



Coldharbour Mill Museum, Uffculme, Cullompton, Devon EX15 3EE

COVID-19 SECURE WORKING GUIDANCE

This document is an overview of the measures put in place by Coldharbour Mill to protect its staff and volunteer workforce following recent closure due to the risk of COVID-19. This document includes all adaptations at the museum as well as clear guidance for minimising risk while working at the Mill. This guidance will come into effect when Volunteers and staff are allowed to return to the building

1) Background

Covid-19 is a new disease that can affect your lungs and airways. It is caused by a novel coronavirus called severe acute respiratory syndrome corona virus 2 (SARS-CoV-2).

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects, such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects, and then touching their eyes, nose, or mouth. If they are standing within 1 meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some experience more serious illness and may require hospital care. Risk of serious illness rises with age: people over 40 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

If you have symptoms of coronavirus (COVID-19), however mild, OR you have received a positive coronavirus (COVID-19) test result, the clear medical advice is to immediately self-isolate at home for at least 7 days from when your symptoms started. Do not go to a GP surgery, pharmacy, hospital or any work space. You should arrange to have a test to see if you have COVID-19.

The current Coronavirus pandemic has caused closure to all but essential business and travel.

2) Impact on Coldharbour Mill Trust Ltd

The current pandemic has caused Coldharbour Mill Museum to close to the public and volunteers. This has had a financial impact on the Mill not allowing for usual revenue streams via retail & Café and admissions (both general and Group bookings).

We have however successfully applied for Arts Council England Covid Relief as well as Local authority business support – which will aid with sustaining the Charity and it's aims as well as project work that can still be progressed at this time.

Though at this time it is unclear when we will be able to allow our volunteer team to return to the mill, we have compiled guidance below which are all the measures we are putting in place to ensure volunteers safe return to the mill and further guidance for minimising risk while working.

3) Guidance for Volunteers

a) Who Should Return to the Mill

No volunteer is by any means expected to return to the Mill until they feel comfortable to do so. This guidance is here to help reassure all volunteers and staff and explain the precautions we have in place for volunteer & staff returns.

The current government guidance is strongly advising *Clinically extremely vulnerable individuals* to continue shielding. *Clinically vulnerable individuals*, who are at higher risk of severe illness (but are not extremely clinically vulnerable) should still be encouraged to remain at home as well.

We are very happy to discuss our plans in more detail with any of our volunteers, discuss changes to your role and whether there are tasks which can be worked on remotely.

b) Travelling to Coldharbour Mill

As per government guidance, we advise all volunteers to take precaution while travelling to the mill. Volunteers should aim to travel to the Mill via their own personal car, bike or walking if at all possible. Current advice is to avoid public transport if possible as transmission risks can be higher for these transport modes and maintaining social distancing can be difficult.

If volunteers or staff require public transport to journey to the Mill, they should follow all of the current guidance for this, both social distancing and face coverings.

c) Arriving at Coldharbour Mill

Upon arriving at the mill there are a few changes put in place to help maintain social distancing and avoid Covid transmission.

Hand Sanitisation

As you will be aware there are already handwashing facilities on site in the toilet block and break room. In addition to these we will be installing Hand Sanitisation Stations in other areas of the mill (Full details of these areas are listed below).

The first of these stations you will encounter is when coming from the car park across the bridge. All volunteers should sanitise their hands upon arrival at this station.

Tea Room

As the current tea/break room does not allow for social distancing we have relocated the volunteer break room to the Café (Ground Floor of Grist Mill) – this is to allow for more space meaning up to 10 persons can social distance within this space together. We will operate a “one in one out” rule for this space meaning that if this room is at capacity volunteers will need to wait outside for another person to leave or come back at a later time.

As per government restrictions as of 1st August 2020 it will be mandatory to wear a face covering in any enclosed space and this will include any indoor area of Coldharbour Mill.

We also advise as per government guidance that volunteers and staff should bring their own food provisions.

See Appendix 1 attached for Maps labelling Hand Sanitisation Stations.

