

Risk Assessment

Business Name and Address: The Kents, 1 Ilsham Road, TorquayTQ1 2JG

Name of Person who has developed this document: Tasha Warren

The hazard

SARS-CoV-2 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 SARS-CoV-2 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

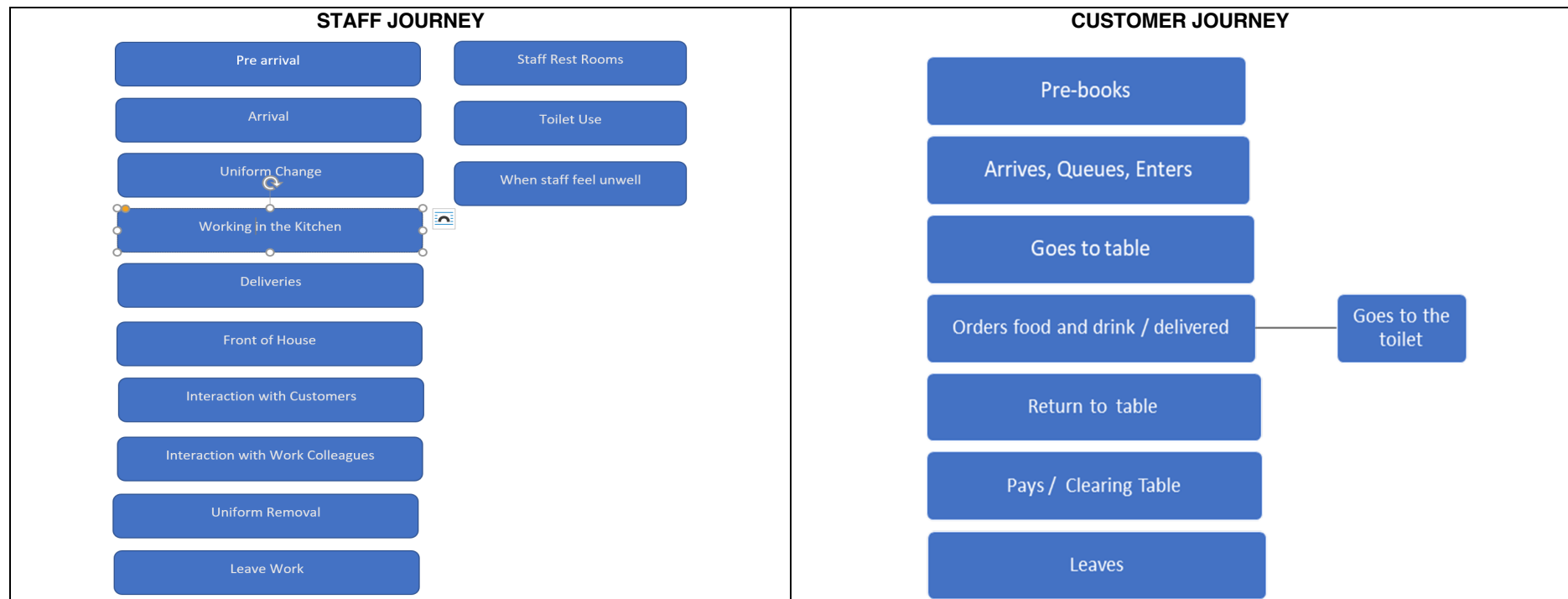
The main controls are:

- Social distancing – 2m apart or 1m apart with risk mitigation between tables and customers.
- Further Increasing the frequency of hand washing and surface cleaning
- Hand sanitiser use
- Not touching eyes, mouth, or nose with contaminated fingers
- The wearing of face coverings by both staff and customers

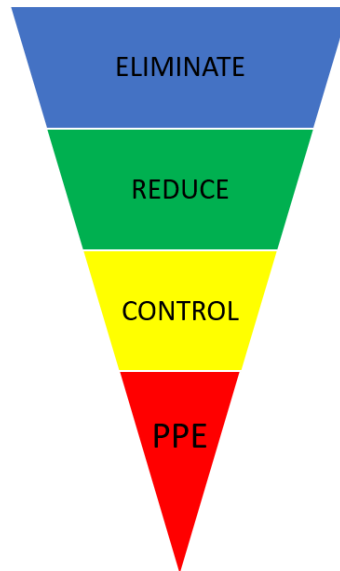
The controls set out in this document will be specific for this operation, considering how the business operates, and how customers and staff use the premises and interact.

