

## Parham Airfield Museum - Coronavirus (COVID-19) Risk Assessment



**COVID -19 description:** 'The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking, and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as surface type, moisture content and temperature). It is transferred from one person to another and while many survive infection, some may die from the disease and it is regarded as a Very High-Risk Hazard'.

The Risk from COVID-19 as an uncontrolled risk is Very High and even with control measures Insignificant Risk can never be met, Medium to Low at best can be achieved.

Visitors will include those that are clinically vulnerable, disabled, juveniles, pregnant women, and others that may be deemed vulnerable for whatever reason.

The websites below provide advice and guidance and should be used in conjunction with this Risk Assessment

<https://www.gov.uk/coronavirus>

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

[Ventilation and air conditioning during the coronavirus \(COVID-19\) pandemic \(hse.gov.uk\)](#)

[The visitor economy - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](#)

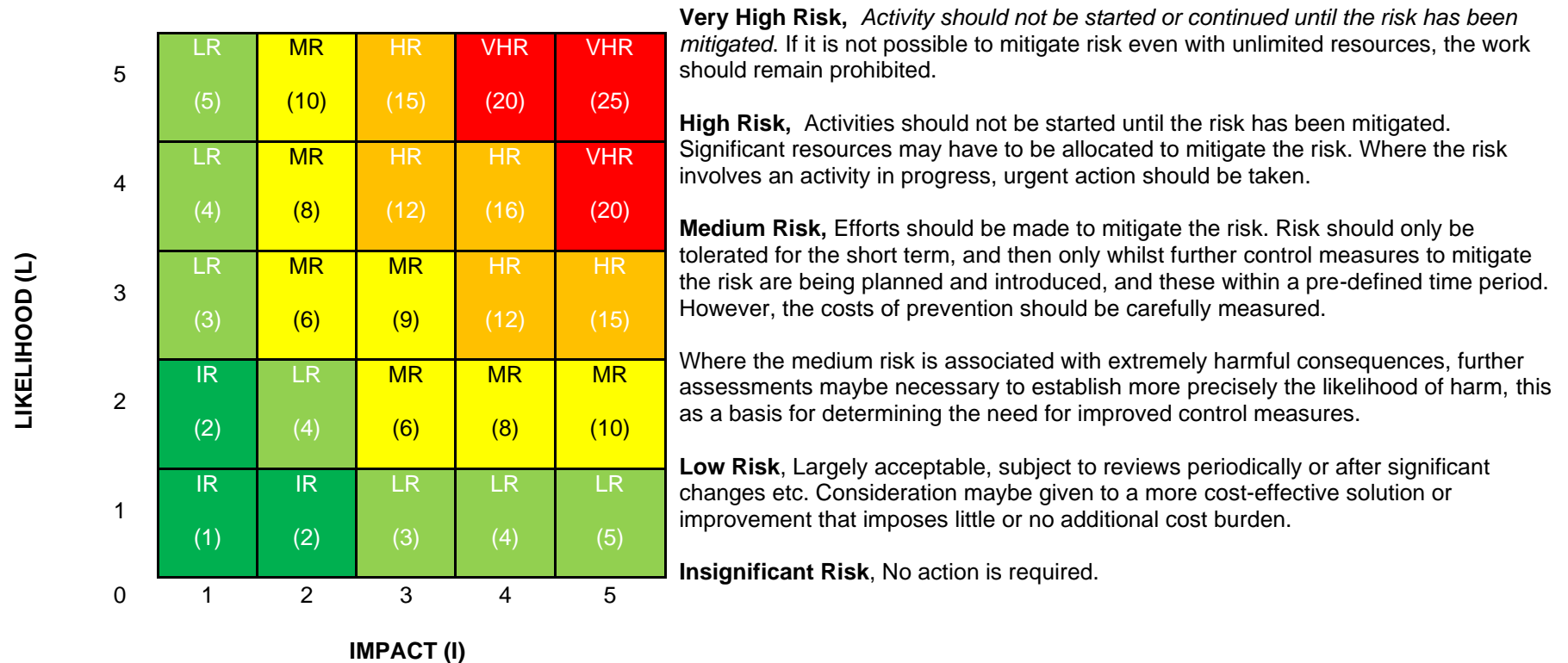
<https://www.hse.gov.uk/voluntary/when-it-applies.htm>

