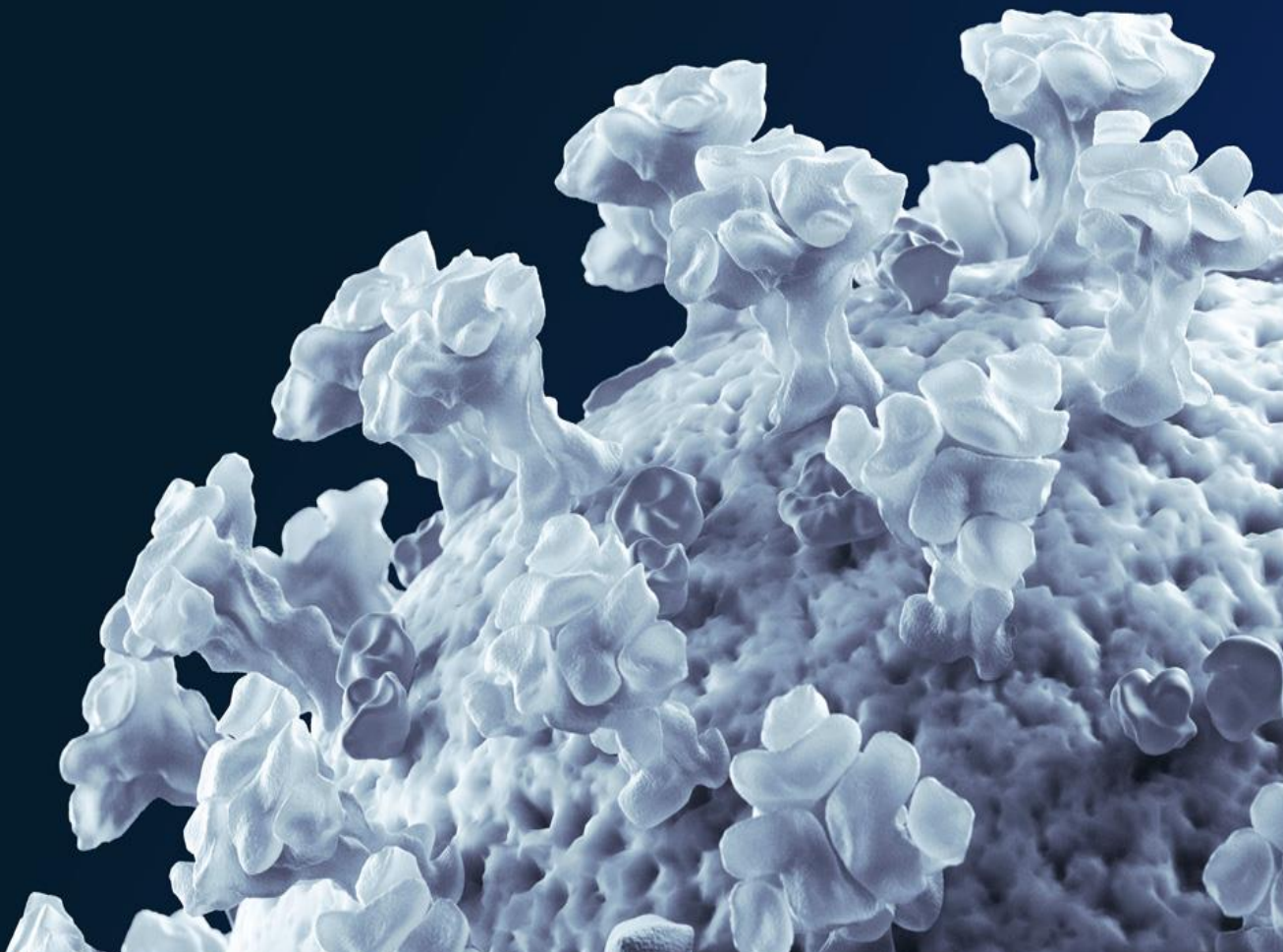


Ozanam House Resource Centre
53 Mountjoy Square West, Dublin D01 T6W6

Coronavirus COVID-19



Covid 19 Risk Management & Assessment Policy



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COVID-19 Risk Management Policy

This document sets out the Health & Safety Policy of SVP Ozanam House Resource Centre, specifically regarding our COVID-19 Risk Management. It specifies the means provided to achieve that policy. Our objective is to endeavour to provide and manage a safe and healthy work environment for all our employees and to meet our duties, as far as is reasonably practicable, to volunteers, contractors and members of the public who may be affected by our operations.

