

COVID-19 RISK ASSESSMENT (R3)

Department: Reception	Assessment by: Tracey Ashworth/Sarah Ashworth	Date: 1 July 2020
1 st review date due:	Manager approval: Liz Brown	Date: 12/5/21
Description of activities: 1. Avoid the hazard where possible (Remote work/no physical contact etc.) 2. Maintain 2 metre safe distancing	3. Put guards and other measures in place 4. Clean workplace, equipment and hands	5. Supervise, Educate and communicate 6. 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	Date complete
Contracting COVID-19	<i>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</i>	<u>PERSPEX SCREENS</u> Large Perspex screens are to be installed across the reception desk area, therefore reducing the risk of contracting COVID-19 and offer protection to both our staff and all guests/visitors/delivery drivers. Cleaning of these screens will take place periodically throughout staff members shifts. Staff must wear face masks at all times. Temperatures of guest and staff to be taken on arrival.			
	<i>Staff, Visitors, Guests, Delivery Drivers</i>	<u>HYGIENE</u> Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace and stringent hand washing is taking place on arrival to work and throughout the day. Gel sanitising stations are available throughout the public areas for use by all staff, guests and visitors.			
		<u>CLEANING</u> Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods. Rigorous checks will be carried out by the “COVID cop” to ensure that the necessary procedures are being followed. Keys will be cleaned thoroughly after check out			

		<p>of guests. Guests will be advised to keep their key on their persons throughout the stay and not hand this into reception, where possible. Where possible, we will endeavour to use bedrooms with key card access only, to avoid the handing in of keys.</p> <p>The reception team will have their own toilet facilities with ample soap, water and hand sanitising products available. Each member of staff will be required to thoroughly clean the toilet before and after use.</p> <p>Sign the sheet when all tasks are complete.</p>			
		<p><u>SOCIAL DISTANCING</u></p> <p>We are reducing the number of persons in any work area to comply with the 2-metre gap recommended by the Public Health Agency and UK Government. We will also reduce work hours, if necessary, to reduce staff contact on shift change. Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to. Due to reduced staffing, we must make sure that staff are having sufficient rest breaks. 2 metre markers will be placed in front of the desk.</p>			
		<p><u>PPE (Personal Protective Clothing)</u></p> <p>Where 'COVID cop' identifies wearing PPE as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to use PPE correctly and carefully to reduce contamination and how to dispose of them safely. Staff to be reminded that, if they choose to, wearing of gloves is not a substitute for good hand washing and hygiene is of paramount importance. Face masks must be worn at all times.</p>			
		<p><u>WORKSPACE</u></p> <p>Staff will be assigned their workspace for the day upon arriving at work. This will be their station for the duration of their shift. Where possible, keeping usage of pens, telephones, chairs to themselves. Regular cleaning of the workspace is paramount to reduce any risk.</p>			
		<p><u>DESK CONTROL</u></p> <p>To keep inline with social distancing requirements as outlined by the UK Government, only 1 household will be permitted at the recaption desk at a time; with a maximum of 3 guests. A chair will also be placed in the reception area, where guests will be invited to the desk once the previous guest has left the reception area.</p>			
		<p><u>PAYMENT</u></p> <p>Payments, where possible, should be made via Debit/Credit Card. Payment will be required, where possible, 48 hours before arrival, therefore reducing the amount of time spent at the desk by each guest, and also reducing unnecessary contact. If a guest feels uncomfortable paying over the phone, cash will be taken upon arrival. The PDQ machine will be thoroughly cleaned after each transaction.</p>			

		<p><u>QUEING</u> We have to avoid queues in reception, so we recommend the use of the lounges and arriving guests are offered a free cup of tea/coffee on arrival if they are kept waiting.</p>			
		<p><u>COMMUNICATION</u> Guests will be contacted with all information about social distancing and hygiene by email or letter before or when they arrive or on arrival. They will also sign a form to agree to the new practises and to say that they are well enough to stay at the hotel. We will explain to customers that failure to observe safety measures will result in the service not being provided. We will consider the needs of guests who are visually impaired or hard of hearing and supply or communication typed in a larger font. Guests are called in advance for meal times and coach trip.</p>			
		<p><u>COVID-SYMTOMS</u> If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance. Managers will maintain regular contact with staff members during this time.</p>			
		<p><u>MENTAL HEALTH</u> Management & senior staff will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help. An open door policy for those who need additional support will always be available.</p>			