Flow Diagrams

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



Hierarchy of Controls



Eliminate

- Symptomatic staff/visitors/ customers do not enter the premises
- Screening checks
- Assess the risk factors of members of staff before allowing back to work

Reduce

- Redesign layout to separate staff and customers
- Implement social distancing
- Make operation contactless

Control

- Increased handwashing and sanitising facilities
- Increased disinfection of hand contact surfaces

PPE

- Only if other measures cannot be provided consider facemasks

Living Document

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

Staff Risk Assessment

<p>Staff Journey <i>(amend as necessary)</i></p>	<p>Controls in my business</p>
<p>Before returning to work</p>	<ul style="list-style-type: none"> • Keeping in touch with workers on their working arrangements including their welfare, mental and physical health and personal security • Encourage those shielding or in higher-risk groups to continue working from home, • Where working from home is not possible move those shielding or in higher – risk groups to lower risk areas of the premises and assign tasks that do not involve close contact with customers or other staff. • Conduct return to work interviews to establish the risk associated with each member of staff • Inform all staff of their responsibilities to themselves, other staff and customers in relation to COVID-19. • Plan for the minimum number of people needed at the venue to operate safely and effectively.
<p>Pre-arrival</p>	<ul style="list-style-type: none"> • <i>Staff to take covid tests twice a week before arriving for their shift.</i> • Staff must not work if they display the COVID-19 symptoms or have been in close contact with somebody who has the symptoms. • Staff should avoid travelling to work by public transport where possible. • Minimise the number of people outside of a household travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face. • Staff to complete a COVID 19 awareness course. • Staff training sessions to be taken place in social distanced groups.

<p>Arrival</p>	<ul style="list-style-type: none"> • Review the fitness to work of all staff daily. • Carry out daily briefings for all staff and review problems and issues that occurred during previous service sessions. • Remind all staff of social distancing practices. • Remind all staff of the importance of thorough and frequent handwashing at key points. • Staggering arrival and departure times at work to reduce crowding into and out of the venue, considering the impact on those with protected characteristics. • Reducing congestion having one door for entering the building and one for exiting. • Using markings to guide staff coming into or leaving the building. • Providing handwashing facilities and hand sanitiser at entry and exit points. • Providing storage for staff clothes and bags.
<p>Uniform change</p>	<ul style="list-style-type: none"> • Requesting staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met. • Extra uniform supplied so staff can change their uniform after each shift. • Wash uniforms at 60 degrees or higher at home • Kitchen uniform to be washed on site at 60 degrees or higher. • One in one out system to be used in the changing room to allow for social distancing. • Wash hands before and after changing into uniform. •
<p>Moving around the premises</p>	<ul style="list-style-type: none"> • Customers to wear a face covering when moving around the venue, including while being taken to their table, going to the bathroom, or going to a pay point. • Introducing a one-way system throughout the building reinforced through signage that clearly indicates the direction of flow • Reducing movement by discouraging non – essential trips within venues, for example, restricting access to some areas encouraging the use of radios or telephones or other electronic devices when sending orders from service areas to kitchens where permitted, and cleaning them between use. • Reducing job and location rotation, for example, assigning workers to specific areas or keeping temporary personnel dedicated to one area of the venue. • Where the above is not possible use a back to back or side to side working environment rather than face to face. • Managing use of high traffic areas including, corridors and entrances to maintain social distancing. • Open additional points of access to maintain social distancing.
<p>Staff Journey</p>	<p style="text-align: center;">Controls in my business</p>

<p>Food Menu</p>	<ul style="list-style-type: none"> • Menus simplified and reduced, to ensure that team members can work a safe distance apart (2 metres) from each other in the kitchen, where this is not possible using mitigating measures by providing face shields, using back to back or side by side working (rather than face to face) wherever possible, reducing the number of people each person has contact with by using fixed teams or partnering. • Allocate working areas in the kitchen and assess the workflow to ensure that staff do not need to cross over when working. • Stagger or allow additional shifts to normal to ensure that there are not too many team members working in any area at the same time. • As far as possible, manage shift rotas so that the same individuals work together, so that where social distancing measures are always not possible, any close contact happens between the same individuals.
<p>Working in the kitchen</p>	<ul style="list-style-type: none"> • Allowing kitchen access to as few people as possible. • Minimising interaction between kitchen staff and other workers, including when on breaks. • Putting teams into shifts to restrict the number of workers interacting with each other. • Providing all kitchen staff with face shields that must always be worn. • Spacing working areas apart as much as possible. • Minimising access to walk-in pantries, fridges, and freezers, for example, with only one person being able to access these areas at one point in time. • Minimising contact with delivery drivers by having a set area for deliveries. • Display a poster to enforce social distancing whilst working in the kitchen and brief staff.