The Management Team of SVP Ozanam House Resource Centre will achieve our objectives in partnership with all staff and volunteers. We acknowledge the full cooperation we have received from staff and volunteers in preparing our Centre and their willingness to comply with our COVID-10 Risk Management Strategy. We will ensure training, information and advice are available to provide a safe and healthy working environment for all.

Safe working and cooperation with our COVID-19 Response Plan is a condition of employment, and every employee, volunteer and contractor at SVP Ozanam House Resource Centre must assume responsibility for working safely and following advised protocols. The success of this policy will depend on your cooperation. It is therefore essential that you read the document carefully and understand your role and the overall arrangements for health and safety and COVID-19 Management at SVP Ozanam House Resource Centre.

We intend to review this Policy Statement in the light of experience and developments at SVP Ozanam House Resource Centre. We will be monitoring Public Health Advice and update our practices and procedures in line with guidance issues. We welcome input from employees and volunteers in developing our processes and safe working practices.

Our simple message is "Stay Safe."

Signed _____

Date _____

Rose McGowan

Chairperson of Management Committee

SVP Ozanam House Resource Centre.

1. What is Coronavirus?

Coronaviruses are a large family of viruses that circulate among animals, including camels, cats, and bats, with some causing illness in humans, e.g. SARS (civet cats) and MERS (dromedary camels). Rarely, animal coronaviruses can change and infect people and then spread between people, such as has been seen with MERS and SARS.

COVID-19 is caused by a new (novel) Coronavirus virus called Coronavirus SARS-CoV-2, which can affect your lungs and airways.

The COVID-19 infection can be spread to people who are nearby (within a 2M radius) through respiratory droplet cross-transmission. It is also possible that someone may become infected by touching a surface, object or hand of an infected person who has been contaminated with respiratory secretions and then touching their mouth, nose or eyes (such as touching contaminated surfaces, e.g. doorknob) or shaking hands then touching their face.

Staff are advised to consult with the following video from the HSE on the Corona Virus
<https://www.youtube.com/watch?reload=9&v=zij7JhMt3Wc>

2. What are the Signs & Symptoms of Corona Virus – COVID-19?

There are four specific symptoms that a person with COVID 19 will present with

- a cough (sometimes dry),
- a temperature above 38.0° C / 100.4°F,
- a feeling of breathlessness or difficulty in breathing and
- a loss of taste/smell.

3. How to Prevent Infection

Standard recommendations to prevent infection spread include:

- Regular handwashing – sing "Happy Birthday" twice when washing your hands!
- Covering mouth and nose when coughing and sneezing.
- Sneezing into the crook of your elbow rather than your hands.
- If you have a tissue, try and catch the sneeze - Catch it, Bin it, Kill it.
- Maintain social distancing guidelines of at least 2 Metres
- Avoid close contact with anyone showing symptoms of respiratory illness such as cough or sneezing.

- Use hand sanitizer frequently
- Wipe surfaces with appropriate cleaning materials
- Regularly consult the HSE website for updates on Public Health Advice.

4. SVP Ozanam House Resource Centre COVID-19 Response Policy

It is the policy of SVP-Ozanam House Resource Centre to follow all advice and guidance that has been issued by the Government and various State Agencies including the Department of Health, the Department of Enterprise, Trade and Employment and the HSE.

