



RISK ASSESSMENT FOR: Hub operation only for schools during the Tier 5 restrictions during the coronavirus COVID-19 Outbreak. Guidance updated 5th January 2021. Updates shown in purple text

Thomas's aims to employ best endeavour to reduce risks. This risk assessment is intended to be generic as far as possible across the group so parents have the same guidance whichever school they attend, but there will be some modifications to meet the specific needs of each school.

This Risk Assessment should be read alongside the Thomas's COVID-19 Policy 5th January 2021

During this evolving situation please monitor and follow government guidance given in the web links provided

Establishment: Thomas's London Day Schools.	Assessment by: H & S Consultant, H & S Leads in each school	Date:
Risk assessment number/ref:	Head teacher's Approval: Simon O'Malley, Phil Ward, Annette Dobson, Jo Ebner, Principals' Approval: Ben Thomas, Tobyn Thomas	Date: 5 th January 2021 Date: 5 th January 2021

Persons Exposed	Employees <input type="checkbox"/>	Contractor <input type="checkbox"/>	Pupils/ Young People <input type="checkbox"/>	Expectant Mother <input type="checkbox"/>	Parents/ Visitors/ Public <input type="checkbox"/>	Trespassers <input type="checkbox"/>
Frequency of Exposure	Continually <input type="checkbox"/>	Hourly <input type="checkbox"/>	Daily <input type="checkbox"/>	Weekly <input type="checkbox"/>	Monthly <input type="checkbox"/>	Yearly <input type="checkbox"/>
Duration of Exposure	Less than 1hr <input type="checkbox"/>	1-2 hrs <input type="checkbox"/>	3-4 hrs <input type="checkbox"/>	5-6 hrs <input type="checkbox"/>	7-8 hrs <input type="checkbox"/>	More than 8 hrs <input type="checkbox"/>

Probability (Prob)	5= Very Likely, 4= Likely, 3= Quite Possible, 2= Possible, 1= Unlikely	Low	0-8	Low risk no action required
Severity (Sev)	5= Catastrophic, 4= Major, 3= Moderate, 2= Minor, 1= Insignificant	Medium	9-15	Medium risk ensure adequate controls are in use
		High	16-25	High risk stop operation and implement adequate control measures

With the national restrictions being raised to Tier 5 – full lockdown level – all schools are required to close for all pupils other than those who are vulnerable or the children of key workers. Please note that most of the control measures below apply to pupils, members of staff and other adults who are on-site at school. However the general hygiene procedures are also advisable for those pupils who are following a remote schooling programme from home during Tier 5 restrictions.

	Task / Hazard	Initial			Control Measures	Residual			Extra Controls
		Sev	Prob	Risk		Sev	Prob	Risk	
1.	Public health advice to minimise COVID-19 risks Awareness	5	4	20 HIGH	<ul style="list-style-type: none"> Establish a lateral flow testing programme for all pupils in Year 7 & 8 and all members of staff who work in schools that cater for these year groups prior to their return to school and at regular intervals afterwards Ensure that pupils, staff and other adults due to attend the on-site hub do not come into the school if they have COVID-19 symptoms, or have tested positive in at least the last 10 days, and ensure anyone developing those symptoms during the school day is sent home immediately, 	5	3	15 MEDIUM	

