

Ashorne Hill COVID-19 Risk Assessment



Ashorne Hill Management College - Covid-19 Risk Assessment									
Document first issued	07/08/2020 - Renata Homer V1								
Review	22/03/2021 - Chris Hodgson V2								
Last review	2/03/2021 - Renata V3.1								
Next review	30/04/2021								

Area	What is the risk	Level 1=low, 5=high	Who could be affected	Controls already in place that would manage Coronavirus risk	Additional measures in place to manage Coronavirus risk	Risk level with mitigations	Frequency of review	Mitigation removal points	Responsibility
Reception	Exposure to Covid high as this area is a potential bottle neck	3	Trainers/ Meeting organisers Day Delegates Residential Delegates B&B guests General visitors Staff Contractors Postal workers Delivery drivers Taxi drivers	Receptionists are located behind a desk which allows some distance to be kept between reception team and reception visitors	<p>Queue management system installed from car park through main entrance with clear social distancing signage and guidance.</p> <p>Screens installed on reception desk to provide additional barrier between staff and reception visitors.</p> <p>Reception team issued with face shields, hand sanitizer spray and wipes.</p> <p>Guests details to be obtained prior to arrival so registration does not require written paperwork and cashless payment only.</p> <p>Reception team to tick guests off on arrival and confirm contact details and check Visitor Declaration through with guests. Contact details kept for 21 days</p> <p>Guests advised to contact reception via phone or email with queries rather than F2F.</p> <p>Express check out service offered / encouraged with customers</p> <p>Bedroom/day card drop off points introduced in meeting rooms for guests to reduce need to return to reception</p> <p>Flow in and out of reception signposted as one way to avoid cross over & doors propped open when reception is manned</p> <p>Clear signage and information when leaving main building via new main exit. Barrier on auto so no code required from reception</p> <p>Hand sanitizing station positioned in reception foyer with appropriate signage</p> <p>Temporary removal of luggage handling service</p> <p>Staff not permitted to enter back of reception - they must call through first and be dealt with at the side door if query cannot be dealt with on the phone</p> <p>Taxi drivers advised to phone through on arrival and not permitted to enter the building</p> <p>Contractors to phone through to their contact on arrival to be directed elsewhere and not permitted to sign in or out at reception</p> <p>Post drop off and collection site moved to administrative building</p> <p>Deliveries to be redirected to correct area- Evesham for admin deliveries and Kitchen for all food deliveries. Deliveries of customer materials to be removed from Reception immediately to a safe unmanned location.</p> <p>Staff advised not to have personal goods delivered to work.</p>	1	Weekly	<p>Physical barriers can be removed when social distancing rules are removed by Government.</p> <p>One way system removed once social distancing measures are removed by Government.</p>	Departmental Manager

Ashorne Hill COVID-19 Risk Assessment

Area	What is the risk	Level 1=low, 5=high	Who could be affected	Controls already in place that would manage Coronavirus risk	Additional measures in place to manage Coronavirus risk	Risk level with mitigations	Frequency of review	Mitigation removal points	Responsibility
					Staff required to confirm wellness as part of start of shift and requested to take weekly lateral flow tests Reception and lobby to be deep cleaned by late receptionist. Cleaning checklists established for regular cleaning routines in day				
Great Hall / Concourse and Kenilworth lounge/refreshment areas	Guests entering public area where multiple contact points create potential hazards to pick up infection	3	Trainers/ Meeting organisers Day Delegates Residential Delegates B&B guests General visitors Staff Contractors	Staff are not permitted to use the Great Hall for personal use	Banner/ screens to inform guests of hygiene measures and personal responsibilities Members of staff to be available in Great Hall to direct guests directly to meeting rooms on arrival to avoid congestion in the area Furniture and cushions removed and/or notices put for reduced usage and increased of standing room for socially distancing Coffee area barriered off with signage to limit number of people permitted at any one time with a hand sanitization point on entry and wipes available for machines and water station Coffee provisions adjusted to reduce multiple handling (i.e. milk jiggers, biscuits and fruit individually wrapped/ covered) Cleaning routines increased during day with member of team on constant cleaning duty during day and deep clean being completed late evening when minimum occupancy of area Service staff to wear face shields and gloves. Sales/Customer meetings will be held in less utilized spaces Customers not permitted to hold separate meetings in lounge areas	1	Weekly	Physical barriers to be removed and furniture returned once social distancing rules have been removed	General Manager
Corridors and staircases	Doors and handles may harbour the virus. Some corridors are main thoroughfares through site and are narrow in places	2	Trainers/ Meeting organisers Day Delegates Residential Delegates B&B guests General visitors Staff	Daily cleaning of handles and counters and some doors already on battery operated door holders or secured open during operating hours	Cleaning routines increased during day with member of team on constant cleaning duty during day and deep clean being completed late evening to include doors main touch points Reminder signage via screens and banners, particularly at pinch points. One way systems introduced where social distancing cannot be maintained. Keep left signage in place.	1	Weekly	One way system removed once social distancing guidelines are removed.	Head Housekeeper
Public toilets	Increased potential exposure to Covid in confined space	3	All users		Access/facilities reduced to 1 or 2 people at a time depending on location and size of toilets with new entry/exit systems in place appropriate to location Increased cleaning routines in place Fogging completed overnight	1	Weekly	limitations of use removed when normal capacity of facilities is permitted	Head Housekeeper
Meeting rooms	Increase exposure to Covid for longer time periods	4	Trainers/ Meeting organisers Day Delegates Residential Delegates Staff		Hand sanitizing station positioned immediately outside or inside meeting room with clear guidance on use Layouts adjusted to accommodate seating at 2m or 1m+ where delegates are not sitting facing each other	2	Weekly	Extra spacing for meeting rooms removed when facility capacity restrictions are	Front of House Manager

