

The Castle House Coronavirus (COVID-19) Company Policy & Detailed Risk Assessment

Policy brief & purpose

This company policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It's important that we all respond responsibly and transparently to these health & safety precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This coronavirus (COVID-19) company policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

Scope

This coronavirus policy and risk assessment applies to all of our employees who physically work at the B&B and are to be taken as additional requirements to the normal routines undertaken on a daily basis

Policy elements

Here, we outline the required actions employees should take to protect themselves, their co-workers and all guests from a potential coronavirus infection.

New Policy Safety Procedures and Rules

Always:

- stay 2 meters apart from other employees and customers wherever possible
- wash your hands and clothes after helping someone in an emergency
- wear face coverings when preparing and serving food (*there is no legal requirement*)
- encourage social distancing at all times amongst colleagues and guests
- wear protective gloves when preparing and serving food

- wear protective gloves when cleaning all areas within the B&B
- wear protective apron at all times

Where you cannot stay 2 meters apart, you should:

- only work together up to 15 minutes at a time
- wash hands and clean surfaces regularly
- work side by side or back-to-back rather than face-to-face

Entrances and exits you should:

- stagger arrival and departure times, or ask guests to wait in separate areas of the dining room
- provide hand sanitiser in the reception area
- make sure people touch things as little as possible
- sign all guests in yourself using a pen only you touch

Moving around the B&B you should:

- close off areas that are not essential to all guests, these are areas that are clearly marked 'Private' or roped off
- store personal items, handbags, coats in the laundry room

Cleaning

To minimise the risk of the virus spreading you should:

- clean work areas, surfaces and equipment frequently between use with your usual cleaning products
- clean busy areas more often and more thoroughly including handrails, door knobs, keys, light switches
- restrict the use of items that are touched often
- provide more bins and empty them more often
- clear workspaces and remove waste and belongings from the area at the end of a shift
- deep clean rooms on departure of guests including doors
- no cleaning is to be offered in rooms when guests are staying more than one night
- wipe down door keys, with disinfectant, and place in each room ready for the arrival of the next guest
- deep clean the dining room after breakfast daily
- wipe down, with disinfectant, all dining room chairs after each guest has left the dining room
- wipe down handrail of staircase at the beginning and end of each shift and at check-in time and before bed

Hand washing, toilets, baths & showers you should:

- wherever possible, avoid touching your face and to catch coughs and sneezes in tissues
- regularly wash your hands, especially if you have handled goods and merchandise
- provide hand sanitiser throughout the B&B
- make sure toilets are kept clean at all times

Protecting customers, guests and visitors at the B&B on site

To manage the number of at the B&B you should:

- explain social distancing when visitors arrive or show signs/literature
- limit the number of visitors or customers at any one time so people can social distance
- keep contact with contractors to a minimum
- keep a record of visitors by signing them in the guest book. **This is a legal requirement**
- when taking a card payment, wipe down the card terminal using disinfectant each time it is used
- cash payments to be put into envelopes provided in each room
- always wear gloves when using the card terminal

Protecting yourself and our guests at breakfast you should:

- have 2 sittings for breakfast; 2 rooms at 8.30am and 2 rooms at 9am which will be decided as guest check-in
- guests to be given a breakfast menu option on arrival which is to be completed and left at reception by 8pm the night before.
If this isn't left it will be assumed no breakfast is required
- no buffet service is to be offered
- sit guests apart
- tables identified by room name for guests to sit at
- encourage guests to sanitise
- sugar, salt & pepper sachets to be used. Sauces and jams/marmalades to be provided by waitress
- cereals and juices to be provided by waitress

- masks and disposable gloves to be worn
- apron to be worn and put on to wash at the end of each shift
- all cutlery and crockery must be washed even when unused for each setting

Handling goods & equipment

There may be a risk of the virus coming into the workplace through goods, merchandise or vehicles. To avoid this you should:

- make sure workers handling goods and merchandise know to wash their hands more often
- provide more hand washing facility if possible and hand sanitiser, if not
- all goods coming into the B&B should be wiped down using disinfectant

Sick leave arrangements:

- if you have cold symptoms, such as cough/sneezing/fever, or feel poorly, request sick leave by contacting Lucy directly on 0700901746 or Katelyn on 07507432137
- if you have a positive COVID-19 diagnosis, notify Lucy and/or Katelyn immediately. You can return to work **only after** you've fully recovered, having completed 7 days isolation
- If you have been in contact with someone who has then had Covid-19 then 14 days isolation is required.

Risk assessment implementation for COVID-19.

Business name and address:

The Castle House, 9 Castle Hill, Richmond, North Yorkshire, DL10 4QP

Person carrying out risk assessment:

Lucy Rawlins - Owner

Signed and dated (when completed):

Lucy Rawlins 26/06/2020

First, be clear on your procedure on COVID-19 sickness

What arrangements for sending people home if an employee or customer is displaying symptoms of COVID-19?

Staff will be granted immediate permission to go home and guests will be asked to go home immediately.

Any further cleaning or other actions that you would take to if this happens?

All areas within the B&B will be deep cleaned immediately

What will you do if an employee informs you that members of his/her household are displaying symptoms of COVID-19?

The member of staff will be asked to isolate for 14 days

Second, complete the 5 boxes

1. Work from home, if you can

“All reasonable steps should be taken by employers to help people work from home. But for those who cannot work from home and whose workplace has not been told to close, our message is clear: you should go to work. Staff should speak to their employer about when their workplace will open”.

