

## **Contents**

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Risk Assessment and Staff sign off sheet.

**(The above contents have been shared on Social Media for customer information)**

Training aid for Risk assessment and ad-hoc spot checks.

Return to Work document.

Sign in / Out form.

Training record card.

Photos for training.

Certificates of training.

**PLEASE** follow our House Rules to help to maintain Safety.

- No Smoking throughout **ALL** of the premises.
- There will only be table service, no bar service.

- External all tables are 2 metres apart when open facing.
- Internally all tables are 2 metres apart when open facing and 1.5 metres when back to back.
- Do not move any tables.
- Entrance through the front door only.
- Exit via the rear garden to the public car park.
- No exit or entry to the side road gate,
- Toilets – only two people in at any one time.
- Sanitising stations clearly marked throughout the site,
- Customers will be greeted at the front door and taken to their table.
- Remain seated where possible.
- Take your time to read the notices as they are there for everyone's safety.
- If you have any comments or concerns please speak to a member of the team.
- All our staff have been trained on new routines to keep you and us safe during COVID19.

Remember this is a first for us too and we are all leaning.

## **The Fleece team would like to welcome you back!**

We have taken every reasonable and practicable duty of care to install preventative measures at site please help us to help you avoid spreading of COVID-19 and save lives.

### **PLEASE DO NOT ENTER IF**

- You have signs of a fever or high temperature above 38 degrees
- You have a persistent cough or respiratory problems
- You have had contact with any possible source of the virus

If you have met any of the above criteria, please return home and contact NHS / 111 for advice.

If you are safe to enter please do so and follow the guidance below.

- Wash your hands regularly and thoroughly with soap and water or alcohol-based sanitizer, we have sanitising stations around the pub grounds.
- Avoid touching your face with your hands
- If you need to cough or sneeze use a tissue and bin it after use, Tissues are provided at the sanitising stations and bins throughout the premises.
- We have also indicated social distancing using floor signs and various wall signs throughout the premises.
- Please ensure that you keep to the social distancing guidelines as set out by the government whilst visiting us today.
- Please ensure that you remain within your party 'bubble' whilst socialising.

- Only two people at a time leave to use the toilets.
- Please be patient, kind and look out for each other if you have any feedback, we will welcome your comments.

A full Risk assessment including the 'working safely through COVID -19' addition is available upon request.

## Toilets

- Thank you in advance for your patience. Only two people at a time.
- On your turn please enter the lavatory area and sanitize your hands.
- Please make sure you lock the door behind you.
- On exiting again please sanitise your hands.
- We will be checking the toilets and completing thorough cleaning at specific intervals.

- If the toilets require attention please contact a member of staff, **do not** touch anything, or try to clean them yourselves.

## **Garden area.**

Please be reminded,

- Please use the alcohol-based sanitizer at various locations around the pub grounds.
- Avoid touching your face with your hands.
- If you need to cough or sneeze use a tissue and bin it after use,
- We have also indicated social distancing using various wall and floor signs throughout the premises.
- Please ensure that you keep to the social distancing guidelines as set out by the Government whilst visiting us today.  
2 metres where possible.
- Please ensure that you remain within your parties table, 'bubble', whilst socialising.
- Please be patient, kind and look out for each other if you have any feedback, we will welcome your comments

## **RISK ASSESSMENT (June) 2020 Guidance**

**Name of Premises: The Fleece Inn, Dolphinholme**

**Activity: Protection against Covid-19**

**Potential hazards: Infection & illness**

**I. Coronavirus infection is acquired by 2 principle routes** - Whilst Coronavirus symptoms are often mild, it can cause acute illness & in some individuals death. Infection is acquired by 2 principle routes: A. Airborne droplets carrying the virus which have been exhaled by an infected person. The risk is greatest when a person is displaying symptoms, but not all infected persons have symptoms. Coughs & sneezes increase infection risk. The virus can enter another person via mouth, nostrils or eyes.

B. Contamination of hands from touching a surface contaminated with virus particles (because an infected person has coughed or sneezed over it, or passed on the germs with their hands) & then touching your own face (mouth, nostrils, eyes) with your contaminated hands.

**2. Protect yourself from infection in 2 principle ways - Assume everyone is infected:** A. **SAFE SOCIALISING -** Social distancing – as far as possible, keep the minimum distance advocated by government from all other people. This will reduce risk that you inhale airborne virus particles from an infected person.  
B. **WASH HANDS REGULARLY.** Ensure all team members wash hands frequently & vigorously using soap and water for 20 seconds in which they have been trained. They should avoid touching their face. This should be monitored throughout & take teams to task when not employed. Regular reminders will help employees adopt this safe behaviour.

## **EFFECTIVE HANDWASHING WITH SOAP & WATER IS YOUR BEST DEFENCE AGAINST INFECTION**

**3. Looking after your team -** Effective precautions must be employed which will significantly reduce transmission of the virus between people A. All team members must complete in house Coronavirus Training before returning to work & on recruitment. This will make them aware of the controls within this RA (Risk Assessment). No team members may work unless they have completed the training.

