

Assessment Details

QT Reference No:		Date:	11 th June 2020				
Business Name:	Best Western Fowey Valley		Address:	7 Castle Hill, Lostwithiel, Cornwall			
Insurance Certificate:	YES	Gas Safety Certificate:	YES	Fire Risk Assessment:	YES	Carbon Monoxide Detectors:	YES

Completion Guide

Completed by Simon Bell, General Manager, Best Western Fowey Valley Hotel

Job Hazard Exposure / Detailed Hazard	Possible Harm and Effects	Existing Control Measures	Recommended Controls / Information (In Priority Order)	S	L	R
Person to person check in / out contact during COVID-19 pandemic reception team and guest	Becoming infected with COVID-19 and further spread the infection	<p>Pre Populated E Mail sent to guest pre arrival with the following detail:-</p> <ul style="list-style-type: none"> All check in details such as car reg. Information guide of all measures taken (Hotel COVID Secure Statement) Stringent cleaning statement with logged sign off at the start and end of each reception shift. All keyboards, mice, touch points, screens etc de-contaminated by sanitser Screens fitted to reception desk encapsulating entire area. Social distancing signage and requirements throughout the area. All obstructions removed from reception area. All contact points removed from reception area, guest computer, 	<p>Health questionnaires sent out to all guests prior to arrival</p> <p>Ensure the reception team members have signed a fit for work document</p> <p>Send out a clear and concise email stating arrival instructions and why these are in operation also stating what facilities are open (helps to manage guest's expectations and minimise complaints)</p> <p>Ensure the health & safety of the reception team and guests by:</p> <p>Ensuring all reception and back office areas have regular robust cleans adhering to a cleaning schedule</p> <p>Social distancing measures are in place for both staff members and guests</p>	2	1	2

		<p>literature, magazines, newspapers, water machine.</p> <ul style="list-style-type: none"> • Hand sanitiser available at sanitation stations at front, back & side doors and on reception counter. • Sanitation wipes available for use after each guest. • Cashless operation to be introduced. • Key card to be presented sanitised in sterile wallet (Key does not need to leave wallet it works through wallet; guest does not need to touch it!) • Paperless check in and check out. • Check out folio sent by e mail. • Box for keys to be deposited at reception. Or preferably left in guest bedroom. • Pre-payment for all room and breakfast charges, express check out form for any incidentals not paid throughout the guest journey. • Signage on front, back & side doors with threshold social distancing tapes. • All team members to complete a course on COVID 19 secure and best practices prior to returning to work. • All team members temperature check on arrival to work and logged, any high temperature sent home for 14 days isolation or until test has been completed and confirmed to the company that the test has bene returned negative. • All team members will sign fit for work documentation and confirm that they have read COVID 19 secure hotel policy and will adhere to it. • All team members will be provided with appropriate PPE for the task at hand to protect both them and the customer. 	<p>Hand sanitiser available to both staff and guests within this area</p> <p>Minimising guest numbers in the reception at any one time (staggered check in/out times if possible)</p> <p>Place clear shielding screens if possible on reception desks</p> <p>Express check in. Have the guests check in paperwork and key/key card in an envelope ready for the guest (set up as per a conference check in)</p> <p>Email guest invoices</p> <p>Card payment only</p> <p>Dedicated phone line for in house guest queries and maintenance / housekeeping reporting</p> <p>Express checkout system in place</p>			
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Public usage and cleaning of public areas / corridors within the hotel	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> From the very beginning these areas can and will be closed to all guests. Stagger staff hours to ensure social distancing All team members will complete a course on COVID 19 secure and best practices before returning to work. All team members will sign fit for work documentation and confirm they have read hotel COVID 19 policy and will adhere to it. All obstructing furniture will be removed from corridors and public spaces to allow freedom of movement. All doors throughout the building will have social distancing reminders. All doors that are non-essential fire doors will remain open to lessen touch point contamination. Where possible all fire doors will be open with audible closure device to prevent touch point contamination. Frequent management on duty walks through public areas and cleaning checks will be taken out. All touch point items removed from public areas such as umbrellas, literature, brochures etc. 	<p>Ensure cleaners / housekeepers have signed fit for work documents</p> <p>Ensure clear signage explaining social distancing requirements to guests</p> <p>Ensure staff are briefed and trained on the importance of social distancing</p> <p>Remove furniture to ensure guests can social distance</p> <p>Ensure a robust cleaning schedule is in place specifically for public areas, closing the area for cleaning on a regular basis</p> <p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p> <p>Introduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Perform a deep clean of these areas at night</p> <p>Remove electrical devices, TVs, radios etc</p>	2	1	2
Public usage and cleaning of public toilets within the hotel	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> Guests will be deterred from using the public toilets wherever possible and requested to use facility in their rooms. A monitored / recorded frequent deep cleaning policy will be implemented for the public conveniences and signed off by duty manager and retained. Removal of air dryers and replaced with paper towels. Supply of cleaning product presented in each facility with customers encouraged to clean at the start and end of each use. 	<p>Suspend the use of air dryers and towels in all toilets replace with paper towels and a lidded bin for these to be disposed in</p> <p>Ensure a robust cleaning schedule is in place for the public toilets</p> <p>Use a cleaning checklist and leave in the public toilets for transparency</p> <p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p>	2	5	10

