
Title: Covid-19 Supplementary risk assessment: Increasing TfL Occupational Health & Wellbeing Services (Live)

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1. Introduction

This risk assessment has been reviewed to reflect the changes in government guidance which were announced on the 12th July 2021. TfL will continue to operate with the mitigations and control measures stated within this risk assessment in order to slowly transition into hybrid working. Hybrid working is an approach to work enabling people to work in a blended way - both from the office and remotely. Our focus for hybrid working are office based people who have been working from home since March 2020 as a result of the pandemic

As part of our response to the Covid-19 pandemic, we have had to change the way our teams work. TfL plays a key role in providing a safe and reliable transport service for London and many of our people have continued to come to work during the pandemic to provide this service for key workers in London.

In order to protect our people from exposure to the virus, a significant proportion of our functioning departments started to work at home from 17 March 2020 following the Government advice. Our occupational health service became a remotely operated service and our staff continued to provide clinical assessments, counselling and other services via telephone. Activity that could not be done remotely such as recruitment medicals, periodic age medicals and workshop teaching was temporarily put on hold in line with industry guidance.

For those who couldn't work at home, we took action to make sure that we worked to the Public Health England guidance on social distancing, on protecting those who might have the Covid-19 symptoms and those who are vulnerable. Plans were also put in place to manage the risks of spreading/catching Covid-19. We have adapted these mitigation plans as the situation and Government guidance has changed.

2. Change Proposal

As the lockdown restrictions started to ease and TfL's services began to ramp up, the TfL Occupational Health and Wellbeing (OH) team have been working to enable essential occupational health activities to restart at Buckingham Palace Road whilst ensuring that the safety of OH staff and anyone who has an appointment with us, as well as meeting the required safety guidelines such as maintaining social distancing.

The general rule remains that those activities that can be undertaken remotely should continue in this way, and those of us who can work from home should do so. There are however some activities that cannot be undertaken remotely and necessary arrangements have been made to restart these safely. The OH Medical Advisory Services (MAS) that have been deemed essential and cannot be undertaken remotely include:

- Recruitment/promotional medicals
- Periodic Medicals (PME)

The procedures for undertaking the activities described above have been revised and the key measures for enabling safe operation include

2.1 Social distancing

In order to ensure that social distancing guidelines are adhered to, the following arrangements have been put in place at 200 Buckingham Palace Road:

- Seating in reception area marked and restricted to create social distancing for those waiting for appointments.
- 2m exclusion zone marked around OH Reception desk.
- Open plan desks in back-office areas marked up and restricted to incorporate social distancing.
- The smaller consulting rooms have been marked as single occupancy only.
- Key doors will be kept open when building in use to allow for additional natural ventilation.
- Changes to DAATS waiting area to allow for social distancing include 2m social distancing demarcations for seating.
- One way flow at entry and exit points in place with staff encouraged to use the separate sides of the stairs go 'Up' and to travel 'Down'. Additional signage installed and Security staff briefed to tell people when entering.
- Additional signage and information installed around the security desk and OH reception area. Washing machine being sourced for OH for soft linens which will support the resumption of physiotherapy activity.
- Perspex screen installed at the Reception desk.
- Reception seating layout designed around social distancing, using easier to clean seating.

In addition, the following are being kept under close review as demand for services increases:

- Office layouts and processes to allow people to work further apart from each other. • Additional floor markings to help workers keep to a 2m distance.
- Use of additional screens to separate people/desks from each other.
- Managing occupancy levels to enable social distancing.
- Avoiding use of hot desks and shared spaces

These measures will be supported with clear communication to staff and patients using posters, floor vinyls and email (eg via pre-appointment communications) advising them to adhere to the safety guidelines, as well as to avoid coming to the OH office if they have symptoms or are vulnerable.

In order to manage the number of people within the TfL OH building at any time, appointments will be closely managed and staggered throughout the working day in order to ensure that only the building is not over-populated and social distancing guidelines can be maintained.