<https://www.nationalmuseums.org.uk/>

<https://www.aim-museums.co.uk/coronavirus-resources/museum-reopening-guidance-checklist/>

<https://www.communityactionsuffolk.org.uk/>

**RISK MATRIX:** This matrix works by seeking the appropriate impact from across the bottom, and then cross referencing against the row containing the likelihood, to read off the estimated risk rating. The following is a guide to the matrix's risk rating clarification and will be represented by colour within the Risk Assessment. The residual risk (**RES. RISK**) will estimate the risk level after all appropriate and reasonable mitigations have been implemented.



Hazard	Who might be harmed	Risk	Control measures currently in place	Further options for actions required to control risks	Res. Risk
Failure to identify COVID risks within the existing museum layout	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Conduct walk throughs by social distanced pairs of volunteers in defined zones of the museum to identify hazards</li> <li>● Repeat walk throughs with different social distanced pairs of volunteers in defined zones of the museum to check initial findings and identify any additional hazards</li> <li>● Current volunteers consulted &amp; briefed on Risk Assessment mitigations and encouraged to contribute and suggest improvements</li> <li>● All walk throughs were conducted pre 19<sup>th</sup> July 2021 when social distancing guidance was specific</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor &amp; implement current Government and industry advice from appropriate websites including those listed above on a regular basis</li> </ul>	
Risk of COVID contamination in museum due to works programme prior to official opening	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Thorough clean of all internal museum areas by volunteer staff with appropriate cleaning materials.</li> <li>● No works programme other than maintenance or emergency works to take place on a public open day</li> </ul>		
Risk of COVID infection to volunteers	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Training &amp; briefing on current COVID mitigations and visitor management to current volunteers</li> <li>● Consider whether volunteers are in clinically vulnerable or extremely clinically vulnerable categories, or they are at higher risk for any other reason</li> <li>● Encourage use of appropriate Personal Protective Equipment (PPE) – particularly appropriate face coverings</li> <li>● Consider whether any volunteers cannot comply with mitigation measures for any reason e.g. face coverings/regular hand washing with soap/water, or they do not feel comfortable working closely with the public – can they be deployed on other remote roles, e.g.- working from home?</li> </ul>	<ul style="list-style-type: none"> <li>● Consider the impact of vaccination of volunteers (NOTE – vaccination does not necessarily guarantee immunity and does not necessarily prevent the carrying and transmission of the virus)</li> <li>● Monitor review and revise mitigation when necessary, regularly</li> </ul>	

