

Braddicks Holiday Centre		COVID - 19 Risk assessment Housekeeping, Maintenance	Covid - 19 Manager Mr J G Cooke			
Date: 01.07.20	Completed version		Contact details: Tel - 07964 038912 email - johncooke@braddicks.co.uk			
Hazards / Risk	Who is at risk	Controls required	Additional controls	Action by who	Action when	Problems
	Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior managers & Directors, Contractors, Members of the general public.	<p>Staff return and fitness to work We will carry out a return to work conversation before re-opening with each member of staff. To include staff health and well being, symptoms of Covid -19, How they will travel to and from work, the importance of social distancing and if appropriate the wearing of face masks whilst traveling, living with partners and other family members who may have symptoms or be self isolating or high risk shielding.</p> <p>A return to work and fitness form must be completed before any staff will be allowed to return to work.</p>	<p>Staff to be informed how and when to report any changes to their circumstances. For example if a family member or partner needs to self isolate because they develop symptoms or are tested positive.</p> <p>Managers to be given guidance and training on how to conduct these discussions.</p>	<p>Head Housekeeper</p> <p>Directors</p> <p>HR Manager</p>	<p>Before returning to work</p>	<p>Head Housekeeper</p> <p>Directors</p> <p>HR Manager</p>
Spread of Covid-19	Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior Managers & Directors, Contractors, Members of the general public.	<p>Hand washing Stringent hand washing to take place using soap and water for minimum of 20 seconds. Signage detailing correct method of hand washing to be available in all washrooms, Housekeeping stores, Maintenance stores, offices, kitchens and other ancillary areas. Hand drying using paper towels. Extra attention to be given to regular hand washing during check-in and changeover days, handling bedding, cleaning vacated accommodations, handling waste refuse sacks, moving furniture and handling furnishings, general accommodation maintenance and using grass cutting machinery.</p> <p>Wash hands immediately after clocking in and before starting work.</p>	<p>Employees to be reminded on a regular basis to thoroughly wash their hands using soap and water for a minimum of 20 seconds and the importance of proper drying with paper towels.</p> <p>Staff must also be reminded to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Tissues will be available within the workplace and staff will be reminded to follow the Catch it - Bin it - Kill it method to reduce the impact of coughs and sneezes.</p>	<p>Maintenance Supv</p> <p>Head Housekeeper</p> <p>Employees</p>	<p>Daily and throughout every shift</p>	<p>Head Housekeeper</p> <p>Maintenance Supv</p>

Hazards / Risk	Who is at risk	Controls required	Additional controls	Action by who	Action when	Problems
Spread of Covid-19	Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior Managers & Directors, Contractors, Members of the general public.	<p>Customers / visitors / staff reports that they are feeling unwell</p> <p>Ask the person if they are staying on site. If they are then ask them to return to their accommodation and use the 111 on-line coronavirus service. alternatively they should telephone the 111 coronavirus service.</p> <p>If they need direct intervention from our staff then before approaching the person emergency PPE must be worn see the section for PPE below. The person should be asked if they can be seated outside. If not then a suitable location should be found inside the building possibly asking other members of the public to move aside and make a clear space with a minimum of 2.0 mtrs social distancing around the person. Once the person is seated and secure the staff member can contact the coronavirus service and ask for further advice. Symptoms of Covid-19 :</p> <p>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. Line manager + HR manager will maintain regular contact with staff members during this time. If advised that a member of staff or public has developed Covid-19 and were recently on our premises the line manager will contact the public health authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. www.publichealth.hscni.net telephone 111</p>	<p>The process for dealing with a suspected Covid-19 in house B&B customer.</p> <ol style="list-style-type: none"> ask them to return home to isolate if they are too sick to travel home then they must take the appropriate test. if they test positive and are still to sick to travel then we must contact 111 and ask for advice about moving the customer away from site. accomodation must be placed in lock down for 72 hrs following a positive confirmation. BHC reception to handle the cancellation or re-allocation of the subsequent guests. <p>Do not approach the person until emergency PPE is in use.</p> <p>Inform your line manager as soon as possible and make the person as comfortable as possible. Staff training required for the appropriate use / donning and doffing of PPE will be carried out to reassure and support employees. Line manager and HR manager will offer support to staff who are affected by Coronavirus or have a family member affected.</p> <p>Wash hands immediatley after dealing with the situation. Do not touch your face nose or eyes until hand washing has been done.</p>	HR Manager Directors Head Housekeeper Maintenance Supv	A.S.A.P. Timing dictated by level of problem and situation	Maintenance Supv Head Housekeeper HR manager Directors