2.2 Cleaning & Hand Sanitisers

Hand washing facilities exist for all staff and patients at different points within the common areas of 200 Buckingham Palace Road, and with the OH demise. Visitors will be advised to wash/sanitise their hands upon arrival.

Free-standing hand sanitiser units have been installed in the building in line with those being used elsewhere on London Underground.

Bottles of hand sanitiser are also available in multiple locations and clinical staff have access to anti-viral / anti-bacterial disinfectant wipes which are to be used after the consultation and prior to removing PPE.

Clinicians will undertake hand hygiene measures immediately before every episode of direct patient contact and after any activity or contact that potentially results in hands becoming

contaminated, including the removal of personal protective equipment (PPE), equipment decontamination and waste handling, touching door handles etc

The building management team have clear usage and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. Buckingham Palace Road has sufficient toilet facilities and OH are in regular contact with the building management team to ensure that facilities are available for staff and visitors.

There has been enhanced cleaning for common areas with Zoono spray deployed.

Enhanced cleaning will continue, including use of anti-viral / anti-bacterial disinfectants in all clinic/assessment rooms and in all common areas around the office. TfL OH also have access to a dedicated on-site cleaner.

OH have existing infection control policies and procedures for disposal of clinical waste. The number of clinical waste receptacles will be increased to allow for safe disposal of used PPE, face coverings, disinfectant wipes, etc.

Additional signage encouraging people to regularly wash their hands is in place.

Should a patient appear symptomatic they will be asked to go home by the quickest route possible and, all surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including

- objects which are visibly contaminated with body fluids
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells

2.3 Masks / Face Coverings

Clinical grade personal protective equipment (PPE) including face masks, gloves and aprons have been issued to staff for use during clinical assessments. Guidance has been issued on use and disposal of these and on the circumstances in which they should be worn.

All OH staff will be required to wear surgical face masks despite the governments advice provided on the 19th July in order to protect clinicians. This guidance will be benchmarked with the guidance for hospital outpatient clinics when this becomes available.

After reviewing the SAGE guidance from the 4th January 2021, a decision was made to upgrade the face masks given to clinical staff. N95 or FFP2 masks will now be provided to clinical staff only. These will be face fit tested to ensure maximum protection.

All staff in contact with patients in the workplace are to be provided with surgical masks. For level 1 administrative roles employees are not required to wear masks.

Only clinicians will be required to wear other PPE (gloves, aprons and face visors), and only during clinical assessments.

Face coverings will be required for all visitors to OH and a stock of face coverings is available at reception.

2.4 Donning of PPE

The PPE recommended for all clinicians performing face to face assessments include the following:

- Fluid repellent surgical face masks

- Nitrile Disposable gloves
- Disposable aprons
- A face visor (based on risk assessment)

Before putting on any PPE you must:

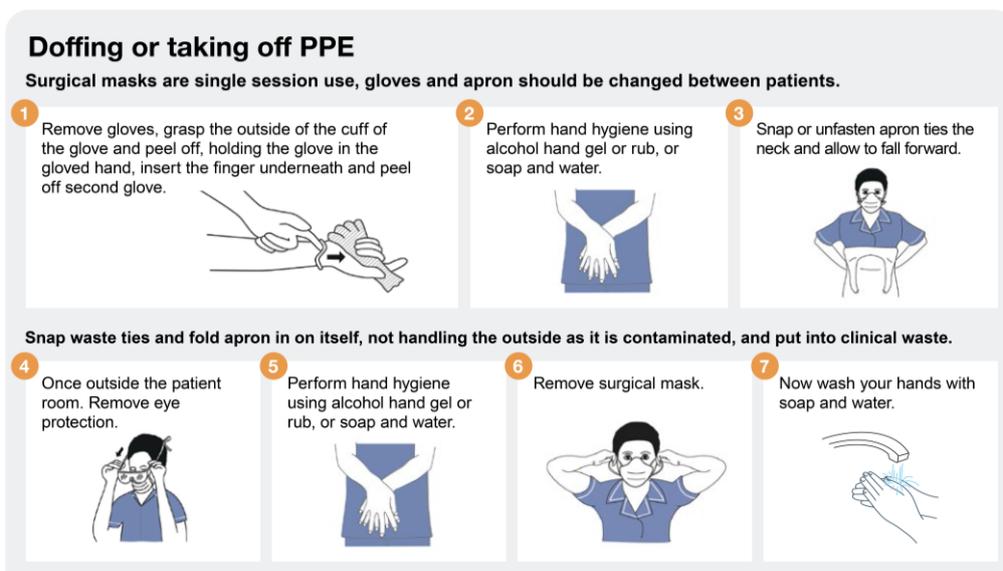
- Wash your hands with soap and water or use hand sanitiser gel as per the government's guidelines.
- Tie back any loose hair or clothing
- Check PPE is the correct size, damage free and suitable for the task
- Remove jewellery i.e. watch bracelet etc
- Put on PPE before attending to anyone
- Be face fit tested by a competent person