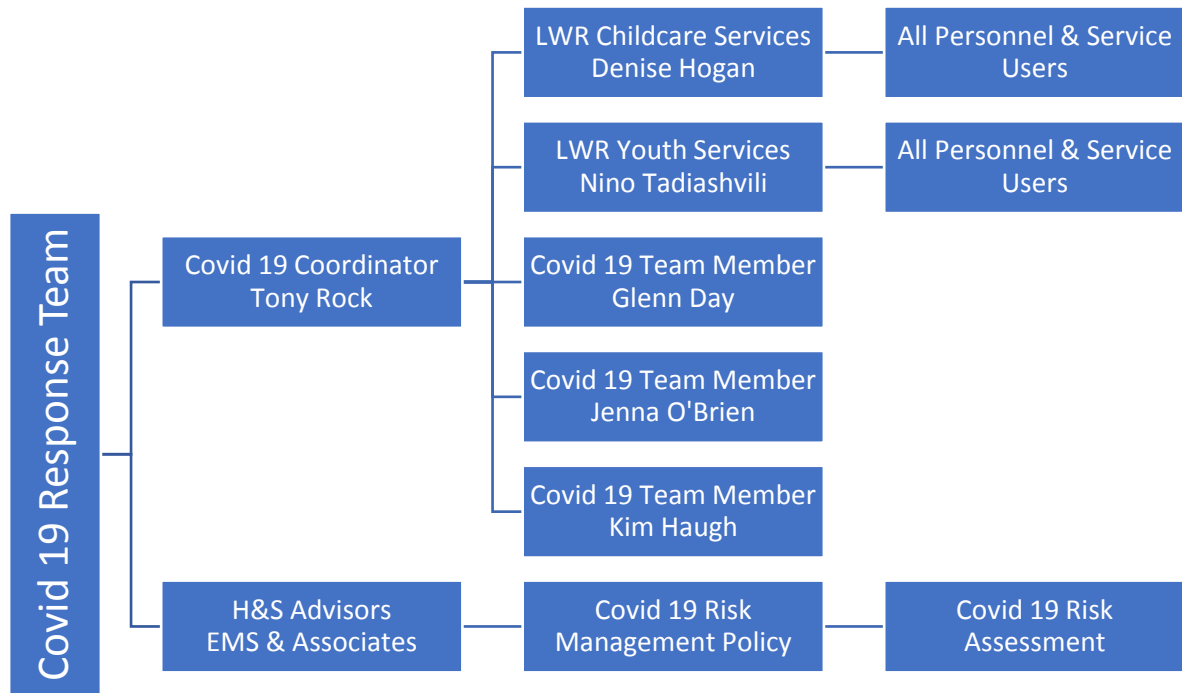
Specifically, we will refer to the "Return to Work Safely"¹ Protocol Document published on the 8th May 2020 by the Department of Health and the Department of Enterprise, Trade and Employment which provides a roadmap for a safe return to work over phased stages.

5. COVID-19 Response Team

To aid in the management of the COVID 19 Pandemic, SVP-Ozanam House Resource Centre has formed a Covid 19 Response Team consisting of

- Tony Rock as our COVID 19 Coordinator.
- Denise Hogan (Childcare) as our Lead Worker Representative for Childcare Services
- Nino Tadiashvili (Youth Services) as our Lead Worker Representative for Youth Services
- Kim Haugh as Covid 19 Team Member
- Glenn Day as Covid 19 Team Member
- Jenna O'Brien as Covid 19 Team Member
- EMS & Associates as our Health & Safety Advisors for the preparation of the Covid 19 Risk Management Policy & Risk Assessment

¹ <https://www.gov.ie/en/publication/22829a-return-to-work-safely-protocol/>



All SVP- Ozanam House Resource Centre staff are advised that the COVID 19 Response Team has the authority to recommend COVID 19 measures and actions to be taken. Failure to comply with Advice / Action requests by the COVID 19 Response Team will be brought to the attention of management.

6. COVID-19 Coordinator – Tony Rock

To aid in the management of the COVID 19 Pandemic, Tony Rock is the designated "Covid 19 Coordinator". It is the responsibility of the COVID 19 Coordinator to be familiar with all aspects of our COVID-19 Response Plan.

6.1 Role of the COVID-19 Coordinator

The primary role of the Covid 19 Coordinator is to be responsible, with the assistance of the members of the COVID-19 Response Team, for the monitoring of day to day activities, to ensure that physical distancing and hygiene rules are being maintained throughout the premises and our activities.

6.2 Day to Day Responsibilities of the COVID-19 Coordinator

- The role of a COVID-19 Coordinator is to monitor day to day activities to ensure social distancing and hygiene rules are being maintained to protect health and reduce the spread of COVID-19 virus.

- Ensure all personnel complete the relevant [COVID-19 Self Declaration Form](#), which is required to ensure contact tracing can be carried out by the HSE.
- Retain copies of the Covid 19 Self Declaration Forms securely.
- Ensure compliance with the physical distancing of 2m between all personnel (except for planned and appropriately risk-assessed close working).
- Ensure there is sufficient up to date signage erected to educate all personnel and service users about the COVID-19 controls applicable.
- At all times, promote and coach good hygiene practices to all personnel.
- Consider the provision of additional controls for exceptional circumstances.
- Keep up to date on HSE guidelines.
- Ensure regular cleaning of welfare facilities, handrails, door handles, etc. is undertaken and recorded.
- Ensure hand wash liquid/soap, and hand sanitizers are replenished as required.
- Check hot water, and hand drying facilities are available.
- Ensure personnel are adhering to staggered break time schedules and limiting numbers in the kitchen area in-line with the 2m physical distancing guideline.
- Isolating an individual with symptoms in the isolation room/isolated area away from the other personnel.
- Assisting in contact tracing should there be a confirmed case of COVID-19
- Liaise regularly with our appointed Health & Safety Advisors
- Document all actions / notes / updates relevant to the management of COVID 19.

