



COVID-19 RISK ASSESSMENT SA BRAINS

Work activity being assessed:		Working with Coronavirus Restrictions at Pubs/Inns.			Location:		House Generic Risk Assessment.							
Assessor:	Phil Bosomworth			Signed:		Phil Bosomworth		Date prepared:	17th September 2020	Review date:	Every Period Next Review 17th October 2020			
Key to assessment				Risk value:		Low Slightly harmful –Trivial impact/damage quickly repaired		Medium Harmful – Moderate impact / partial loss of operations		High Very harmful – Intolerable with very serious consequences				
				People at risk:		<input checked="" type="checkbox"/> Work personnel		<input checked="" type="checkbox"/> Client personnel		<input checked="" type="checkbox"/> General public		<input type="checkbox"/> Other		
Hazards		Risk (Consequences)		Initial risk value			Precautions/control measures required to reduce the level of risk to the lowest practicable level					Residual Risk Value		
				LOW	MED	HIGH						LOW	MED	HIGH
GENERAL: Coming into contact with an infected person. Spreading infection to others.		Contracting the Covid-19 virus and passing on to others				X	<p>Given a pubs role in community life and as popular tourist venues, pubs may present an environment where affected individuals may come into contact with the general population. Therefore, operators and in particular staff should be aware of the symptoms of the coronavirus and basic methods for preventing or reducing the risk of spread of the virus.</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>CUSTOMER</p> <ul style="list-style-type: none"> o Calculating the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) at the pub/inn. Taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas. o Reconfiguring indoor and outdoor seating and tables to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) o Managing entry numbers will be done through a reservation booking system also a Track and Trace function on the Brains App, social distancing markings, having customers queue at a safe distance. o Making customers aware of, and encouraging compliance with, limits on gatherings. For example, on arrival or at booking. o Only a maximum of six people from the extended household will be able to meet indoors at any one time. o Outdoor gatherings are limited to members of any four households (or support bubbles), or a group of at most six people from any four households. o Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email. o Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines. o At entrance and inside pub customer guidance will be posted for all customers to follow in line with government guidelines. 						X	



COVID-19 RISK ASSESSMENT SA BRAINS

				<ul style="list-style-type: none"> ○ Sanitiser stations will be located at entrance and exit of the pub, additional sanitiser points will be located within the pub. ○ All indoor customers are seated with appropriate distancing, and those outdoors have appropriately spaced seating. All indoor table booking to be completed on LiveRes ensuring the employee captures all relevant customers details as part of Track and Trace policy. External tables track and trace via the app. ○ All pubs to ensure maximum capacity of indoor. Pubs to monitor numbers using LiveRes to ensure compliance to maximum numbers is never exceeded. ○ Dogs are allowed inside the pub however, dogs will be required to be kept on a lead, controlled by owners and not stationed on carpeted areas only hardwood floors or tiles. <p>TEAM</p> <ul style="list-style-type: none"> ○ Employees must wear face coverings when at work. ○ Social Distancing -Reducing the number of persons in any work area to comply with government guidelines. ○ GM to make every effort to minimise crossover of staff and keep teams separated where possible. ○ Employees are not to travel to work in uniform. ○ Staff to change into work uniform in a cleaned and sanitised changing room or disabled toilets. ○ Employees to clock in as out as per company standard also a requirement to support "Track and Trace". ○ Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose or mouth with unclean hands. ○ All staff have been issued with personal PPE in line with government guidelines. It is the responsibility of each staff member to use this PPE and request more before it runs out. ○ Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely. Staff to be reminded that wearing of gloves is not a substitute for good hand washing ○ Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel Wash your hands often with soap and water for at least 20 seconds. ○ Use a sanitiser gel if soap and water are not available. (Sanitiser stations are located across the pub). ○ When entering the premises, use sanitiser gel at sanitiser stations provided to ensure hands are clean before coming into contact with equipment. ○ Avoid touching your eyes, nose and mouth with unwashed hands ○ Avoiding Close Working — YOU MUST make every effort to keep a safe distance of as per government guidance between yourself and anyone else when working. ○ Avoid close contact with people who are unwell. If you have symptoms, YOU MUST follow government guidelines and self-isolate for the advised time. ○ All staff who bring pre-prepared meals and refillable drinking bottles from home to sanitise containers on arrival at the workplace. Consumables not to be left at site overnight. 			
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COVID-19 RISK ASSESSMENT SA BRAINS

