

# COVID-19 RISK ASSESSMENT



<b>Business</b>	Chimneys Guest House	<b>Date</b>	2 September 2021	<b>Prepared by</b>	Suhel Miah	<b>Review Date</b>	1 September 2022
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As part of our proactive safety measures, ALL guests must complete our Covid-19 questionnaire, available on our website ([www.chimneys-guesthouse.com](http://www.chimneys-guesthouse.com)) at **least 24 hours before your arrival date**. Any guests who have symptoms of Covid-19 must cancel or amend their reservation and follow the UK Government guidance. **Chimneys Guest House reserves the right to refuse entry and or cancel reservation if the guest displays Covid-19 symptoms for the security and protection of its guests and staff.**

The procedures and content of this risk assessment may change before the review date to meet any UK Government guideline and amendments.

Activity	Hazard	Who might be harmed and how?	Control Measures	Risk
<b>SOCIAL DISTANCING:</b>  Porch Reception Area Stairs & Hallways Car Park Garden & Smoking Zone Dining Room	Covid-19 (Coronavirus) and new variants	<b>Who:</b> Guests, staff/host family and contractors  <b>How:</b> They may be harmed from contracting the virus through direct, indirect and aerosol transmission of the covid-19 virus from person to person – risk of fatality.	1. Only one guest permitted in the reception area at one time.  2. Guests are advised to use the stairs or hallway when clear.  3. Guests are required to stay inside their own vehicle or practice 1-meter social distancing if another guest is in the car park area at the same time.  4. Chairs in the garden area have been spaced out 1m+ for guest use.  5. Guests are to maintain 1-meter social distance in the garden and in the smoking zone.  6. We will meet guests at the front door and upon greeting there will be no handshaking. Guest will be requested to sanitise their hands.  7. Card processing machine and pens will be sanitized after every use.	LOW

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			<ol style="list-style-type: none"> <li>8. Room keys will be sanitised (BS EN 14476 – against enveloped viruses) before issue and on return.</li> <li>9. All high touch points in common areas will be cleaned regularly with sanitiser (BS EN 14476 – against enveloped viruses)</li> <li>10. Only four separate sets of guests will be having breakfast at any one time in the Dining Room.</li> <li>11. Breakfast tables are spaced 2 meters apart.</li> <li>12. Guests are to maintain 1-meter plus social distance in the Dining Room for breakfast.</li> <li><b>13. Only registered guests are allowed in the guest house. No outside visitors are permitted under any circumstances, except for emergency services.</b></li> </ol>	
<b>GUEST PROCEDURES:</b>  Pre-arrival Arrival & Reception Breakfast Departure Payments	Covid-19 (Coronavirus) and new variants	<b>Who:</b> Guests, staff/host family  <b>How:</b> They may be harmed from contracting the virus through direct, indirect and aerosol transmission of the covid-19 virus from person to person – risk of fatality.	<ol style="list-style-type: none"> <li>14. All guests must complete a pre-arrival COVID-19 questionnaire, no later than 24 hours before day of arrival. The form is available on our website (<a href="http://www.chimneys-guesthouse.com">www.chimneys-guesthouse.com</a>).</li> <li>15. All guests will be requested and are encouraged to read our COVID-19 risk assessment available on our website (<a href="http://www.chimneys-guesthouse.com">www.chimneys-guesthouse.com</a>).</li> </ol>	LOW

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			<p>16. All guests must give notice of approximate arrival time on date of check-in to support social distancing and planning.</p> <p>17. We will aim for a short time delay between individual guest arrival times.</p> <p>18. Hand sanitiser is available in the porch, Dining Room and on the first and second floor hallways. All guests are encouraged to sanitise their hands.</p> <p>19. Front doorbell, door handles/frames and hard surfaces will be sanitised (BS EN 14476 – against enveloped viruses) regularly.</p> <p>20. No member of staff can enter a guest room whilst a guest is present in the room. Guests must leave the room for any staff member to attend.</p> <p>21. There will be no room servicing during a guest stay.</p> <p>22. Guests requiring clean towels can notify staff. The towels will be provided in a bag. The dirty towels are required to be put into the same bag, sealed or tied up and left outside the bedroom door for collection.</p> <p>23. Guests are required to order their breakfast from the online menu the day or night before.</p>	
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			<p>24. Guests will be given the choice of a time slot for their breakfast.</p> <p>25. Only four separate sets of guests will be having breakfast at any one time.</p> <p>26. Four breakfast tables are spaced over 1 meter apart</p> <p>27. We provide a strictly table service only for breakfast.</p> <p>28. Guests are requested that once seated they do not leave their table. Any requirements or needs will be attended to by staff.</p> <p>29. Guests are requested to give an approximate time of departure the day or evening before their departure day.</p>	
<p><b>CLEANING &amp; HOUSEKEEPING:</b></p> <p>Porch Reception Area Stairs &amp; Hallways Guest Rooms Guest Lounge - <b>CLOSED</b> Dining Room Kitchen Laundry</p>	<p>Covid-19 (Coronavirus) and new variants</p>	<p><b>Who:</b> Guests, staff/host family and contractors</p> <p><b>How:</b> They may be harmed from contracting the virus through direct, indirect and aerosol transmission of the covid-19 virus from person to person – risk of fatality.</p>	<p>30. Displayed ‘wash your hands’ advice poster from HM Government in our public spaces to increase awareness and encourage good hygiene practice.</p> <p>31. Hand sanitiser is available in the porch, Dining Room and on the first and second floor hallways. All guests are encouraged to use it as required.</p> <p>32. Front doorbell, door handles, light switches, rails and hard surfaces will be wiped clean with sanitiser (BS EN 14476 – against enveloped</p>	<p>LOW</p>

