

## COVID 19 RISK ASSESSMENT (R3)

Department: HOUSEKEEPING - BEDROOMS & PUBLIC AREAS	Assessment by: Liz Brown	Date: 30 <sup>th</sup> June 2020
1 <sup>st</sup> review date due:	Manager approval: Liz Brown	Date: 12/5/21
<b>Description of activities:</b> <b>1.</b> Avoid the hazard where possible (Remote work/no physical contact etc.) <b>2.</b> Maintain 2 metre safe distancing	<b>3.</b> Put guards and other measures in place <b>4.</b> Clean workplace, equipment and hands	<b>5.</b> Supervise, Educate and communicate <b>6.</b> PPE

Risk	How can the risk cause harm and who could be at risk?	What do we have and what do we need to put in place control this risk?	Action		
			By Whom	Date	
SPREAD OF Covid19	Coronavirus has been a world-wide pandemic; not susceptible to any race or gender. COVID-19 can be very severe and could lead to loss of life – to Staff, Visitors, Guests, Delivery Drivers	Follow all General hotel procedures for staff and guests to reduce the chance of contracting the disease. (see additional sheet)			
Germs staying on items in the room		<p>Take extra measures on top of the normal standard of cleaning. Bedrooms will need to have some items removed – these to include: bed runners, decorative cushions/accessories and information booklets/brochures.</p> <p>No more that 6 guests allowed in a room at any one time.</p> <p>When cleaning a room focus on cleaning all of the hand contact surfaces in the room this could include but is not limited to light switches, bedside tables, remote controls, taps, flush handles, toilet seat, window handles, door handles inside and out, hairdryer handles and buttons, iron and ironing board, Wardrobe doors, drawer handles, kettle handle and lid, plug socket switches, Do not disturb signs, heater or air-conditioner controls.</p>			

		<p>Consider removal of items from the room that are not likely to be needed by guests such as hotel brochures and guest browsers</p> <p>Glasses and mugs should be removed and washed between guests.</p> <p>On departure all linen is washed even if not used. Unused beds covered in sheet (lets see how this looks</p>			
Contaminated deliveries		Suppliers such as System Hygiene and the Laundry company have to supply their protocol on deliveries and confirmation that they are Covid secure. The deliveries must be left at the back door, checked and then collected by the team.			
Covid passing between front of house and kitchen staff		Bedroom assistants to avoid direct contact with staff from other departments. Staff meals to be ordered over the phone and collected from 2 <sup>nd</sup> kitchen.			

Spreading germs during break times		Break times to be staggered and held outside. Staff bring in their own mugs and wash after every use			
Guest worried about bedroom assistants cleaning their room		<p>Guests can choose whether to have their room not cleaned by the housekeeping team and they can hang a do not disturb sign on their door. Daily care pack can be provided including towels, tea, coffee etc and these can be left outside the room or handed out at reception.</p> <p>The bedroom should not be entered if a guest is in the room. Arrange a time to return or offer a daily care pack.</p>			
Staff getting contaminated		<p>The government guidelines state when managing the risk of COVID-19 additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the rescue normally face in the workplace and needs to be managed through social distancing hygiene and fix teams or partnering not through the use of PPE.</p> <p>PPE must only be worn when entering a bedroom of someone who has suspected Covid or shows the symptoms of Covid, but this will be assigned to the head housekeeper.</p>			

		<p>Masks should also be used where social distancing can't be maintained. It is your choice whether you want to wear other PPE or not. We will provide PPE free of charge.</p>			
Contamination within the lift		Housekeeping staff to avoid the lift unless taking trolleys from one floor to the other.			
Contamination of uniform		<p>The Housekeeping uniform (tops) will be washed every night by the head of housekeeping . All team members must come to work in their own clothes and change tops at work when they arrive. Arrival times will be staggered to avoid congestion. Please label your uniform. A bedroom will be allocated for changing and use of the toilet and sink.</p>			
Contamination of sheets and towels		<p>Dirty linen to be bagged in rooms. Contaminated sheets to be double bagged and labelled separately. The linen company will have a separate procedure for Covid sheets. All clean linens and towels to be kept in plastic wrapping until needed. No clean or dirty linen to be left on corridors. Trolleys to be emptied and cleaned every day.</p>			
A guest infecting a room with Covid or passing Covid to the housekeeper		<p>If a guest has self isolated in a bedroom due to having symptoms of Covid and then departed the hotel the room must be empty for 72 hours. No-one can enter the room if the guest is still present and food, water, linen, towels need to be delivered to the door. Management must be informed immediately if a guest or staff member is showing any symptoms Off a covid test kit – ask a manager</p>			