A decision has been made to upgrade the type of mask provided to clinical staff to N95 or FFP2. All clinical personnel must have been face fit tested by a competent person and have received an appropriate mask prior to carrying out face to face assessments.

The figure below shows the correct order of donning PPE prior to contact with a face to face assessment.



The figure below represents the correct order of doffing or removal of PPE.



3. Risk assessment: scope and affected employees

This document sets out the health and safety risks to TfL staff, specifically staff in the TfL OH teams.

The specific risks which have been considered are:

- Biological health hazard of contact with Covid-19 whilst working within the OH Building.
- Biological health hazard of contact with Covid-19 whilst providing essential face to face assessments/contact with patients.
- Biological health hazard of contact with Covid-19 during face to face clinical work - managing patients in OH reception
- Biological health hazard of contact with Covid-19 leading to staff illness or death – specifically for TfL employees who are vulnerable. **NB:** Vulnerable people within the department have been identified and we do not expect anyone who is vulnerable to come into the department. The risk includes medical conditions, age, gender, ethnicity. Only essential work will be carried out face to face and the rest of the department will be working from home.

Following the review of SAGE guidance other specific risks have been considered such as:

- Ensuring that masks in use for clinical staff providing medicals meet N95 or FFP2 standards
- Reviewing the controls in place to ensure that masks are mandatory for both clinical staff and patients whilst carrying out medicals
- Reviewing the situation regarding ventilation in line with the new recommendations from SAGE
- Assessing the duration and frequency of contact as being appropriately low

The actions we will take to manage these risks are set out in this risk assessment. The risk assessment will be updated as the plans to increase services are developed or updates to government guidelines are made.

The risks identified, appropriate mitigation and accountable people are summarised within the Risk Table provided in **Appendix 1**.

4. Communication of the output of this risk assessment

The output of this risk assessment will be shared widely with the relevant TfL teams to ensure that they understand the risks and how those risks are being controlled.

We will communicate with Health and Safety Reps and the OH staff group in the spirit of continuous improvement

7. Review of this risk assessment and the adequacy of the controls

The situation is changing all the time and it is likely that our procedures will also change as we add other face to face services, and/or as the rules regarding social distancing change over time.

This risk assessment will be reviewed regularly (with TU H&S reps where applicable) to capture any changes in Government advice or TfL's approach, to add any Covid-19 risks which emerge in the coming weeks/months. This review will also consider the adequacy of the controls in place.

The view of staff, managers and those TfL staff who use OH services will also be considered along with expert advice from TfL SHE specialists.

The table below sets out the reviews that have taken place on this document.

Name of review	Review date	Changes made
Anna Austin	12/06/20	Amended to reflect changes to government guidelines
Charlie Bennett	08/01/21	Amended to reflect the changes to government guidelines and the recommendations provided by SAGE.
Charlie Bennett	17/05/21	Review of risk assessment alongside changes to the governments road map on 17/05/21
Charlie Bennett	19/07/21	Review of risk assessment alongside the change in government advice announced on the 19/07/21

