

What are the Hazards?	Who might be harmed and how?	What are we already doing to control this risk?	What further action do we need to take to control the risk?	Risk factor
<p>Person to person contact during COVID 19 pandemic (host to guest)</p>	<p>Bookings and Guest Care</p> <p>Becoming infected with COVID 19 and further spreading the virus</p> <ul style="list-style-type: none"> - Guests - Staff - Cleaners - Delivery Drivers - Contractors - Visitors - Neighbours 	<ul style="list-style-type: none"> • All core staff do COVID testing twice a week on a Monday and a Thursday • Covid 19 Safety Protocol will be shared with all guests prior to check in • Staff wear face masks inside when working with others, showing visitors around and dealing with guests • Cleaners are advised to wear face coverings and gloves whilst cleaning • Staff meetings are conducted outside wherever possible or in a ventilated area if needed • All guests have contactless check in with keys left in the door / post box. Guests are informed of this prior to check in • COVID 19 protocol and risk assessment are posted on our website for all guests and public to see • Hand washing and respiratory hygiene guidance communicated to guests/attendees in advance or booking or attending an event • Soap dispenser pumps and clean hand towels are available at all basins within the property • Clear signage in and around site to 	<ul style="list-style-type: none"> • Consideration of the health of guests prior to attending or visiting Selgars Mill; courtesy check in with the main group booker as to the health of people in the group before arrival • Regular communication contact between venue and guests to communicate any changes to government guidance that could affect their booking • Visitors coming onto site that have not been rearranged will be reminded about handwashing, hand sanitising and social distancing • Social distancing signage will be visible within properties and outside • Members of the team will be reminded to 	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="background-color: red; color: white; padding: 5px;">H</div> <div style="background-color: orange; color: white; padding: 5px;">M</div> <div style="background-color: green; color: white; padding: 5px;">L</div> </div> <p style="color: green; margin-top: 10px;">Low</p>

		<p>assist guests with health and safety precautions and reminders of COVID 19 guidance</p> <ul style="list-style-type: none"> ● Reception staff wear masks, ask guests to wear masks, sanitise on arrival and scan QR code ● Track and trace form available for those who do not have the track and trace app ● Gel sanitisers available on every floor of the property and in other high touch point areas such as reception ● More than one housekeeper or cleaner working together are reminded to work 1-2 metres apart and work in different areas if possible ● No member of staff or the housekeeping team are allowed in the venue whilst guests are staying in the venue. For external cleaners they are instructed not to enter the venue or properties until guests have left ● Household maintenance only takes place when guests are present if it is an emergency and in this case Site Manager or contractor wears a mask and maintains social distancing ● Surrounding land outside of the Selgars Mill site is private land and not covered by the Selgars Mill policy. ● Guests are not permitted in site staff living premises ● Delivery drivers are leave letters or parcels in the post box outside the mill house or at the entrance of the 	<p>wash their hands regularly with soap and water for 20 seconds and dry with disposable paper towels</p> <ul style="list-style-type: none"> ● Members of the team to be reminded of the importance of keeping to social distancing measures both within the workplace and outside of it ● Ongoing checks for the staff team related to their mental health and wellbeing 	
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<p>Member of onsite staff is not fit for work and is infected with COVID 19</p>	<p>Could spread COVID 19 through cleaning/ maintenance throughout the properties and pass onto other staff and guests</p>	<p>mill house outside for larger parcels</p> <p>Symptoms of COVID 19</p> <ul style="list-style-type: none"> • If staff members become unwell with a new continuous cough or a high temperature in the workplace, they will be asked to go home and advised to follow the stay at home guidance. • If staff members are unwell and have been in contact with someone who has COVID-19, they are advised to seek medical advice and follow the recommended stay at home guidelines. Directors will call the self isolation service hub to report • If advised that a member of staff or guest has developed Covid-19 and were recently at our venue premises, the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. • Managers to maintain regular contact with staff members during this time. 	<ul style="list-style-type: none"> • Ongoing check with staff on their health and wellbeing 	<p>Low</p>
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<p>Dealing with a guest who is unwell / infectious or has an outbreak in the property</p>	<p>The spread of an infectious outbreak</p>	<ul style="list-style-type: none"> Any guest that falls unwell with COVID-19 symptoms during their stay must get medical advice immediately and let the property know of the situation, removing themselves from the group and returning to their main home will be advised. Emergency contact details, medical services and nearby doctors/hospitals are written in the Welcome Pack provided at the property for guests to have easy access of this information. The Centre Manager can call/video call the guests to clearly understand the situation and if the guests need to extend their stay and for how long, and if possible. Medicines, food supplies and extra cleaning materials can be delivered to the outside of the property by other guests' members or caretakers if required. All used linen is to be placed in laundry bags provided by the guests before departure, bags to be left within the property for housekeepers and external laundrette collection. 	<p>Other guests in group advised to seek medical advice and follow the public health procedures set out by the government, for persons who have been in contact with someone with COVID-19 symptoms.</p>	<p>Low</p>
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly increasing</p>	<ul style="list-style-type: none"> Linen and towels to be professional washed at laundrette, pickup and 	<ul style="list-style-type: none"> Any linen left behind accidentally will be 	<p>Low</p>

<p>Cleaning regimes not effective/fit for purpose</p>	<p>the risk of transmission of the virus to guests</p> <p>Contaminated venue and spread of COVID 19</p>	<p>delivery service available, and transported in bags.</p> <ul style="list-style-type: none"> • All external housekeepers are fully inducted before they begin working at the venue, to follow best cleaning practices and shown where appropriate cleaning products are kept. • Housekeeping guidelines and COVID-19 cleaning checklist sent to all staff before working, and a copy kept in the work folder onsite. • Housekeepers logbook available onsite if there are any cleaning issues, best practices, and maintenance issues. • Checked by the Centre Manager or Centre Assistant onsite and actioned if required. • All cleaning team members are given the correct PPE and instructions on handwashing regimes and their wellbeing. 	<p>washed onsite at 60 degrees or more by the housekeeping team.</p> <ul style="list-style-type: none"> • Guests are requested to leave windows open in the upper rooms before departure • Onsite staff to open all external downstairs doors to air out the building before cleaners enter. 	<p>Low</p>
<p>Changeover Clean</p>	<p>Contaminated accommodation and spread of COVID 19</p>	<ul style="list-style-type: none"> • Housekeepers/caretakers will not enter the venue until all guests have left the property grounds. • All changeover cleans to be completed once the guests have left the property and grounds. • Housekeepers will acknowledge they are fit for work before their shift begins or inform the managing team if they are unwell. 	<ul style="list-style-type: none"> • Caretakers/Housekeepers that discover a person is still at the property after the departure time will phone the main booker for clarification. • Housekeepers due to clean the property will be notified of the 	<p>Low</p>

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