<p>Risk of COVID infection by visitors not being from recognised 'Bubble' groups</p>	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Apply current Government guidance on groups/numbers permitted to attend in an enclosed space/building</li> <li>● Manage number of visitors into the museum</li> <li>● Clear instructions regarding COVID precautions in place and that compliance is encouraged</li> <li>● Appropriate number of volunteers to facilitate a safe and meaningful visitor visit</li> <li>● Open to public visits on Wednesdays and Sundays; outside those days – booking required</li> <li>● Group bookings advised of the mitigations the museum has in place in advance of attending.</li> <li>● Bubble groups need to be identified to volunteers to facilitate movement together through the museum</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor review and revise mitigation when necessary regularly</li> </ul>	
<p>Risk of COVID infection by visitor/volunteers exhibiting symptoms in advance of visit</p>	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Communication by website/social media/ newsletter that anyone - visitor or volunteer - exhibiting recognised symptoms must not attend and comply with Government advice on self-isolation</li> <li>● All visitors/volunteers asked on arrival whether they have any symptoms – if so asked to leave</li> </ul>	<ul style="list-style-type: none"> <li>● Consider lateral flow testing policy for volunteers attending to perform duty.</li> </ul>	
<p>Risk of COVID infection due to lack of social distancing on arrival at museum</p>	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Manage visitor movements through the museum</li> <li>● Detailed communications via website/social media/booking process/newsletter of routes/parking– <b>to include photos if possible</b></li> <li>● Inform local community / businesses of open days/times and need to keep car parking areas clear</li> <li>● Reinforce/reminder of parking and arrival arrangements when and if taking advance bookings</li> <li>● Appropriate signage for parking and direction into museum</li> <li>● Entry to museum via Moller Building Café – larger space and ventilation options</li> <li>● Use of Gazebo at entrance to manage any COVID precautions/advice to provide shelter prior to entering the museum</li> <li>● Encourage all volunteers to arrive by own transport – avoid sharing of transport unless occupants of vehicle are in a</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor review and revise mitigation when necessary regularly</li> </ul>	

			<p>recognised family/support bubble</p> <ul style="list-style-type: none"> <li>● Encourage visitors to check in with Test and Trace. (Cannot enforce it). Keep a record of all visitors that do complete Test &amp; Trace manually as opposed to the NHS App, and all volunteers on duty for each visit to include name, contact details, and date of visit / duty. (must be GDPR compliant)</li> <li>● Encourage use of QR code through mobile phones/tablets for Test &amp; Trace purposes</li> </ul>		
<p>Risk of COVID infection due to lack of social distancing whilst at the museum</p>	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Manage Visitor movement through the museum</li> <li>● Advance notice of COVID expectations / process's in place at the museum given on website, social media, leaflets.</li> <li>● All visitors informed on arrival of the COVID measures in place and encourage compliance as part of the welcome</li> <li>● Volunteer staff to remind visitors of COVID compliance and manage pinch points as necessary</li> <li>● Compliance with government guidelines/advice – focus on hands, face space, ventilation</li> <li>● Encourage one-way routes in areas with limited space</li> <li>● Social distancing floor signage reminders in place</li> <li>● Encourage all volunteers to wear appropriate PPE including facemasks worn correctly unless genuinely exempt</li> <li>● Stock of face masks to issue to visitors/volunteers should they forget to bring their own and require one.</li> <li>● Cinema in Kindred building to remain closed due to limited ventilation options and it being a confined space</li> <li>● Library to remain closed to public entry on open days unless Duty Officer allows for a specific reason and manages entry. May be opened for research purposes with prior notice.</li> <li>● Library may be used for volunteers to take breaks providing reasonable social distancing is adhered to</li> <li>● Ongoing Personal Radio issue and training for volunteer staff to assist in communicating the management of visitors throughout the museum</li> <li>● Consider advice good practice from other local museums/National Museum Directors Council etc.</li> <li>● Re-arrange exhibits to allow for reasonable social distancing.</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor, review, and revise mitigation when necessary, regularly</li> <li>● Café configuration – tables/chairs/numbers - monitor</li> <li>● Consider closing specific areas or managing entry where appropriate mitigation cannot be implemented e.g. OB &amp; Roof Glasshouse if insufficient staff available to facilitate visitor management</li> </ul>	

