

## COVID-19 Risk Assessment

<b>Date:</b>	24 June 2020	<b>Completed:</b>					
<b>Business Name:</b>	Sandfield Guest House	<b>Address:</b>	19 London Rd, Headington, Oxford OX3 7RE				
<b>Insurance Certificate:</b>	X	<b>Gas Safety Certificate:</b>	X	<b>Fire Risk Assessment:</b>	X	<b>Carbon Monoxide Detectors:</b>	X

### Completion Guide

The example below demonstrates how this Risk Assessment works. Give the Severity (S) and Likelihood (L) a score based on the table below. Multiply (S) by (L) to create a risk score (R). Score each job hazard rather than each control measure.

<b>Severity (S):</b>	6 Multiple Death	5 Single Death	4 Major Injury	3 Lost Time Injury	2 Minor	1 Delay
<b>Likelihood (L):</b>	6 Certain	5 Very Likely	4 Likely to Happen	3 May Happen	2 Unlikely to Happen	1 Very Unlikely to Happen

The figures will give a risk score between **0** and **36**:  
**0-10 low risk (Green)**, **11-20 medium risk (Amber)** and **21-36 high risk (Red)**.

Focus should be placed on any high risk areas and where risk can be mitigated.

Job Hazard Exposure / Detailed Hazard	Possible Harm and Effects	Existing Control Measures	Recommended Controls / Information (In Priority Order)	S	L	R
<b>EXAMPLE</b>						
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	Send information prior to arrival	Email guest invoices Card payment only	1 2	1 1	1 2
Person to person contact during COVID-19 pandemic (Host and guest) NB: no staff members, only one owner on premises	Becoming infected with COVID-19 and further spread the infection	Requirements for safe travel and stay to be included on booking confirmation email.  Pre- arrival email to include: <ul style="list-style-type: none"> <li>Health declaration</li> <li>Social distancing measures explained</li> <li>Hand sanitiser locations explained</li> <li>Maximum 7 guests at any one time</li> <li>Explanation of only 1 owner present to minimize risk – no staff</li> <li>Link to gov.uk for latest travel advice</li> <li>Checkin procedure (timed and</li> </ul>	Health questionnaires sent out to all guests prior to arrival  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)  Ensure the health & safety of the reception team and guests by: <ul style="list-style-type: none"> <li>Ensuring all public &amp; private areas have regular robust cleans adhering to a cleaning</li> </ul>	1  1  1	1  1  1	1  1  1

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		<ul style="list-style-type: none"> <li>• contactless)</li> <li>• Changes to day to day operations (to manage expectations)</li> <li>• Unable to offer early checkin or luggage storage</li> <li>• All payments will be taken contactlessly</li> <li>• Breakfast cancelled for the time being</li> <li>• Link to Covid secure policy on sandfieldguesthouse.com to be created</li> <li>• Link to virtual guest information folder on sandfieldguesthouse.com</li> <li>• Follow up text to guest on day of arrival</li> <li>• Monitor health of owners daily</li> </ul> <p>Ensure the health and safety of owners and guests by:</p> <ul style="list-style-type: none"> <li>• Regular and enhanced cleaning and sanitising of all walk through areas</li> <li>• Hand sanitiser station in porch, hall &amp; 2 on landing. Wipes also available</li> <li>• No paperwork at checkin, sanitized key in room</li> <li>• Verbally reiterate social distancing measures movement, and checkout</li> <li>• Contactless checkout</li> <li>• Verbal reminder at checkout re left property advise unable to retain and return.</li> <li>• Disposable Gloves &amp; Masks available on request.</li> <li>• Hand sanitizer &amp; tissues available in all guest rooms</li> </ul>	<p>schedule</p> <ul style="list-style-type: none"> <li>• Social distancing measures are in place for both staff members and guests</li> <li>• Hand sanitiser available to all within this area</li> <li>• Minimising guest numbers in the reception at any one time (staggered check in/out times if possible)</li> <li>• Email guest receipts</li> <li>• Card/BACS payment only</li> <li>• Establish FreeToBook Smart Messaging for in house guest queries and maintenance / housekeeping reporting</li> <li>• Express checkout system in place</li> </ul>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>
<p><b>Public usage and cleaning of public areas / corridors within the B&amp;B</b></p>	<p>Becoming infected with COVID-19 and further spread the infection</p>	<p>Cleaning routine enhanced to multiple times daily, special attention to sanitizing all touch areas.</p> <p>Signage explaining social distancing requirements to guests clearly displayed at point of entry.</p> <p>Owners adhere to social distancing measures with guests at all times.</p> <p>Furniture rearranged and removed to ensure guests can social distance.</p>	<p>Ensure clear signage explaining social distancing requirements to guests</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 correct PPE available to carry out housekeeping.</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p>

