



Risk Assessment – UJC022 – Version 9

Activity/Process: Staff, Guest and Visitor Journeys – Covid 19

Assessment Completed By: Paul Turpin

Date: 16/07/21 – 1200hrs

Review date: 31/08/21

Line Manager Acceptance:

Hazard (Anything with potential to cause harm)	Who Could Be Affected	Assessment			Control Measure	Revised assessment after control measures		
		L	C	RR		L	C	RR
Journey to & from the place of work	Staff, Expectant Mums, Young & inexperienced, Elderly workers	3	3	9	<ol style="list-style-type: none"> Staff are signposted to read & understand the current government guidance documents where possible. Access to the premises is gained by entering via the main entrance where they are signed in by security staff and allowed to enter or by using a key fob that allows access through the staff entrance gate. On arrival at the work place all staff are advised to immediately sanitise or wash their hands following the current government guidance in the nearest available facility and continue to do so regularly throughout the day. Hot/Cold showering facilities & shower gel is available for all staff whilst at work. Bicycle parking facilities available to all staff who are on site at work. When using public transport staff are encouraged to adhere to the key safe guidance principles of Hands Wash or sanitise regularly, Face Wear a face covering where social distancing is difficult 	1	3	3
Staff interaction with any other persons throughout their working day.	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<u>Generics</u> <ol style="list-style-type: none"> Staff are signposted to read & understand the current government guidance documents where possible. Staff are advised to frequently wash their hands throughout the day and certainly immediately after touching items or surfaces that have been touched by others, after coughing, sneezing, or blowing your nose or when moving from different parts of the building at any of the numerous locations where they have access to soap & hot water or sanitiser. 	1	3	3

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| | | | | | <ol style="list-style-type: none"> 3. Signage placed around the premises encouraging all about mask wearing, social distancing & frequent handwashing. 4. It is an instruction of the club that all staff have the option to wear a Visor, Face Covering or Face Mask when at work at the club or when working in an environment where you cannot socially distance comfortably and these will be supplied by the club. 5. PPE – Gloves, aprons, visors, and face masks are available to all staff to complete a task. 6. Although wearing gloves is not a substitute for good handwashing practices. 7. Disposable masks are for a single use by one person only 8. Disposable aprons are for a single use by one person only 9. Visors are for use by one person only, they can be sanitised and re-used by the same person if they remain fit for purpose. 10. All PPE will be disposed of at the PPE disposal point in the security Managers’ office, who will store used items for 72hrs and then dispose as normal waste. 11. Access to a Mental health first aider (When at work), access to mental health support lines through private medical. 12. Where a guest or visitor interacts with staff at a fixed workstation a protective screen is in place between the staff and person. 13. Contactless payments are encouraged over taking cash payments, when cash is handled staff are to clean their hands. Chip and pin machines are sanitised. 14. Staff line managers have been instructed to listen to staff concerns and encourage staff that it is ok to wear PPE should they feel uncomfortable in the working environment. 15. The COVID-19 SPOC will be Paul Turpin, who will be responsible for liaising with outside agencies for notification and guidance purposes. 16. All staff are being encouraged to get vaccinated in line with published government advice & guidance and then to inform the club when they have been vaccinated. 17. Any staff member who does not want to or cannot be vaccinated will have an assessment completed of their job/role to decide if that job/role requires them to be vaccinated or not, which will include but not limited to the latest Government advice, this will be discussed with the staff member | | | |
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					<p>with a full rationale supplied to them as to why the UJC considers vaccination against Covid-19 is necessary for the effective conduct of that role. A personalised Risk Assessment will be completed to ensure so far as is reasonably practicable the health safety and welfare of the employee can be met within their current role.</p> <p>18. All staff are being encouraged to take part in a localised non-symptomatic Covid testing regime being run by the local authority and use of at home lateral flow tests. Lateral flow tests are available through DM/HOD's in the security Manager office.</p> <p><u>Specifics – Front Entrance Entry Pod & security</u></p> <p>19. Rope and post set up to prevent persons standing too close to the desk & Perspex style screen on the desk between the staff member and the visitor.</p> <p>20. Security staff trained in the use of disinfectant to regularly clean the desk and touch points within the pod.</p> <p>21. Security is responsible for maintaining a Non-member guest entry list to enable UK Government track and trace to be conducted should there be a suspected case. This list will be retained for at least 21 days and run-in addition to the NHS track and trace QR code.</p> <p>22. Members will be allowed to enter using their membership card so that an electronic record in Millenia is maintained of all who have been on site. If their card does not work, they must be treated as a non-member and recorded on the register.</p> <p>23. Non-members who either have a room booking or are entering for any other reason permitted under club rules will also be allowed to enter and their details recorded on the entry register.</p> <p>24. All persons will be welcomed who are permitted to enter the club are asked if they have been advised to self-isolate by track and trace or if they have been in contact with someone who has COVID-19 in the last 14 days. In addition, they will be asked if they are suffering from any of the 3 recognised symptoms, Fever, Loss of smell or taste and a new or continuous cough. If they answer to the affirmative to any of these, they will be refused entry.</p> <p>25. Guests who can enter are advised to sanitise on entry or wash their hands in the nearest facility and respect others space and continue to do so throughout their stay.</p>			
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26. The secured baggage room will be available for guest use on demand, If staff handle bags, they must wash or sanitise their hands afterwards.

