

Coronavirus Risk Assessment – Harrogate Stays

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This **Risk Assessment** has been produced to identify and mitigate risks at Fountains Guest House, Harrogate as part of Harrogate Stays. This risk assessment is designed to protect staff and guests working and staying at the property. All information has been collated from official government sources and will continue to be updated on a monthly basis from July 2020 onwards. This risk assessment will be briefed to all staff members. A copy of this risk assessment will be provided to all guests and suppliers entering the property and will also be available on our website <https://www.harrogatestays.co.uk>.

What are the hazards?	Who might be harmed	Risk Description	Mitigation Actions	Action by who?	Action by when?	Done
Physical Distancing (2m rule)	<ul style="list-style-type: none"> • Staff • Guests • Suppliers 	<p>Movement around hotel</p> <p>Risk that occupants of the guest house will be unable to maintain the recommended physical distances recommended by UK Gov, with is 2m. There is a possibility that the government recommendation will be reduced to 1m, but we believe we are able to manage to a safer 2m distance.</p>	<p>We have identified that there are ‘blind spots’ in the navigation around the guest house that could leave to people passing in corridors that do not allow a distance of 2m to be maintained. The guest house has a back staircase that would be used to create a one-way system, with guests of the top floor rooms exiting using this back staircase.</p> <p><u>Prerequisites</u> Signage outside rooms directing guests Notification to staff of one-way system Preparation of staff materials & cleaning products in back laundry room. Tape on floor outside hotel entrance should guests from different parties arrive at the same time</p>			
		<p>Breakfast Service</p> <p>Risk that guests are unable to maintain social distances whilst in the breakfast room.</p> <p>Risk that staff will be unable to serve breakfast whilst maintaining social distances.</p>	<p>Breakfast service will not be served at this time.</p> <p>When staffing levels allow, a breakfast pack will be offered to guests. These will be prepared in the morning and left outside the guest rooms to be eaten in their rooms, providing breakfast to guests without the need for any physical contact between staff and guests.</p>			
		<p>Payments</p> <p>Risk that 2m distance cannot be maintained if taking payment on site.</p>	<p>Payments to be taken ahead of stays only. No payment to be provided on site.</p>			

Contact Surfaces	<ul style="list-style-type: none"> • Staff • Guests 	<p>High Contact Surfaces</p> <p>Some surfaces within the guest house are deemed high contact. These are surfaces that are likely to have been touched by guests and require an enhanced sanitary clean, rather than standard clean. These surfaces are:</p> <ul style="list-style-type: none"> • Door Handles • TV Remote Controls • Kettle Handles • Light Switches • Communal Fridge Door • Keys • Guest Guidebook 	<p>It is inevitable that guests will touch surfaces in the guest house. Normal cleaning will clean bathrooms and wipe down surfaces. However high contact surfaces identified will be cleaned with additional vigour using antibacterial cleaner to remove any risk of cross contamination.</p> <p>Trialling Alexa bedside light controls.</p> <p>Keys are not used at our properties, removing the risk of contamination.</p> <p>Physical Guest guidebooks will be removed from the room, replaced with a one-page laminated key instructions sheet that will be mounted on the wall and an electronic guidebook using Hostfully.</p>			
		<p>Communal Areas – Entrance and Hallways</p> <p>Communal areas will be used by several guests and staff. Unlike some shops where trolleys are wiped between each customer, the surfaces touched whilst transiting from the entrance of the hotel to the guest bedroom cannot practically be cleaned between each guest. These contact points present a risk of contamination.</p>	<p>At the entrance to the property antibacterial wipes and hand sanitiser will be provided, with signage encouraging guests to use them before entering or exiting the property.</p> <p>Bathroom doors will be left open when the room is prepared for guests allowing them to go straight to the bathroom upon entering the room to wash their hands without touching any other surface. Signage on the outside of the bedroom door will encourage this practice.</p>			
		<p>Communal Areas – Lounge</p> <p>The lounge provides a communal area that is accessible to guests. There is a risk that contact surfaces will transmit the virus.</p>	<p>The lounge will remain open to guests. Surfaces will be cleaned using antibacterial cleaner each time the cleaner is on site.</p>			

