

Ore Valley

HOLIDAY COTTAGES

CORONAVIRUS (COVID-19) RISK ASSESSMENT

Property Name:	Ore Valley Holiday Cottages	Address of Property:	Sink Farm, Little Glemham, Woodbridge, Suffolk IP13 0BJ		
Property Details:	Converted stables offering accommodation and facilities for self catering guests	Number of floors:	Both single and double storey cottages	Number of Bedrooms:	1 - 3
Arrangements :	3 nights stay (minimum) or 7 nights or 7+ nights				
Time scale to be provided between lettings/ cleaning/ following lettings	<p>Guests are required to vacate property by 9a.m. on their leaving date. <u><i>Windows to be left open on departure before cleaning commences.</i></u> Guest arrival will be no earlier than 4p.m. Where sufficient notification is given - so that the necessary arrangements can be made to ensure the requirements below are met - we are able to arrange a safe and efficient turn around handover between guests vacating at 9 a.m. & new guests arriving after 4p.m. on the same day.</p>				
How this will be achieved	<i>Bookings will be monitored, our normal handover days will continue to be effective- Mondays and Fridays. There is flexibility for the duration of a stay as long as these nominated days are adhered to, which allow for full cleaning measures to be in place.</i>				
<u>Section 1</u> – Covid-19 Risks and Requirements – following assessment of risks identified in Section 2 below; the findings & actions detailed here are required to protect against Covid-19 infection risks and meet health & safety requirements					
MAIN ISSUES REQUIRING ATTENTION – Significant Findings					
<p><u>Provision of Suitable & Safe Letting Arrangements</u> – the following actions are required & must be put in place to ensure the safety of all guests as well as others involved in/affected by the letting process:-</p> <ul style="list-style-type: none"> - Removal of non-essential & high tactile items i.e. difficult or time consuming to clean, to reduce risk of infection & simplify & ensure safe cleaning arrangements are maintained - Ensuring the property can & has been safely and appropriately cleaned, sanitized and, as appropriate disinfected, to covid-19 prevention standards to enable it to be safely let & that extra cleaning time has been provided to ensure this can be met - Safe Arrival and Departure Processes for guests to be in place and undertaken - Arrangements for Guests Safety during their stay including if maintenance or other requirements arise - Safe and practical arrangements to manage and ensure the safety of cleaning staff /others and subsequent guests post-let, which requires assistance & actions by guests prior to their departure i.e. <i>to safely deal with the risks arising from laundry, waste bins & safe provision of crockery/cutlery/other kitchen utensils & the removal of all food/bathroom items from the cottage (see Item 1(a) below)</i> - Emergency arrangements & actions (including notifications) required by guests in the event of Infection Cases of Covid-19 becoming known during their stay <p>Details of how this will be achieved, the measures that have been put in place & the actions being taken to manage these risks are identified below.</p>					
1(a) . Measures That Need To be Taken By Guests to ensure their health & safety and that of cleaning staff/ others post let -					
<p><i>In light of the Covid-19 situation we have had to look closely at how we can continue to let Ore Valley Holiday Cottages, in order to be able to provide safe holiday accommodation and in turn help rejuvenate interest and business in and around the local community. We do have a duty of care in ensuring the health & safety of all our guests, our cleaners & others who enable the provision & maintenance of our cottages and this is our priority. However, to help us (& our cleaners/others who assist) achieve & maintain the high standards required, we also need the support and assistance identified below from our Guests, for which we are most grateful.</i></p>					

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In these challenging times, to meet Covid19 Safety Precautions & ensure the health & safety of our cleaners, future guests and others who might access the cottage, all our Guests are asked to please ensure-

- 1) when they use crockery, cutlery, cooking & other kitchen utensils, glasses from the cabinet etc. that they leave them appropriately washed clean & put away. Please use the dishwasher provided in order to meet a high temperature (60C) for effective cleaning of these items. *In view of the extra deep clean needed between each let to ensure the property will be safely cleaned and sanitized it is not practical or possible for all crockery, cutlery, glasses & all individual kitchen utensils to be fully re-washed after every let. Therefore, we need to ask all guests to please ensure they wash & put these back where they were located, so they leave these, as they would wish to find them, for future guests, as previous guests were requested to have done the same for them.*

