

Braddicks Holiday Centre		COVID - 19 Risk assessment Reception and check in	Covid - 19 Manager Mr J G Cooke			
01.07.2020	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
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><b>Staff return and fitness to work following furlough or Covid related layoff.</b>            Before returning to work all staff will complete a return to work questionnaire, This will enable the company to assess if a staff member has any health and well being issues which may delay a return to work. Or if they have any home caring issues, which may preclude them from coming into work on certain days or times. The questionnaire will also identify those staff with partners and other family members who may have symptoms or be self isolating or high risk shielding.  <b>A return to work and fitness questionnaire must be completed by each staff member before being allowed to return to work.</b></p>	<p>Staff members must report any changes to their personal circumstances to their line manager.</p> <p>For example, if they or a family member or partner need to self isolate because they develop Covid symptoms or are subject to a positive test.</p>	<p>line Manager</p> <p>HR Manager</p>	<p>Before returning to work</p>	<p>Line Manager</p> <p>HR Manager</p>
Spread of Covid-19		<p><b>Hand washing</b>            Stringent hand washing to take place using soap and water for <b>minimum of 20 seconds</b>.</p> <p>Signage detailing correct method of hand washing to be available in all washrooms, offices, kitchens and other ancillary areas. Hand drying using paper towels.</p> <p>Extra attention to be given to regular hand washing during busy check-in times, handling post, issuing electric cards, handling money, using PDQ machine, preparing welcome packs, issuing keys and welcome packs.</p>	<p>Employees to be reminded on a regular basis to <b>thoroughly wash their hands using soap and water for a minimum of 20 seconds</b> 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>Line Manager</p> <p>Senior Managers</p> <p>Directors</p> <p>Employees</p> <p>Reception staff</p>	<p>Daily and throughout every shift</p>	<p>Line manager</p>
Risk assessment prepared by J G Cooke - Director & Covid Manager						

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	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><b>Staff protection</b>            Frequently touched items in staff 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 PDQ machines, telephones, tills, keyboards , pens etc before and after use.</p> <p>Any uniform should be washed at home and above 60 degrees centigrade.</p> <p>Locations of hand sanitiser must be clearly identified.</p> <p style="color: red;">Staff presenting with a high temperature, dry cough or any other covid - 19 symptoms.</p> <p style="color: red;">Staff living with anyone who has symptoms of covid -19.</p>	<p>Anti viral 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>Hand sanitiser to be provided together with emollient cream for the use of staff.</p> <p style="color: red;"><b>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.</b></p> <p style="color: red;">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>	<p>Senior Manager</p> <p>Direct line Manager</p>	<p>Daily reminders throughout every shift</p> <p style="color: red;">As soon as symptoms are present</p> <p style="color: red;">As soon as the situation develops</p>	<p>Senior Manager</p> <p>Direct line Manager</p>

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		<p><b>Customers / visitors / staff reports that they are feeling unwell</b></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 <b>111 on-line coronavirus service. alternatively they should telephone the 111 coronavirus service.</b></p> <p>If they need direct intervention from our staff then before approaching the person emergency <b>PPE must be worn see the section for PPE below.</b> The person should be found inside the building possibly asking other members of the public to move aside and make a clear space with a <b>minimum of 2.0 mtrs social distancing around the person.</b> Once the person is seated and secure the staff member can contact the coronavirus service and ask for further advice. <b>Symptoms of Covid-19 :</b></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. <a href="http://www.publichealth.hscni.net">www.publichealth.hscni.net</a> telephone 111</p>	<p>The process for dealing with a suspected Covid-19 in house B&amp;B customer.</p> <ol style="list-style-type: none"> <li>ask them to return home to isolate</li> <li>if they are too sick to travel home then they must take the appropriate test.</li> <li>if they test positive and are still to sick to travel then <b>we</b> must contact 111 and ask for advice about moving the customer away from site.</li> <li>acomodation 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.</li> </ol> <p><b>Do not approach the person until emergency PPE is in use.</b></p> <p>Inform your line manager as soon as possible and make the person as comfortable as possible.</p> <p>Staff training required for the appropriate use / donning and doffing of PPE will be carried out to reassure and support employees.</p> <p>Line manager and HR manager will offer support to staff who are affected by Coronavirus or have a family member affected.</p> <p><b>Wash hands immediatley after dealing with the situation. Do not touch your face nose or eyes until hand washing has been done.</b></p>	<p>Reception staff</p> <p>Line manager</p> <p>HR Manager</p> <p>Directors</p>	<p>A.S.A.P.</p> <p>Timing dictated by level of problem and situation</p>	<p>Line manager</p> <p>HR manager</p>

