

Risk Assessment for Re-Opening the Site to Guests



Version

Issue date	Version	Issued by
27/07/20	1.7 Agreed	Beth Harper
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25/09/2020	2.1 updated	Beth Harper
25/09/2020	2.2 amendment	Beth Harper

Introduction

This risk assessment is directed at the risk of contracting the COVID-19 coronavirus when the site is re-opened to guests and visitors. Given that everyone who lives, visits, works and volunteers on the site is affected, and the impact to the health of those individuals should they contract the virus is potentially very high, it is an important and detailed document. As a necessity this is a 'live' document and will change in response to things outside (the evolving situation with the pandemic) as well as inside (our experience with guests).

The document is organised around the way guests 'journey' through the site whilst here, and consideration is given to the areas of risk. Guidance from Public Health England in June 2020 suggests the predominant mechanisms for transmission of the virus are by respiratory droplets and contact with contaminated surfaces, and many of the control measures therefore focus on maintaining social distancing and cleaning (both hand and surface cleaning). The risk of aerosol spread of the virus via contact, droplet or airborne is also considered in the context of shower use.

A section has been included at the beginning to attempt control of the risk by ensuring that, as far as possible, people are free of the virus before they come to the site

Area of Focus	Controls Required	Controls Implemented	Who by
<p><u>Booking and pre-arrival</u> Ensuring that we are able to accommodate the guest and minimise the risk to the guest, staff and brethren. The guest also needs to have an understanding of what will be expected of them whilst on-site.</p>	<p>At the 'request to come' stage, prospective guests to be reminded of the risks of coming if they have an underlying medical condition or have been advised to shield, and to be encouraged to postpone their visit until another time.</p> <p>Registration / Health forms to be sent and returned before arrival.</p> <p>Toilets and bathrooms/showers in Retreat House will be allocated to guests - one per household during a stay.</p> <p>Move to a pre-payment system to reduce the contact between staff and guest whilst on-site.</p> <p>Guests to be contacted 2-3 days before their arrival to be reminded about health questionnaire and the need to cancel if they become unwell.</p> <p>Guests to be sent any other information about specific arrangements that will be in place to keep them safe during their retreat stay.</p>	<p>By email/phone with guest.</p> <p>Registration form and Health Questionnaire sent on booking or 2 weeks before visit.</p> <p>On-going monitoring of Rezlynx bookings.</p> <p>Guests notified in advance.</p> <p>Automated calendar reminder</p> <p>Automated calendar reminder</p>	<p>Guest Team BH / BC</p> <p>Guest Team BH</p> <p>Guest Team/ Housekeeping BH/ST</p> <p>Guest Team/BH primarily</p> <p>Guest Team BH</p> <p>BC</p>
<p><u>Arrival</u> Ensuring that the guest is welcomed by somebody and is made familiar with the necessary protocols whilst on-site</p>	<p>Guests to wear masks at all times in public areas and have their temperature taken on arrival.</p> <p>If guests and visitors have a smart phone with the NHS Track and Trace App they are to scan on arrival, and each day during their stay. The application automatically logs you out at midnight.</p>	<p>Staff and guests to wear face covering to greet guests.</p> <p>QR code in a clear visible area.</p>	<p>BH/BC</p> <p>BH/BC</p>

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	Guests to be asked to return home if temperature records 37.5 or above.	Provision of overnight stay in annexe room if same day travel is not possible.	Housekeeping
	Guests to be made aware of the 2 main transmission controls in operation during stay: <ul style="list-style-type: none"> ○ Hand hygiene ○ Social distancing 	Signage Sanitising stations	Guest Team
	Information detailing the protocols in place during the guest's stay to be left in the room. Sanitised door keys to be left in door.	To be placed in room before arrival.	Guest Team Housekeeping
<u>Movement through the site</u> Detailing how the guest should use the corridors and communal spaces, to adhere to social distancing requirements and limit unnecessary contact with surfaces. Outdoor areas considered low-risk, with normal social distancing protocols in place	Guests to be restricted from the following areas, with signs to indicate no access <ul style="list-style-type: none"> - Corridor through the main House Refectory. Access to church is via south door - Guest Parlour, Front Hall and Cloister corridor - Kitchenettes - Annexe breakfast room - House and College libraries and books in RH Common Room - Art Room 	Guests pre-stay documentation and with signage on site.	Guest Team
	Guests and visitors to the Community are to wear face mask/coverings inside at all times when in public areas of the site unless eating or drinking.	Guests and visitors advised to wear face coverings.	Guest Team and self-regulation
	Only one person at a time to be allowed along the bathroom block and bedroom corridors within the Retreat House.	Signage	Guest Team Self-regulation