Hazards / Risk	Who is at risk	Controls required	Additional controls	Action by who	Action when	Problems
Spread of Covid-19	Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior managers & Directors, Contractors, Members of the general public.	<p>Staff protection Frequently touched items in staff / storage areas should be regularly disinfected. Breaks should be staggered where possible and social distancing must be observed whilst on staff breaks.</p> <p>Disinfect shared items such as cleaning utensils, Vacuum cleaners, stationery, plastic rubbish sacks, maintenance tools, replacement parts, grass cutting equipment etc before and after use.</p> <p>Locations of hand sanitiser must be clearly identified</p> <p>Staff must wear the appropriate PPE when entering any accomodation to begin a clean or to supervise or check a clean or to carry out maintenance checks or tasks. Housekeeper, Asst Housekeeper and checkers , general cleaners, maintenance supv, and maintenance personnel: Appropriate face mask and gloves. Fogging and Stripping beds: As above plus full face shield . Company uniform should be washed at above 60 degrees centigrade.</p> <p style="text-align: center;">Staff presenting with a high temperature, dry cough or any other covid - 19 symptoms.</p> <p style="text-align: center;">Staff living with anyone who has symptoms of covid -19.</p>	<p>Anti viral hand sanitiser must be available in all staff areas and staff must be informed of their responsibility to use it.</p> <p>Anti viral wipes will be used where appropriate.</p> <p>Vacuum cleaners to be thoroughly cleaned and sanitised at the end of every shift.</p> <p>Hand sanitiser to be provided together with emollient cream for the use of staff.</p> <p>The first staff members to enter any accomodation will carry out the bed stripping and fogging /didinfection process as per the staff training process. Bedding will be sorted and placed in the appropriate bags ready for the cleaners to remove - soiled bedding in red soluable bag - dirty bedding in clear bag - disposable bedding = pillow protectors in general waste. A maximum of two staff members will be allowed within any accomodation at any time.</p> <p>Staff to inform the line manager, follow the latest self isolating guidance, do not come to work, self isolate for 7 days. Then before returning to work contact the line manager to complete a return to work form and recieve company permission to return.</p> <p>Do not come to work, self isolate for 14 days. Then before returning to work contact the line manager to complete a return to work form, and recieve company permission to return. If the staff member has developed symptoms they must further isolate for 7 days from onset of symptoms.</p>	Line Manager Head Housekeeper Maintenance Supv Head Housekeeper Maintenance Supv	Daily reminders throughout every shift As soon as symptoms are present As soon as the situation develops	Line Manager Head Housekeeper Maintenance Supv Directors

Hazards / Risk	Who is at risk	Controls required	Additional controls	Action by who	Action when	Problems
Spread of Covid-19	Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior Managers & Directors, Contractors, Members of the general public.	<p>Gel hand sanitisers Located in the maintenance and housekeeping stores for use by all staff, suppliers and holiday visitors. Extra attention to be given to regular use of hand sanitiser during busy check-in and change over days.</p> <p>Individual hand sanitisers are issued to all staff to carry whilst on duty.</p> <p>Supplies also available within all offices for use by staff. Encourage staff to protect the skin by applying Emollient cream regularly.</p>	<p>Make sure that all signage for hand washing, the use of hand gel sanitisers and control of coughs and sneezes are prominently displayed within the maintenance and housekeeping stores and all toilet areas.</p> <p>Make sure that sufficient stocks of hand sanitiser are available.</p>	<p>Line Manager</p> <p>Head Housekeeper</p> <p>Maintenance Supv</p>	<p>Check frequently, daily if possible</p>	<p>Line manager</p> <p>Head Housekeeper</p> <p>Maintenance Supv</p>