Ashorne Hill COVID-19 Risk Assessment

Area	What is the risk	Level 1=low, 5=high	Who could be affected	Controls already in place that would manage Coronavirus risk	Additional measures in place to manage Coronavirus risk	Risk level with mitigations	Frequency of review	Mitigation removal points	Responsibility
					<p>Delegate materials removed including glasses, water, sweets, pads, pens. Pads and pens will be given to organiser if prebooked. Ashorne bottled water replaced with small plastic water bottles and available as required</p> <p>Users requested to drop dirty cups to single point to reduce need for staff access throughout day</p> <p>Organisers routines adjusted to provide remote support where possible and where not staff will enter meeting room in use only with full PPE (to include shield, gloves, disposable apron and wipes to clean equipment before touching.</p> <p>Organiser provided with welcome pack (individual sanitizer gels for people if they need one, water bottles, a few pads, pens as spares)</p> <p>Room reset requests to be handled with delegates removed from room.</p> <p>Delegates encouraged to choose their spot and stick to it, to remove all personal belongings at the end of each day, to bring own refillable water bottles</p> <p>Flip chart pads will be provided fresh for each new event</p> <p>Lunch time service preferences to be checked with organiser with offer either to not service/ disturb or to provide wipe down surfaces.</p> <p>Meeting rooms key touch points will be cleaned and room will be fogged each night when in use. Meeting room will be deep cleaned and fogged between customers. Safe and Clean card inserted in card holder to demonstrate that room is safe and clean</p> <p>Drop box provided in each meeting room for end of day contaminated flipchart pens/ pens/ key cards etc. and disinfecting procedure in place</p> <p>Rooms to be ventilated between use and guests encouraged to leave windows open.</p>			removed as part of roadmap	
Restaurants	Potential of mixing with other people in these spaces and cross contamination	5	Trainers/ Meeting organisers Day Delegates Residential Delegates B&B guests General visitors Staff	<p>Tables cleaned and disinfected after each use</p> <p>Customers have designated tables for B&B guests and groups as appropriate</p>	<p>Restaurant layouts adjusted to allow 2m or 1m+ with mitigating measures, i.e.. Customers not directly facing one another</p> <p>Buffet counters removed - table service only for all services</p> <p>All cutlery, glasses, water and condiments removed from tables and will be provided when guests seated. Ashorne bottled water substituted with individual plastic water bottles</p> <p>Table to be clearly labelled with clean/ not clean</p> <p>Staff provided with Face shields and given daily briefings to include hand hygiene reinforcement</p> <p>Hand sanitizing station at entrance to dining rooms</p> <p>Entry/Exit points from restaurant introduced to reduce cross over - to include amended usage of exit to patio by restaurant entrance (exit only)</p> <p>Restaurants to be deep cleaned weekly and fogged on a Friday or Sunday depending on weekend usage</p> <p>Staff required to confirm wellness as part of start of shift and requested to take weekly lateral flow tests</p>	2	Weekly	Limitations to capacity to be removed when social distancing regulations are relaxed as part of the roadmap	F&B Manager