7. COVID 19 Lead Worker Representatives - Denise Hogan and Nino Tadiashvili

To aid in the management of the COVID 19 Pandemic, Denise Hogan and Nino Tadiashvili are nominated as our COVID-19 Lead Worker Representatives. The Lead Worker Representatives, together with the COVID-19 Coordinator, will be responsible for ensuring all COVID-19 safety measures are being followed. It is the responsibility of the COVID 19 Lead Worker representatives to be familiar with all aspects of our Response Plan.

7.1 Role of Lead Worker Representatives

The Return to Work Safely Protocol emphasizes the need for coordination, collaboration and communication between employers and workers. Each has a shared responsibility to ensure that safety measures are implemented and adhered to in the workplace.

The role of the Lead Worker Representative is to assist management and the Covid 19 Coordinator in the ongoing COVID 19 Control Measures and to assist staff in managing their day to day activities to achieve the standards required.

A critical role for the Lead Worker Representative is to be a point of contact for staff so that any concerns or issues are addressed honestly and openly. The Lead Worker Representatives will consult with the COVID 19 Coordinator frequently and ensure staff are fully briefed on their responsibilities.

8. COVID-19 Risk Assessment

SVP Ozanam House Resource Centre has developed a COVID-19 Risk Assessment which will be used to reflect the control measures being deployed by the Centre.

The Risk assessment will be updated regularly by the COVID-19 Response Team.

9. COVID 19 Risk Assessment Overview

It is our policy to identify hazards in the workplace, assess the risk to safety and health and control these risks as far as is reasonably practicable.

This section outlines the generic hazards associated with COVID-19, which have been identified and the control measures that are in place. All staff are legally obliged, by the terms of the Safety, Health & Welfare at Work Act 2005, to follow the general principles advised in these risk assessments. All staff are encouraged to become involved and to participate in safety, health, and welfare issues by identifying any potential hazards that may exist and to ensure that a risk assessment is carried out.

Ongoing hazard inspections will be carried out periodically, by the COVID 19 Response Team, to ensure that the information is updated, controls are adequate, and where necessary the risks are reassessed.

9.1 Risk Definition & Classification

A "hazard" is defined as "*any substance, article, material or practice which has the potential to cause harm to the safety, health or welfare of staff or service users*".

Hazards may be classified as:

- Physical
- Chemical
- Biological
- Environmental
- Ergonomic
- Human Factors

"Risk" is a measure of the probability of the event occurring and the impact /extent of the injury, ill-health, or damage it may cause if it did happen.

It is our policy to operate a "**5 x 5 Risk Matrix**" Scoring System based on the "**Likelihood**" of an event/accident or incident occurring and then the "**Impact**" of the event/accident/incident on the operation.

The formula is expressed as **Likelihood (L) x Impact (I) = Risk Rating**. (L x I=R)

An Initial Assessment will indicate the "**Initial Risk Rating**" using the formula above. The appropriate Control Measures are deployed to reduce the risk to an acceptable level which is referred to as the "**Residual Risk Rating**".

9.2 Risk Rating Table

Likelihood		Impact	
Very Likely to Occur	5	Severe - Fatality / Severe Operational damage	5
Likely	4	Significant – Major Illness or Major Operational Impact	4
Possible	3	Moderate Impact - (LTI* or LTA**) > 3 Days	3
Unlikely to Occur	2	Minor Impact or Employee Injury***	2
Extremely Unlikely to occur	1	Minimal Loss to Person/Operation	1
*LTI – Lost Time Incident **LTA Lost Time Accident ***First Aid Treatment in House			

9.3 Risk Assessment Table

Likelihood	Score	Impact				
		Minimal Loss to Person/Operation	Minor Impact or Employee Injury***	Moderate Impact - (LTI* or LTA**) > 3 Days	Significant – Major Illness or Major Operational Impact	Severe - Fatality / Severe Operational damage
	5	5	10	15	20	25
Certain to Occur	5	5	10	15	20	25
Very Likely to Occur	4	4	8	12	16	20
Possible Chance	3	3	6	9	12	15
Unlikely to Occur (2)	2	2	4	6	8	10
Extremely Unlikely to occur	1	1	2	3	4	5

*LTI – Lost Time Incident (No physical injury but possible operational impact)

**OI – Operational Impact (No bodily injury but a definite operational impact)

10.0 SVP Ozanam House Resource Centre Covid 19 Risk Assessment

The following Risk Assessment will be reviewed on a regular basis by members of the Covid 19 Response Team.

