http://westwoodhousechildcontactcentre.org)

NACCC Member No 282/1

## Westwood House CCC Recovery Plan and Risk Assessment

### **Overarching Guidance for all volunteers:**

In all education, childcare and social care settings, preventing the spread of coronavirus involves dealing with direct transmission (for instance, when in close contact with those sneezing and coughing) and indirect transmission (via touching contaminated surfaces). A range of approaches and actions should be employed to do this. These can be seen as a hierarchy of controls that, when implemented, creates an inherently safer system, where the risk of transmission of infection is substantially reduced. These include:

- 1) minimising contact with individuals who are unwell by ensuring that those who have coronavirus symptoms, or who have someone in their household who does, do not attend the centre.
- 2) cleaning hands more often than usual - wash hands thoroughly for 20 seconds with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands and wrists are covered
- 3) ensuring good respiratory hygiene - promote the 'catch it, bin it, kill it' approach
- 4) cleaning frequently touched surfaces often using standard products, such as detergents and bleach
- 5) minimising contact and mixing by altering, as much as possible, the environment (such as contact room layout) and strictly adhering to agreed contact times.
- 6) use of facemasks in close contact circumstances indoors

### **Volunteer Principles**

1. Do not come in to volunteer if you have coronavirus symptoms or go home should these develop (informing your team leader) and access a test as soon as possible.
2. Clean your hands and wrists more often than usual - with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands are covered.
3. Use the 'catch it, bin it, kill it' approach.
4. Avoid touching your mouth, nose and eyes.
5. Clean frequently touched surfaces often using standard products, such as detergents and bleach.

1. Think about ways to modify your friendly approach to keep a distance from children and parents during contact sessions as much as possible, particularly close face to face support (noting that it's understood that this is not possible at all times, which is why hygiene and hand cleaning is so important)
2. Keep the centre garden door and some windows open if possible, for air flow.
3. Limit your contact with other volunteers and families to social distancing
4. Make sure you've read the risk assessment and know your roll

Aspect	Measures to Implement	DfE/NACCC Guidance	Notes	Risk
a	Measures to Implement			
Aspect	Measures to implement	DFE/NACCC guidelines	Notes	Risk
<b>Volunteering including communication</b>	<ul style="list-style-type: none"> <li>▪ Coaching session to look at anxiety and stress levels to support volunteers in returning to centre</li> <li>▪ Weekly risk assessment via team leader</li> <li>▪ Volunteers to provide own drinking cup/ flask where possible (see Covid Contact procedure).</li> </ul>	<ul style="list-style-type: none"> <li>▪ talk to volunteers about the plans (for example, safety measures, staggered arrival and departure times), including discussing whether training would be helpful</li> </ul>	Individual volunteer conversations before returning to volunteer and continuous during the Covid-19 crisis period.	H
<b>Volunteering Rotas</b>	<ul style="list-style-type: none"> <li>▪ Ensure volunteers are familiar with risk procedure and happy and safe to access centre</li> <li>▪ Guidelines to be supplied with prior training</li> </ul>		New rota shared with all volunteers and individually reviewed weekly.	M
<b>Families</b>	<ul style="list-style-type: none"> <li>▪ One family at a time will use the centre, maximum three families in one morning session with intervening cleaning gap. Any handover only families will be taken to a separate room.</li> <li>▪ Families will be given the Family Covid Checklist prior to visit</li> <li>▪ Families will be asked to use free Covid tests at home prior to any visit to the centre</li> <li>▪ Resident parents will be asked to bring their own toys and games for use by the child during contact. Also any drinks or snacks for the child (see Covid Contact procedure).</li> <li>▪ Usual practice of using the small change over room will continue. Room will be cleaned following use.</li> </ul>		<p>Safety and practice agreement with all parents prior to recommencing contact at the centre. Also reviewed before each scheduled contact.</p> <p>Tests available for all families from April</p>	H