Spread of Covid-19		<p>PPE and other disposable items available / requirement <u>Stock available for use if required available at the PH Reception office, Housekeeping main store and Maintenance main store</u> = disposable gloves, safety glasses, disposable aprons, face visors, disposable shoe covers and single use face masks.</p> <p>Requirement for use during normal check-in and change over days and for all cleaning and maintenance procedures within recently vacated accommodations = disposable gloves, disposable aprons, face visor for bed strippers, and disposable face masks.</p> <p>Requirement for use in case of emergency situation. For example a customer or visitor reporting ill health, an accident resulting in bleeding / coughing /sickness = disposable gloves, face visor, disposable face mask,disposable aprons, disposable shoe covers. (Full PPE)</p> <p>Hands must be thoroughly washed after PPE has been removed</p>	<p>Make sure that stocks of PPE are sufficient for the needs of the business taking into account peak and off peak periods. This includes disposables such as tissues and hand cleaning materials such as soap, hand gel and paper towels. Staff training required for the safe use and location of specific PPE.</p> <p>Staff must be reminded that the wearing of gloves is not a substitute for good hand washing procedure.</p> <p>Staff to be informed that under current guidelines the wearing of face masks will not in itself protect against infection but is helpful to reduce infection being passed on from the person wearing the mask.</p> <p>All disposable PPE items including shoe covers, gloves, masks and aprons must be double bagged and tied before disposal.</p>	<p>Line Manager</p> <p>Head Housekeeper</p> <p>Maintenance Supv</p>	<p>1st stock ASAP</p> <p>Staff to check and report shortages to line manager weekly</p> <p>Regular updates</p>	<p>Line Manager</p> <p>Head Housekeeper</p> <p>Maintenance Supv</p>
Spread of Covid-19		<p>Access for staff and visitors Limitations to be placed on staff and contractors who may wish to enter the Reception areas and various stores areas. Only staff with express permission may enter these areas.</p> <p>Permissions will consider strict social distancing requirements in any location and can only be issued by the Line Manager, Head Housekeeper, Maintenance Supervisor, Reception staff.</p> <p>This limitation applies to: All Housekeeping stores. All Maintenance stores. All Reception areas. All company offices.</p> <p>All company vehicles will contain where possible one person only. Where this is</p>	<p>Staff training to be given detailing the importance of keeping the Reception areas and storage areas clear. This will also apply to contractors entering the buildings.</p> <p>External and internal signage will clearly display these restrictions and staff training and support will be given.</p> <p>Maintenance and Housekeeping staff must consider social distancing guidelines when carrying out their work. Always try to maintain a distance of 2.00 mtrs. If this is not possible then appropriate mitigation must be implemented, Face masks, face visors, gloves.</p> <p>Company vehicles must be thoroughly cleaned and kept clean using anti viral detergent on all high contact points.</p>	<p>Line Manager</p> <p>HR Manager</p> <p>Directors</p> <p>Senior Managers</p> <p>Maintenance Supv</p> <p>Head Housekeeper</p>	<p>Prior to opening and then reminders to staff on a regular basis</p> <p>Prepare signage ASAP</p>	<p>Line Manager</p> <p>Directors</p> <p>Head Housekeeper</p> <p>Maintenance Supv</p>

Hazards / Risk	Who is at risk	Controls required	Additional controls	Action by who	Action when	Problems
Spread of Covid-19	Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior Managers & Directors, Contractors, Members of the general public.	<p>Laundry, accommodation ventilation and area cleaning Cleaning system and process to be reviewed and as a minimum must conform to Government guidance COVID-19 cleaning in non-healthcare settings. https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings A strict colour coded cleaning system combined with anti viral cleaning products is in place using disposable cloths to prevent cross contamination of surfaces and high touch risk areas. Doors and windows to be opened before during and after cleaning to increase ventilation and air circulation within the accomodation.</p> <p>In order to reduce handling, all Holiday Centre dirty laundry will be sorted into special washing machine ready degradable bags for collection by 3rd party laundry contractor. Guests will be asked to strip their own beds at the end of their stay and place the soiled laundry into the degradable bags . Non soiled laundry will be placed in normal laundry bags. Dirty laundry and clean laundry must be kept / stored seperately to avoid contamination.</p>	<p>Suitable detergent & disinfectant to be used. Vacuum cleaners must be cleaned regularly. Disposable cloths and mop heads must be used.</p> <p>A dedicated washroom cleaner will be on duty every day within The Pier House complex between 12:00 and 20:00 providing regular recorded checks and cleaning as required.</p> <p>Rigorous checks by Head of Housekeeping / Line Manager to ensure acceptable standards are being achieved throughout the holiday centre.</p> <p>Reception will inform guests about operational changes prior to travel.</p> <p>3rd party laundry supplier to provide detailed laundry method statement for approval.</p>	<p>Head Housekeeper</p> <p>Housekeeping Supv and Checkers</p> <p>Maintenance Supv</p> <p>Laundry supplier</p>	<p>Multiple checks throughout the day</p>	<p>Maintenance Supv</p> <p>Head Housekeeper</p>
