



**THE WOODLAND**  
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## Covid-19 Risk Assessment for The Glade (The Woodland Presents CIC)

Property Name	The Glade	Date of Next Review:	Ongoing as required
Date of Assessment	13 <sup>th</sup> September 2020	Notes:	Risk Assessment will change as per UK government and health authority guidelines.
Assessment Carried out by	Sylvia Mohabir (Director)		

What are the Hazards?	Who Might Be Harmed and How?	What are we already doing to control the Risk?	What further action do we need to take to control the Risk?	Risk Factor / Urgency		
				H	M	L
<b>Person to person contact during COVID-19 pandemic (host and guest)</b>	Becoming infected with COVID-19 coronavirus and further spreading the infection. <ul style="list-style-type: none"> <li>▪ Booker/Guests</li> <li>▪ Visitors</li> <li>▪ Maintenance workers</li> <li>▪ Staff members/Cleaners</li> <li>▪ Delivery Drivers</li> <li>▪ Contractors</li> </ul>	<b>Bookings &amp; Guest Care</b> <ul style="list-style-type: none"> <li>• Booking information/induction details are sent to guests prior to arrival, no host/guest contact required on arrival or departure.</li> <li>• Keylock provided at Nest building entrance, no host/reception required on arrival to meet and greet guests. Guests informed of code and padlock combination numbers prior to arrival.</li> <li>• COVID-19 Safety Protocol provided to guests on booking, to share health and safety practices and recommended guidelines set out by the UK government and venue.</li> <li>• COVID-19 Safety Protocol sent to guests prior to arrival, to highlight current social distancing rules and restrictions to minimise contact between guests and any staff members.</li> <li>• COVID-19 Safety Protocol sent to guests prior to arrival, to remind event organisers to record the names and telephone numbers of all attendees for 21 days, to be available to the venue for NHS Track and Trace purposes.</li> <li>• COVID-19 Safety Protocol sent to guests prior to arrival, to remind guests of the use of face covering and recommend usage where appropriate during their booking.</li> <li>• Safety Protocol and COVID-19 Risk Assessment posted on organisation website and booking pages.</li> <li>• Safety Handbook including emergency action plan, emergency contact details and fire policy and procedures provided at the</li> </ul>	<ul style="list-style-type: none"> <li>• Consideration of the health of guests prior to their arrival; courtesy check-in with main booker as to the health of all persons of the group before arrival.</li> <li>• Courtesy phone call/email to guest after event to ensure customer satisfaction and to check-in on health of guests.</li> <li>• Regular communication contact between venue and guests, to provide any updates should regulations change that may affect their booking.</li> <li>• Visitors coming onsite that have not been prearranged by a staff member, to be reminded of social distancing and handwashing practices on arrival.</li> <li>• Event organisers recommended to place social distancing signage in and around the site, made available by venue, should their event host large group numbers.</li> <li>• Members of team and visitors to be reminded to wash their hands for 20 seconds on a regular basis (including destination hand washing on arrival) with water and soap and the importance of proper drying with disposable towels.</li> </ul>			X



