



Sun Inn – Kirkby Lonsdale

Risk assessment – COVID-19 Social Distancing 2 Metres // 1 Metre+

Company name: Sun Inn

Assessment carried out by Iain

Date of next review: 22.07.20

Date assessment was carried out: 10.06.20

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Traffic Management	Members of the public, employees, trades people. Close contact	Introduce a one-way traffic flow.	Signs, Pictograms, Verbal communication to inform people. Promote advance booking	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes
Bar & Restaurant Layout Reduce Capacity Bar -60% Dog Friendly -40% Restaurant -30%	Members of the public, employees, trades people Close contact 2m when Quiet 1m + when Busy	Reduce Capacity - 40% Bar – No standing; No Stools; 1 less table; 6 fewer seats DF – 1 less table, 5 fewer seats Restaurant – 3 less tables, 6 fewer seats	Tables and seating repositioned, orientation of seats changed Doors and windows open to improve air flow Option for staff to wear PPE	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes
Service Under 1 metre	Members of the public, employees Close contact	Table service only Drinks delivered to a side table	Minimise time spent with each table once inside the 2m Zone	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes
Hygiene	Members of the public, employees	Enhanced Internal Cleaning and Hand Wash Routines	Maintain Records Promote good practise			Yes
PPE	Close contact	Provide PPE for staff Mostly non-essential	Allow staff to decide Once in 1m+ mode encourage use of gloves and PPE reduce risk	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes



Sun Inn – Kirkby Lonsdale

Risk assessment – COVID-19 Access / Egress

Company name: Sun Inn

Assessment carried out by Iain

Date of next review: 22.07.20

Date assessment was carried out: 10.06.20

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Front / Side Door – Choke point, manage traffic	Members of the public, employees, trades people. Close contact	Introduce a one-way traffic flow. Prop one or both doors open except in extreme weather	Use 'A' Boards, notices and directional signage. Give verbal instructions to keep flow moving. Stop people closing propped doors	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes
Check in Resident – Choke point at entrance to the inn and by a staircase	Members of the public, employees, trades people Close contact	Prevent residents congregating at the end of the bar and usher them to the counter in the restaurant	Introduce contactless check in. Give verbal instructions. Educate residents on new practises	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes
Table booking – Choke point at the entrance to the inn and by staircase	Members of the public, employees Close contact	Introduce a one-way traffic flow – Move along bar – Cashier will direct to table	Use 'A' Boards, notices and directional signage. Give verbal instructions	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes
Walk in Guest – Add to Choke point.	Members of the public, employees	Introduce a one-way traffic flow- Move along bar – Cashier will direct to table	Use 'A' Boards, notices and directional signage. Give verbal instructions	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes
Order taking / Payment – Reduce numbers of people at counter	Members of the public, employees Close contact	One member of party to order food & drink for the	Give instructions with menus and table no' Encourage full order / payment up front	Once set up this is a daily routine of the FOH team	From the day we recommence trading – 12 th July 2020	Yes



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Public Toilets- Narrow Access corridor and limited facilities	Members of the public, employees Close contact	For both ladies and gents 1 in 1 out – Signage on approach, holding area by fire guard in bar.	Refuse non-customer usage! Use common. Request residents use the private WC in their room	Once set up this is a daily routine of the FOH team	From the day we re-commence trading – 12 th July 2020	Yes

Employee Access / Suppliers	Employees Close contact	<i>Follow the one-way system if accessing from Bar. Use the Yard gate – Give way to others</i>	<i>Add signs to gate limiting numbers permitted in yard area to two people</i>	Head Chef, Manager	From the day we re-commence trading – 12 th July 2020	Yes
Public areas	Members of the public, employees Close contact	<i>Mark out direction of travel and tape off no standing areas</i>	<i>FOH team to keep people informed. Check condition of signage daily</i>	Once set up this is a daily routine of the FOH team	From the day we re-commence trading – 12 th July 2020	Yes
Still Room	Employees Close contact	<i>Limit to 2 people one either side – Wash Up // Work area</i>	<i>Sign on Door</i>	Once set up this is a daily routine of the FOH team	From 11 th July	
Kitchen	Employees Close contact	<i>Chefs need to respect Space and Give way to each other. Max 3 people – Sauce / Larder/ Prep Kitchen</i>	<i>No Entry sign and Max numbers sign on door from corridor. No suppliers to enter kitchen. Based on numbers may need to give way to let a contractor enter</i>	Head Chef	From 11 th July 2020	
Stairs	Members of the public, employees Close contact	<i>Inform Residents on check in 'Welcome letter' Employees to give way to guests</i>		FOH and Hsk team	From 11 th July 2020	Yes