Specifics – Reception desk

27. Queuing system to control access to the desk and socially distancing measures within the queue.
28. Staff advise guest to stand back from the desk and in front of the Perspex style screen.
29. Reception trained in the use of disinfectant to regularly clean the desk and touch points on the desk.
30. Reception staff wash their hands and wear gloves prior to disinfecting returned room key cards, and the cardboard sleeves are disposed.
31. Any item needed to be given to a guest is placed on the counter, the staff member moves away from it and the guest is invited to take the item.
32. Onity key system is moved and located so the guest can remove their own cut key from it over being handed the key by a member of staff.
33. Use of Membership cards as Room keys is encouraged as staff do not have to handle them.
34. At check in the reception staff must highlight the section of the welcome letter to each guest about calling reception if they become unwell during their stay. If they become unwell the response to self-isolation process must then be followed.

Specifics – Coffee shop

35. The coffee shop is currently closed

Specifics – Restaurant & Bar

36. Sanitiser placed at the entry point to the areas and signposted for guest use before entering.
37. Tables and chairs are placed out with a degree of separation to ensure that persons are not sat on top of each other.
38. In the restaurant it will be a standard table ordering service
39. In the bar orders can be placed at the till point and drinks can be collected at the bar, with food delivered to the table. Signage placed along the bar/counter indicating that you should not stand and consume at the bar.
40. In the bar a cleanable stand and number card is given to the guest to indicate where the meal will be delivered to.
41. When the meal is delivered to the table the stand and number are taken and disinfected for reuse.



42. When a table is vacated the table is cleared and disinfected.
43. The bar top is regularly sanitised.

Buffet Breakfast

44. Sanitiser placed at the entry point to the buffet area, and signed for guest use before entering
45. Entrance to breakfast restaurant controlled to ensure social distancing
46. Utensils changed and cleaned every 15 minutes
47. The area will be supervised by a member of F&B staff who will monitor and manage the area.

Specifics – Room service – Self-Isolators who were already in house only

48. Meals and refreshments will only be available to purchase via room service for delivery between 0700-1000 hours or 1100 to 2030 hours.
49. Orders will be placed over the telephone to F&B Staff or in their absence to reception.
50. The staff taking the orders will clarify with the guest if they have any allergens or intolerances to food and clearly mark the order sheet to that effect.
51. When they pass the order to the Kitchen they will highlight if there is an allergen or intolerance to food.
52. The Kitchen will prepare the order.
53. The Security Staff will deliver the food to the room following the Separate Risk Assessment protocols.

Specifics – servicing a room & public areas cleaning

54. Rooms will only be serviced when the guest is not present
55. PPE – Gloves & apron are available to be worn for the task of cleaning
56. Towels and face cloths will be supplied based on one of each per guest per room. When the room is vacated all towels/face cloths will be removed/changed even if they appear to be unused.
57. On departure of a guest linen should be fully changed, bagged, and put through the laundry process.
58. Sachets of tea, coffee, Milk, and sugar will be provided in the room stored in a serving tray.
59. A Public areas cleaning schedule is in place and in operation from 0800 to 2200 hours daily.
60. A touchpoint guidance checklist is in place to be used for each room.

					<p><u>Specifics – Engineering works in a guest room</u></p> <p>61. Preferably the room will be maintained when the guest is not present.</p> <p>62. If an emergency the guest will be advised to remain away from the member of staff who will wear a face covering to complete the emergency works, and once complete will leave and return to complete the nonemergency works when the room is vacated.</p> <p><u>Specifics – First Aid</u></p> <p>63. Staff are not compelled to give first aid, if they feel it is unsafe or dangerous to do so</p> <p>64. Staff encouraged where possible to ensure that both they and injured party are wearing PPE before administering first aid, as they will be near each other.</p> <p>65. CPR - If there is a perceived risk of infection, rescuers should place a cloth/towel over the victims' mouth and nose and attempt compression only CPR as per their training and early defibrillation until the ambulance (or advanced care team) arrives.</p> <p>66. If First aid is attempted all staff involved must wash their hands immediately afterwards thoroughly with soap and water for minimum of 20 seconds. They should also complete a UJC injury/near miss report form for themselves, and others involved.</p> <p><u>Staff Canteen.</u></p> <p>67. Hand washing facilities or sanitising stations are available before entering the restaurant or Staff canteen facility.</p> <p>68. It is the member of staffs' responsibility to clean the table place they will eat at before and after using it using the materials provided.</p> <p>69. Staff canteen has been redesigned with a degree of social distancing, and departments are encouraged to stagger the scheduled breaks to reduce the volume of staff in the canteen at any time.</p> <p>70. At the start of service in the staff canteen the Kitchen Porter will open the windows to increase ventilation during service, and then close them again at the end of service.</p>			
Guest & Visitor interactions with any	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<p>1. All persons are encouraged through signage to wash or sanitise their hands frequently, feel comfortable to wear a mask should they wish to and respect another's space.</p> <p>2. Welcome letter provided to inhouse guests reminds them about social distancing, what to do in the event they become unwell and or suspect</p>	1	3	3

