

## Risk Assessment for Otterburn Bed & Breakfast

Please note, this is an evolving document, which will be reviewed regularly in order to take into consideration any new recommendations from government as they emerge.

Risk assessments are only effective if ALL parties are aware of the risks identified and the control measures put in place to mitigate them so, at the very least, please take some time to read the highlighted **green text** that applies to your forthcoming visit and may also require you to undertake action to help prevent the spread of COVID-19.

The highlighted **purple text** outlines the additional special measures we are putting in place, until the point where we receive instruction from government that COVID-19 is no longer a threat, to make your stay as safe as possible and give you confidence that we will be doing our utmost to keep everyone under Otterburn's roof and in our local community safe.

There are three parties identified within this document and each needs to be aware of the particular actions they are responsible for:

- Guests – visitors to the B&B
- B&B Manager – Laura Harvey
- The Household – members of the family

Risks	Associated risks	Controls required	Additional controls	Action by who?	Action by when?	Done
<b>Our Community</b>						
Cross contamination	Large percentage of local population is elderly	We actively encourage longer stays with a minimum of 2 nights (in high season) and 10% discounts for 3 nights or more  Until further notice we also have 24hrs between bookings, which will reduce the number of bookings we take.  The above measures will result in the number of visitors to the area changing less often.		B&B Manager	On-going	July 2020

Cross contamination	Local shops are small and social distancing is difficult	We will inform guests concerning safety measures that are in place in local shops so that they can observe them and about the busier times so these can be avoided.		B&B Manager/Guests	On-going	July 2020
<b>General Hygiene</b>						
Transfer of Legionella bacteria due to stagnant water	Guest bathrooms	Remove and disinfect showerheads.  Outside high season, every fortnight, temporarily raise the water temperature to 60°C or higher while flushing the whole water system for two minutes or more	Reduce water temperature to avoid scalding	B&B Manager	Prior to re-opening  Nov - April	July 2020
Inadequate protection from COVID-19	B&B Manager's interactions with guests e.g. welcoming, cleaning rooms, serving meals	Appropriate use of Personal Protective Equipment (PPE) items e.g. gloves, aprons, etc. in line with the Government's Public Health advice.  Prepare for implementation e.g. source protective items	Review the Government's Public Health advice regularly for updates	B&B Manager	Prior to re-opening	July 2020
Hygiene standards	Throughout the property	Prior to re-opening, install units to dispense hand sanitizer in hallway for guests to use on entry into the property and on entry to dining room.  Signage will be displayed encouraging hand hygiene by the hand sanitizer dispenser.  Ensure all soap dispensers in bathrooms are checked and disinfected daily.	Touchless dispenser if possible  Ensure sanitizer has a minimum of 60% alcohol content.  We will leave disinfectant wipes out in guest bedrooms for guests who may want the ability to use them themselves to clean surfaces	B&B Manager/Guests	Prior to re-opening and on-going thereafter	July 2020

Spread of COVID-19 through contaminated surfaces	Throughout the property	Prior to re-opening we will implement a thorough clean and then disinfection of frequently touched hard and soft surfaces throughout the property. This will also include the laundry area, office desk and phones.	Each time we switch between cleaning and sanitizing, we will make sure we replace our gloves and any cloths that may have been contaminated	B&B Manager	Prior to re-opening and on-going thereafter	July 2020
Cross contamination	Open bins/ rubbish disposal	<p>Ensure that all bins are provided with plastic and tied liners and bin exteriors are visibly clean at all times.</p> <p>Empty bins and clean and disinfect interior and exterior at regular intervals</p> <p>Ensure all rubbish bags are immediately disposed of in external waste bin.</p> <p>B&amp;B Manager disposing of rubbish must wear appropriate protective wear e.g. gloves.</p>		B&B Manager	Empty and disinfect regularly (as required)	July 2020
Poor ventilation	All areas	Windows in rooms and other closed areas will be opened during daily routine cleaning and air-ventilated for at least one hour after cleaning.	We will ventilate the guest bedrooms for at least two hours after guest check-out BEFORE cleaning takes place.	B&B Manager	Before and after cleaning	July 2020
Cross contamination	Kitchen	<p>B&amp;B Manager will use different towels from those used by the household when cooking for guests and cleaning up after.</p> <p>B&amp;B food will be stored in a separate fridge and cupboards from the household ones whenever possible.</p>		B&B Manager/Household	At all times	July 2020
Cross contamination	Use of masks	B&B Manager will wear a mask at all times in public areas of the B&B and		B&B Manager	Until further	July 2020

		when entering/cleaning guest bedrooms.			notice	
		Guests are requested to wear a mask in the public areas of the B&B (masks can be removed at the dining table).		Guests		