<p>Staff Journey (amend as necessary)</p>	<p>Controls in my business (Pick controls that suit your business from the suggested list, or from the UKH Sector specific protocols or other guidance)</p>
<p>Deliveries / Contractors</p>	<ul style="list-style-type: none"> • Assist the NHS Test and Trace service by keeping a temporary record of your customers and visitors for 21 days. • Assist NHS Test and Trace with requests for that data if needed. • Where possible deliveries to arrive before premises opening times. • If the above is not possible a separate entrance for deliveries provided at the rear of the building. • Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often. • Arrangements are made with suppliers to allow safe delivery of goods to the premises. • Where visits to venues are required providing site guidance on social distancing and hygiene on or before arrival. • Deliveries are made by prior arrangement and a message or phone call to be received when arriving so that those in the delivery area are aware of the need to socially distance. • When needed to shut of any delivery areas from customers and staff to ensure social distancing. • A safe and hygienic area is made available in the delivery area for deliveries to be left • When the delivery is checked, the driver must step away and all deliveries to be recorded with the member of staff who checked in the delivery. • Remove external packaging and discard, wash hands. • Wash hands after putting deliveries away. • Adjusting put-away and replenishment rules to create space for social distancing. • Essential servicing and contractor visits to be done before/after staff or customers are onsite.
<p>Staff Journey</p>	<p>Controls in my business</p>

<p>Front of House Other working areas</p>	<ul style="list-style-type: none"> • All staff to wear face masks or shields at all times supplied by the business. • Using floor tape to help people keep to a 2m distance. • Keeping the activity time involved with other staff and customers as short as possible. • 2 metres (or 1m with risk mitigation) should be kept between staff and customers. • Maintaining social distancing between staff and customers with screens at till serving points where 2m cannot be achieved. • Step back after placing foods / drinks / payment machine in front of the customer. • Wash hands or use sanitiser after handling used crockery / cutlery etc from cleared tables.
<p>Toilet Use for staff</p>	<ul style="list-style-type: none"> • Separate staff toilet to avoid customer contact. • Clear signage asking staff to observe social distancing both on corridors and in the toilet area. • Monitoring of use to ensure compliance with physical distancing rules, must be in place and all staff made aware. • Clear signage asking staff to wash their hands. • Wash hands after using the toilet and sanitise hands again before starting work if you have touched any surfaces such as door handles on the way.
<p>Staff Journey</p>	<p>Controls in my business</p>

<p>Interaction with customers</p>	<ul style="list-style-type: none"> • Keep a safe (or 1m with risk mitigation) between you and the customer. • Keep behind screens. • When food is being delivered, place food down on the table and step back. • The same applies to payment. • Disinfect the card machine between uses with a suitable disinfecting wipe. • Encourage customers to order via the website/app.
<p>Interaction with work colleagues</p>	<ul style="list-style-type: none"> • Keep a safe distance of 2m (or 1m with risk mitigation) between colleagues. • As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people. • Considering where congestion caused by people flow and pinch points can be improved. Using one-way systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission. • Do not enter an area designated for use by another colleague <p>Behind the bar / cellar</p> <ul style="list-style-type: none"> • Providing floor marking to signal distances of 2m (or 1m with risk mitigation) apart. • Minimising access to walk-in pantries, glass wash areas, cellar etc. with only one person being able to access these areas at one point in time. • Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff. • Display a poster to enforce social distancing whilst working behind the bar and brief staff
<p>Using the Staff office</p>	<ul style="list-style-type: none"> • Only one person at a time may use the staff office • Disinfect any equipment using a suitable disinfecting wipe before and after using – remember the office phone, desk, keyboard, and mouse.

Staff Journey	Controls in my business
Uniform Removal	<ul style="list-style-type: none"> • Dirty uniform to be bagged at end of shift, taken home, and washed at 60 degrees. • One in one out system in the changing area. • Place used uniform in a bag and seal. • Kitchen uniform to be washed on site at 60 degrees or higher.
Leaving work	<ul style="list-style-type: none"> • Staff wash hands before leaving work. • Staff social distance whilst leaving work. • If uniforms cannot be washed on site, it is advised that staff remove work clothes and shower on arrival at their homes.
Staff Areas	<ul style="list-style-type: none"> • Using social distance marking for other common areas such as toilets and changing rooms. • Ensure there is hand sanitiser in the room for use. • Providing a separate area for staff to use during break times to adhere with social distancing. • If staff smoke, they must wash their hands before leaving the building and only smoke in the designated area with a (or 1m with risk mitigation) distance between them and others. • Staff must wash their hands upon re-entry to the workplace or use a hand sanitiser. • Staggering break times to reduce pressure on places to eat. • Installing screens to protect staff in front of house areas or serving customers at till points.