Sun Inn – Kirkby Lonsdale

Risk assessment – COVID-19 Front of House

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Date of next review: 22.07.20

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Protection from transmission C-19	Members of the public, employees Close contact	Traffic flow, seated service, increased cleaning, personnel hygiene	Agree new procedures with employees, provide signage and instructions – externally, on entry, on menus, online and at check in – explain what we expect Seat Guests, Provide table service Wear PPE if required to Deliver drinks / Food Wear Single use glove	Employees and Customers – Joint responsibility FOH Team	From 11 th July	Yes
Social Distancing – public areas	Members of the public, employees Close contact	Space tables and seating, remove excess furniture	Floor signs, Tape, Pictograms and written & verbal instructions	FOH team	From 11 th July 2020	Yes
Social Distancing – work area -	Employees Close contact	Bar Max 2 - Cashier & dispenser Still Max 2 people Floor Max 2 people Pass Max 1 person	Rule to stay 2m apart as far as we can and to agree duties in such way to separate tasks IE Order Taker & Cashier, Food & Drink runner, Drink dispenser.	All employees Watch: Contractors; Deliveries; Accounting; Office tasks	From 11 th July 2020	



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Regular Cleaning	Members of the public, employees Stop the Spread	<i>Set up cleaning regime using an anti-viral at set points in the day and after each usage</i>	<i>Create check list of key items, Tables, chairs, door plates, card machine, taps, handles, equipment. Record It</i>	<i>Janine Miller to set up the system</i>	<i>From 11th July 2020</i>	Yes
Good Hygiene	Members of the public, employees Stop the Spread	<i>Promote hand washing or use of sanitizing gel</i>	<i>Set up two sanitizing stations, ensure staff hand wash facilities are stocked, post signs, add to menus – promote good habits Improve - Bar, Guest, Kitchen, Staff hand wash</i>	<i>J Miller N Hazana</i>	<i>From 11th July 2020</i>	Yes
Reduced Touch points	Members of the public, employees Stop the Spread	<i>Remove Hard menu covers, Books, Table settings, Cushions, Papers, Magazines</i>	<i>Disposable Menu Use Wall mounted Chalk boards. Paper serviettes, single use Sugar, Salt, pepper and relishes</i>	<i>J Miller, J Robinson</i>	<i>From 11th July 2020</i>	Yes
PPE	<i>Employees</i>	<i>Provide latex gloves, washable masks and protective screens Provide a cheaper single use glove for dispensing drinks</i>	<i>Not for customers May create a guest pack?</i>	<i>J Miller, I Black</i>	<i>From 11th July 2020</i>	Yes



Sun Inn – Kirkby Lonsdale

Risk assessment – COVID-19 Kitchen

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Assessment carried out by Iain

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Protection from transmission C-19	Employees, Guests, Contractors	Reduce numbers permitted in the kitchen, reduce supplies and elements of a dish to reduce handling,	Use gloves and mask when assembling a dish for service Sanitise work surfaces	J Robinson	From 11 th July 2020	Yes
Social Distancing – Prep areas	Employee Contractor Stop the spread	Max limit of all people in Kitchen 3. Max 1 FOH at Pass	Chefs should stick to their work area, when not possible then must yield to one another	J Robinson	From 11 th July 2020	Yes
Social Distancing – Service area -	Employee Stop the spread	Max 2 at the Pass	No one to enter kitchen during service	J Robinson	From 11 th July 2020	Yes
Regular Cleaning	Employee Customer Stop the Spread	Set up cleaning regime using an anti-viral at set points in the day and after each usage	Add to Fridge monitoring records.	J Robinson	From 11 th July 2020	Yes
Good Hygiene	Employee Customer Stop the Spread	Hand wash signs	Wash hands after all prep tasks and each order complete	J Robinson	From 11 th July 2020	Yes



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Reduced Touch points – Food assembly	Employee Customer Stop the Spread	Alter menus to reduce numbers of items and items handled when assembling dishes	Use gloves, tongs, spoons, tweezers to reduce contact between Chef – Food and Plate	J Robinson	From 11 th July 2020	Yes
PPE	Employees	Provide latex gloves, washable masks Provide a cheaper single use glove for dispensing drinks	Use right items at right time	J Robinson		