				<ul style="list-style-type: none"> ○ All staff MUST comply with social distancing government guidelines whilst eating on breaks and avoid all contact. ○ Avoid touching surfaces such as door handles where possible ○ For areas of high use, use sanitiser to keep areas clean. Door handles and stair rails, meeting tables, and coffee stations should all be frequently cleaned using sanitiser (D10). ○ Be defensive during interactions with others. During this period of uncertainty, monitor yourself and others and pay special attention to limit social contact with others. Train yourself to not cross-contaminate or to touch your face. <p>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.</p> <ul style="list-style-type: none"> ○ Line managers will maintain regular contact with staff members during this time. ○ If you believe that you have been in contact with anyone suspected of having the virus and have the above symptoms or <u>are returning from a highly affected county you should follow government guidelines.</u> https://gov.wales/tourism-and-hospitality-businesses-guidance-phased-reopening-html ○ Follow government advice on social distancing and follow company signage and markings to ensure a two-meter distance is always kept. You have a duty to your family and co-workers not to add to the risk of contact with an infected person. ○ If a member of staff does develop symptoms, send the person home – phone the Area manager and make them aware. Also, if they develop symptoms, they can arrange a test by contacting NHS Direct or through the online portal. If you believe that you have been in contact with anyone suspected of having the virus, you are symptomatic or <u>are returning from a highly affected county you should follow government guidelines.</u> https://gov.wales/tourism-and-hospitality-businesses-guidance-phased-reopening-html ○ Staff are to use informational bulletins circulated by the NHS and or the World Health Organization (WHO). Reference information from reputable sources, as some information you may find on the internet may be misleading or wrong ○ To reduce the potential risk and exposure of Covid-19 to our workforce and visitors, we are conducting an employee health questionnaire, all employees are required to completed before starting work, which will be available to all employees on the Fourth platform. ○ Implementing these measures on our pubs may help reduce the spread and exposure to coronavirus. Taking these actions will also reinforce to workers that measures are being taken to ensure their safety. We need to work together to reduce opportunities for exposure for all workers. ○ Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation. 				
HAZARDS WITHIN SPECIFIC AREAS:								



COVID-19 RISK ASSESSMENT SA BRAINS

Travel to Site	Contact with others and contact with contaminated surfaces			X	<p>Wherever possible workers should travel to place of work alone using their own transport and sites need to consider:</p> <ul style="list-style-type: none"> ○ Use other means of transport to avoid public transport e.g. cycling ○ Providing hand cleaning facilities at entrances and exits. All staff MUST use this on arrival to work and as they leave. ○ If travelling to visit a site staff WILL maintain a distance of 2m, or 1m with risk mitigation where 2m is not viable, is acceptable, with other workers on-site, ensure journeys are taken alone where possible. ○ If staff travel to visit or work on-site together, the two-meter distance must be maintained where possible, keeping vehicle ventilated, wear gloves and face masks and clean the vehicle before and after use. 		X	
Pub Entrance and Access Points	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ For visitors that do attend site, social distance WILL be maintained at all times guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) showing them markings on the floor and observing signage telling visitors to stop and wait to be seen. Under NO circumstances should you shake hands or come into physical contact with staff or visitors. ○ For post/package and main deliveries to pub, social distancing must be adhered to at all times guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) Where signatures are required, the delivery driver MUST leave paperwork/computer on a desk, move away allowing site staff to sign and move away themselves. Workers MUST wash hands using soap or hand sanitiser after receiving deliveries. ○ ALL STAFF and VISITORS MUST wash or clean their hands on entering or leaving the pub. ○ Allow plenty of space (two metres) between people waiting to enter pub. ○ ALL STAFF to use main pub entrance only until further notice. ○ All pubs to introduce a one-way system, utilising directional signage to guide team and customers. ○ Regularly clean common contact surfaces in bar, kitchen, office, access control and delivery areas. ○ Reduce the number of people in attendance at the site by adopting a skeleton crew and working from home where possible. 		X	
Managing Food and Service	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ All employees to wear face coverings in line with government guidelines ○ Maintaining social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) from customers when taking orders from customers. ○ All pubs to provide table service only. ○ No customers are allowed to approach or order at the bar, this is prohibited. ○ Using social distance markings to remind customers to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between customers of different households or support bubbles. ○ Reduce the number of surfaces touched by both staff and customers. For example, asking customers to remain at a table where possible. ○ Encourage contactless payments where possible and adjusting location of card readers to social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). ○ Encouraging customers to order on apps or over the telephone to reduce queues and stagger pick-up times. 		X	



