



THE PHEASANT HOTEL

The Pheasant Hotel Ltd

COVID-19 Policy

The Pheasant Hotel Ltd accepts its responsibilities for the premises operating during the Coronavirus Covid-19 pandemic to ensure they are protecting their workforce and minimising the risk of spread of infection. This policy is intended to introduce consistent measures in the premises in line with the Government's recommendations. These are exceptional circumstances and since March 2020 we have complied with Government advice on Coronavirus and will continue to do so at all times.

The latest government advice can be found here: <https://www.gov.uk/coronavirus>

The Management continue to look at the business and as a result most staff members have been furloughed throughout the third lockdown and staff who can work from home have done so. Where this has not been possible, the business has undertaken a risk assessment to make the working environment as safe as it possibly can to follow the Government's guidance on Coronavirus. A risk assessment has been undertaken prior to any business activities resuming, a copy of this is available and has been shared with all staff. It is also available on our website. The health and safety requirements of any business activity must also not be compromised at this time. If an activity cannot be undertaken safely due to a lack of suitably qualified personnel being available or social distancing being implemented, it will not take place. We are aware that emergency services are also under great pressure and may not be in a position to respond as quickly as usual.

Managers will remind the workforce at every opportunity of the Operating Procedures which are aimed at protecting them, their colleagues, their families and the UK population. If our business is not consistently implementing the measures set out below, it may be required to shut down. This policy will be reviewed regularly and revised as necessary in response to changes in legislation or guidance on methods of working. Employees, contractors, suppliers, and consultants are all required to cooperate with us in making this policy work.

Jacquie Pern and Peter Neville

Directors

April 2021

Please see below for further information on the procedures which are in place to operate safely during the Coronavirus pandemic

SELF-ISOLATION

Anyone who meets one of the following criteria should not come to work:

- High temperature or a new persistent cough - follow the guidance on self-isolation
- A vulnerable person (by virtue of age, underlying health condition, clinical condition or pregnancy)
- Living with someone in self-isolation or a vulnerable person

PROCEDURE IF COVID-19 SYMPTOMS OCCUR

If an employee or guest develops a high temperature or a persistent cough while on site, they should:

- Inform the management
- Avoid touching anything
- Cough or sneeze into a tissue and dispose in a waste bin, or if no tissues are available, cough and sneeze into the crook of an elbow.
- If able to, they should return home immediately using private transport
- If they are showing signs of Covid-19 and are not able to return home they should self-isolate and request a test.

They must then follow the government guidance on self-isolation and if an employee of The Pheasant Hotel, they should not return to work until the period of self-isolation has been completed.

TRAVEL TO WORK

Wherever possible staff should travel to work alone using their own transport

AT WORK

On arrival at the hotel we require all staff before each shift to:

- Undergo temperature check on arrival and record it on their clocking card
- Adhere to staggered start and finish times to reduce congestion and contact
- Wash or sanitise hands before entering or leaving the premises
- Allow plenty of space between colleagues and guests (as per government guidance)
- Regularly clean common contact surfaces in reception, office, kitchens, toilets, delivery areas e.g. PCs, screens, handles, rails, equipment, light switches, buttons, telephone handsets, desks
- Drivers should remain in their vehicles if the load will allow it and must wash or clean their hands before unloading goods and materials
- All deliveries made to an external drop off point
- Regular staff testing will be available from 12th April 2021
- Smoking will be permitted but ONLY in the designated smoking area which must be kept clean and tidy at all times otherwise Management reserve the right to stop all smoking on the premises

STAFF MEETINGS

- Management will call meetings only when absolutely necessary in the first instance
- Attendees should be a suitable distance apart from each other (following current government guidelines)
- Rooms should be well ventilated / windows opened to allow fresh air circulation
- Meetings will be held in open areas where possible

PERSONAL HYGIENE AT WORK

Cleanliness and personal hygiene must be an absolute priority:

- Wash or sanitise hands regularly throughout a shift
- Ensure soap and hand sanitiser is readily available and kept topped up at all times
- Regularly clean the hand washing facilities
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal
- Use of the staff changing and toilet facilities is limited to one person at any one time
- Wash hands before and after using the facilities
- Enhance the cleaning regimes for changing and toilet facilities particularly door handles, hooks, locks and the toilet flush

STAFF MEALS/REFRESHMENTS

- Staff are required to eat staff meals on site in the designated area and not to bring in food and drink from elsewhere
- There will be no snacking or picking during service
- Break times will be staggered where possible to reduce congestion and contact at all times
- Hand washing should be carried out before and after eating
- Personal refillable drinking bottles should be used on the premises
- Safe distancing should be maintained from each other following current government guidelines whilst eating and avoid all physical contact
- All rubbish will be put straight in the bin and not left for someone else to clear up
- All areas used for eating must be thoroughly cleaned, including chairs, door handles, tables, etc.

