

# **.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 3 sittings for breakfast; 2 rooms at 8am, 2 rooms at 8.30am and 2 rooms at 9am which will be decided prior to guest check-in by the manager
- 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.