other persons					<p>they may be suffering with coronavirus or been in contact with someone who is self-isolating.</p> <ol style="list-style-type: none"> 3. Signage placed outside and inside of lifts stating max occupancy of 2 persons reminding them to socially distance, where not possible to face the sides of the lifts. 4. Contractor visits to the site are coordinated and managed by the facilities manager or his representative. 5. Individual face masks are available at reception for all persons on request, and visors can be purchased should they wish to have one. 			
Office & workspace design	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. Offices and workspaces have been reviewed and redesigned to ensure that there is a natural and comfortable spacing between people sat at all workstations. 	1	3	3
Hygiene & Cleaning regimes	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. A frequent touchpoint cleaning & servicing regime is in place to reduce the risk of cross contamination from those surfaces in public areas from 0700 to 2300 hours daily 2. Staff are encouraged to clean their workstations with Sanitiser and maintain effective cleaning regimes of their workspaces. 3. Handwashing basins with soap and hot water readily available throughout the building. 4. Showers available at the building with soap & Hot/cold running water. 5. Bespoke risk assessment in place to manage cleaning an area where a suspected case of Covid19 is staying. 6. Non-touch electric hand dryers in place in rest rooms. 	1	3	3
Staff member or visitor becomes unwell with suspected Covid-19 illness	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. Staff members will be supplied a visor and face mask; instructed to wear it; sent home and advised to follow the current government guidance issued and contact 111. 2. Regular contact will be kept with the staff member in line with policy whilst they are absent from work. 3. The light contamination for public areas cleaning process will be followed (Separate Risk Assessment) to clean areas where the staff member indicates that they have been. 4. If the guest becomes unwell with any of the specified symptoms they will be encouraged to return home. 5. Separate protocols are in place for the supplying of goods and servicing of the room. 	1	3	3



					6. Upon notifying of a departure there will be pre-departure process conducted with the guest, and a 96-hour standoff period will commence once they have left. (As all rooms are different and a bespoke risk assessment will be completed by a senior manager prior to cleaning a room in these circumstances)			
Conference Rooms	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. Conference rooms will be available to hire for events in line with current UK Government guidance only, and catering will now be able to be provided for them. 2. Event organiser to provide a list of attendees and their phone numbers in advance of the day. 3. The event organiser is to be advised that they must communicate with the attendees prior to the event and inform them of the entry requirements and measures in place. 4. The event organisers are advised to conduct a risk assessment for their event that they are hosting, and if there are any issues or concerns that they should be discussed with the UJC prior to the event. 5. Hand Sanitiser is available in the rooms 6. Hand washing facilities are available throughout the day with ample supply of hot water and soap 7. Personal face coverings and visors are available to purchase from the reception desk should the participants wish to use them. 8. The room is hoovered and sanitised before and after use with attention paid to all touchpoints in the room. 9. At the conclusion of the event all cups and glasses are removed and washed. 10. All meeting room windows will be opened prior to use except for the Gascoigne suite, and will be opened again if found closed during breaks in the day. 11. The Gascoigne Suite has an air control system managed by BMS and has 12 air changes per hour. 	1	3	3
Rooms with separate shared facilities	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	<ol style="list-style-type: none"> 1. The Government guidance permits the use of shared facilities. 2. There is a daily cleaning regime in place for these shared areas. 	1	2	2



Changing rooms within the Games Room	Staff, Expectant Mums, Young & inexperienced, Elderly workers, Visitors	3	3	9	1. The Government guidance permits the use of shared facilities,. 2. The day use lockers can be used and are subject to the touchpoint cleaning regime. 3. The showers can be used & there is a daily cleaning regime in place for these areas.	1	2	2
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Likelihood and Consequence

Likelihood ↑	High	Common, regular or frequent occurrence	3	3 Med	6 High	9 High	6-9: Unacceptable take immediate action
	Medium	Occasional occurrence	2	2 Low	4 Med	6 High	3-4: Tolerate, look to improve
	Low	Rare or improbable occurrence	1	1 Low	2 Low	3 Med	1-2: Acceptable
	Risk Matrix Likelihood X Severity			1	2	3	
Minor injury or illness				Serious injury or illness	Fatalities, major injury or illness		
Low				Medium	High		
				Consequence →			

Risk Assessment to be reviewed:

- At frequency proportional to risk
- High risk bi-annually, med and low annually
- Change in procedures or process
- Doubt on effectiveness of assessment
- Following accident or near miss