
----The Bolton Arms COVID-19 Risk Assessment

The Hazard

Covid-19 is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact.

Any individual may be a symptomless carrier, meaning any of us could be shedding the virus, even without displaying any symptoms and thus we could pass it on either directly or indirectly to others.

- Other difficulties are that recovered cases may be infectious for an undetermined time, and it is not known what level of immunity is conferred on recovered cases. Furthermore, a recovered case who may have immunity may still spread the virus through touching contaminated surfaces and spreading the contamination by their hands.

We therefore must assume that the hazard of Covid-19 is present in all people on the premises.

The routes of transmission (how the hazard can cause harm – the risks)

- Direct contact to face – eyes, nose from droplets spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth

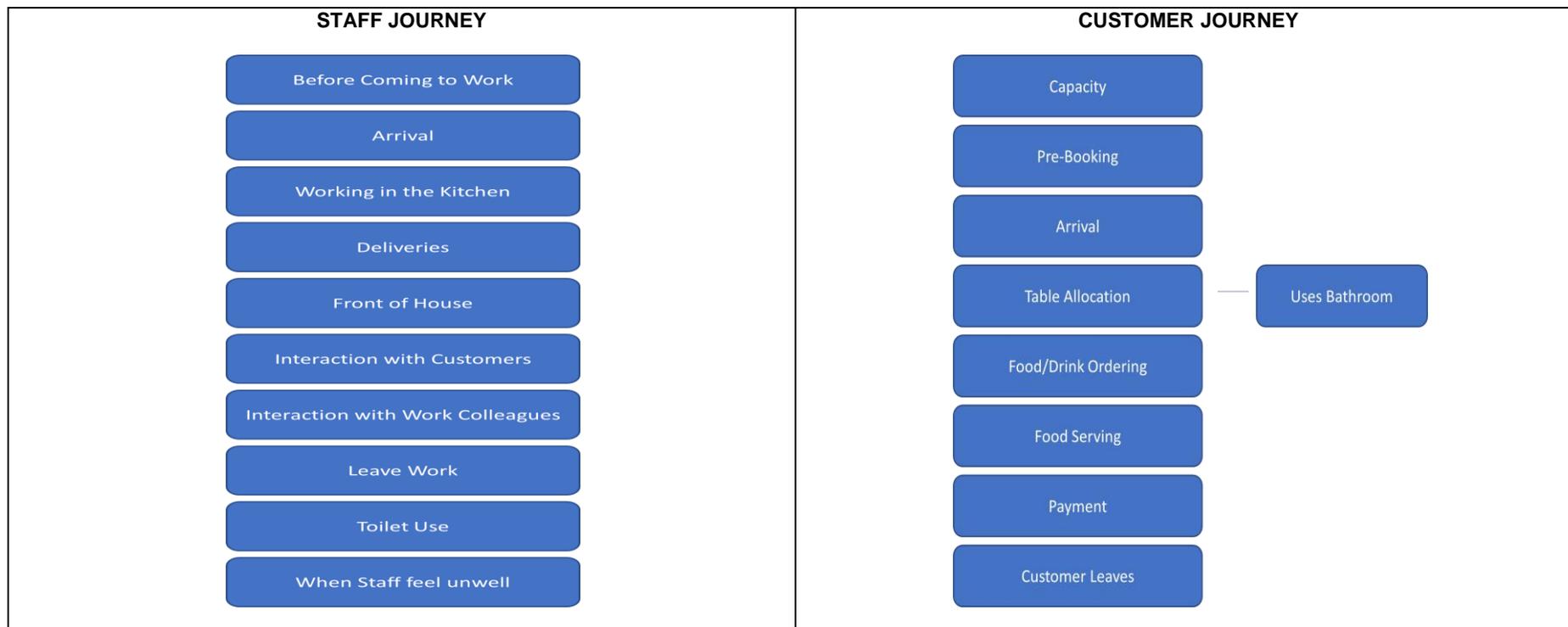
The main controls are:

- Social distancing – between 2m to 1m + apart
- Disinfecting hand contact surfaces
- Hand washing and hand sanitizer use
- Not touching eyes, mouth, or nose with contaminated fingers

The controls set out in this document will be specific for The Bolton Arms taking into account how the business operates, and how customers and staff use the premises and interact.