		<ul style="list-style-type: none"> Deep cleaning and sanitation will take place at the start of every shift. Frequent sanitisation will take place of all frequent touch points with sanitisation non touch spray. 	<p>Provide a training programme with all the housekeeping teams to ensure knowledge and standards of cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p> <p>Perform a deep clean of these areas at night</p>			
Use of lifts by both guests and staff	Becoming infected with COVID-19 and further spread the infection	No lifts in our property.	<p>Priority use only</p> <p>Reduce the number of people in the lift to adhere to social distancing</p> <p>Regular deep clean of the lifts especially the button panel as this is a high-volume touch point</p> <p>Perform a deep clean of the lifts at night</p>	0	0	0
Cleaning guest bedrooms	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<ul style="list-style-type: none"> All team members to complete a course on COVID 19 secure and best practices prior to returning to work. Stagger staff hours to ensure social distancing All team members temperature check on arrival to work and logged, any high temperature sent home for 14 days isolation or until test has been completed and confirmed to the company that the test has been returned negative. All team members will sign fit for work documentation and confirm that they have read COVID 19 secure hotel policy and will adhere to it. All team members will be provided with appropriate PPE for the task at hand to protect both them and the customer. Revised COVID 19 cleaning policy to be in place with each guest room checked and signed off after cleaning. 	<p>Ensure cleaners / housekeepers have signed fit for work documents</p> <p>Do not enter the bedroom when the guest is in the room</p> <p>Suspend stop overs / refresh cleans and turn-down services.</p> <p>The housekeeper has filled out the fit for work document</p> <p>Ensure all housekeeping staff are trained in the use of, and provided with the correct PPE to carry out their room cleaning duties</p> <p>Provide a training programme with all the housekeeping teams to ensure knowledge and standards of room cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p>	2	1	2

		<ul style="list-style-type: none"> • No one will enter guest bedroom once sterilised it will remain a closed unit until next guest checks into it. • Where possible a 24-hour minimum Fallow period will take place between departure and re-occupied. • All non-essential soft furnishings to be removed from all guest bedrooms. • All sundry items and high-risk points to be removed from all guest bedrooms, laundry bags, pens, pencils, pads, magazines, pamphlets, brochures, guest directory, hair dryer etc. • Coffee mugs replaced with disposable cups. • Water glasses replaced with disposable beakers. • Strict bagging and extraction policy in place for removal and replacement of soiled laundry, no clean or soiled laundry will come into contact with each other. Soiled laundry will be sealed and removed from environment before clean laundry is introduced. • Laundry room will have strict soiled in and clean out one-way system introduced to avoid cross contamination. • All team members will observe social distancing at all times. • Any maintenance issues will be addressed once the room is serviced and de-contaminated once maintenance have left the room. • There will be no offer of stay servicing throughout a guest stay. Should replenishments be needed they will be provided in a clean receptacle and left outside the room for guest to collect and place inside. • In principal once a guest has entered a room this is there sterile box until they depart with no other entrance permitted. 	<p>All cleaning / maintenance schedules are adhered to and documented accordingly</p> <p>Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor speak with the laundry company to increase linen bag numbers and have some dissolvable red bags for infected linen</p> <p>All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be ran through a dishwasher)</p> <p>Lone working for the housekeeping staff to adhere to social distancing</p> <p>Any maintenance issues to be resolved after the housekeeper has left the room</p>			
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<p>Infectious outbreak within a hotel bedroom</p>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<ul style="list-style-type: none"> • Guests to be clearly advised pre arrival of sickness procedures whilst staying at the hotel. • If a guest is taken ill every assistance will be provided in contacting the relevant services. • Should a guest be taken ill and leave the building the room will be quarantined for a minimum period of 72 hours after which time a thorough deep clean of the bedroom will take place. • Neither the guest or any companion will be permitted to enter any other part of the building if they are taken ill and they will be quarantined within room for as long as needed. Rates of quarantine will be clearly defined in all pre arrival documentation. • Should a guest decide to leave the building and quarantine at home they will leave the building and their regress route will be thoroughly sanitised after departure. • Every support will be offered to the guest possible should they require to quarantine within the room ensuring both other guests and staff safety at all times. • Where possible move all other bookings around the effected room to avoid contamination possibilities. • Room to be deep cleaned and allow 72 hour fallow period. 	<p>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Offer assistance with calling local doctors, 111 or the ambulance</p> <p>Inform all staff that the bedroom is in quarantine and do not enter Inform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO)</p> <p>Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom... do not enter</p> <p>Place an emergency body fluid kit outside the for the guest to use in these circumstances</p> <p>Increase the number of times your public areas and toilets are cleaned immediately it becomes aware that you have a poorly guest inhouse following the cleaning schedules and staff requirements</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness</p> <p>Speak with the reception team to move the following booking from the room. If the hotel is full speak with other hotels to see if they can take the booking on your behalf</p> <p>Minimise contact with the guests on departure</p> <p>Leave the bedroom empty for as long as possible 72 hours ideally</p> <p>Contact a specialist cleaning company to professionally fog the bedroom</p>	<p>3</p>	<p>3</p>	<p>9</p>