Spread of Covid-19		<p>Social distancing Reducing the number of persons within the work area to comply with the social distancing gap recommended by the public health agency. Review work rotas and shift patterns to allow for social distancing.</p> <p>Only Reception staff allowed access into Reception and check-in offices Redesigning Reception process to ensure social distancing is maintained.</p> <p>Management of keys and completion of all paperwork is to be carried out away from the Reception areas.</p> <p>Where more than one staff member must travel in a vehicle, Masks must be worn and where possible staff must face away from each other.</p> <p>Ensure sufficient rest breaks for staff. Social distancing between staff must be maintained during rest breaks.</p>	<p>Accommodation keys can be collected and returned (sanitised) to Reception providing that the two person maximum social distancing within the area is not exceeded.</p> <p>All staff must adhere to strict guidelines relating to moving around within the accommodation and verbally informing colleagues working with the same accommodation when they are ready to exit a room or move to a new area.</p> <p>Reception must not be used as an office for the completion of paperwork or check sheets.</p> <p>Review rotas and remind staff that they must take regular breaks.</p>	<p>Line Manager</p> <p>Head Housekeeper</p> <p>Maintenance Supervisor</p> <p>Housekeeping Supervisor</p> <p>Housekeeping Checkers</p>	<p>Prior to re-opening</p>	<p>Line Manager</p> <p>Head Housekeeper</p> <p>Maintenance Supervisor</p>

Hazards / Risk Spread of Covid-19	Who is at risk Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior Managers & Directors, Contractors, Members of the general public.	Controls required Mental Health Management will promote mental health and wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help. www.mind.org.uk/information-support/coronavirus-and-your-wellbeing	Additional controls Regular communication of mental health information and open door policy for those who need additional support.	Action by who Line Manager HR Manager Employee	Action when On going awareness	Problems Line Manager HR Manager
		<p>Individuals who are at higher risk</p> <p>Clinically extremely vulnerable individuals should not carry out work outside the home.</p> <p>A demographic risk assessment will be required for all staff who fall within the four key demographic factors. These are: Age - Gender - Ethnicity - religion or beliefs.</p> <p>Clinically Vulnerable individuals must take extra care in observing social distancing and should only work outside the home if safe to do so.</p> <p>A demographic risk assessment will be required in this case.</p> <p>Consideration must be given to individuals with protected characteristics or</p>	<p>Extremely vulnerable individuals should not be allowed to work on site within this environment.</p> <p>Vulnerable individuals should only work on site after a thorough review has taken place by the employer and employee. Social distancing policies and rules must be strictly adhered to.</p> <p>Individuals with protected characteristics or those living with extremely vulnerable individuals must inform their line manager or HR manager and appropriate safe guards or action will be taken.</p>	<p>Line Manager HR Manager Employee</p>	<p>On going awareness</p>	<p>Line Manager HR Manager</p>

Hazards / Risk	Who is at risk	Controls required	Additional controls	Action by who	Action when	Problems
Spread of Covid-19	Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior Managers & Directors, Contractors, Members of the general public.	<p>Working practices - Holiday home accommodation servicing</p> <p>Static holiday homes: <u>Maximum</u> of two people allowed to work within the accommodation at any time <u>to include maintenance or supervisors</u>. If access is required which might increase these numbers then one member of staff must temporarily vacate the area to maintain the social distancing requirement. Narrow corridors leading to bedrooms and shower rooms form an obvious pinch point within these accommodations, therefore to avoid cross over, staff must give clear verbal notice to colleagues when they are exiting or moving to any room which opens directly onto the narrow corridor.</p> <p>Chalet holiday homes: <u>Maximum</u> of two people allowed within the accommodation at any time <u>to include maintenance or supervisors</u>. If access is required which might increase these numbers then one member of staff must temporarily vacate the area to maintain the social distancing requirement. Staff must always take care to avoid cross over with other staff.</p> <p>Storage areas and workshop: <u>Maximum</u> of one person allowed within any area at any time <u>to include all maintenance housekeepers or supervisors</u>. If access is required which might increase these numbers then one member of staff must temporarily vacate the area to maintain the social distancing requirement.