COVID-19 RISK ASSESSMENT SA BRAINS

					<ul style="list-style-type: none"> ○ Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar. ○ Minimising contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food. ○ Clean and sanitise non disposable condiment containers after each use. <p>Wet Businesses. All employees to wear face coverings in line with government guidelines. As a wet let business measures have been put in place to allow customers to collect drinks and pay for them at both bars. The app is the preferred method of ordering, but should customers wish to approach the bar they must follow the one-way system and do so at one of the 'payment and collection' points. These locations are not positioned in front of any of the bar dispense taps so staff can pour drinks at an adequate distance from the customer.</p> <p>Customers are not allowed to wait at the bar or stand in front of the beer taps. The collections points are at the end of each bar so that staff can pour drinks without being in close proximity to customers.</p> <p>Customers return to their table ensuring that they follow the one-way system and allow social distance where this is not possible.</p> <p>The host and/or manager on duty will control this process to make sure that customers are aware of these requirements and prevent a queue from forming during busy times.</p>			
Food Preparation Areas	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ Kitchen access restricted to as few people as possible. ○ Minimise interaction between kitchen staff and other workers, including when on breaks. ○ Spacing working areas to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Providing floor marking to signal social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). ○ Face masks are mandated in line with government guidelines. ○ Use a 'one way' traffic flows to minimise contact where practicable. ○ Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time. ○ Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers. 			X
Cellar	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ Wash hands before entering and on leaving cellar, normal practices to be maintained by one person where possible, and if two persons needed, social distancing to be maintained. 			



COVID-19 RISK ASSESSMENT SA BRAINS

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Hand Washing/Sanitising	Contact with others and contact with contaminated surfaces			X	<p>The legal requirement for Hot and Cold water remains. If any of the following cannot be provided, even on a short-term basis, the business should not trade. This includes preparation and cleaning as well as service.</p> <ul style="list-style-type: none"> Hot and cold running water Liquid anti-bacterial soap Means of drying hands. <p>Effective and thorough handwashing is a key control, not only in restricting the spread of COVID – 19 but also other bacterial contamination.</p> <ul style="list-style-type: none"> Government guidelines state that all employees should be washing and sanitising hands every twenty minutes as a minimum requirement or when necessary All staff provided with antibacterial handwash at handwash stations and MUST wash hands regularly, using soap. All staff provided with blue roll to dry own hands. Hand sanitiser stations have been provided for all member of staff. Regularly clean the handwashing facilities. All staff are responsible for informing line manager when antibacterial handwash, if hand sanitiser or blue roll run out and replenish stock immediately. 		X	
Toilet Facilities	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> Restrict the number of staff using toilet facilities at any one time to ONE MEMBER OF STAFF. Staff to advise Customers when using the toilet, to avoid more than 1 person entering the toilet at any one time. Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks). Wash hands before and after using the facilities. Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush. Clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces. Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency. To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available. Toilet Cleaning checklist to be implemented. <p>Wet Businesses. The disabled toilet is one in one out with a slider to indicate vacant or engaged. The men's toilets have been socially distanced by closing off urinals to ensure sufficient space. The cubicles can also be used. One of the toilet doors has been pinned opened to allow customers to see how busy they are more easily.</p>		X	



