

Western Isles Hotel

COVID-19 RISK ASSESSMENT

MISSION STATEMENT

Our first aim will be to prevent Coronavirus entering the building, by temperature testing all arriving guests and delivery drivers at the entrance. Anyone showing a high temperature will be required to leave the hotel and return home or seek medical help. Staff will be temperature and blood/oxygen tested as they arrive to begin their shift on a twice-daily basis.

Our second aim is to prevent the spread of the Coronavirus, should it enter the building via people exhibiting no symptoms on arrival.

LOCATION	RISK	MEASURES
RECEPTION	High Traffic	<ul style="list-style-type: none"> • Pre-arrival, check in on app using mobile phone • Temperature check at entrance • Gel hand sanitisers • PVC screen at desk • Drop box for room key • Bills emailed - no cash taken • Social distancing • Special cleaning of door handles, sanitiser boxes, card payment machine, computer/mouse/keyboard, and all loose items*
CORRIDOR	Congested	<ul style="list-style-type: none"> • Social Distancing
PUBLIC TOILETS	Virus Spreading	<ul style="list-style-type: none"> • Hand-washing and drying facilities • Special cleaning of toilets, seats, toilet roll holder, doorknobs and taps*

LOCATION	RISK	MEASURES
		<ul style="list-style-type: none"> • Use of only one of the two urinals in the gents to maintain social distancing
DRAWING ROOM	Distancing	<ul style="list-style-type: none"> • Furniture arranged for social distancing • Hand sanitiser • Special cleaning of table tops and loose items
CONSERVATORY RESTAURANT & BAR	Food Service & Bar Area	<ul style="list-style-type: none"> • Gel hand sanitiser at entrance. • Tables at least 2 metres apart from chair back to chair back. Table map at the entrance to direct diners and maintain social distancing. Tables named and dedicated for length of stay • PVC screen at bar. • PPE for waiting staff • Special cleaning of all surfaces and loose items*
CAMERON ROOM	Food Service	<ul style="list-style-type: none"> • Same as for Conservatory Restaurant & Bar
PUBLIC STAIRCASE	Handrail	<ul style="list-style-type: none"> • Special cleaning of handrail* • The staircase is wide enough to allow a metre between people passing on the stairs
SERVICE STAIRS	Handrail	<ul style="list-style-type: none"> • Staff only area. Special cleaning of handrail • Passing on stairs to be avoided
STILL ROOM	Virus Spread	<ul style="list-style-type: none"> • Special cleaning of all surfaces and taps* • Used cutlery and crockery to be taken down • to dishwasher on trays and cleaned using

LOCATION	RISK	MEASURES
		<ul style="list-style-type: none"> • hottest cycle • Gel hand sanitiser • PPE for staff
LAUNDRY	Contamination	<ul style="list-style-type: none"> • All used towels and bedding to be rolled, placed in bags and taken direct to laundry • for washing in bags using anti-bacterial detergent • Gel hand sanitiser • PPE for staff
GUEST BEDROOMS	Virus Spread	<ul style="list-style-type: none"> • Cleaning for 'stay days' by arrangement only • On 'depart days' rooms will be deep cleaned and all light switches, door handles and fixtures disinfected • Bedding will be bagged up to go to our in-house laundry. • Keys will be left in rooms to be collected and disinfected. • All crockery, glasses and cutlery will be taken on trays to the still room and on to the dishwasher for high-temperature cleaning. • All rooms will have 'fogging' treatment on a regular basis
GUEST BATHROOMS	Virus Spread	<ul style="list-style-type: none"> • Departure cleaning: disinfecting of all surfaces, taps, toilet, toilet holder, shower and/or bath, and removal of glasses for cleaning downstairs in glass washer
1 st to 3 rd FLOOR CORRIDORS	Tripping Hazard	<ul style="list-style-type: none"> • Corridors to be checked regularly for trays left out by guests for removal. Door handles to be disinfected daily

LOCATION	RISK	MEASURES
STAFF BLOCK	Virus Spread	<ul style="list-style-type: none"> Resident staff has their own rooms with shower room en suite and are required to keep their homes clean. Regular special cleaning* and weekly inspections made.
CAR PARK	Distancing	<ul style="list-style-type: none"> Alternate car parking spaces to be used when possible
TERRACE	Distancing	<ul style="list-style-type: none"> At least 2m between outdoor tables

TRAINING

Training for all staff to deal with the hotel's new normal will be given by the owners and managers between now and reopening. Staff have already been appraised of the latest Scottish Government thinking and what it means for us. Staff are very keen to embrace the challenges of the new normal.

*SPECIAL CLEANING

In addition to our normal cleaning programme, our housekeeping team will be following a rigorous anti-bacterial point of contact surface wipe in all guest rooms prior to arrival. We shall be sanitising all door and furniture handles as well as TV remote controls and any other loose items such as pens etc. with a UV wand, which eliminates 99.9% of bacteria and viruses.

As a final step, we shall carry out "fogging" sanitisation in all rooms, including bathrooms, prior to your arrival. Fogging is a process through which we can make sure that rooms are free from bacteria, fungi and viruses: the process kills 99.9999% of them). The technique is widely employed in hospitals throughout the world. The machine we shall be using is the STERiZAR Fog Machine Heavy Duty Dry / Wet Droplet 240v which sanitises whole rooms quickly and effectively. We shall be using STERiZAR Fogging Solution. Once the treatment is complete, the space is free of any pathogens. All public areas will also be fogged on a regular basis, including hotel entrance, reception, drawing room, restaurants, staircases, corridors, public bathrooms, all back of house areas and staff accommodation.