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	Corridor and bathroom block doors to remain open during the day.	To be closed by CR brother after Compline for fire safety.	Guest Team / CR
	Hand sanitising stations at every communal point where surfaces are most likely to be touched, with signs encouraging their use.	Checked daily and re-filled as required	Housekeeping
	Communal surfaces most likely to be touched cleaned and sanitised regularly.	Housekeeping to determine frequency and include in daily schedules	Housekeeping
	Windows in communal areas and particular areas of concern (e.g. shower rooms) to be opened to facilitate improved ventilation. All extractor fans to be monitored regularly to ensure in good working order.	Daily checks Weekly checks	Housekeeping Facilities
Bathrooms and toilets Limiting communal access to facilities that pose a greater risk of infection. Showers may be a particular concern with airborne circulation of the virus whilst in use	Each guest to use only their allocated shower.	Signage	Guest Team Self-regulation
	Ground floor RH Toilets in public use during daytime to be cleaned more frequently.	Housekeeping to determine frequency and include in daily schedules	Housekeeping
	Showers to be left untouched by cleaning staff during a guest's stay. Windows to remain open, doors to remain closed after use.	Daily checks (+ Guest information in room)	Housekeeping Guest Team
Bedrooms Additional facilities supplied to bedrooms to restrict the use of kitchenettes	Each Retreat House bedroom to be supplied with its own kettle and hospitality tray.	Cleaned/replenished after each guest stay. Sealed supplies of beverages / milk to be obtained on request from the Guest Office	Housekeeping

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<p>Meals The provision of a space for meals and the protocols to ensure social distancing is in place.</p>	<p>Guest meals (up to 8 people) are to take place in the Common Room with tables arranged to facilitate social distancing.</p>	<p>Tables to be set at 2 metre intervals.</p>	<p>Catering</p>
	<p>Hand sanitising station at entrance to Common Room with a sign encouraging its use.</p>	<p>Signage.</p>	<p>Guest Team</p>
	<p>Dining room procedures to be clearly communicated to guests.</p>	<p>A member of the Catering Team or on occasion, the Guest Team, to serve at meal times.</p>	<p>Catering Team/ Guest team</p>
	<p>Cleaning and sanitising of tables to be carried out after each meal.</p>	<p>Included in catering rota tasks</p>	<p>Catering/Guest Team</p>
<p>Provision of food to Retreat house</p>	<p>Breakfast - Continental style only, with all items to be checked over and topped up prior to guests arrival to minimise physical interaction between staff/guests. Clear labelling of all dietary/allergen information. Individual boxes of cereals set out for individual choice. Individual yogurts and pieces of fruit also available for self-serve. Individual jugs of milk provided and tea / coffee / toast all to be served at table.</p> <p>Lunch – Hot “main “meal, to be taken to Retreat house common room just prior to the guest’s arrival with all food clearly labelled (including any special dietary needs/food allergen information) and suitable serving utensils etc. Food will be served to each guest with staff and guests wearing appropriate PPE (masks) and take their meal to their table.</p> <p>Supper/evening meal – Cold meal only, to be taken to fridge in the Retreat House Common Room pre-plated. All food to be clearly labelled (including any special dietary needs/food allergen information). Tea and coffee can be enjoyed afterwards from the guest room hospitality trays.</p>	<p>Catering Team to have oversight and assist guests where necessary. To be served at tables wherever practically possible.</p>	<p>Catering Team/Guest Team</p>