COVID-19 RISK ASSESSMENT SA BRAINS

					<p>The women's toilets are cubicle use only so can be used by multiple people.</p> <p>Customers need to give way to each other when coming in and out of the toilets and when using the sinks.</p>			
Eating Arrangements	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> o Customers seating separated by social distancing, see government guidance o In-app purchasing, and payment facility encouraged, where customers want to make payment in cash a clean sanitised tray will be placed on the customers table, customer to place cash on tray and server take this away and placed in the cash drawer, server to wash and sanitise hands in line with government guidance after transaction. o Where change is to be given, a clean and sanitised tray will be used, and change placed on tray and taken to customers table. Tray to be cleaned and sanitised after use, server to wash and sanitise hands in line with government guidance. o Cutlery to be provided to customers on a cleaned and sanitised plate, delivered to the end of the table. o Disposable menus in place of multi-use menus o 20 min sanitiser station set up at site for customer use. <p>Employee Eating Arrangements:</p> <ul style="list-style-type: none"> o Whilst there is a requirement for welfare facilities to be provided to all staff, in these exceptional circumstances, limits will be put in place for all staff to adhere too at all times. o Staff should also be required to stay on-site once they have entered it and not use local shops. Only use local shops in extreme circumstances or if you have been instructed to by senior members of staff. o Break times should be staggered to reduce congestion and contact at all times. o Hand cleaning facilities or hand sanitiser have been provided to all staff and should be used by workers when entering and leaving. o Workers WILL sit apart (as per government guidance) from each other whilst eating and avoid all contact. o Tables will be cleaned between each use. o All rubbish should be put straight into bin and bin changed at regular intervals. o All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs and door handles 		X	
Takeaway/Click and Collect	Contact with others and contact with contaminated surfaces			X	<p>Contactless click and collect or delivery should be put into place and we recommend making this cashless where possible.</p> <ul style="list-style-type: none"> o When ordering, this should be done either over the phone or online. o When preparing, team members must wash their hands before preparation and packing. o Packaging should be food grade sealable. We recommend paper or cardboard where possible. o While not in use the packaging should be stored sealed, in a safe area, and off the floor. o When using a third party or customers are click and collecting then a designated pick up area should be defined, and physical distancing enforced. Ensure a safe distancing queue is marked out and if picking up 		X	



COVID-19 RISK ASSESSMENT SA BRAINS

					<p>from inside the pub, that the maximum of two people is allowed in at any one time. Hand sanitiser should be provided at collection/pick up points to be used when entering and exiting the pub.</p> <ul style="list-style-type: none"> ○ A sign should be placed on the door or in a visible area to notify collectors of the system before entering. For busy periods it is recommended that a co-ordinator is designated who may stand inside or outside the site, to ensure the system is being correctly implemented. Monitor queues outside of the site as well as inside, as excessive numbers of people or poor physical distancing from customers may attract unnecessary and unwanted attention. ○ With third party collections (Just Eat), ensure drivers place the food items into the thermal bags and ensure it is sealed immediately before leaving the premises. 			
Working and Movement Within the Pub.	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ All staff to wear face coverings in line with government guidelines. ○ Staff are to adhere to signage and floor markings to maintain social distance at all times. guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) ○ One member of staff to traverse stairwells at one time. Anyone waiting to use stairwell will need to follow physical distancing at the top and bottom to allow staff to move around freely. ○ All meetings will be held in areas that will allow participants to social distance safely. ○ Staff are to be responsible for their own safety and the safety of others whilst at work. 			X
AWP/Pool Table/Darts/Skittles/Music/TV/Entertainment.	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ No live events at any pub. ○ Music and TV to be played at a low comfortable level, NO loud Music/Jukebox/TV ○ AWP machines, Pool/Snooker tables/Skittles will not be provided, this will be reviewed at a later date. 			X
Outdoor Areas	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ Patrol outdoor areas to prevent groups of people forming ○ Signage to encourage social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) ○ Track and trace to be taken either through Liveres or Brains App. ○ External seating to be cleaned and sanitised in line with pub furniture, tables and seats process. ○ Play areas to be kept closed until professional inspection has taken place and has been certified. 			X
Cleaning	Contact with others and contact with contaminated surfaces			X	<p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. Enhanced cleaning procedures should be in place across the site, particularly in communal areas and at touch points including:</p> <ul style="list-style-type: none"> ○ Taps and washing facilities. ○ Toilet flush and seats. ○ Door handles and push plates. ○ Handrails on staircases and corridors. ○ Lift controls. ○ Food preparation and eating surfaces. ○ Telephone equipment. ○ Keyboards, photocopiers and other office equipment. 			X



COVID-19 RISK ASSESSMENT SA BRAINS

					<ul style="list-style-type: none"> Staff should continue to ensure that all glassware, equipment and surfaces are cleaned thoroughly with an appropriate sanitiser and following standard practices at the end of each day. Rubbish will be removed by employees. Cleaning of the above will be carried out by staff on a regular basis in line with government guidelines. <p>Cleaning Pubs and public spaces where there are suspected or confirmed cases of COVID-19 Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:</p> <ul style="list-style-type: none"> Cleaning and sanitising an area after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people Wear disposable gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning All potentially contaminated high-contact areas such as toilets, door handles, telephones Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected. 			
Smoking Areas	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> Smoking areas to maintain/monitor social distancing. guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) Signage is available to display COVID-19 / hygiene information. Establish separate entry and exit points Enhanced cleaning of common surfaces 			X
Visitors	Uncontrolled hygiene management			X	<ul style="list-style-type: none"> All visitors are required to sign into the visitors log and provide the relevant Track and Trace details as required. Visitors are to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) at all times. Visitors are responsible for the provision of own PPE. Under NO circumstances are you to shake hands or make physical contact with anyone. Visitors must use hand sanitiser provided when they enter the pub. 			X