	<ul style="list-style-type: none"> <li>▪ Contact parent to bring in any drinks or snacks for themselves and not to mix these with those supplied for the child.</li> <li>▪ Only the garden, kitchen area and front contact room will be used. The other room will be closed off (unless in an emergency) to reduce the number of surfaces touched.</li> <li>▪ Tables and armless chairs used kept to minimum and partition in main area used to protect additional furniture</li> </ul>			
<p><b>PPE</b></p>	<ul style="list-style-type: none"> <li>▪ Volunteers will be required to wear a facial covering when in close contact with others. (See Covid Contact procedure).</li> </ul> <p>Volunteers should not wear gloves unless directed to do so in medical emergencies or when cleaning is being carried out.</p> <ul style="list-style-type: none"> <li>▪ Volunteers to have training about safe removal and application of PPE masks and other equipment. Information given about how to store masks when not in use.</li> <li>▪ Volunteers will be encouraged to use free Covid flow tests prior to duty</li> </ul>	<ul style="list-style-type: none"> <li>▪ Wearing a face covering or face mask during contact is recommended by NACCC for volunteers and centres should follow current government guidelines.</li> <li>▪ Face coverings may be beneficial for short periods indoors where there is a risk of close social contact with people you do not usually meet and where social distancing and other measures cannot be maintained, for example on public transport or in some shops.</li> <li>▪ The wearing of face masks or coverings for parents and children will be at the discretion of the parents and child.</li> <li>▪ Changing habits, cleaning and hygiene are effective measures in controlling the spread of the virus. Face coverings (or any form of medical mask where instructed to be used for specific clinical reasons) should not be worn in any circumstance by those who may not be able to handle them as directed (for example, young children, or those with special educational needs or disabilities) as it may inadvertently increase the risk of transmission.</li> <li>▪ If a child, parent or volunteer becomes unwell with symptoms of coronavirus</li> </ul>	<p>The centre cannot supply any form of PPE to families.</p>	<p><b>H</b></p>

		during contact and needs direct personal care until they can return home. A face mask should be worn by the supervising adult if a distance of one metre cannot be maintained. If contact with the child is necessary, then a face mask should be worn by the supervising adult. If a risk assessment determines that there is a risk of splashing to the eyes, for example from coughing, spitting, or vomiting, then eye protection should also be worn		
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**Actions**

- **Disposable face masks can be ordered for volunteers. Volunteers can use their own if preferred.**

<b>Physical Building</b>	<ul style="list-style-type: none"> <li>▪ The internal doors to be kept open at all times as well as the toilet door. Reiterated in April 2021 owing to return of children to school and additional mixing</li> <li>▪ Cloak rack to be left empty and coats kept on the back of chairs.</li> <li>▪ Prop doors open, where safe to do so (bearing in mind fire safety and safeguarding), to limit use of door handles and aid ventilation. The front door must remain closed and secure for safeguarding.</li> <li>▪ Contact spaces should be accessed from a singular entrance and preferably, directly from outside if possible.</li> <li>▪ One-way circulation to be implemented for centre parents leaving via the gate which will need to be checked on exit and locked</li> <li>▪ Create hand sanitiser station on entry and ensure toilets have washing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Read <a href="#">COVID-19: cleaning of non-healthcare settings</a></li> </ul>	<p>Regularly reviewed with the Contact Volunteers, Management Committee and Trinity Property Committee.</p> <p>Reminder issued to all volunteers April 2021</p>	M
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	<p>hands posters. The garden, where possible should be used, as this can limit transmission and more easily allow for distance between children and volunteers</p> <ul style="list-style-type: none"> <li>▪ The outdoor equipment can be used but must be appropriately cleaned between contacts. The shed to be kept locked and no equipment from it used as long as the Covid-19 crisis remains in place.</li> </ul>			
<b>Social Distancing</b>	<ul style="list-style-type: none"> <li>▪ Physical contact such as handshakes and hugs should be avoided between volunteers and clients</li> <li>▪ Volunteers, children and adults on site should endeavour to stay two metres apart.</li> <li>▪ Strict adherence to this policy will be monitored.</li> </ul>	Follow government and NACCC guidance as is current at the time of contact.	Regularly reviewed with the Contact Volunteers, Management Committee.	M
<b>Movement-Parents</b>	<ul style="list-style-type: none"> <li>▪ Parents should not enter building unless attending the centre and handovers should take place in an outdoor setting if possible</li> <li>▪ A space for parents to sit and wait that are two metres apart.</li> </ul>	Follow government and NACCC guidance as is current at the time of contact.		L
<b>Toilet facilities</b>	<ul style="list-style-type: none"> <li>▪ Children should only enter one at a time into toilets</li> <li>▪ Parent should accompany young children to toilet to support management of hand washing.</li> <li>▪ Keep the doors semi open to ensure privacy but keep ventilation.</li> <li>▪ Centre Team Leader to check soap supply is adequate</li> <li>▪ Contact centre to have own cleaning and hygiene resources.</li> </ul>	Follow government and NACCC guidance as is current at the time of contact.	Hand washing poster in toilet and kitchen.	H
<b>First Aid</b>	<ul style="list-style-type: none"> <li>▪ PPE should be worn (gloves and masks) when dealing with a first aid incident and is supplied by the centre.</li> </ul>	Follow First Aid at Work procedures.	Parents remain responsible for their child's health and safety during contact.	H