			<ul style="list-style-type: none"> <li>● Advise those bringing children of the COVID precautions in place and to ensure children are supervised and comply with reasonable social distancing</li> <li>● Appropriate signage/reminders re reasonable social distancing throughout the museum</li> <li>● Use of barriers to prevent/control entry to specific areas e.g. glasshouse/OB/Cinema</li> </ul>		
Risk of COVID infection due to contamination through touch points	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Remove all non-essential touch points e.g. unused tables/chairs</li> <li>● Remove or cover identified 'invited' touch points, including - kids trail stamps, dressing up uniforms in Kindred Building British Resistance Organisation museum (BRO)</li> <li>● Where not possible or practicable to remove, cover identified 'invited' touch points – e.g. hand wheel feathering mechanism on propeller, ground floor Control Tower; East Anglia Airfields light up display and Airfield runway light switches in Control Tower, Control Room 1<sup>st</sup> floor,</li> <li>● Appropriate DO NOT TOUCH signage reminders</li> <li>● Appropriate signage on light switches/electric points/TV's – signage STAFF OPERATED ONLY.</li> <li>● Removing visitor comments books – advise visitors to comment on 'TripAdvisor' etc.</li> <li>● Brief visitors/volunteers on NO TOUCH policy (CAUTION: where not touching may pose a risk to health – it needs to be mitigated by other means i.e. regular cleaning. Examples are handrails, door handles, taps and toilet flushes – (FIRE EXTINGUISHERS/FIRST AID KIT may be used by anyone in emergency)</li> <li>● Robust cleaning policy in place</li> <li>● No sharing of personal items such as pens, mobile phones by volunteers</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor review and revise mitigation when necessary, regularly</li> </ul>	

<p>Risk of COVID infection due to transfer by air / poor ventilation</p>	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Implement current Government advice - particularly regarding HANDS FACE SPACE VENTILATION.</li> <li>● Consider all ventilation opportunities – windows, doors, air conditioning, possibly mechanical fans</li> <li>● Ensure all doors / windows that can be opened are maintained as such</li> <li>● All ventilation systems professionally checked and maintained prior to opening to the public</li> <li>● All volunteers/visitors briefed on risk of COVID transfer by air and encouraged to wear masks for duration of visit/duty</li> <li>● Ensure staff are briefed to wear appropriate clothing in areas that will be ventilated</li> <li>● Allow for staff to be rotated regularly in areas that may become cold</li> <li>● Provision of appropriate portable heaters in cold ventilated areas</li> <li>● Signage reminders re coughs/sneezing etc.</li> <li>● When having to pass others in corridors encourage facing away from them</li> <li>● Avoid long face to face discussions; maintain reasonable social distancing</li> <li>● Any lengthy visitor/volunteer discussions to be conducted outside – (NOTE: may impact on volunteer resources within the museum)</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor review and revise mitigation when necessary, regularly</li> </ul>	
<p>Risk of COVID infection due to transfer through food and drink</p>	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Compliance with H&amp;SE / local authority guidance/advice on serving hot and cold drinks and light snacks</li> <li>● Robust cleaning policy in café and serving area to include all surfaces, chairs, floors, and external tables</li> <li>● Perspex screening fixed to counter</li> <li>● Provide limited refreshments in/on recyclable disposable containers</li> <li>● Appropriate bins in place for refuse</li> <li>● Ensure bins are emptied and cleaned regularly</li> <li>● Requests for refills of water bottles will be accepted but water provided in a clean jug to avoid risk of COVID transfer to volunteer staff</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor, review, and revise mitigation when necessary, regularly</li> </ul>	