COVID-19 RISK ASSESSMENT SA BRAINS

					<ul style="list-style-type: none"> ○ Visitors should be shown signage to comply with COVID – 19 rules. ○ After a visitor leaves site, the chair and anything used will need to be cleaned and disinfected. 			
Mental Health	Health and Wellbeing			X	<p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p>Reference -</p> <ul style="list-style-type: none"> ○ https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ ○ https://www.helpguide.org/articles/anxiety/coronavirus-anxiety.htm ○ Regular communication of mental health information via FOURTH engage platform and open-door policy for those who need additional support. ○ You can access confidential advice for you and any one in your family via our Employee assistance program. You can log on through your CPL>bookshelf>benefits, Enter 72153 as the password & username ○ You have all been allocated the Mental Health and Personal Resilience course on CPL. Please log on and complete if you wish too. 		X	
Site Emergencies	Contact with others and contact with contaminated surfaces including third parties			X	<ul style="list-style-type: none"> ○ Emergency evacuations will comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). Staff will evacuate in the same manner as before but will maintain social distancing at all times. ○ Fire wardens will still complete the task of evacuating staff safely and will adhere to social distancing rules. ○ Room to allow for the safe arrival of the emergency services will need to be provided allowing them two meters social distance. 		X	
First Aid				X	<p>Employers and their first aiders should take account of the specific guidance on giving cardiopulmonary resuscitation (CPR) from the Resuscitation Council UK.</p> <p>Try to assist at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone.</p> <p>If they are capable, tell them to do things for you, but treating the casualty properly should be your first concern. Remember the 3P model – preserve life, prevent worsening, promote recovery.</p> <p>Preserve life: CPR</p> <ul style="list-style-type: none"> ○ Call 999 immediately – tell the call handler if the patient has any COVID-19 symptoms ○ Ask for help. If a portable defibrillator is available, ask for it ○ Before starting CPR, to minimise transmission risk, use a cloth or towel to cover the patient's mouth and nose, while still permitting breathing to restart following successful resuscitation ○ If available, use: <ul style="list-style-type: none"> ○ a fluid-repellent surgical mask ○ disposable gloves ○ eye protection 		X	



COVID-19 RISK ASSESSMENT SA BRAINS

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Suspected Covid-19 case in your Hotel/B&B/Inn etc	Contact with others and contact with contaminated surfaces including third parties			X	<ul style="list-style-type: none"> ○ If guest has symptoms of Covid-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately <p>Where a guest is unable to check out, then the following guidelines must be followed:</p> <ul style="list-style-type: none"> ○ The guest must stay in their room and not visit any public spaces including meeting rooms, lounge or restaurant. ○ Arrangements should be made for meals / food to be provided to the room, for example via room service deliveries as per protocols use of local food delivery services. ○ Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely (e.g. through the hotel operator, telephone or by text) instead of doorknob menus or face to face communication. ○ Hotel/Inn to provide additional linen and extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries. Additional item requests to be left at the guest's door. ○ Provide several large rubbish bags for disposal of any guest rubbish. Guests should be informed that they should keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged. ○ Guests should limit outside visitors to their guest room to medical personnel only, out of an abundance of caution for other customers and staff. ○ The guest should contact hotel management prior to checking out / departure from the hotel to provide an update on their condition. ○ If the fire alarm sounds, normal evacuation procedures should be followed, and the guest advise to leave the hotel and proceed to the fire assembly point. The hotel should arrange for the guest to be supported and isolated from other guests at the assembly point ○ Disposable gloves should be used whenever staff come in contact with an item the guest handled. Ensure those responsible for the removal of the guest's waste, at a minimum, wear disposable gloves. 			X
Reception areas	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ Sanitiser station and hand drying facilities will be made available to guests on arrival. ○ If staff help guests with luggage, maintain social distance, and use hand wash or hand sanitiser immediately afterwards. ○ Check inn time moved to 3pm to 10pm to assist with detailed room cleaning as per guidelines. 			X
Room service	Contact with others and contact with			X	<ul style="list-style-type: none"> ○ Manage expectations - social distancing means tray will not be brought into room ○ Staff to wash hands before picking up tray to take to guests 			X