Description	The impact of COVID-19 on the operations of Ozanam House Resource Centre			Date	17.06.2020	Version	2.0	Author	EMS
Risk Association	Hazard	Initial Risk			Control Measures Applicable	Residual Risk			
		S	I	R		S	I	R	
COVID 19 Response Plan	Failure to comply with government protocols on "Returning to Work Safely."	3	4	12	<ul style="list-style-type: none"> A "COVID 19 Response Plan" has been prepared by SVP Ozanam House and a COVID 19 Response Team (the Development Committee) consisting of <ul style="list-style-type: none"> Tony Rock as our COVID 19 Coordinator. Denise Hogan (Childcare) as our Lead Worker Representative for Childcare Services Nino Tadiashvili (Youth Services) as our Lead Worker Representative for Youth Services Kim Haugh as Covid 19 Team Member Glenn Day as Covid 19 Team Member Jenna O'Brien as Covid 19 Team Member EMS & Associates as our Health & Safety Advisors for the preparation of the Covid 19 Risk Assessment Roles and Responsibilities for each member of the COVID 19 Response Team are detailed in the COVID 19 Response Plan. 	2	2	4	
COVID 19 Management	Failure to comply with Public Health Advice in the management of Covid 19 as detailed in the government protocols on "Returning to Work Safely."	2	2	4	<ul style="list-style-type: none"> SVP Ozanam House is fully committed to the management of Covid 19 within our organization. We will follow all public health advice issued by the Department of Health and the HSE. All activities will be structured to ensure compliance with the phased return to normal activities. SVP Ozanam House will regularly consult with our Head Office to meet national standards and protocols. 	1	1	1	
Returning to Work Protocol	Failure to be aware of the COVID 19 Return to Work Planning Strategy increases the risk of transmission of the COVID 19 Virus.	3	2	6	<ul style="list-style-type: none"> All Employees/Volunteers, Service Users / Children and Young People are required to complete a COVID 19 Self Declaration Form before re-engaging with any of our services. Copies of the Self Declaration must be returned to Tony Rock upon completion. Records of all Declarations are maintained safely and securely. Where people can work from home, then this should continue. 	2	1	2	

					<ul style="list-style-type: none"> • Staff have been provided with a Guidance Document on "Working from Home" and have signed based on the "read and understand" approach. • Additional advice on working from home is available from the Health and Safety Authority.² • To facilitate the Contact Tracing requirements of the HSE, it is a policy that a Class Group Log is kept for every class group in the Centre. This log records the names of personnel/volunteers who are working together, service users in their care and other participants, and any information deemed relevant to assist in our COVID 19 Management Protocols. • A personnel attendance log will also be kept at the front of the house of all staff and other personnel that attend the building each day detailing any class groups that staff, volunteers, teachers or students may engage with. • These logs will be reviewed by the COVID 19 Response Team to determine any changes to our COVID 19 Management Protocols. • We must try to avoid all necessary working within the 2m guidelines. Many work tasks are being carried out which employees can work with the 2m safe distancing applied; however, some functions which require staff to work closely together. If this occurs, a "Dynamic Risk Assessment "must be carried out. 			
Lack of Knowledge of Corona Virus – COVID 19	Lack of knowledge of Corona Virus and COVID 19	2	3	6	<ul style="list-style-type: none"> • COVID 19 is caused by a new (novel) Coronavirus virus called CoronavirusSARS-CoV-2, which can affect your lungs and airways. • Viruses can be easily spread to other people, and patients are generally infectious until all the symptoms have gone. • Information signage will be displayed throughout the Centre informing staff/volunteers/personnel/service users of the details of Covid-19 • Return to work Training will be undertaken by all personnel in the building before re-engaging in the Centre. • A service user information handbook 'Working Together Safely' will be shared with all service users before re-engaging in the service 	1	1	1