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<u>Staff protection/PPE</u>	All catering and housekeeping staff are to wear freshly laundered uniform appropriate to their role daily. Room 35 is the designated staff changing room. Any staff who are to serve any meals must wear appropriate PPE whilst doing so. Anyone involved in the preparation of food must continue to strictly follow FSA guidelines on handwashing/cross-contamination etc. Concentrating even more heavily on hand washing and sanitisation between any changes of job role/physical location.	Uniform cleaned daily. PPE to be provided for staff. Increased hand washing and sanitisation.	Catering Team
<u>Shop</u> Safe use of the shop and purchase of items	Only one person to be in the shop at any one time, with the Reception to be used as a waiting area for shop access. Visitors to the bookshop only are to scan the QR code on arrival.	Notices on entry. QR sign visible	Guests
	On entry to bookshop, following government guidelines a mask is to be worn and hands sanitised.	Hand sanitiser at entrance and masks on request.	Guests/Guest Team
	Purchases to be made by card/BACS transfer during office hours. Books are taken on trust and the stock book is to be kept in the Guest Office to prevent cross contamination.	Payment to be taken during office hours. Stock book kept in Guest Office.	Guest Team
<u>Reception area</u> Safe use of the reception area	Seating to be reduced to three chairs, well-spaced.	Daily checks to ensure chairs remain distanced.	Housekeeping
	All leaflets, gift aid forms etc. to be removed. Surfaces to be left clear and free of items that can be picked up. Any essential information	Check as part of daily housekeeping schedule	Housekeeping
<u>Upper sitting room</u> Safe use of the upper sitting room	A maximum of two people to be allowed in the room at any one time (or more than two if from the same household.)	Signage	Guests
	Removal of kettle and refreshments from the room.	Housekeeping	Housekeeping

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Annexe sitting room Safe use of the Annexe sitting room	A maximum of 2 people to be allowed in the room at any one time (or more than two if from the same household).	Signage	Guest Team Self-regulation
Interview rooms Safe use of the Interview rooms	All unnecessary furniture to be removed to allow use by 2 people.	Check as part of daily housekeeping schedule	Housekeeping
Church Safe use of the church. (See separate Church Risk Assessment)	Guests enter the church via the south porch only, adhering to social distancing principles.	Only south porch to be open for guests.	Brethren
	Hand sanitisation station to be used on entering and leaving the church, with signage to encourage use	Signage and sanitisation	Housekeeping
	Guests (other than residential guests) to leave name and contact details in the south porch, with each days records being retained for 21 days before being destroyed as per GDPR. QR code (separate to the one at the Retreat House) should be scanned if the visitor's smartphone has the NHS Track and Trace application.	Contact sheet QR code clear and visible	Brethren
	Guests to sit in a specific area with seating sufficiently well-spaced. All surplus seating and all cushions/ kneelers removed. If staying for more than one serve then guests are to have a name card and sit in the same seat for the duration of their stay.	Signage	Brethren
	Font to remain empty	Drained of water.	Brethren
	Guests to be supplied with their own service books for use in the church during their stay.	Provision in church for safe keeping of books.	Brethren

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	Guests do not sing or share the peace. (i.e. no physical contact with another guest)	As per Church of England guidelines.	Brethren
	Guests should not sing.	Visitors and guests asked not to sing on arrival	Brethren/Guest Team
	Guests encouraged to sanitise hands before receiving the consecrated bread in their hand.	Signage and self-regulation	Guests
	Church to be cleaned and sanitised after use.	Housekeeping schedule	Housekeeping
<u>Departure</u> Ensuring the guest takes all belongings and that rooms are properly sanitised after use	On the day of departure check with the guest to ensure all belongings have been removed from the room and that the door key has been left inside the bedroom and the door left unlocked.	Guest to inform Guest office in person at time of departure.	Guest Team
	Bedrooms and everything in them to be cleaned and sanitised after use.	Housekeeping protocols	Housekeeping