



Victoria Guest House
Fort William

Victoria House Covid-19 Guidelines As Result Of Risk Assessment

All Partners of the business and will read these guidelines which have been implemented as a result of our recent risk assessment in line with Covid-19.

All persons are required to sign these guidelines to confirm they have read them and fully understood the protocols in place. The documentation will be kept on site for record purposes.

Hazards Identified:

- Spread of Covid-19
- Catching of Covid-19

Who at risk:

- Guests of Victoria Guest House
- Visitors to Victoria Guest House
- Staff at Victoria Guest House

Assessed Level Of Risk

Risk Qualification			
Risk Likelihood		Risk Severity	
1. Rare		1. Insignificant	
2. Unlikely		2. Minor	
3. Possible		3. Reportable	
4. Likely		4. Serious Incident	
5. Almost Certain		5. Death/Major Harm	
Likelihood x Severity = Risk			
1-4 Low Risk	5-8 Medium Risk	9-12 Significant Risk	15-25 Major Risk
Assessed Level Of Risk			
Likelihood = 5	Severity = 5	Risk = 25 - MAJOR RISK	

Prior to guest arrival

The following information will be sent to the guests prior to arrival, to ensure there is full and clear communication of our COVID19 procedures and also to reduce the risks associated with the virus once they are staying with us.

- Message preferences template in Booking.com to be redone so that the booking confirmation email will include links to our website detailing our COVID19 policies and procedures. For bookings made directly with us via our website the same message will be emailed to guests
- Guests are asked to check out the link to our updated terms and conditions
- Wherever possible a registration form will be sent to guests with a request for it to be completed before arrival brought with them to reduce contact time
- Any outstanding balance of payment will be taken remotely, 5 days prior to arrival, as per our terms and conditions
- Guest communication, both before and during their stay, should be conducted remotely wherever possible via WhatsApp, Messenger, or telephone

Anyone who meets any of the following criteria **SHOULD NOT** travel to Victoria Guest House;

- Has a high temperature or a new persistent cough or a loss of taste and/or smell - follow the guidance on self-isolation
- Has knowingly come into contact with someone with any of the above symptoms within the last 14 days
- Is living with someone in self-isolation or should be self-isolating themselves

If a guest has any reason to believe they will be unable to stay with us for any of the above reasons, they should contact us immediately on 01397701507 to discuss revising their booking with us.

On arrival

Should a guest arrive presenting symptoms of COVID19 they will not be allowed to enter the premises and will be requested to return home immediately to follow the self-isolation procedure, as detailed by the Government.

Car parking

- Victoria Guest House has free parking available for our guests
- Please note off street parking spaces can be limited during busier periods
- The car park is not suitable for vans or larger vehicles

- Cars are parked entirely at the owner's risk. Victoria Guest House will not accept liability for any accident, loss or damage incurred
- Guests will be politely asked to be mindful of social distancing measures whilst using the car park

Social distancing

- Social distancing will be maintained, where possible, throughout the property
- Signage will advise and direct guests, as appropriate
- We will kindly ask all of our guests to be mindful and courteous to other guests, whilst on the premises, and to observe our directions at all times
- Other measures will be detailed throughout this document to ensure social distancing is maintained

Hand sanitiser

Hand sanitiser will be available at strategic points throughout the premises;

- At the front door for use before ringing the doorbell and entering the premises
- In the hallway for use when entering the breakfast room
- At the patio doors and back door for use when coming back into the premises from the garden

We will kindly request that all guests use these facilities at all times whilst on the premises. Signage will be used to remind guests of this request.

Check in

- Check in times will be staggered, where possible, to enable social distancing
- Check in forms will be completed online, prior to arrival where possible
- Any payments due will be taken in full, five days prior to arrival
- On arrival, guests will use the hand sanitiser available before ringing the doorbell
- Signage will direct the guest to use the hand sanitiser and to step back away from the front door
- On entering the premises, guests will be advised to stand in the hallway, to allow social distancing between us and them, whilst the check in formalities are completed

- Their room key will be left on the reception desk for them to pick up. Room keys will have been sanitised after the previous guest's departure
- Guests will be shown to their room, maintaining social distancing. We will not enter the room with the guests
- If guests require assistance with baggage we will do so and place the bag in the room for them before they enter the room. Hands will be washed and/or sanitised both before and immediately afterwards

Bedrooms

- All 'non-essential' items will be removed from bedrooms to avoid cross contamination
- Room information, local information, restaurant suggestions etc will all be available in our Visitors Book which can be cleaned and disinfected
- We will be able to provide leaflets, personal suggestions etc on request, whilst maintaining social distancing, which will be non-returnable
- Should we have to enter a guest bedroom at any time during their stay, such as for cleaning or maintenance, this will only be done when the guest is out, to minimise contact
- PPE and/or hand washing will be used, as appropriate for this task
- Additional room supplies such as towels, toilet rolls etc will be provided on request
- Any room supplies left after checking out, such as tea, coffee, etc, will be 'quarantined' for 72hrs before being used again.