Clocking-In System

The mill has invested in a new clocking-in system for volunteers and staff. This system will allow for us to collate data on how many volunteer hours are worked and it will be important that you all clock-in and out using this system.

The system is very straight forward – there will be a machine in the new tea room/café area which you will need to go to upon arrival and tap a ‘fob’ to log that you have arrived. Fobs are small digital devices (similar size to a flash drive/USB) which can be placed on keys or in bags. These allow for contactless clocking-in to minimise transmission. Though there will be 4-digit Pin Number’s which will be allocated along with fobs just in-case fobs are forgotten, using your fob will be the ideal method.

Fobs and PINs will be allocated upon first arrival back at the mill.

This system can also be accessed off-site for volunteering hours done from home. This can be done from a Smart Phone Tablet or Web Browser. Alternative reporting can be provided to those without access to this equipment or internet.

The Mill will need to find out your average travel to include in our calculation of volunteer hours but we will get in touch with you about this at a later date.

d) Face Coverings

Face Coverings will be mandatory in all indoor areas of Coldharbour Mill as of August 1st in line with the current government restrictions.

In settings where face coverings are required, there are some circumstances, for health, age or equality reasons, where people are not expected to wear face coverings. Please be mindful and respectful of such circumstances, noting that some people are less able to wear face coverings, and that the reasons for this may not be visible to others.

You do not need to wear a face covering if you have a legitimate reason not to. This includes (but is not limited to):

- young children under the age of 11 (Public Health England do not recommend face coverings for children under the age of 3 for health and safety reasons)
- not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- if putting on, wearing or removing a face covering will cause you severe distress
- if you are travelling with or providing assistance to someone who relies on lip reading to communicate
- to avoid harm or injury, or the risk of harm or injury, to yourself or others
- to avoid injury, or to escape a risk of harm, and you do not have a face covering with you
- to eat or drink if reasonably necessary
- in order to take medication
- if a police officer or other official requests you remove your face covering

How to wear a face covering?

- A face covering should:
- cover your nose and mouth while allowing you to breathe comfortably
- fit comfortably but securely against the side of the face
- be secured to the head with ties or ear loops
- be made of a material that you find to be comfortable and breathable, such as cotton
- ideally include at least two layers of fabric (the World Health Organisation recommends three depending on the fabric used)
- unless disposable, it should be able to be washed with other items of laundry according to fabric washing instructions and dried without causing the face covering to be damaged
- When wearing a face covering you should:
- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on
- avoid wearing on your neck or forehead
- avoid touching the part of the face covering in contact with your mouth and nose, as it could be contaminated with the virus
- change the face covering if it becomes damp or if you've touched it
- avoid taking it off and putting it back on a lot in quick succession (for example, when leaving and entering shops on a high street)
- When removing a face covering:
- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before removing
- only handle the straps, ties or clips

- do not give it to someone else to use
- if single-use, dispose of it carefully in a residual waste bin and do not recycle
- if reusable, wash it in line with manufacturer's instructions at the highest temperature appropriate for the fabric
- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser once removed

e) Access to Handwashing Facilities

As mentioned in the arrivals section we have added additional hand sanitisation stations around the building so that volunteers can use this facility before entering a different part of the mill.

The areas that these stations will be:

- Across the bridge from the car park/outside new tea room
- Entrance to each floor of the main Mill building
- Entrances to the Shop
- Entrance to the Mill Office
- Entrance to Steam Complex
- And others

See Appendix 1 attached for Maps labelling Hand Sanitisation Stations.

f) Observe Social Distancing

We advise all volunteers to observe strict social distancing. We will install new signage to the building reminding everyone to keep their distance from other staff and volunteers. Also, we encourage all volunteers to remain in their work spaces and not venture into unnecessary areas where they could come into contact with more risk.

For example, if you are aiding in the shop – we would expect you to use the facilities, tea room and possibly enter stock rooms or offices but there would be no need to enter the Steam Complex and other Mill areas. Or if you are an Admin Volunteer you would be restricted to the Office and shared facilities.