Flow Diagrams

Routes taken by staff and customers in the business, are plotted to show the steps in the journeys where controls are needed.



Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and improved solutions are developed.

Staff Risk Assessment

Staff Journey	Controls
Before coming to work	<p>Inform all employees of their responsibilities to themselves, other employees and customers in relation to COVID-19. Plan for the minimum number of staff required to operate the business safely and effectively.</p> <p>Employees must adhere to the following: Employees must not attend work if they display any symptoms of COVID-19 or if anyone in their household is symptomatic. Employees must follow government self-isolation advice and arrange a COVID-19 test as soon as reasonably possible. Employees must inform management immediately if they are unable to work. Employees should avoid travelling to work by public transport where possible.</p>
Arrival	<p>Ensure all employees are familiarised with increased hygiene requirements and social distancing measures at the beginning of each shift. Provide hand sanitizer for employee use at all entry and exit points.</p> <p>Employees must: Use hand sanitizer on entry to premises. Ensure appropriate social distancing from other employees when entering premises, no crowding at communal areas to hang up jackets etc.</p>

Staff Journey	Controls
Working in the Kitchen	<p>Re-design menus and working practices to ensure that team members, where possible, remain socially distanced Where necessary allocate working areas in the kitchen and assess the workflows to ensure employees do not need to cross over when working. Allow kitchen access to as few employees as possible and only where necessary. Minimise interaction between those working in the kitchen and other employees, including during breaks. Space working areas to be socially distanced as much as possible whilst recognising the difficulty of moving fixed equipment such as sinks, hobs and ovens. Provide floor markings to signal socially distancing Display signage to remind employees of social distancing measures. Ensure all workstations are fully sanitised between each use using cleaning products and methods as per public health guidelines. Provide hand washing and sanitising supplies as per public health guidance and make readily available to all employees. Provide disposable gloves for food preparation use.</p> <p>All employees working in the kitchen must: Wash hands with soap and water for at least 20 seconds on every entry to the kitchen and in between every individual food preparation. Follow the most stringent hygiene practices at all times to reduce the chance of Cross Contamination Adhere to social distancing rules and follow floor markings/workspace restrictions. Where appropriate use disposable gloves during food preparation.</p>
Deliveries / Contractors	<p>Review ordering practices to reduce frequency of deliveries where possible. Make arrangements with suppliers to allow safe delivery of goods to the premises. Ensure anyone making deliveries use hand sanitizer when entering the premises and practice appropriate social distancing at all times when in the premises and when entering and exiting. Allocate a safe and hygienic place for deliveries to be left. Ensure that delivery drivers socially distance whilst delivery is being checked. Ensure that all external packaging is removed from deliveries and that hands are washed immediately after handing deliveries.</p> <p>All employees must: Adhere to stringent hygiene and social distancing guidelines, as detailed above, when dealing with deliveries.</p>