			Minimise contact with the guests on departure			
Laundry procedures	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> All team members to complete a course on COVID 19 secure and best practices prior to returning to work. Stagger staff hours to ensure social distancing All team members temperature check on arrival to work and logged, any high temperature sent home for 14 days isolation or until test has been completed and confirmed to the company that the test has returned negative. All team members will sign fit for work documentation and confirm that they have read COVID 19 secure hotel policy and will adhere to it. Strict Policy drawn up and adhered to ensuring in room laundry is bagged in the room immediately after stripping from bed. No linen will be left on any flooring or in any public corridor. Dirty in clean out one-way system in laundry to minimise cross contamination of dirty to clean laundry. All team members will be attired / provided with appropriate PPE for housekeeping and laundry work. All laundry will be washed at a minimum temperature of 60 degrees Celsius. 	<p>Minimise the contact with used bed linen and towels</p> <p>Use correct PPE when stripping beds</p> <p>Have the linen bag ready for the linen from that room only secure tightly</p> <p>Remove to the allocated cage immediately to minimise cross contamination</p> <p>Do not place used linen on the floor in the bedroom or corridor</p> <p>Keep dirty and clean linen separate</p> <p>Speak with your laundry company to supply more linen bags and to request more frequent collections to minimise the amount of used linen in the hotel</p>	2	1	2
Deliveries	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> Contact all companies and receive / file all relevant COVID 19 secure measures they are implementing. Introduce de-boxing environment for all deliveries. Where possible non-perishable product should be held for 24 hours post deliver before entering the workplace. 	Check with all your external delivery companies what their updated social distancing procedures are and how does that affect your business Less deliveries/ different time of deliveries	2	1	2

		<ul style="list-style-type: none"> Only Duty Manager and pre identified team members permitted to accept deliveries into the property. 				
Room service	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Not meeting customer expectation</p>	<ul style="list-style-type: none"> All team members to complete a course on COVID 19 secure and best practices prior to returning to work. Stagger staff hours to ensure social distancing All team members temperature check on arrival to work and logged, any high temperature sent home for 14 days isolation or until test has been completed and confirmed to the company that the test has returned negative. All team members will sign fit for work documentation and confirm that they have read COVID 19 secure hotel policy and will adhere to it. Clearly identified room service procedure provided to guest pre arrival and on laminated sheet in guest bedroom. All front of house / room service team members to receive appropriate PPE for task at hand. No signature of room service and all charges direct to folio no cash exchange. Draw up delivery policy to be adopted by all personnel for delivery and acceptance of room service to guest rooms. I.E knock, leave tray and stand 2 meters back whilst tray is received by guest. Leave direct instruction for confirmation of tray collection when finished outside guest room. On collection of finished tray all product including cloches commercially cleaned above 60 degree Celsius. 	<p>Have a clear timed availability and menu in all rooms</p> <p>Have the correct equipment and procedure to deliver a professional room service</p> <p>Have these menu choices and ingredients available at times</p> <p>Give guests clear timings and procedures of arrival of their food</p> <p>Remember to collect the tray once the guest has finished</p> <p>Remember to charge to guests' room (no money to exchange hands)</p>	1	1	1



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