## Communications

Lack of accurate information	Interactions with guests	Provide clear and consistent information to forthcoming guests on containment measures in place e.g. physical distancing, hygiene measures, etc.	Instructions sent in welcome email and displayed in arrival hallway	B&B Manager/Guests	Prior to guest arrival	July 2020
Cancellation policy	Displayed on website	Provide clear information on cancellation and refund policy in place during COVID-19.		B&B Manager	Prior to re-opening and on-going thereafter	July 2020
Existing bookings		Contact all existing bookings to reassure them that we have re-opened and are ready to welcome them.	Highlight any changes to their booking due to the new COVID-19 processes / procedures	B&B Manager	Prior to re-opening and during first month	July 2020

## Payment facilities

Invoices/payment	When issuing invoices/taking payment	Payment via BACS will be encouraged. If handling cash or cheques, B&B Manager will wash hands after.	Invoices sent via email whenever possible to guest at least 24 hrs prior to departure	B&B Manager/Guests	As required	July 2020
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## On arrival/arrival area

Contamination due to shaking hands	On arrival	B&B Manager is unfortunately not able to shake hands.	Inform guests about this before arrival	B&B Manager	Prior to arrival/on arrival	July 2020
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Contamination	Registration process	Ensure appropriate contact details are captured to facilitate contact tracing if this is required in the future.		B&B Manager/Guests	At all times	July 2020
Contamination from room keys	Check-in / Check-out	Material key fobs will be replaced by plastic ones. All room keys will be disinfected after each guest has checked out.		B&B Manager	Prior to re-opening and after each use	July 2020
Hygiene standards	Entrance	Cleaning and disinfecting will take place at least twice daily with particular emphasis on frequently touched surfaces such as: - Internal and external doors (e.g. door plates, handles, releases) - Hard surfaces (e.g. sideboard, light switches).	To prevent frequent touching, doors will be kept open when possible	B&B Manager	Regularly (as required)	July 2020
Unable to maintain physical distancing	Entrance / Hallway	Prior to arrival, guests will be asked to provide their estimated time of arrival.  Guests will be advised to take special care, be aware of this possible 'pinch point' and wait in another room/outside until safe distancing can be applied if other guests are in the entrance/hallway.	Inform guests prior to and on arrival	B&B Manager/Guests	Prior to arrival/on arrival	July 2020
<b>Guest Bedrooms</b>						
Unable to maintain standards of cleanliness	Guest Bedrooms	Extra time will be allocated for room changeovers to enable the implementation of a thorough disinfection and cleaning regime in guest bedrooms.  This will mean that occupancy is reduced with a minimum of 24 hrs between bookings to allow for an enhanced cleaning regime.	From re-opening on July 15 we are only opening ONE room at a time.  From August 1 we will open both rooms but there will be a vacancy of 24 hrs between bookings in each room. This 24 hr closure will be reviewed each month.	B&B Manager	Prior to re-opening and on-going thereafter	July 2020  Aug 2020