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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><b>Gel hand sanitisers</b> located at the main entrance to the PH reception area and arcade satelight check-in area for use by all staff, suppliers and holiday visitors. <b>Extra attention to be given to regular use of hand sanitiser during busy check-in times, handling post, issuing electric cards, handling money using PDQ machine, preparing welcome packs, issuing keys and welcome packs.</b> Supplies 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 reception areas and disabled washroom.</p> <p>Make sure that sufficient stocks of hand sanitiser are available.</p>	<p>Line Manager</p> <p>Directors</p> <p>Through line manager</p>	<p>Check frequently daily if possible</p>	<p>Line Manager</p> <p>Head Housekeeper</p>
Spread of Covid-19		<p><b>PPE and other disposable items available / requirement</b> <b>Stock available for use if required within the confines of the PH reception office and arcade satelight office =</b> disposable gloves, safety glasses, disposable aprons, face visors and single use face masks.</p> <p><b>Requirement for use during normal Check-in procedure either within the offices or remotley outside including disabled toilet and any internal / external queing or waiting areas =</b> Face mask or face shield if appropriate.</p> <p><b>Requirement for use in case of emergency situation within the offices or remotley outside for example a customer or visitor reporting ill health, an accident resulting in bleeding / coughing /sickness =</b> disposable gloves, safety glasses or visor,disposable aprons and disposable single use face masks.</p> <p><b>Hands must be thoroughly washed after PPE has been removed</b></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, paper towels. Staff training required for the safe use of location specific PPE.</p> <p><b>Staff must be reminded that wearing of gloves is not a substitute for good hand washing procedure.</b> <b>Staff to be informed that under current guide lines 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.</b></p> <p><b>All disposable PPE items including shoe covers, gloves, masks and aprons must be double bagged and tied before disposal.</b></p>	<p>Line Manager</p> <p>HR Manager</p> <p>Directors</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>
Spread of Covid-19		<p><b>Access for staff and visitors</b> 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. <b>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.</b> This limitation applies to: All Housekeeping stores. All Maintenance stores. All Reception areas. All company offices. <b>All company vehicles will contain where possible one person only. Where this is not possible then disposable gloves and masks must be worn.</b></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. External and internal signage will clearly display these restrictions and staff training and support will be given.</p> <p><b>Maintenance and Housekeeping staff must consider social distancing guidelines when carrying out their work. Always try to maintain the current social distancing guide lines. If this is not possible then appropriate PPE must be worn.</b> <b>Company vehicles must be thoroughly cleaned and kept clean using anti viral detergent on all high contact points.</b></p>	<p>Line Manager</p> <p>HR Manager</p> <p>Directors</p> <p>Senior Managers</p> <p>Maintenance Supv</p> <p>Housekeeper</p>	<p>Prior to opening and then reminders to staff on a regular basis.</p> <p>Purchase signage ASAP</p>	<p>Line Manager</p>

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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><b>Area cleaning , ventilation and air circulation.</b> Daily prior to opening - thorough clean of walls, furniture, windows, floors and vacuuming of carpets.</p> <p>Cleaning and disinfecting objects and surfaces frequently throughout a shift such as door handles, Hand Gel dispensers, light switches, telephone receivers, using a suitable bactericidal &amp; Virucidal cleaning product.</p> <p>All accomodations will be disinfected prior to change over using a fine spray fogging machine combined with an organic antiviral disinfectant.</p>	<p>Suitable detergent &amp; disinfectant to be used. Vaccum cleaners must be cleaned regularly. Disposable cloths and mop heads must be used.</p> <p><b>Rigorous checks by Line Manager to ensure acceptable standards are being achieved.</b></p> <p><b>Windows and doors to be opened whenever possible to increase ventilation and air circulation.</b></p>	<p>External contractor required to adhere to strict standards</p> <p>Reception staff Line Manager</p>	<p>Daily prior to opening</p> <p>Then multiple checks throughout the day</p>	<p>Line Manager</p>
Spread of Covid-19		<p><b>Social distancing</b> Reducing the number of persons within the work area to comply with the current social distancing guide lines recommended by the public health agency. Review work rotas and shift patterns. Utilise working from home where possible to reduce number of staff required on site. Only reception staff allowed access into reception and check-in offices Redesigning reception process to ensure social distancing.</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.</p>	<p><b>Reception internal offices must not exceed 3 persons at any time.</b> 2 staff members may enter without face covering and 3 staff members with face covering. Other mitigations include back to back and side to side working and no desk sharing.</p> <p>Staff rotation between internal office and satelight office and check-in area. Inform other bar / restaurant and holiday centre staff that they must not enter this area without permission.</p> <p>Create second satelite check in area with sufficient social distancing measures reducing the need for Holiday Centre Guests to enter the main Pier House entrance. Review rotas and remind staff that they must take regular breaks.</p>	<p>Line Manager</p> <p>Reception staff</p> <p>Head Housekeeper</p> <p>Maintenance Supervisor</p> <p>Bars Senior Manager</p> <p>Directors</p>	<p>Prior to re-opening</p>	<p>Line Manager</p>
Spread of Covid-19		<p><b>Handling of post and deliveries</b> Staff to wear disposable gloves whilst handling new post and packages. Once opened, envelopes and packaging to be immediatley disposed of. Staff must wash their hands immediatley after handling post.</p>	<p>Staff must not touch face eyes nose or mouth until they have thoroughly washed their hands.</p> <p>Larger postal items will be stored within the satelight arcade reception</p>	<p>Line Manager</p>	<p>Prior to opening</p>	<p>Line Manager</p>