Appendix 1: Covid-19: health and safety risks to TfL staff

Risks and Hazard	Mitigation	Risk (H/M/L)	Accountable Person
Risks associated with contact with Covid-19			
<p>Biological health hazard- contact with Covid-19 whilst working within the OH Building.</p>	<ul style="list-style-type: none"> • Activities undertaken within TfL OH limited only to those identified as essential and which cannot be undertaken remotely. • Increased focus and arrangements for cleaning in place including use of an anti-viral/anti-bacterial disinfectant by clinicians before and after each treatment session, as well as access to immediate cleaning via the cleaning team. • Arrangements in place (described above) to manage the flow of people around the LUOH building (including one-way systems, use of lifts, stairs, sitting arrangements etc) and to ensure adherence to social distancing arrangements. • Social distancing arrangements in place (including revised work layouts within the LUOH building). • Clinical staff advised to keep a 2-metre distance wherever possible • Regular communication with clinical staff regarding the following: <ul style="list-style-type: none"> • reducing indoor contacts to the lowest level possible; • high adherence to testing and self-isolation if symptomatic or a contact of a case; • consistent use of high-quality face-coverings whenever indoor close contact mixing is unavoidable; • approaches to enable effective ventilation of enclosed spaces. • Ventilation systems in place that meet the government guidelines set out in EMG papers - link • Relevant signs and posters in place around the LUOH building including those for face fit testing checks. • Hand sanitisers and hand washing arrangements in place. • Organisational support is available for all staff e.g. Human Resources and Health & Wellbeing Covid-19 phonelines and email. • Arrangements in place to manage situations where someone attending the workplace shows symptoms or is infected. • Guidance regularly issued to managers and our teams on how to manage the risks associated with Covid-19, including good hygiene, social 	<p>Low</p>	<p>Head of TfL H&WB</p>

Risks and Hazard	Mitigation	Risk (H/M/L)	Accountable Person
	<p>distancing, working from home where possible, dealing with colleagues displaying symptoms, only travelling if necessary, etc.</p> <ul style="list-style-type: none"> • Clear guidance from HR on how to manage situations where individuals or a member of their household was vulnerable/extremely vulnerable. Line managers to discuss caring responsibilities with their teams (individually and collectively as appropriate), including any increased risk of being in contact with vulnerable people to determine suitable working arrangements. • share and promote the process for how our people can apply for a coronavirus test. 		

Risks and Hazard	Mitigation	Risk (H/M/L)	Accountable Person
<p>Biological health hazard-contact with Covid-19 whilst providing essential face to face assessments/contact with patients.</p>	<ul style="list-style-type: none"> • Activities undertaken within TfL OH limited only to those identified as essential and which cannot be undertaken remotely. • Visits and appointments to the TfL OH office will be restricted only to the identified essential services provided. • All activities that will be undertaken in clinic will be completed in line with government social distancing guidelines/requirements. • Arrangements for undertaking essential medical advisory services will be risk assessed in order to ensure that controls in place are robust to mitigate any identified risks. • Physiotherapy assessments will be conducted via telephone assessment except where there is a defined need for clinical assessment. This will be carried out with 2m social distancing in the OH gym. • Other services including fitness for duty assessments, and counselling work will be conducted via phone. • Increased focus and arrangements for cleaning in place including use of an anti-viral/anti-bacterial disinfectant by clinicians before and after each treatment session, as well as access to immediate cleaning via the cleaning team, and use of Zoono spray in common areas. • Non-essential activities have been stopped and remain under review to ensure social distancing can be maintained within the TfL OH building. • Arrangements in place to manage the flow of people around the TfL OH building and to ensure adherence to social distancing arrangements. • Regular communication with clinical staff regarding the following: <ul style="list-style-type: none"> • reducing indoor contacts to the lowest level possible; • Ventilation systems in place that meet the government guidelines set out in EMG papers - link • Hand sanitisers and hand washing arrangements in place. • Information sent out to all staff with regards to precautions to take before attending TfL OH appointments. • PPE recommended for all clinicians performing face to face assessments include the following: <ul style="list-style-type: none"> • N95 or FFP2 face masks • Nitrile Disposable gloves • Disposable apron • A face visor (based on risk assessment) • Instructions for PPE are present in a guidance document. 	<p>Medium</p>	<p>Head of TfL H&WB</p>

