

Covid-19 Risk Assessment for Orion Holidays Self-Catering Holiday properties

Properties	Cotswold Water Park, Gloucestershire	Date of Next Review:	To follow government announcements & guidelines
Date of Assessment	24 th June 2020	Notes:	Carry forward each day in front desk paperwork
Assessment Carried out by	Sarah Sykes		

What are the Hazards?	Who Might Be Harmed and How?	What are you already doing to control the Risk?	What further action do you need to take to control the risk?	Control		
				Action	Date	Done
<p>1. Person to person contact during COVID 19 pandemic (Host and guest)</p>	<p>Becoming infected with COVID19 and further spread the infection</p> <p>Guests and staff</p>	<p>All staff are following our procedure on safe working COVID 19 document 13th June 2020</p> <p>Key safe check ins</p> <p>Local and property information provided by electronic tablet. Including instructions on the house and bin areas</p> <p>Maintenance needed during guests stays. Contractors and guests briefed on timings and locations so areas can be sanitised, and social distancing followed. Guests and contractors spoken to individually to ensure this is followed.</p> <p>Minimising any access to properties if occupied and ensuring where access is</p>	<p>Key safes and keys will be wiped with anti-bacterial spray/wipe after the housekeeper exits the property ready for guest's arrival.</p> <p>Tape/sash/ label or similar will be placed across door by housekeeper as she departs to prevent contamination after cleaning.</p> <p>Hand sanitiser dispenser will be available in each property near entrance for all guests and staff to use as they enter the property and exit.</p> <p>Meets and greet will be done by telephone, if guests require a face to face meet and greet this will be done following social distancing guidelines and only on guest request.</p> <p>All guests will be sent a pre arrival email / phone call to explain: -</p>			

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		<p>required all parties are informed</p>	<p>check in and procedures, to include maintenance issues if they arise. In this email advise guests to ventilate property as much as possible during their stay and leave windows open where possible on departure morning. Reiterate departure times and ask guests to let us know if they are departing early. If guest is taken ill on holiday, advise guests they must inform us immediately if anyone becomes ill.</p> <p>On pre arrival email/call ask guests to confirm if they have COVID, any symptoms or been in contact with anyone with COVID or been advised to self-isolate.</p> <p>Property information Tablet will be wiped with antibacterial spray /wipe</p> <p>Mid stay cleans will not be available. Clean laundry will be provided on request and delivered following social distancing.</p> <p>Antibacterial spray, kitchen roll and antibacterial soap will be available in all properties</p>			
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<p>2. Cleaner / housekeeper not fit for work and infected with COVID 19</p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>Housekeeping contractors are following COVID safe working and will be monitoring staff health and temperature</p>	<p>Contractors are putting in place a checking system for staff health</p>			
<p>3. Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>We have strict cleaning checklists in place and housekeeping procedures and thorough cleaning is carried out between guests.</p> <p>Bathrooms are cleaned and disinfected as part of our regular clean</p> <p>All properties are checked by a supervisor after cleaning is completed.</p> <p>Housekeeping contractors have been ensuring staff are advised and trained correctly on handwashing and contamination of cleaning cloths and ensuring masks, gloves and sanitiser is available.</p>	<p>Extra high touch areas and items will be added to our checklists.</p> <p>To disinfect, not just clean high touch areas. Full list on our COVID 19 enhanced cleaning check list</p> <p>Supervisor will be wiping with antibacterial spray /wipes very high touch areas of the house as final inspection. To include door handles, keys and keysafe</p> <p>Contractors to check all cleaning products used meet antibacterial requirements.</p>			

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<p>4. Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>The spread of an infection outbreak</p>		<p>Guests will be advised prior to arrival that we must be informed immediately of illness. Any contact must be done via email or telephone.</p> <p>Prior to arrival email will advise guests that any late check outs or extended stays will be chargeable to guests.</p> <p>Any provision of extra laundry etc will be delivered to the outside of the property.</p> <p>To follow government procedures as they are updated.</p>			
<p>5. Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>All laundry is laundered by Johnsons hotel laundry</p>	<p>Store scatter cushions and throws away</p> <p>Remove all dirty laundry from property before cleaning is commenced.</p> <p>Advise contractors and staff to avoid shaking any dirty laundry.</p> <p>To wash hands after removing all dirty laundry.</p>			

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<p>6. Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>We will follow our cleaning procedure as in point 3 above.</p>	<p>All changeover cleans can only be completed once the guests have left the property, reiterate to all staff and contractors not to enter until guests have left.</p> <p>Ask departing guests to leave windows open.</p> <p>To remove all dirty laundry and rubbish from the property and bagged securely before cleaning commences.</p>			
<p>7. Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>		<p>Do a list of all properties as we open them up and do the full check as per below?</p> <p>Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold-water pass through.</p> <p>Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead. The showerhead should be removed, and the</p>			

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			<p>shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.</p> <p>Finally, let any other taps run for two minutes.</p>			
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Notes to add daily as required	Any notes added please advise Author of assessment to update.
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