Staff Journey	Controls
<p>Front of House Other working areas</p>	<p>Review layouts and processes to allow staff to socially distance while working Ensure that staff adhere to social distancing guidelines. Tables and chairs to be sanitised with disinfectant wipes at the beginning of each shift and between customer sittings Ensure that staff step back and practice appropriate social distancing after placing food/drink/payment machine in front of customer. Implement handwashing/sanitising after handling used cutlery/crockery/glassware from cleared tables. Ensure employees encourage customers to use contactless card payment where possible. Implement sanitisation of payment machines with disinfecting wipes of payment machines after each use. Implement sanitisation of till apparatus after each use and/or minimise till operation to one member of staff per shift. Ensure reusable condiments (salt & pepper shakers, vinegar jugs) are sanitised when cleared from table after use and again before being provided to a new customer. Provide single use condiments where appropriate (salt/pepper/ketchup/sauce sachets). Wipe down shared equipment with disinfectant wipes after each use (coffee grinder, hot water dispenser) No place mats/beer mats to be used, even if customers request them Provide disposable gloves for employees to use when serving food, beverages or handling cutlery etc. Provide face masks for employees to use,if they wish to do so</p> <p>All employees must: Adhere to stringent hygiene and social distancing guidelines, as detailed above, when working Front of House and may use face masks and gloves if they wish to do so</p>
<p>Interaction with customers</p>	<p>Employees must socially distance between themselves and customers where possible. Review where congestion occurs to reduce pinch points Ensure that where food is being delivered to customers employees immediately socially distance after serving Ensure that where payment is being tendered employees pass the payment machine to the customer and socially distance. The payment machine will be sanitised after every use. Ensure that where cash is being tendered that a receptacle is provided for the customer to place the cash on without having to hand the cash directly to a staff member. Provide hand sanitisers throughout the premises in order than employees can sanitise their hands after every customer interaction. Provide signage in staff areas giving clear guidance on social distancing, hygiene and use of masks and gloves. Provide disposable gloves for employees to use when serving food, beverages, or, handling cutlery, etc. Provide face masks for employees to use when serving food and beverages if they wish to do so</p> <p>All employees must: Adhere to social distancing and hygiene guidelines as detailed above. Follow guidelines on use of masks and gloves .</p>

Staff Journey	Controls
Interaction with work colleagues	<p>Employees must socially distance with other employees. Review where congestion occurs and reduce pinch points Review working practices behind bar area to ensure social distancing where possible Implement floor markings where appropriate to signal social distancing</p> <p>Employees must: Adhere to social distancing guidelines with colleagues</p>
Leave work	<p>Employees must wash hands before leaving work Employees should adhere to social distancing guidelines when leaving the premises. Employees must wash hands upon re-entry to the workplace after leaving for any reason including smoke breaks</p> <p>All employees must: Adhere to hygiene and social distancing guidelines as detailed above.</p>
Toilet Use	<p>Introduce clear signage stressing the need for social distancing and stringent hygiene in the toilet areas. Review toilet areas, entrances and exits and implement necessary queuing or one in/one out policy as appropriate. Consider reducing number of usable urinals to ensure social distancing. Provide appropriate cleaning supplies and soap/hand sanitiser for use within the toilet area. Provide disposable towel for hand drying. Advise staff to wipe down toilet seats before and after personal use with antibacterial wipes.</p> <p>All employees must: Adhere to social distancing and hygiene guidelines when using the toilet as detailed above. Ensure hands are washed thoroughly with soap and water for at least 20 seconds after using the toilet</p>

Staff Journey	Controls
When staff feel unwell	<p>If a member of staff becomes unwell during work they will be isolated from all other employees and customers and sent home immediately.</p> <p>If possible the employee should wear a face mask.</p> <p>Employees will be informed to call 111 for medical advice and to arrange a COVID-19 test.</p> <p>All employees must:</p> <p>Advise management immediately should they feel ill.</p> <p>Follow the guidelines above</p>