</p> <p>PPE must be worn when first entering <u>any</u> recently vacated accommodation.</p> <p>Staff who are stripping beds MUST wear full face visors as part of the full PPE requirement. Safety glasses can be worn for other functions and in other areas of the accommodations.</p> <p>Where possible, maintenance checks should be co-ordinated to avoid entering accommodation which is also being serviced by housekeeping.</p>	<p>After opening, a daily review will take place between the Line Manager / Head Housekeeper / Maintenance Supervisor to identify if adjustments or further training is required in order to re-inforce or make adjustments to the working practices.</p> <p>Training will be given to all housekeeping staff detailing the need to avoid cross over within accommodations and stores wherever possible</p> <p>Training will be given to all staff regarding the safe use of PPE equipment supplied including how to safely put on and remove gloves and masks etc.</p> <p>All accommodation keys used by housekeeping and maintenance must be sanitised before they are returned to reception.</p> <p>All high touch items within any accommodation must be sanitised as part of the change over cleaning regime.</p> <p>All disposable PPE items including shoe covers, gloves, masks and aprons must be double bagged and tied before disposal.</p>	Line Manager Head Housekeeper Housekeeping Supervisor Housekeeping Checkers Maintenance Supervisor	Prior to opening Regular monitoring	Line Manager Head Housekeeper Maintenance Supervisor

Hazards / Risk	Who is at risk	Controls required	Additional controls	Action by who	Action when	Problems
<p>Spread of Covid-19</p>	<p>Reception Staff, Holiday Guests, Suppliers, Delivery drivers, Maintenance Staff, Housekeeping Staff, Bar and catering staff, Senior Managers & Directors, Contractors, Members of the general public.</p>	<p>Working practices - Holiday home accommodation servicing Sanitising ready for check in. High touch areas and items.</p> <p>These Enhanced cleaning requirements are additional to the normal cleaning regime detailed within our existing cleaning check sheets and this risk assessment.</p> <p>All shower heads to be thoroughly flushed and a record of this must be kept on site prior to opening.</p> <p>De clutter: all non essential items such as decorative loose cushions, decorative ornaments, leaflets or information brochures, fruit bowls, table and drink mats.</p> <p>Cleaning main living area: Front door inside and outside, All internal door handles, All crockery, cutlery, oven dishes, pots and pans, cooking utensils, Oven doors, oven pans, All small appliances including plug tops and leads (micro wave, toaster, Kettle, TV, video, remote control units), lounge Fire or heaters + remote controls, waste bins, cleaning utensils such as brushes and dust pans, Dining chairs and table, light switches, room thermostats and electrical sockets, lounge furniture, stored waste disposal bags, washing up bowl and plastic drainer, all kitchen and lounge storage or work tops, wall mirrors.</p> <p>Cleaning hall way (caravans): Door handles.</p> <p>Cleaning Bathrooms and en suites: Door handles, mirrors, shower doors inside and outside, shower head and hose, toilet flush and cistern, toilet seat and bowl, hand wash sink water plug or mechanism and taps, coat hooks, light switches and electric sockets.</p> <p>Cleaning/ sanitising Bedrooms: Door handles, drawer and wardrobe handles, clothes hangers, furniture, hard surfaces, storage areas, soft furnishings, head boards, light switches and electric sockets, metal bed frames.</p> <p>Cleaning/ sanitising external: Picnic benches, hand rails, furniture.</p> <p>Review the legionella risk assessment: and bring any testing up to date.</p>	<p>Accommodation cleaning and Maintenance process for holiday arrivals / change overs.</p> <p>1. One maintenance staff member to enter accommodation and sanitise using fogger / spray system. combined with organic disinfectant. Wait for 5 minutes before cleaners can enter. The spray system will then be used to sanitise exterior furniture and hand rails. The maintenance staff member will also remove all bedding in line with the new procedure: Soiled or marked bedding into soluble bags with the remainder into normal clear plastic sacks.</p> <p>2. Cleaning team may then enter but must first ventilate the unit by opening doors and windows before carrying out the enhanced and recorded cleaning procedure as detailed opposite.</p> <p>3. Soiled bedding must be stored in a separate area away from all other bedding.</p>	<p>Head Housekeeper</p> <p>Housekeeping Supervisor</p> <p>Housekeeping Checkers</p> <p>Maintenance Supervisor</p> <p>Maintenance supervisor</p>	<p>Prior to opening</p> <p>Prior to each change over</p> <p>Regular monitoring</p> <p>From opening</p> <p>Prior to opening</p>	<p>Line Manager</p> <p>Head Housekeeper</p> <p>Maintenance Supervisor</p> <p>Director</p> <p>Line Manager</p> <p>Director</p>