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	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><b>Mental Health</b>  Management will promote mental health and wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.  <a href="http://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing">www.mind.org.uk/information-support/coronavirus-and-your-wellbeing</a></p>	Regular communication of mental health information and open door policy for those who need additional support.	Line Manager HR Manager Employee	On going awareness	Line Manager HR manager
		<p><b>Individuals who are at higher risk</b></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.  A demographic risk assessment will be required in this case.</p> <p>Consideration must be given to individuals with protected characteristics or people living with extremely vulnerable individuals.</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>	Line Manager HR Manager Employee	On going awareness	Line Manager HR manager

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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><b>Immediate operational adjustments</b></p> <p>To maintain social distancing the reception function will be divided into two separate and remote areas. This allows for the required staff levels to maintain the current social distancing guide lines.</p> <p>These areas are main PH reception and satelight arcade reception which will be specifically used on check in days. Staff will require express permission before entering either of these areas. At peak times. Guest check-in will now be carried out from the arcade reception with bookings and office functions taking place in the PH reception.</p> <p>Welcome packs will no longer be used, and Keys will be sanitised when they are returned and again before they are given out at check in. Staff dealing with check in guests must wear disposable gloves and face masks.</p> <p>Incoming post will be sorted and managed from the PH reception whilst parcels will be delivered and stored in the arcade reception. Gloves and hand washing / sanitiser procedures must be observed when handling incoming post and parcels.</p> <p>Sneeze screens and PDQ shelf to be fitted to reception window. Maximum of two people allowed into either reception area at any time. Customers to be encouraged to use contactless payments where possible.</p> <p>Signage and staff will be used to inform customers about the requirements for social distancing. External and internal queuing areas will be marked with floor tape to identify the correct social distancing spaces.</p> <p>Cleaning of the reception office spaces will now be carried out by the Pier House cleaning contractor on a daily basis.</p> <p>If a suspected or confirmed case is identified the accomodation will be sealed off for a minimum of 72 hrs before allowing staff to enter for cleaning and disinfection.</p>	<p><b>Computers / telephones / printers / office equipment</b> Cleaned using sanitizing wipes regularly throughout the working day.</p> <p>The process of handling PDQ machine will change. Sanitizing wipes will be used to clean the PDQ machine before and after every contact.</p> <p>Reduce the number of guests allowed to enter the reception areas, only one person per party will be allowed on a one in one out basis.</p> <p>Detailed instructions about changes to check in procedure and other operational changes will be forwarded to guests prior to their check in dates and travel.</p> <p>All reception and office spaces must be de-cluttered. All unnecessary items including attraction leaflets must be removed. All remaining items including pens and office materials must be regularly sanitised. If a customer requires the use of a pen or other item it must be sanitised before handing it over and again when it is returned</p> <p>Hand sanitiser stations will be available at all public entrances and exits. Sanitiser stations will also be available within relevant staff areas. <b>staff must use regular enhanced and thorough hand washing procedure in place of hand sanitiser whenever possible.</b></p> <p>Incoming change over guests will be offered alternative accomodation or refund if the change over is within the 72 hr isolation time line.</p>	<p>Reception staff</p> <p>Line Manager</p> <p>Head Housekeeper</p> <p>Asst housekeeper</p> <p>Maintenance supervisor</p>	<p>Prior to opening</p> <p>Daily</p>	<p>Line Manager</p> <p>Line Manager</p>
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