Before vacating the property our Guests are asked to please-

- 2) remove all food & washroom materials from the property – including items left in the fridge/freezer & all personal bathroom items;
- 3) strip the top bedding from each bed that has been used and, together with the laundry from the kitchen and shower room, place it all in the black plastic sack(s) left in the cottage for this purpose and seal them, ready for the cleaner to pick up e.g. duvet cover(s), top pillow cases & bottom sheet(s), kitchen towels/tea towels and shower room towels and bathmats. This is a measure to protect our cleaners who will then be able to remove the bags so that the contents can be laundered at the required temperatures to ensure the safe provision of these items for future use.
- 4) empty all shower room & other waste bins into the kitchen bin waste bag and seal the waste in the black plastic sacks left for this purpose. Place the waste in the appropriate bin located in our refuse area.
- 5) if guests experience Covid-19 symptoms they are required to comply with Government/Public Health guidelines (see Section 3)
- 6) Guests need to notify the owners of any problems arising in the property (including Covid-19 issues) to be rectified if needed &/or addressed for follow on lets. In the event of any emergency repair/maintenance, or similar arrangements being required for the property during the period of their stay, guests may be required to open windows/doors and social distance/wait outside the property whilst emergency checks/repairs/maintenance etc. are undertaken (see also item 1(b) below).

1(b) Safety of Cleaners/Maintenance or others involved with the property – Significant Findings & Actions Taken/To Be Taken

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All Cleaners will- only access the property when it is either vacated (or if necessary during a let, will ask the guests to wait outside the property whilst they enter and will ensure appropriate ventilation of the property and social distancing is maintained) and they will:-

- ensure 'sanitizing' fogging is carried out in all necessary areas (as appropriate to maintain Covid-19 safety requirements) prior to entry to clean /housekeep the cottage, with additional ventilation in place during the cleaning process
- have available and will wear appropriate PPE for the task being undertaken; have the relevant information, knowledge and awareness of when and why this is required and how to use it safely etc. This will include (as appropriate for the cleaning tasks they will be undertaking):- face visor, face mask, gloves, plastic aprons, disposable plastic foot coverings, all of which will be changed between cleans and disposed of safely or appropriately sanitized.
- ensure provision and appropriate use of soap/sanitizer, as required, for regular hand washing/sanitizing in conjunction with the use of PPE /its removal & in between property cleans. Certain tasks e.g. such as fogging and dealing with liquids/water/potential body fluid matter etc. will require, as appropriate, suitable eye protection, masks & gloves.
- clean /housekeep the property and ensure provision and use of the sufficient disinfectant & anti-viral product(s) to fog and clean all surfaces where it is safe to do so, and will eliminate any association to Coronavirus and carry out safe working practices as identified
- will ensure further 'sanitizing' fogging, with a suitable and safe antiviral product, is carried out in all necessary areas once cleaning/housekeeping has been completed, prior to leaving the property so that it has been fully sanitized prior to the arrival of any guests.
- will work together with the Owners to bring to attention and address any health & safety or other issues needing further attention

All Repair/Maintenance personnel etc.-

- will be asked to only access the property when it is either vacated, or if necessary during a let, will ask the guests to ventilate and wait outside the property whilst they enter and to ensure appropriate social distancing is maintained , and if appropriate for any necessary PPE e.g. masks/gloves to be worn.
- will assess the risks involved in the circumstances and actions that might be required to mitigate them e.g. ensure all windows have been left open prior to entry or will consider whether there is a need to ensure 'sanitizing' fogging has been carried out in all necessary areas (as is appropriate to maintain Covid-19 safety requirements) prior to entry /work in the property, depending on the circumstances. In addition there will be a need to consider whether further 'sanitizing' fogging may be required when they have completed their task after they have left the property (depending on the task, the time spent in the property and whether this is during a let or if not when the next let will be going in).

