

## COVID-19 Risk Assessment 2020

This risk assessment aims to identify potential hazards and risks to both guests and hosts and identify actions to minimise risk.

### Pre/Post Arrival

Risk	Action
Guests have Covid-19 on arrival	Ask guests to confirm in good health before arrival and signed up to track and trace app
Guest develops Covid-19 whilst staying	Guests must return to home address immediately
Guests contract Covid-19 within 14 days of returning home	Follow up email to check wellbeing and ask to be kept informed

### Arrival

Risk	Action
Cross contamination between different groups of guests	Bubble protocol where only 1 party is accommodated at a time
Surface contamination of door handles, light switches and stair handrail	Regular cleaning with anti bacterial spray, deep clean between each set of guests
Guest sign in	Collect all data prior to guest arrival so no need for guest book
Key handover	Cleaned key to be left in bedroom door
Guest carrying contamination into the building	Hand sanitiser to be kept on hall table for guest use when entering and leaving the property
Cross contamination between guests and host	Maintain social distancing at all times, wash hands after interactions

### Room Presentation

Residual contamination of room from previous guests	Use rooms in rotation, only allowing 1 party of guests to stay at a time, minimum 2 night stay, rooms deep cleaned and ventilated between guests.
Welcome folders and local information leaflets	Remove all loose leaflets from rooms, ensure all key guest information in plastic wallets to allow them to be wiped down between visits. Provide information on local websites ie. <a href="http://Visitshropshire.co.uk">Visitshropshire.co.uk</a>
Tea Trays	Minimise choice and number of items, thoroughly wash in hot soapy water between guests
Noticeboard	Remove
Surface contamination of door handles and light switches	Regular cleaning with anti bacterial spray, after guests go out in morning and last thing at night, deep clean between each set of guests

### Sitting Room

Contamination of maps, books and games	Lock cupboards and cabinet to prevent access, remove walks folder.
Surface contamination of door handles and light switches	Regular cleaning with anti bacterial spray, deep clean between each set of guests

### Dining Room

Loose cereals in kilner jars	Remove kilner jars and use individual packaged cereals
Risk to myself when serving breakfast	Give guests option to preorder the night before and then leave prepared hot food in hostess trolley. Guests to toast own bread
Surface contamination of door handles and light switches	Regular cleaning with anti bacterial spray, deep clean between each set of guests

### Procedure during stay

Minimise contact with guests	Encourage guests to use mobile phone to contact with queries
Cross contamination from guest bedroom	Only service room if requested when guests are out, ask guests to leave bin outside room for emptying

### Checkout

Contact when payment made	Ask guests to pay via BACS or supply card details for me to process remotely
Asking guests for feedback	Encourage guests to leave online reviews

### Cleaning Procedure between Guests

Contact when stripping beds, towels, bath mats	Wear a mask and apron, remove and add to washing machine, wash hands once placed in washing machine, wash at 60 degrees with bio detergent
Reduce contamination transfer between guests	Deep clean and ventilate rooms
Cleaning not thorough enough	Follow Cleaning Checklist