This will help to keep our contact to a minimum and does not put yourself at unnecessary risk.

g) Shared Equipment

Shared equipment is a common issue in workplaces especially at the mill for maintenance gardening teams. Outdoor volunteers will be provided with gloves for handling shared equipment to avoid contamination.

Cleaning supplies i.e. anti-bacterial wipes will be provided to wipe down shared equipment after use.

h) Use of Common Areas

There are many areas of the Mill which are frequented often and by a wide variety of staff and volunteers – this is unfortunately unavoidable in workplaces especial for areas such as tea/break rooms or offices. As previously mentioned there are sanitisation facilities before entering any of these areas which can be used when leaving too.

With some areas like the tea/break room we will enforce a maximum capacity to make sure areas do not get overcrowded and break social distancing standards.

The most commonly used areas will have anti-bacterial wipes for regular cleaning of frequently used door handles and surfaces.

Please be aware that use of the lift is advised only to those who require it with only one person using the lift at once. Lift buttons are included in the daily cleaning schedule.

i) PPE

PPE is already provided to teams who require this for specific jobs (see appendix 2 attached). We will continue to provide this specific PPE, as well as Gloves for all outdoor teams and disposable face masks will be available for those who do not have access to their own

As per government restrictions as of 1st August 2020 it will be mandatory to wear a face covering in any enclosed space and this will include any indoor area of Coldharbour Mill.

j) Desks & Workspaces

For admin staff and volunteers, we will be ensuring that desks are suitably distanced from each other and will aim that each person has their own desk/workplace to avoid use of each other's computers, phones etc. We will provide cleaning products so that all workspaces can be wiped down at the end of a shift so that it is usable for the next person.

Unfortunately, not all work can be distanced so easily – for example when machines take two persons to operate it may be that you cannot fully maintain social distancing – in these instances you will be able to use masks and it is advised that you aim to work side to side, or back to back wherever possible.

If work must be completed face to face for a sustained period of time we will discuss this activity prior to commencement and assess whether the activity can proceed. No one is expected to work in an unsafe work environment.

k) Shop/Reception

Though this may not be for a while – I thought it was worth adding our plans for the shop/reception specifically.

Due to the need for interacting face to face with customers in a retail environment, we will be installing screens at the shop Point of Sale to provide a physical barrier between customers and others. We will be providing signage and floor markings to advise customers on social distancing.

We will also be limiting the capacity for the shop so that distancing can be maintained as well as enforcing a one-way system so that one door is Entry only, and the other is the exit.

There will also be signage to promote use of contactless payment types to avoid unnecessary cash handling.

l) Accidents and other incidents

In an emergency situation including but not limited to:

- An Accident
- Provision of First Aid
- Fire
- Break-in

People are not restricted to social distancing if it is unsafe to do so.

Any person required for assistance in such situations should pay particular attention to sanitisation immediately after an incident.

m) Refuge Area

If any person on site, whether Staff, Volunteer, Visitor or Tenant, develops symptoms of Covid-19 while on site, they should be isolated in the old 'Break Room'. This area will be unused for any other purpose and allows for any person to be isolated from other team members. When symptoms arise any person should make the General Manager aware who will open the refuge area.

Once appropriate travel has been arranged for the person showing symptoms and they have left the premises, the necessary deep-cleaning in line with HSE guidance will be actioned and the space will remain un accessible to any other staff – unless tasked with cleaning the area.

