

VANCE HOUSE HOLIDAY APARTMENTS

CORONA VIRUS RISK ASSESSMENT

Vance House caters for a maximum of 17 guests split between 5 on the ground floor, 6 on the first floor and 6 on the second floor. The minimum distance from just inside each apartment to another is 2m. The proprietor lives on the ground floor. The proprietor is the only other person in the building, and a cot is available for 1 guest so the total number maximum occupancy is 19. Guests taken are Families, couples and senior citizens. It will take wheelchair users provided that a carer or family stays with them and are accommodated on the ground floor. The procedure of Covid19 protection will be assessed by the proprietor on a daily basis depending on disability, age and ethnic background.

This Covid19 risk assessment has been carried out by the proprietor for all management and guests staying at Vance House Holiday Apartments for short stay holiday guests or visitors.

Any guests or visitors who have symptoms or who are in self-isolation will not be checked in. Communication as to the arrival procedures will be given prior to arrival so that there is no confusion at the entrance to the building.

A reminder of the rules for inside and outside locally will be printed out and a copy fixed on the inside of each apartment door. (Annex A)

PPE will be offered if visitors claim to have run out or forgotten, IE gloves, sanitising gel and face masks

AIM

The core aim is to ensure the proprietor, staff and our customers are safe at Vance House. The rules of social distancing at the moment are 2m and like all other Government rules may change during the duration of this document so flexibility is key - however safety is paramount.

RISK

The main risk is that guests or visitors carry the virus unknowingly into the building. By following a strict sanitising entry policy and temperature check and ensuring guests are reminded to keep to the social distancing and wearing of PPE when needed the risk will be kept to a minimum.

Arrival and reception area, guests will be encouraged not to stand around in the reception area. The temperature of everyone arriving will be taken and hand sanitiser will be present to ensure all guests entering sanitise their hands. A record of all temperatures taken will be documented (Annex B). The doorbell and door handles and push plates are to be sanitised after each use. Temperatures can be taken on request during the guests stay.

Customer safety on arrival is very important to put them at ease and feel safe to be here.

Communicating, through signage and/or other means, explanations of social distancing rules and additional hygiene measures are in place to protect guests and visitors. As quickly as possible guests are to be taken to their apartment and shown the advice on the inside of their apartment door.

The social distancing rule must be adhered throughout the building and it is up to the guests to check, “If the coast is clear” if they wish to leave the building without passing other guests. Priority is given to people coming into the building and up the stairs.

Reception duties will be carried out in the owner’s office where social distancing can be carried out for all paperwork and payments.

When guests sign documents and use the chip and pin machine, the proprietor should step back to keep His distance. Any pens or machines that are used will be disinfected before the next guests.

If assistance or help is required with luggage, the owner will keep the required social distance apart from guests whilst collecting luggage and either take it to the apartment before the guest arrives there or knock on the door, step back and leave the luggage at the door. After handling luggage, use a hand sanitiser afterwards. If guests have arrived by public transport, baggage is to be sprayed with sanitiser.

Room keys are disinfected prior to handing over to guests and after handing back in.

Room browsers have been removed, the general information is on each landing. If you require tourist information you can collect leaflets from the tourist information. This is Until the current circumstances change.

Housekeeping

Living rooms, bedrooms and bathrooms

There is a risk of contamination/transmission subsequent to hand and breathing contact on surfaces in living rooms, bedrooms, and bathroom surfaces, bedding and towels. Management must follow handwashing guidelines as per the guidance. Disinfecting gloved hands will follow the same guidelines and frequency as that of hand-washing.

Hand contact surfaces should be sanitised. A check list of all the touch points which could include, but is not limited to, the following, all of which would – as a minimum - be disinfected when a guest checks out:

1. Light switches and pull cords
2. Bedside tables
3. Remote controls
4. Taps, basins and shelves
5. Flush handles, toilets and seats
6. Shower controls and shower enclosures
7. Door handles – inside and out
8. Wardrobe doors and coat hangers
9. Heaters and fans if required.

Kitchens

All surfaces, switches, taps, and items on the inventory are to be sanitised and any cleaning products replenished or replaced. No table cloths are to be used so tables can be easily cleaned after use.

Public Areas

All levels need to be sanitised where guests have been and potentially touched. All hand rail and bannister, hoovers and dustbins on landings need to be sanitised.

Irons and ironing boards, hoovers and the dustbins on the landings have a pack of sanitising wipes for after use.

Sitting outside - guests from different apartments should not sit together unless from the same family home.

PPE

Chemicals

Hand Gel – Antibac hand cleansing Gel, winter in Venice. 70% alcohol, Kills 99.9% of germs.

Surface Cleaner – One chem, All Clear. Kills 99.99% of viruses and bacteria. 60 seconds. BS EN 14476

Disposable Protective Mask- High grade, not made from Natural rubber Latex, glass free filtration.

Disposable gloves – Dekton. Powder free, available now

Medical Nitrile Gloves, Hizek Blue Disposable Gloves Medium, Latex Free, Anti-allergic, on order

Suspected coronavirus cases in Vance House

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate. They will be advised to check out and return home to self-isolate according to current government guidance. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately. Ring 111.

The guest must wear PPE at all times.

The management will not provide cleaning or housekeeping services during the stay.

The guest should contact the management prior to checking out / departure from the apartments and are to provide an update on their condition.

If the fire alarm sounds, normal evacuation procedures should be followed, and the guest advised to leave the building and proceed to the fire assembly point. The proprietor will arrange for the guest to be supported and isolated from other guests at the assembly point.

Disposable gloves will be used whenever management come in contact with an item the guest handled. Ensure those responsible for the removal of the guest's waste, at a minimum, wear disposable gloves.

Where possible, provide remote checkout services or other means to avoid the need for the guests to checkout via the reception desk.

Apartment cleaning after a suspected contamination.

Leave the apartment secure and unoccupied for 72 hours to significantly reduce the risk of the virus surviving on surfaces. Do not allow anyone to go in – put a notice on the door to remind staff that the apartment is “Out of action.”

This will reduce the risk to management and guests and means that soft furnishings which can't be disinfected easily will be safe. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes.

Up to date advice will be checked with the current rules for deep cleaning to make the apartment safe for any future guests.

“ANNEX A”

These simply rules hopefully keep the virus at bay and will not ruin your holiday

1. PLEASE MAINTAIN SOCIAL DISTANCE AT ALL TIMES.
2. THE DISTANCE FROM INSIDE YOUR APARTMENT TO THE NEAREST OTHER APARTMENT IS 2m MINIMUM.
3. PLEASE GIVE WAY TO PEOPLE COMING UP THE STAIRS.
4. WASH YOUR HANDS ON ARRIVAL AND DEPARTURE FROM THE APARTMENT OR USE SANITISER.
5. PLEASE PUT USED TOWELS IN THE SHOWER.
6. PLEASE KEEP A MASK AND SANITISER WITH YOU AT ALL TIMES.
7. SANITISE FREQUENTLY DURING THE DAY AND EVENING IF YOU GO OUT.
8. FEEL FREE TO RING 01253625974 IF YOU HAVE ANY PROBLEMS, TO REDUCE FOOTFALL AROUND IN THE BUILDING.
9. PLEASE KEEP ALL CUTLERY AND CROCKERY IN THE SINK DRAINER SO IT CAN BE SANITISED PRIOR TO THE NEXT GUESTS.

PLEASE INFORM THE PROPRIETOR IF YOU START FEELING THE SYMPTOMS

PLEASE REMEMBER, CHECK IF “THE COAST IS CLEAR” AND GUESTS COMING UP THE STAIRS HAVE PRIORITY