Ashorne Hill COVID-19 Risk Assessment

Area	What is the risk	Level 1=low, 5=high	Who could be affected	Controls already in place that would manage Coronavirus risk	Additional measures in place to manage Coronavirus risk	Risk level with mitigations	Frequency of review	Mitigation removal points	Responsibility
					Back of house flow adjusted to reduce cross over				
Bar	Increased exposure to Covid in a potentially high density area which is also a thoroughfare to accommodation	3	Trainers/ Meeting organisers Day Delegates Residential Delegates B&B guests Staff		Furniture removal/ adjustment to allow social distancing. Tables spaced out. Numbers permitted to be in line with regulations in roadmap i.e. no more than 30 until 50% capacity. Customers to remain seated. Table service for food and drinks, to avoid unnecessary contact at bar. No queuing. No condiment stations. Contactless payment only at tables Hand sanitizing station on entry to bar and in bar exit foyer (access to accommodation and smoking shelter). Staff provided with face shield and gloves for glass collection Music volume to be reduced to minimum to prevent the need for loud talking. Staff required to confirm wellness as part of start of shift and requested to take weekly lateral flow tests Increased cleaning overnight	2	Weekly	Seating to be returned to normal when restrictions on capacity are removed as part of roadmap. Normal bar service to resume when social distancing regulations are removed. All other physical barriers to be removed when social distancing regulations permit.	F&B Manager
Smoking Areas	Increased exposure to Covid and risk of transmission as people congregate with others outside their bubbles.	4	All staff and visitors	Smoking shelters are open air and well ventilated	Display of social distancing signage and signage reminding smokers not to share cigarettes.	1	Weekly		F&B Manager
Kitchen	Increased exposure particularly from receipt of deliveries and in small working spaces	2	Chefs Catering staff	Delivery points already established	New guidance issued to suppliers regarding wearing of masks/shields and hand hygiene. Teams to work in bubbles Kitchen flow in restrictive areas managed with rope barriers to allow single person access at any one time Limit the amount of equipment which is shared, and if sharing of equipment is required then it is cleaned in-between uses. Staff required to confirm wellness as part of start of shift and requested to take weekly lateral flow tests	1	Weekly	bubble working removed once social distancing regulations are removed.	Exec Chef
Staff dining room	Multiple usage will increase potential exposure	2	Staff	Staggered lunch time offering	Staff dining room restricted to catering department only to create own 'bubble'. Staff food no longer provided. Fridges provided for staff in own 'bubble' areas	1	Monthly	Staff mixing permitted when social distancing regulations removed	F&B Manager
Bedrooms	Guests staying overnight may be infectious and/ or displaying Covid symptoms	5	Cleaning Overnight guests Laundry porter Maintenance contractors	Rooms thoroughly cleaned between customers	Cushions /throws/spare pillows all removed. Refreshments and mug removed and provided in overnight care package which will be provided for each guest (individually bagged and put in room by cleaner as required). Package to include mini sanitizing gel, small pack of tissues, refreshments and paper cup and wooden stirrer. Note to say take any leftovers away as otherwise disposed off. Toilet rolls will be replaced after each guest for new one and spares removed Bedroom will be fogged by supervisor when finished checking the bedroom and clean and safe label applied to door handle. Pull-ups will be temporarily suspended Cleaning procedures changed to allow breaks between stripping a vacant room and cleaning it to allow ventilation before extended exposure to the room	2	Weekly	Normal bedroom servicing levels to be resumed when industry guidance is given	Head Housekeeper

Ashorne Hill COVID-19 Risk Assessment

Area	What is the risk	Level 1=low, 5=high	Who could be affected	Controls already in place that would manage Coronavirus risk	Additional measures in place to manage Coronavirus risk	Risk level with mitigations	Frequency of review	Mitigation removal points	Responsibility
					Staff PPE and training provided to include, face shield, masks, gloves and disposable aprons. Staff required to confirm wellness as part of start of shift and requested to take weekly lateral flow tests Break times and areas adjusted to limit housekeeping team members working together New Covid procedure and PPE provided for Laundry porter Guest laundry service temporarily removed				
Gym/leisure facilities	Contamination risk from multiple users	4	Overnight guests Staff		Temporary closure. When reopened a pre-booking procedure for limited use with set cleaning times will be introduced between session times No congregation pre/post workout or turn up early for sessions. Sanitise/wash hands pre and post workout. Come "gym ready" i.e. wearing workout clothes. Changing rooms will not be available No personal sweat towels or valuables into the gym Pre-filled water bottle to be brought by customer, water fountains will not be available. In line with government guidance face covering to be worn at all times within the gym except during physical activity. Staff access to gym removed	2	Weekly	Removal of restricted access in line with lifting of access to public gyms as part of roadmap	Head Housekeeper
Offices/ staff movement	Confined spaces and multiple visitors to offices	4	Staff Customers	Some pod working in place	New guidance to limit access to offices to maintain bubble areas. Meetings to be held virtually or on the phone where possible or in public/quiet locations Office cleaning to be managed by own bubbles apart from bins which will be removed overnight by nights team. Offices to be fogged weekly by nights team or by Customer support during day by arrangement with office workers Staff shifts amended within departments as required to reduce congestion at key arrival times. Cover in offices reduced where possible allowing people to work from home and reduce numbers of staff in offices Office seating adjusted to allow 2m distancing or 1m+ (facing different ways) Staff have designated entrance and staircases to reduce exposure Staff required to confirm wellness as part of start of shift and requested to take weekly lateral flow tests	1	Weekly	Restrictions to be lifted in line with social distancing guidance	BMT member responsible
Estates maintenance/ contractors	Access to contractors may pose a risk of bringing Covid on site if not managed Internal maintenance team may be at risk if maintaining facilities and services whilst customers and staff present.	3	All staff and visitors	Signing in/out procedure	New guidance distributed to contractors regarding PPE provisions and hand hygiene expectations whilst on site Request copies of contractors Covid-19 risk assessments in advance of works Maintenance to only take place when no other guests or customers present, unless needed as part of repair team.	1	Weekly		Estates Manager
Terrace	Danger of groups not maintaining social distance	2	All patio users		Reminder notices visible and furniture reduced.	1	Monthly		F&B Manager

