

Garth Dderwen Covid-19 Operational Risk assessment

The Government's COVID-19 Secure guidelines are the legal requirement to adhere to make your business

COVID-19 safe. These can be found here <https://www.hse.gov.uk/risk/>

Hand washing

- Handwashing is vital to the reduction of transmission. All handwashing to always be in line with Government
- guidelines regarding method and length of washing. All staff must wash their hands when leaving home and
- then when arriving at work to wash their hands immediately upon arrival, as well as before handling or eating
- food, or after blowing noses, coughing or sneezing, or going to the toilet.

PPE

- Provision and use of protective clothing and equipment for staff will be entirely compliant and in line with Government and PHE guidance.

Customer safety

Information should be made available to guests via pre-stay communications, as to the additional measures in place regarding the coronavirus.

- Consistent with WHO guidance, publicly provide a details based on this protocol and current social distancing measures. Manage expectations. Make the rules, document them, and then make sure everyone knows what the new rules are.

Reception and rooms

There will be a reduction of collateral and complementary items to a minimum, in receptions.

- Communicating, though signage and/or other means, explanations of social distancing rules and additional hygiene measures are in place to protect guests
- Make clear in pre-stay communications the extra measures that are being taken, to offer reassurance.
- If you a doorman is present, they will act to ensure that guests observe social distancing
- guests and visitors have access to sanitiser at the desk and that staff use this between serving guests.
- Reception desk in the hall will be organised so that staff can be the current social distance level away from guests as much as possible.
- Physical indicators, where implementation is appropriate and achievable, will be used to act as visible reminders of social distancing requirements.
- When guests sign documents and use the chip and pin machine, reception staff will step back to keep their distance. Any pens or machines that are used should be disinfected before the next guests, and staff should sanitise their hands.
- If staff help guests with luggage, they should keep the required social distance apart from guests whilst collecting luggage and either take it to the room before the guest arrives there or knock on the door, step

back and leave the luggage at the door. After handling luggage, staff should wash their hands or use a hand sanitiser afterwards.

- On exit all room keys are to be disinfected
- Hand sanitiser to be made available on each floor

Housekeeping

There is a risk of contamination/transmission subsequent to hand contact surfaces in bedrooms, on linen and towels. Staff must follow handwashing guidelines as per PHE guidance. Disinfecting gloved hands will follow the same guidelines and frequency as that of handwashing.

- We will review the frequency of the cycle of cleaning and in-room services to take into account different lengths of stay.
- Room cleaning will not be undertaken during the stay, unless requested.
- The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria shall be communicated appropriately, including in pre-arrival communications.
- Hand contact surfaces should be disinfected. Make a check list of all the touch points which could include, but is not limited to, the following, all of which would – as a minimum - be disinfected when a guest checks out:
 - Light switches
 - Bedside tables
 - Remote control
 - Taps
 - Flush handles and toilet seats
 - Door handles – inside and out
 - Hair dryer handles
 - Iron and ironing board, trouser press
 - Safe buttons
 - Wardrobe doors
 - Kettle handle and lid
 - Heater and/or air conditioner controls.
 - Room collateral should be kept to a minimum.
 - Glasses and crockery should be removed and washed in a dishwasher not the room sink.
- Increase provision of hand sanitisers and signage explaining the procedures for sterilisation and sanitisation undertaken

Suspected coronavirus cases in your Guest House business

Suspected COVID cases and guest self-isolation

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.

Where a guest is unable to check out, then the following guidelines must be followed:

- The guest must stay in their room and not visit any public spaces including meeting rooms, fitness centre, concierge lounge or restaurants
- Arrangements should be made for meals / food to be provided to the room, for example via room service deliveries as per protocols previously stated or use of local food delivery services.
- Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen.
- Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely (e.g. through the owners, telephone or by text) instead of doorknob menus or face to face communication.
- The staff will not provide cleaning or housekeeping services during the stay
- Guest House to provide additional linen and extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries. Additional item requests to be left at the guest's door.
- Provide several large rubbish bags for disposal of any guest rubbish. Guests should be informed that they should keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged.
- Guests should limit outside visitors to their guest room to medical personnel only, out of an abundance of caution for other customers and staff
- The guest should contact guest house management prior to checking out / departure from the guest House to provide an update on their condition
- If the fire alarm sounds, normal evacuation procedures should be followed, and the guest advise to leave the Guest house and proceed to the fire assembly point. The Guest house should arrange for the guest to be supported and isolated from other guests at the assembly point.
- Disposable gloves should be used whenever staff come in contact with an item the guest handled. Ensure those responsible for the removal of the guest's waste, at a minimum, wear disposable gloves.
- Where possible, provide remote checkout services or other means to avoid the need for the guests to checkout via the reception desk.
- Additional nights stays and any items used during the lockdown will be charged at the standard rate. Should the additional nights stay impact on future guests stays, relocation and administration fees will be charged.

cleaning after a suspected contamination

Whether an infection is confirmed or suspected relating to your premises, there is specific guidance that should be followed which includes how to deal with bedrooms safely. A link to this government guidance is found [here](#), we have summarised the information [here](#).

Be aware that guidance is changing daily as more scientific evidence comes in, so always check the Government sites if a case arises in your business.

