

# COVID-19 Risk Assessment Guest Accommodation & Catering

<b>Company Name:</b>	Trevenna Ltd
<b>Date of Assessment:</b>	17 <sup>th</sup> August 2020
<b>Assessment carried out by:</b>	Jonathan Rowe

*Trevenna offers Inclusive Hire for 1, 2 and 3 night wedding celebrations, including Wedding Catering and Accommodation for up to 40 Guests in our restored barns and Farm House.*

*Before re-starting Weddings at Trevenna, we have ensured the safety of the workplace by carrying out a risk assessment in line with the Government and HSE guidance.*

*This COVID-19 Risk Assessment is available on our website and will be sent to the Couple and resident Guests in advance of their Wedding stay.*

## **WHAT ARE THE HAZARDS?**

Spread of COVID-19 Coronavirus.

## **WHO IS AT RISK?**

- Trevenna Team members
- Wedding Couple
- Wedding Guests
- Contractors & Suppliers
- Anyone else who physically comes in contact with people at Trevenna

## **PREVENTION MEASURES & CONTROLS**

### **1. Social Distancing**

*Objective: To reduce social contact on site and maintain social distancing.*

Wedding Guests Only

- The Wedding Couple are requested to submit a list of all resident Guests who will be staying at Trevenna by at least 2 weeks before their wedding date.
- This means Trevenna has a register of all those who are expected to stay at Trevenna during the Wedding.

Reduced Social Contact

- We will plan for the minimum number of Trevenna Team members needed on site to operate safely and effectively.
- All Guests are advised to always keep 2 metres apart from other people where possible. Where a 2 metre gap is not possible, we advise people to keep a social distance of 'one metre plus', meaning they should remain one metre apart, while taking mitigations to reduce the risk of transmission.

- We will introduce one-way flow through buildings wherever possible.
- Guests will be strongly encouraged to wear a face covering in any enclosed space where there are people they do not normally meet. However, it is a personal choice and responsibility and is not a legal requirement.

## **2. Guest Hand Washing Facilities**

*Objective: To help Guests keep good hygiene and to reduce the risk of transmission.*

- All Guests will be encouraged to use hand sanitiser and/or handwashing facilities as they enter the premises.
- Hand washing facilities with soap & water and disposable paper towels will be available to use in all social areas including the Farm House, Threshing Barn and Garden Venue.
- Hand sanitiser will be available where hand washing facilities are not available.
- Hand sanitiser will be provided for resident Guests in each Barn/Room.

## **3. Frequent Cleaning**

*Objective: To keep Trevenna clean and prevent transmission by touching contaminated surfaces.*

- Frequent cleaning will be carried out throughout the day with great care and diligence, including disinfecting hard surfaces particularly in areas of high use using appropriate cleaning products and methods.
- Doors will be wedged open, where appropriate, to reduce touchpoints such as door handles.
- Windows will be opened, where possible, to increase air flow and ensure rooms are well-ventilated.
- Regular cleaning of shared Guest toilet facilities. Visible cleaning schedules will be displayed in shared toilets and kept up to date.
- Deep cleaning will be carried out at the end of each day.
- Trevenna will provide additional waste facilities for single-use face coverings, PPE and tissues and more frequent rubbish collection.

## **4. Clear Guidance**

*Objective: To make sure people understand what they need to do to maintain safety.*

- We will provide clear guidance on the social distancing measures we have implemented to Guests in pre-arrival emails.
- We will provide clear guidance by displaying signage on social distancing, regular handwashing and good hygiene around the site.

## **5. On-site Accommodation**

*Objective: To ensure safe Guest accommodation in our self-catering Barns and Farm House.*

Guest Accommodation

- At Trevenna, we have accommodation for up to 40 resident Guests in 6 converted barns and the Farm House.
- The following Barns will be limited to members of any two households (or support bubbles);
  - Granary – x1 double bedroom & x1 twin bedroom
  - Shippon – x1 triple bedroom & x1 double bedroom

- Stable – x2 double bedrooms
- Loft – x1 double bedroom, x2 twin bedrooms & x1 single bedroom
- Threshing – x3 triple bedrooms & x1 double bedroom
- Farm House – x1 triple bedroom & x2 double bedrooms
- The following Barn will be limited to members of one household only;
  - Wagon House – x1 double bedroom

#### Guest Check-in & Check-out

- A system of staggered check-in and check-out times at the Farm House Bar will be implemented for Guests.
- Social distance markings will be placed on the floor in the Farm House Bar to remind Guests to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable).
- All Visitors will be encouraged to use hand sanitiser and/or handwashing facilities as they enter the premises.
- Guests will receive their keys at check-in in a clean bag. Keys will be disinfected before use.
- Guests will be requested to return their keys in the bag, to be disinfected after use.
- A one-way system will be implemented in the Farm House. After key collection, the guests will be escorted by a member of the Trevenna Team to their Barn/Room.

