

THE DITCHLEY FOUNDATION

RA90 – COVID-19: Providing a Safe Environment for Staff, Visitors and Guests During Events Risk Assessment

<u>SITE ADDRESS</u> : The Mansion, Ditchley Park, Chipping Norton, OX7 4ER	
<u>Subject</u> : In line with Government guidance, to provide a safe environment for staff, visitors and guests during events held at Ditchley Park, during the ongoing Covid-19 crisis.	<u>Can hazard be removed?</u> no
<u>Location of Hazard:</u> Foundation buildings, grounds and vehicles	
<u>Who is at Risk?</u> Guests, visitors, contractors and permanent staff	
<u>Hazard Description, with Risks:</u> Risk of contracting Covid-19 virus, through direct contact with infected person, or indirect transmission via materials and surfaces.	
<u>Hazard Severity [HS]</u> : Score 1-5 (<i>Could cause injury or damage – Most likely event</i>) <i>Minor Injury/Damage 1, Lost Time Injury 2, Serious Injury/Damage 3, Critical Injury 4, Death 5</i> Score = 5	
<u>Risk Probability [RP]</u> : Score 1-5 (<i>The likelihood of this happening</i>) <i>Remote 1, Unlikely 2, Reasonable chance 3, Probable 4, Certain 5.</i> Score = 3	
<u>Risk Factor</u> : 1-6 [<i>Low</i>]. 7-16 [<i>Medium</i>] 17-25 [<i>High</i>]. HS x RP = 15 (Medium)	
<u>Controls</u> : During events at Ditchley Park, all staff, guests and visitors on-site must follow Government guidelines on safe working practices of social distancing and hygiene procedures. RA85 Safe Working Environment risk assessment should be followed for general Covid-19 safe working practices in the workplace. Event-specific Covid-related health and safety instructions will be given to teams prior to each event, incorporating the necessary controls from risk assessments RA85 and this risk assessment (RA90). The specific controls for working during events are: <ul style="list-style-type: none"> To assist the NHS Test and Trace service, contact details for staff and visitors, records of staff shift patterns and dates that visitors are present in the house should be kept for 21 days, and provided to NHS Test and Trace if requested. 	
<u>Office Staff</u> <ul style="list-style-type: none"> Office-based teams should be encouraged to work remotely from home to minimise non-essential personnel on site. 	
<u>Operational Staff</u> (all personnel involved with delivering event on site) <ul style="list-style-type: none"> Staff will be reminded of the need to follow the basic protocols to keep all staff and visitors safe: observing social distance of 2 metres; regular hand washing and use 	

of hand sanitiser; wearing (Ditchley-provided) face masks when in areas of high density and when meeting new people.

- Any staff displaying symptoms, or have recently been symptomatic, tested positive for Covid-19 or have been identified by the NHS Test & Trace programme as someone who has been a close contact of a case must declare this to their line manager immediately and must not be present at Ditchley during the event.
- Role-specific guidance is given below.

Cleaning Regime

- Specialist Covid-19 deep clean of public areas will take place, by contracted company, prior to first event.
- Covid-19-specific cleaning methods and materials will be advised by contracted company and protocols will be followed by Domestic team going forward.
- Domestic team to have a specific timetable and check list for all guest areas to be regularly cleaned, eg Reception (Great Hall), meeting rooms, toilets.
- All touch points in guest areas should be cleaned very frequently (4-5 times a day), eg door handles, push plates.
- Hand sanitiser to be available in all communal areas.
- Staff Fund envelopes to be removed from rooms.
- Information for guests booklets and other printed materials in bedrooms must be replaced after every visit.
- Laminated fire/safety signs in bedrooms must be sanitised after every visit.
- Disposable hand towels (not linen) to be provided in shared facilities (eg toilets).
- Allocated time for housekeeping to clean bedrooms will be communicated to guests in advance, to ensure spaces are left free for staff to operate.
- No housekeeping will be carried out in guest bedrooms unless specifically requested. Additional towels, water, glasses etc will be left in each room in advance of guest arrival.
- There should be additional waste facilities available in communal areas, and rubbish collected at frequent intervals during events.
- Keypad entrances do not need to be deactivated if required for security purposes: they must be highlighted as touch points and cleaned regularly.
- Cleaners should be visible throughout event, for guest confidence.

Communication to guests pre-arrival and on day

- Guests to be issued guidance about visiting premises prior to and at the point of arrival. Conference Coordinator/event organiser to send out Information email and provide a hard copy on arrival:
 - Guests should not attend who are: symptomatic, have recently been symptomatic, tested positive for COVID-19 or if they are a contact of someone symptomatic or have been identified by the NHS Test & Trace programme as someone who has been a close contact of a case
 - Guests to be made aware that their contact details and dates of visit (held in Raisers Edge) will be shared with NHS Test and Trace, if requested.
 - A handheld temperature check gun will be available in the Great Hall on arrival, and on request throughout event, but temperature checking of guests will not be mandatory

