



Version

Issue date	Version	Issued by
27/07/20	1.7 Agreed	Beth Harper
29/07/20	2.0 Finalised	Prior

Introduction

This risk assessment is directed at the risk of contracting the COVID-19 coronavirus when the site is re-opened to guests and visitors. Given that everyone who lives, visits, works and volunteers on the site is affected, and the impact to the health of those individuals should they contract the virus is potentially very high, it is an important and detailed document. As a necessity this is a ‘live’ document and will change in response guidance and feedback.

The document is organised around the way guests ‘journey’ through the site whilst here, and consideration is given to the areas of risk. Guidance from Public Health England in June 2020 suggests the predominant mechanisms for transmission of the virus are by respiratory droplets and contact with contaminated surfaces, and many of the control measures therefore focus on maintaining social distancing and cleaning (both hand and surface cleaning). The risk of aerosol spread of the virus via contact, droplet or airborne is also considered in the context of shower use.

Area of Focus	Controls
<p>Booking and pre-arrival Ensuring that we are able to accommodate the guest and minimise the risk to the guest, staff and brethren. The guest also needs to have an understanding of what will be expected of them whilst on-site.</p>	Until further notice, only guests who have been before and are familiar with the site will be allowed to stay.
	At the ‘request to come’ stage, prospective guests to be reminded of the risks of coming if they have an underlying medical condition or have been advised to shield, and to be encouraged to postpone their visit until another time.
	Registration / Health forms to be sent and returned before arrival.
	Toilets and bathrooms/showers in Retreat House will be allocated to guests - one per household during a stay.
	Move to a pre-payment system to reduce the contact between staff and guest whilst on-site.
	Guests to be contacted 2-3 days before their arrival to be reminded about health questionnaire and the need to cancel if they become unwell.

Area of Focus	Controls
	<p>Guests to be sent any other information about specific arrangements that will be in place to keep them safe during their retreat stay.</p>
<p><u>Arrival</u> Ensuring that the guest is welcomed by somebody and is made familiar with the necessary protocols whilst on-site</p>	<p>Guests to have their temperature taken on arrival.</p> <p>Guests to be asked to return home if temperature records 37.5 or above.</p> <p>Guests to be made aware of the 2 main transmission controls in operation during stay:</p> <ul style="list-style-type: none"> ○ Hand hygiene ○ Social distancing <p>Information detailing the protocols in place during the guest's stay to be left in the room.</p> <p>Sanitised door keys to be left in door.</p>
<p><u>Movement through the site</u> Detailing how the guest should use the corridors and communal spaces, to adhere to social distancing requirements and limit unnecessary contact with surfaces. Outdoor areas considered low-risk, with normal social distancing protocols in place</p>	<p>Guests to be restricted from the following areas, with signs to indicate no access</p> <ul style="list-style-type: none"> - Corridor through the main House Refectory. Access to church is via south door - Guest Parlour, Front Hall and Cloister corridor - Kitchenettes - Annexe breakfast room - House and College libraries and books in RH Common Room - Art Room <p>Only one person at a time to be allowed along the bathroom block and bedroom corridors within the Retreat House.</p> <p>Corridor and bathroom block doors to remain open during the day.</p> <p>Hand sanitising stations at every communal point where surfaces are most likely to be touched, with signs encouraging their use.</p> <p>Communal surfaces most likely to be touched cleaned and sanitised regularly.</p> <p>Windows in communal areas and particular areas of concern (e.g. shower rooms) to be opened to facilitate improved ventilation. All extractor fans to be monitored regularly to ensure in good working order.</p>
<p><u>Bathrooms and toilets</u></p>	<p>Each guest to use only their allocated shower.</p>