Sun Inn – Kirkby Lonsdale

Risk assessment – COVID-19 Guest Rooms and Corridors

Company name: Sun Inn

Assessment carried out by Iain

Date of next review: 22.07.20

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	<i>Who might be harmed and how?</i>	<i>What are you already doing to control the risks?</i>	<i>What further action do you need to take to control the risks?</i>	<i>Who needs to carry out the action?</i>	<i>When is the action needed by?</i>	<i>Done</i>
Protection from transmission C-19	Employee Customer Stop the Spread	Provide correct chemicals in correct concentration to prevent risk of the Virus spreading	Increase time to service guest room on departure Offer not to service on stayover days Wear PPE when refreshing or changing Linen, towels, vacuuming – Any task that might cause particles to become airborne	N Hazana	By 11 th July 2020	Yes
Social Distancing – public areas	Employee Customer Stop the Spread	Advice Guests to respect SD on stairs and corridors. Staff no longer take guest to rooms. Check in Contactless, Keys in door	Offer a no housekeeping option Just a towel change Explain at check in Signal with a door hanger – Clean me or DND No Back up service	N Hazana H Done	By 11 th July 2020	Yes
Social Distancing – work area -	Employee Customer Stop the Spread	Staff are not to enter guest room when occupied. Delivery of room service	Hsk and FOH not to enter room when occupied Guest must vacate room for maintenance tasks to be	N Hazana	By 11 th July 2020	Yes



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		<i>or extras to the door – Knock Step Back</i>	<i>completed</i> <i>Review arrival times to give Hsk time to prepare room</i>			
Regular Cleaning	<i>Employee</i> <i>Customer</i> Stop the Spread	<i>Hsk to use anti-viral product on all Flat surfaces, touch points, upholstery, glass</i> <i>Deep thorough clean of all rooms after departure</i>	<i>A room by room review of risks, use of correct materials</i> <i>A concentrated use of Ant-Viral cleaner on all areas of guest room and corridors</i>	<i>N Hazana</i>	<i>By 11th July 2020</i>	<i>Yes</i>
Good Hygiene	<i>Employee</i> <i>Customer</i> Stop the Spread	<i>Hand wash signs</i>	<i>Wash hands after each room serviced or after each 30-minute interval</i>	<i>N Hazana</i>	<i>By 11th July 2020</i>	<i>Yes</i>
Reduced Touch points	<i>Employee</i> <i>Customer</i> Stop the Spread	<i>All non-essential items to be removed</i>	<i>Remove Bath robes, magazines and books, information folder, Perfume, bath salts, cushions, excess TCMF, ear plugs etc</i>	<i>N Hazana</i>	<i>By 11th July 2020</i>	<i>Yes</i>
PPE	<i>Employees</i>	<i>Provide latex gloves, washable masks</i> <i>Provide a cheaper single use glove</i>	<i>Use right items at right time</i> <i>Activities that may cause particulates to become airborne Bed Making, Refreshing Upholstery, setting curtains, vacuuming, stripping old linen / towels</i>	<i>N Hazana</i>	<i>By 11th July 2020</i>	



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OFFICE:	Employees	Set up a cleaning routine for Desks, Phones, Keyboards, Door Handles Business CHATS should respect Social Distancing	Instil the mentality that nowhere is Safe so we may be more relaxed out of public eye we MUST remain alert in respect of the Risk to One Another	H Done N Hazanna J Miller I Black J black	By 11 th July 2020	

If a Guest Falls ill: Update from CT

Protocols for guests displaying Covid-19 symptoms

Many of you have contacted us with concerns around the lack of clarity of whether or not guests who begin displaying symptoms of Coronavirus during their stay should return home or self-isolate in their holiday property, rendering it unusable for booked stays. We have shared your concerns with Kurt Janson from the Tourism Alliance (and keynote speaker at our AGM on Thursday - see below) who has in turn been working with the Cabinet Office and Public Health England to seek further clarity. Kurt has tonight informed us that the [government website](#) has now been updated to state:

*"If a guest is displaying [signs of the Covid-19 virus](#) while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. **If they are confirmed to have Covid-19, they should return home if they reasonably can.** They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government [guidance](#) on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on [self-isolation](#), [household isolation](#) and [social distancing](#)."*