

Hospitality Businesses

Covid 19 / Coronavirus Specific Risk Assessment

Cottage and B&B Rooms at the Steamboat Inn

BUSINESS NAME: The Steamboat Inn
DATE COMPLETED: 14 September 2020
REVISION NUMBER: 3
DATE FOR REVIEW: Post any reviews/substantial changes by the Scottish Govt.
REVIEW CONDUCTED BY: Audrey Weir of Norton Weir Professional Services & Katarzyna Reczko as Co-proprietor of the Steamboat Inn

Key Assessment Areas:

1. Self catering cottage and B&B Rooms
2. Staff members: Cleaning and General
3. Guests

Controls have been implemented via:

- Risk assessment relevant to the business i.e. this document, which will be kept under review
- Written policy. For example: staff policy on covid-19
- Signed records of policy and guidance provided. For example: that staff have read/understood all requirements for safety and hygiene related to Covid 19
- Checklist(s) and records. For example: cleaning
- Discussions with employees. For example: on Covid symptoms and when not to attend work
- Training. For example: on cleaning checklist.

Evidence of measures taken includes:

- Invoices. For example: for staff PPE, disinfectant sprays and hand sanitisers
- Photographs. For example: of external signage, risk assessment certificate
- Inspection records. For example: of accommodation
- Testing records. For example: of ventilation units
- Training records. For example: on hygiene.

1. Self Catering Cottage and B&B Rooms

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Time that rooms and cottage will be left unoccupied between guests	Ability of the virus to live on soft and hard surfaces.	Review of ASSC guidance, and cleaning protocols.	<p>POLICY: Where possible, rooms will be left empty for three days after a guest leaves. Where three days is not possible due to demand, either:</p> <ul style="list-style-type: none"> - Mattress, pillow and duvet protectors will be used – to be washed at 60c between guests - Pillows and duvets will be rotated, with 72 hours between use - Mattresses and other soft furnishings such as curtains/blinds/sofa/chairs – to be disinfected with an EN 14776 certified spray. <p>PROCESS: ASSC Cleaning checklist in use.</p>	Kate Reczko
Items left in the cottage and BnB rooms: Non essential	Items left as decoration, but which are not essential to the use of the room/cottage.	An assessment of all items has been conducted and items such as plants, games, books, tooth mugs etc, have all been removed.	<p>POLICY: Realistic assessment concluded about what can be sufficiently cleaned to ensure each changeover is as safe and manageable as possible. All non essential items have been removed.</p>	Kate Reczko
Items left in the cottage and BnB rooms: Guest welcome and hospitality	Welcome items such as tea/coffee, shampoo and soap. Provided linens and towels.	Assessment of both covid guidance and guest preference.	<p>COVID INFORMATION PRE ARRIVAL: Guests receive a covid information mail informing them of policies at the Inn. This allows guests to specify whether they want to have provided linens and towels, and coffee making facilities in their room. Guests are provided with single sachet/use shampoo, conditioner, and shower gel.</p>	Kate Reczko

Self catering items: COTTAGE ONLY	Hygiene of items provided for self catering.	Review of cleaning before and after use.	PROCESS: Items provide for self catering e.g. plates, glasses etc, to be run through a dishwasher cycle prior to arrival of guests. Kettles and toaster and electrical items that cannot be put into a dishwasher, have been disinfected between use by guests and/or washed in soapy water.	Kate Reczko
Booking policy: Changeover time (impacts arrival and leaving times)	Time required for new cleaning protocols.	Necessary time to allow cottage or rooms to be properly cleaned – and items such as bed linen, duvets, pillows etc – to be properly cleaned.	POLICY: Check in times will be later – at 17:00, and check-out times earlier – at 10:00 – to allow for enhanced cleaning of accommodation. This is reflected in booking conditions, and stated in the covid information provided pre arrival.	Kate Reczko
Booking policy: Group sizes and number permitted to meet in Scotland	Managing the maximum number of individuals in a group booking, in line with Scottish Government guidelines.	<i>Update 14th September.</i> The maximum number in any group is six (excluding those under 12), from a maximum of two households. Guidance specifically notes: <i>“Businesses must ensure staff are aware of the limits when taking bookings and that they are ready to challenge any attempt to make bookings for numbers that clearly exceed the limits. Staff should ask whether limits on mixing of households is being observed when taking enquiries and either reject a booking request which would exceed the limits or offer an alternative for a booking within the limits.</i>	PROCESS: Staff have been trained to understand the constraints on group sizes and maximum number of households in any one booking.	Kate Reczko

		<p><i>This is a maximum of 6 people from no more than 2 different households, indoors and outdoors. Children under 12 are exempt but must still not be from more than 2 different households. Where it is obvious groups of walk-in customers are starting to congregate (in either indoor or outdoor service spaces) and exceeding the limits then advice should also be offered on the limits for mixing of households.”</i></p>		
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2. Cleaning Staff and General Staff (The Steamboat Inn Team)