					<ul style="list-style-type: none"> • Ensure all staff are aware of and follow this process. • Essential measures include: <ul style="list-style-type: none"> ○ a requirement that people who are ill stay at home ○ robust hand and respiratory hygiene ○ enhanced cleaning arrangements ○ active engagement with NHS Test and Trace ○ Tell staff and all adults (over the age of 16) on site about the NHS COVID-19 app ○ Formally consider how to reduce contacts and maximise distancing between those in school wherever possible and minimise potential for contamination so far as is reasonably practicable 				
2.	Public health advice to minimise COVID-19 risks Response to local or national restrictions	5	4	20 HIGH	<ul style="list-style-type: none"> • In response to increased COVID-19 cases in the local community, follow the national directive with regards to restrictions. • Tier 5 restrictions: Limit all pupil attendance on site to vulnerable children and the children of on-sites • Ensure that all members of staff, other adults and pupils in Years 7 & 8 on site wear face coverings in communal areas. • Advise that Year 6 pupils may wear face coverings if they are regularly in communal areas with older pupils 	5	3	15 MEDIUM	
3.	Public health advice to minimise COVID-19 risks Clinically Vulnerable	5	5	25 HIGH	Staff who are clinically extremely vulnerable <ul style="list-style-type: none"> • Advise that in Tier 5 restrictions, clinically extremely vulnerable staff should work from home Staff who are clinically vulnerable <ul style="list-style-type: none"> • Advise that clinically vulnerable staff can attend school if working in an on-site hub. • Advise clinically vulnerable staff to take particular care to observe good hand and respiratory hygiene, minimising contact and maintaining social distancing. Staff who are pregnant <ul style="list-style-type: none"> • Advise that in Tier 5 restrictions, pregnant staff who are at 28 weeks gestation or more should be classified as clinically extremely vulnerable and work from home • Conduct a risk assessment for pregnant women in line with the Management of Health and Safety at Work Regulations 1999 (MHSW). (Pregnant staff under 28 weeks gestation come under the clinically vulnerable group) Staff who may otherwise be at increased risk from COVID-19	5	3	15 MEDIUM	

					<ul style="list-style-type: none"> Ensure controls set out in this guidance are in place to allow those people with particular characteristics that means they be at comparatively increased risk from COVID-19, as set out in the COVID-19: review of disparities in risks and outcomes report are able to be in school if working as part of the on-site hub 				
4.	Public health advice to minimise COVID-19 System of Controls: Prevention and Response summary	4	4	16 HIGH	<p>In the Tier 5 restrictions only vulnerable children or children of key workers should attend the on-site hub. However, for these pupils the following still applies:</p> <ul style="list-style-type: none"> Prevention of infection: <ol style="list-style-type: none"> 1) Minimise contact with individuals who are unwell by ensuring that those who have COVID-19 symptoms, or who have someone in their household who does, do not attend school 2) Clean hands thoroughly more often than usual 3) Ensure good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach 4) Introduce enhanced cleaning, including cleaning frequently touched surfaces often, using standard products such as detergents and bleach 5) Minimise contact between individuals and maintain social distancing wherever possible 6) Where necessary, wear appropriate personal protective equipment (PPE) Numbers 1 to 4 must be in place in all schools, all the time. Number 5 must be properly considered and schools must put in place measures that suit their particular circumstances. Number 6 applies in specific circumstances. Response to any infection: <ol style="list-style-type: none"> 7) Engage with the NHS Test and Trace process 8) Manage confirmed cases of COVID-19 amongst the school community 9) Contain any outbreak by following local health protection team advice Numbers 7 to 9 must be followed in every case where they are relevant. 	4	3	12 MEDIUM	
5.	Public health advice to minimise COVID-19 risks Arrival at and departure from school	5	5	25 HIGH	<p>At the on-site hub:</p> <ul style="list-style-type: none"> Stagger start and finish times where seen to be beneficial. Allow multiple siblings to all arrive at the eldest siblings allocated time Discourage parents from gathering at the school gates or coming into school without an appointment Establish a one way route for access to school site for parents to drop off and pick up and encourage them to leave as soon as they have collected their children. 	5	3	15 MEDIUM	

