

Brook House, Main Street, Elvington, York, YO41 4AA

**Location:** Abbey View House

<b>Title:</b> COVID Risk Assessment	<b>Date of Assessment:</b> 28/06/2021	<b>Risk Assessor:</b> Kerry Wharton-Street
<b>Risk Assessment Reference:</b> COVID-19	<b>People involved in making this assessment:</b> Kerry Wharton-Street	
<b>Task/Process:</b> General workings practice during the pandemic	<b>People at Risk:</b> Employees, Guests, Contractors	

<b>Hazard: Legionella infection from standing water while property lying empty</b>
<b>Control Measures:</b>
1. All toilets flushed
2. All kitchen, bath and hand basin taps run for two minutes to let both hot and cold water to pass through.
3. All showers run for two minutes
4. Before reopening all showerheads will be removed and disinfected by immersing for at least an hour in a sterilising solution.

<b>Hazard: Guest Arrivals, Check ins and Departures becoming infected with COVID-19 and further spread the infection</b>
<b>Control Measures:</b>
1. Send details of Covid-19 measures and protocols to guests on confirmation of booking.
2. Provide contact details for lead members of the party for contact tracing purposes.
3. Explain protocols that will be in place for the duration of the stay
4. Provide property keys pre-sanitised and provided in sanitised key safe.
5. All guests use individual key safe to enter the property to ensure social distancing.

<b>Hazard: Staff becoming infected with COVID-19 and further spread the infection</b>
<b>Control Measures:</b>
1. Staff instructed not come to work if they have symptoms of Coronavirus or if anyone in their household has symptoms of Coronavirus.
2. Staff required to wash their hands on arrival at work, and after each property clean throughout the working day.
3. Any member of staff who develops symptoms while at work they will be sent home and advised to follow the latest Government guidance.
4. Workforce instructed to maintain social distancing from other people at all times, wherever possible.

- |   |
|---|
| 5. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.   |
| 6. Workforce instructed that physical contact with guests or contractors, such as handshakes, hugs, etc are not to be undertaken.                     |
| 7. Workforce instructed that where any guest or contractor contact may have been made or surfaces touched or handled, they must sanitise their hands. |
| 8. Contractors Coronavirus Policy in place  |
| 9. Employees are not to enter property whilst guests are present, except when essential maintenance work is required.                                 |
| 10. All housekeeping staff are trained in the use of and provided with the correct PPE to carry out their cleaning duties.                            |
| 11. Housekeeping teams are trained to the new standards of room cleaning requirements and to monitor the cleaning standards                           |

<b>Hazard: Guest not maintaining social distancing becoming infected with COVID-19 and further spread the infection</b>
---

<b>Control Measures:</b>
--------------------------

- |   |
|---|
| 1. Limit of 6 people or 2 households indoors can stay in one property together. |
| 2. Hand sanitiser and washbasins provided                                       |
|   |

<b>Hazard: Cleaning of Property becoming infected with COVID-19 and further spread the infection</b>
--

<b>Control Measures:</b>
--------------------------

- |   |
|---|
| 1. Bed Linen and Towels are laundered by professional laundry company hence appropriate measures taken.           |
| 2. Property fully cleaned using recommended cleaning products   |
| 3. Property cleaned and sanitised before new guests arrive  |
| 4. All surfaces will be disinfected including but not limited to remote controls, light switches, skirting boards |
| 5. Dirty linen to be placed into linen bags immediately by guests NOT placed on the floor in the bedroom.         |
| 6. Additional linen bags provided and we have some dissolvable red bags for infected linen.                       |
| 7. All dirty and clean linen is kept separate.  |
| 8. All windows to be kept open whilst carrying out cleaning duties to ensure correct ventilation.                 |
| 9. Housekeeping staff to wear gloves whilst handling and dispose of before proceeding to next property.           |
|   |

**Hazard: Guests becoming infected with COVID-19 and further spread the infection**

**Control Measures:**

1. The Host will follow the latest published government guidance for dealing with any such incidences.
2. Monitor government guidance for latest policy.

**Hazard: Operating during Coronavirus Pandemic. Employees exposure to Coronavirus. Becoming infected with COVID19 and further spread the infection**

**Control Measures:**

1. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
2. All employees to maintain social distancing from other people at all times.
3. Where teamwork is required, teams do not work in groups larger than 2 - whilst always maintaining social distancing at all times.
4. Works planned to ensure that social distancing can be maintained at all times.
5. Basic hygiene followed (thoroughly wash hands before eating, drinking, smoking with soap and water).
6. Alcohol Hand wipes & / or Gels provided for teams as additional protection.
7. All employees briefed to wash hands thoroughly when gloves are removed.
8. Compliance team monitor government directives & then review this assessment where required following introductions of other required control measures
9. If a staff member (or someone in their household) has a persistent cough, a high temperature or has lost their sense of taste or smell, they are to self-isolate and get a test.
10. Policy in place for employees and guests with confirmed or suspected COVID-19

**Hazard: Failure to follow Government policies will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.**

**Control Measures:**

1. The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance.
2. Our arrangements and procedures are reviewed daily in the light of additional government guidance as published at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)
3. Guests are made aware of the legal limits on group sizes.
4. System in place to support NHS Test and Trace

**Hazard: Uninformed workforce. Uninformed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others**

**Control Measures:**

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.

2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. We have shared with our guests, by email and or phone, the arrangements we have in place and how we would expect them to cooperate with our staff at their holiday property.

**Hazard: Personal hygiene. Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating and surfaces**

**Control Measures:**

1. Where on site washing facilities are not available, use hand sanitiser gels or anti-bac/anti-virus wipes.
2. Workforce instructed to clean their hands frequently, using a hand sanitiser containing at least 60% alcohol, or to wash their hands with soap and water for at least 20 seconds. Sanitiser has been provided.
3. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean
4. Workforce instructed that a disposable tissue, should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed.
5. Workforce instructed that any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action.

**Hazard: Personal Protective Equipment. Contact with potentially cross contaminated PPE may transmit infection.**

**Control Measures:**

1. Personal protective equipment is required to remain PERSONAL to person to whom it was issued. Workers instructed not to borrow from colleagues.
2. Where personal protective equipment is required in the course of work it has been provided. Workers instructed that it must be used when required. If it may have become contaminated it must be bagged and the contamination notified to management.

**Hazard: Deliveries Goods Inbound Contact with potentially cross contaminated goods/equipment may transmit infection**

**Control Measures:**

1. Non-contact delivery process in place – no signatures to take place.
2. Employees instructed to maintain social distancing whilst moving and storing goods.

**Documents Associated with this Risk Assessment:**

**Review Date :**

**Reviewer :**