Area of Focus	Controls
<p>Limiting communal access to facilities that pose a greater risk of infection. Showers may be a particular concern with airborne circulation of the virus whilst in use</p>	<p>Ground floor RH Toilets in public use during daytime to be cleaned more frequently.</p> <p>Showers to be left untouched by cleaning staff during a guest's stay. Windows to remain open, doors to remain closed after use.</p>
<p><u>Bedrooms</u> Additional facilities supplied to bedrooms to restrict the use of kitchenettes</p>	<p>Each Retreat House bedroom to be supplied with its own kettle and hospitality tray.</p>
<p><u>Meals</u> The provision of a space for meals and the protocols to ensure social distancing is in place.</p>	<p>Guest meals (up to 8 people) are to take place in the Common Room with tables arranged to facilitate social distancing.</p> <p>Hand sanitising station at entrance to Common Room with a sign encouraging its use.</p> <p>Dining room procedures to be clearly communicated to guests.</p> <p>Cleaning and sanitising of tables to be carried out after each meal.</p>
<p><u>Provision of food to Retreat house</u></p>	<p><u>Breakfast</u> - Continental style only, with all items to be checked over and topped up prior to guests arrival to minimise physical interaction between staff/guests. Clear labelling of all dietary/allergen information. Individual boxes of cereals set out for individual choice. A jug of milk, pot of coffee, and pot of tea to be available for common use.</p> <p><u>Lunch</u> – Hot “main “meal, to be taken to Retreat house common room just prior to the guest’s arrival with all food clearly labelled (including any special dietary needs/food allergen information) and suitable serving utensils etc. Food will be served to each guest with staff and guests wearing appropriate PPE (masks) and take their meal to their table.</p> <p><u>Supper/evening meal</u> – Cold meal only, to be taken to fridge in the Retreat House Common Room pre-plated. All food to be clearly labelled (including any special dietary needs/food allergen information). Tea and coffee can be enjoyed afterwards from the guest room hospitality trays.</p>
<p><u>Staff protection/PPE</u></p>	<p>All catering staff to wear freshly laundered uniform appropriate to their role. Room 35 is the designated staff changing room.</p> <p>Any staff who are to serve any meals must wear appropriate PPE whilst doing so.</p> <p>Anyone involved in the preparation of food must continue to strictly</p>

Area of Focus	Controls
	follow FSA guidelines on handwashing/cross-contamination etc. Concentrating even more heavily on hand washing and sanitisation between any changes of job role/physical location.
Shop Safe use of the shop and purchase of items	Only one person to be in the shop at any one time, with the Reception to be used as a waiting area for shop access.
	On entry to bookshop, following government guidelines a mask is to be worn and hands sanitised.
	Purchases to be made by card/BACS transfer during office hours. Books are taken on trust and the stock book is to be kept in the Guest Office to prevent cross contamination.
Reception area Safe use of the reception area	Seating to be reduced to three chairs, well-spaced.
	All leaflets, gift aid forms etc. to be removed. Surfaces to be left clear and free of items that can be picked up. Any essential information
Upper sitting room Safe use of the upper sitting room	A maximum of two people to be allowed in the room at any one time (or more than two if from the same household.)
	Removal of kettle and refreshments from the room.
Annexe sitting room Safe use of the Annexe sitting room	A maximum of 2 people to be allowed in the room at any one time (or more than two if from the same household).
Interview rooms Safe use of the Interview rooms	All unnecessary furniture to be removed to allow use by 2 people.
Church Safe use of the church. (See separate Church Risk Assessment)	Guests enter the church via the south porch only, adhering to social distancing principles
	Hand sanitisation station to be used on entering and leaving the church, with signage to encourage use
	Guests (other than residential guests) to leave name and contact details in the south porch, with each days records being retained for 21 days before being destroyed as per GDPR.
	Guests to sit in a specific area with seating sufficiently well-spaced. All surplus seating and all cushions/ kneelers removed
	Font to remain empty
Guests to be supplied with their own service books for use in the church during their stay.	

Area of Focus	Controls
	Guests do not sing or share the peace. (i.e. no physical contact with another guest)
	Guests should not sing.
	Guests encouraged to sanitise hands before receiving the consecrated bread in their hand.
	Church to be cleaned and sanitised after use.
<p><u>Departure</u> Ensuring the guest takes all belongings and that rooms are properly sanitised after use</p>	On the day of departure check with the guest to ensure all belongings have been removed from the room and that the door key has been left inside the bedroom and the door left unlocked.
	Bedrooms and everything in them to be cleaned and sanitised after use.