SOCIAL DISTANCING

Best efforts must be made to social distance at all times but there will be rare situations where it is not possible or safe for staff to distance themselves from each other or guests whilst adhering to the specific government guidelines

- Face coverings should be worn in line with current government guidance
- Non-essential physical work that requires close contact with colleagues should not be carried out
- Where possible staff should work back-to-back or side-to-side and not face-to-face
- Work requiring skin to skin contact should not be carried out
- Minimise contact between workers as much as possible
- Re-usable PPE should be thoroughly cleaned after use and not shared
- Screens will be in place to protect staff and guests ie in reception

KITCHEN

- Enhanced cleaning regimes in all kitchen areas
- Windows and doors should be frequently opened to encourage ventilation, where possible.
- Only 2 people should work in the back preparation area (back shack) at any one time
- 1 person at a time must enter the dry store, chilled store and other storage areas
- All crockery, cutlery, glasses, pots and pans, kitchen utensils must be cleaned immediately after use with the dishwasher or with very hot water and detergent and then dried thoroughly with a clean tea towel

HOUSEKEEPING AND CLEANING

Enhanced cleaning procedures will be in place throughout the hotel, particularly in communal areas, bedrooms, swimming pool and food preparation areas

- Regular cleaning and sanitising of all touch points will take place including:
 - o Taps and washing facilities
 - o Toilet flush and seats
 - o Door handles and push plates
 - o Room keys
 - o Kettle handle and lid
 - o Mini Fridges
 - o Hairdryers
 - o Irons
 - o Cowshed products
 - o Glass surfaces/mirrors
 - o Handrails on staircases and corridors
 - o Machinery and equipment/remote controls
 - o Food preparation and eating surfaces
 - o Telephone equipment, keyboards, photocopiers, card payment machines and other office equipment
 - o Terrace/garden furniture
- Complete sanitisation of bedrooms after guest's departure will take place
- If a guest has had a suspected or confirmed case of Covid-19 whilst staying at the hotel further rigorous cleaning and sanitisation of room and communal areas will take place following government guidelines. This will include complete steam cleaning of the bedroom and sterilisation of laundry.
- Waste bins and rubbish collection will be increased and emptied regularly throughout and at the end of each day.
- Swimming pool will be cleaned thoroughly after use by guests including sanitisation of all touch points

PROTOCOL FOR DINERS

- Guests will be contacted 24 hours prior to their reservation to confirm booking
- Hand sanitising stations, situated at all entrances to the hotel, must be used on entry
- Guests' temperature checks before entering the premises
- It is a legal requirement that all guests (residents and non-residents) must give their contact details which will be kept on record for 21 days to assist the government Track and Trace system
- Guests will be asked to check-in using the QR code on display in the hotel reception
- Face coverings must be worn by guests in all public and shared areas of the hotel. The coverings can be removed when customers are seated.
- Reduced seating capacity allowing better spacing between tables to allow for the 1m+ social distancing
- Staff will take orders and serve whilst maintaining social distancing of 1m+
- Booking will be staggered to limit number of arrivals at one time
- Staff will wear PPE (face masks and/or gloves) as required by government regulations
- Outdoor dining only will be available from 12th April where possible and the weather permits
- Social contact rules and gathering limits will be adhered to throughout the easing of restrictions. (Rule of 6/2 households outdoors only from 12th April)
- Bookings will not be taken for a greater number of people than is permitted
- Walk ins will be accommodated where possible

- Table service only to comply with government guidelines
- Single use menus and wine lists
- Customers will be permitted to use the toilet and baby changing facilities within the hotel
- One person at a time allowed in the ladies and/or gents WC
- Restaurant layout and staff rotas will be organised to reduce the number of guests and staff in any area
- Payments by card preferred. Payment will be taken at the table where possible but customers can enter the premises to pay

RESIDENTS SAFETY PROTOCOL

- All residents will be informed 72 hours prior to arrival of all Covid-19 procedures in place during their stay
- Hand sanitising stations, situated at all entrances to the hotel, must be used on entry
- Guests' temperature checks before entering the premises
- It is a legal requirement that all guests (residents and non-residents) must give their contact details which will be kept on record for 21 days to assist the government Track and Trace system
- Guests will be asked to check-in using the QR code on display in the hotel reception
- Check-in times will be staggered to alleviate crowding at reception
- Later check-in times to allow for more thorough cleaning of rooms
- Face coverings must be worn by guests in all public and shared areas of the hotel. The coverings can be removed when customers are seated
- Lounge/bar/terrace available to pre-book for lunch, afternoon tea, drinks, dinner
- Room service available for drinks and meals (including breakfast)
- Tea/coffee facilities, honesty box and fridge contents will be pared down
- Swimming Pool use to be pre-booked (when open under government guidelines)
- No newspapers or magazines available throughout the hotel
- Evening turndown will not be offered
- No breakfast buffet available, pre-order to be made for cold buffet and cooked options (or ordered as room service)
- Payments by card preferred