Bedrooms where there has been a suspected infection

Leave the room secure and unoccupied for 72 hours to significantly reduce the risk of the virus surviving on surfaces. Do not allow anyone to go in – put a notice on the door to remind staff that the room is “Out of action.”

This will reduce the risk to your housekeeping staff and guests and means that soft furnishings which can't be disinfected easily will be safe. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed above.

Public Areas

You will need to clean and disinfect all high frequency touch points in the public areas in the Guest house: disinfect surfaces such as grab-rails in corridors and stairwells, door handles and lift buttons. Don't just clean the touch points on the floor level where the infected guest was staying, others may have picked up the virus and transferred it to other floors and areas. Dispose of any cloths, disposable PPE and mop heads by double bagging and keeping secure for 72 hours before disposing in the general rubbish.

ANNEX 2 – Further staff advice

Know the routes of transmission

- Direct contact to face – eyes, nose from droplets spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes, nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose, or mouth.
- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

Be prepared

Operators will comply with prevailing Government social distancing guidelines at all times, informing staff of relevant changes thereof.

- Because it is believed that Coronavirus is infective during the 14-day incubation period, you could be carrying it without having any symptoms and would not know; others you are in contact with may also be carrying the virus without any symptoms and could be infectious.
- Taking preventive measures means assuming that everyone may have it and taking action accordingly. It is not a waste of time and is actually very cheap to implement the most effective measures, because these involve firstly washing your hands at critical times and second keeping dirty hands away from your face.
- Increasing the frequency of disinfection of hand contact surfaces in public areas will help to reduce the risks, and whilst many businesses are now closed, those that remain open need to increase disinfect tables, chairs, doors and door handles and any other touch points.
- The precautions for this virus are pretty much the same as for any respiratory virus, so should also

help to reduce the risk of getting other flu and cold viruses as well as norovirus which can be transmitted through poor hygiene.

- More and more households have been in closer contact with each other than normally. Children are at home from school and family members may be staying. Anyone could be infected and may not know it for 14 days. This means personal hygiene and disinfection at home is even more important than ever. Passing on messages to your workforce to help keep them safe at home is a must.

- Key times to wash hands at home are:

- Always when you arrive home
- Always when you go out (e.g. when you may touch things such as carpark buttons, petrol pumps etc)
- Always after going to the toilet
- Always after blowing your nose or touching your nose
- Always before putting contact lenses in or out
- Always after loading the dishwasher (dirty plates may be contaminated)
- Always before emptying the dishwasher or drying washed dishes (dirty hands will contaminate the clean crockery and cutlery)
- After cleaning
- After handling laundry
- Before handling clean laundry
- Before preparing ready-to-eat food
- After preparing raw food (food safety issue, but still important)
- After unpacking a delivery parcel or shopping
- Before taking drinks or snacks to others in the household
- Before eating with your fingers
- After handling refuse

- **Keep your hands away from your face, particularly your eyes and nose**

Your hands can pick up virus particles on any surface that is contaminated – anywhere where an infected person may have touched, or where someone has unwittingly transferred the virus from one contaminated surface to another. NEVER touch your eyes or inside your nose unless you have just washed your hands.

- Don't shake hands.

- Stay apart as much as you can and turn away from people on public transport if you can, particularly if they are coughing or sneezing.

Annex 3 – general coronavirus information

Coronavirus or COVID-19 is a respiratory illness which has caused many infections and deaths not only in China, where it originated, but also in other countries around the world including the UK. As this is a new disease, we are still learning about it so much is still uncertain, and Government web sites are updated most days, so do check them, even if you have read them before.

Viruses such as flu have been found to survive on surfaces for up to 2 days. For coronavirus, current advice has been that we should assume that after 72 hours or 3 days there is less risk of the virus surviving; it depends on the surface, and although estimates of 24-48 hours have been also made for different surfaces, for simplicity it is probably best to keep to 72 hours for the moment.

People may appear perfectly well but could be carriers of coronavirus in the incubation period, which is up to 14 days, and they could be shedding the virus. This means that we need to ensure that everyone improves their personal hygiene and as much as possible (handwashing and keeping hands from faces) and keeps their distance from each other if at all possible, whether in the workplace or when having a break. Where permitted businesses continue to operate, new procedures will need to be written to take social distancing measures into account.

The usual standard good hygiene practices carried out in food businesses anyway will help contain the spread of the virus, but we nevertheless need to add to this for the current crisis as we are dealing with a respiratory disease.

Glossary

Anti-viral: a product/process that can kill a virus or suppresses its ability to replicate/spread.

Cleaning: a process to remove mainly physical contamination but also helps in the reduction of micro-organisms to a safer level.

Disinfection/Disinfectant: a substance (usually chemical) or process that kills micro-organisms, although some viruses and spores can still survive.

Personal Protective Equipment (PPE): mandatory items worn by staff to prevent exposure to harmful substances where there are no alternative controls in place to prevent injury/ill-health.

Protective clothing: other generic items of protective equipment that are not mandated for a particular job task but can assist in offering limited levels of staff protection and can also offer reassurance to the user.

Sanitising/sanitiser: a substance (usually chemical) or process that reduces the level of microorganisms to a safer level.