

Post-Covid Risk Assessment for re-opening

Whitchester Christian Centre
Borthaugh
Hawick
Scottish Borders
TD9 7LN

Christian Retreat Centre & B&B

Providing: en-suite accommodation and home-cooked food

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Our aim is to re-open Whitchester as a safe space for retreat, relaxation and refreshment. We have so far remained Covid free and desire to continue to do so. In order to protect yourself, other guests (present and future) and those that work here, we would be grateful if you would adopt the safe practices commonly in place around the UK during your stay here. IE: maintain your distance from others, wash your hands frequently, do not touch your face immediately after your hands have been in contact with a surface someone else may have recently used (eg: a door handle), use sanitiser, and cover your mouth/nose when sneezing or coughing.

We have carefully considered typical frequent journeys (through the house) made by both team members and guests, and have implemented measures to ensure all our safety as far as possible.

Flow diagram for Team journey

Wear disposable gloves to open up and put the house to bed.

House:

- Front door & front lights
- Reception lights
- Chapel light
- Back of house lights

Office:

- Door & light pull
- Computer
- Keyboard
- Mouse
- Phone handset

Kitchen:

- Kettles

Normal hand-washing procedures when working in kitchen and following visits to bathroom/room-cleaning.

Flow diagram for Guests

- Arrive – shown to room
- Lift may be taken – one person at a time (or use for luggage)
- Registration to be completed electronically if possible, preferably before stay
- Laminated essential info card in room
- Covid 'what to do if you develop symptoms' notice in room
- General Covid precautions notice in room
- General Covid precautions notice in communal areas: reception, dining room, lounge, chapel, snug, downstairs loos, art room
- Disposable gloves available for guests if wishing to do some gardening.

Pre-requisites

1. Team members, Staff, Volunteers & Directors

Becoming unwell	If you develop Covid symptoms, ie: temperature and/or a new continuous cough and/or breathing difficulties at any point while working at Whitchester, you must report this immediately to one of the Joint Wardens, return home, contact NHSInform and self-isolate for 14 days.
Infection controls	If you develop Covid symptoms while working at Whitchester you will need to inform us of all your actions and interactions during the period leading to the appearance of symptoms (eg: room preparation, office equipment used, food handling etc).
Hand sanitiser	Will be available at the following points: reception desk, dining room, lounge, kitchen, office, downstairs loos, lift entrances, back annexe door.
Staff area cleaning controls	<ul style="list-style-type: none">• Computer keyboard, mouse & phone handset to be cleaned before switching on each morning• Light pull and heater switches to be cleaned before switching on each morning.• Kettle handles and lids to be cleaned each morning.
Volunteers	Staff rotas will be used to record attendance of any volunteers.
Kitchen	Normal hand-washing and sanitising procedures to be carried out. In addition, any hand-held devices must also be wiped clean with sanitiser.
House disinfection	All frequent contact points to be cleaned/sanitised daily ie: front door bell, front and porch door pushes, knobs and handles, reception desk and bell, stair banisters, door knobs and handles for communal facilities (dining room, lounge, chapel, loo, art room), key pads for 11, 12 & Annexe entrance.
Room cleaning	On departure, guests will be requested to return mugs, teaspoons and tumblers to the dining room. Guests will be requested to leave sheets & towels on floor. Team/volunteers to use disposable gloves and laundry baskets to take towels & sheets to laundry. Rooms to be cleaned using usual procedures with the additional disinfection

	<p>controls:</p> <ul style="list-style-type: none"> • Door knobs/handles – inside and outside + bathroom doors • Light switches • Bedside tables • Taps • Flush handles & toilet seats • Hair dryer handles • Wardrobe doors • Kettle handle and lid • Refer to room cleaning procedure for duvet & pillow care
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Pre-requisites

2. Guests' Journey

Booking confirmation	If you develop Covid symptoms, ie: temperature and/or a new continuous cough and/or breathing difficulties within 14 days of your stay at Whitchester you must cancel or defer your booking until you have been symptom free for 14 days.
Registration form	An online/electronic registration form will be provided to you during the week before your stay. Please email the completed form to us by 8pm on your arrival day.
Arrival	For groups arriving together, we may request you wait in your car until the reception area is less busy. We will guide you to your room. A key to your room is available on request but will not be automatically issued.
Room	<p>Essential information is available in each room on a laminated sheet: this covers: meal times, wifi password, door entry code, phone number for the office and chapel times.</p> <p>A notice about what to do if you develop Covid symptoms during your stay with us is also in your room.</p>
Hand sanitiser	Will be available at the following points: reception desk, dining room, lounge, downstairs loos, lift entrances, back annexe door.
Information	A folder will be available in the Snug containing further information about the history of Whitchester, current team members, and local information about facilities in Hawick and the surrounding area.
Meals	If 2m distancing is still applicable at the time of your stay, meals will be taken in your room. We will arrange 10 minute slots for a maximum of 4 guests at a time to collect their food from the dining room where it will be served to you by the team on a lap-tray. A one way system will be in place whereby those waiting to collect food will queue on the stairs, whilst those who have collected their food will return to their room using the lift (where applicable). If there is a relaxation of distancing measures it will be possible for guests to eat in the dining room again, however food will still be served to you by the team (using ppe). When you have finished, please return the lap-tray

	to the designated table (trolley?) in the dining room.
Refreshments	Tea and Coffee will be served at 11am & 4pm by the team, wearing disposable gloves. We will also serve home-made biscuits and cake to you.
Cups etc	Please regularly return any used mugs or other eating or drinking equipment to the designated table/trolley in the dining room. All crockery and cutlery is routinely sanitised as part of our regular washing up procedures.
Shop	If you wish to make any purchases from the gift cupboard, please request assistance from a member of the team. As far as possible, please do not handle items unless you intend to purchase them. We will record with you the amount your purchases total and add this to your invoice.
Communal areas	Please observe social distancing guidelines when in communal areas ie: reception, snug, lounge, chapel, stairs and corridors.
Toilets	Please use en-suite facilities as far as reasonably practical, in preference to the communal toilets on the ground floor.
Lifts	Until social distancing guidelines have been completely lifted, we will unfortunately be unable to transport guests from or to bus-stops.
Annexe kitchen	This will be closed and unavailable for guest use at this time.
Gardening	Disposable plastic gloves will be available for guest use, especially if wishing to partake in a little gardening during your stay.

- Guests: if you develop Covid symptoms as outlined above, during your stay, please stay in your room and call us in the office. You should also contact: www.nhsinform.scot/coronavirus or telephone NHS inform on 0800 028 2816 (8am-10pm) If you are well enough to travel and have your own vehicle, the current advice is that you return home as soon as possible and self-isolate.
- If, however, you have arrived on public transport or are too unwell to travel, we will take advice from NHS Inform and if necessary isolate you at Whitchester for the required period. Catering arrangements will be made in consultation with you; we will unfortunately have to charge you for the extended stay, but the cost may be reduced depending on catering arrangements agreed at the time.
- Whilst additional measures remain in place to with respect to cleaning and sanitisation, an additional Covid Cleaning charge of £5 per person will be made.