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Protection of cleaning staff	Droplets in the air immediately after guests leave. Staff exposure to coronavirus when cleaning the cottage and B and B rooms after guests leave.	Review of ASSC guidance, and cleaning protocols. Additional PPE to be used compared to other areas of the Inn - as the guests spend a larger amount of time in their rooms.	<p>POLICY: In the event that a room is being cleaned less than 2 hours after the guest leaves, the cleaner is to:</p> <ul style="list-style-type: none"> - Ventilate the room as far as possible - Use a face covering or visor, apron and gloves. <p>Discussion with Cleaning Staff: On the necessary standard of cleaning, PPE, and use of the ASSC based checklist.</p> <p>POLICY: Cleaning staff will be provided with face coverings, washable apron and re-useable gloves.</p> <p>In the event that there is any identified or known risk of a guest having had coronavirus or symptoms – cleaners to use disposable gloves, face covering - and disposable aprons.</p>	
Use of face coverings or visors	Exposure by not being able to observe the 2m distance rule when exchanging keys, delivering items needed by a guest.	Review of optimal face coverings, including visors.	<p>PPE: *Staff have been provided with face coverings and/or visors.</p> <p>PROCESS: Staff have been advised to use face coverings and/or visors – in line with Scottish Government guidance – applying as from 14th September.</p>	Kate Reczko

3. Guests: Cottage and B and B Rooms

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Social distancing: on arrival and when parking	Managing the potential for too many cars - precluding safe distancing. Managing distancing of customers (locals and visitors) that walk to the Steamboat. Safe distancing in available outside and inside spaces.	Review of how bookings are taken, and information provided to guests ahead of arrival times.	COVID INFORMATION PRE ARRIVAL: Customers have been Informed of parking areas, and reminded to maintain 2m distance from others and staff. SIGNAGE: Sign put up to ask customers to remember 2m distance.	Kate and Blazej Reczko
Ability to support the Scottish Government Test and Protect Programme	Tracing any guest arriving with, or displaying symptoms when staying at the Inn.	Data recommended to be kept for Test and Protect.	TEST AND PROTECT: Information on lead individual booking will be taken and retained as per Govt. guidance. Data will be retained in line with the GDPR policy of the Steamboat Inn.	Kate and Blazej Reczko
Use of face coverings by customers	Managing distancing, and in particular when arriving and moving around.	Review of current Scottish Government advice on use of face coverings by members of the public.	PROCESS: Customers are asked to use face coverings should they be unable to maintain 2m distance from another customer or member of the team – when arriving at accommodation or moving around. Face coverings will be provided on request, should guests not have access to their own. Face coverings are mandatory if visiting the indoor parts of the Inn for hospitality purposes.	Kate and Blazej Reczko
Payment by customers	Minimising contact with cash, contactless where possible, and disinfection of handheld payment terminals when the amount of spend is greater	Review of payment processes and cleaning of devices.	BOOKING CONDITIONS: Guests to pay in advance for room(s), and/or use contactless payment where possible, or bring cash including required amounts of change if that is not possible.	Kate and Blazej Reczko

	than allowed via contactless.		<p>PROCESS: Where paper cash or coins are used, these are to be placed into a payments bucket which is not touched/emptied for 72 hours.</p> <p>Where contactless payment via card is not possible, disinfect via spray the handheld payment terminal before use and between customers.</p>	
Symptoms of Covid 19, or exposure to Covid 19	Customer who has or is demonstrating symptoms of Covid 19, and/or lives with another member of their household displaying symptoms or that have tested positively for Coronavirus.	Review of customer exposure to other groups and staff.	<p>COVID INFORMATION PRE ARRIVAL: To protect staff, guests – in the same way as staff – have been asked not to come to the Steamboat if they have symptoms or been in contact with anyone with symptoms / positively tested for Covid.</p> <p>For guests showing symptoms when staying at the Inn, guidance on testing in Scotland has been provided.</p>	Kate and Blazej Reczko

Risk Assessment Informed By:

1. **Scottish Government – maximum number in group booking and number of households (from 14th September 2020):** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/hospitality-statutory-guidance/>
2. **Association of Self Catering Scotland (ASSC) Cleaning Protocols – update as at Sep 2020:** <https://www.assc.co.uk/wp-content/uploads/2020/09/FAQ-V8-140920-for-V4-Cleaning-Protocols-and-Supplementary-Guidance.pdf>
3. **Association of Self Catering Scotland (ASSC) Cleaning Protocols – update including Cleaning Checklist:** <https://www.assc.co.uk/wp-content/uploads/2020/07/Cleaning-Protocols-for-Self-Catering-Properties-and-Short-Term-Lets-V4-1.pdf>
4. **ASSC – Guests with Suspected Covid:** <https://www.assc.co.uk/wp-content/uploads/2020/07/FAQ-Suspected-Covid-19-on-Premises.pdf>
5. **Scottish Government: Use of Face Coverings and Visors (10th July)/Phase 3:** <https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/>
6. **UK Government Guidance for Face Coverings and Visors (9th July). Close contact services:** <https://assets.publishing.service.gov.uk/media/5ef2889986650c12970e9b57/working-safely-during-covid-19-close-contact-services-090720i.pdf>
7. **Scottish Government: Guidance for Tourism and Hospitality/Phase 3:** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/overview/>

8. **Scottish Government Guidance on Contact Information for Customers. Test and Protect:**

https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/06/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/documents/test-and-protect---hospitality-poster-a4/test-and-protect---hospitality-poster-a4/govscot%3Adocument/00660269_SGV%2BTest%2B%2BProtect_Hospitality%2Bposter%2BA4_72859.pdf