n) Areas that should not be accessed

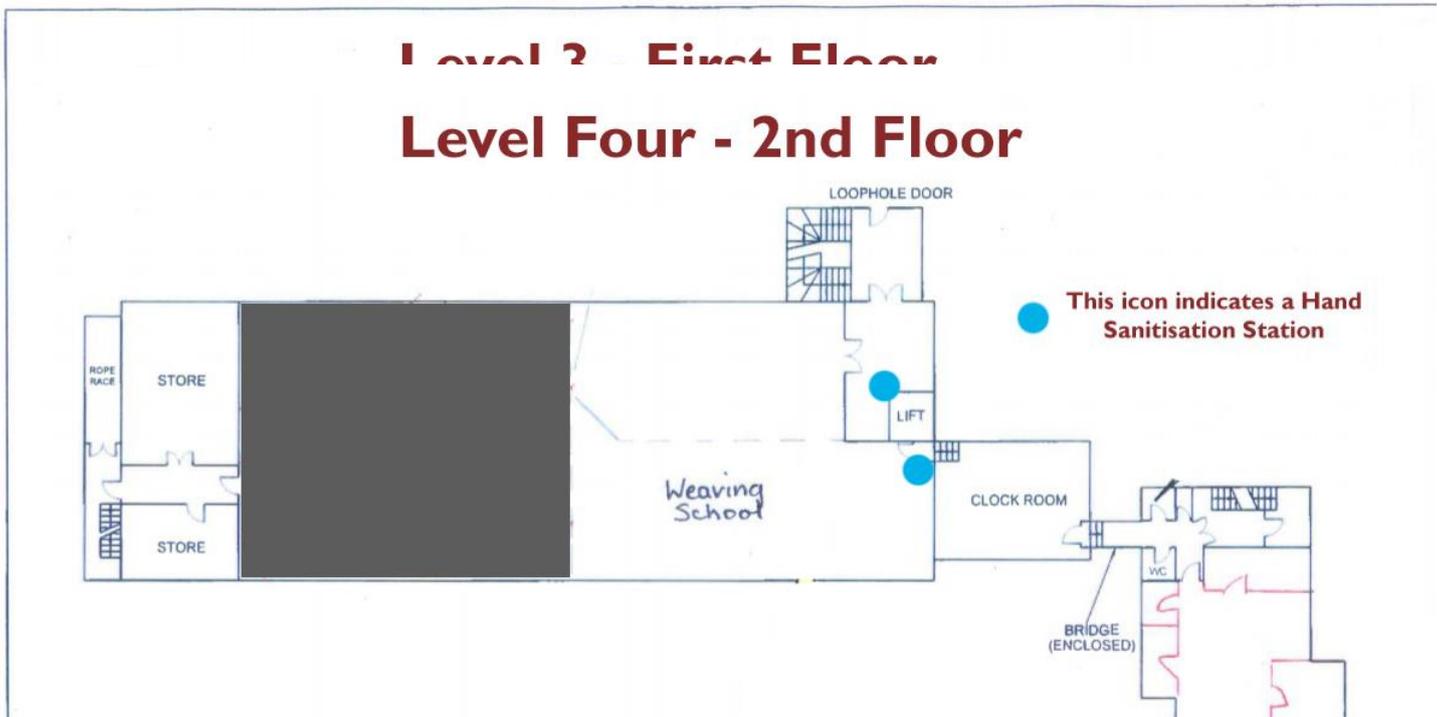
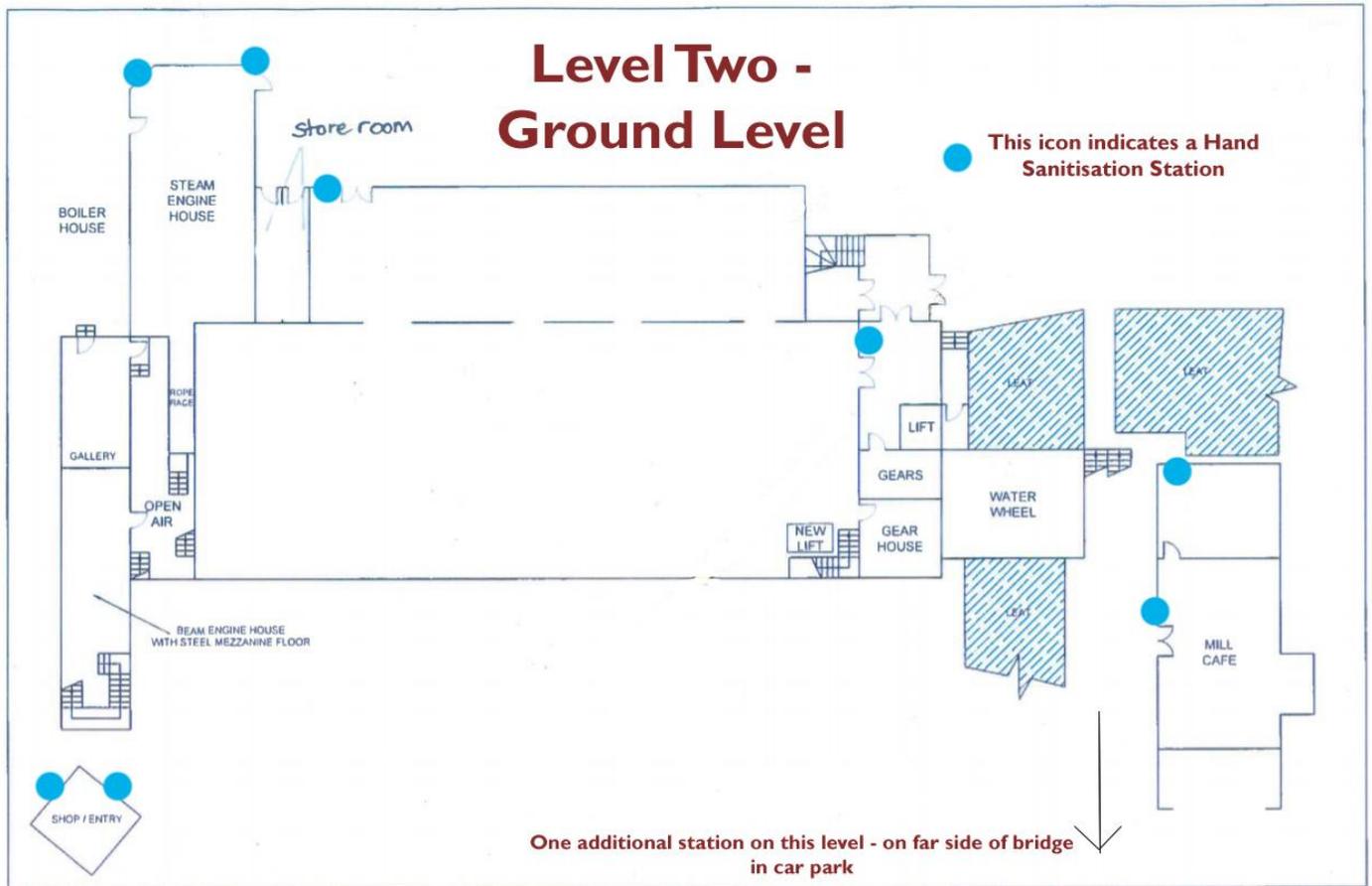
Some Areas of the Mill site are rented by other companies. All of the tenants set their own guidance for staff therefore Volunteers, Staff & Visitors of Coldharbour Mill Trust Ltd should not enter any of these areas for any reason. This Includes:

- First Pick Weavers (Combing Shed)
- WHOTT
- Jarman Ward

- VA Accountancy
- Med-ex

This Also includes the Weaving Workshop space on Level 4 as this will be used by classes in the coming weeks.

Appendix I – Hand Sanitisation Map



Appendix 2: PPE Breakdown

Activity	PPE Provided
Use of Hazardous Substances	Gloves Face Protection
Grass Cutting	Eye & Face Protection Ear Defenders Gloves
Operating Machinery	Ear Defenders Gloves (when necessary)
Wetland Clearing/Cutting	Gloves
Operating Lancashire Boiler	Gloves Protective Footwear
Indoor Activity	Face Masks

Reference Documents/Information:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>

<https://www.hse.gov.uk/coronavirus/working-safely/index.htm>

<https://www.who.int/docs/default-source/coronaviruse/advice-for-workplace-clean-19-03-2020.pdf>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work#outdoors-5-2>

<https://www.who.int/docs/default-source/coronaviruse/advice-for-workplace-clean-19-03-2020.pdf>