Staff Journey	Controls in my business
Staff Sickness	If the member of staff has symptoms of Covid-19 then: <ul style="list-style-type: none">• Separate the ill person from others by at least (or 1m with risk mitigation)• Dial 111 or use 111 online to obtain the correct advice.• The ill person should wear a face covering.

Customer Journey Risk Assessment

Steps of Customer Journey	Controls in my business
Premises Capacity	<ul style="list-style-type: none"> • NHS test and trace, keeping a 21-day record of each customer with as many of their contact details as possible • Defining the maximum number of customers that can reasonably follow social distancing at the venue. Considering total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas. • Make sure this number is never exceeded. • Reconfiguring indoor and outdoor seating and tables to maintain social distancing of customers of different households. For example, removing some furniture to increase the distance between tables. • Planning for maintaining social distancing in the event of adverse weather conditions, being clear that customers cannot seek shelter indoors.
Booking requirements	<ul style="list-style-type: none"> • Online / phone bookings and put on to Resdiary. • Emails to be taken for all customers as an automatic email to be sent out with customer guidance. • Stagger bookings and time slots to avoid congestion. • No bookings of more than 6 people. <p>Customer information</p> <ul style="list-style-type: none"> • Displaying official NHS QR code. • Providing clear guidance on social distancing and hygiene to people on or before arrival through ResDiary and on-site signage. • Informing customers that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification. • Providing written or spoken communication of the latest guidelines to both workers and customers. • Consider the needs of those with protected characteristics, such as those who are visually impaired. • Ensuring latest guidelines are visible in selling and non-selling areas. • Encouraging workers to remind customers to follow social distancing advice and clean their hands regularly.
Arrival outside venue	<ul style="list-style-type: none"> • Timed dining slots • Notices to customers informing them of what you expect them to do when visiting your venue. • Nobody should enter if they have the symptoms of Covid-19. • Using outside spaces for queueing where available and safe. • Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email • Customers to wear a face covering upon entering the building and when not seated at a table. • Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day for example by staggering opening hours.

Steps of Customer Journey	Controls in my business
Queuing outside	<ul style="list-style-type: none"> • Social distancing markers to ensure social distancing is observed. • Means of cigarette disposal. • Signage informing customers of social distancing.
Entering the business	<ul style="list-style-type: none"> • Separate entrance and exit with clear signage. • Staff to control entrance and exit. • Managing the entry of customers, and the number of customers at a venue, so that the venue, including areas of congestion does not become overcrowded. For example, through reservation systems and queue management, where possible. • Customers to use hand sanitiser or handwashing facilities as they enter the venue. • Customers to wear a face covering upon arrival and when not seated at a table. • Ensuring any changes to entries, exit and queue management consider reasonable adjustments for those who need them, including disabled customers.
Moving around the business & Walking to table both inside and outside	<ul style="list-style-type: none"> • One-way system with signage. • Numbered tables door staff to direct. • Hand sanitiser available throughout the building. • Signage used on furniture to let customers know which seats are available and which are not. • Signage on furniture to let customers know not to move any furniture around the premises. • Reducing the number of surfaces touched by both staff and customers. For example, asking customers to remain at a table where possible, or to not lean on counters when collecting takeaways.
At the bar	There will currently be no bar service.