1(c) Suitable & Safe Cleaning Arrangements – Significant Findings & Actions Taken/To Be Taken

Our housekeeping and cleaning services continue to be provided by a small local housekeeping company. We have worked together to ensure that we put in place the necessary arrangements to meet Covid-19 requirements for the safe letting of our cottages and for these to be outlined in this risk assessment. These are outlined as follows:-

Safe Working Arrangements put in place: -

- as identified in item 1 (b) cleaners will be familiar with and have appropriate awareness of the requirements and use of PPE; they will have adequate provision of and will use the appropriate PPE for each of their cleaning tasks.
- prior to cleaning the property, the arrangements identified in item 1(b) above will need to be in place including the vacation of premises by guests 9am with increased ventilation to the property by opening windows ahead of sanitizing 'fogging' to be carried out in interior areas of the property. By fogging all interior areas within the property with the product V2 anti-virus disinfectant (which dries quickly and is classified being non harmful to humans – Safety Data Sheet available upon request) this will safely sanitize and disinfect the areas and provide a safe environment to enable cleaners to clean the property within a very short period of time instead of leaving it for a significant period (e.g. 72 hours) before cleaning can commence. Post clean, the property will again be fogged prior to the arrival of new guests so that it is fully sanitized and ready for letting.
- after the pre clean sanitizing fogging cleaners will begin the cleaning process in the normal way with the following specific additions required to ensure the property is adequately & appropriately cleaned to meet Covid-19 cleaning standards. This will include:-
 - removing the laundry which guests are required to have placed in the black plastic bags provided, and sealed to prevent increased risk to the cleaner(s). *Other bedding items e.g. mattress & pillow covers will be subjected to the fogging carried out in the area and will also be changed and laundered, as required..*
 - Ensuring all main surfaces, and in particular all heavy use and high touch areas and items are disinfected (*see the Cleaning Process below*)

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The Cleaning Process

- the interior of the property will be ‘fogged’ with safe anti-virus disinfectant prior to, and post, cleaning which will eliminate any bacteria.
- additionally cleaners will specifically clean heavy used and high touch surfaces and items :- appropriate anti-viral sanitizer / disinfectant will be used to sanitize all surfaces of heavy use/high touch for example worktops, tables, chairs and where appropriate welcome booklets, handrails, remote controls, switches, sockets, cords, door/window handles, refrigerator (including handle areas), microwave, toaster, dishwasher, cooker hand contact areas/controls, under sink plug and socket, boiler, thermostats, plugs/plug sockets accessible leads, and as appropriate appliances, taps and flushes and shower controls, torches, stand alone clocks, trays, bread bin, kettle, tea pot, coasters & placemats; smoke & CO2 alarms, fire extinguishers, hairdryer, together with any appropriate items (that can be disinfected in this way) left in the property for guests to use (*as identified in item 1(d) below*).
- for exterior areas the key boxes, key pads and, if appropriate keys, and external door handles etc., will also be sanitized in the same way.
- communal areas such as the laundry room will remain accessible for the convenience of Guests but they are asked to wash hands before entering and leaving, or wearing disposable gloves. Cleaning will be carried out here in the above manner when the cleaners are on site but additional precautions by our Guests are necessary in the meantime.
- the games room and play area will remain closed until we can confidently open this as a communal area due to the potentially frequent visits from Guests without any interim cleaning provisions.

1 (d) Removal of Non-Essential Items – Actions Taken/To Be Taken

In view of the specific additional cleaning requirements it has been necessary for most non-essential items which are difficult to clean to be temporarily removed from the property. Therefore, regrettably, many items normally in the cottages for use by Guests which we believe have added to the character & comfort of the cottage have had to be taken out for now.

In terms of the items we have had to remove, whilst not exhaustive, this includes for example decorative soft furnishings such as cushions & throws, surplus crockery, cutlery & kitchen utensils, our selection of board & similar games, children’s games & toys, a number of books held in various locations, magazine rack & magazines and most ornaments from around the cottages. We trust guests will understand why this has been necessary at this time and we would hope to be able to put some of these back in due course.

However, we have also tried to manage the changes needed as sensitively as possible with the aim of trying to maintain and find ways to safely clean some items which we feel will be of benefit to guests &/or may be more practical to leave in situ. For example we have retained

- a hairdryer for guests to use
- the cushions on the large settees (as they are part of the settee) as these will be disinfected by fogging with the sanitizer.