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		<p>Additional hand sanitiser stations located in Porch, Hall &amp; 2 on Landing.</p> <p>Appropriate PPE used by owner during cleaning and during interaction with guests if required,</p> <p>Remove magazines and paper literature (available on request)</p>	<p>Monitor cleaning standards</p> <p>Public areas to be regularly cleaned throughout the day &amp; a record kept publicly.</p>	1 4	1 2	1 8
<b>Public usage and cleaning of public toilets within the B&amp;B (If Appropriate to the Site)</b>	Becoming infected with COVID-19 and further spread the infection	N/A no shared / public toilets at property	<p>Use a cleaning checklist and leave in the public toilets for transparency</p> <p>Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p>	1 1 1	1 1 1	1 1 1
<b>Public usage and cleaning of Breakfast Room</b>	Becoming infected with COVID-19 and further spread the infection	No breakfast to be served		0	0	0
<b>Use of lifts by both guests and staff</b>	Becoming infected with COVID-19 and further spread the infection	N/A No Lifts at property		0	0	0
<b>Use of stairs and landing areas by both guests and staff</b>	Becoming infected with COVID-19 and further spread the infection	<p>Regular clean of the stairs. Bannister rails wiped clean and sanitised through the day.</p> <p>Bedroom door handles facing on to landing wiped and sanitised throughout the day.</p> <p>Ventilate naturally throughout day.</p> <p>Hand sanitising station sited in Hall with 2 on Landing</p> <p>Guests asked to give priority to those ascending stairs and to social distance.</p> <p>Guests asked to wash hands on leaving and entering bedrooms.</p>	<p>Regular deep clean of the stairs especially the bannisters as this is a high-volume touch point</p> <p>Hand sanitising stations available on all floors</p>	4 1	2 1	8 1
<b>Cleaning of Kitchen</b>	Becoming infected with COVID-19 and further spread	If/when breakfast is reinstated:	Ensure a robust cleaning schedule is in place specifically for kitchen			

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	the infection	<p>Enhanced cleaning schedule in place specifically for kitchen 'high surface to floor' regime'</p> <p>PPE as appropriate used during food preparation, handling and after service cleaning.</p> <p>All items washed in dishwasher at high temperature.</p> <p>Ensure all kitchen equipment has been sanitised and is in full working order</p> <p>Kitchen to be regularly cleaned before and after use</p> <p>Ventilate as much as possible.</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>Monitor the cleaning standards</p> <p>Ensure all kitchen equipment has been sanitised and is in full working order</p> <p>Kitchen to be regularly cleaned before and after use</p>	1  1  1  4  4	1  1  1  2  2	1  1  1  8  8
<b>Cleaning guest bedrooms</b>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>All surfaces sanitised after initial cleaning. Steam cleaning as part of enhance routine.</p> <p>Decorative soft furnishings removed.</p> <p>Do not enter the bedroom when the guest is in the room</p> <p>No daily room servicing. For stays of 5 nights or more agree with guest if they would like a refresh when they are not present.</p> <p>Pre-Checkin list of optional extras communicated to guest.</p> <p>Use appropriate PPE during cleaning and dispose of securely after each room clean.</p> <p>Cleaning in progress sign placed on bedroom door.</p> <p>Ventilate naturally.</p> <p>Dirty linen to be placed into linen bags immediately not placed on the floor in the bedroom or corridor.</p> <p>All crockery and glasses to be washed in dishwasher.</p>	<p>Do not enter the bedroom when the guest is in the room</p> <p>Suspend refresh cleans and turn-down services.</p> <p>Have cleaning in progress signage</p> <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.</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 housekeeping is complete.</p>	1  1  1  1  4  1  1  1	1  1  1  1  2  1  1  1	1  1  1  1  8  1  1  1