² <https://bit.ly/2SNS8nm>

Lack of knowledge of Transmission Routes	Failure to acknowledge the routes of transmission of COVID 19 increases the risk of illness and community transmission.	2	2	4	<ul style="list-style-type: none"> • The COVID 19 infection can be spread to people who are nearby (within a 2M radius) through respiratory droplet cross-transmission. • It is also possible that someone may become infected by touching a surface, object or hand of an infected person who has been contaminated with respiratory secretions and then touching their mouth, nose or eyes (such as touching contaminated surfaces, e.g. doorknob) or shaking hands then touching their face. • An awareness of transmission routes will assist in managing the control measures applicable. • Information signage will be displayed throughout the Centre informing staff/volunteers/personnel/service users of the details of Covid-19 • Return to work Training will be undertaken by all personnel in the building before re-engaging in the Centre. • A service user information handbook 'Working Together Safely' will be shared with all service users before re-engaging in the service. 	1	1	1
Symptomatic / Asymptomatic Presentation	A failure to follow the recommended medical care action for a person presenting with any signs of illness may cause a mild to critical/fatal illness.	2	3	6	<ul style="list-style-type: none"> • There are four specific symptoms that a person with COVID 19 will present with – a cough (sometimes dry), a temperature above 38.0° C / 100.4°F, a feeling of breathlessness or difficulty in breathing and a loss of taste/smell. • Some persons may be "asymptomatic" meaning that they carry and transmit the virus but do not present with symptoms of illness. • A person with COVID 19 symptoms should <u>not</u> attend their doctor's surgery but contact them by phone and notify them of the symptoms. • A person presenting with any of the above symptoms must commence "Self-Isolation" for 14 days. • Public Health Posters are available to download free of charge from the HSE /HPSC/WHO websites and other approved organizations • Information signage will be displayed throughout the Centre informing staff/volunteers/personnel/service users of the details • Return to work Training will be undertaken by all personnel in the building before re-engaging in the Centre. • A service user information handbook 'Working Together Safely' will be shared with all service users before re-engaging in the service 	2	1	2

At-Risk Groups	A lack of awareness of the additional risk for people who have been identified as being at higher risk of illness may increase the risk of illness.	3	3	9	<ul style="list-style-type: none"> Some groups of people may be at higher risk of serious illness if they catch coronavirus. These people need to take extra care to protect themselves from coronavirus. This extra care is on top of the advice that everyone needs to follow. Vulnerable people are identified as being part of At-Risk Group³, listed by the HSE. Advice is available from the Health Authorities for people in the "At-Risk" Grouping. It should be consulted regularly for updated information Last Update: 15.05.2020 https://www2.hse.ie/conditions/coronavirus/people-at-higher-risk.html SVP HR guidelines are updated and disseminated regularly to all staff and personnel Return to work Training will be undertaken by all personnel in the building before re-engaging in the Centre. A service user information handbook 'Working Together Safely' will be shared with all service users before re-engaging in the service 	2	2	4
Information Management	Incorrect information from a variety of sources may create unnecessary worry/fear	2	3	6	<ul style="list-style-type: none"> It is policy to only use three approved information sources for updates on the spread of COVID 19 - Health Services Executive (H.S.E.) (HSE.ie) the Health Protection Surveillance Centre (hpsc.ie) and the World Health Organisation – (WHO) (WHO.it). News sources will be monitored for any updates Relevant information will be made available from approved information sources. Information Posters are provided detailing best practices to follow, including handwashing techniques / social distancing guidelines SVP HR guidelines are updated and disseminated regularly to all staff and personnel. 	1	1	1
Social Distancing Protocols.	Failure to follow social distancing guidelines increases the risk of community transmission.	3	3	9	<ul style="list-style-type: none"> All members and guests are required to comply with COVID 19 Social Distancing Guideline. Social Distancing Guidelines advises that everyone maintains a minimum distance of 2m (6.5 Feet) from another person. 	1	1	1

³ <https://www2.hse.ie/conditions/coronavirus/people-at-higher-risk.html> - updated 08.05.2020