#### Cleaning of Accommodation

- All accommodation will be thoroughly cleaned before & after use by our external cleaning suppliers, ACF Cleaning Ltd.
- Cleaners will pay particular focus on cleaning of all hand contact surfaces, including but not limited to; light switches, bedside tables, remote controls, taps, flush handles, toilet seats, door handles, hair dryer handles, iron and ironing board, wardrobe doors, fridge handle, oven handle, dishwasher handle, kettle handle and lid.
- Glasses and crockery will be removed and washed between Guests.
- Clean towels & linens will be provided for each stay.
- Guests will be able have their waste bins collected for safe disposal daily by leaving bin bags at their front door before 10am.

## 6. Bar Areas

*Objective: To maintain social distancing at Trevenna Bar areas and the safe handling of payments.*

- A one-way system will be implemented at the Farm House Bar and Threshing Bar. Guests will place their order at one end of the bar and will be asked to collect from the opposite end of the bar after ordering.
- Table service for ordering drinks will be available to reduce the number of Guests queueing at the Bars. A single staff member will be assigned for service per table.
- Contactless card payments will be encouraged where possible. Card machines will be disinfected between use. The Trevenna Team will wear disposable gloves when handling coins and safely dispose of gloves after use.
- Secure Card boxes for tab cards will be disinfected before & after use. The Trevenna Team will wear disposable gloves when handling Guest debit/credit cards and safely dispose of gloves after use.
- Staff will collect and return empty glasses to the bar to prevent customers from congregating at the Bars.
- Guests are permitted to stand outside of the Bars if distanced appropriately.

- In the Bars where a 2 metre social distance is not always possible, the Bar Team will wear a protective face mask to mitigate the risk of COVID-19 transmission.
- Side to side working between the Bar Team to be encouraged. One Bar Team member will take orders while another Bar Team member prepares drinks for collection.

## **7. Food Preparation & Handling**

*Objective: To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas.*

- The Trevenna Team will wash their hands with soap and water for at least 20 seconds on arrival at work, prior to handling food, after handling raw food products, after receiving and unpacking a goods delivery, prior to putting on disposable gloves and after removing them, after visiting the toilet, after touching hand touch points, and at regular intervals throughout the day.
- In the kitchen where a 2 metre social distance is not always possible, the Kitchen Team will wear a protective face mask to mitigate the risk of COVID-19 transmission.
- Clean protective clothing will be worn by the Kitchen Team.
- Face to face working between the kitchen Team to be avoided where possible; side to side or back to back working to be set-up and encouraged.
- A 'one way' traffic flow in the Kitchen to minimise contact.
- Only one person to access the walk-in pantries, fridges and freezers at any time.
- Kitchen access will be limited to as few staff members as possible.
- Staff breaks will be staggered to minimise interaction between kitchen staff and other workers.
- Plates, cutlery, glassware, crockery, pots, pans and other food related equipment are cleaned using a commercial detergent and air dried in a commercial dishwasher.

## **8. Resident Guest Food Service**

*Objective: To ensure safe food service during the Welcome Dinner and Breakfasts.*

*Wherever possible staff should serve all food and drinks to minimise customer self-service, in line with the guidance for restaurants, pubs, bars and takeaway services and attendees should remain seated.*

### **Welcome Treat**

- Welcome Treats will be boxed individually and placed in each Barn/Room for Guests arrival.

### **Welcome Dinner**

- A system of staggered seating times at the Farm House will be implemented for the Welcome Dinner (so one Barn is seated at a time).
- Indoor seating and tables will be reconfigured in the Farm House to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) between customers of different households or support bubbles.
- Dining tables & chairs will be cleaned with sanitiser before and after use.
- Clean cutlery, glasses and crockery will be provided for each Guest at their place setting.
- Disposable condiments will be provided upon request. Non-disposable condiment containers will be cleaned after each use.