Hygiene standards	Guest Bedrooms	<p>All guest bedrooms will be thoroughly cleaned and disinfected prior to re-opening and at changeovers. Particular attention will be paid to frequently touched items. These include:</p> <ul style="list-style-type: none"> <li>• Light switches</li> <li>• Doors, door plates and door handles</li> <li>• Windows latches and mechanisms</li> <li>• Furniture</li> <li>• Toilet seats, taps, handles</li> <li>• Sink and plugs</li> <li>• Shower screens &amp; walls</li> <li>• Desks, counter tops, tables and chairs</li> <li>• Thermostats</li> <li>• Cabinets, cupboards, shelving</li> <li>• Mirrors and frame</li> <li>• Closets</li> <li>• Appliances and controls</li> </ul>	<p>Whenever safe and possible, we will use cotton cleaning cloths and cotton aprons that can be washed at 60 degrees afterwards in order to reduce the amount of disposable items we use.</p> <p>Used coat hangers will be removed after guests have departed and quarantined before re-use.</p>	B&B Manager	Prior to re-opening and on-going thereafter	July 2020
Cross contamination	Guest Bedrooms	<p>Daily housekeeping will be reduced to:</p> <ul style="list-style-type: none"> <li>• Emptying bins</li> <li>• Replenishing hospitality trays</li> <li>• Providing fresh towels if requested</li> </ul> <p>For stays of more than 3 nights, additional cleaning will be agreed in accordance with guests' wishes</p>	<p>Inform guests prior to arrival of this situation</p> <p>Different coloured towels will enable guests to identify their own towel in a shared bathroom</p>	B&B Manager/Guests	Prior to arrival and on-going thereafter	July 2020
Hygiene standards	Guest Bedrooms	Cushions, throws and hairdryers will be removed from bedrooms. Extra blankets and a hairdryer will be	Inform guests prior to arrival and on arrival that these items are	B&B Manager/Guests	Prior to re-opening	July 2020

		available on request. All linen will be removed on departure, including all pillow and mattress protectors, and will be washed appropriately and in accordance with manufacturers instructions. Bedding will be laundered at the warmest appropriate water settings. Items will be dried completely and not re-used on beds for 72hrs minimum.	available on request. Guests are welcome to bring their own toiletries, hairdryers and even pillows if they wish.  Used pillows will be removed after guests have departed and quarantined before re-use.		and on-going thereafter	
Risk of contamination	Guest Bedrooms	Hospitality trays will be removed from bedrooms and made available on request.  Guest information folder will be removed and emailed to guests prior to arrival for reference.	Inform guests prior to arrival and on arrival that these items are available on request.	B&B Manager/Guests	Prior to re-opening and on-going thereafter	July 2020
Risk of contamination		Guest linen must be removed in a tied bag. When linen is removed from a bed and laundered, the B&B Manager will wear disposable gloves, mask and apron.		B&B Manager	Prior to re-opening and on-going thereafter	July 2020
Risk of contamination	Guest Bedrooms	After cleaning and disinfecting a room we will close the door as an indication that the room has been completed and we will not re-enter this space.		B&B Manager	Prior to re-opening and on-going thereafter	July 2020
<b>Dining room/guest lounge</b>						
Unable to maintain physical distancing	Dining room/guest lounge	A brand new, more spacious dining room/guest lounge will be opened to allow for seating to suit physical distancing measures.		B&B Manager	By August	August 2020

Cross contamination	Dining room/guest lounge	Guests will be allocated their own dining table, which they will use throughout their stay.	Physical distancing of 2 metres does not apply within members of the same household who will be welcome to share a table.	B&B Manager/Guests	Prior to re-opening and on-going thereafter	August 2020
Cross contamination	Dining room/guest lounge	The frequency of cleaning and disinfecting will be increased to at least twice daily with particular emphasis on frequent contact surfaces, which should be visibly clean at all times. These include, but are not limited to: <ul style="list-style-type: none"> <li>• Internal and external doors (e.g. door plates, handles, releases)</li> <li>• Hard surfaces (e.g. tables, sideboard, light switches)</li> <li>• Seating (e.g. arms of chairs)</li> </ul>	To prevent frequent touching, doors will be kept open	B&B Manager	Regularly (as required)	August 2020
<b>Breakfast Service</b>						
Unable to maintain physical distancing	Dining room/guest lounge	From August, to stagger breakfast serving, guests will be asked to choose a time for breakfast the evening before.	Staggering of breakfast will also enable us to ensure food is prepared as safely as possible	B&B Manager/Guests		August 2020
Cross contamination	Dining room/guest lounge	Our 'Buffet bar' will be removed; cereals, yoghurt, fruit and pastries will be available on request along with our usual full cooked breakfast.  From August, packaged breakfasts 'to go' will be available if guests prefer not to use the dining room.  Water, juice and milk jugs will no longer be available for shared use and individual portions provided at each table or on request.	Guests can order a breakfast 'to go' on booking or up to the evening before. These will not be available in the morning unless pre-ordered.	B&B Manager/Guests	At all times	August 2020