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			<p>viruses). This will be done every 3 hours between 0700-2200hrs or as necessary.</p> <p>33. Staff to wash hands as regularly as possible for at least 20 seconds with soap and water.</p> <p>34. Guest Lounge – <b>Currently CLOSED</b></p> <p>35. Guest rooms will be cleaned after the guest has fully departed.</p> <p>36. On guest departure all rooms will undergo a deep clean. This includes sanitising the bathroom, light switches, sockets, handles, drawers, wardrobes, keys, remote controls and pens.</p> <p>37. All cups, saucers and cutlery to be dishwasher cleaned on HOT program wash.</p> <p>38. We have removed soft furnishing wherever possible to minimise contact.</p> <p>39. All work surfaces and including cooker, microwave, fridge, draw and cupboard handles to be cleaned by using recommended sanitiser (BS EN 14476 – against enveloped viruses) before, during and after use of the kitchen.</p> <p>40. Kitchen floor mopped with 'Flash' bleach after service is complete.</p> <p>41. Only staff are permitted into the kitchen.</p>	
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			<p>42. All laundry to be washed at HOT WASH mode with 'P&amp;G Professional Ariel liquid' or equivalent.</p> <p>43. All laundry will be washed same day as removal.</p> <p>44. All laundry will be kept in laundry room.</p> <p>45. All staff clothes to be washed at the end of each day. Clean clothes to be worn each day.</p>	
<p><b>PPE</b></p> <p>Disposable/Reusable facemask PPE- Personal Protective Equipment</p>	<p>Covid-19 (Coronavirus) and new variants</p>	<p><b>Who:</b> Guests, staff/host family and contractors</p> <p><b>How:</b> They may be harmed from contracting the virus through direct, indirect and aerosol transmission of the covid-19 virus from person to person – risk of fatality.</p>	<p>46. Staff are encouraged to wear face mask when in contact with guests.</p> <p>47. Both guests and staff must dispose used PPE in the bins.</p>	<p>LOW</p>
<p><b>GUEST SUSPECTED OF CORONAVIRUS DURING THEIR STAY</b></p>	<p>Covid-19 (Coronavirus) and new variants</p>	<p><b>Who:</b> Guests, staff/host family and contractors</p> <p><b>How:</b> They may be harmed from contracting the virus through direct, indirect and aerosol transmission of the covid-19 virus from person to person – risk of fatality.</p>	<p>48. If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, the guest will be advised to check-out and return home to self-isolate according to current UK Government guidance.</p> <p>49. If the guest shows any one the covid-19 symptoms during their stay, they must</p>	<p>LOW</p>

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			<p>immediately contact the NHS on 111 for further guidance.</p> <p><b>50. Only registered guests are allowed in the guest house. No outside visitors are permitted, except for emergency services.</b></p> <p><b>51. WHERE A GUEST IS UNABLE TO CHECK OUT, THEN THE FOLLOWING GUIDELINES MUST BE FOLLOWED:</b></p> <p>52. The guest must stay in their room and not visit any public spaces</p> <p>53. Arrangements will be made for meals / food to be provided to the room via use of local food delivery services. Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen. All waste to be double bagged in the room (black bin bags will be provided).</p> <p>54. Guests are to make requests for service or assistance remotely (e.g. via telephone or text).</p> <p>55. No cleaning or housekeeping services will be provided during the stay.</p> <p>56. Large rubbish bags for disposal of guest rubbish will be provided. Guests must keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged.</p>	
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			<p><b>57. No outside visitors will be allowed except for medical personnel only.</b></p> <p><b>58. Guests must contact staff prior to check-out and departure to provide an update on their condition and pay for room charges and all additional costs.</b></p> <p>59. If the fire alarm sounds, normal evacuation procedures should be followed, but the guest is to be isolated from other guests at the assembly point.</p> <p>60. PPE should be used when handling guest items by staff.</p> <p><b>61. Where a guest stay is extended beyond original booking, guests will be required to cover the additional nights stayed, plus ALL costs incurred by Chimneys Guest House, including staffing, loss of income from closure of rooms, facilities and services.</b></p> <p>62. After a suspected contamination – No one is permitted to enter the room for 72 hours to significantly reduce the risk of the virus surviving on surfaces.</p>	
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