			<ul style="list-style-type: none"> <li>● Only volunteer staff to have access to kitchen area with agreement of café staff</li> </ul>		
Risk of COVID infection due to poor hygiene generally	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Hygiene standards explained and reinforced as part of the welcome on arrival</li> <li>● Ensure sufficient soap/paper towels/bins available in café/toilet areas</li> <li>● Appropriate hand washing / hygiene advice signs displayed in toilets/café and other areas</li> <li>● Regular appropriate cleaning of all areas on public access days and on closing down by volunteers</li> <li>● Particular attention to cleaning of handrails/handles café and toilet areas when open to public</li> <li>● Ensure sufficient hand sanitiser and other cleaning materials are in stock</li> <li>● Incapacitate or direct against use of hand dryer blowers in toilets</li> <li>● Clean up spills as soon as possible</li> <li>● Ensure vacuum cleaner is maintained</li> <li>● Ensure sufficient brooms/dustpans/mops etc. available</li> <li>● Specific floor mop and bucket for the toilet areas – not to be used elsewhere in the museum</li> <li>● Ensure cleaning of these items by anti-bacterial wiping</li> <li>● Provision of pedal operated bins in toilets</li> <li>● Ensure all bins are emptied and refuse disposed of regularly and appropriately</li> <li>● Hand sanitiser stations throughout the museum</li> <li>● Sufficient stocks of personal and surface cleaners in store</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor, review, and revise mitigation when necessary, regularly</li> </ul>	
Risk of COVID infection through shop sales/donations	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● NO TRYING ON policy for clothing/headwear items</li> <li>● Screens to separate vendor/purchaser erected at sales counter</li> <li>● Hand sanitiser stations in the shop/café area available – appropriate signage advising use of it</li> <li>● Both contactless and cash payment will be accepted. Staff briefed on washing hands after cash sales</li> </ul>	<ul style="list-style-type: none"> <li>● Consider exhibiting sale items with a number – visitor requests item number; supplied by staff from untouched stock</li> <li>● Monitor, review, and revise mitigation as necessary, regularly</li> </ul>	

			<ul style="list-style-type: none"> <li>● Encourage reasonable social distancing by placing more tables/chairs outside for teas/coffee/snack consumption during good weather</li> <li>● Regular cleaning of shop counter areas and protective screens</li> <li>● Donation boxes cleaned regularly and only emptied once a day</li> <li>● Second-Hand Books/videos may be browsed but clear advice signage to public to use hand sanitiser before doing so</li> <li>● Gift Aid envelopes available on request</li> </ul>		
Risk of COVID infection through poor hygiene in toilets/washrooms	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Regular audited checks and necessary action on hygiene and toiletries throughout public openings</li> <li>● Volunteer appointed to manage toilet hygiene for the day</li> <li>● Ensure provision of sufficient soap, hot water, paper towels, toilet roll</li> <li>● Prevent use of air blown hand dryers</li> <li>● Pedal operated bins in each washroom</li> <li>● Bins emptied and cleaned regularly</li> <li>● Ventilation – open windows</li> <li>● Appropriate hygiene signage in each washroom</li> <li>● Reasonable social distancing floor markings in place</li> <li>● Use of warning boards when cleaning toilet areas to ensure safety and privacy</li> <li>● Thorough cleaning at conclusion of public opening</li> <li>● Tape off central urinal and basin in male toilets to comply with social distancing</li> <li>● Allow use of disabled washroom if male or female toilets are all in use</li> <li>● Ensure sufficient nappy sacks are available</li> <li>● Ensure baby changing shelf is clean and serviceable</li> </ul>	<ul style="list-style-type: none"> <li>● Consider Rota of volunteers for cleaning</li> <li>● Monitor, review, and revise mitigation as necessary, regularly</li> </ul>	
Risk of COVID infection through failure to comply with prevention	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Ensure communication of guidance / advice messages on website, social media, newsletter etc.</li> <li>● Reinforce messaging / remind visitors on arrival at welcome briefing</li> </ul>	<ul style="list-style-type: none"> <li>● Monitor, review, and revise mitigation as necessary, regularly</li> </ul>	