1 (e) Arrangements for Guests during their stays – Actions Taken/To Be Taken

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- the cottages have either key code pads or key collection via the key box(es) located on the outside cottage wall by the individual front doors. The key boxes, key box pads and, where appropriate, keys will be disinfected as part of the cleaning of the high touch items along with external door handles etc. as part of the safe cleaning & sanitization regime put in place.
- we aim to ensure that Guests have an introductory supply of cleaning products and additional cleaning clothes and antibacterial spray will be provided for Guests to maintain cleanliness throughout their stay.
- Guests can be reassured that our local Housekeeping Company will be cleaning & sanitizing the property to Covid-19 cleaning standards in accordance with this risk assessment which has been compiled with their input and their, and our commitment to do all that we can to ensure their health & safety, and that of our guests and any others involved with the property. This is at forefront of the robust and systematic process they will be using.
- the cleaning and sanitization arrangements, which will be rigorously applied, are outlined above and through working closely with them on both this risk assessment and the arrangements we need to put in place, we have extended the time for turnaround as we wish to ensure we are able to provide as safe an environment for everyone involved in the letting of our cottage and most especially our Guests.
- We therefore need our Guests to assist us with this by carrying out the small tasks we ask before they vacate the property. We are very grateful for their support as it will enable the safety of all and for us to continue to provide the safety standards and turn around necessary to enable the cottages to be safely prepared for our next Guests, as it should have been found for them thus enabling the properties to continue to be let.
- in the event of any difficulties/problems arising Guests should contact the emergency number provided in the welcome booklets (or as provided to them by the Owner /Owners Representative during the notification of final access arrangements) who will then take any necessary actions including, if necessary, contacting their 'competent person' to deal with the issue safely. *See also item 1(a) & Section 3; Covid-19 requirements/actions.*

Further Measures to be Taken By Guests - Guests are required to:

- **Familiarise themselves with the Covid-19 Risk Assessment carried out for Ore Valley Holiday Cottages.**
- **Assist us, and everyone else involved in the letting process for the cottages, by ensuring that the requirements of this Covid-19 Risk Assessment are being met to help ensure everyone's health & safety by making sure they carry out the requirements we have asked them to do (1) to (4) in item 1(a) above and, if relevant, requirements (5) &/or (6)**

Section 2 - Risk & Risk Assessment – Identifying the People at Risk & the Measures To Be Taken

Significant Findings

Measures To Be Taken:

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<p>➤ Coronavirus (Covid-19) is a new disease & scientists are still studying it. However, it is known that the risks of coronavirus arise from its highly infectious nature & it is understood to be spread by respiratory droplets between people or being left on surfaces for various periods of time.</p> <p>➤ It can be spread by people who show no symptoms & do not know they have the illness, or those that are infectious before the symptoms show themselves (see Section 3).</p> <p>➤ The people at risk of Covid-19 infection - if the necessary health & safety precautions are not put in place and undertaken - including the cleaning staff, Guests and any visitors to the property including anyone attending to carry out repairs or maintenance at the property should that become necessary.</p>	<p>The main risks to consider include contaminated surfaces; close contact with people who are infected with the virus (spread by coughs/sneezes /infected droplets in the air) i.e. virus shedding from people who may be carrying it; the amount of time an infected person has spent in the setting & the amount of time that has passed since the individual was last at the setting. Therefore, the measures to be put in place & actions to be taken must remove, reduce or mitigate these specific risks. The standard recommended measures for protection in this situation include:-</p> <ul style="list-style-type: none"> • Ensuring appropriate information on Covid-19, a suitable & sufficient risk assessment has been undertaken & is available in the cottages to determine the measures required & actions to be taken, including the high importance of basic & regular hand washing for 20 seconds to reduce the risks involved with Covid-19. • ensuring safe distances are maintained between those within the main family unit & others from outside of it e.g. cleaners, visitors (e.g. for maintenance/repair etc), other guests on site. The safe distance for the UK may be varied, and Guests must adhere to the guidelines in place specific to the time of their stay. • guests vacating premises whilst ‘others enter’ & ‘works are being undertaken’; ensuring good ventilation by opening windows & doors to protect both parties • ensuring appropriate cleaning, disinfecting & sanitizing is carried out within premises & ensuring adequate cleaning time. Using sanitizing ‘fogging’ machines which are effective immediately and can work faster to disinfect and sanitize areas with a safe anti-viral product which is quick drying. • a further deep clean to be undertaken for all high usage and high touch areas and items as well as the normal cleaning and housekeeping regime to be undertaken. • ensuring that appropriate safe disinfection and sanitizing has been carried out to provide guests with a safe environment including safe arrival/key boxes/codes and provision of essential products e.g. anti-bacterial sanitizer or liquid soap will need to be available for Guests to use during their stay. • ensuring safe working arrangements (including sufficient & suitable PPE) has been identified, put in place and will be used /carried out appropriately /where necessary by the local cleaning company and that safe arrangements are identified and used if necessary to protect guests and any other visitors required to undertake maintenance/repairs at the property. • ensuring safe arrangements are put in place to mitigate the risks and ensure the safety of those who might be affected ‘post-let’ in terms of laundry, waste bins and other appropriate items in, or related to, the property • ensuring the reporting and management of infection cases is in adherence to Government & Public Health guidelines and in terms of notification to the Owners.
<p>Section 3 – In The Event of a Suspected Covid-19 Infection Arising During Guests Stay – Risks & Actions To Be Taken</p>	
<p>Risks & Significant Findings</p>	<p>Measures & Actions To Be Taken:</p>