<p>Guests being unaware of risk plans</p>	<ul style="list-style-type: none"> • Staff • Guests 	<p>Guest Communication</p> <p>Despite best intentions a risk assessment, documented and communicated to staff, cannot be enforced upon and may not be understood by all guests. It is therefore important that communication is appropriately delivered to ensure visitors adhere to the measures put in place.</p>	<p>General communication. The Harrogate Stays website will be updated with our COVID-19 risk management information, informing potential guests how we are managing the health risk during their stay.</p> <p>Pre travel communication. We will include COVID-19 information to our guests at the time of booking.</p> <p>Appropriate signage The following signs will be installed:</p> <ol style="list-style-type: none"> 1. Sanitation station signage at entrance 2. One-way signage outside impacted rooms (Rooms 5-8) 3. Signage on room doors advising to wash hands after entering the room. 4. In-room laminated sheets substituting the printed guestbook <p>Post travel communication Contact with guests to be maintained post stay and any symptoms present within 7 days of check out reported by guest. Phone call to guest between 7 and 14 days after their stay.</p>			
<p>Cleaning Protocols</p>	<ul style="list-style-type: none"> • Staff 	<p>Staff Cleaning</p> <p>Cleaning of rooms requires cleaners to access a space that may have been occupied by someone carrying the virus.</p>	<p>No mid-stay cleaning will take place.</p> <p>Any longer stay guests will be provided with fresh bedding and clean towels, but the guest will be required to change the beds.</p> <p>Staff will clean rooms wearing PPE. This PPE will consist of gloves and a non-surgical mask.</p> <p>Stripping of beds will be done making as little contact as possible with the sheets and towels. Dirty linen will be bagged immediately for collection by the laundry company. After stripping beds, gloved hands will be sanitised before handling new bedding.</p>			

Symptomatic Guests	<ul style="list-style-type: none"> • Staff • Guests 	<p>In the Event of Someone Displaying Symptoms of Coronavirus</p> <p>The risk assessment manages the risk around the property of people staying who <i>may</i> have the virus. However, if a guest or member of staff is symptomatic, we will manage the risk accordingly</p>	<p>‘Hakuna Matata’ cancellation policy. Given the uncertainty in people’s travel plans and the consequence of people opting to travel when symptomatic, we have applied a full refund until 12noon on day of arrival travel policy to all direct booking guests. The cancellation policy across booking channels will differ according to their systems and individual policies.</p> <p>Guests and staff who become symptomatic will be asked to notify us immediately. Staff will be asked to stay home. Guests will be asked to make arrangements to safely travel home. Where this is not possible, we will work with the guest to manage their protection and the protection of our staff and guests</p> <p>If we receive notification of a symptomatic guest, we will notify other guests enabling them to make appropriate precautions.</p> <p>Until unrestricted international travel is possible, we will be unable to accept guests from overseas, as they may be unable to return home safely should they become symptomatic. We are unable to provide room service, making the property unsuitable for quarantining guests.</p> <p>After a symptomatic guest has vacated the property, the room will be left for 72 hours and before cleaning an Airthereal MA10K-PRO will be used. This must be used in unoccupied room, instruction manual here.</p>			
Other	<ul style="list-style-type: none"> • 	<p>Dining</p> <p>It is currently difficult for visiting guests to eat, with restaurants closed and increased risk of visits to supermarkets. Take-away food is likely to be the only practical option available.</p>	<p>To facilitate the consumption of these meals we will provide dining packs for guests, consisting of two set of disposable plates and cutlery.</p> <p>We will also add extra bins in the corridors to allow guests to dispose of their food packaging.</p>			