

**COVID -19 Risk Assessment and Cleaning Process - Sea Retreat Holiday Cottages  
 PROPERTIES - TREVARA & LITTLE TREVARA**

DATE OF ASSESSMENT 20 June 2020

<b>Hazards</b>	<b>Who might be harmed &amp; how</b>	<b>Controlling the Risk</b>	<b>Further Action needed to take control of risk</b>
<p>Person to person contact during COVID-19 pandemic (Host and Guest)</p>	<p>Become infected with COVID-19</p>	<p>Initial Clean followed by Disinfecting with Hospital Grade chemical Envirosafe SF EN 114476:2013 +A2 :2019</p>	<p>Health questionnaire sent to guests before and after stay. Request minimised contact between the two parties. Provide a pre-arrival/ departure information for guests explaining procedures.</p> <p>After arrival contact guest by phone or email to ensure customer satisfaction &amp; to respond to queries.</p> <p>Provide A FAQ document on all aspects of the property.</p> <p>Ensure that guests are not present in case of maintenance or interim clean.</p> <p>Any illness to be reported and useful contact numbers given</p> <p>Send a post stay health questionnaire.</p>

**CLEANER / HOUSEKEEPER**

Hazard	Risk	
<p>Cleaner/ housekeeper ill Not fit for work Infected with COVID -19 Cleaning regimes not effective. Not fit for purpose</p>	<p>Could spread COVID19 through cleaning in property</p> <p>Contaminated accommodation spread COVID 19</p>	<p>Weekly on going checking system &amp; document for cleaners health/ well being</p> <p>Cleaning plan for cleaner to adhere to and sign off after each clean. Check list created for cleaner to fill in and leave at property for transparency</p> <p>Maintenance checklist to sign and any issues to be flagged up before arrival of new guest Ensure that cleaners are well trained and understand cross contamination &amp; risk of infection. Protective clothing issued, training given on correct handwashing, disposal of protective clothing Cleaning standards checked periodically.</p>
<p>Incorrect/ ineffective cleaning materials used/ Cleaning regimes not recorded</p>	<p>Not cleaning or disinfecting the property correctly</p>	<p>Cleaning requirement put together stating what should be disinfected throughout the property. All touch points, door handles, bannisters, surfaces and bathrooms</p> <hr/> <p>Disinfect floors and key areas of walls All cleaning materials are clean and fit for purpose</p>

<b>In Event of COVID -19 outbreak in property</b>		
<b>Hazard</b>	<b>Risk</b>	<b>Action</b>
		Health and Safety file together with all cleaning products used and for what purpose.
Dealing with unwell guest or with an infectious outbreak in property	The spread of an infectious outbreak	Previous cleaning schedule available
		Contact guest by phone to clearly understand the situation. Build in Terms and Conditions the cost requirements of guest if they have to extend their stay through illness because of self-quarantine Build a relationship with fellow property owners to arrange alternative accommodation for newly arriving guests to accommodate in one of their properties if original booking cannot be fulfilled Deliver clean linen and linen bag for guests to place used linen in Deliver, medicine, food supplies, and extra cleaning material to outside of property
<b>Incorrectly laundered bedding</b>	Bacteria not killed off properly	Used bed linen sent to laundry for 60 degree wash.
<b>Changeover Clean</b>	<b>Contaminated accommodation/ spread COVID 19</b>	All changeover cleans must be completed once the guest has gone. Gloves, mask, apron supplied for cleaner Cleaner has filled out a Fit for Work document.
		All cleaning / maintenance procedures are adhered to and documented