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		<p>venue. Guests can access help and advice during their event from this source or call emergency services for extreme cases.</p> <ul style="list-style-type: none"><li>• Emergency situations involving the venue; contact mobile numbers of managing staff and Dartington Estate security have been provided to guests within the Safety Handbook onsite.</li><li>• Handwashing and respiratory hygiene guidance communicated to all guests in advance within the written Safety Protocol, provided to guests on booking and available on The Woodland Presents website on The Glade webpage.</li><li>• Soap dispenser pump and hand towels provided at the compost loo basin. Hand sanitiser pump provided inside the Nest building.</li><li>• Signage displayed in and around the venue site to assist guests with varying location details (e.g. entrance, toilets), health and safety precautions, and certain operating instructions.</li><li>• Stringent cleaning and disinfecting regime in place at the venue before new guest arrivals, use of disinfectant microbe shields (kills 99.9% virus/germs) sprayed on common areas and surfaces which last up to 30 days.</li></ul> <p><b>Staff/Worker Care</b></p> <ul style="list-style-type: none"><li>• No host/reception required on arrival to meet and greet guests, keylock and code, padlock combination numbers provided to guests online prior to arrival.</li><li>• For emergency situations involving the venue grounds, Nest building or access issues the contact mobile numbers of managing staff and have been provided to guests within the Safety Handbook onsite. No direct contact initially required.</li><li>• Maintenance/cleaners have been provided with appropriate PPE (gloves and masks where required) to use when working at the venue.</li></ul>	<ul style="list-style-type: none"><li>• Members of team to be reminded of the importance of social distancing both in the workplace and outside of it, in line with the current government regulations.</li></ul>			
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		<ul style="list-style-type: none"><li>• More than one member of the maintenance or cleaning team (no more than 6 people at one time) to work at the recommended distances or more, working in different areas of the venue to complete their tasks is recommended.</li><li>• Handwashing and respiratory hygiene guidance communicated to all staff in written Safety Protocol, sent to all members of staff prior to starting work.</li><li>• Hand washing facilities with soap and water in place for staff members at the venue.</li><li>• Drying of hands with disposable paper towels while working has been advised.</li><li>• Gel sanitisers provided in any area where washing facilities are not readily available.</li><li>• Staff encouraged to protect the skin by applying emollient cream regularly.</li></ul> <p><b>Venue Area/ Social Distancing</b></p> <ul style="list-style-type: none"><li>• No cleaners allowed at the venue should any guests be present, staff members to wait until all guests have left the venue grounds.</li><li>• Venue maintenance work ceases until guests leave the premises, unless for an emergency.</li><li>• Guests access at venue; Nest building, Fire Circle, Tree Table, Canopy space and staging, Woodland café/bar, compost and corresponding pathway, main venue ground.</li><li>• Surrounding woodland, as well as the Glade grounds, are part of Dartington Estate land. The woods outside of the Glade are not covered under the Glade COVID-19 risk assessment.</li><li>• For operational/maintenance issues that are not solvable after checking the instructions, guest to phone management staff for assistance, number located in the Safety Handbook located inside the Nest. If not solvable over the phone, guest to remove</li></ul>				
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		<p>themselves from the area requiring attention to allow staff members to access the space at a safe distance.</p> <ul style="list-style-type: none"> <li>Any issues needing a maintenance visit to be arranged when there are no guests at the venue where possible (unless an emergency).</li> <li>Guest and staff members to keep to safe social distancing guidelines should any external persons require access to the venue grounds in case of an emergency (e.g. mechanical fault or fire). Recommended the guests be asked to remain in another side of the wood during the visit.</li> </ul> <p><b>Delivery Drivers</b></p> <ul style="list-style-type: none"> <li>Deliveries to the venue will be instructed to leave goods at the perimeter of the venue grounds and be met at a distance by the receiver.</li> </ul> <p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>Management will promote mental health and wellbeing awareness to staff during the coronavirus outbreak and will offer whatever support they can to help.</li> </ul>				
<b>Staff member not fit for work and infected with COVID-19</b>	Could spread COVID-19 through cleaning/maintenance within the property	<p><b>Symptoms of Covid-19</b></p> <ul style="list-style-type: none"> <li>If staff members become unwell with a new continuous cough or a high temperature in the workplace, they will be asked to go home and advised to follow the stay at home guidance. If possible (mild symptoms), the employee could work from home if possible.</li> <li>If staff members are unwell and have been in contact with someone who has COVID-19, they are advised to seek medical advice and follow the recommended stay at home guidelines.</li> <li>If advised that a member of staff or guest has developed Covid-19 and were recently at our venue premises, the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing checks with staff members on their health and wellbeing.</li> </ul>			<b>X</b>