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<p>- Information about Covid-19; symptoms include a persistent cough or high temperature.</p> <p>- As identified Covid-19 is a highly contagious virus understood to be spread via respiratory droplets, including by people who show no symptoms.</p> <p>- An assumption is made that Guests will generally be aware of the Government direction with regard to the safe management of Covid-19 in the UK, and specifically in England.</p> <p>- Full information on the Government/ NHS requirements in terms of notification & testing etc. are available on the Government/Public Health England and NHS websites.</p> <p>- In view of the risks posed by contracting Coronavirus anyone who suspects they may have Covid-19 symptoms are required to adhere to Government guidelines on reporting and managing potential infection cases.</p>	<ul style="list-style-type: none"> • if Guests suspect that they are experiencing Covid-19 symptoms during their stay they are required to follow the Government and Public Health guidelines. Guests can find the current guidelines on these websites and can book a coronavirus test by visiting www.nhs.uk/coronavirus or if unable to access the internet by calling 119 in England. • currently they are required to call 111 for help and guidance in terms of testing, self isolation & any other actions required. The Government/NHS 'track & trace' process also needs to be adhered to. • it is not possible to self isolate in holiday accommodation and in the event of a suspected Covid-19 infection guests are required to notify the Owners immediately and to also follow up with them on any positive confirmation of Covid-19, following testing, so that any appropriate and necessary arrangements can be made. <i>There may also be requirements for the cottage to be left empty for a specific period of time prior to any further lets and this could have implications for others in terms of additional specific safety requirements and finding replacement lettings</i>
<p>Section 4 – Records & Review – Significant Findings</p>	<p>Measures Taken:</p>
<p>Records of this Covid-19 Risk Assessment, will need to be kept under ongoing review in light of potential changes and the need to be available to guests, cleaners /any others, as required, as well as to be available for inspection should this be needed. In addition it needs to be reviewed annually, and if necessary updated, as standard.</p>	<p>This risk assessment has been developed & agreed with the local company that looks after our housekeeping for Ore Valley Holiday Cottages. They have a copy; a copy is provided in each cottage and an additional copy is also kept for reference in the cleaners store within the laundry cupboard on site. Guests will also be made aware of key actions they need to take (as identified within item 1(a) of this risk assessment) to ensure their safety and that of others. This risk assessment will be kept under review in the light of any changes in Government and Public Health requirements or any issues arising. It will also be reviewed in the light of any significant issues arising &/or changes in Government and Public Health requirements and guidance, or otherwise annually.</p>

Signed by Owner or Authorised Representative

Date

Print Name

THIS DOCUMENT MUST BE MADE AVAILABLE FOR INSPECTION IF NEEDED AND WILL BE PROVIDED FOR GUESTS, CLEANING STAFF & ANY OTHERS WHO MAY REQUIRE IT