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		Where maintenance required room to be checked and sanitised after completion.				
<b>Infectious outbreak within a guest bedroom</b>	Becoming infected with COVID-19 and further spread the infection  Contaminated accommodation / spread of COVID-19	<p>Instruct guests to stay in bedroom.</p> <p>Video call / call the guests to assess the situation and if the guests need to extend their stay and for how long or leave immediately - as current government guidelines. Remind guest of T&amp;Cs relating to extended stay.</p> <p>Offer assistance with calling local doctors, 111 or the ambulance</p> <p>Place extra guest amenities, food if required, medicines if needed (only as instructed by medical personnel), linen and linen bags outside the guest bedroom... do not enter</p> <p>Increase the cleaning frequency of all public areas</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness</p> <p>Reschedule or relocate any follow on booking if required.</p> <p>Ensure departure of guest is contactless</p> <p>Request guest to strip the bed and place linen and towels in bags provided and to open windows of bedroom prior to departure and do not enter for 24 hours.</p> <p>Leave the bedroom empty for as long as possible - 72 hours</p>	<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, 119 (for Testing) or the ambulance</p> <p>Inform all staff that the bedroom is in quarantine and do not enter</p> <p>Account for all cases if the situation becomes worse.</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>Increase the number of times your public areas and toilets are cleaned immediately it becomes aware that you have a poorly guest in-house 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>Move the following booking from the room. If the B&amp;B is full speak with others providers 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>Minimise contact with the guests on departure</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>4</p> <p>1</p> <p>3</p> <p>1</p> <p>3</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>4</p> <p>1</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>8</p> <p>1</p> <p>12</p> <p>1</p> <p>3</p> <p>1</p>
<b>Cleaning ensuite or shared bathrooms</b>	Becoming infected with COVID-19 and further spread the infection	PPE to be worn when cleaning bathrooms and replaced between rooms.	<p>Have cleaning in progress signage</p> <p>All cleaning / maintenance schedules are adhered</p>			

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	Contaminated accommodation / spread of COVID-19	<p>Adopt a clean and then sanitise approach. Bathrooms steam cleaned at each changeover.</p> <p>Ensure all high level and close touch surfaces get thorough attention.</p> <p>Use of cleaning in progress sign</p> <p>Ensuites not to be cleaned during a guests stay, only at point of changeover. (unless stays of over 5 days which may require attention as agreed with guest)</p> <p>Dirty towels to be folded and placed immediately into laundry bags.</p> <p>All bathroom glasses to be washed in dishwasher</p> <p>Sanitising handwash to be supplied for guest use.</p>	<p>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</p> <p>All 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 housekeeping complete</p>	1 1 4 1 1 1	1 1 2 1 1 1	1 1 8 1 1 1
<b>Laundry procedures</b>	Becoming infected with COVID-19 and further spread the infection	<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>Do not place used linen on the floor in the bedroom or corridor</p> <p>Keep dirty and clean linen separate</p>	<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>Do not place used linen on the floor in the bedroom or corridor</p> <p>Keep dirty and clean linen separate</p>	4 1 4 4 1	2 1 2 2 1	8 1 8 8 1
<b>Deliveries</b>	Becoming infected with COVID-19 and further spread the infection	Ensure all supplies adhere to social distancing during delivery.	<p>Check with all external delivery companies what their updated social distancing procedures are and how does that affect your business</p> <p>Less deliveries/ different time of deliveries</p>	1 1	1 1	1 1
<b>Room service (If Appropriate to the Site)</b>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Not meeting customer expectation</p>	<p>Guest to advise if breakfast in room option is available/required prior to arrival.</p> <p>Time of service to be agreed with guest in advance.</p> <p>If/when served breakfast delivered to outside of</p>	<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</p>	1 1 1	1 1 1	1 1 1

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		<p>room door at designated time with knock to alert.</p> <p>All packaging disposable.</p> <p>Guest requested to leave used packaging outside room door in sealed bin bag prior to leaving room for day for collection.</p>	<p>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>	<p>1</p> <p>1</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p>