Risks and Hazard	Mitigation	Risk (H/M/L)	Accountable Person
	<ul style="list-style-type: none"> • Face fit testing to be carried out on all clinical staff to ensure the highest level of mask protection is used. • Organisational support is available for all staff e.g. Human Resources and Health & Wellbeing Covid-19 phonelines and email. • Appointment triage process in place in order to ensure that only those who fit the criteria listed in the government guidelines (i.e. are not vulnerable, shielding etc) are invited for appointments. Pre-appointment information sent out to all staff informing them to only attend if they are well and do not have Covid-19 symptoms. • When the employees arrive at OH for an appointment, they should be advised at the security point not to enter if displaying potential symptoms of Covid-19. If positive for any symptoms they will be advised to return home. • share and promote the process for how our people can apply for a coronavirus test. 		

Risks and Hazard	Mitigation	Risk (H/M/L)	Accountable Person
<p>Biological health hazard - contact with Covid-19 during face to face clinical work - managing patients in OH reception</p>	<ul style="list-style-type: none"> • All suitable employees will be advised to attend OH via an updated letter. They will be asked to confirm they are currently not symptomatic with suspected symptoms of Covid-19. They will also be advised not to come earlier than the specified time for the appointment due to restrictions on numbers in the waiting room. • There will be a maximum of 5 appointments per clinic. The maximum number in reception is 7. • When the employees arrive at OH for an appointment, they should be advised at the security point not to enter if displaying potential symptoms of Covid-19. If positive for any symptoms they will be advised to return home. • Once cleared employees will be asked to go to level 2 and take a seat at Reception within the designated 2m social distancing boundaries. Reception will perform checks on identity verification behind a designated protective visor. • There will be signage on the doors to designate appropriate in/out walkways and reminders to keep social distancing. • Reception staff advised to reduce indoor contact as much as possible and keep a 2-metre distance where possible. • Ventilation systems in place that meet the government guidelines set out in EMG papers - link • Employees advised to where an appropriate face mask whilst in the reception area. • share and promote the process for how our people can apply for a coronavirus test. 	<p>Low</p>	<p>Head of TfL OH</p>

Risks and Hazard	Mitigation	Risk (H/M/L)	Accountable Person
<p>Biological health hazard– contact with Covid-19 leading to staff illness or death – specifically for TfL employees who are vulnerable.</p>	<ul style="list-style-type: none"> • Support is provided to vulnerable members of staff by ensuring that Government and Public Health England guidance for these categories is followed. This includes redeploying clinically vulnerable people into roles where they can work from home and ensuring clinically extremely vulnerable do not come to work. • Only clinically essential work will be done face to face. • Guidance regularly issued to managers and our teams on how to manage the risks associated with Covid-19, including good hygiene, social distancing, working from home where possible, dealing with colleagues displaying symptoms, only travelling if necessary, etc. 	<p>Low</p>	<p>Head of TfL OH</p>
<p>Biological health hazard- contact with Covid-19 whilst visiting site to undertake drug and alcohol tests</p>	<ul style="list-style-type: none"> • Social distancing should be observed on site: staff should maintain two metres distance from other staff, the Collecting Technician and the TfL D&A Coordinator • TfL D&A Coordinator to ensure that the donor does not have symptoms prior to the test • Where social distancing cannot be applied suitable masks should be worn • Windows should be opened within testing room for additional ventilation where possible • All equipment, including table and pens should be wiped down with disinfectant wipes • Hand washing facilities such as hand sanitiser to be provided and used • Employee’s undertaking tests will be provided appropriate PPE such as masks and gloves to wear. Collection Technicians will safely collect and dispose of waste. • If conditions cannot be met, TfL D&A Coordinator is told to attempt to find other appropriate location or not to undertake tests • Signage to be used as guidance and to direct the doner to the testing area. • share and promote the process for how our people can apply for a coronavirus test. 	<p>M</p>	<p>TfL D&A Coordinator, Collecting Technician, Donor</p>