<p><b>Cleaning</b></p>	<p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>▪ Toilets and contact areas will be cleaned at the end of each day and between each session. Areas include <ul style="list-style-type: none"> <li>✓ Door handles.</li> <li>✓ Doorbells.</li> <li>✓ Handrails, Banisters and Stairgates.</li> <li>✓ Taps, Toilet Roll Holders / Dispensers and Paper Towel Dispensers.</li> <li>✓ Work Tops, Tables and Chairs.</li> <li>✓ Garden equipment.</li> </ul> </li> <li>▪ Tables and contact points must be cleaned after each family session using disposable rubber gloves and gloves disposed of safely.</li> <li>▪ All toys must be brought from home (see Covid Contact procedure).</li> <li>▪ Resources that cannot be cleaned according to the instructions must be packed away until after the Covid-19 epidemic is over. Volunteers will be required to clean surfaces and touch points when used.</li> <li>▪ Bins must be emptied before they are full and at the end of all contact mornings as is already directed in the Westwood House User guidelines.</li> <li>▪ Cleaners to wear long gloves</li> <li>▪ Bleach to be used to clean items which cannot be done with soap which then is removed by water into a sink.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Discuss with volunteers the additional cleaning requirements and agree additional time to allow for this</li> <li>▪ follow the <u>COVID-19: cleaning of non-healthcare settings guidance</u></li> <li>▪ ensure that sufficient handwashing facilities are available. Where a sink is not nearby, provide hand sanitiser in other areas.</li> <li>▪ clean surfaces that children and adults are touching, such as toys, books, desks, chairs, doors, sinks, toilets, light switches, bannisters, more regularly than normal</li> <li>▪</li> </ul>	<p>COSHH rules regarding bleach</p>	<p>H</p>
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<p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>Ensure own cleaning products</b></li> </ul>
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<b>Communication to and from Parents</b>	<ul style="list-style-type: none"> <li>▪ Essential correspondence sent out via letter /email</li> <li>▪ Any forms or messages from parents should be emailed to the centre where possible.</li> <li>▪ Communicate methods of entry and exit to building</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inform parents and children of their allocated drop off and collection times and the process for doing so, including protocols for minimising adult to adult contact (for example, which entrance to use)</li> <li>▪ All parents to receive copy of guidance, procedure and risk assessment prior to first contact. Parents to receive a phone call on the day prior to all contacts to ensure no new health issues have arisen.</li> </ul>		M
<b>Procedures for medical care, isolation and confirmed cases</b>	<ul style="list-style-type: none"> <li>▪ Parents to be called and children to be sent home as soon as possible if they develop symptoms and then will need to isolate with their household members for 14 days.</li> <li>▪ All volunteers who display symptoms should access a test provided by the appropriate health care professional.</li> <li>▪ If any children, parent or volunteers test positive. The volunteers and parents may be contacted as part of the tracing procedure.</li> </ul>	<ul style="list-style-type: none"> <li>▪ If anyone becomes unwell with a new, continuous cough or a high temperature in an education or childcare setting, they must be sent home and advised to follow the <a href="#">COVID-19: guidance for households with possible coronavirus infection guidance</a></li> <li>▪ Follow government and NACCC guidance as is current at the time of contact.</li> </ul>		H
<b>Shielding and clinically vulnerable children and adults.</b>	<ul style="list-style-type: none"> <li>▪ Clinically extremely vulnerable children with pre-existing medical conditions will not be allowed contact and should remain at home.</li> <li>▪ Volunteers (those with serious underlying health conditions which put them at very high risk of severe illness from coronavirus and have been advised by their clinician or through a letter) to rigorously follow shielding measures in order to keep themselves safe. Volunteers in this position should remain at home unless shielding is relaxed.</li> <li>▪ Clinically vulnerable individuals who are at higher risk of severe illness (for example, people with some pre-</li> </ul>	<ul style="list-style-type: none"> <li>▪ For the vast majority of children and young people, coronavirus is a mild illness. Children and young people (0 to 18 years of age) who have been <a href="#">classed as clinically extremely vulnerable due to pre-existing medical conditions</a> have been advised to shield. We do not expect these children to be attending our setting. Clinically vulnerable (but not clinically extremely vulnerable) people are those considered to be at a higher risk of severe illness from coronavirus. A small minority of children will fall into this category, and parents should follow medical advice if their child is in this category.</li> <li>▪ We are strongly advising people, including volunteers who are clinically extremely</li> </ul>	Regular conversations with all volunteers and families accessing contact at the centre.	M

	<p>existing conditions as set out in the <u>Staying at home and away from others (social distancing) guidance</u> have been advised to take extra care in observing social distancing.</p>	<p>vulnerable (those with serious underlying health conditions which put them at very high risk of severe illness from coronavirus and have been advised by their clinician or through a letter) to rigorously follow shielding measures in order to keep themselves safe. All volunteers have been contacted regarding the above risks. Read <u>COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable</u> for more advice.</p>		
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Document Dated July 1<sup>st</sup> will be reviewed regularly to maintain compliance with changing government and NACCC regulations.

First update 19<sup>th</sup> October 2020

Reviewed and updated April 2<sup>nd</sup> 2021