

The Clachan Inn wants to ensure that your visit is safe and enjoyable. We have completed our risk assessment and have put reasonable control measures in place. We expect everyone to follow the rules to protect customers and staff and make your visit a pleasant experience

The Government's guidance is that we should maintain a 2m social distance from other people. This means that if you cannot stay more than 2m away from other people you must use additional measures of protection

While not a legal requirement, the use of face coverings is advised by the Government. Any type is suitable and should be disposed of each day, or washed daily

General principles that staff must adhere to

- Avoid being closer than 2m to other people. You must maintain this distance throughout your shift. Where this is impossible you must wear a visor, a face covering or stay behind a screen
- Manage guests to ensure they maintain a safe distance
- Wash hands on arrival and wash or sanitise them frequently throughout your shift, especially between guests
- Clean/sanitise everything frequently, paying particular attention to touch points, fixed objects like door handles, surfaces and also items used by others, between each use
- Report any health problems to management and do not come into work if feeling unwell
- Sanitise hands after handling glasses, crockery and cutlery and also after receiving deliveries

General requirements – staff

- It is important that staff are seen to be following these rules to reassure guests. This is as important as being welcoming and friendly
- Minimise the time you spend with others, less than 15 minutes is advised
- Limit the number of people in an area. Operate a one in, one out system in small rooms
- Keep personal items to a minimum. Coat, bags etc should be avoided, please don't bring them into the working area, do not put them into the office or any area used by others. Change into your uniform before coming to work (this does not apply to kitchen staff who must use changing area one at a time and keep your personal items in a bag away from others)
- Don't wear jewellery on your arms or hands when coming to work (e.g. watches, bracelets and rings)
- You must not share food or drink with anyone else
- Waiting staff should wear an apron and have their own pen, notepad and other required supplies which must not be shared with others
- While the risks are less outside, you must still maintain a safe distance and follow the hygiene rules

PPE and hygiene supplies

- Soap and warm water are very effective at killing the virus – wash your hands frequently
- Sanitiser is safe and convenient, but may dry the hands with frequent use, so use a moisturiser at the end of your shift
- Gloves help avoid skin contact but MUST be sanitised the same as hands. We would prefer these were used only by people undertaking cleaning and who are handling of cash. Hands must be sanitised before and after using gloves. At all other times please practice good hand hygiene

- Barriers prevent the virus spreading to nearby people
- Face shield or visors prevent coughs and sneezes infecting the user and prevent spread to others. You do not need to wear a face covering in addition to a visor.
- Face coverings help prevent the wearer's coughs and sneezes spreading. Any type of covering is suitable, either disposable or reused homemade one's washed daily
- Face visors need to be sanitised before and after use and if the user thinks they may be contaminated
- Any food safe anti-bacterial disinfectant cleaner is safe to use, antibacterial sprays are appropriate if they state that they kill viruses

The virus may remain active on hard surfaces for up to 72 hours and on soft surfaces, such as paper or cloth, for up to 24 hours. If someone touches their face, does not cover a cough or sneeze, does not wash or sanitise regularly or is asymptomatic but infected, they may transfer the virus to surfaces or others. Coughs and sneezes will remain the air for a while. Current guidance suggests that being outside or in a well-ventilated area is lower risk as the virus disperses quickly. Face coverings are intended to protect others from your coughs, sneezes and breathing. They also provide some protection from the virus in the air. Any type of covering is suitable. They need to be disposed of at the end of a shift or washed daily if made from suitable material

#### Recording guests' details for the test and trace service

Any visitor to the premises needs to be recorded to enable the NHS Test and Trace service to contact anyone who has been near to a person who has tested positive for the virus

- Residents' contact details will be recorded when they book a room. When they arrive, the member of staff dealing with their check in will confirm details and check that everyone is well and is not showing any symptoms of the virus
- Diners will pre-book and provide contact details. When they arrive, the member of staff showing them in will confirm the details and that everyone is well
- Drinkers will provide details when they arrive at the bar, or when served for the first time
- Only one contact in a party is needed, this person is responsible for ensuring that details of others are provided if requested by the Test and Trace service, and need to be made aware that they are responsible for this
- Staff will complete the form with a name and phone number and the guests' arrival time
- Details of guests will be kept behind the bar
- The form should not be on public display and should not be given to a guest to complete themselves
- The data on the form is personal data and protected by GDPR. The form will not be shared with anyone other than the Test and Trace service
- The forms will be taken to the safe after lunch and after closing in the evening. They will be destroyed after 21 days

#### Residents

- Maintain a 2m social distance or use a face covering. Avoid close face-to-face contact
- When moving around the premises, allow others to pass, look ahead to check for others, do not cross in corridors or restricted spaces and do not enter small spaces if other people are already in there
- Follow the instructions given by staff and read and comply with the signs displayed on or around the property
- Sanitise and wash hands regularly

- While not a legal requirement, the wearing of face coverings is advised by the Government

#### Cleaning rooms

- Wear a face covering when guests are in the other rooms or moving about
- Do not clean a room if guests are present
- Wear gloves at all times when cleaning. These must be washed and sanitised regularly, the same as you would with bare hands. Gloves must be changed between rooms
- Open windows when working to disperse any virus in the air
- Clean, then sanitise the room