Customer Journey Risk Assessment

Customer Journey	Controls
Capacity	<p>Define the maximum number of customers that can reasonably follow social distancing within the premises, taking into account total indoor and outdoor space and layout of premises.</p> <p>Ensure maximum capacity is not exceeded.</p> <p>Reconfigure indoor and outdoor seating and tables to maintain social distancing of customers of different households (for example increasing the distance between tables).</p>
Pre-Booking	<p>Encourage customers to pre-book where possible to guarantee they can be accommodated and allocated a table appropriate to their party size.</p> <p>Stagger booking times to avoid congestion at entrance and other pinch points.</p> <p>Customers to be advised on the phone at time of booking about social distancing and other requirements (such as using hand sanitisers on entry)</p>
Arrival	<p>Provide clear guidance on social distancing and hygiene to customers on arrival through signage and also on our website and facebook page.</p> <p>No customer should enter the premises if showing symptoms of COVID-19.</p> <p>Review of entrances and exits –consider having separate entrance/exit points (with the exemption of emergency evacuation or reasonable adjustments needed for disabled customers) with clear signage.</p> <p>Hand sanitiser to be located at all entrances. Customers will be encouraged to use on arrival.</p> <p>Managing entry of customers, and the number of customers in the premises, so that areas of congestion do not become overcrowded. (i.e customers waiting to be shown to their table). Customers must not gather near to where people are seating to socialise.</p> <p>.</p>
Table Allocation	<p>Consider numbering tables clearly so that customers can seat themselves immediately on arrival having been given a table number on booking.</p> <p>Tables and chairs to be sanitised with disinfectant wipes at the staff of every shift and in between each customer use</p> <p>Ensure no congestion of customers waiting to be shown to tables.</p> <p>Review the different routes within the premises where customers will walk to tables and how congestion can be reduced.</p> <p>Cutlery and condiments to be placed on table once customer has been shown to table to ensure no-one else has touched the items.</p>

Customer Journey	Controls
<p>Ordering food and drinks</p>	<p>Replace menus with wipeable menus (including allergen information) Maintain social distancing when taking orders from customers. Continue offering table service only and do not serve customers at the bar Employees to wear gloves, if they wish, when providing customers with cutlery and condiments.</p> <p><u>Ordering at the Bar</u> Drink orders to be taken at the tables</p>
<p>Food Serving</p>	<p>Employees to wear gloves and masks, if they wish, when serving food and drinks.</p>
<p>Clearing the table</p>	<p>Employees to wear gloves when clearing tables. Tables to be fully cleaned with disinfectant wipes after each customer. Disposable items used or touched by customers to be disposed of immediately</p>

Customer Journey	Controls
Payment	<p>Encourage contactless payments where possible or alternatively encourage payment at table where server will bring payment device to table, set down and stand back allowing customer to use. Payment device will be sanitised with disinfectant wipes in between each use</p> <p>Customers paying by cash will be provided with a receptacle to place their cash on for collection by their server. Change will be placed on the receptacle and put back on the table for the customer to collect. Maintain social distancing during this process</p> <p>Cash tips will be deposited in the Tip Box, which will be emptied, cleaned and disinfected each Sunday</p>
Customer Leaves	<p>The Front, Restaurant and Car Park door will be closed. Entrance will be through our Rear Entrance only and, the exit door will be the side garden door from inside the pub</p> <p>The only exemptions are a) the side door from the bar to the car park can be used to allow disabled people to enter and exit and, b) all doors can be utilised to exit in the case of an emergency</p> <p>Hand sanitiser to be at the entry and exit doors used on a daily basis</p>
Customer uses Bathroom	<p>Introduce clear signage stressing the need for social distancing and stringent hygiene in the toilet areas.</p> <p>Review toilet areas, entrances and exits and implement necessary queuing or one in/one out policy as appropriate.</p> <p>Consider reducing number of usable urinals to ensure social distancing.</p> <p>Provide appropriate cleaning supplies and soap/hand sanitiser for use within the toilet area.</p> <p>Provide disposable towels for hand drying.</p> <p>Ensure regular cleaning of toilet facilities to ensure highest standards of hygiene.</p>