					<ul style="list-style-type: none"> Establish a process for pupils and staff who wear face coverings on their journey to school to remove them upon arrival and communicate this process clearly to them. <ul style="list-style-type: none"> Do not touch the front of the face covering during use or when removing them. Wash hands immediately on arrival (as is the case for all pupils), Dispose of temporary face coverings in a covered bin or place reusable face coverings in a plastic bag to take home Sanitise hands in classroom Guidance on <u>safe working in education, childcare and children's social care</u> provides more advice. 				
6.	Public health advice to minimise COVID-19 risks Supply teachers and visitors				<ul style="list-style-type: none"> Advise that In Tier 5 restrictions, visitors and supply staff should not attend school unless unavoidable. Ensure that the risks associated with managing contractors, visitors, catering staff and deliveries, as well as cleaning staff who are required to be at the on-site hub addressed. Ensure that no members of staff attend more than one on-site hub Limit any visitors to the on-site hub and keep a record of those who do attend. Ensure that all visitors are aware of distancing and hygiene guidance 				
7.	Public health advice to minimise COVID-19 risks Contact within school	4	4	16 HIGH	At the on-site hub, to reduce unnecessary contact, aim to <ul style="list-style-type: none"> group children together avoid contact between groups arrange classrooms with forward facing desks staff to maintain distance from pupils and other staff as much as possible 	4	3	12 MEDIUM	
8.	Public health advice to minimise COVID-19 risks Hand Hygiene	5	4	20 HIGH	At the on-site hub: <ul style="list-style-type: none"> All staff (teachers/catering/transport teams etc) ensure that all pupils wash their hands on arrival and at regular intervals throughout the day Handwashing/hand sanitiser 'stations' to be available so that all pupils and staff can clean their hands regularly Employ supervision of hand sanitiser given risks around ingestion. Help small children and pupils with complex needs clean their hands properly. Use skin friendly skin cleaning wipes as an alternative Build regular handwashing routines into school culture 	5	3	15 MEDIUM	
9.	Public health advice to minimise COVID-19 risks	5	4	20 HIGH	At the on-site hub: <ul style="list-style-type: none"> All adults to ensure good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach 	5	3	15 MEDIUM	

	Respiratory Hygiene				<ul style="list-style-type: none"> • Ensure that enough tissues and bins available in the school to support pupils and staff to follow this routine. • Support younger children and those with complex needs • Acknowledge that pupils and adults who wish to wear a mask in school may do so. • Ensure that pupils in Years 7 & 8 and adults wear masks in communal areas, and advise Year 6 to do likewise if regularly in the same areas • Require that all visitors, contractors and parents that have to come in to the hub wear masks in communal areas where social distancing cannot be maintained • Ensure that all catering and teaching staff wear masks while serving food in the dining areas • Ensure classrooms are well ventilated at all times • Ensure air purifiers are set up in classrooms 				
10.	Public health advice to minimise COVID-19 risks Cleaning	5	4	20 HIGH	<p>At the on-site hub:</p> <ul style="list-style-type: none"> • Continue a cleaning schedule that ensures cleaning is generally enhanced and includes: <ul style="list-style-type: none"> ○ more frequent cleaning of rooms / shared areas that are used by different groups ○ use of standard cleaning products such as detergents and bleach ○ frequently touched surfaces being cleaned more often than normal ○ loos to need to be cleaned regularly and pupils encouraged to clean their hands thoroughly after using the loo • Employ additional full-time cleaners to be on site throughout the day 	5	3	15 MEDIUM	
11.	Public health advice to minimise COVID-19 risks Social Distancing within school	5	5	25 HIGH	<p>At the on-site hub:</p> <ul style="list-style-type: none"> • Reduce number of contacts between children and staff where possible: This can be achieved through keeping groups separate (in 'bubbles') and through maintaining distance between individuals. These are not alternative options and both measures will help, but the balance between them will change depending on: <ul style="list-style-type: none"> ○ children's ability to distance ○ the lay out of the school ○ the feasibility of keeping distinct groups separate while offering a broad curriculum (especially at secondary) • Assess the numbers of pupils requiring on-site provision and allocate them to fixed group bubbles of a size that enables social distancing • Keep 'bubbles' apart from other groups where possible and encourage older children to keep their distance within groups. 	5	3	15 MEDIUM	

					<ul style="list-style-type: none"> • Aim to limit interaction, sharing of rooms and social spaces between groups as much as possible although we recognise that younger children will not be able to maintain social distancing, and it is acceptable for them not to distance within their group. • Avoid large gatherings such as assemblies or collective worship with more than one group. • Ensure that teachers who are supporting a bubble are not required to move between bubbles. • Keep movement around the school to a minimum, avoiding busy corridors, entrances and exits • Implement staggered break and lunch times (with time allowed for cleaning surfaces in the dining hall between groups). • Adapt staff rooms and shared staff places to help staff to distance from each other. Minimise use of staff rooms and provide alternative rooms to enable staff who are working at the on-site hub to have a break during the day without congregating in a large group. • Set up a rota system to monitor members of who may need to come on site to collect resources to ensure numbers are limited 				
12.	<p>Public health advice to minimise COVID-19 risks</p> <p>Social Distancing within the classroom</p>	5	5	25 HIGH	<p>At the on-site hub:</p> <ul style="list-style-type: none"> • Maintain a distance between people whilst inside and reduce the amount of time they are in face to face to contact <ul style="list-style-type: none"> ○ Staff in Years 7 & 8 to maintain distance from their pupils, staying at the front of the class, and away from their colleagues where possible. Ideally, adults should maintain 2 metre distance from each other, and from children, although this is not always possible, especially with younger children. ○ Staff to avoid close face to face contact and minimise time spent within 1 metre of anyone. ○ Pupils with complex needs or who need close contact care should be given support as normal ○ For children old enough, they should also be supported to maintain distance and not touch staff and their peers where possible. ○ When staff or children cannot maintain distancing, particularly with younger children in primary schools, the risk can also be reduced by keeping pupils in the smaller bubbles. • Make small adaptations to the classroom to support distancing where possible. This may include seating pupils side by side and facing forwards, rather than face to face or side on, and might include moving unnecessary furniture out of classrooms to make more space. • Keep a record of seating plans for pupils in Year 3 and above, to help with contact tracing should a pupil test positive for COVID-19 	5	3	15 MEDIUM	

13.	Public health advice to minimise COVID-19 risks Physical activity in schools	5	4	20 HIGH	<p>At the on-site hub:</p> <ul style="list-style-type: none"> • Ensure that during Tier 5 restrictions, all activities outside hub bubbles are put on hold. • Keep pupils in consistent groups, clean sports equipment thoroughly between each use by different individual groups, and adapt contact sports in line with guidance listed below • Prioritise outdoor activities and use large indoor spaces where it is not, maximising distancing between pupils and paying scrupulous attention to cleaning and hygiene. External facilities can also be used in line with government guidance for the use of, and travel to and from, those facilities. • Refer to guidance on the phased return of sport and recreation and guidance from Sport England for grassroot sport • Ensure external coaches, clubs and organisations for curricular and extra-curricular activities are aware of this policy and able to operate within their wider protective measures. • Replace timetabled swimming times with PE activities online 	5	3	15 MEDIUM
14.	Public health advice to minimise COVID-19 risks Music, Dance and Drama				<p>At the on-site hub:</p> <ul style="list-style-type: none"> • Ensure that pupils following remote lessons in music, drama or dance activities remain distanced • In Tier 5 restrictions, all individual music lessons will be taught remotely. 			
15.	Other activities	5	4	20 HIGH	<p>During Tier 5 restrictions:</p> <ul style="list-style-type: none"> • All day trips, residential trips, clubs, lectures, drama productions and community involvement activities to be on hold • Parent meetings and meetings between staff to be on Zoom • PTA meetings and other events to be held on Zoom or put on hold 	5	3	15 MEDIUM
16.	Public health advice to minimise COVID-19 risks Equipment and resources integral to education in schools.	5	4	20	<p>At the on-site hub:</p> <ul style="list-style-type: none"> • Advise against sharing pencils, pens and other equipment • Regularly clean classroom based resources, such as books and games, that are used and shared within the bubble; along with all frequently touched surfaces. • Avoid sharing resources across bubbles or, if unavoidable, frequently and meticulously clean resources that need to be shared • Clean outdoor playground equipment and resources more frequently. • Limit the amount of equipment pupils bring into school each day, to essentials such as coats, books, stationery, school iPads and mobile phones (for year groups for whom this applicable – see Personal Devices and Photography Policy 	5	2	10 MEDIUM