- 1) Clean the room as normal using the normal cleaning products to remove dirt, grease and dust
- 2) Once the room is clean, spray disinfectant and allow to stand for a few moments
- 3) Use new cloths for each room
- 4) Sanitise all surfaces that may have been touched by the guests and pay extra attention to touch points, including the bedside lights, door handles, switches, bedside tables, hairdryers, toiletries, the hotel folder, toilet flush and taps, the headboard and chairs
- 5) Avoid touching your face when cleaning
- 6) Avoid shaking used sheets
- 7) Empty the vacuum clear every day

RISK ASSESSMENT – Management of Covid-19 within and on our premises, to be regularly reviewed and updated as required

ACTIVITY	CONTROLS	REQUIREMENT
Staff must avoid gathering when arriving and meeting	Maintain a 2m distance	Staff Instruction
Staff and guests must sanitise on arrival	Sanitiser units (3) required at: <ul style="list-style-type: none"> <li>- Bar door</li> <li>- Restaurant door</li> <li>- Back door/ staff entrance</li> </ul>	3 sanitiser stations at entries (additional 3 throughout building) Signs at sanitiser points
Arrival	Bar and restaurant guests maintain a 2m distance and wait to be allocated seats Staggered arrival and departure of guests to avoid queues and crowding	Notice on doors – signs on door, bar and walls 2m distance markers where appropriate
Reserving and allocating tables for guests, followed by waitress service	Restaurant guests must pre book Bar guests will be encouraged to pre book but may enter if there is still capacity Bar guests must remain seated away from the bar and maintain a 2m distance from others	A table plan will be drawn up for restaurant and booked guests will be assigned and shown to a table Vacant/full sign on door Bar guests will be assigned a table – orders to be made by 1 person in each party only, waitress service to tables
Payments	Contactless payment encouraged Cash handling requires customer to put cash on a tray,	Contactless payment suggested and encouraged when customers reserve a table Staff use gloves when handling

	change returned by staff wearing gloves	cash Signs at pay point
Setting and clearing tables	<p>Tables will be sanitised and laid just before customers arrive with only the essentials</p> <p>Tables to be cleared from one side to avoid reaching and getting too close to customers</p> <p>Staff to wear face covering or visor</p> <p>No face-to-face contact with customers</p> <p>Full clear, clean and sanitisation of tables &amp; chairs once customers have left</p> <p>Anything touched by customers that will be reused must be sanitised immediately (e.g. salt and pepper shakers, etc)</p>	<p>Staff training</p> <p>Customers will be asked to stack plates and glasses to one side of table to prevent staff leaning in</p>
Ordering and serving food	<p>Staff to wear face covering when serving</p> <p>Keep a social distance whilst taking orders</p> <p>Full order should be taken at the start for food, drinks and condiments to avoid too many visits to the table</p>	Staff training
Breakfast service	<p>Staff will wait tables as above wearing face covering and social distancing</p> <p>Full order to be taken at start to reduce visits to table</p> <p>No self-serve area for customers</p> <p>Tables &amp; chairs to be cleared, cleaned and sanitised when customers have left</p>	Staff training
Regular cleaning throughout	<p>Cleaning surfaces touched by guests to be undertaken hourly and to include touch points such as door handles and switches, etc.</p> <p>Items used by more than one member of staff to be sanitised between use and hourly – tills, card machines, beer pumps, etc.</p>	Ample supply of appropriate cleaning products
Kitchen – restricted space, reduced staff numbers & additional cleaning	Plan to organise service to manage social distancing and hygiene	<p>Regular review of working pattern and rotas</p> <p>Waiting staff to move one way</p>

	<p>Avoid face-to-face working  Prep to be done facing wall  Chefs to follow normal food hygiene rules which also kills the virus  Cooker extraction will reduce risk at cooking point  Frequent hand washing as usually practiced in kitchen  Food safe cleaning standards suitable for virus protection  Fixed items to be sanitised regularly (door handles etc)  Review circulation routs to avoid close contact where possible</p>	<p>round kitchen  Hand wash sink, warm water and liquid soap provided  Ample supply of appropriate cleaning products</p>
Toilets	<p>One in, one out policy  Ladies' toilets closed initially as located down a narrow busy corridor – Bothy toilet used as replacement  Hand wash as appropriate  Paper towels to be used instead of hand driers  Hourly cleaning and sanitisation of toilets to be undertaken and logged with special attention to touch points</p>	<p>Signs on toilet doors  Hand washing signs  Good supply of hand wash and paper towels</p>
Vulnerable employees with underlying health conditions, staff health	<p>Staff that fall within this category are at an increased risk and as such, the company is following the government guidance on this subject  Staff are obliged to let management know ahead of their shift if they are feeling unwell with coronavirus symptoms and must not come to work if they are feeling unwell</p>	
Deliveries	<p>Delivery drivers must use drop off point and not come within 2m of staff  Paperwork and payments should be avoided  Where delivery drivers have to enter the premises (cellar deliveries) staff must clear out if this area and allow a 2m distance</p>	<p>Signage  Delivery drop off point</p>

	Hands must be sanitised following handling of deliveries	
--	--	--