Ashorne Hill COVID-19 Risk Assessment

Area	What is the risk	Level 1=low, 5=high	Who could be affected	Controls already in place that would manage Coronavirus risk	Additional measures in place to manage Coronavirus risk	Risk level with mitigations	Frequency of review	Mitigation removal points	Responsibility
Suspected Covid case	Someone displaying Covid symptoms could infect others	5	All staff and visitors		Covid safe bedroom identified to isolate staff or customer displaying symptoms immediately whilst next steps are prepared Procedure in place to handle vacation of meeting room of other members of group in safe and secure way.	4	After each incident		General Manager
Staff Exposure to COVID-19 out of work	Potential exposure outside work brought into workplace	4	All staff and visitors		Staff charter completed. Return to work questionnaire completed. All staff to wear face shields when in public areas. Departmentally specific PPE arrangements in place No use of public spaces permitted for meetings. No staff lunches. Staff required to confirm wellness as part of start of shift and requested to take weekly lateral flow tests	1	Weekly	Wearing of masks and shields to be removed in line with Government guidance.	Departmental Manager
Customer with symptoms	Customers attending with symptoms or potentially infections	5	All staff and visitors		Covid Declaration questions asked on arrival and signed off. Guests with symptoms or posing high risk will not be permitted entry. Signage advising frequent hand washing or sanitising. Welcome message and frequent reinforcement of delegate responsibilities to maintain hygiene and social distancing guidance and recommendations Wearing of face masks in areas where social distancing cannot be maintained. Itinerary for event obtained to enable staggered refreshment breaks.	1	Weekly	Wearing of masks to be removed in line with Government guidance.	Front of House Manager
First aid provision	Potential exposure if someone is infectious and/or displaying symptoms	4	First Aiders	Gloves already provided in FA boxes	Addition of disposable apron and mask. First Aiders will be take own face shield with them.	2	Monthly		Health and Safety Officer
Fire procedures	Evacuation of areas during an alarm may cause close proximity of people to one another.	3	All staff Customers Attending services such as Fire Brigade	Clear fire evacuation process in place	Designated fire marshalls have new instruction to encourage social distancing during evacuations and roll calls.	1	Monthly		Health and Safety Officer
Use of Company Vehicles	Potential exposure if someone is infectious and/or displaying symptoms whilst using a vehicle with a colleague or if leaving a vehicle unsanitised after use	4	All staff	None	Covid guidance to be displayed in vehicles. Keep windows open whilst driving. Turn airflow to max and point to open windows. Masks to be worn at all times whilst in vehicle. Vehicle to be sanitised after use (wipe down of all surfaces with cleaning spray). Where possible, vehicle to be left 72 hours between uses. Where possible, only one person to use vehicle at any one time.	2	Monthly	To be removed when social distancing guidelines are removed	General Manager
Disposal of contaminated waste and PPE	Potential exposure from contaminated waste or PPE	4	All staff and visitors	None	All PPE and any contaminated waste to be disposed of using separate and identifiable waste bags and double bagged. Contaminated waste and PPE waste bags to be stored in Buggy Shed for 72 hours before disposal into general waste bins.	2	Monthly		General Manager
All areas - social distancing	Potential exposure due to lack of social distancing	4	All staff and visitors	None	Signage in all areas to ensure social distancing is being adhered to	2	Weekly	Signage to be removed in line with Government roadmap for social	All managers
All areas - ventilation	Potential exposure due to lack of ventilation	4	All staff and visitors	None	Windows to be opened at all times and in all areas where possible and safe to do so.	2	Weekly		All managers