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		<ul style="list-style-type: none"> <li>Managers to maintain in regular contact with staff members during this time.</li> </ul>			
<b>Cleaning regimes not effective/fit for purpose</b>	Contaminated venue and spread of COVID-19	<ul style="list-style-type: none"> <li>All cleaners are fully inducted before they begin working at the venue, to follow best cleaning practices detailed in the 'Cleaning Guidelines' and shown where appropriate cleaning products are kept.</li> <li>Cleaning guidelines and COVID-19 cleaning checklist sent to all staff before working, and a copy kept at the main office.</li> <li>All cleaning team members are given the correct PPE and instructions on handwashing regimes and their wellbeing.</li> </ul>	<ul style="list-style-type: none"> <li>Cleaners are recommended to leave doors, to the Nest building and compost toilets, open for a considerable time before beginning the cleaning regime.</li> </ul>		X
<b>Incorrect cleaning materials/systems used</b>	Not cleaning or sanitising the venue correctly	<ul style="list-style-type: none"> <li>Cleaning checklist compiled clearly stating what should be cleaned, how surfaces/items should be cleaned and disinfected at the venue.</li> <li>Microbe shield sprayed on all door handles, toilet handles, light switches and common surfaces that kill 99.9% of germs/viruses and lasts for 30 days.</li> <li>Cleaning materials are clean and fit for purpose.</li> <li>Electrical cleaning equipment is PAT tested and fit for purpose and used in the correct way.</li> <li>Risk assessments available to all staff and copies kept in the main office.</li> </ul>	<ul style="list-style-type: none"> <li>Cleaners to report any issues concerning hygiene to the management team. Action to be taken and new best practices updated on the Cleaning Checklist and Cleaning Guidelines.</li> </ul>		X
<b>Dealing with a guest who is unwell / infectious or has an outbreak in the property.</b>	The spread of an infectious outbreak	<ul style="list-style-type: none"> <li>Any guest that falls unwell with COVID-19 symptoms during their booking at the Glade must get medical advice immediately and let the management know of the situation, removing themselves from the venue grounds and return to their main home will be advised.</li> <li>Emergency contact details, medical services and nearby doctors/hospitals are written in the Safety Handbook provided in the Nest for guests to have easy access of this information.</li> </ul>	<ul style="list-style-type: none"> <li>Other guests in the group advised to seek medical advice and follow the public health procedures set out by the government, for persons who have been in contact with someone having COVID-19 symptoms.</li> </ul>		X



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		<ul style="list-style-type: none"> <li>Management can call/video call the guests to clearly understand the situation and discuss if the group needs to extend their booked hours, for how long, and if possible.</li> <li>Medicines, food supplies and extra cleaning materials can be delivered to the outside of the Glade grounds by other guests' members or management if required.</li> </ul>			
<b>Changeover clean/maintenance</b>	Contaminated surfaces and spread of COVID 19	<ul style="list-style-type: none"> <li>Cleaners/staff members will not enter the venue grounds until all guests have left the venue grounds.</li> <li>All changeover cleans to be completed once the guests have left the venue and grounds.</li> <li>Cleaners/staff will acknowledge they are fit for work before their shift begins or inform the managing team if they are unwell.</li> <li>All PPE (mask and gloves) are available to cleaners/staff members onsite.</li> <li>All cleaning procedures are adhered to as outlined in the Cleaning Guidelines and COVID-19 Cleaning Checklist, provided to all cleaning staff, and left at the main office in the workplace.</li> <li>Any left property to be placed in bags and removed from the venue for safe storage, kept for a maximum of 1 month.</li> </ul>	<ul style="list-style-type: none"> <li>Cleaners/staff members that discover a person is still at the venue after the departure time will phone the main booker for clarification.</li> <li>Cleaners due to clean the venue will be notified of the situation and advised not to arrive at work till notified of guest's departure.</li> </ul>		<b>X</b>
<b>Legionella</b>	Infection of Legionella from standing water if the venue water tank has been lying empty.	<ul style="list-style-type: none"> <li>Before opening the venue to guests, the toilet water basin and water tank will be flushed for two minutes or more.</li> </ul>	<ul style="list-style-type: none"> <li>Property to be monitored on a continuing basis, if any concerns a professional will be brought in the check the water systems.</li> </ul>		<b>X</b>



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Notes on completion