					<ul style="list-style-type: none"> • Close contact with other people should be avoided, e.g. shaking hands. • Signage is placed in work areas identifying the safe distances to be maintained. • Visitors are advised of our Social Distancing Guidelines at arrival on site. • Access to welfare facilities is not allowed to reduce the opportunity for community transmission. • Staff / Volunteer attendance will be recorded by a Staff/Volunteer Attendance List which will be maintained centrally at Reception. • All personnel must be logged in before attending to their area. • Ozanam House SVP Return to Work protocol and Response Plan will be given to all staff and personnel that attend the building in advance of their return to work • Return to work Training will be undertaken by all personnel in the building before re-engaging in the Centre. • A service user information handbook 'Working Together Safely' will be shared with all service users before re-engaging in the service 			
Childcare Service	Failure to adhere to Public Health Guidelines and Protocol issued by the Department of Children & Youth Affairs increases the risk	3	3	9	<ul style="list-style-type: none"> • All childcare services will be delivered in line with the guidance issued by the Department of Children and Youth Affairs. • Our Childcare Manager has assumed responsibility for the application of the guidelines that are issued. • A range of infection control measures will be deployed to ensure compliance with HSE guidelines. • As specified by the Department of Children Advisory Group, the "Pod System" prescribed will be used for the management of children on return to the service. • An Isolation Area for Childcare Services has been identified in a screened-off area in the Sports Hall. Childcare staff will receive that training on the protocols to follow if a member of staff or a child gets ill and is displaying signs or symptoms of COVID-19. 	2	1	2
Youth Services	Failure to adhere to Public Health Guidelines and Protocol issued by the Department of Children & Youth Affairs increases the risk	3	3	9	<ul style="list-style-type: none"> • All Youth Services will be delivered in line with the guidance issued by the Department of Children and Youth Affairs for the management of Youth Activities. • The Youth Services Leader has assumed responsibility for the application of the guidelines that are issued. 	2	1	2

					<ul style="list-style-type: none"> • A range of infection control measures and housekeeping measures will be deployed to ensure compliance with HSE guidelines. • The ratio of Youth Workers to Young People will ensure that Social Distancing Guidelines can be met. • There are three Isolation Areas available to staff if a member of staff or Young person becomes ill and shows either the signs or symptoms of COVID19 <ul style="list-style-type: none"> ○ The Den Stairwell in the Basement Area ○ Computer Training Room – on the 1st Floor to the rear of the building ○ The Meeting Room on the 1st Floor to the front of the building 			
Adult Education Programmes	Failure to adhere to Public Health Guidelines and Protocols increases the risk	3	3	9	<ul style="list-style-type: none"> • All Adult Education Programmes and classes will be delivered in line with the protocols and guidance issued by the Department Education – Education Training Board and all/any government guidelines and protocols in place in the centre. • The Covid 19 Response Team has assumed responsibility for the application of the guidelines that are issued. • A range of infection control measures and housekeeping measures will be deployed to ensure compliance with HSE guidelines. • The ratio of participants in each class will ensure that Social Distancing Guidelines can be met. • There are three Isolation Areas available to staff if a member of staff or student becomes ill and shows either the signs or symptoms of COVID19 <ul style="list-style-type: none"> ○ The Den Stairwell in the Basement Area ○ Computer Training Room – on the 1st Floor to the rear of the building ○ The Meeting Room on the 1st Floor to the front of the building 	2	1	2
Senior Services	Failure to adhere to Public Health Guidelines and Protocols increases the risk	3	3	9	<ul style="list-style-type: none"> • All Senior Services will be delivered in line with the guidance issued by the HSE and all government and public health advice as well as protocols in place in the centre • The Active Retirement Group and Older Men’s Group Coordinators as members of the Covid 19 Response Team have assumed responsibility for the application of the guidelines that are issued. • A range of infection control measures and housekeeping measures will be deployed to ensure compliance with HSE guidelines. • The ratio of participants in groups will ensure that Social Distancing Guidelines can be met. 	2	1	2