COVID-19 RISK ASSESSMENT SA BRAINS

	contaminated surfaces				<ul style="list-style-type: none"> ○ Use of butlers' trays, folding luggage rack etc., disinfected first when delivering meals if possible, to keep tray from floor. ○ Staff to knock on the door, leave the tray and move back, the guest can then take the tray and once the door is closed, staff can retrieve the stand or table, member of staff to wash/sanitise hands immediately afterwards ○ Inform guest of agreed place to leave tray. If this is in corridor, a regular system to ensure timely collection to be put in place ○ Collected trays to be taken to relevant area and sanitised, cutlery and crockery immediately placed in dishwasher, linen in line with new housekeeping standards. Staff to wash their hands immediately after touching trays. ○ Use of disposable gloves/aprons to be used and disposed of in conjunction with current government guidelines 			
Housekeeping	Contact with others and contact with contaminated surfaces			X	<ul style="list-style-type: none"> ○ Sanitiser stations will be made available to customers at corridors/reception areas. ○ Handwashing in line with govt guidance, disinfecting gloved hands to be in line with this guidance and at same frequency. ○ Review frequency of cleaning cycles and in-room services for differing lengths of stay. ○ Room once vacated by guest will be left one hour prior to any housekeeping duties taking place. ○ After the one-hour housekeeper to enter room wearing PPE, open windows to ventilate room, step back and spray 802 sanitiser into the air across the room and retreat for ten minutes to sanitise room prior to completing housekeeping duties. ○ Pre-arrival communications to guests re frequency of cleaning and other precautionary measures. ○ Create check list of all hand contact areas for sanitising. List shall include but is not limited to: Light switches; Bedside tables; Remote controls; Taps; Flush handles and toilet seats; Door handles; Hair dryer handles; Irons, boards, & trouser press; Safe buttons; Wardrobe doors; Mini bar handle; Kettle & lid; Air-con/heater controls. ○ Room collateral to be kept to a minimum ○ Glasses & crockery to be removed and washed in a dishwasher (not the room sink) ○ Rooms once cleaned and linen changed will be sprayed with 802 Sanitiser to provide extra protection. 			X
Equality in the workplace				X	<ul style="list-style-type: none"> ○ Understand and take into account the particular circumstances of those with different protected characteristics. ○ Involve and communicate appropriately with workers whose protected characteristics might either expose them to a different degree of risk or might make any steps you are thinking about inappropriate or challenging for them. ○ Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mother. ○ Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments. 			X



COVID-19 RISK ASSESSMENT SA BRAINS

<p>Personal Protective Equipment (PPE) and face coverings</p>	<p>Contact with others and contact with contaminated surfaces</p>			<p>X</p>	<p>The only indoor public areas where face coverings will not be required are where you are inside a place to eat or drink, for example, cafés, restaurants and pubs. But where food and drink is only being served for consumption in part of the premises – for example, a café which also offers take away services – you will need to wear a face covering in the parts of the premises where people are not eating or drinking.</p> <p>Employers will also be required to mandate the use of face coverings in other indoor workplaces where social distancing cannot be maintained, unless there are strong reasons not to. You may therefore find you are required to wear a face covering at work even in places which are not open to the public.</p> <p>Employees to be supplied with 3 ply face coverings as mandated by the Welsh Government.</p> <p>Employers should support their workers in using face coverings safely as this is now mandatory by the Welsh Government guidelines. This means telling workers:</p> <ul style="list-style-type: none"> ○ Wash your hands thoroughly with soap and water for 20seconds or use hand sanitiser before putting a face covering on, and before and after removing it. ○ When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. ○ Change your face covering if it becomes damp or if you've touched it. ○ Continue to wash your hands regularly. ○ Change and wash your face covering daily. ○ If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. ○ Practise social distancing wherever possible. <p>Employees who are exempt from wearing face coverings based on medical advice will need to speak to their line manager who will liaise with Area Manager and Human Resource.</p> <p>For further guidance please click on link below: https://gov.wales/face-coverings-guidance-public</p>	<p>X</p>	
<p>Car Parks</p>	<p>Contact with others and contact with contaminated surfaces</p>			<p>X</p>	<ul style="list-style-type: none"> ○ We advise Customers to pay by phone if possible and by contactless card if not. ○ Customers are advised to maintain social distancing when using car parks (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). 	<p>X</p>	



COVID-19 Risk Assessment SA BRAINS