guidance/advice			<ul style="list-style-type: none"> <li>● Remind visitors and other volunteers of COVID precautions when appropriate to do so</li> <li>● Appropriate signage reminders throughout the museum</li> <li>● Volunteers briefed by Duty Officer on COVID procedures, changes in Government guidance / advice and reminded of existing COVID secure processes</li> </ul>		
Risk of COVID infection to Volunteers (Volunteer Welfare)	<ul style="list-style-type: none"> <li>● Volunteers</li> <li>● Visitors</li> </ul>		<ul style="list-style-type: none"> <li>● Volunteers must not attend if they are exhibiting any symptoms of COVID or otherwise feeling unwell</li> <li>● Regular informal &amp; formal communication on COVID situation nationally and mitigations in place</li> <li>● Briefing of volunteer staff on the day focusing on HANDS FACE SPACE VENTILATION</li> <li>● Ensure Volunteers have appropriate PPE</li> <li>● Consider whether any volunteers cannot comply with mitigation measures for any reason e.g. encouraged to wear face coverings/regular hand washing with soap/water, or they do not feel comfortable working closely with the public – can they be deployed on other remote roles, e.g.- working from home?</li> <li>● Appropriate numbers of volunteers on duty to manage visitors</li> <li>● Library to be available for volunteers to use as a rest/break area if required providing social distancing and other mitigations are complied with</li> <li>● Volunteers encouraged to bring their own refreshments/lunch</li> <li>● Encourage all volunteers to bring their own notebook and pen to note H&amp;S occurrences as necessary for immediate action or debrief as appropriate</li> <li>● Conduct 'hot' de-brief at conclusion of public visits to identify areas of improvement, recognise good practice, and encourage feedback</li> <li>● Ensure volunteers feel included in decision making</li> </ul>	<ul style="list-style-type: none"> <li>● Consider formal First Aid Training for all or some volunteers to ensure a current trained First Aider is on duty for each visit. (recognised as good practice)</li> <li>● Consider training on use of personal radios</li> <li>● Consider identifying 'teams' of volunteers who will work together</li> <li>● All volunteers to bring their own refreshments.</li> <li>● Consider regular formal reviews of procedures &amp; process's (video link possibly or by e-mail) to encourage feedback from volunteers</li> </ul>	
Risk of COVID transmission from contractors on site	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> <li>● Contractors</li> </ul>		<ul style="list-style-type: none"> <li>● Policy of contractors only attending to carry out works when museum is closed to public entry, and that they have a method statement of how they will conduct their work and</li> </ul>		

			<p>reinstate the museum or area of the museum once work is complete</p> <ul style="list-style-type: none"> <li>● Contractors to provide satisfactory process and policy on their COVID precautions whilst working on site</li> <li>● Essential contractors on site only</li> <li>● Contractors not to attend when museum is open to visitors unless in an emergency when Duty Officer will manage visitors/contractors</li> <li>● Cleaning process of all areas used by contractors</li> </ul>		
Risk of COVID transmission during an Emergency Incident/Evacuation	<ul style="list-style-type: none"> <li>● Visitors</li> <li>● Volunteers</li> </ul>		<ul style="list-style-type: none"> <li>● Duty officer implements Emergency Plan</li> <li>● PPE for casualty/First Aider available (not possible to maintain reasonable social distancing when dealing with a casualty).</li> <li>● Consider 999 for professional emergency response</li> <li>● During Evacuation, priority will be to remove visitors/volunteers from the threat</li> <li>● During an evacuation consider taking First Aid Kits to assembly point if safe to do so</li> <li>● Appropriate PPE placed in First Aid kit 'grab bags' (disposable gloves/sanitiser/bacterial wipes/face masks)</li> </ul>	<ul style="list-style-type: none"> <li>● Consider identifying volunteer First Aiders and providing First Aid Training</li> </ul>	

### **Over-riding Principles**

- **Health & Safety, welfare of Volunteers and Visitors**
- **Operational Practicality – any plan must be achievable and within budget**

### **Regular reviews to consider:**

- H&SE, Government law, guidance – keep under constant review – ensure consultation avenues are available to volunteers
- Communication/messaging and method(s) of broadcasting for policy on visits, role of volunteers, confirmed visitor bookings
- Inclusivity – support for disabled or vulnerable visitors
- Monitor, review and revise access to museum and management of visits (to include resources required, opening times/date, booking policy & method, all aspects of visitor arrival, visit, & departure)
- Regularly review Visitor & Volunteer experience under a COVID compliant regime
- Additional costs