Which employees can work from home? Not applicable

If your workplace has not been told to close, when do you plan to open?

4th July 2020

How have you communicated with staff about this?

Yes all staff have been notified and are happy to return. A full Covid-19 policy and risk assessment will be emailed to staff prior to the opening date.

2. Carry out a COVID-19 risk assessment, in consultation with workers or trade unions

“This guidance operates within current health and safety employment and equalities legislation and employers will need to carry out COVID-19 risk assessments in consultation with their workers or trade unions, to establish what guidelines to put in place. If possible, employers should publish the results of their risk assessments on their website and we expect all businesses with over 50 employees to do so”.

What consultation with workers or trade unions will you do?

A return to work interview will take place on the 3rd July to ensure all are aware of the new implementations/procedures that have been put in place

Will you publish the results of your risk assessment on your website?

Yes both the risk assessment and Covid-19 policy will be added to the B&B's website

3. Maintain 2 metres social distancing, wherever possible

“Employers should re-design workspaces to maintain 2 metre distances between people by staggering start times, creating one-way walk-throughs, opening more entrances and exits, or changing seating layouts in break rooms”.

This business will maintain 2 metre distances between people by;
As and when possible. Should this not be possible, then the 1 meter rule will be adhered to and masks worn

4. Where people cannot be 2 metres apart, manage transmission risk

“Employers should look into putting barriers in shared spaces, creating workplace shift patterns or fixed teams minimising the number of people in contact with one another, or ensuring colleagues are facing away from each other”.

This business will manage transmission risk where people cannot be 2 metres apart by;

Masks will be worn

5. Reinforcing cleaning processes

“Workplaces should be cleaned more frequently, paying close attention to high-contact objects like door handles and keyboards. Employers should provide handwashing facilities or hand sanitisers at entry and exit points”.

This business will reinforce cleaning processes by;
Rooms will be fogged & deep cleaned after each guest has departed
The dining room will be sanitised between sittings and deep cleaned at the end of breakfast
The kitchen will be deep cleaned after breakfast.
All main corridors/doors/handrails will be sanitised throughout the day

Third decide which guides are relevant, put the steps into the table below, and implement

These 8 guides cover a range of different types of work. Many businesses operate more than one type of workplace, such as an office, factory and fleet of vehicles. You may need to use more than one of these guides as you consider what you need to do to keep people safe.

Decide which guides are relevant to your business, put the relevant measures in the table below. There is a lot of information in the guides and it is important to remember that their aim is to help implement the 5 points, and the “steps that are usually needed” are key to this. Some associations are also providing helpful additional guidance to businesses as to the most appropriate steps to take in their work area.

The relevant workplace guides for this business are;

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

The workplace guides have been examined and measures applied in the table below.

Currently there are 8 guides- Construction and other work, factories, plants and warehouses, labs and research facilities, offices and contact centres, homes, restaurants offering takeaway or delivery, shops and branches, vehicles.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/labs-and-research-facilities>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-br>Yesanches

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>

Further guides are likely to be published shortly, check government websites.

Steps that are needed from workplace guidance.	How implemented, any consultation?	Documentation (e.g. written instructions, notices for customers)	Management walk-around are the measures working, being complied with by staff and customers?	Further measures following management check.
Sanitise available to all employees	Discuss with employees and shown where it is accessed	This risk assessment, verbal instructions and Covid-19 Policy	Yes	Further signage to remind staff
Sanitiser available to all guests	Guests made aware on arrival	Yes in each guest room	Yes as far as aware	NA
PPE for staff available including masks and disposable gloves	Discussed with employees and shown where they are accessed	This risk assessment, verbal instructions and Covid-19 Policy	Yes	NA
Disposable gloves made available at reception FOC for all guests	Guests made aware on arrival	Yes at reception	Yes	NA
Introduce fogging of all areas	Discussed with employees and shown where it is accessed	This risk assessment, verbal instructions and Covid-19 Policy	Yes	Ensure there is good stock levels of disinfectant
2 sittings for breakfast to keep social distancing and sanitised after each sitting	Discussed with employees and shown where they are accessed	Discussed with employees	Yes	Ensure there are good stock levels of sanitising wipes
Remove buffet from breakfast room	Discussed with employees and how to serve	This risk assessment, verbal instructions and Covid-19 Policy	Yes	NA
Rooms fogged and deep cleaned after each guest departs	Discussed with employees and additional training given	This risk assessment, verbal instructions and Covid-19 Policy	Yes	NA
Cash payment on departure to be placed in envelope and left in room	Already in place	Already in place	Yes	NA

Credit card payments taken via terminal Gloves must be worn by staff and terminal sanitised after each use	Discussed with employees and additional training given if required	This risk assessment, verbal instructions and Covid-19 Policy	Yes	NA
Full Covid-19 policy given to each member of staff so they are fully aware of what is now required to keep safe and sanitised	Full policy discussed with staff and a copy sent via email to each member	This risk assessment, verbal instructions and Covid-19 Policy	Yes	NA

After the risk assessment has been completed, what further regular monitoring will be carried out?

How will any further needed changes be put in place?

By updating the risk assessment, the Covid-19 policy and informing guests and all staff where applicable

Finally save and upload your risk assessment onto your website as appropriate and print out and display the notice.

A downloadable notice is included in the downloads section of the 8 workplace guides, “staying COVID-19 secure in 2020” which employers should display in their workplaces to show their employees, customers and other visitors to their workplace that they have followed this guidance.