					<ul style="list-style-type: none"> There are three Isolation Areas available to staff if a member of staff or a member of the group becomes ill and shows either the signs or symptoms of COVID19 <ul style="list-style-type: none"> The Den Stairwell in the Basement Area Computer Training Room – on the 1st Floor to the rear of the building The Meeting Room on the 1st Floor to the front of the building 			
First Aid	Failure to follow Clinical Practice Guidelines (CPG's) as directed by the Pre-Hospital Emergency Care Council (PHECC).	3	2	6	<ul style="list-style-type: none"> First Aid equipment has been inspected and updated with additional supplies. All First Aid Responders are advised to regularly consult with the Pre-Hospital Emergency Care Council (PHECC) website to ensure they are kept up to date with all Covid 19 Protocols. Personnel have completed Infection Control Training before returning to work. 	1	2	2
Isolation Procedures	Failure to observe Public Health Advice and Isolation Procedures increases the risk of cross-infection from one person to another.	3	3	9	<ul style="list-style-type: none"> If there is a suspected case of COVID-19 in the Centre Tony Rock, Nino Tadiashvili and/or Denise Hogan must be informed immediately. The suspected person must be brought to the designated isolation area (keeping an appropriate distance based on Government guidelines of 2 Metres) There are three General Isolation Areas available to staff if a member of staff or service user becomes ill and shows either the signs or symptoms of COVID19 <ul style="list-style-type: none"> The Den Stairwell in the Basement Area Computer Training Room – on the 1st Floor to the rear of the building The Meeting Room on the 1st Floor to the front of the building The Childcare Service has a designated location in a screened-off area in the Sports Hall. This area is restricted to the use of the Childcare Service only. An Isolation Pack will be available in each area consisting of 2 x Face Masks, 2 x Face Guard Visor, 2 x Pairs of Gloves, Sanitizing Liquid, Wipes, Tissues, Disposable Aprons and Waste Bags. A checklist of steps to take will be on display in the isolation areas If a person becomes unwell, they will be directed to the Isolation Area, and they and the person accompanying them will use the Isolation Pack. The Covid 19 Coordinator / Lead Worker Representative will assess whether the unwell individual can immediately be directed to go home and call their doctor and continue self-isolation at home. We will arrange transport home or to hospital for medical assessment. Public transport of any kind should not be used. 	2	1	2

					<ul style="list-style-type: none"> • If the unwell individual is in a position to go home their identified 'In case of emergency' contact will be called to arrange transport home – this information will be held for every individual who enters the building, personnel and service users and will be stored centrally and securely. • If medical assistance is required, then the Emergency Services will be called on 999 or 112. • The Eircode for the building is D01 T6W6, and this will be displayed prominently in each Isolation Area. • We will facilitate the person presenting with symptoms remaining in isolation if they cannot immediately go home and assist them in calling their doctor. The symptomatic person should avoid touching people, surfaces, and objects. • Advice should be given to the person presenting with symptoms to cover their mouth and nose with the disposable tissue provided when they cough or sneeze and put the tissue in the waste bag provided. • We will assess the incident, which will form part of determining follow-up actions and recovery. • A Covid 19 Incident Report Form will be completed which can be provided to the HSE on request • We will arrange for appropriate cleaning of the isolation area and work areas involved. All staff involved in cleaning procedures will be provided with the necessary PPE in advance of cleaning activities. • We will provide advice and assistance if contacted by the HSE to aid in contact tracing. 			
Communication	Failure to communicate accurately and timely manner increases the risk	3	3	9	<ul style="list-style-type: none"> • Ongoing updates to policies and protocols in line with updated government advice and public health guidelines will be communicated in a timely manner and to all personnel and service users • Ongoing updates relating to in house protocols and operations will be communicated in a timely manner and to all personnel and service users • Ozanam House Resource Centre Response plan will be updated regularly in line with any government guidelines and public health advice and disseminated accordingly • All personnel and service users are encouraged and advised to offer feedback to the Covid 19 Response Team, Coordinator and Lead Worker Representatives on an ongoing basis 	2	2	4

Personal Responsibility	Failure to acknowledge and commit to a safe environment jeopardizes the safety of all personnel connected with the Centre	3	4	12	<ul style="list-style-type: none"> All personnel are requested to follow and adhere to our active control measures. Colleagues are advised to follow Social Distancing Guidelines and to inform the COVID-19 Response Team of any concerns which they may have. All Personnel must follow the Control measures applied in specific areas such as the Kitchen / Toilets and advise the COVID-19 Response Team of any deficiencies or breaches that they notice. All Personnel are expected to commit to the collective responsibility, we all must ensure a safe working environment and to follow all advice and guidance issued. Ozanam House SVP Return to Work Protocol and Response Plan will be given to all staff and personnel that attend the building in advance of their return to work Return to work Training will be undertaken by all personnel in the building before re-engaging in the Centre where personnel will sign an agreement, committing to the protocols and practices now in place in the Centre. A service user information handbook 'Working Together Safely' will be shared with all service users before re-engaging in the service 	2	2	4

ADDITIONAL NOTES: