



May 2021

## 'Contactless' Assessment/revisit Protocol

### Information for Members

In light of the current Covid 19 restrictions, the following measures are to be adopted for all assessors required to conduct on-site assessments or revisits. These are in addition to our normal processes & procedures.

Please see [business.rspcaassured.org.uk](https://business.rspcaassured.org.uk) for the most up-to-date information on our approach during the current crisis.

### When booking the assessment

- You will be asked if any staff working at the unit have experienced symptoms of Covid-19 in the last 14 days (high temperature, new & persistent cough, loss of, or change to, your usual sense of taste or smell)
- You will be asked to confirm the name of the site representative who will accompany our assessor on the day of the visit. Our assessor will only need to meet and speak with this person
- We will request that all necessary documentation, medicines or equipment must be prepared in an indoor area, (preferably) remote from staff restrooms or domestic housing, ready for the assessment. This is to avoid any unnecessary contact with other people present at the site and reduce handling
- Our assessor will confirm that they will be using their own PPE (facemask, overall and cover boots) which they would like to leave on-site for disposal at the conclusion of the assessment/revisit
- It is vital that you contact us immediately if between the scheduling call and the assessment anyone involved in operations at the site develops symptoms of Covid-19. Our assessor will do the same

### Day of assessment - arrival at the site

- Our assessor will arrive at the site and dress in their PPE, including face mask, before approaching your site representative
- Our assessor will maintain a distance of at least 2 metres between them and the representative at the unit. We politely request that the site representative does the same
- You will again be asked if any staff working at the unit have experienced symptoms of Covid-19 in the last 14 days (High temperature, new & persistent cough, loss of, or change to, your usual sense of taste or smell)
- If the response to the above question is yes then the assessment will not be continued and alternative arrangements will be agreed in due course



- Our assessor will confirm to your site representative that they have not experienced any Covid-19 symptoms in the last 14 days and that they do not currently have a fever. (All assessors are checking their temperature before travelling to ensure it is below 37.5°C)
- Our assessor will again describe our additional protocols to your site representative before commencing the assessment
- Our assessor will ask if there are any site-specific additional health and safety control measures they need to be aware of

### During the assessment

- Our assessor will maintain a 2m distance from the site representative at all times. We politely request that the site representative does the same
- Please ensure your site representative has their own pen with which to sign any documentation. Our assessor will also bring their own pen
- We politely request that the site representative open doors, gates etc during the assessment
- To try and ensure communication is as clear as possible, our assessor will endeavour to ask questions in areas where they can be heard easily and away from noisy areas
- Our assessor will review any documents, medicines or equipment that has already been prepared, and may ask your site representative to move such things as required, and from a safe distance. This will eliminate the need for our assessor to handle them
- Unfortunately, our assessor will not be able to accept any offer of refreshments before, during or after the assessment
- We politely request permission for our assessor to dispose of their PPE as they leave the site, please direct our assessor to your disposal point

We hope you understand that we are taking the above precautionary measures to help protect our assessor, your site representative and any others we may come into contact with when visiting sites, from potential exposure to Covid 19.

*We thank you for your cooperation.*