B. Should a team member develop symptoms whilst at work, they should be sent home immediately to self-isolate.

**4. Keep virus out of the building –** The Virus will only enter the building with another human. Either because they are infected or carry the virus on their hands. It is unlikely to be on stock delivered to the pub/restaurant. A. Display a conspicuous sign that persons can read before entering the building, instructing persons with Covid-19 symptoms not to enter the building.

B. Brief team members not to come to work if they have symptoms or have had symptoms in last 7 days OR someone in their household has had symptoms in previous 14 days.

C. Before each team member starts a shift, take their temperature. If above 37.8C, that individual must immediately return home & self-isolate.



- D. Erect hand hygiene stations at both customer & team member entrances, together with signage requiring all persons on entering the building *sanitise their hands*. Team members must wash hands thoroughly & in accordance with their training, on arrival at work.
- E. Unless travelling alone in a private vehicle, team members must not travel to work in their work clothing. They should change on arrival at work washing hands before & after changing. If changing clothes is impractical, e.g. due to lack of facilities, they should wear outer clothing over their workwear which can be removed on arrival.
- F. Team members must not work at more than one pub. Do not loan staff out to other pubs.

- 5. Contractors** – You should instruct contractors to attend outside of trading hours when possible. If they are required to attend during trading hours, you should request they do the following:
- A. Make an appointment with Natasha or Ian.
  - B. Call from car park/street on arrival so that access can be arranged, maintaining social distancing & coming into contact with minimum number of people.
  - C. Wear a face covering mask whilst in the building.
  - D. Beer deliveries will require access to cellar & then the cellar vacated whilst stock is being delivered. Or alternatively social distance whilst delivery takes place. If possible, leave stock for 72 hours or more before handling.
  - E. Always wear disposable gloves or wash hands after handling newly delivered stock.

**Risk Assessment**

	Control Implemented (please tick Y/N)	Yes	No	If a control has not been employed, what alternative control or actions have been taken to resolve this
I	<b>Customer</b>			
I.1	Customer encouraged to pre book a table.	Y		All tables have been allocated with numbers and booking training given to the team
I.2	Walk-ins permitted if we have tables available.	Y		Training given to the team
I.3	Vertical drinking will not be permitted.		N	No vertical drinking inside of the premises
I.4	Put tape on the floor parallel to the bar to ensure tables and chairs do not encroach within the safe social distance of anyone working behind the bar.	Y		Table service only
I.5	Meet and greet on the door during peak periods to ensure customers arrival goes smoothly. Queuing at the entrance when needed.	Y		Pre booking and table allocations on arrival.
I.6	Trade area must be set up to maintain social distancing, some tables and chairs removed.	Y		Social distancing signs and table signs to be put up
I.7	Customer toilets are managed for two at a time. Hand wash sinks sufficient urinals and toilet cubicles are taken out of use to maintain social distancing.	Y		Locks on the cubicles
I.8	A single customer entrance has been identified with a separate exit door to ensure one-way flow of customers.	Y		Signage has been made clear
I.9	Pinch points where social distancing cannot be maintained have been identified and suitable precautions have been put in place.	Y		Pinch points identified as the kitchen and the bar area. Staff to be kept at a minimum in these areas <ul style="list-style-type: none"> <li>• Bar only two staff at a time</li> <li>• Kitchen max 4 staff and masks to be worn at all times</li> <li>• Thorough hand cleaning on exit, arrival and at regular intervals (every 20minutes)</li> </ul>
I.10	If possible, open windows etc to increase flow of external air into the building.	Y		As a part of the Opening/Closing process

2	<b>Team</b>			
2.1	Team members can stagger breaks and take them away from customers or at least maintain social distancing.	Y		Individual breaks and social distancing to be maintained
2.2	Team meetings may only be conducted remotely.	Y		What's app group set up to communicate
2.3	All team members with a specific workstation. i.e. behind the bar or in the kitchen, must be set up so that each station is self-sufficient to avoid unnecessary moving around which may compromise social distancing. Staff may occasionally pass each other on the cook line or behind the bar but this should be avoided as much as possible.	Y		Close down and opening lists are designed to ensure that each station has everything required to complete the role for the day and minimize movement from the designated areas.
2.4	Keep uniforms clean – this gives the customers confidence.	Y		Fresh washed uniform daily, nothing to be left on site
3	<b>Bar set up</b>			
3.1	Where possible all drinks will be served to customers seated at tables. Bar tenders should have their own workspace, including dedicated ice bucket, scoop, fruit and tongs. These together with any spirit bottles should be cleaned and sanitised at the end of each shift or change over. If the bar is large enough for 2 people, each space should be marked out with floor tape.	Y		Table service only throughout the premises
4	<b>Kitchen set up</b>			
4.1	Social distancing must be maintained in the kitchen. More preparation and cleaning time may be required outside of trading hours. Where more than one person is working in the kitchen, each must have their own workstation. Do not mark out sections with floor tape as this may become a trip hazard and will become a dirt trap. Ensure each member of the kitchen team	Y		Clearly defined roles for each area including the kitchen, bar and front of house. This includes training of the team to ensure social distancing is maintained.