Steps of Customer Journey	Controls in my business
Ordering food and drinks	<ul style="list-style-type: none"> • Encouraging use of contactless ordering from tables where possible through the website/app. • Avoid handling menus by using disposable menus the customer can take away with them. • Maintaining (or 1m with risk mitigation) social distancing from customers when taking orders from customers. • Using social distance markings to remind customers to maintain (or 1m with risk mitigation) distance between customers of different households. • Preventing customer self-service of food, cutlery, and condiments to minimise transmission by providing cutlery and condiments only when food is served. • Providing disposable condiments or cleaning non – disposable condiments after each use. • Allergen information must be made available as before.
Clearing the table	<ul style="list-style-type: none"> • Customers place tableware on to the end of the table for server to pick up. • Server clears table after customers have left. • Server cleans the table before the next customer arrives. • All surfaces surrounding are disinfected.
Using the toilet	<ul style="list-style-type: none"> • It is a legal requirement for customers to wear a face covering when moving around the premises including when travelling to the bathroom. • The use of a one in one out system to comply with social distancing measures. • Signage provided on how the system is implemented. • Clear signage asking customers to observe social distancing in the corridors. • The use of foot door handles to reduce hand contact. • Monitoring of use to ensure compliance with physical distancing rules, must be in place and all staff made aware. • Clear signage asking customers to wash their hands.
Payment	<ul style="list-style-type: none"> • Use the website/app to pay. • Encouraging contactless payments where possible and adjusting location of card readers to maintain 2m (or 1m with risk mitigation) social distancing. • Creating a physical barrier between front of house workers and customers at points of service using Perspex screens • Payment can be taken at the bar counter or till point if safety measures are in place.

Steps of Customer Journey	Controls in my business
Leaving the premises	<ul style="list-style-type: none"> • Social distancing markers to ensure social distancing. • One-way system markers to show exit route. • Staff to control movement and exit. • Separate entrance and exits. • Last orders at 22.50 and closing at 23.30.
Social Groups	<ul style="list-style-type: none"> • No bookings of 6 or more indoors or outdoors. This limit does not apply to meetings of a single household group or support bubble which is more than six people. • It is a legal requirement not to take bookings for a group containing more than two households or indoors or a maximum of 6 people outdoors.
Bar Service	<ul style="list-style-type: none"> • There will currently be no bar service. • Drink must be ordered by, and served to, a customer who is seated on the premises. The customer needs to remain seated whilst consuming the food and drink on the premises.
Cleaning	<ul style="list-style-type: none"> • Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as bar surface, tables, chairs, counters, tills, card machines etc. • Cleaning rota with tick list to shown who this was carried out by and when. • AWP machines should be cleaned and disinfected regularly depending on use. <p>Ventilation –</p> <ul style="list-style-type: none"> • Doors open when conditions allow.

Takeaway	<ul style="list-style-type: none"> • Encouraging customers to order online via the app or over the telephone to reduce queues and stagger pick-up times. • Minimising contact between front of house workers and customers by having zones from which customers can collect their order. • Limiting access to venue for people waiting for or collecting takeaways. • Setting out clear demarcation for (or 1m with risk mitigation) distances for customers queuing. • Asking customers to wait outside or in their cars. • Putting in place procedures to minimise person-to-person contact during collection. • Minimising contact during payments and exchange of documentation. • Customers to wear a face covering when collecting takeaway.
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Cleanliness & Hygiene

Area	Controls in my business
Keeping the venue clean	<ul style="list-style-type: none"> • Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors. • Frequent cleaning of objects and surfaces that are touched regularly such as counters, tills, and making sure there are adequate disposal arrangements for cleaning products. • Cleaning surfaces and objects between each customer use. For example, cleaning tables in view of customers before customer use. • If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance. https://www.gov.uk/government/publications/covid-19-decontaminationin-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings • Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
Keeping the kitchen clean	<ul style="list-style-type: none"> • Maintain the EHO 5-star food hygiene standard. • Increase cleaning and disinfection measures during and after service. • Washing hands before handling plates and cutlery. • Continuing high frequency of hand washing throughout the day.
Hygiene – handwashing, sanitation facilities and toilets	<ul style="list-style-type: none"> • Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. • Providing regular reminders and signage to maintain hygiene standards. • Providing hand sanitiser in multiple locations in addition to washrooms. • Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. • Enhancing cleaning for busy areas. • Providing more waste facilities and more frequent rubbish collection.

Area	Controls in my business
	<ul style="list-style-type: none"> • Providing hand drying facilities – either paper towels or electrical dryers. • Washing hands after handling customer items and before moving onto another task.
Changing rooms	<ul style="list-style-type: none"> • Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.
Handling goods, merchandise, other materials, and onsite vehicles.	<ul style="list-style-type: none"> • Cleaning procedures for goods and merchandise entering the site. • Cleaning procedures for the parts of shared equipment you touch before each use. • Encouraging increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical. • Enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.

NOTES

Reviews

This Risk Assessment should be reviewed with your teams soon after opening and then weekly. You should log your reviews and the outcomes here.