- Guests will be asked to declare immediately if they develop any Covid-related symptoms during the course of the event (a new continuous cough; a high temperature; a loss of, or change in, normal sense of taste or smell).
 - Guests displaying symptoms will be asked to leave immediately.
 - Guests will be encouraged to stagger arrival times (arrival time range to be given), to prevent crowded reception area.
 - Conference delegates to be asked to bring their own pens/writing implements.
 - Face coverings are not mandatory whilst at Ditchley, but guests arriving by public transport (coach or Ditchley vehicle) must wear face coverings whilst in transit.
 - Single access and egress routes between rooms will be encouraged where possible.
 - Otherwise, guests will be asked to be mindful of social distancing protocols when entering/exiting rooms.
 - Signage will be clearly displayed around the house to indicate routes.
 - Guests should be encouraged to keep to the right-hand side of staircases and corridors.
 - Only delegate bedrooms with en-suite or dedicated bathroom facilities will be used.
 - The Guest toilets in the basement will be shared, but for guest use only. The middle urinal and basin in the Gents toilets will be cordoned off to ensure social distancing protocols are maintained
 - Guests should be made aware of the increased risk of using shared facilities.
- The particular needs of those with protected characteristics, such as people with visual impairments, should be considered through a Personal Plan

Conference delegate arrival and assistance

- Ditchley Visitors' book should be signed with single use pens (provided by delegate or Ditchley)
- Ditchley driver will wear face covering whilst in the vehicle, if required to drive delegates to Ditchley.
- Porters should wear disposable gloves when carrying delegates' luggage to rooms, changing gloves frequently.
- Face coverings should be worn in enclosed public spaces where meeting with new people. Porters should, therefore, wear face coverings during baggage collection/delivery, and when assisting guests at other times. Ditchley-provided face masks should be worn as part of the 'porters' uniform.
- Front of house staff, especially those not wearing face coverings, should ensure a social distance of 2 metres is maintained when greeting and assisting guests.
- Guests will be given advance instruction on how 'check-in' is managed at Ditchley (porters take luggage from bus or from guest as they arrive; guest signs book; Sandra confirms room number; guest identifies bag with porter; porter takes luggage and guides guest to room).
- Red rope barriers to be used on arrival, across from front door to cedar table, to guide guests to correct position around 'front' of table.
- Sandra, or other member of staff registering guests, remains at 'back' of cedar table (nearest sofa) to maintain distance from guest.

- Handover of any keys (eg Lower House) must be in a socially distanced way.
- Latest advice regarding COVID-19 measures must be held at Reception, along with contact numbers of key contacts should a member of staff or guest become ill.
- First Aid: all first aiders to be provided with additional Covid-19 PPE (disposable aprons, masks and face shields). Patients will be requested to wear a face mask (provided by Ditchley).
- Individual bottles of water will be available for guests on cedar table.

Use of the House

- Maximum occupancy given the size and configuration of operation to be assessed in advance and discussed between House Manager/Bursar and Director / Conference Coordinator / event organiser.
- Signage to be displayed to remind guests of requirement to socially distance, and to take responsibility for hygiene by using hand sanitisers at the points of entry to the house, and regularly washing hands with soap and hot water.
- COVID-19 Industry Standard (Visit England) posters to be displayed around house.
- All guest areas to be configured to be compliant with guidance on social distancing, eg place settings 1 metre plus, side-by-side, not directly facing each other. *All tables (conferencing and dining) will be configured in advance and signed off by House Manager and Conference Coordinator/event organiser.*
- Waiting staff to serve drinks and hot beverages behind a trestle table in Saloon (not marble table) to ensure social distancing
- No indoor performances to take place in front of live audience: pianist to perform in White Drawing Room, with guests in Saloon or on Churchill Terrace
- Where installed, auto-release door retainers will be used to prop open doors, including fire doors, to reduce number of doors being touched.
- Conference delegates should be encouraged to sit at the same place in plenary and breakout sessions.
- The use of outdoor spaces will be encouraged, including lunch-time dining and pre dinner drinks.
- The snooker table will not be in use.

Hospitality

- Face coverings will be worn by waiting and kitchen staff during service.
- Numbers of waiting and catering staff should be limited to as few as possible, due to limitations of space in some areas (eg Servery).
- Waiters to wear disposable gloves when laying table.
- Plates to be carried with paper napkins, when served to guests. If linen gloves are worn (Butlers), they must be changed frequently to avoid cross-contamination.
- Self-service of food, cutlery and condiments to be minimised, to reduce risk of transmission: waiting staff to serve all beverages.
- Milk, sugar, condiments (salt, pepper, sauces) and nibbles to be served in single-portion sizes or allocated as sole use (eg one salt cellar per diner) and sanitised after use.
- All beverages to be served by waiting staff, including milk for tea.
- Food to be pre-plated where possible, including breakfast. If buffets are to be provided, they must be single portions (bowl food) or served by waiting staff. *To*

be discussed in advance of each event by hospitality provider and House Manager.

- Table menus to be individual and single use.
- One waiter to be assigned per table/small group of guests.
- Individual jug and glass of water to be provided per guest, in every plenary / breakout room.
- Waiting staff to be mindful of the back of house 'touch points' (such as door handles, coffee machine buttons, dishwasher controls) and to sanitise them frequently.
- Hospitality contractors should have site of Ditchley Risk Assessments RA85 and RA90 (this) and should always adhere to them when on site.
- Hospitality contractors must also provide their own Risk Assessment for the function.

Arrangements for House Tour Visitors

- Face coverings to be worn at all times during visit
- Tea and coffee will be provided in disposable cups and will be served by waiting staff (as per Hospitality, above)
- Small groups of 6 per tour guide, to allow social distancing in smaller State rooms
- Groups to be led on circuitous route to ensure single point of access and egress through each room

Additional Controls [Precautions] needed :

<u>Assessed by:</u>	<u>Copied to:</u>	<u>Written:</u>	<u>Revision date (s):</u>
Tracey Wallbank, House Manager	Mike Montagu, Bursar	03.08.2020	V2: 26.08.20 To be reviewed on a regular basis, as the situation dictates