	understands the boundaries of their workstation and that they have their own dedicated utensils, including a temperature probe.			
4.2	Record here the number who can work in the kitchen. Do not include staff who are collecting food for service.	Y		4 members of staff in the kitchen. As above re training has been completed for all the team to adhere to new social distancing guidelines.
4.3	Put utensils through the pot wash machine between shifts.	Y		Training procedure
4.4	Do not share pens when completing due diligence paperwork.	Y		Training procedure
4.5	Disposable gloves should be worn for taking in food deliveries and then discarded once this task is complete. Remembering to wash hands after use.	Y		Training procedure
4.6	Only one member of staff at a time in the walk-in storage.	Y		Training procedure
4.7	Do not allow delivery drivers to enter back of house area.	Y		Training procedure
<b>5</b>	<b>Hand sanitiser dispensers</b>			
5.1	Will be installed at the front of house, back of house, adjacent to the working till, the kitchen, ladies toilets and the gents toilets.	Y		At all entry and exit point. Available for staff and customers.
<b>6</b>	<b>Reduce contact</b>			
6.1	Display signage encouraging customers to use contactless payment.	Y		Table service and on payment contactless where possible. All guests informed on booking/arrival.
6.2	Put tape of the floor 2metre from the bar to identify social distancing requirements.	N		Table service and on payment contactless where possible
6.3	Any operational tills protected with a plexiglass screen and hand sanitiser. The PDQ machine and printer should be on the customer side of the screen. If plexiglass screen is not available, use face visors or social distancing should be maintained throughout the transaction.		N	Table service and on payment contactless when possible. All guests informed on booking. Upon payment the PDQ will be put down for the customer to complete the transaction and to avoid any contact. Face masks or visors will also be worn for each transaction, this includes full sanitising of the PDQ machine after each transaction

6.4	Any cash transactions should be put through the gap in the screen or if no screen ask the customer to place the cash on the counter and step back following social distancing throughout the transaction.		N	Any cash payment will be taken using a tray from the tables outside. As with card payments all PPE and cleaning process for the staff and of the tray will be completed
6.5	Customers will be expected to remain seated; food and drink will be taken to their table or if customers are being served drinks at the bar social distancing must be observed. The server moves back from the bar once placing the drinks at the collection point.	Y		Table service only
6.6	Team members will need to be front of house to deliver plated food and drinks to tables and to collect used crockery and glassware. In such circumstances social distancing cannot be maintained. Keep contact time with customers to a minimum. Ensure adequate face masks/visors are available.	Y		On booking and being seated the customers are asked to move all used plates and glasses to the end of the tables from where they will be collected by a team member again in the requires PPE
7	<b>Table set up and turning</b>			
7.1	Tables will be left empty between customers.	Y		On finishing each table will be cleaned straightaway
7.2	Cutlery and condiments will be brought to the table once their order has been taken.	Y		All cutlery will be placed on a napkin
7.3	Single use napkins only. No reusable bottles.	Y		
7.4	Clear, clean and sanitise tables and chairs after each table has departed.	Y		
7.5	If necessary, return table and chairs to a safe distance from others.	Y		All tables and chairs are at a safe distance from each other
7.6	Use trays to collect empty glasses. Do not put fingers where the customers mouths have been.	Y		All the front of house team has been trained
7.7	Always wash hands after clearing a tables and glassware.	Y		All the front of house team has been trained
8	<b>Cleaning monitor</b>			

8.1	Touching some of the surfaces is unavoidable. Frequent cleaning with suitable sanitizer will kill the virus if it is on the surface.	Y		
8.2	Use your nominated cleaning sanitiser	Y		Agreed and signed off products only to be used
8.3	Increase frequency of cleaning of all surfaces that are frequently touched. These include door push plates and handles, till buttons, card machines, toilet handles and all taps, hand dryers, tables and chairs. During busy periods a dedicated person allowed to do this task will increase customer confidence.	Y		All staff are trained. There will be a sign off sheet to check compliance with the cleaning
9	<b>Housekeeping</b>			
9.1	Wear protective items while cleaning.	Y		Disposable gloves, aprons and face masks to be worn.
9.2	Ventilate the rooms before cleaning.	Y		Windows to be opened and desk fans will be used to increase air circulation before beginning to clean.
9.3	Wash your hands thoroughly before and after each cleaning.	Y		Use soap and water for at least 20 seconds. If not possible use hand sanitiser
9.4	Clean, then sanitise all surfaces.	Y		Use detergent or soap and water to remove dirt, grease, dust and germs. Best to use disposable wipes or a new cleaning cloth for each guest.
9.5	All linens including mattress protectors and pillow protectors will be cleaned at the highest heat.	Y		Housekeepers must wear gloves when handling dirty laundry
9.6	Vacuum cleaner to be emptied after each use.	Y		Vacuum cleaner to be sanitised after use.
9.7	Room keys sanitised after checkout and before a new guest arrives.	Y		Anti-bacterial wipes to be used.

