

The Paint Pottle

Health and Safety Policies

COVID-19 SPECIAL MEASURES

July 2020

This document does not replace our every day H&S policies however sets out the additional special measures for phase 1 of resuming a service to the public. We would like you to join us in making these measures to ensure your safety and the safety of our customers. It has been designed to reduce the risk of virus transmission to the lowest reasonably practical level by setting out preventative actions.

Phase 1:

- The studio opens by appointment only to a limited number of guests
- We continue to offer a take away or 'Pottery/Art To-Go service
- We recommend pottery choice is decided and purchased online like the kits
- Take away kits are packed in the studio then left on the external shelves for collection. Customers return their painted pottery to these shelves
- All finished pottery is collected from the outdoor shelves

The following guidelines have been pulled together based on the attached risk assessment (see appendix a).

STAFF

- a. We anticipate that only one member of staff at a time will be in the studio, however if another member of staff is in the building please remain 2 metres apart using the centre table as a one way 'roundabout.'
- b. We will have a work station set up which only you will use during a shift and be responsible for cleaning at every opportunity and at the end of your shift before leaving. You will have a cleaning caddy at the workstation including antibacterial spray, paper towels and hand sanitiser.
- c. You will be provided with a face mask which we would like you to wear. The mask will be made from woven fabric and elastic for you to apply and remove easily and will have a pocket for you to add a nonwoven insert (such as dried babywipes) if you like. This is your face mask to keep and wash in a washing machine or by hand ensuring a good soapy lather, in between shifts. You should be careful not to touch your eyes, nose or mouth when removing the

mask and must wash your hands immediately after removing. Please use one of our paper bags to put your face mask in immediately after removal.

- d. Please wash your hands on entering the studio and when leaving. We would like you to wash your hands before resetting tables and use the hand sanitiser as frequently as possible.
- e. If you feel unwell at work please leave and inform Claire. If you are due to come in but feel unwell (even if your symptoms seem mild), please inform Claire and stay at home for at least 7 days.
- f. From July, the upstairs offices will be occupied so we will be sharing toilets and the upstairs kitchen. There will be a cleaning rota in the toilets. We will avoid using the upstairs kitchen.
- g. We will aim to keep our toilets open to our customers and promote good hygiene. We will have additional antibac hand gel outside the toilets and additional signage with guidance placed in the toilets including handwashing, the use of antibacterial wipes, closing the lids before flushing and paper towels for after hand washing etc. The first chamber doors will be propped open for optimum ventilation and the mid floor window will be open.
- h. With the exception of the till (we will take card payments only when necessary - see phase 1 opening encouraging online pre-purchase) we will not be sharing devices whilst in the studio. Please bring your own phone and use the studio wifi to contact Claire or another team member by email or whatsapp keeping calling for emergencies.
- i. We will be closing for an hour mid day. This will allow you to have your lunch which we recommend you have onsite and plenty of time to clean down first sitting and reset for afternoon.

MANAGING CUSTOMERS

- a. Our aim is to minimise customer contact so we are aiming for all transactions and communication to be carried out online (please familiarise yourself with the new transactional website) or by phone via Claire.
- b. We will ask customers to collect and drop off their kits on the shelves outside. These will be clearly labeled asking for cooperation and respect with regards to social distancing between staff and other customers.

- c. We will use clear signage in the shop windows and in the outside areas to prompt customers to behave safely.
- d. We will expect customers to wear masks and if they haven't brought one with them we will have some they can purchase.
- e. We will only have a max of 15 customers in the shop at a time and our sittings will be 10am - 12pm and 2pm - 4pm to allow for thorough cleaning and prep in between sittings. Please see appendix b for the cleaning schedule.
- f. Customers will have been asked to choose and purchase their pottery online so we will have it ready at the table to avoid movement and touching. If the customer would like to add to their choice we will ask only one person at a time to browse the pottery shelves and there is no touching. We will collect and bring pottery to the table. Payment can be made online or we can take card payment only in the shop.
- g. Customers will have their own 'work station at the table to avoid movement in the shop which will include tools, paints and cleaning products. If customers need to use the sink, we will ask that children are accompanied and only one table group use at a time before we clean down for the next users.
- h. Customers will be able to use our toilets but must follow the guidelines stated by us and our signage.
- i. If a customer ask for a delivery due to shielding for example, we will look at every case and carry out a risk assessment on an individual basis.