Breakfast

- Breakfast times will be staggered, to ensure social distancing can be maintained
- Breakfast times will be; 08:15 – 09:00; 09:15 – 10:00
- Breakfast times must be pre booked and adhered to
- We will not be able to accommodate guests who are late for breakfast
- Breakfast will be pre-ordered, by 9pm the prior evening, to ensure a smooth and timely breakfast service
- Hand sanitiser must be used before entering the breakfast room
- Guests must vacate the breakfast room at the end of their breakfast to ensure the smooth flow of service and to comply with social distancing requirements
- During breakfast service, where social distancing cannot be maintained, we will wear the appropriate PPE and follow hand washing protocols at all times

- There will be no breakfast buffet available to guests. All items will be served by us, from the kitchen
- Sauces will be served in individual ramekins
- After the guests have vacated the tables, all items used, such as salt & pepper pots, will be sanitised
- All items of crockery, cutlery etc will be washed in the dishwasher

Guest lounge

- To comply with social distancing, this will be closed for use until further notice. Access will be available via the patio doors to the enclosed garden

Garden

- Separate seating areas are available for guests to use to allow for social distancing
- Hand sanitiser will be available at the patio door to be used before re- entering the premises
- Signage will be displayed to advise guests of the above

Cleaning

- We have enhanced our already meticulous cleaning standards in line with Government Guidelines
- On guests' departure, we will follow all of the relevant Government guidelines to ensure the room is ready and safe for the next guests arrival using our traffic light system
- All touch points in guest bedrooms will be identified and appropriately sanitised
- All soft furnishings in bedrooms, public areas and the garden will be sprayed with an appropriate sanitiser after use, or on check out.
- All laundry, including pillow protectors etc, will be washed on a high temperature or sent to our laundry provider for washing
- All touch points in communal areas, such as front door handle, stair banister etc, will be identified and sanitised regularly throughout the day
- If a guest requires their room to be serviced during their stay, we will wear the appropriate PPE and follow hand washing protocols, as necessary
- The downstairs guest toilet will be shut until further notice and guests will be asked to use the bathroom in their bedroom

- All products used for disinfecting will be EN14476 Standards which have been shown to be effective in elimination Covid-19

Guests Displaying COVID19 symptoms

Should a guest begin to present with any of the recognised COVID19 symptoms whilst staying at Victoria Guest House they should;

- Inform us immediately by phoning 01397701507
- Stay in their room until further advise is given
- Anyone else in their group must also stay in their room

Suspected COVID19 cases and guest self-isolation

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self- isolate, they should inform us, check out immediately and return home to request a test and self-isolate according to current government guidance.

If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

If a guest cannot return home, they will be liable for **ALL COSTS** including, but not limited to; any additional night's stay, relocation of other guests booked into the room that they are occupying, all food and beverage costs, labour costs associated with providing any additional services. We therefore advise all guests to ensure that they have **ADEQUATE** travel insurance

Cleaning after a suspected contamination

Whether an infection is confirmed or suspected relating to the premises, we will follow the specific guidance available relating to cleaning, which includes how to deal with bedrooms safely.

Please see separate protocols

Deliveries

- Social distancing will be maintained at all times when receiving deliveries
- Hand washing procedures will be followed at all times

Waste disposal

- Waste will be disposed of through the normal channels
- Hand washing procedures will be followed at all times
- Any waste from a suspected COVID19 case will be double bagged and stored separately for 72 hours before being disposed of in the normal way

Hand Washing

- Ensure soap and fresh water is always readily available and kept topped up
- Provide hand sanitiser where hand washing facilities are unavailable
- Regularly clean the hand washing facilities and check soap and sanitiser levels
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal

PPE

- PPE will only be used as a last resort, or where social distancing cannot be maintained and will be in line with Government guidelines

Toilet Facilities

- Wash hands before and after using the facilities
- Enhanced cleaning regimes for toilet facilities particularly door handles, locks, and the toilet flush
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Staff Fitness to work

- Staff temperatures will be taken and recorded each day
- Any staff that develop symptoms will be asked to follow the self-isolating guidance
- If they have difficulty breathing, emergency assistance must be sought
- Any potential touch points that the infected person may have touched will be sanitised using the appropriate PPE and guidelines

With the above control measures in place;

Residual Level Of Risk

Risk Qualification			
Risk Likelihood		Risk Severity	
6. Rare		6. Insignificant	
7. Unlikely		7. Minor	
8. Possible		8. Reportable	
9. Likely		9. Serious Incident	
10. Almost Certain		10. Death/Major Harm	
Likelihood x Severity = Risk			
1-4 Low Risk	5-8 Medium Risk	9-12 Significant Risk	15-25 Major Risk
Assessed Level Of Risk			
Likelihood = 2	Severity = 2	Risk = 4 - LOW RISK	

ASSESSMENT CARRIED OUT BY:

Assessment Carried Out By:	
Print: Karen MacDonald	Position: Owner
Signed:	Date: 05/07/2020

We, the undersigned, have been briefed on, understand, and will comply with the requirements of this

Risk Assessment/Method Statement.

Print: Mr Justin Summerfield	Signed:	Date:
Print: Miss Mandy Miller	Signed:	Date: