

Jonsel Management Black Limited t/a Cliff Hotel

Gwbert, Gwbert, Cardigan, SA43 1PP

Location: Flatrock Group

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| Title : Risks from Covid-19 @ Flatrock Group (The Cliff Hotel & Spa, The Gwbert Hotel & Flatrock Bistro, The Grosvenor, The Angel Hotel, Gwbert Holidays) | Date of Assessment : 06/08/2021 | Risk Assessor : Cath Garcia |
| Risk Assessment Reference : Covid-19 Flatrock Group | People involved in making this assessment : Cath Garcia, Linda Harpwood | |
| Task/ Process : Covid-19 | People at Risk : Employees, Members of the Public, Residents, Service Users | |

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| Hazard : Covid-19 to Laundry Services (The Cliff Hotel & Spa) Covid-19 is a virus that is primarily transmitted between people through respiratory droplets and contact routes. Precautions to prevent human to human, contaminated objects to human and airborne transmission is required. |
| Control Measures: |
| 1. Scheduled delivery and collection of laundry only with no entry to hotel if Coronavirus symptoms are displayed. |
| 2. Deliveries only accepted at the appointed time, in sealed bags and through the relevant delivery door. Collections only to be accepted if laundry in sealed bags. |
| 3. Deliveries are to be left in the designated dirty laundry delivery area. Floor markings demarking dirty laundry and clean laundry areas are in place. Delivery bags will be destroyed once empty. |
| 4. Laundry from different sources will be segregated and not handled in the same area simultaneously. Staff handling dirty laundry will do so only when wearing a disposable apron and face mask which are to be removed before handling clean laundry. |
| 5. Items will be washed at 60 degrees centigrade or above wherever possible, or in accordance with the manufacturer's guidelines if not. Once serviced, items will be sealed in plastic to prevent contamination during transfer. |
| 6. Staff are fully trained on the basic protective measures against Coronavirus such as hand hygiene, physical distancing and respiratory hygiene as well as the signs and symptoms of the disease and on all new or revised procedural policies within the Covid-19 Action Plan. |
| 7. Staff are provided with PPE, such as facemasks and disposable aprons, and sanitisation recommendations are observed including the increased use of disposable cleaning materials, increased cleaning and disinfection measures and enhanced operating procedures for waste management. |

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| Hazard : Covid-19 to Guests Covid-19 is a virus that is primarily transmitted between people through respiratory droplets and contact routes. Precautions to prevent human to human, contaminated objects to human and airborne transmission is required. |
| Control Measures: |
| 1. Signage and frequent hand sanitising stations are in place to encourage hand hygiene, respiratory hygiene and social distancing measures. |
| 2. Guests are advised not to travel to the hotel if they are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to sense of taste and / or smell. |
| 3. Online Check-in and Express Check-out procedures are available to reduce contact time at Reception. Contactless payment is the only encouraged method of payment. |
| 4. All enhanced cleaning and sanitation recommendations are observed and Housekeeping teams will be delivering a new 10 step, high touch cleaning programme and the room will be fogged with anti-viral mist as a final sanitising precaution. |
| 5. Guest Information Directories have been removed and are replaced with single use booklets or electronically via QR code. |

6. Face coverings are encouraged be worn in all public areas.

7. Guests are asked to observe social distancing wherever possible.

Hazard : Covid-19 to Staff Covid-19 is a virus that is primarily transmitted between people through respiratory droplets and contact routes. Precautions to prevent human to human, contaminated objects to human and airborne transmission is required.

Control Measures:

1. Covid-19 Staff Policy in place to communicate The Cliff Hotel & Spa's actions to prevent the risk of Coronavirus transmission. Signage and frequent hand sanitising stations are in place to encourage hand hygiene, respiratory hygiene and social distancing measures.

2. New Hires must complete Covid-19 Awareness for Employees training, complete a COVID Safe Declaration Form and must not travel to work if displaying symptoms of the virus. It is encouraged to leave personal items at home.

3. Hands free clocking in / out is available, and wherever possible, doors are left in the open position to reduce risk of cross contamination and increase ventilation.

4. Staff are provided with PPE, such as facemasks and disposable aprons, and sanitisation recommendations are observed including the increased use of disposable cleaning materials, increased cleaning and disinfection measures and enhanced operating procedures for waste management.

5. When administering First Aid, staff will treat all persons as a suspected Covid-19 case and PPE must be worn by the provider and the recipient.

6. Suspected cases of Covid-19 will be treated in private, with as few people as possible providing assistance. Enhanced cleaning and sanitising procedures are to be followed and wherever possible a room should not be entered for 72 hours following the departure of the suspected case.

7. If a staff member becomes unwell during their shift and is displaying Covid-19 symptoms, they are advised to immediately go home, informing the Duty Manager of which area / work station did they occupy during the shift, who did they interact with and what duties are completed / remaining.

8. Staff members who display symptoms of Coronavirus will be asked to self isolate for 10 days and take a Covid-19 test. They may not return to work until the correct period of self-isolation is over.

9. Fully vaccinated and under 18 year old staff members are not required to isolate if they have been in close contact with someone who has tested positive for COVID-19.

Hazard : Covid-19 to Restaurant & Bar Covid-19 is a virus that is primarily transmitted between people through respiratory droplets and contact routes. Precautions to prevent human to human, contaminated objects to human and airborne transmission is required.

Control Measures:

1. Signage and frequent hand sanitising stations are in place to encourage hand hygiene, respiratory hygiene and social distancing measures.

2. Guests are advised not to travel to the premises if they are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to sense of taste and / or smell.

3. All enhanced cleaning and sanitation recommendations are observed and staff are trained on a high touch frequent cleaning programme.

4. A one in one out queue system has been introduced for the toilets and washrooms with signage alerting guests to keep to social distancing measures.

5. Guests are asked to sanitise their hands upon entry to the Breakfast buffet, Sunday Carvery and all Function Buffets.

6. It is requested that guests do not gather at the bar other than to order and pay for their refreshments.

7. Guests are asked to observe social distancing wherever possible.

Hazard : Covid-19 to Spa (The Cliff Hotel & Spa) Covid-19 is a virus that is primarily transmitted between people through respiratory droplets and contact routes. Precautions to prevent human to human, contaminated objects to human and airborne transmission is required.

Control Measures:

1. Signage and frequent hand sanitising stations are in place to encourage hand hygiene, respiratory hygiene and social distancing measures.
2. Guests are advised not to travel to the hotel if they are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to sense of taste and / or smell.
3. A protection screen has been erected at the Spa Reception to enable better social distancing without the need for masks.
4. All towels must be removed every time and are to be bagged in a closable laundry sack rather than thrown directly into a trolley. Laundry sacks are transported to the Dirty Laundry area of the hotel in designated Dirty Laundry Trolleys when full.
5. Once a treatment room is stripped of linen, gloves and aprons are to be discarded. All contact points are to be sanitized with multipurpose sanitizer and the room left with the door open.
6. Therapists are provided with Personal Protective Equipment such as face masks or visors, gloves and aprons and are expected to use them accordingly. Clients are welcome to wear PPE should you wish but it is not mandatory.

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| Documents Associated with this Risk Assessment: | |
| Review Date : 30/09/2021 | Reviewer : Cath Garcia |