Unable to maintain physical distancing	When order taking	We will use appropriate physical distancing when taking orders.		B&B Manager/Guests	At all times	July 2020
Cross contamination	Menus	Menus will be displayed in acrylic display stands or laminated, and cleaned and disinfected after each use.		B&B Manager	At all times	July 2020
Cross contamination	Dining room/guest lounge	When serving a table, all food and beverage items to be placed on the table and should not be handed directly to a guest.		B&B Manager/Guests	At all times	July 2020
Cross contamination	Napkins	Only use disposable napkins.		B&B Manager	At all times	July 2020
Cross contamination	Clearing tables	After removing used crockery and cutlery from tables, we will wash hands immediately and thoroughly before moving onto another task.		B&B Manager	At all times	
<b>Evening Meals</b>						
Cross contamination		Evening meals will be served from 5.30-6.30pm so that the kitchen can be used for preparing a family meal afterwards and not concurrently.	We will ask guests to pre-order 24 hours in advance  Guests are welcome to use our dining rooms tables for eating a take-away meal and we will provide all crockery, glasses, napkins and cutlery. A small charge of £5 per table will be made to cover additional cleaning costs.	B&B Manager/Guests/Household	At all times	July 2020
<b>Food preparation and handling</b>						
Spread of COVID-19 due to poor hand hygiene	Kitchen	Hands will be washed frequently and, as required, for a minimum of 20 seconds. Hands will always take place under the following circumstances: - Before starting work	It is perfectly acceptable to prepare and handle food with bare hands provided proper hand washing procedures are in place....No reported cases of COVID-19 have been linked to	B&B Manager/Household	At all times	July 2020

		<ul style="list-style-type: none"> <li>- Before eating</li> <li>- Before handling food</li> <li>- After handling waste</li> <li>- After cleaning duties including sweeping/mopping etc.</li> <li>- After using the toilet</li> <li>- After blowing nose, sneezing or coughing</li> <li>- After eating or drinking</li> </ul>	contamination of food. The main risk of transmission is from close contact with infected people. The advice to food businesses and consumers is to maintain good hygiene practices and to wash your hands regularly. Thorough cooking will kill the virus. Source: <a href="https://www.fsai.ie">https://www.fsai.ie</a>			
Food hygiene / cross contamination	Kitchen / Food preparation areas	<p>At the end of the evening, we will clean and disinfect food preparation areas systematically in preparation for the next morning.</p> <p>After each use, we will clean with effective detergents and disinfectants.</p>		B&B Manager/ Household	After each use	July 2020
General Hygiene	Dishes, utensils and cutlery	<p>We will ensure dishwasher operates at optimum levels and reaches the correct temperature (60 degrees).</p> <p>If equipment is being hand washed, we will use the double sink method with a drain area, at the appropriate temperature and using the correct detergent.</p>		B&B Manager	At all times	July 2020
<b>First Aid</b>						
Cross contamination	When dealing with a first aid incident	<p>We will have a medical kit available that includes the following items:</p> <ul style="list-style-type: none"> <li>• Germicidal disinfectant / wipes for surface cleaning tissues.</li> <li>• Face / eye masks</li> <li>• Gloves (disposable)</li> <li>• Protective apron (disposable)</li> <li>• Biohazard disposable waste bag.</li> </ul>		B&B Manager	Prior to re-opening and then at all times	July 2020

## Incidence of suspected COVID-19 case

Cross contamination		<p>If a guest shows symptoms or is asymptomatic and declares the need to self isolate, if they can travel safely, we will ask them to return home to self isolate according to current government guidelines and the advice of NHS Inform.</p> <p>Full disinfection of the rest of the property will take place while the guest's room will be left unoccupied for 72 hours before full cleaning and disinfection takes place.</p> <p>If a guest has acute symptoms, has breathing difficulties or their life is at potential risk, we will help them seek medical help immediately.</p> <p>If one of our household shows symptoms, they will be isolated immediately.</p> <p>In any of the above situations, we will refer to NHS Inform for further advice on what action to take.</p>		B&B Manager/Guests/ Household	At all times	July 2020
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Reviewed 01.09.20