					<ul style="list-style-type: none"> • Bags are allowed. Pupils and teachers can take books and other shared resources home, although should avoid unnecessary sharing, especially where this does not contribute to pupil education and development. Similar rules on cleaning of the resources and rotation should apply to these resources • Catering staff to serve food to pupils to reduce tong contact • Ensure water fountains are turned off and encourage use of personal reusable water bottles • Provide take away containers or plates for staff to take their lunch to eat away from the dining rooms 				
17.	Public health advice to minimise COVID-19 risks Uniform	4	4	16	<p>At the on-site hub:</p> <ul style="list-style-type: none"> • Pupils to wear full uniform as a general rule • On days when pupils have PE or sports activities they should come to school in PE kit and remain in it for the day to lessen the need for changing • Uniforms do not need to be cleaned any more often than usual, nor do they need to be cleaned using methods which are different from normal. • Ensure pupils have sufficient layers to keep warm in ventilated classrooms as the weather becomes colder 	5	2	10 MEDIUM	
18.	Public health advice to minimise COVID-19 risks PPE	5	5	25 HIGH	<p>At the on-site hub:</p> <ul style="list-style-type: none"> • Where necessary, wear appropriate personal protective equipment (PPE) • The majority of staff in education settings will not require PPE beyond what they would normally need for their work. PPE is only needed in a very small number of cases, including: <ul style="list-style-type: none"> ○ where an individual child or young person becomes ill with COVID-19 symptoms while at schools, and only then if a distance of 2 metres cannot be maintained ○ where a child or young person already has routine intimate care needs that involves the use of PPE, in which case the same PPE should continue to be used • Ensure that catering staff wear masks when serving lunch to pupils 	5	3	15 MEDIUM	
19.	Public health advice to minimise COVID-19 risks Transport	5	5	25 HIGH	<p>Dedicated school transport</p> <ul style="list-style-type: none"> • During Tier 5 restrictions, to be aware that school buses will not be operating. <p>Wider public transport</p> <ul style="list-style-type: none"> • Encourage parents, staff and pupils who are attending the on-site hub to walk or cycle to school if at all possible 	5	3	15 MEDIUM	

					<ul style="list-style-type: none"> Families using public transport should refer to the safer travel guidance for passengers. 				
20.	Public health advice to minimise COVID-19 risks SUSPECTED CASE ON-SITE Initial Response	5	4	20 HIGH	<p>This is when a pupil or member of staff at the on-site hub develops symptoms of COVID-19</p> <ul style="list-style-type: none"> Send anyone home as soon as possible who becomes unwell with a new, continuous cough or a HIGH temperature, or has a loss of, or change in, their normal sense of taste or smell (anosmia). Advise that they must follow 'stay at home: guidance for households with possible or confirmed COVID-19 infection', which sets out that they must self-isolate for at least 10 days and should arrange to have a test to see if they have COVID-19. If possible move an unwell pupil awaiting collection, to a room where they can be isolated behind a closed door, depending on the age and needs of the child, with appropriate adult supervision if required. Ideally, open a window should be for ventilation. If it is not possible to isolate them, move them to an area which is at least 2 metres away from other people. Ensure staff caring for the child while they await collection wear PPE if a distance of 2 metres cannot be maintained (such as for a very young child or a child with complex needs). safe working in education, childcare and children's social care settings, including the use of personal protective equipment (PPE) Ensure that if the pupil needs to go to the loo while waiting to be collected, they should use a separate loo if possible. The loo must be cleaned and disinfected using standard cleaning products before being used by anyone else. Advise that anyone with COVID-19 symptoms should not visit the GP, pharmacy, urgent care centre or a hospital. As is usual practice, in an emergency, call 999 if someone is seriously ill or injured or their life is at risk 	5	3	15 MEDIUM	
21.	Public health advice to minimise COVID-19 risks SUSPECTED CASE ON-SITE Follow up to treating a suspected case of COVID-19 within the school community	5	4	20 HIGH	<p>At the on-site hub:</p> <ul style="list-style-type: none"> Ensure everyone who has contact with someone who is unwell washes their hands thoroughly for 20 seconds with soap and running water or use hand sanitiser Ensure that supervising staff member and any pupils who have been in contact wash hands thoroughly. They do not need to go home unless they develop symptoms or the child subsequently tests positive or they are requested to do so by NHS Test and Trace. Ensure that the area around the person with symptoms is cleaned with detergent after they have left to reduce the risk of passing the infection on to other people. 	5	2	10 MEDIUM	

					<ul style="list-style-type: none"> • Advise that the symptomatic person should arrange to have test as soon as possible and inform the school of the result immediately, Arrange to have a test, www.coronatestcentre.com • Head to follow up if test result is not received. • Ensure all parents and staff are aware of Isolation rules https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance: • Advise that a pupil or staff member may return to the school hub if they are eligible to attend on receipt of a negative test result as long as they are feeling better. 				
22.	Public health advice to minimise COVID-19 risks Managing a confirmed case of COVID-19 amongst the school community	5	4	20 HIGH	This is when a pupil or member of staff at the on-site hub tests positive for COVID-19. <ul style="list-style-type: none"> • Ensure everyone is aware of the need to inform the school community immediately of any positive test result • Contact the DfE helpline on 0800 046 8687 and follow the advice of the local health protection team (HPT). • Send home any pupils or staff who have been in close contact (group bubble) with the infected person to self-isolate for 10 days • Keep a general record, of pupils and staff in each group as far as is possible and proportionate • Advise that the other household members of the bubble do not need to self-isolate unless the contact in their household subsequently develops symptoms, in which case they must start the 10 day self-isolation from the date their contact develops symptoms • Isolation rules https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance: • Complete a record of any confirmed COVID-19 cases. • Inform parents that there is a confirmed case of COVID-19 in the on-site hub. However, the name of the person will not be shared unless essential to protect others • If a pupil following the remote schooling programme tests positive for COVID-19 their parents should inform the school and follow the isolation rules. https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance 	5	3	15 MEDIUM	
23.	Public health advice to minimise COVID-19 risks Managing a suspected case of COVID-19 by association	5	4	20 HIGH	This is when a family member, friend or household member of a pupil or member of staff has symptoms of COVID-19 <ul style="list-style-type: none"> • Ensure that everyone is aware of the need to report any contact with someone who develops symptoms for COVID-19 	5	3	15 MEDIUM	

					<ul style="list-style-type: none"> • If the member of the Thomas's community is attending the on-site hub, ensure they go home immediately to self-isolate (and not wait for the contact to get their result) • Advise that if the member of the Thomas's community develops symptoms they should get a test • Advise that if the contact's test result is negative the pupil/member of staff may return to school as long as they are well and are eligible to attend the hub • If the pupil is following the remote schooling programme when a contact has symptoms of COVID-19 the family should inform the school and follow the isolation rules. https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance 				
24.	Public health advice to minimise COVID-19 risks Managing a confirmed case of COVID-19 by association	5	4	20 HIGH	This is when a family member, friend or household member of a pupil or member of staff attending the on-site hub tests positive for COVID-19 <ul style="list-style-type: none"> • Ensure that everyone is aware of the need to report any contact with someone who tests positive for COVID-19 • Ensure that if member of the Thomas's community is attending the on-site hub, they go home immediately to self-isolate • Advise that the member of the Thomas's community should get a test <ul style="list-style-type: none"> ○ If the result is positive, the individual must self-isolate for 10 days ○ If the result is negative, the individual must self-isolate for 10 days in case symptoms develop subsequently • If the pupil is following the remote schooling programme when a contact tests positive for COVID-19 the family should inform the school and follow the isolation rules. https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance 	5	3	15 MEDIUM	
25.	Public health advice to minimise COVID-19 risks Managing a confirmed case of COVID-19 by secondary association	5	4	20 HIGH	This is when that a pupil or member of staff is advised that a member of their household has been in contact with someone who has tested positive for COVID-19 <ul style="list-style-type: none"> • Advise that the household member should self-isolate for 10 days • Advise that the pupil/member can attend school as normal if they are part of the on-site hub unless their household member develops symptoms, in which case they should follow the guidance in point 23. 	5	3	15 MEDIUM	

ACTION ARISING FROM RISK ASSESSMENT					
No	Risk Rating	Action Required:	Person (s) Responsible	Target Date	Date Completed
	HIGH	<p>Risk Assessment is to be reviewed in line with Government Guidance</p> <p>Department for Business, Energy & Industrial Strategy - Working safely during COVID-19</p> <p>Guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic. The government in consultation with industry, has produced guidance to help ensure workplaces are as safe as possible.</p>	Customer supported by MBHS		
	HIGH	This risk assessment must be communicated to all staff	Customer supported by MBHS	Before start of term	
	HIGH	This risk assessment must be communicated to all parents by putting on the school website	Customer supported by MBHS	Before start of term	
	HIGH	Staff to be made aware, once they enter the site regardless of putting hand sanitiser on their hands or not, everyone must proceed to the bathroom to wash hands thoroughly for 20 seconds with soap and hot water	Customer supported by MBHS		