- Guests will be kindly asked to remain at their table where possible, to reduce the number of surfaces touched by both staff and Guests.
- Guest food choices are pre-selected in advance. No ordering of food at the bar. Table service only.
- Trevenna will minimise customer self-service of food & drink to reduce risk of transmission. If Couples choose to have a Burger Bar or BBQ, one table at a time will be invited to come up to the food station using a queuing system to ensure social distancing. A Trevenna team member will plate the Guest's food for them as requested.
- A single staff member will be assigned for service per table, to reduce the number of people each person has contact with.
- PPE including disposable gloves & face masks will be worn by the Trevenna Team during service.
- The Trevenna Team will wash their hands before & after handling Guest's crockery, glasses, and cutlery.

### Breakfasts

- A system of staggered seating times at the Farm House will be implemented for Breakfast (so one Barn is seated at a time).
- Indoor seating and tables will be reconfigured in the Farm House to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) between customers of different households or support bubbles.
- Dining tables & chairs will be cleaned with sanitiser before and after use.
- Clean cutlery, glasses and crockery will be provided for each Guest at their place setting.
- Disposable condiments will be provided upon request. Non-disposable condiment containers will be cleaned after each use.
- Guests will be kindly asked to remain at their table where possible, to reduce the number of surfaces touched by both staff and Guests.
- Guest food choices are pre-selected in advance. No ordering of food at the bar. Table service only.
- Trevenna will minimise customer self-service of food & drink to reduce risk of transmission. One table at a time will be invited to come up to the food station for the continental breakfast options using a queuing system to ensure social distancing. A Trevenna team member will plate the Guest's food for them as requested.
- A single staff member will be assigned for service per table, to reduce the number of people each person has contact with.
- PPE including disposable gloves & face masks will be worn by the Trevenna Team during service.
- The Trevenna Team will wash their hands before & after handling Guest's crockery, glasses, and cutlery.

### **9. Team Working Patterns**

*Objective: To maintain social distancing between Trevenna team members when they are at their working areas.*

- Trevenna Staff will be split into fixed teams or shift groups, so that where contact is unavoidable, this happens between the same people (so each person works with only a few others).
- Team shifts will be staggered to avoid congestion caused by people flow.
- Staff breaks will be staggered to minimise the risk of transmission.
- All staff shifts will be recorded on our 'Rotacloud' system to keep an accurate record of staff shift patterns to assist NHS Test and Trace with requests for the data if needed.

- Staff will be assigned to specific areas to reduce job and location rotation.
- The Trevenna Team will have their temperature taken at the start of their shift.
- All Team members will use hand sanitiser and/or handwashing facilities as they enter the premises.

## **10. Test & Trace**

*Objective: To assist the NHS Test and Trace service, we will collect contact details of all attending visitors using a Virtual Check In system.*

- We will be using a Virtual Check In system to keep a secure register of all those who stay at Trevenna during wedding celebrations.
- Trevenna will generate a unique link for the Wedding Couple and resident Guests to complete before their stay.
- Those attending click the link, add their contact details and complete a short Covid-19 declaration to agree that they are free of Covid-19 symptoms, should not be self-isolating and agree to immediately contact Trevenna if symptoms develop within 14 days of the wedding celebrations.
- If anyone develops symptoms after wedding celebrations at Trevenna, it enables Trevenna to quickly notify all visitors, to reduce the risk of inadvertently spreading infection.
- The system is GDPR compliant. Visitors contact details are hidden at all times. The data is stored on a secure server, using full industry security. All personal data is permanently deleted after 21 days of the visiting appointment.

## **Stay At Home**

You must self-isolate if you have coronavirus symptoms or live in the same household as somebody who does. The main symptoms of coronavirus (COVID-19) are recent onset of any of the following;

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

*In the event a Visitor/Trevenna Team member becomes unwell with symptoms of COVID-19, however mild, before the wedding celebrations;*

- We will ask the Visitor/Team member to stay home and follow the stay at home Government guidance.

*In the event a Visitor/Trevenna Team member becomes unwell with symptoms of COVID-19, however mild, during the wedding celebrations;*

- We will ask the Visitor/Team member to immediately return home and follow the stay at home Government guidance.
- We will ask the Visitor/Team member to advise us if they have developed COVID-19 within 14 days of their visit.
- If advised that a Visitor/Team member has developed COVID-19, the Trevenna Management Team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.

Anyone who lives alone and has symptoms of coronavirus, however mild, should stay at home for **7 days** from when their symptoms started.

Anyone who lives with others and either they or another member of the household has symptoms, must, along with other members of their household, stay at home for **14**

**days.** This 14-day period starts from the day when the first person in the household became ill.