Date	Reviewed by	Changes
16/07/2020	Tasha Warren	Bar Service - The additional installation of bar screens at till serving points for the protection of staff and customers. Staff areas – Providing a separate staff area to be used during break times to adhere to social distancing between staff and customers.
23/09/2020	Tasha Warren	Front of house – wearing of face coverings for all staff. Working in the kitchen – All kitchen staff to wear a face shield. Entering the business – face coverings for customers upon entering the building and when not sat at a table. Table service – All food /drink to be ordered via the app or with a member of staff. Bar service – Currently no bar service. Social groups – Limit of 6 people per table from any household. Leaving the premises – Site closure at 10pm.
01/12/2020	Tasha Warren	Bookings & Social Groups – maximum number of 6 per group indoors or outdoors No mixing of households inside but up to 6 outdoors. Leaving the premises – Site closure at 11pm (last orders being 10pm)
19/04/2021	Tasha Warren	Leaving the premises – site closure at 23.30 (last orders at 22.50)

Social Distancing

The most effective control measure is no contact – this is the ultimate control measure (elimination) and is what can be achieved for those capable of working from home. However not everyone can work from home and indeed most hospitality jobs cannot be done from home. Where this is the case, the minimum number of staff should be used on site. Look at shift changeovers and consider staggering them to reduce overlap.

Place stickers throughout the site to promote social distancing and mark out floors areas with stickers to ensure 2 metre distance. This is the next most effective control measure as it reduces the probability of contracting the virus, even when in the presence of a positive case.

Move meetings to virtual platforms such as MS teams, WebEx, Skype where possible (and experience over the past 4 weeks suggests that this is possible for most meetings).

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery#takeaways-3-1>

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 2 metre social distancing cannot be maintained due to venue design, 1 metre with risk mitigation is acceptable. sufficient mitigation strategies must be designed and implemented.

- 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.
 - Staff to wear face coverings always.
 - Customers to wear face coverings upon entering the building and when not seated at a table.
 - 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.

Live Performances

Live performances, including drama, comedy and music, are not permitted to take place in front of a live audience.

Impact of Test and Trace

You should assist the NHS Test and Trace service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Many businesses that take bookings already have systems for recording their customers and visitors, if you do not already do this, you should do so to help fight the virus.

If a member of staff shows symptoms and then tests positive, that person will have to isolate for 7 days and all others in the same household for 14 days. Also, all work colleagues who have been in close contact will have to isolate for 14 days. (See appendix 2d for definition of close contact). It has come to our attention that the approach taken by test and tracing officers has varied in respect of close contact and whether people in the same workplace will need to also isolate if one member of staff shows symptoms. If 2 metre social distancing has been followed at work, (or 1m with risk mitigation where 2m is not viable), then close contact has not occurred, and other staff should not be required to isolate.

Reasonable Adjustments for Disabled People

Throughout the risk assessment you should consider reasonable adjustments for those who need them, including disabled customers.

PPE

Face masks are used in clinical settings to prevent the spread of the virus to the respiratory tract of those treating an infected patient.

Face coverings may be used to protect others from the person who is wearing them. This really only works if everyone is wearing them.

Gloves are to protect the skin of the person wearing them from hazardous chemicals, for example. They become a surface in themselves, so are not effective in the reduction of coronavirus transmission unless replaced after each use. Hand washing is the best control measure.

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not using PPE.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. However, customers and workers who want to wear a face covering can do so.

Protecting People who are at higher risk.

Clinically extremely vulnerable individuals (see definition in Appendix) have been strongly advised not to work outside the home during the pandemic peak and only return to work when community infection rates are low.

Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions, see definition in Appendix), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.

If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). If they cannot maintain social distancing you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

Customer information - Health Check

You **should not visit *THE KENTS*** 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 KENTS*** 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 KENTS*.

To help protect the safety of our guests whilst visiting us you will notice some changes. We appreciate your cooperation and understanding.

- Staff will always be wearing face coverings.
- The number of people allowed into our business will be restricted.
- Hand sanitiser points will be positioned throughout the pub / restaurant and we encourage you to use them frequently.
- The flow of customers around the building will be controlled, please follow direction signs and staff instructions.
- Disposable menus are in use, please take them with you when you leave the pub/restaurant.
- Please keep a safe distance
- Do not move furniture.
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- Our service style has changed, and you can expect the following.
 - Restrictions in the size of tables (No tables exceeding the rule of 6).
 - Table bookings must adhere to government guidelines on social contact
 - The implementation of social distancing on our premises.
 - 2-hour time slots on tables

V2.3 310520 Govt Guidance included.