Cleanliness & Hygiene

Area	Controls
Keeping the venue clean	<p>Heightened disinfection needs to be undertaken to sanitise frequently touched areas such as bar surface, tables, chairs, door handles, tills, payment machines, drinks dispensers etc.</p> <p>Cleaning of surfaces and objects in between each customer use. For example, cleaning tables, chairs, laminated menus etc.</p> <p>Ensure adequate disposal arrangements for cleaning products.</p> <p>Wedge doors open, where appropriate to reduce touchpoints (excluding fire doors)</p> <p>Leave windows and doors open for increased ventilation where practicable and possible to do so.</p> <p>If cleaning after a known case of COVID-19 refer to specific guidance: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p>
Keeping the kitchen clean	<p>Follow Food Standards Agency best practice for food preparation ensuring the highest standards at all times</p> <p>Recognising that cleaning measures are already stringent in the kitchen areas, review the needs for any additional cleaning and disinfection measures.</p> <p>Washing hands before handling crockery and cutlery.</p> <p>Continuing high frequency of handwashing throughout the day.</p> <p>Cleaning of workspaces in between each order.</p>
Hygiene – handwashing, sanitation facilities and toilets	<p>Recognising that cleaning measures are already stringent in the toilet areas, review the needs for any additional or more frequent cleaning and disinfection measures.</p> <p>Increasing additional waste facilities and increasing rubbish collection within the toilet areas.</p> <p>Provide signage to encourage thorough handwashing.</p>

NOTES

Social Distancing

To ensure effective social distancing the minimum number of staff should be on site that are required to safely and effectively operate the business.. Look at shift changeovers and consider staggering them to reduce overlap.

Where staff are part of the same household then the social distancing measure do not apply, and staff can work closer together. However, if one member of the household shows symptoms, then all members of the household must isolate. The person showing symptoms for 7 days and rest of the household for 14 days.

Where Social Distancing of 2m cannot be achieved.

Where social distancing cannot be maintained due to venue design, sufficient mitigation strategies should be designed and implemented.

- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.
- Further mitigating actions include:
 - Increasing the frequency of hand washing and surface cleaning.
 - Keeping the activity time involved as short as possible.
 - Using screens or barriers to separate people from each other.
 - Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
 - Reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
 - Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

Customer information - Health Check

You **should not visit The Bolton Arms under any circumstances** if any of the following applies:

- you are in self-isolation
- you have COVID-19 symptoms
- you live with someone who has symptoms

It is not advisable for a member of the public who is "vulnerable" to COVID-19 to visit the **Bolton Arms** because of the risk of increased exposure to the virus.

COVID-19 symptoms:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **Extreme fatigue** – this means you feel extremely tired

(Source; NHS, WHO)

What to expect when you visit the Bolton Arms.

To help protect our Customers, Staff and Suppliers we have introduced some changes, which we feel are appropriate in protecting everyone and, are in-line with Governmental Guidelines, plus, the results of our Risk Assessment :-

- introduction of recommended Social Distancing and Hygiene recommendations
- our Service has been altered to manage Covid 19 and Test & Trace Guidelines, as follows :-
 - introduction of a pre-Booking Only system (for both drinkers and diners) when you will be asked for your name, contact number, whether you wish a table inside or outside, date and time of arrival. You will be allocated a table accordingly
 - introduction of a One Way System throughout our facility
 - placement of hand sanitisers throughout the facility
 - table numbers have been reduced and limited to a maximum of six people
 - Table Service only – no drinks will be served at the Bar
 - a menu reduction to minimise the movement of Kitchen Staff – even though some say they didn't move a lot prior to Lockdown !
 - parents are reminded that they are responsible for their own children. Please ensure they remain at the table, with the obvious exception of toilet visits
 - neither loud and/or drunken behaviour is acceptable as both actions have been recognised as potentially accelerating the spread of Covid 19

If you wish to view our completed Risk Assessment, please ask a Member of Staff

Our Worker's Representative is Ellie Diss who has assisted The Management throughout this process

Thank you for taking the time to read this and, if you have any suggestions on how we can further contribute to the safety of our Customers, Staff and Suppliers we welcome your suggestions

Duncan, Mikki, Emily, Ellie and all Members of Staff